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Department of MANAGEMENT SERVICES
We serve those who serve Florida

4050 Esplanade Way
Tallahassee, FL 32399-0950
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Ron DeSantis, Governor

Johnathan R. Satter, Secretary

20200626-4904

CONTRACT

FOR

SUNCOM COMMUNICATIONS SERVICES

CONTRACT NO: DMS-17/18-004B

BETWEEN

THE STATE OF FLORIDA

DEPARTMENT OF MANAGEMENT SERVICES

AND

AT&T CORP.

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CONTRACT

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Exhibits:
Exhibit A – Request for Best and Final Offer to ITN DMS-17/18-004;
Exhibit B – Contractor's Best and Final Offer to ITN DMS-17/18-004 and Contractor's Forms 1-7 submitted in response to ITN DMS-17/18-004;
Exhibit C – Invitation to Negotiate for ITN DMS-17/18-004, Attachment F for ITN DMS-17/18-004, and addenda 1, 2, and 4 for ITN DMS-17/18-004 in reverse order of issuance

This Contract is between the STATE OF FLORIDA, DEPARTMENT OF MANAGEMENT SERVICES (Department), an agency of the State of Florida with offices at 4050 Esplanade Way, Tallahassee, Florida 32399-0950, and AT&T Corp., (Contractor) with offices at 1820 East Park Avenue, Tallahasse, Florida, 32301, each a "Party" and collectively referred to herein as the "Parties".

The Parties enter into this Contract (hereinafter "the Contract") in accordance with Chapters 282 and 287, Florida Statutes, and with the negotiated terms and conditions of Invitation to Negotiate, DMS-17/18-004 SUNCOM Communication Services.

The Contractor was awarded to provide voice services and related communication services and features for the following Service Categories: Service Category 1: Unified Communications (Single and Multi-Tenant), Service Category 2: Session Initiation Protocol (SIP) Trunking, Service Category 3: Contact Center (Single and Multi-Tenant), and Service Category 4: Centrex Services.

SECTION 1. CONTRACT TERM AND TERMINATION

1.1 Initial Term

The initial term of the Contract will be five (5) years and will begin on the date the Contract is signed by all Parties.

1.2 Renewal

Upon written agreement, the Department and the Contractor may renew the Contract in whole or in part for up to five (5) renewal years in accordance with section 287.057(13), F.S., and Rule 60A-1.048, Florida Administrative Code (F.A.C.).

1.3 Transition Services

The Contractor will be required to perform transition services associated with the end of the Contract or breach of Contract and related to the transition between SCS and the replacement contract at no cost, which may take place at any time during the Contract term. The complete transition of existing services to replacement services or to replacement contracts is hereby explicitly made a criterion for completing the Contract.

As part of transition services, the Contractor shall:

i) Provide sufficient efforts and cooperation to ensure an orderly and efficient transition of services to any replacement contract.

ii) Deliver to the Department upon request, whether or not previously made available, the following on an as-needed basis:
   a. Current operations guides and procedures the Contractor follows to provide the services; and
   b. A disclosure of the equipment, software, and third-party contract services required to perform the services.

iii) Assist the Department with migration of databases of information as needed in a format, method, and timeline acceptable to the Department that is consistent with current industry practices and standards.

iv) Assist the Department with the installation of network-to-network connections to facilitate continuity for SUNCOM Communication Services (SCS) sites. Network-to-network connections shall be paid for by the Department at the current contract pricing.

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v) Promptly answer all questions related to the transition and migration of the SCS, upon request.

vi) To the extent possible, provide such other services, functions, or responsibilities inherent or necessary to the transition of existing SCS to a replacement contract, provided that such services, functions, or responsibilities are limited to that which can be delivered with the then current Contractor team staffing and subcontractors, if required.

1.4 Suspension of Work and Termination

1.4.1 Suspension of Work

The Department may, at its sole discretion, suspend any or all services at any time, when in the best interest of the Department or Customer to do so. The Department will provide the Contractor written notice outlining the particulars of suspension and the effective date of the suspension. After receiving a suspension notice, the Contractor must comply with the notice and will cease the activities associated with the Contract. Within ninety (90) days, or any longer period agreed to by the Contractor, the Department will either (1) issue a notice authorizing resumption of work, at which time activity will resume, or (2) terminate the Contract. Suspension of work will not entitle the Contractor to any additional compensation.

1.4.2 Termination for Convenience

The Contract may be terminated by the Department in whole or in part at any time, when it is in the best interest of the State of Florida. If the Contract is terminated before performance is completed, the Contractor will be paid only for that work satisfactorily performed, prior to the termination, for which costs can be substantiated. Such payment, however, may not exceed an amount which is the same percentage of the Contract price as the amount of work satisfactorily performed. All work in progress will become the property of the Customer and will be turned over promptly by the Contractor.

1.4.3 Termination for Cause

If the performance of the Contractor is not in compliance with the Contract requirements or the Contractor has defaulted, the Department may, following written notification to Contractor and a 10-day opportunity to cure, at its sole discretion, (a) immediately terminate the Contract, (b) notify the Contractor of the deficiency with a requirement that the deficiency be corrected within a specified time, otherwise the Contract will terminate at the end of such time, or (c) take other action deemed appropriate by the Department.

1.4.4 Termination Assistance

In case of termination, whether for cause or for convenience, the Contractor will provide prompt and thorough transition assistance and cooperation, including as specified in Attachment A – Final Statement of Work Section 3.46, and Contract subsection 1.3.

SECTION 2. CONTRACT DOCUMENTS AND HIERACHY

The Contract sets forth the entire understanding of the Parties and consists of the documents listed below. In the event any of these documents conflict, the conflict will be resolved in the following order of priority (highest to lowest):

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1. This Contract document;
2. Exhibit A – Request for Best and Final Offer to ITN DMS-17/18-004;
3. Exhibit B – Contractor's Best and Final Offer to ITN DMS-17/18-004 and Contractor's Forms 1-7 submitted in response to ITN DMS-17/18-004;
4. Exhibit C – Invitation to Negotiate for ITN DMS-17/18-004, Attachment F for ITN DMS-17/18-004, and addenda 1, 2, and 4 for ITN DMS-17/18-004 in reverse order of issuance

In accordance with Rule 60A-1.002(7), F.A.C., Form PUR 1000, is included herein by reference, but is superseded in its entirety by the Contract.

SECTION 3. PAYMENT AND FEES

3.1 Pricing

During the term of the Contract (including renewal years),the prices offered by the Contractor will not exceed the pricing set forth in Exhibit B – Contractor's Best and Final Offer to ITN DMS-17/18-004 unless an increase is authorized pursuant to Attachment A – Final Statement of Work Section 4.6.

3.2 Price Adjustments

During the term of the Contract (including renewal years), the Department encourages the Contractor to offer price decreases that are in line with increased efficiencies and added infrastructure enhancements. The Department reserves the right to further negotiate reduction in pricing for the renewal years.

3.3 Price Decreases

The following price decrease terms will apply to the Contract:

(a) Volume Discounts. Contractor may offer additional discounts for one-time delivery of large single orders.

(b) Preferred Pricing. The pricing indicated in the Contract is guaranteed, by the Contractor, to be a maximum price. Additionally, Contractor's pricing will not exceed the pricing offered by Contractor under comparable government contracts. Comparable government contracts are those government contracts that are similar in size, scope and terms. Contractor must annually submit an affidavit from the Contractor's authorized representative attesting that the Contract complies with this clause.

(c) Sales Promotions. In addition to decreasing prices for the balance of the Contract term due to a change in market conditions, a Contractor may conduct sales promotions involving price reductions for a specified lesser period. A Contractor must submit documentation identifying the proposed (1) starting and ending dates of the promotion, (2) commodities or contractual services involved, and (3) promotional prices compared to then-authorized prices.

3.4 Purchase Order (CSA)

A Customer may use purchase orders, including Communication Service Authorizations, (CSAs), to buy commodities or services pursuant to the Contract. The Department may also execute purchase orders or CSAs on behalf of Customers. The Contractor must provide commodities or services pursuant to purchase orders or CSAs. The purchase order or CSA period of performance survives the expiration of the Contract. All terms and conditions of the Contract will be incorporated into the purchase orders or CSAs and will

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survive the termination of the Contract. The duration of purchase orders or CSAs must not exceed the expiration of the Contract by more than twelve (12) months, unless they've been entered into pursuant to an Extended Pricing Plan, in which case they may not exceed the expiration of the Contract by more than thirty-six (36) months. Extended Pricing Plans are discounted prices offered in exchange for a Customer's commitment to lease commodities or purchase contractual services for an extended time.

3.5 Payment Invoicing

The Contractor shall submit invoices for fees or other compensation for services or expenses in detail sufficient enough for a proper pre-audit and post-audit and contain the Contract Number and the Contractor's Federal Employer Identification Number. The Department reserves the right to request additional documentation as needed and Contractor will follow all invoice directives in the Attachment A – Final Statement of Work. Invoices that must be returned to a Contractor due to preparation errors will result in a delay in payment. The Department also reserves the right to dispute any charge and withhold payment of the disputed amount until the dispute is settled. All payments will be in accordance with sections 215.422 and 287.0585, Florida Statutes, which govern time limits for payment of invoices. Failure to pay, or delay in payment, shall not constitute a breach of the Contract and shall not relieve the Contractor of its obligations to the Department or to other Customers.

3.6 Service Level Agreement

The damages resulting to the Department or Customer(s) from violations of SLAs are by their nature impossible to ascertain presently and will be difficult to ascertain in the future. The issues involved in determining such damages will be numerous, complex, and unreasonably burdensome to prove. The parties acknowledge that these financial consequences are liquidated damages, exclusive of any other right to damages, not intended to be a penalty and are solely intended to compensate for unknown and unascertainable damages. The Contractor therefore agrees to credit the Department consistently with the Contract, including as set forth in Attachment C - Final Service Level Agreements.

3.7 Travel

Travel expenses are not reimbursable unless specifically authorized by the Customer in writing, and may be reimbursed only in accordance with section 112.061, F.S.

3.8 Annual Appropriation

Pursuant to section 287.0582, F.S., if the Contract binds the State of Florida or an agency for the purchase of services or tangible personal property for a period in excess of one (1) fiscal year, the State of Florida's performance and obligation to pay under the Contract is contingent upon an annual appropriation by the Legislature.

3.9 Transaction Fees

The State of Florida, through the Department of Management Services, has instituted MyFloridaMarketPlace, a statewide eProcurement system pursuant to section 287.057(22), Florida Statutes. All payments issued by Customers to registered Vendors for purchases of commodities or contractual services will be assessed Transaction Fees as prescribed by rule 60A-1.031, Florida Administrative Code, or as may otherwise be established by law. Vendors must pay the Transaction Fees and agree to automatic deduction of the Transaction Fees, when automatic deduction becomes available. Vendors will submit any monthly reports required pursuant to the rule. All such reports

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and payments will be subject to audit. Failure to comply with the payment of the Transaction Fees or reporting of transactions will constitute grounds for declaring the Vendor in default and subject the Vendor to exclusion from business with the State of Florida.

3.10 Taxes

Taxes, customs, and tariffs on commodities or contractual services purchased under the Contract will not be assessed against the Customer unless authorized by Florida law.

3.11 Return of Funds

Contractor will provide the Department any credit(s) for any overpayments due to unearned funds or funds disallowed pursuant to the terms of the Contract that were disbursed to the Contractor by the Department or Customer. The Contractor must apply the credit within two billing cycles after either discovery by the Contractor, its independent auditor, or notification by the Department or Customer of the overpayment. In the event there is no invoice against which to provide a credit as set forth in this section, the Contractor will return any overpayments due to unearned funds or funds disallowed pursuant to the terms of the Contract that were disbursed to the Contractor by the Department or Customer. The Contractor must return any overpayment within two billing cycles after either discovery by the Contractor, its independent auditor, or notification by the Department or Customer of the overpayment.

SECTION 4. CONTRACT ADMINISTRATION

4.1 Department's Contract Administrator

The Department's Contract Administrator, whose primary responsibility will be to maintain the Contract file, is as follows:

Caitlen Boles
Departmental Purchasing
Florida Department of Management Services
4050 Esplanade Way, Suite 335.2Y
Tallahassee, Florida 32399-0950
Telephone: (850) 410-1423
Email: caitlen.boles@dms.myflorida.com

In the event that the Department changes the Department's Contract Administrator, the Department will notify the Contractor's Contract Manager in writing via email, and document such in the Contract file. Such changes do not require a formal written amendment to the Contract.

4.2 Department's Contract Manager

The Department's Contract Manager, who is primarily responsible for enforcing the performance of the Contract terms and conditions and will serve as a liaison with the Contractor will be as follows:

Jonathan Rakestraw
Division of Telecommunications
4030 Esplanade Way, Suite 180-P
Tallahassee, Florida 32399-0950
Telephone: (850) 921-0857

Email: jonathan.rakestraw@dms.myflorida.com

In the event that the Department changes the Department's Contract Manager, the Department will notify the Contractor in writing via email. Such changes do not require a formal written amendment to the Contract.

4.3 Contractor's Contract Manager

The Contractor's Contract Manager, who is primarily responsible for the Contractor's oversight of the Contract performance, will be identified in a separate writing to the Department upon Contract signing in the following format:

Jim Doherty
AT&T Corp.
6021 S Rio Grande
Orlando, Florida 32809
Telephone: (407) 491-9500
Email: jd0486@att.com

In the event that the Contractor changes its Contract Manager, the Contractor will notify the Department's Contract Manager in writing via email. Such a change does not require an amendment to the Contract.

4.4 Contractor's Account Manager

The Contractor's Account Manager, who will serve as a liaison with the Department's Contract Administrator, will be identified in a separate writing to the Department upon Contract signing in the following format:

Danny Adams
AT&T Corp.
1820 East Park Avenue, Suite 200
Tallahasse, Florida 32301
Telephone: (850) 617-1864
Email: Da3525@att.com

In the event that the Contractor changes its Account Manager, the Contractor will notify the Department's Contract Manager in writing via email. Such changes do not require a formal written amendment to the Contract.

SECTION 5. CONTRACT MANAGEMENT

5.1 Composition and Priority

The Contractor agrees to provide commodities or contractual services within the manner and at the location specified in the Contract and any exhibits to the Contract. Additionally, the terms of the Contract supersede the terms of any and all prior or contemporaneous agreements between the Parties.

5.2 Notices

All notices required under the Contract must be delivered to the designated Contract Manager by certified mail, return receipt requested, reputable air courier service, email, or personal delivery, or as otherwise identified by the Department.

5.3 Operational Changes

The Department's Contract Manager may authorize operational changes to services and infrastructure that do not have a pricing impact (non-billable changes). Such authorized operational changes do not require a contract amendment, but will be memorialized in writing and placed in the Contract Mangers' files. The Department reserves the right to make the final determination if a change request or contract amendment is required. Any change that would allow the Contractor to offer less of any deliverable, including commodities, services, technology, or software, requires a contract amendment. Service Catalog updates must be made in accordance with the process set forth in Attachment A – Final Statement of Work, subsection 1.5, and may not require an Operational Change.

5.4 Diversity Reporting

The State of Florida supports its diverse business community by creating opportunities for woman-, veteran-, and minority-owned small business enterprises to participate in procurements and contracts. The Department encourages supplier diversity through certification of woman-, veteran-, and minority-owned small business enterprises, and provides advocacy, outreach, and networking through regional business events. For additional information, please contact the Office of Supplier Diversity (OSD) at osdinfo@dms.myflorida.com.

Upon request, the Contractor will report to the Department its spend with business enterprises certified by the OSD. These reports must include the time period covered, the name and Federal Employer Identification Number of each business enterprise utilized during the period, commodities and contractual services provided by the business enterprise, and the amount paid to the business enterprise on behalf of each Customer purchasing under the Contract.

5.5 RESPECT

Subject to the agency determination provided for in Section 413.036, F.S., the following statement applies:

> IT IS EXPRESSLY UNDERSTOOD AND AGREED THAT ANY ARTICLES THAT ARE THE SUBJECT OF, OR REQUIRED TO CARRY OUT, THIS CONTRACT SHALL BE PURCHASED FROM A NONPROFIT AGENCY FOR THE BLIND OR FOR THE SEVERELY HANDICAPPED THAT IS QUALIFIED PURSUANT TO CHAPTER 413, FLORIDA STATUTES, IN THE SAME MANNER AND UNDER THE SAME PROCEDURES SET FORTH IN SECTION 413.036(1) AND (2), FLORIDA STATUTES; AND FOR PURPOSES OF THIS CONTRACT THE PERSON, FIRM, OR OTHER BUSINESS ENTITY CARRYING OUT THE PROVISIONS OF THIS CONTRACT SHALL BE DEEMED TO BE SUBSTITUTED FOR THE STATE AGENCY INSOFAR AS DEALINGS WITH SUCH QUALIFIED NONPROFIT AGENCY ARE CONCERNED.

Additional information about the designated nonprofit agency and the commodities or contractual services it offers is available at http://www.respectofflorida.org.

5.6 PRIDE

Subject to the agency determination provided for in Sections 946.515 and 287.042(1), F.S., the following statement applies:

IT IS EXPRESSLY UNDERSTOOD AND AGREED THAT ANY ARTICLES WHICH ARE THE SUBJECT OF, OR REQUIRED TO CARRY OUT, THIS CONTRACT SHALL BE PURCHASED FROM THE CORPORATION IDENTIFIED UNDER CHAPTER 946, F.S., IN THE SAME MANNER AND UNDER THE SAME PROCEDURES SET FORTH IN SECTION 946.515(2) AND (4), F.S.; AND FOR PURPOSES OF THIS CONTRACT THE PERSON, FIRM, OR OTHER BUSINESS ENTITY CARRYING OUT THE PROVISIONS OF THIS CONTRACT SHALL BE DEEMED TO BE SUBSTITUTED FOR THIS AGENCY INSOFAR AS DEALINGS WITH SUCH CORPORATION ARE CONCERNED.

Additional information about PRIDE and the commodities or contractual services it offers is available at http://www.pride-enterprises.org.

SECTION 6. COMPLIANCE WITH LAWS

6.1 Conduct of Business

The Contractor must comply with all laws, rules, codes, ordinances, and licensing requirements that are applicable to the conduct of its business, including those of federal, state, and local agencies having jurisdiction and authority, as well as industry standard related to information technology security and cybersecurity. This requirement includes, but is not limited to, compliance with Chapters 282 and 287 of the Florida Statutes, Chapters 60FF and 60GG of the Florida Administrative Code, the Communications Assistance for Law Enforcement Act, the Payment Card Industry DSS, IRS Publication 1045, Section 274A of the Immigration and Nationality Act, the Americans with Disabilities Act, Health Insurance Portability and Accountability Act (HIPAA) (including executing any Business Associate Agreements as requested by Customers), if applicable, and all prohibitions against discrimination on the basis of race, religion, sex, creed, national origin, handicap, marital status, or veteran's status. Pursuant to subsection 287.058(1), F.S., the provisions of subparagraphs 287.058(1)(a)-(c), and (g), F.S., are hereby incorporated by reference, to the extent applicable. Contractor agrees to cooperate with the Department and Customers and perform all actions necessary to assist with all tasks in furtherance of the Department's and/or Customer's efforts to comply with the obligations under Chapters 60FF and 60GG of the Florida Administrative Code, as applicable. This includes, but is not limited to, adherence to the cloud computing requirements set forth in Rule 60GG-4, F.A.C. Additionally, Contractor must provide electronic and information technology resources in complete compliance with the accessibility standards provided in Rule 60-8.002, F.A.C. These standards establish a minimum level of accessibility.

6.2 Dispute Resolution, Governing Law and Venue

Any dispute concerning performance of the Contract shall be decided by the Department's Contract Manager, who will reduce the decision to writing and serve a copy on the Contractor. The decision of the Department's Contract Manager shall be final and conclusive. Exhaustion of this administrative remedy is an absolute condition precedent to the Contractor's ability to pursue legal action related to the Contract or any other form of dispute resolution. The laws of the State of Florida govern the Contract. The Parties submit to the jurisdiction of the courts of the State of Florida exclusively for any legal action related to the Contract. Further, the Contractor hereby waives any and all privileges and rights relating to venue it may have under Chapter 47, F.S., and any and all such venue privileges and rights it may have under any other statute, rule, or case law, including, but not limited to those based on convenience. The Contractor hereby submits to venue in the

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county chosen by the Department. Any further limitations on available dispute resolution remedies must be explicitly agreed to in writing by both Parties.

6.3 Department of State, Registration

Consistent with Chapters 605 through 623, F.S., the Contractor and any subcontractors that assert status, other than a sole proprietor, must provide the Department with conclusive evidence of a certificate of status, not subject to qualification, if a Florida business entity, or of a certificate of authorization if a foreign business entity.

6.4 Suspended, Convicted, and Discriminatory Vendor Lists

In accordance with sections 287.042, 287.133, and 287.134, F.S., an entity or affiliate who is on the Suspended Vendor List, Convicted Vendor List, or the Discriminatory Vendor List may not perform work as a contractor, supplier, subcontractor, or consultant under the Contract. The Contractor must notify the Department if it or any of its suppliers, subcontractors or consultants have been placed on the Suspended Vendor List, Convicted Vendor List or the Discriminatory Vendor List during the term of the Contract.

6.5 Scrutinized Companies—Termination by the Department

The Department may, at its option, terminate the Contract if the Contractor is found to have submitted a false certification as provided under section 287.135(5), F.S., or been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or been engaged in business operations in Cuba or Syria, or to have been placed on the Scrutinized Companies that Boycott Israel List or is engaged in a boycott of Israel.

Notwithstanding the foregoing, the Parties are aware of the Eleventh Circuit Court's decision in *Odebrecht Constr. v. Sec'y, Fla. DOT*, 715 F.3d 1268 (11th Cir. Fla. 2013), and agree that the provisions of sections 287.135(1)-(5), F.S., pertaining to a company engaged in business operations in Cuba or Syria shall not apply to this contract unless and until the Eleventh Circuit Court's decision in *Odebrecht Constr. v. Sec'y, Fla. DOT*, 715 F.3d 1268 (11th Cir. Fla. 2013) is overturned.

6.6 Cooperation with Inspector General and Records Retention

Pursuant to subparagraph 20.055(5), F.S., Contractor, and any subcontractor to the Contractor, understand and will comply with their duty to cooperate with the Inspector General in any investigation, audit, inspection, review, or hearing. Upon request of the Inspector General or any other authorized State official, the Contractor must provide any type of information the Inspector General deems relevant to the Contractor's integrity or responsibility. Such information may include, but will not be limited to, the Contractor's business or financial records, documents, or files of any type or form that refer to or relate to the Contract. The Contractor will retain such records for five (5) years after the expiration of the Contract, or the period required by the General Records Schedules maintained by the Florida Department of State (available at: http://dos.myflorida.com/library-archives/records-management/general-records-schedules/), whichever is longer. The Contractor agrees to reimburse the State of Florida for the reasonable costs of investigation incurred by the Inspector General or other authorized State of Florida official for investigations of the Contractor's compliance with the terms of this or any other agreement between the Contractor and the State of Florida

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which results in the suspension or debarment of the Contractor. Such costs will include, but will not be limited to: salaries of investigators, including overtime; travel and lodging expenses; and expert witness and documentary fees.

6.7 Inspection

Section 215.422, F.S., shall govern inspection and approval of goods and services.

SECTION 7. MISCELLANEOUS

7.1 Warranty of Contractor's Ability to Perform

The Contractor warrants that, to the best of its knowledge, there is no pending or threatened action, proceeding, or investigation, or any other legal or financial condition, that would in any way prohibit, restrain, or diminish the Contractor's ability to satisfy its Contract obligations. The Contractor warrants that neither it nor any affiliate is currently on the Suspended Vendor List, Convicted Vendor List, Discriminatory Vendor List, or on any similar list maintained by any other state or the federal government.

The Contractor shall notify the Department of any regulatory or legal actions filed by any federal, state, or local government entity and any other litigation that could impact the Contractor's ability to perform under the this contract within thirty (30) days of the action being filed. The Contractor must notify the Department of any legal actions filed against it for a breach of a contract of similar size and scope to this Contract within thirty (30) days of the action being filed. Failure to notify the Department of a legal action within thirty (30) days of the action will be grounds for termination for cause of the Contract.

The Contractor shall immediately notify the Department in writing if its ability to perform is compromised in any manner during the term of the Contract.

7.2 Subcontractors, Affiliates, Partners, Teammates, Third-Party Vendors

Any work performed in furtherance of the Contract by third-parties other than by the Contractor, subsequently referred to herein as subcontracted work, will be performed after receiving prior written consent from the Department. The Contractor's use of a subcontractor not approved by the Department will be considered a breach of Contract.

To subcontract any services to a subcontractor not originally identified, a Contractor must submit a written request to the Department's Contract Manager identified in the Contract. Submit the written request using Form 6 and a narrative including the following:

- The name, address, and other information identifying the subcontractor;
- Type of services to be performed by the subcontractor;
- Time of performance for the identified service;
- How the Contractor plans to monitor the subcontractor's performance of the identified services;
- How the Contractor will ensure that required Background Screening is completed by the identified subcontractor's employees;
- Certification that the subcontractor has all licenses and county authority, as applicable, and/or has satisfied all legal requirements to provide the services to the Department. Also, the Contractor shall certify that the subcontractor is approved by the Florida Department of State to transact business in the State of Florida. If the subcontractor is an out-of-state company, it must have a Florida Certificate of Authority from the Department of State, Division of Corporations, to transact business in the State

of Florida. For additional information, please visit the following website: www.sunbiz.org; and

- Acknowledgement from the subcontractor of the Contractor's contractual obligation to the Department and that the subcontractor agrees to comply with all terms and conditions of the resulting Contract.

By execution of a Contract, the Contractor acknowledges that it will not be released of its contractual obligations to the Department because of any subcontract. The Contract terms applicable to subcontractors shall apply to the Contractor's affiliates, partners, teammates, or any other third-party vendors performing services in furtherance of the Contract (herein referred to as subcontractors). The Contractor is fully responsible for satisfactory completion of all subcontracted work including, but not limited to, subcontractor adherence to the service level agreements set forth in Attachment C – Final Service Level Agreements. The Department supports diversity in its procurements and contracts, and requests that Contractor offer subcontracting opportunities to certified woman-, veteran-, and minority-owned small businesses. The Contractor may contact the OSD at osdhelp@dms.myflorida.com for information on certified small business enterprises available for subcontracting opportunities.

7.3 Assignment

The Contractor will not sell, assign, or transfer any of its rights, duties or obligations under the Contract without providing the Department prior written notice. Such an Assignment will be memorialized with an Amendment signed by all parties. However, the Contractor may waive its right to receive payment and assign same upon notice to the Department. In the event of any assignment, the Contractor remains responsible for performance of the Contract, unless such responsibility is expressly waived by the Department. The Department may assign the Contract with prior written notice to the Contractor.

7.4 Independent Contractor

The Contractor and its employees, agents, representatives, and subcontractors are not employees or agents of the Department and are not entitled to the benefits of State of Florida employees. The Department will not be bound by any acts or conduct of the Contractor or its employees, agents, representatives, or subcontractors. The Contractor agrees to include this provision in all of its subcontracts under the Contract.

7.5 Risk of Loss

Matters of inspection and approval are addressed in section 215.422, F.S. Until acceptance, risk of loss or damage will remain with the Contractor. The Contractor will be responsible for filing, processing, and collecting all damage claims. To assist the Contractor with damage claims, the Customer will: record any evidence of visible damage on all copies of the delivering carrier's Bill of Lading; report damages to the carrier and the Contractor; and provide the Contractor with a copy of the carrier's Bill of Lading and damage inspection report. When a Customer or the Department rejects a commodity, Contractor will remove the commodity from the premises within ten (10) days after notification of rejection, and the risk of loss will remain with the Contractor.

Commodities not removed by the Contractor within ten (10) days will be deemed abandoned by the Contractor and the Customer or the Department will have the right to dispose of it as its own property. Contractor will reimburse the Customer or the Department for costs and expenses incurred in storing or effecting removal or disposition of rejected commodities.

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7.6 Safety Standards

Performance of the Contract for all commodities or contractual services must comply with requirements of the Occupational Safety and Health Act and other applicable State of Florida and federal requirements.

7.7 Ombudsman

A Vendor Ombudsman has been established within the Department of Financial Services. The duties of this office are found in section 215.422, F.S., which include disseminating information relative to prompt payment and assisting contractors in receiving their payments in a timely manner from a Customer. The Vendor Ombudsman may be contacted at (850) 413-5516.

7.8 Time is of the Essence

Time is of the essence regarding each and every obligation of the Contractor. Each obligation is deemed material, and a breach of any such obligation (including a breach resulting from untimely performance) is a material breach.

7.9 Waiver

The delay or failure by the Department or Customer to exercise or enforce any rights under the Contract will not constitute waiver of such rights.

7.10 Modification and Severability

The Contract may only be modified by written agreement between the Department and the Contractor. Additional terms affixed to products or services prior to delivery (e.g., attachment or inclusion of standard preprinted forms, product literature, service agreements, end user agreements, “clickwrap” agreements, “shrink wrap”, “browserwrap”, or terms accompanying or affixed to a product or service, whether written or electronic) incorporated onto the Contractor’s or subcontractor’s order or fiscal forms or other documents forwarded by the Contractor for payment will not be binding on the Department or Customer unless negotiated and agreed to in writing as specified in this section. A Customer may agree to additional terms and conditions specific to the Customer’s order that are jointly negotiated and explicitly agreed upon by the Customer. A Customer's acceptance of a product or service or processing of documentation on forms furnished by the Contractor for approval or payment shall not constitute an acceptance of the Contractor’s or subcontractor’s proposed modification to terms and conditions or an agreement to modify or add additional terms to this Contract. For those Customers who request custom SLAs to meet the Customer’s specific needs that are acceptable to the Contractor, Contractor is permitted to equitably adjust the price in correlation with such needs up to an additional 25% for the applicable service(s) subject to the applicable custom SLAs. Customer-specific negotiated terms and/or SLAs shall not in any way supersede, modify, amend, or add additional terms to this Contract, except with respect to the specific Customer order to which the negotiated terms and/or SLAs apply, and shall not be binding on the Department or other Customers. Should a court determine any provision of the Contract is invalid, the remaining provisions will not be affected, and the rights and obligations of the Parties will be construed and enforced as if the Contract did not contain the provision held invalid.

7.11 Impact of State Performance on Contractor

The failure of the Department (or other entity assisting the State) to perform, or delay in performing, any of the State’s responsibilities does not constitute grounds for the

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Contractor to assert a claims for damages against the Department or other entity, or for the Contractor to terminate this Contract.

SECTION 8. WORKERS' COMPENSATION AND GENERAL LIABILITY INSURANCE, AND INDEMNIFICATION

8.1 Insurance

At all times during the duration of the Contract, the Contractor, at its sole expense, and its subcontractors, if any, shall carry insurance coverage of such types and with such terms and limits as may be reasonably associated with the Contract. The limits of coverage under each policy maintained by the Contractor will not be interpreted as limiting the Contractor's liability and obligations under the Contract. All insurance policies must either be through insurers licensed, authorized, or otherwise eligible under Florida law to write policies in the State or through a self-insurance program established and operating under the laws of the State.

The Department is exempt from, and in no way liable for, any sums of money representing a deductible in any insurance policy. The payment of such deductible shall be the sole responsibility of the Contractor or subcontractor providing such insurance

The Contractor shall provide Certification(s) of Insurance evidencing that all appropriate coverage is in place and including the State of Florida to be an additional insured by endorsement as respects to this agreement. The Contractor must submit in writing, to the Department's Contract Manager, notice of any cancellation or nonrenewal at least ten (10) calendar days prior to cancellation or nonrenewal of any required coverage that is not replaced. In the event of cancellation or nonrenewal, the Contractor will be responsible for securing a replacement insurance policy in accordance with this section within fifteen (15) Business days and, within forty-five (45) Business days of obtaining replacement coverage, providing the Department with updated Certification(s) of Insurance evidencing the replacement insurance policy provides for all appropriate coverage and includes the State of Florida to be an additional insured. Providing and maintaining adequate insurance coverage is a material obligation of the Contractor and Subcontractors.

The following subsections contain the insurance requirements applicable to this Contract:

8.1.1 Workers' Compensation Insurance

The Contractor shall maintain Workers' Compensation insurance as required under the Florida Workers' Compensation Law or the workers' compensation law of another jurisdiction where applicable. The Contractor must require all subcontractors to similarly provide Workers' Compensation Insurance for all of the latter's employees. The insurance will cover all of Contractor's employees connected with the provision of services under this Contract. Contractor will require any subcontractor to provide workers' compensation insurance for all of the Subcontractor's employees unless such employees are covered by the Service Provider. In the event work is being performed by the Contractor under the resulting contract and any class of employees performing the work is not protected under Worker's Compensation statutes, the Contractor must provide, and cause each

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subcontractor to provide, adequate insurance, satisfactory to the Department, for the protection of employees not otherwise protected.

8.1.2 Commercial General Liability Insurance

The Contractor shall carry and continuously maintain Commercial General Liability insurance sufficient in the amount of $500,000 per occurrence and $1,000,000 aggregate to protect the State of Florida from claims or liability for personal injury or property damage caused, in whole or in part, by: the performance of, or the operation of, the Contract. Applicable ISO Commercial General Liability Coverage Forms which comply with the insurance requirements set forth herein may be utilized.

8.2 Indemnification

The Contractor agrees to indemnify, defend, and hold the Department, Customer, the State of Florida, its officers, employees and agents harmless from all fines, claims, assessments, suits, judgments, or damages, including consequential, special, indirect, and punitive damages, including court costs and attorney's fees, arising from or relating to a third-party claim of violation or infringement of a trademark, copyright, patent, trade secret or intellectual property right or out of any third-party claims, assessments, suits, judgements, or damages, including consequential, special, indirect, and punitive damages, arising from acts, actions, breaches, neglect or omissions of the Contractor, its employees, agents, subcontractors, assignees or delegates related to the performance of this Contract, as well as for any determination arising out of or related to the performance of this Contract that the Contractor or Contractor's employees, agents, subcontractors, assignees or delegates are not independent contractors in relation to the Department. However, the Contractor shall not indemnify for that portion of any loss or damages proximately caused by the negligent act or omission of the State, the Department, or a Customer, nor shall the foregoing indemnification obligations apply to a Customer's misuse or modification of Contractor's products or a Customer's operation or use of Contractor's products in a manner not contemplated by the Contract or the purchase order. The Contract does not constitute a waiver of sovereign immunity or consent by the Department or the State of Florida or its subdivisions to suit by third parties. Neither the Department nor Customers shall indemnify the Contractor, its affiliates, partners, or subcontractors.

If any product is the subject of an infringement suit or in the Contractor's opinion is likely to become the subject of such a suit, the Contractor may at its sole expense procure for the Department and Customer the right to continue using the product or to modify it, in accordance with the Contract terms and conditions, to become non-infringing. If the Contractor is not reasonably able to modify or otherwise secure the Customer and Department the right to continue using the product, the Contractor shall remove the product and refund the Customer and Department the amounts paid in excess of a reasonable rental for past use. The Department and Customer shall not be liable for any royalties.

The Contractor's obligations under the preceding two paragraphs with respect to any legal action are contingent upon the Department or State or Customer giving the Contractor: (1) written notice of any action or threatened action, (2) the opportunity to take over and settle or defend any such action at Contractor's sole expense, and (3) assistance in defending the action at Contractor's sole expense.

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SECTION 9. PUBLIC RECORDS, TRADE SECRETS, DOCUMENT MANAGEMENT AND INTELLECTUAL PROPERTY

9.1 Public Records

Solely for the purpose of this section, the Contract Manager is the agency custodian of public records. If, under this Contract, the Contractor is providing services and is acting on behalf of the public agency, as provided in section 119.0701, Florida Statutes, the Contractor shall.

(a) Keep and maintain public records required by the public agency to perform the service.

(b) Upon request from the public agency's custodian of public records, provide the public agency with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119, F.S., or as otherwise provided by law.

(c) Ensure that public records that are exempt or confidential and exempt from public records disclosure are not disclosed except as authorized by law for the duration of the contract term and following the completion of the Contract if the Contractor does not transfer the records to the public agency.

(d) Upon completion of the Contract, transfer, at no cost, to the public agency all public records in possession of the Contractor or keep and maintain public records required by the public agency to perform the service. If the Contractor transfers all public records to the public agency upon completion of the contract, the contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the Contractor keeps and maintains public records upon completion of the contract, the Contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the public agency, upon request from the public agency's custodian of public records, in a format that is compatible with the information technology systems of the public agency.

(e) **IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT THE TELEPHONE NUMBER, EMAIL ADDRESS AND MAILING ADDRESS PROVIDED FOR THE CONTRACT MANAGER.**

9.2 Protection of Trade Secrets or Confidential Information.

If the Contractor considers any portion of materials made or received in the course of performing the Contract ("contract-related materials") to be trade secret under section 688.002 or 812.081, F.S., or otherwise confidential under Florida or federal law, the Contractor must clearly designate that portion of the materials as trade secret or otherwise confidential when submitted to the Department. The Contractor will be responsible for responding to and resolving all claims for access to contract-related materials it has designated trade secret or otherwise confidential.

If the Department is served with a request for discovery of contract-related materials designated by the Contractor as trade secret or otherwise confidential, the Contractor will be responsible for filing the appropriate motion or objection in response to the request for discovery. The Department will provide materials designated trade secret or otherwise confidential if the Contractor fails to take appropriate and timely action to protect the materials designated as trade secret or otherwise confidential.

The Contractor will protect, defend, indemnify, and hold harmless the Department for claims, costs, fines, and attorney's fees arising from or relating to its designation of contract-related materials as trade secret or otherwise confidential.

9.3 Document Management

The Contractor must retain sufficient documentation to substantiate claims for payment under the Contract and all other records, electronic files, papers and documents that were made in relation to the Contract. Contractor must retain all documents related to the Contract for five years after expiration of the Contract, or, if longer, the period required by the General Records Schedules maintained by the Florida Department of State available at:http://dos.myflorida.com/library-archives/records-management/general-records-schedules/. If the Contractor is required to comply with section 119.0701, F.S., then compliance with the retention of records in accordance with section 119.0701(2)(b)4., F.S., will fulfill the above stated requirement. If the Contractor's record retention requirements terminate prior to the requirements stated herein, the Contractor may meet the Department's record retention requirements for this Contract by transferring its records to the Department at that time, and by destroying duplicate records in accordance with section 501.171(8), F.S., and, if applicable, section 119.0701, F.S. The Contractor shall adhere to established information destruction standards such as those established by the National Institute of Standards and Technology Special Publication 800-88, "Guidelines for Media Sanitization" (2014). See http://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-88r1.pdf.

9.4 Intellectual Property.

The Parties do not anticipate that any intellectual property will be developed as a result of this Contract. Unless specifically addressed in the Contract, intellectual property rights to all property created or otherwise developed by the Contractor for the Department or the Customer will be owned by the Contractor at the completion of the Contract. Intellectual property rights to all property created or otherwise developed by the Department will be owned by the Department at the completion of the Contract.

Any inventions or discoveries developed by either of the Parties in the course of or as a result of services performed under the Contract which are patentable pursuant to 35 U.S.C. § 101 are the sole property of the developing Party.

All copyrights created or developed by either of the Parties in connection with the Contract are the sole property of the developing Party.

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SECTION 10. DATA SECURITY

10.1 Duty to Provide Secure Data

The Contractor will maintain the security of State of Florida data which is identified by federal or state of Florida laws and regulations as confidential data, exempt data, or personal health data (hereinafter "State of Florida Data") including, but not limited to, a secure area around any display of such State of Florida Data or State of Florida Data that is otherwise visible. The State will remain the owner of all State of Florida Data made available by the State to the Contactor or its Subcontractors pursuant to this Contract. The Contractor will also comply with all HIPAA requirements and any other state and federal rules and regulations regarding security of information. If applicable, a Business Associate Agreement will be executed with the appropriate party.

10.2 Warranty of Security

Unless otherwise agreed in writing, the Contractor and its subcontractors will not perform any of the services from outside of the United States, provided, however, that ancillary services such as infrastructure support and IT, administrative, and billing support functions that do not involve direct communications with the Customer and which do not involve the transmittal of or access to State of Florida Data by offshore personnel may occur outside of the United States. The Contractor will not allow any State of Florida Data to be sent by any medium, transmitted, or accessed outside of the United States. For purposes of this subsection, "State of Florida Data" does not include media transmissions required to complete telephone or video calls for purposes of conducting business.

The Contractor agrees that a violation of items listed above will result in immediate and irreparable harm to the Customer and will entitle the Customer to a credit as provided in the Contract documents. This credit is intended only to cover the Customer's internal staffing and administrative costs as well as the diminished value of services provided under the Contract and will not preclude the Customer from recovering other damages it may suffer as a result of such violation. For purposes of determining the damages due hereunder, a group of violations relating to a common set of operative facts (e.g., same location, same time period, same off-shore entity) will be treated as a single event. A violation of this provision will also entitle the Customer to recover any damages arising from a breach of this section and constitutes an event of default.

The Contractor agrees that a violation of items listed above will result in immediate and irreparable harm to the Department and will entitle the Department to a credit of $25,000 per violation, with a total cap of $250,000 per event. This credit is intended only to cover the Department's internal staffing and administrative costs as well as the diminished value of Services provided under the Contract and will not preclude the Department from recovering other damages it may suffer as a result of such violation. For purposes of determining the damages due hereunder, a group of violations relating to a common set of operative facts (e.g., same location, same time period, same off-shore entity) will be treated as a single event. A violation of this provision will also entitle the Department to recover damages, if any, arising from a breach of this section and constitutes an event of default.

The Contractor must notify the Department and the Customer as soon as possible, in accordance with the requirements of section 501.171, F.S., if applicable, and in all events within one (1) Business day in the event Contractor discovers any State of Florida Data is breached, any unauthorized Access of State of Florida Data occurs (even by persons or

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companies with authorized Access for other purposes), any unauthorized transmission of State of Florida Data occurs, or of any credible allegation or suspicion of a material violation of the above. This notification is required regardless of the number of persons or type of State of Florida Data affected. The notification must be clear and conspicuous and include a description of the following:

(a) The incident in general terms.
(b) The type of information that was subject to the unauthorized Access and acquisition.
(c) The type and number of entities who were, or potentially have been affected by the breach.
(d) The actions taken by the Contractor to protect the State of Florida Data from further unauthorized Access. However, the description of those actions in the written notice may be general so as not to further increase the risk or severity of the breach.

Upon becoming aware of an alleged security breach or security incident, the Contractor's Account Manager shall set up a conference call with the Department's Contract Manager. The conference call invitation shall contain a brief description of the nature of the event. When possible, a thirty (30) minute notice shall be given to allow Department personnel to be available for the call. If the designated time is not practical for the Department, an alternate time for the call shall be scheduled. All available information shall be shared on the call. The Contractor shall answer all questions based on the information known at that time and shall answer additional questions as additional information becomes known. The Contractor shall provide the Department with final documentation of the incident including all actions that took place. If the Contractor becomes aware of a security breach or security incident outside of normal business hours, the Contractor shall notify the Department's Contract Manager and, in all events, within one (1) Business day.

Access as referenced in this subsection shall mean review, inspect, approach, instruct, communicate with, store data in, retrieve data from, or otherwise make use of any data, regardless of type, form, or nature of storage. Access to a computer system or network includes local and remote access.

10.3 Indemnification (Breach of Warranty of Security)

The Contractor agrees to defend, indemnify, and hold harmless the Department, Customer, the State of Florida, its officers, directors and employees for any third-party claims, suits or proceedings related to a breach of the Warranty of Security by the Contractor or its subcontractor(s). The Contractor will include credit monitoring services at its own cost for those individuals affected or potentially affected by a breach of this warranty for a two (2) year period of time following the breach.

10.4 Annual Certification

The Contractor is required to submit an annual certification demonstrating compliance with the Warranty of Security to the Department by December 31st of each Contract year.

SECTION 11. GRATUITIES AND LOBBYING

11.1 Gratuities

The Contractor will not, in connection with the Contract, directly or indirectly (1) offer, give, or agree to give anything of value to anyone as consideration for any State of Florida

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officer or employee's decision, opinion, recommendation, vote, other exercise of discretion, or violation of a known legal duty, or (2) offer, give, or agree to give to anyone anything of value for the benefit of, or at the direction or request of, any State of Florida officer or employee.

11.2 Lobbying

In accordance with sections 11.062 and 216.347, F.S., Contract funds are not for the purpose of lobbying the Legislature, the judicial branch, or the Department. Pursuant to subsection 287.058(6), F.S., the Contract does not prohibit the Contractor from lobbying the executive or legislative branch concerning the scope of services, performance, term, or compensation regarding the Contract, after the Contract execution and during the Contract's term.

SECTION 12. CONTRACT MONITORING

12.1 Performance Standards

The Contractor agrees to perform all tasks and provide deliverables as set forth in the Attachment A – Final Statement of Work and exhibits to the Contract. The Department and the Customer will be entitled at all times, upon request, to be advised as to the status of work being done by the Contractor and of the details thereof. Coordination must be maintained by the Contractor with representatives of the Customer, the Department, or of other agencies involved in the Contract on behalf of the Department.

12.2 Performance Deficiencies and Financial Consequences

SLAs dictate the levels of service delivery for individual services. One, multiple, or recurring violations of a Service Level Agreement (SLA) may be considered a breach of the Contract and may result in a suspension or cancellation of purchase order(s) or CSA(s). The Department reserves the right to determine when violation(s) of SLAs constitute a breach of the Contract or will result in a suspension or cancellation of purchase order(s) or CSA(s). The Department's determination of a breach of the Contract or suspension or cancellation of purchase order(s) or CSA(s) will depend on the number and severity of the SLA violation(s), disruption to service, Contractor's response, and other factors.

In addition to the processes set forth in the Contract (e.g., SLAs), if the Department determines that there is a performance deficiency that requires correction by the Contractor, then the Department will notify the Contractor. The correction must be made within a timeframe specified by the Department. The Contractor must provide the Department with a corrective action plan describing how the Contractor will address all performance deficiencies identified by the Department.

If the corrective action plan is unacceptable to the Department, or implementation of the plan fails to remedy the performance deficiencies, the Department will retain ten percent (10%) of the total invoice amount and may suspend or cancel purchase order(s) or CSA(s) or may suspend work or terminate the Contract as set forth in Contract section 1.4. The retainage will be withheld until the Contractor resolves the performance deficiencies. If the performance deficiencies are resolved, the Contractor may invoice the Department for the retained amount. If the Contractor fails to resolve the performance deficiencies, the retained amount will be forfeited in order to compensate the Department for the performance deficiencies and the Department may suspend or cancel purchase order(s) or CSA(s) or may terminate the Contract as set forth in Contract subsection 1.4.

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12.3 Liquidated Damages

The Contractor will promptly notify the Department or Customer upon becoming aware of any circumstances that may reasonably be expected to jeopardize the timely and successful completion (or delivery) of any commodity or contractual service. The Contractor will use commercially reasonable efforts to avoid or minimize any delays in performance and will inform the Department or Customer of the steps the Contractor is taking or will take to do so, and the projected actual completion (or delivery) time. If the Contractor believes a delay in performance by the Department or Customer has caused or will cause the Contractor to be unable to perform its obligations on time, the Contractor will promptly so notify the Department or Customer and use commercially reasonable efforts to perform its obligations on time notwithstanding the Department or Customer's delay.

The Contractor acknowledges that untimely performance or other material noncompliance will damage the Department or Customer, but by their nature such damages may be difficult to ascertain. Accordingly, any liquidated damages provisions stated in the solicitation will apply to the Contract. Liquidated damages are not intended to be a penalty and are solely intended to compensate for damages.

12.4 Force Majeure, Notice of Delay, and No Damages for Delay

The Contractor will not be responsible for delay resulting from its failure to perform if neither the fault nor the negligence of the Contractor or its employees or agents contributed to the delay and the delay is due directly to acts of God, wars, acts of public enemies, strikes, fires, floods, or other similar cause wholly beyond the Contractor's control, or for any of the foregoing that affect subcontractors or suppliers if no alternate source of supply is available to the Contractor. In case of any delay the Contractor believes is excusable, the Contractor will notify the Department or Customer in writing of the delay or potential delay and describe the cause of the delay either (1) within 10 days after the cause that creates or will create the delay first arose, if the Contractor could reasonably foresee that a delay could occur as a result, or (2) if delay is not reasonably foreseeable, within five days after the date the Contractor first had reason to believe that a delay could result. The foregoing will constitute the Contractor's sole remedy or excuse with respect to delay. Providing notice in strict accordance with this paragraph is a condition precedent to such remedy. No claim for damages will be asserted by the Contractor. The Contractor will not be entitled to an increase in the Contract price or payment of any kind from the Department or Customer for direct, indirect, consequential, impact or other costs, expenses or damages, including but not limited to costs of acceleration or inefficiency, arising because of delay, disruption, interference, or hindrance from any cause whatsoever. If performance is suspended or delayed, in whole or in part, due to any of the causes described in this paragraph, after the causes have ceased to exist the Contractor will perform at no increased cost, unless the Department or Customer determines, in its sole discretion, that the delay will significantly impair the value of the Contract to the State of Florida or to Customers, in which case the Department or Customer may (1) accept allocated performance or deliveries from the Contractor, provided that the Contractor grants preferential treatment to Customers with respect to commodities or contractual services subjected to allocation, or (2) purchase from other sources (without recourse to and by the Contractor for the related costs and expenses) to replace all or part of the commodity or contractual services that are the subject of the delay, which purchases may be deducted from the Contract quantity, or (3) terminate the Contract in whole or in part.

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SECTION 13. CONTRACT AUDITS

13.1 Performance or Compliance Audits

The Department may conduct, or cause to have conducted, at its own expense, either or both performance and compliance audits of the Contractor and subcontractors as determined by the Department. The Department will provide Contractor with fifteen (15) Business days advance written notice of any audit. In the event the audit reveals information the Contractor deems confidential or exempt under Chapter 119, F.S., the Contractor may provide the Department with a redacted and unredacted copy of the requested information.

The Department may conduct an audit and review all the Contractor's and subcontractor's data and records that directly relate to the Contract. To the extent necessary to verify the Contractor's claims for payment under the Contract, the Contractor's agreements or contracts with subcontractors, partners or agents of the Contractor, pertaining to the Contract, may be inspected by the Department upon fifteen (15) Business days' notice, during normal working hours and in accordance with the Contractor's facility access procedures where facility access is required. Release statements from its subcontractors, partners or agents are not required for the Department or its designee to conduct compliance and performance audits on any of the Contractor's contracts relating to the Contract. The State of Florida's Chief Financial Officer and the Office of the Auditor General also have authority to perform audits and inspections.

If the Department causes the audit to be conduct by a third-party auditor, the auditor must be an independent accounting firm mutually acceptable to the parties. The Department may employ at its own expense such assistance as it deems desirable to conduct such reviews, but may not employ the assistance of any entity that derives a substantial portion of its revenues from the provision of services that are substantially similar to those being provided under the Contract, or the affiliates of such entity, or employ the assistance of any person who a court or arbitrator has ruled previously made improper use of Contractor's confidential information. The auditor providing assistance may be asked to execute a non-disclosure agreement with Contractor that conforms with applicable statutory requirements including, but not limited to, Chapter 119, F.S.

In addition to the Department's audit abilities the Contractor is also responsible for performing at a minimum annual audits to verify that all Subcontractors comply with the terms applicable to them under the Contract. The Contractor shall provide the Department a copy of all annual audit results.

13.2 Payment Audit

Records of costs incurred under terms of the Contract will be maintained in accordance with Contract subsection 9.3. Records of costs incurred will include the Contractor's general accounting records, together with supporting documents and records of the Contractor and all subcontractors performing work, and all other records of the Contractor and subcontractors considered necessary by the Department, State of Florida's Chief Financial Officer or the Office of the Auditor General for audit; provided that any audit conducted under this Section is subject to the same requirements set forth in Contract Section 13.1.

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SECTION 14. BACKGROUND SCREENING AND SECURITY

All Contractor employees, Subcontractors and agents performing work under the Contract must comply with all security and other requirements of the Department or the Customer.

14.1 Background Screening

In addition to any background screening required by the Contractor as a condition of employment, the Contractor warrants that it will conduct a criminal background screening of, or ensure that such a screening is conducted for, each of its employees, subcontractor personnel, independent contractors, leased employees, volunteers, licensees or other person, hereinafter referred to as "Person" or "Persons," operating under its direction with Access to State of Florida Data or who enter either the premises or facilities where State of Florida Data is stored or accessible. Contractor is not required to conduct the aforementioned background screening of a Person if that Person does not have Access to State of Florida Data and if that Person, whenever on Customer premises or facilities, is escorted by Customer authorized personnel.

The Contractor warrants that all Persons will have passed the Background Screening described herein before they have Access to State of Florida Data or begin performing services under the contract. The look-back period for such background screenings shall be for a minimum of six (6) years where six (6) years of historical information is available.

The minimum background check process will include a check of the following databases through a law enforcement agency or a Professional Background Screener accredited by the National Association of Professional Background Screeners or a comparable standard:

- Social Security Number Trace; and
- Criminal Records (Federal, State and County criminal felony and misdemeanor, national criminal database for all states which make such information available).

The Contractor agrees that each Person will be screened as a prior condition for performing services or having Access to State of Florida Data. The Contractor is responsible for any and all costs and expenses in obtaining and maintaining the criminal background screening information for each Person described above. The Contractor will maintain documentation of the screening in the Person's employment file. The Contractor will abide by all applicable laws, rules, and regulations including, but not limited to the Fair Credit Reporting Act and/or any equal opportunity laws, rules, regulations, or ordinances.

14.2 Disqualifying Offenses

If at any time it is determined that a Person has a criminal misdemeanor or felony record regardless of adjudication (e.g., adjudication withheld, a plea of guilty or nolo contendere, or a guilty verdict) within the last six (6) years from the date of the court's determination for the crimes listed below, or their equivalent in any jurisdiction, the Contractor is required to immediately remove that Person from any position with Access to State of Florida Data or directly performing services under the Contract. The disqualifying offenses are as follows:

(a) Computer related crimes

(b) Information technology crimes;

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(c) Fraudulent practices;

(d) False pretenses;

(e) Frauds;

(f) Credit card crimes;

(g) Forgery;

(h) Counterfeiting;

(i) Violations involving checks or drafts;

(j) Misuse of medical or personnel records; and

(k) Felony theft.

If the Contractor finds a Disqualifying Offense for a Person within the last six (6) years from the date of the court's disposition, it may obtain information regarding the incident and determine whether that Person should continue providing services under the Contract or have Access to State of Florida Data. The Contractor will consider the following factors only in making the determination: i.) nature and gravity of the offense, ii.) the amount of time that lapsed since the offense, iii.) the rehabilitation efforts of the Person and iv.) relevancy of the offense to the job duties of the Person. If the Contractor determines that the Person should be allowed Access to State of Florida Data, then Contractor shall maintain all criminal background screening information and the rationale for such Access in the Person's employment file. The Contractor will promptly notify the Department of any determinations made pursuant to this subsection. The Department reserves the right to require removal of any Persons from performing work on the Contract for any reason.

14.2.1 Refresh Screening

The Contractor will ensure that all background screening will be refreshed every five (5) years from the time initially performed for each Person during the Term of the Contract.

14.2.2 Annual Certification

The Contractor is required to submit an annual certification demonstrating compliance with Contract Section 14 to the Department by December 31 of each Contract year.

14.2.3 Self-Disclosure

The Contractor shall ensure that all Persons have a responsibility to self-report within three calendar days to the Contractor any updated court disposition regarding any disqualifying offense, regardless of adjudication (adjudication withheld, a plea of guilty or nolo contendere, or a guilty verdict). The Contractor shall immediately reassess whether to disallow that Person Access to any State of Florida premises or from directly performing services under the Contract. Additionally, the Contractor shall require that the Person complete an annual certification that they have not received any additional criminal misdemeanor or felony record regardless of adjudication (adjudication withheld, a plea of guilty or nolo contendere, or a guilty verdict) for the Disqualifying Offenses and shall maintain that certification in the employment file.

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In addition, the Contractor shall ensure that all Persons have a responsibility to self-report to the Contractor within three calendar days, any arrest for any Disqualifying Offense. The Contractor shall notify the Department's Contract Manager within 24 hours of all details concerning any reported arrest.

14.3 Department's Ability to Audit Screening Compliance and Inspect Locations

The Department reserves the right to audit the Contractor's background screening process to ensure compliance with sections 14.1 and 14.2 and subsections 14.2.1, 14.2.2, and 14.2.3 upon two (2) days prior written notice to the Contractor during the Term of the Contract. For those Persons subject to the requirements set forth in Section 14.1 above, the Department will have the right to audit and inspect, at the Department's expense, the Contractor's working area, computer systems, and/or location(s) upon two (2) Business days prior written notice to the Contractor to ensure Contractor's compliance with sections 14.1 and 14.2 and subsections 14.2.1, 14.2.2, and 14.2.3 and that Access to State of Florida Data is secure and in compliance with the Contract and all applicable state and federal rules and regulations.

14.4 Data Access

State of Florida Data will consist of data which is identified by federal or state of Florida laws and regulations as confidential data, exempt data, or personal health data. The Contractor or its subcontractor, where applicable, shall retain a list of all Persons with Access to State of Florida Data, including a statement confirming that each Person has passed the Background Screening required herein. Such a statement shall not include the substance of the screening results, only that the Person has passed the screening.

The Contractor or its subcontractor, where applicable, shall create a written policy for the protection of State of Florida Data, including a policy and procedure for Access to State of Florida Data to ensure no unauthorized access to State of Florida Data. The policy will be created and executed in accordance with Rule 60GG-2, Florida Administrative Code and the Department's security policies. Alternatively, the Contractor or its subcontractor, where applicable, may utilize an existing written policy which includes terms that provide for the protection of State of Florida Data and includes policies and procedures that address Access to State of Florida Data to ensure no unauthorized access to State of Florida Data. The written policy required in this section will be maintained to ensure compliance with Rule 60GG-2, Florida Administrative Code and the Department's security policies. The Contractor or its subcontractor, where applicable, is responsible for ensuring its services comply with its written policy and that the written policy continuously adhere to the requirements set forth in this section throughout the Contract term.

The Contractor or its subcontractor, where applicable, shall retain the written policy and information required in this subsection for the duration of the Contract and a period of no less than five (5) years from the date of termination of the Contract and any Contract extensions. The written policy and information required in this subsection shall be included in the Department's audit and screening abilities. The written policy and information required in this subsection shall also be subject to disclosure upon written or oral demand at any time by the Department or its designated agents or auditors.

Access as referenced in this Section shall mean review, inspect, approach, instruct, communicate with, store data in, retrieve data from, or otherwise make use of any data,

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regardless of type, form, or nature of storage. Access to a computer system or network includes local and remote access.

The Contractor, or its subcontractor, where applicable, shall document and record, with respect to each instance of Access to State of Florida Data:

1. The identity of all individual(s) who Accessed State of Florida Data in any way, whether those individuals are authorized Persons or not;
2. The duration of the individual(s)' Access to State of Florida Data, including the time and date at which the Access began and ended;
3. The identity, form, and extent of State of Florida Data Accessed, including, but not limited to, whether the individual Accessed partial or redacted versions of State of Florida Data, read-only versions of State of Florida Data, or editable versions of State of Florida Data; and
4. The nature of the Access to State of Florida Data, including whether State of Florida Data was edited or shared with any other individual or entity during the duration of the Access, and, if so, the identity of the individual or entity.

Notwithstanding any provision of the Contract to the contrary, the Contractor, or its subcontractor, where applicable shall notify the Department as soon as possible and in all events within one (1) Business day in the event it discovers any unauthorized Access of State of Florida State of Florida Data occurs, any unauthorized transmission of State of Florida Data, or any credible allegation or suspicion of a material violation of the above. This notification is required whether the event affects one employee/retiree or the entire population. The notification shall be clear and conspicuous and include a description of the following:

(a) The incident in general terms.

(b) The type of personal information that was subject to the unauthorized Access and acquisition.

(c) The number of individuals who were, or potentially have been affected by the breach.

(d) The actions taken by the Contractor to protect the State of Florida Data information from further unauthorized Access. However, the description of those actions in the written notice may be general so as not to further increase the risk or severity of the breach.

Upon becoming aware of an unauthorized Access to State of Florida Data, the Contractor's Account Manager shall set up a conference call with the Department's Contract Manager and the Contractor, or its subcontractor, where applicable. The conference call invitation shall contain a brief description of the nature of the event. When possible, a thirty (30) minute notice shall be given to allow Department personnel to be available for the call. If the designated time is not practical for the Department, an alternate time for the call shall be scheduled. All available information shall be shared on the call. The Contractor, or its subcontractor, where applicable, shall answer all questions based on the information known at that time and shall answer additional questions as additional information becomes known. The Contractor, or its subcontractor, where applicable, shall provide the Department with final documentation of the incident including all actions that took place. If the Contractor, or its subcontractor, where applicable, becomes aware of an unauthorized access to State of Florida Data outside of normal business hours, the Contractor, or its subcontractor, where applicable, shall notify the Department's Contract Manager and in all events, within one (1) Business day.

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Failure to retain and disclose the written policy and information as required in this subsection shall be considered a breach of the Contract. The resulting damages to the Department and Customers from a breach of this subsection are by their nature impossible to ascertain presently and will be difficult to ascertain in the future. The issues involved in determining such damages will be numerous, complex, and unreasonably burdensome to prove. The parties acknowledge that these financial consequences are liquidated damages, exclusive of any other right to damages, not intended to be a penalty and solely intended to compensate for unknown and unascertainable damages. The Contractor therefore agrees to credit the Department the sum of $10,000 for each breach of this subsection.

14.5 Indemnification

The Contractor agrees to defend, indemnify, and hold harmless the Department, the State of Florida, its officers, directors and employees for any third-party claims, suits or proceedings related to a breach of this section. The Contractor will include credit monitoring services at its own cost for those individuals affected or potentially affected by a breach of this section for a two (2) year period of time following the breach.

SECTION 15. E-VERIFY

In accordance with Executive Order 11-116, the Contractor agrees to utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired during the term of the Contract for the services specified in the Contract. The Contractor must also include a requirement in subcontracts that the subcontractor must utilize the E-Verify system to verify the employment eligibility of all new employees hired by the subcontractor during the Contract term. In order to implement this provision, the Contractor must provide a copy of its DHS Memorandum of Understanding (MOU) to the Department's Contract Manager within five days of Contract execution. If the Contractor is not enrolled in DHS E-Verify System, it will do so within five days of notice of Contract award, and provide the Department's Contract Manager a copy of its MOU within five days of Contract execution. The link to E-Verify is http://www.uscis.gov/e-verify. Upon each Contractor or subcontractor new hire, the Contractor must provide a statement within five (5) days to the Department's Contract Manager identifying the new hire with its E-Verify case number.

SECTION 16. COMMUNICATIONS AND CONFIDENTIALITY

The Contractor shall not, without first notifying the Department's Contract Manager and securing the Department's prior written consent, make public statements which concern the Contract or its subject matter, disclose or permit disclosure of any data or information obtained or furnished in accordance with the Contract, or use any statement attributable to the Department or its employees. Public statements include press releases, publicity releases, promotions, marketing materials, corporate communications, or other similar communications. The Department's written consent shall not be construed to supersede or waive the Contract requirements imposed on the Contractor to maintain confidential information.

The Contractor must maintain confidentiality of all confidential data, files, and records related to the services and commodities provided pursuant to the Contract and must comply with all state and federal laws, including, but not limited to Chapter 119, F.S., and sections 381.004, 384.29,

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392.65, and 456.057, F.S. The Contractor's confidentiality procedures must be consistent with the most recent version of the Department security policies, protocols, and procedures. The Contractor must also comply with any applicable professional standards with respect to confidentiality of information.

Contractor will not use the State seal, name, or logo of the Department or State, or Contractor's relationship to the Department for any purpose without the prior written consent of the Department.

Contractor may refer to the Contract as an experience citation with other customers without prior approval.

Contractor shall not publicly disseminate any information concerning the Contract without prior written approval from the Department, including, but not limited to:

1) mentioning the Contract in a press release or other promotional material,
2) identifying the Department or the State as a reference, or
3) otherwise linking Contractor's name and either a description of the Contract or the name of the State, the Department or any SUNCOM Client in any material published, either in print or electronically, to any entity that is not a party to Contract, except potential or actual authorized distributors, dealers, resellers, or service representative.

SECTION 17. LICENSING

Except as otherwise set forth in Attachment A – Final Statement of Work, all SUNCOM services shall include all required licenses for Customers to utilize the SUNCOM services at no additional cost to the Customer. All third-party license costs for Contractor-provided hardware and/or software shall be the responsibility of the Contractor. The Contract terms will not be supplemented, modified, amended, or superseded by any and all End User License Agreement, regardless of any terms which may state otherwise, except as contemplated in Section 7.10. End User License Agreement (EULA) means any license or service agreement, regardless of how designated, pertaining to the right to use software, equipment, and/or services including, but not limited to, any such agreement proposed after execution of this Contract that is affixed to (e.g. "shrinkwrap" or "browsewrap"), imbedded in (e.g. "clickwrap"), or accompanies the software, equipment, or service. Any terms or conditions that would result in the Department or a Customer violating Florida Statutes is deemed null and void.

SECTION 18. BOND

18.1 Performance Bond

Customers shall have the ability to request from the Contractor a Performance Bond to be used to guarantee satisfactory performance by the Contractor for the term of the Customer's specific order. For those Customers who request a Performance Bond to meet the Customer's specific needs, Contractor shall deliver to the Customer a Performance Bond in the amount specified by the Customer and upload documentation demonstrating compliance with this section into CSAB.

A. The Performance Bond shall be maintained throughout the term of the Customer's specific order, naming the Customer as the beneficiary. The Performance Bond must be issued

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by an acceptable surety company, as determined by the Customer, and which surety must be licensed to do business in the State of Florida. The insurer or bonding company shall pay losses suffered by the State directly to the Customer.

B. The Contractor and insurer or bonding company shall provide the Customer prior written notice or immediate notice upon knowledge of any attempt to cancel or to make any other material change in the status, coverage, or scope of the Performance Bond, or of the Contractor's failure to pay bond premiums.
C. The Customer shall not be responsible for any premiums or assessments on or in relation to the Performance Bond. However, for those Customers who request a Performance Bond, Contractor is permitted to equitably adjust the Customer's prices in correlation with the requested Performance Bond, up to an additional 25% for the applicable service(s).
D. The Performance Bond is to protect the Customer against any loss sustained through failure of the Contractor's performance in accordance with the Customer's specific order. No payments shall be made to the Contractor until the Performance Bond is in place and approved by the Customer in writing.
E. Where applicable, the Contractor shall provide the Customer with a surety bond continuation certificate or other acceptable verification that the Performance Bond is valid and has been renewed for an additional year. Contractor shall also upload documentation demonstrating compliance with this section into CSAB.

The Performance Bond provided under this Section shall be used solely to the extent necessary to satisfy the damage claims made by the Customer pursuant to the terms of the Customer's specific order. In no event shall the Performance Bond be construed as a penalty bond.

18.2 Letter of Bondability

Prior to any renewal of the Contract in accordance with section 287.057(13), F.S., the Department reserves the right to request Contractor submit a letter of bondability from a surety company or bonding agent authorized to do business in the State of Florida and written on company letterhead indicating the Contractor's ability to obtain a performance bond in the amount of at least ten million dollars.

SECTION 19. CUSTOMER OF RECORD

The Department of Management Services is considered the customer of record for all services for the purposes of the Federal Communications Commission and Customer Proprietary Network Information.

SECTION 20. SPECIFIC APPROPRIATION

The following is the specific state funds from which the state will make payment under the first year of the contract:

General Appropriations Act (Florida Law)
2928 SPECIAL CATEGORIES
CENTREX AND SUNCOM PAYMENTS
FROM COMMUNICATIONS WORKING
CAPITAL TRUST FUND

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SECTION 21. LIMITATION OF LIABILITY

For all claims against the Contractor under any Customer agreement, purchase order, or this Contract, and regardless of the basis on which the claim is made, the Contractor's liability under this Contract or purchase order for direct damages shall be limited to the greater of $100,000, the dollar amount of this Contract, or two times the charges rendered by the Contractor under the purchase order. This limitation shall not apply to the Service Level Agreements, claims arising under sections 8.2, 9.2, 10.3, and/or 14.5 contained in this agreement.

Unless otherwise specifically enumerated in the Contract (e.g. the Service Level Agreements, attached as part of this Contract) or in the negotiated purchase order, no party shall be liable to another for special, indirect, punitive, or consequential damages, even if the party has been advised that such damages are possible. No party shall be liable for lost profits, lost revenue, or lost institutional operating savings. The Department and Customer may, in addition to other remedies available to them at law or equity and upon notice to the Contractor, retain such monies from amounts due Contractor as may be necessary to satisfy any claim for damages, penalties, costs and the like asserted by or against them. The Department may set off any liability or other obligation of the Contractor or its affiliates to the State against any payments due the Contractor under any contract with the Department.

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SO AGREED by the Parties' authorized representatives on the dates noted below:

FLORIDA DEPARTMENT OF MANAGEMENT SERVICES

DocuSigned by:
3E1665B0DF8B411...

Jonathan Satter, Secretary

7/14/2020 | 10:45 AM EDT

Date

AT&T CORP.

Veronica Danao

Signature

Veronica Danao Contract Specilaist CGI

Print Name and Title

02 July 2020

Date

SS188Y

STATE OF FLORIDA

DEPARTMENT OF MANAGEMENT SERVICES

ITN NO: DMS 17/18-004 – SUNCOM COMMUNICATION SERVICES

REQUEST FOR BEST AND FINAL OFFER

DUE: MAY 13, 2020 BY 11:59 PM ET

Pursuant to the SUNCOM Communication Services ITN Sections 4.4.3., Revised Replies and Best and Final Offers, and 4.4.4, Other Department Rights During Negotiations, the Department requests a Best and Final Offer. **Please submit the Best and Final Offer by 11:59 PM ET on May 13, 2020, to the Procurement Officer, Jesse Marks, at Jesse.Marks@dms.myflorida.com**

Vendors must email the Best and Final Offer with files attached as a .pdf or in their native format (.docx or .xlsx where applicable) to the Procurement Officer. If the Best and Final Offer exceeds the file limit to submit via email, the Vendor must submit its Best and Final Offer on seven duplicate thumb drives to the Procurement Officer by the above-stated deadline.

Best and Final Offers are expressly understood to be for the provision of services and features with no minimum guaranteed purchase of services or features.

All revisions made by the Department to the attachments provided with this Request for Best and Final Offer are reflected in track changes or in an edited format for excel documents. Any Vendor proposed edits not reflected in the attachments were deemed not acceptable to the Department. Do not make any changes, revisions, exceptions, or deviations to the Department's language in the provided documents.

The Best and Final Offer must include the following requested documents:

A. ATTACHMENT A – FINAL STATEMENT OF WORK

Please submit a response to each subsection in the Attachment A – Final Statement of Work where a response is requested and where the subsection is applicable to the Respondent's proposed solution. Identify all modifications and/or revisions from the initial and revised replies via track changes.

B. ATTACHMENT B – FINAL CONTRACT

By submitting a Best and Final Offer, the Vendor confirms acceptance of the Attachment

B – Final Contract, as is; do not make any changes, revisions, exceptions, or deviations.

C. ATTACHMENT C – FINAL SERVICE LEVEL AGREEMENTS

By submitting a Best and Final Offer, the Vendor confirms acceptance of the Attachment C – Final Service Level Agreements, as is; do not make any changes, revisions, exceptions, or deviations.

D. ATTACHMENT G – FINAL COMPONENT PRICE SHEET AND VENDOR'S SERVICE CATALOG

Please complete the Attachment G – Final Component Price Sheet which has been provided by the Department as part of the Request for Best and Final Offer. The Vendor is required to submit a completed Attachment G – Final Component Price Sheet and a Vendor's Service Catalog that includes the Vendor's best pricing for the Department's consideration based on the revisions contained in the Request for Best and Final Offer and attachments. **Given these revisions made by the Department, the Department is anticipating reductions in the Vendor's pricing.**

The Vendor's completed Attachment G – Final Component Price Sheet and Vendor's Service Catalog must comply with ITN Sections 3.11, Vendor's Pricing, and 3.12, Component Price Sheet, respectively. Pricing in either document shall not include State of Florida and Federal Taxes. Taxes are defined here to include payments that the Contractor is required to collect by law and pay to public entities. Taxes do not include government-sanctioned surcharges and fees collected by the Contractor which are not remitted to the government. Government-sanctioned surcharges and fees are to be separately listed in the Vendor's Service Catalog in accordance with Attachment A – Final Statement of Work, Section 4.6, Taxes and Government Sanctioned Fees in the Communications Service Authorization and Billing Service Catalog.

In addition to the requirements set forth in ITN Section 3.11, a Vendor Service Catalog must adhere to the following:

- List all separate fees and/or charges and indicate which service(s) the fee and/or charge is applicable to. For government sanctioned fees and surcharges, list the current applicable amount.
- Prices shall include all charges for packing, handling, freight, distribution, and inside delivery. Charges for expedited shipping, where requested and authorized by the Customer, may be assessed and will be borne by the Customer.
- Any services, equipment and / or features provided at no cost should be identified as $0.00.

In addition to the requirements set forth in ITN Section 3.12, a completed Attachment G – Final Component Price Sheet must adhere to the following:

- Prices shall include all charges for packing, handling, freight, distribution, and inside delivery. Charges for expedited shipping, where requested and authorized

by the Customer, may be assessed and will be borne by the Customer.
- Any services, equipment and / or features provided at no cost should be identified as $0.00.

E. SUPPLEMENTAL INFORMATION

The Best and Final Offer shall constitute the Vendor's final Reply to this ITN and should be reflective of all terms and conditions applicable to the Vendor's proposed services. Pursuant to ITN Section 3.4, Website References, do not incorporate or reference dynamic links that are external to the document. Provide screen shots in lieu of references to websites. References to dynamic links (Universal Resource Locators) will not be considered as part of the Respondent's Reply.

The Vendor is under no obligation to submit a Best and Final Offer; however, the Vendor will no longer be considered eligible for an award if the Department does not receive a Best and Final Offer by the above-stated deadline.

By the submission of its Best and Final Offer, the Vendor certifies that, if awarded a Contract, it will comply with all terms and conditions found in the aforementioned documents included with this Request for Best and Final Offer.

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ATTACHMENT A – FINAL STATEMENT OF WORK

FOR

SUNCOM COMMUNICATION SERVICES

ITN NO: DMS-17/18-004

INVITATION TO NEGOTIATE

THE STATE OF FLORIDA

DEPARTMENT OF MANAGEMENT SERVICES

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1. Statement of Work

1.1 Introduction

The Department of Management Services (DMS or the Department) is seeking to procure through this Invitation to Negotiate (ITN), Unified Communication (UC) Services, Session Initiation Protocol (SIP) Trunking Services, Contact Center Services, Legacy Local Access (Centrex) Services, and other related communication services and features. Hereinafter these will be collectively known as SUNCOM Communication Services (SCS). This procurement is intended to establish a multi-year Contract or Contracts which meet the goals of the ITN stated in section 1.4. Any contracted SCS services will be available for use by state agencies, political subdivisions of the state, municipalities, and nonprofit corporations in accordance with Chapter 282, Florida Statutes (F.S.).

This Attachment A – Final Statement of Work (SOW), contains operational and administrative objectives for SCS that will form the requirements for implementation and on-going support under any Contract resulting from this ITN.

This SOW is intended to reflect the requested service components DMS is seeking the Respondent to offer for SCS. The SOW includes references to service components that "must", "shall", or "will" be delivered; however, these SOW references to "must", "shall", "will" and "minimum requirements" will not affect DMS's determination of a Respondent's responsiveness. DMS intends for these SOW references to become mandatory at the time of Contract execution (as reflected in DMS's Request for Best and Final Offer). However, these SOW references may be subject to negotiation during the procurement and will be resolved through the terms of DMS's Request for Best and Final Offer.

The Request for Best and Final Offer may also identify contractual requirements in place of previous requests for responses. For example, the word 'should' may be replaced by the word 'must' in the final SOW prior to contract execution where applicable.

If more than one Contract is awarded, then the use of the terms "Contract," "Contractor," "Response," and "Respondent," include the plural when applicable.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

1.2 Instructions for Replies

The SOW contains response blocks where Respondents are to detail their replies or Respondents may attach a narrative with a reference to the corresponding SOW subsection. Base responses on the information provided in the applicable subsections and response blocks regarding operational and administrative processes and other aspects of the proposed services.

Failure to respond to any response block seeking a response will not be used to determine responsiveness. Respondents should provide responses to all response blocks seeking a response in the SOW. Respondents should provide responses for the Service Categories for which they are seeking to provide services.

If the Respondent is seeking to provide a Service Category, they should provide responses as requested. If the Respondent inserts "N/A" or leaves a block blank, they will receive zero points for that subsection. If the Respondent is not seeking to provide a Service Category, it should respond "N/A" and will receive a score of zero for those responses. Replies are to be submitted in accordance with the ITN.

The response blocks may contain approximate word counts in brackets, e.g., [Enter the response here – XXX words]. The word counts are provided as guidance to the length of the expected response; the word counts are neither minimum nor maximum limits.

See section 3.7, Tab 4, of the ITN for instructions on replying to the SOW.

By submitting a Reply to this ITN, the Respondent affirms that it has read, understood, and will comply with all of the statements, terms, and conditions contained in the SOW.

Do not provide pricing information in any SOW response block. Respondent is to submit pricing information in the Attachment G – Component Price Sheet and the Vendor's Service Catalog, separate from the response to the SOW in accordance with instructions in the ITN.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

1.3 Terminology

Various terms are provided in Attachment F – Definitions and Acronyms. Acronyms are generally expanded on first use.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

1.4 Service Objectives

This SCS procurement is envisioned to result in a Contract with a Contractor to provide secure, reliable, interoperable, scalable, manageable, feature rich, affordable, and advanced communications services for SUNCOM users.

SCS Customers range in size from small to very large with a wide diversity of communications requirements to meet their business needs. Respondents are therefore encouraged to offer more than one manufacturer platform (system) option.

While the word "system" is used within the SOW, DMS intends to contract for communications services. Individual devices, systems, and components are used to provide the various SCS.

The following are SCS objectives:

1. Provide migration and transition support for Customers from existing services to SCS.
2. Provide Single-tenant and Multi-tenant services.
3. Provide services using standards and designs detailed in the SOW, and increase integration of services.
4. Provide proactive service monitoring capabilities and tools to monitor service levels.
5. Provide inherent flexibility in services and equipment to keep pace with rapidly evolving technologies.
6. Provide services with a minimum 99.95% availability (uptime).
7. Provide accurate and simple invoicing.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

1.5 Updates to Services or Equipment

DMS anticipates the service's capabilities will change over the term of the Contract and should be flexible to remain current throughout the life of the Contract. Changes in services, features, equipment, or technology offered by Contractor in the same, alternative, or equivalent form and within the scope of the Contract are permissible updates. Updates may be prompted by the Contractor, DMS, or Customers. At DMS's sole discretion, updates may require a Contract amendment, and any updates will not be incorporated into the Communications Service Authorization and Billing (CSAB) system without DMS's approval. The CSAB is discussed in detail in section four (4).

When requested by DMS, the Contractor shall provide documentation on the proposed updates. This may include market research, service, equipment, and commodity specifications, industry research, and any other documentation requested by DMS. DMS may review information from Contractor, or any other source it deems necessary and appropriate.

For updates, Contractor will at a minimum include individual pricing, and may also include bundled pricing, or bundled pricing with existing services. All elements required by section 3.11 of the ITN shall be included in the proposed pricing for updates, unless waived by DMS. DMS will not deem the proposed pricing acceptable until and unless all the following criteria is met to its satisfaction:

1. The Contractor has substantially demonstrated the pricing is competitive to market rates.

2. The Contractor has fully demonstrated the pricing is related to and is in line with currently offered pricing for similar services and equipment within the CSAB Service Catalog.
3. Where applicable, Contractor has fully demonstrated that the same percentage discount off the Manufacturers Suggested Retail Price or Contractor's service price list, or greater, is applied to proposed equipment pricing for similar equipment, and proposed service pricing for similar service.
4. The Contractor has fully demonstrated the pricing will be in accordance with Contract section 3.3(b) Preferred Pricing, not exceeding, on an aggregate basis, the pricing offered under comparable contracts for public entities.
5. The Contractor shall not increase the pricing of any existing equipment, services, service packages, service bundles, or service options.
6. Contractor will not request, and DMS will not approve, charges for non-chargeable items contemplated in section 3.5 Technology Refresh.
7. DMS is solely responsible for the final determination on the fulfillment of the above criteria, and on accepted pricing.

If applicable, all SCS Contractors will be given the same opportunity to offer the updated, or new related service.

DMS will determine if the current Service Level Agreements (SLAs) for the CSAB Service Catalog update are appropriate and applicable, or determine new SLAs, which will become part of the Contract through a Contract amendment.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

1.6 MyFloridaNet

MyFloridaNet (MFN) and MyFloridaNet-2 (MFN-2) are the State's Multiprotocol Label Switching data networks. Generally, throughout the SOW, MFN is used as a generic term for both MFN and MFN-2. MFN allows State agencies and other authorized users to communicate with each other as well as SCS Contractors. Information about MFN is available at: https://www.dms.myflorida.com/business_operations/telecommunications/suncom2/data_services/myfloridanet

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

1.7 Current SUNCOM Voice Services

DMS currently manages the portfolio of voice services listed below.

1. Centrex
2. Hosted Voice over Internet Protocol (VoIP)
3. Premises-based Telephony Equipment Services
4. SIP Trunking
5. Audio Conferencing
6. Web Conferencing
7. Long Distance
8. Toll-Free
9. Contact Center.

See Attachment E – SUNCOM Voice Services for Calendar Year 2016, for information regarding 2016 contract spend for the above services.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

2. Staffing

The Contractor shall provide sufficient, qualified personnel to oversee and carry out the services of this Contract.

The term "Contractor staff" includes all staff employed by the Contractor and by its subcontractors relevant to the Contract.

2.1 Contractor Staffing Responsibilities

1. The Contractor staff responsibilities include conducting all components of the Contract in a timely, efficient, productive, consistent, courteous and professional manner as representatives of the State.
2. The Contractor staff shall devote the time and resources necessary to successfully manage the State of Florida account, including being available for telephonic, email and on-site consultations.
3. The Contractor shall provide each Contractor staff member orientation and training on all components of the Contract prior to working on any component of the Contract. Documentation of this training shall be provided to DMS upon request.
4. The Contractor shall be required to employ the required key staff position described in this SOW.
5. It is understood and agreed that from time to time a vacancy may occur in required key staff positions. For purposes of this Contract, a vacant position is defined to occur when the position is not initially filled, the employee assigned to the position has resigned, been terminated, reassigned, or is filled with a person who does not possess the minimum qualifications required to perform the job duties. A vacancy does not occur when an employee is temporarily absent due to vacation, sick leave, or other temporary leave condition such as training. In the case of a vacancy, the Contractor may arrange for the job duties to be provided by another employee who meets the minimum job qualifications

until this position is filled. However, a temporary assignment will not put the SLA clock on hold.

6. The Contractor agrees to fill all required key staff positions within ninety (90) days after the date upon which the position becomes vacant, and within thirty (30) days from Contract execution. The Contractor may request a waiver from DMS if it believes it has good cause to not fill a required key staff position within the ninety (90) days allowance. Contractor will submit waiver requests to the DMS Contract Manager. DMS will review the requests on a case-by-case basis and respond within a reasonable timeframe. DMS reserves the right for final determination on all waiver requests. Positions not filled within the ninety (90) day timeframe, or otherwise waived by DMS, will incur an SLA violation.
7. The Contractor shall notify DMS of any vacancy of a required key staff position within two (2) weeks of the vacancy occurring.
8. The Contractor will only fill required key staff positions with persons that fulfill the minimum job qualifications set forth in this SOW section 2.
9. DMS reserves the right to review and approve candidates being considered by the Contractor for employment for a required key staff position described in this Contract.
10. DMS will have the right to request the replacement of any staff who serve in a required key staff position, as part of the Customer Support Team, or part of the Network Operations Center (NOC) or Security Operations Center (SOC) staff and Contractor will remove such staff within thirty (30) calendar days' or earlier upon DMS's notice to Contractor.
11. The Contractor must provide a sufficient number of Contractor Staff to handle the workload projected for the start of the Contract and shall be scalable and flexible, so it can be adapted as needed.
12. The Contractor must develop and maintain a final Staffing Organizational Chart that includes all staff resources that will be assigned to all components of the Contract to be approved by DMS no later than thirty (30) calendar days from Contract execution. The final Staffing Organizational Chart must contain names, titles, and number of staff (full-time and part-time) proposed to support the State of Florida. The Contractor's final Staffing Organizational Chart shall include a justification for the number of staff, the percentage of time each staff person will devote to the Contract.
13. In the event DMS determines the Contractor's staff or staffing levels are not sufficient to properly complete the services specified in this Contract, it shall notify the Contractor in writing. The Contractor will have ninety (90) calendar days to remedy the identified staffing deficiencies.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this subsection.
2. Provide a detailed description of the following:
   a. How Respondent will ensure the dedication of its proposed required key staff positions, including the proposed percent of time dedicated to DMS;
   b. How Respondent will be prepared at all times to recruit credentialed, appropriately licensed and highly qualified staff;

c. Respondent's orientation and training for Respondent's staff assigned to this Contract;
d. How Respondent will ensure it employs all required positions and that there are sufficient staff to complete all requirements initially and throughout the duration of the Contract resulting from this ITN; and
e. Respondent's recruitment process for Respondent's staff assigned to this Contract.

[Enter response here – 1,500 words]

2.2 Account Manager

Contractor shall assign a dedicated, but not necessarily exclusive, Account Manager as the primary contact for DMS, unless DMS determines an exclusive Account Manager is in DMS's best interest. This is a required key staff position.

The Contractor is required to provide a full-time Account Manager for all contracted services. The Account Manager will be the senior manager primary contact with responsibility for all SCS issues, including, but not limited to, day-to-day coordination and resolution of all SCS activities. The Account Manager will be a senior staff member able to carry DMS concerns to the Contractor's management personnel. The Account Manager or designated backup(s) must be available twenty-four hours a day, 365 days of the year.

The Account Manager will be required to participate in all workgroups created by the Contractor or DMS related to SCS.

The Account Manager shall possess the following minimum qualifications:

1. Minimum three (3) years' experience working with government clients in a government account management or sales role.
2. Knowledge of government business practices, which is inclusive of State of Florida practices and practices of authorized users.
3. Minimum of three (3) years' work experience in the telecommunications industry.
4. Strong verbal and written communication skills, including the ability to communicate effectively at all levels of the organization.

2.3 Project Manager

Contractor shall assign a dedicated, but not necessarily exclusive, Project Manager unless DMS determines an exclusive Project Manager is in DMS's best interest. This is a required key staff position.

The Project Manager shall to oversee and take on the responsibility for the success of all projects. Projects include, but are not limited to, Contract Implementation and Migration, agency specific Implementation and Migration. This individual will be the single point of contact to the State

coordinating all work and communications with DMS. This individual will manage and direct the planning of the Contractor's staff and resources.

The Project Manager will participate in various SCS workgroups.

The Project Manager shall possess the following minimum qualifications:

1. Ability to be responsible for all aspects of any projects related to this Contract.
2. Ability to lead and direct teams to deliver projects within the constraints of schedule, budget and resources.
3. Demonstrate sufficient knowledge and experience to appropriately apply a project management methodology to projects
4. Experience using Microsoft Project and the ability to keep all projects updated frequently and accurately.
5. Currently holds either Project Management Professional certification from the Project Management Institute, a Certified Scrum Master from Scrum Alliance, CompTIA Project+ certification from CompTIA, a Lean Six Sigma certification, or other equivalent project management certification approved in writing by DMS.

2.4 Business Operations Manager

Contractor shall assign a dedicated, but not necessarily exclusive, Business Operations Manager unless DMS determines an exclusive Business Operations Manager is in DMS's best interest. This is a required key staff position.

The Business Operations Manager shall oversee business operations including billing, ordering, and related business operational procedures. The Business Operations Manager, acting as the DMS advocate, will be a Contractor senior staff member able to carry DMS concerns to the Contractor's management personnel. As the advocate, the individual must have the authority to direct the Contractor's staff to effect business operational procedures and related outcomes.

The Business Operations Manager will participate in various SCS workgroups.

The Business Operations Manager shall possess the following minimum qualifications:

1. Minimum three (3) years' experience working with Government clients.
2. Knowledge of government business practices, which is inclusive of State of Florida practices and practices of authorized users.
3. Strong verbal and written communication skills, including the ability to communicate effectively at all levels of the organization.

2.5 Engineering and Design Manager

Contractor shall assign a dedicated, but not necessarily exclusive, Engineering and Design Manager unless DMS determines an exclusive Engineering and Design Manager is in DMS's best interest. This is a required key staff position.

The Engineering and Design Manager shall function as a single point of contact for all engineering and design issues. The individual will have responsibility to direct all aspects of engineering and design concerns for the service. The individual must have the authority to direct the Contractor's staff and subcontractors. The individual or a designated backup(s) must be available twenty-four hours a day, 365 days of the year as required to manage and oversee restoration of the service and respond to State requests.

The Engineering and Design Manager will participate in various SCS workgroups.

The Engineering and Design Manager shall possess the following minimum qualifications:

1. Minimum of three (3) years' experience leading an engineering team responsible for services similar in size and scope to SCS services
2. A Bachelor of Science degree or higher in an engineering discipline. Equivalent foreign degrees are also acceptable. Equivalent work experience of five (5) years is acceptable.
3. Five (5) years or more of engineering work experience.

2.6 Operations and Security Manager

Contractor shall assign a dedicated, but not necessarily exclusive, Operations and Security Manager unless the Department determines an exclusive Operations and Security Manager is in DMS's best interest. This is a required key staff position.

The Operations and Security Manager shall serve as the engineer capable of communicating with other engineers as needed to resolve day-to-day issues. The individual will communicate with DMS and engineers from other SUNCOM Contractors, if applicable, and subcontractors. The individual will function as a single point of contact for the day-to-day networking, service, and security issues, typically those involving real-time concerns. The individual must have the authority to direct the Contractor's staff. The Operations and Security Manager, or a designated backup(s), must be available twenty-four hours a day, 365 days of the year as required to manage the NOC and SOC concerns, and respond to State requests.

The Operations and Security Manager will participate in the various workgroups to accomplish SCS services.

The Operations and Security Manager shall possess the following minimum qualifications:

1. A Bachelor of Science degree or higher in a computer science, information technology, engineering, or similar discipline. Equivalent foreign degrees are also acceptable. Equivalent work experience of five (5) years is acceptable.
2. Five (5) years or more of work experience.
3. Experience with business continuity and disaster recovery, including experience in development of disaster recovery plans.
4. Experience with information security architecture and security tools.

5. Knowledge of telecommunications industry best practices for service performance and security, and applicable laws and regulations as they relate to security.
6. Knowledge of current technologies and processes used to establish and maintain networks with respect to security of SCS.

The Operations and Security Manager should possess the following minimum qualifications:

1. Preferred but not required to hold Certified Information Security Manager, Certified Information Systems Security Professional, or other industry recognized security certification.

2.7 Customer Support Team

The Contract shall provide a Customer Support Team, which is not required to be full-time or dedicated to this Contract. This team is not considered a key staff position or positions. The Customer Support Team shall be sufficiently qualified and trained to provide the following:

1. Timely Customer training by the Contractor's team in reaction to changes in services and features offered.
2. Resolve service requests timely
3. Full staffing for projects to implement new technologies, related services, and equipment features that are supported by the industry
4. Timely closure for operational changes
5. Meet all service delivery due dates

The Customer Support Team shall include at least one (1) named individual to act as the CSAB Administrator, with responsibilities described in SOW 4.7.1.

2.8 Network Operations Center and Security Operations Center Staffing

The Contractor shall provide NOC and SOC staffing, which are not required to be full-time or dedicated to this Contract. This staffing is not considered a key staff position or positions. The NOC and SOC staffing shall be sufficiently staffed, qualified and trained to provide the following:

1. Staffing for the NOC and SOC twenty-four hours a day, 365 days of the year.
2. Proactive NOC and SOC monitoring including issue resolution, as described in SOW subsections 3.24 and 3.25.
3. Staffing for the NOC and SOC that are certified, experienced, well-trained, and well-equipped professionals.
4. NOC and SOC staff access to Contractor's advanced research team that will assist in identifying threats and developing preventative counter measures based on information collected from monitoring events worldwide. The Contractor's advanced research team will consist of cyber threat researchers that are assigned to the pursuit of existing and emerging global cyber threats. The advanced research team will research the global

landscape, perform in-depth analysis of emerging threats, and develop counter measures to protect SCS Customers.

Given the statements in 2.2 through 2.8:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.
2. Provide resumes of the required key staff positions. Resumes for the Customer Support Team and NOC and SOC are not required;
3. Provide a detailed description of how the Contractor will staff the Customer Support Team, the NOC, and the SOC.
4. Provide a proposed Staffing Organizational Chart, including all staff resources that are anticipated to be assigned to the Contract, including names, titles, and number of staff (full-time and part-time) proposed to support the State of Florida.
5. Describe Respondent's Proposed Customer Support Team model, including staffing levels, minimum qualifications, and average years of experience of the team.

[Enter response here – 500 words, not including resumes]

3. General Services and Features for SUNCOM Communication Services

3.1 Applicability of Subsections

The subsections below will be applicable to all four Service Categories, unless stated otherwise in that subsection. Evaluation scoring for SOW section 3 will not be affected by whether Respondent offers four (4) or fewer Service Categories. Responses to subsections within SOW section 3 should not include any discussion of proposed Local Area Network (LAN) Support Services as described in SOW section 5.4.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.2 Operating In a Production Environment

The following are minimum requirements:

With the exception of the interfaces to CSAB and MFN, all proposed services, must be operating in a production environment. Any new services proposed by the Contractor after the completion of the Implementation Phase must be operating in a production environment. A production

environment is a setting where the Contractor can demonstrate their services in operation and are able to be viewed by or demonstrated to DMS' satisfaction. This will be provided at no cost to the State. There is no requirement that these proposed services be operating in the same (single) production network.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.3 Flexibility to Quickly Modify Services

Contractor will provide the following in its delivery of the services and features for SCS:

1. A flexible administration of SCS services.
2. Prompt service updates, maintenance, modifications, and customizations.
3. Technically flexible designs, systems, and services
4. Mitigation of performance issues in real-time, using all technical and administrative modifications necessary, and will respond to DMS direction in doing so for customers.
5. Mitigation of security issues in real-time, using all technical and administrative modifications necessary, and will respond to DMS direction in doing so for customers.
6. The Contractor shall provide the Department with written notification of required maintenance a minimum of ten (10) calendar days before scheduled maintenance is to take place.

Given the statements in this subsection:

1. Describe how the Contractor will be flexible in its approach to delivering SCS services, in a manner that will minimally affect customer operations, including: maintenance windows, notification of maintenance, updates, performance and security issues, customer concerns, and customer requests.

[Enter the response here - 250 words]

3.4 Completeness of Proposed Solutions

Respondents are responsible for the completeness of their proposed solutions in their Reply and in response to any Customer work orders or unique service requests, including all equipment, software, operational management, and IP network connectivity. Completeness will be determined by either the Department or by the Customer, as appropriate. All aspects of integration, performance, and back-office administrative functions are the responsibility of each Contractor, including functions provided by their subcontractor. Contractor is responsible for verifying that all equipment, software, systems, and services, as implemented, are compatible when integrated with Customer systems.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.5 Technology Refresh

This subsection is applicable to all proposed functionality except Service Category 4, Centrex.

The Contractor will provide technology refresh, which means providing the latest software and hardware releases, including updates and patches (excluding desktop equipment). With the exception of hardware costs listed in the CSAB Service Catalog, refresh is to be provided at no cost to the State. Technology Refresh is applicable once a Customer migrates to SCS.

The following is a minimum requirement:

1) The Contractor must refresh hardware and/or software provided by the Contractor under the SCS Contract before the End-of-Life date from the original equipment manufacturer provided by the Contractor.

Given the statements in this subsection:

1. Describe how technology refresh will be provided, including software and hardware.
2. Propose a process for technology refresh, which includes a description of ensuring a timely refresh of hardware and software.

[Enter the response here – 1,000 words]

3.6 Standards

This subsection is applicable to all proposed functionality except Service Category 4, Centrex.

Contractor is required to comply, at a minimum, with the following standards and subsequent updates for IP-based communications at no additional cost to the Customer:

1. Real-Time Transport Protocol (RTP)
2. RTP Control Protocol
3. H.323
4. Transmission Control Protocol/Internet Protocol
5. Simple Mail Transfer Protocol
6. Post Office Protocol (version 3)
7. Internet Message Access Protocol (version 4)
8. Lightweight Directory Access Protocol
9. Resource Reservation Protocol (RSVP)

10. Session Initiation Protocol
11. Session Description Protocol
12. Secure Real-Time Transport Protocol
13. ITU-T standards for G.711/G.722/G.729 (Audio Codecs)
14. H.263/H.264 (Video Encapsulation)
15. Internet Engineering Task Force (IETF) Request For Comment (RFC) 6716
16. Distributed Services Code Point
17. Link Layer Discovery Protocol
18. Transport Layer Security
19. Network Address Translation (NAT)
20. Interactive Connectivity Establishment, Session Traversal Utilities for NAT (STUN), and Traversal Using Relays around NAT
21. Web Real-Time Communications (WebRTC)
22. All standards for any application underlying SCS access and transport services
23. SIPconnect Version 2.0 and updates.
24. National Institute for Standards and Technology SP 800-58: Security Considerations for Voice Over IP Systems
25. 21st Century Communications and Video Accessibility Act of 2010
26. Institute of Electrical and Electronic Engineers 802.3

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.7 Emergency Services

Emergency services are a crucial aspect of SCS.

3.7.1 911 / E911

Contractor is required to fully comply with federal and state mandated emergency service requirements, including 911 and E911 services, at no additional cost to the Customer.

Contractor shall set up Customer number and location information (Automatic Number Identification and Automatic Location Identification) in the appropriate 911/E911 location database when services are provisioned.

Contractor shall provide timely updates to Customer locations in the 911/E911 location database.

Given the statements in this subsection:

1. Describe the process and time required to update Customer locations in the 911/E911 location database.

[Enter the response here – 250 words]

3.7.2 Department of Homeland Security Programs

The Department of Homeland Security Office of Emergency Communication (the Office) collaborates with the public and private sectors to ensure the national security and emergency preparedness communications community has access to priority telecommunications and restoration services to communicate under all circumstances. The Office manages the Government Emergency Telecommunications Service (GETS), Wireless Priority Services (WPS), Telecommunications Service Priority (TSP), and Next Generation Network Priority Service (NGN-PS) programs.

The following are minimum requirements:

1. Contractor shall participate in programs such as TSP, GETS, WPS and NGN-PS in support of Florida's emergency preparedness efforts. See https://www.dhs.gov/oec-communications-portfolio-management.

Given the statements in this subsection:

1. Describe the proposed functionality to address the elements of this subsection.
2. Describe how the Respondent's will participate in programs such as TSP, GETS, WPS and NGN-PS, plus other federal and state mandated emergency programs during the life of the contract.

[Enter the response here – 500 words]

3.7.3 Emergency Support Function 2

DMS provides communications assistance during emergencies and disasters. DMS is the lead agency for communications under direction of the Florida Division of Emergency Management. Subsection 282.702(7), F.S., directs DMS to cooperate with any federal, state, or local emergency management agency in providing for emergency communications services.

DMS is the first point of contact for telecommunications service providers for equipment and services coordination to provide communications support statewide before, during, and after emergencies or disasters. The National Response Framework is part of the United States National Strategy for Homeland Security, which details fifteen (15) Emergency Support Function Annexes. In Florida, the Emergency Support Function 2 (ESF-2) consists of a dedicated team of telecommunications professionals with expertise in radio systems, voice/data/network communications, and project management.

Contractor is required to participate in ESF-2 activities and respond to the needs of the State of Florida accordingly.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.8 Long Distance Services

The following are minimum requirements for long distance service components:

1. The ability to dial domestic long distance in conformance with the 10-digit North American Dialing Plan.
2. International long distance service that conforms to the international dialing plan of the International Telecommunications Union (ITU) for all international calls.
3. Traffic studies on all dedicated State of Florida facilities on a quarterly basis and/or upon DMS request.
4. The capability to route calls to an operator for assistance.
5. Answer supervision and disconnect supervision. The Contractor cannot bill for incomplete or hung calls. Billing must not start until the call is answered.
6. The capability to use authorization codes, whereby a Customer may place a long distance call from a different State line and charge that call to his or her line or account.
7. The addition of new Number Plan Area (NPA) codes and local Exchange Code (NXXs) within 24 hours. NPA and NXX changes must be made to the routing database prior to actual change.
8. The ability to block calls system-wide by NPA. DMS will not be liable for any charges associated with calls made to blocked NPAs and/or NXXs that DMS has requested. All calls to the 700 and 900 NPA and the 976 NXX group must be blocked by the Contractor, unless DMS requests otherwise.
9. The capability to drop all calls in excess of 299 minutes. The State will not be liable for charges associated with long duration calls in excess of 299 minutes. All calls are subject to further investigation for their validity. If proven to be invalid, the cost will be borne by the Contractor.
10. The ability to block calls with an invalid Automatic Number Identification (ANI). Contractor may screen and block such calls or modify the call setup to provide a main billing number which can be used by DMS for rebilling. The State will not pay the Contractor for calls that are made from an invalid ANI.
11. The ability to make and receive fax and modem calls.
12. Provision and activation of long distance services in a timely manner.
13. Restoration of services in a timely manner.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

[Enter the response here - 1,000 words]

3.9 Toll-Free Services

The following are minimum requirements;

Contractor is required to offer toll-free services for each proposed SCS service category and must provide the following in addition to the requirements provided in section 6, Business Operations:

1. The termination of toll-free service into all domestic exchanges.
2. All currently established toll-free numbers such as 1-800, 866, 877, 888, and all future toll-free numbers, as they become available.
3. Toll-free vanity numbers, if the number is available.
4. Toll-free services originated from any domestic exchange.
5. Answer and disconnect supervision. Calls are billed only from the time that the end-user answers the call and not bill for any calls not completed.
6. The ability to set up toll-free numbers or reroute numbers in the event of an emergency. An emergency contact must be made available twenty-four hours a day, 365 days of the year. Contractor will provide DMS an emergency contact number within 2 weeks of being awarded a contract and immediately notify DMS if the emergency contact number is changed.
7. All routing table information produced during the term of this Contract to DMS within three business days of request.
8. Responsible organization for toll-free numbers used by DMS. The Department will own the numbers and provide them to authorized users.
9. Conversion of toll-free numbers to their services within three (3) days after receipt of a DMS work order from CSAB.
10. Directory assistance listing via the national toll-free calling directory, and made available to the public via a directory assistance inquiry, 800-555-1212.
11. The inclusion of the old number in call announcement services and a new number intercepts with message and termination to new number.
12. Code blocking including the ability to block toll-free calls originating from either an area code or exchange code.
13. Emergency call rerouting in the event of a service disruption to a pre-planned number.
14. Dialed Number Identification Service.
15. The number of the calling phone (Automatic Number Identification), if known.
16. Routing services with announcement prompt. For this service, toll-free callers will be provided with a greeting announcement in order to choose how to route their call. An example would be a choice of English or Spanish and would route to the appropriate terminating number.
17. Routing service to an announcement for toll-free callers, including the ability for Customers to change the announcement by electronically submitting audio files.
18. Redirection service. For example, the toll-free caller reaches a State terminating number and discovers that they have called the wrong agency. The terminating agency will have

the ability to forward the caller to another agency's toll-free number. Toll-free charges will accrue to the number the call is transferred to and not the originally dialed number. It is understood that this requirement is limited by network capabilities and therefore will only apply when such capabilities permit this service.

19. Custom call routing. This service will allow the Customer to route calls from their local exchange to another number or exchange or message based upon area code of the caller, time of day, day of week, holiday, and exchange code.
20. Intercept messaging under certain call conditions, as required by the Customer.
21. Route advance to an alternate termination number.
22. Percentage allocation routing.
23. Take back and transfer, a feature which provides the capability to take back an already terminated call and redirect the call to another termination.
24. A management tool with the ability for both DMS and Customers to change the toll-free "ring to" number and other features.
25. Provisioning and activation of services in a timely manner.
26. Restoration of services in a timely manner.
27. Completion of toll-free calls in a timely manner. This includes the peak busy hours and is applicable on the inbound leg of the call once within the SCS infrastructure.
28. Listing of the DMS and Customer toll-free numbers in a timely manner within the toll-free directory listing.

Given the requirements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

[Enter the response here - 1,000 words]

3.10 Call Quality

The following are minimum requirements:

For proposed services, DMS is seeking to provide a minimum voice quality level that is equivalent to or better than a Mean Opinion Score of 4.0 as specified in ITU-T specification P.800 series. If Respondents use VoIP R-factor, per ITU-T Recommendation G.107, to measure call quality, DMS is seeking to provide a minimum voice quality level that is equivalent to or better than the minimum score of 80.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

2. Describe the process for monitoring and reporting on call quality for all proposed services. [Enter the response here - 500 words]

3.11 Telephone Number Portability

Contractor is required to comply with Federal Communications Commission Local Number Portability requirements. Contractor is required to provide and support telephone number portability at no cost to the State and is expected to port telephone numbers to the service within 30 days.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.12 Temporary Suspension of Service

This subsection is applicable to all proposed functionality except Service Category 3, Contact Center Services, and Service Category 4, Centrex Services.

Respondent's proposed service must allow for the temporary suspension of service with an intercept message providing such notification. Temporary suspension of service may be enacted to provide seasonal services to the general public and then use the same telephone number during subsequent seasons.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.13 Intercept Messages

Respondent's proposed service must allow for intercept messages and referrals to be associated with a number that has been disconnected/suspended. Intercept messages and referrals must be provided for up to six months from the date of disconnection/suspension, unless otherwise specified by the Customer, and will be at no additional cost.

Intercept messages may include the following:

1. Number dialed is not in service.
2. Number dialed is not in service with referral to new number.
3. Number dialed is temporarily out of service.

Given the statements in this subsection:

1. Describe the Respondent's proposed process to provide services that allow for intercept messages and referrals to be associated with a number that has been disconnected or suspended.

[Enter the response here - 100 words]

3.14 Unlawful Activities

Under no circumstances will DMS or Customers be liable for any unlawful usage of SCS, including any charges. Unlawful usage of SCS shall include, but is not limited to, toll fraud. If the Contractor detects any potential toll fraud, then it must contact the DMS Contract Manager and the Customer to report the suspected toll fraud no later than 30 minutes from the detection of the activity.

Given the statements in this subsection:

1. Provide a plan for the prevention of unlawful use of SCS.
2. Describe the Respondent's proposed process for monitoring, detecting, and remediating unlawful activity.
3. Describe the Respondent's proposed process for notifications to DMS and its Customers of potential unlawful activity.

[Enter the response here - 500 words]

3.15 Connection with MyFloridaNet

This subsection is applicable to all proposed functionality except Service Category 4, Centrex.

Contractor is required to connect with MFN and is responsible for paying all costs associated with the connection. The connections will meet the following minimum requirements:

1. Connect with MFN in at least two geographically diverse locations.
2. The connection design does not have any single points of failure.
3. Support both IPv4 and IPv6 and can communicate over IPv4-only, IPv6-only, and/or dual-stack networks.
4. Support the State's IP addressing including MFN's private addressing plan.
5. To the extent feasible, interoperate with MFN's time services and Domain Name Services.
6. To the extent feasible, interoperate with the Quality of Service schema utilized for MFN as set forth in the MFN2 User Guide and any revisions thereto. DMS will provide the Contractor with notice of any changes to the MFN2 User Guide.
7. Each connection must be provided with bandwidth sufficient to support all the concurrent call paths provisioned with the service.

The following are minimum requirements:

1. Work with DMS to engineer routing to respond to announcements (such as Border Gateway Protocol) and other issues involving non-contiguous IP address blocks provisioned on MFN.
2. Continuously monitor bandwidth utilization and provision adequate capacity to support peak hour demands plus projected growth over the 12 months.
3. Start planning for bandwidth upgrades when peak hour demand exceeds 60% of the bandwidth, and ensure upgrades are completed before peak hour demand exceeds 75% of the provisioned bandwidth.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.16 Service Interoperability

This subsection is applicable to all proposed functionality except Service Category 4, Centrex.

Contractor is responsible for effective interoperability with all DMS SUNCOM services to the extent feasible. Contractor is responsible for understanding the requirements for their effective integration with other DMS SUNCOM services accessed using MFN and Remote Broadband Service.

Keeping all SCS sessions On-net must be a constant consideration during the SCS Contract. Respondents should propose options for supporting the On-net routing of sessions with other SCS Contractors if DMS issues multiple awards.

The following are minimum requirements:

1. Proposed services must interconnect with the Public Switched Telephone Network (PSTN).
2. IP-based services may be accessed via the internet. DMS approval for this access option is required.
3. Interoperability between all Customers utilizing the Respondent's proposed services.
4. If the Department issues multiple awards, all awarded SCS Contractors will support interoperability with services offered by other Contractors for calls between Contractors' SCS domains to remain On-net.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above
2. Provide diagrams, accompanied with relevant descriptions, illustrating proposed services' connectivity with PSTN, MFN, and the internet.
3. Describe options available for securely accessing proposed services via the internet for remote workers.
4. Provide options for interoperability between SUNCOM Customers so sessions remain On-net.
5. Provide options for interoperability between Respondent and other SCS Contractors (for use in the event DMS issues multiple awards) so sessions remain On-net.

[Enter the response here - 2,000 words]

3.17 Dedicated IP Access

This subsection is applicable to all proposed functionality except Service Category 4, Centrex Services.

Respondents should offer dedicated IP access options with their proposed services. Some Customers are not required to use MyFloridaNet and may choose to purchase Contractor's dedicated IP access. For Non State Agency Eligible User Customers, Dedicated IP access may be used as an alternate method to MyFloridaNet when approved by DMS and must adhere to the Department established standards, policies, and procedures for interfacing with and accessing the SUNCOM Network.

State agencies may use Contractor's dedicated IP access to provide backup, survivability, and resiliency for their MFN connections. MFN connections will be the primary SCS access option.

If a Customer orders dedicated IP access at a site and the Contractor does not have the necessary network facilities to deliver IP access to a Customer's location, the Contractor may need to install additional network facilities to provide the Customer dedicated IP access at the location, also known as special construction. Special construction includes equipment, wiring, cables, inspection, and installation to provide connectivity to Contractor's dedicated IP access. Customer and Contractor shall negotiate and agree upon the delivery and installation timeframes for special construction which shall be set forth in the final work order issued in CSAB.

For a Customer order of a bandwidth speeds up to 12Mbps, there shall be no special construction charges permitted. The Contractor is responsible for building local loop access facilities to the Customer premises at no additional cost, regardless of whether access services are available, and must provide the service at the rates specified in the Vendor's Service Catalog.

For a Customer order of a bandwidth speeds above 12Mbps, all special construction will be handled on a case-by-case basis with a Customer service request quote. The Contractor may be required to provide additional details about the special construction to the Department including, but not limited to, a cost breakdown. Special construction must be provided at no more than the Contractor's cost.

Given the statements in this subsection:

1. Describe the proposed dedicated IP network access services, including all options Respondent proposes to provide.

[Enter the response here - 250 words]

3.18 Effectiveness within Customer-Specific Domains

This subsection is applicable to all proposed functionality except Service Category 4, Centrex Services.

Functionality must be effective within the SCS domain as well as within Customer-specific domains.

The following are minimum requirements:

1. Provide Customers with their own administrative and operational individual service domain.
2. Each login requires a unique account.
3. Customer views should be customizable by the Customer.
4. Provide functionality to restrict Customers from being able to view other Customer domains; limitations on scope of view and scope of command are necessary.
5. Provide DMS with a global view of tools, equipment, services, and other related equipment.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.
2. Describe any limitations which encumber the overall effectiveness, of Customer-specific domains. [Enter the response here – 250 words]

3.19 Infrastructure Costs

Contractor shall be financially responsible for its connection to SUNCOM, including network-to-network connection facilities, circuits, and infrastructure component costs, including, but not limited to, bandwidth upgrades, equipment, software, trouble ticketing services, NOC and SOC,

tools, SLA services, interfacing to CSAB, and infrastructure connections; the State will not compensate Contractor for any of these costs.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.20 Testing Hardware and Software

This subsection is applicable to all proposed functionality except Service Category 4, Centrex Services.

Contractor will be required to test and evaluate hardware and software appropriate to the related delivery of services prior to any change in service. Contractor will provide a presentation on testing and evaluation as requested by DMS at monthly meetings or as otherwise specified. Contractor will work with DMS to adjust testing and evaluation as needed.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.21 Inspection Process

DMS has the right to undertake inspections to verify that SCS components and services are being provided in accordance with the Contract. The inspection process permits DMS staff to visit facilities housing Contractor-provided SCS services. Contractor's security policies must not limit DMS staff from inspecting facilities. This is in addition to section 6.6, Cooperation with Inspector General, of Attachment B – Final Contract.

The following are minimum requirements:

1. Contractor will provide staff familiar with the equipment supporting the proposed services.
2. Contractor will provide DMS with full access to all equipment and applicable areas of the facilities.
3. When DMS has a legitimate SCS business need, upon request, Contractor will provide pictures of facilities and systems, and electronic versions of those pictures.
4. Full cooperation with inspections scheduled by DMS.
5. DMS may randomly select sites to be inspected.
6. DMS may conduct inspections prior to the initial migration of any Customers onto the Contractor's service.
7. Prior to migrating Customers onto the proposed service, the Contractor and DMS may develop a plan for inspections. The plan may include the areas to be inspected, a timeline for the inspections, and other administrative details such as Contractor staff available for the process.

8. After each inspection, DMS will provide results of the inspection to the Contractor.
9. The Contractor's trouble ticketing service will be the administrative record for inspections. After each inspection, DMS will notify the Contractor's NOC and close the trouble ticket indicating that the inspection has been completed.
10. Contractor will timely take corrective actions in accordance with Attachment B – Final Contract sections 13.2 and 13.3.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing all minimum requirements listed above.

[Enter the response here – 250 words]

3.22 Contractor Webpage

Contractor is responsible for the content and management of their respective SCS product webpages. This information is hosted by the Contractor. However, all content must be approved in writing by the DMS Contract Manager before publication in accordance with section 18 of Attachment B – Final Contract.

The following are minimum requirements:

1. An SCS service description with details including, but not limited to, services, features, activation codes, training, service ordering, trouble reporting, DMS rates, and Customer services information.
2. Web links to the CSAB order entry web page and ordering information.
3. All service options and not-to-exceed pricing for each option/features.
4. The Contractor's webpage must include a link to the SUNCOM webpage https://www.dms.myflorida.com/business_operations/telecommunications/suncom2
5. All point of contact information for DMS and the individuals providing Contractor support.
6. Basic trouble reporting and troubleshooting procedures.
7. A Frequently Asked Question section.
8. Other items requested by DMS.
9. DMS SUNCOM logo and branding.

The Contractor's webpage may include the following:

1. The Contractor's logo and branding.
2. CSAB Service Catalog, service definitions, available features, options, training materials, product support information, User Guides, System Administrator Guides, products/services ordering procedures, whitepapers, supplied equipment with

definitions/specifications, maintenance information related to supplied equipment, product configurations, and applicable diagrams.
3. Other information approved in writing by the DMS Contract Manager.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.23 Network Operations Center

DMS is seeking a NOC in the Contractor's organization dedicated to dealing solely with the support of SCS, as detailed below. The NOC acts as a single point of contact that addresses any trouble isolation and resolution. The NOC will function as the point of contact for SCS Customers when placing the initial call for assistance. The NOC location does not have to be dedicated to SCS; and can be implemented in a single facility, which may also include Contractor's SOC.

The following are minimum requirements:

Contractor must have a NOC which provides the following:

1. A facility located within the United States of America which is physically secured to permit entry of only authorized personnel, as determined by the Contractor.
2. Interface with the MFN NOC and DMS NOC to monitor SUNCOM's various operations services and processes.
3. NOC staff who must be available, without limitation, to DMS and MFN Contractors (including MFN Contractor's SOC and NOC staff) for day-to-day operations, design discussions, and other ad hoc tasks.
4. A sufficiently staffed facility twenty-four hours a day, 365 days of the year, will respond to alarms, and receive and manage trouble ticket requests from Customers.
5. Contractor's staff will continuously monitor the services the Contractor provides.
6. Acceptance of trouble reports from the Customer or authorized representative by telephone or electronically (if access available).
7. Unlimited answering of calls to the Contractor's NOC.
8. A central point of control, responsible for coordination of all SCS service affecting operational issues. Managing issues will routinely involve at a minimum opening tickets and escalations as needed.
9. Customers will receive unlimited remediation support and consultation from operation experts at the NOC. Proactive monitoring of SCS functionality using centralized monitoring tools and a group of technical personnel.
10. Full-time operational monitoring and analysis of events from any sources.
11. Staff who will continuously coordinate with all affected parties during resolution of service affecting events by monitoring the service affecting events until performance is restored by Contractor.

12. Ability to visibly display a form of SCS branding at the technical and Customer level, including a unique 800 number for Customer calls.
13. A process which allows Public Safety Customers to take precedence within the Contractor's queue.
14. Monthly NOC Activity Report is due as a meeting material for the monthly operational meeting. This report must be accurate and reflective of all calls and emails, and is subject to DMS' acceptance. This report covers the activities of the NOC and SOC which will include, at a minimum:
    a. Number of calls, duration of calls, time to answer calls, dropped calls, abandoned calls.
    b. Number of emails, duration to respond to email.
    c. Statistically valid calculation of speed to answer calls.
    d. Statistically valid calculation of call abandonment rate.
    e. Statistically valid sample of all calls and emails.
    f. Statistically valid calculation of call and email accuracy.
15. Resolutions and updates to any incoming phone calls and emails twenty-four hours a day, 365 days of the year for all services and components.
16. A primary and backup geographically redundant NOCs which proactively monitor and protect network and data twenty-four hours a day, 365 days of the year.
17. Testing for all services and facilities as necessary to resolve the problem.
18. Proactive alarm checks.
19. Proactive escalation of trouble tickets through the various levels of technical support and as necessary to senior support, including the Contractor's Account Manager.
20. Escalation of troubles to higher-level support upon the Customer's request.
21. NOC staff who will be required to work directly with the Customer when necessary for resolution of trouble tickets, including working together to perform testing and diagnostics.
22. Close all trouble tickets with the agreement of the Customer.
23. A single point of contact for NOC communications with the Customer.
24. For created trouble tickets, a detailed Reason for Outage (RFO) report in response to a request from DMS or the Customer.
25. A process which routinely reviews Contractor infrastructure components so DMS can determine when performance or capacity improvements are needed.
26. Tickets based on phone calls or emails from DMS and Customers are to be opened immediately by the Contractor's NOC staff.

Given the statements in the subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.
2. Describe the existence of a production implementation of the proposed NOC. Indicate the size and scope of the implementation.
3. Describe the proposed service including the interface with the SOC, DMS, MFN, and the Customers.
4. Provide a significant level of detail on how the NOC services will meet the State's expectations including, but not limited to:
    a. Staffing
    b. Monitoring capabilities.
    c. Management of trouble reporting
    d. Central point of control.
    e. Remediation support
    f. Proactive monitoring
    g. Full-time monitoring
    h. Coordination with all affected parties
    i. SCS branding
    j. Public Safety Customer precedence
    k. Monthly reporting
    l. Responses with resolution and updates
    m. Geographic redundancy
    n. Testing
    o. Proactive alarms
    p. Escalation processes
    q. Monitoring and analysis from all sources
    r. Working directly with Customer staff
    s. Availability without limitation for operations, design and ad hoc tasks
    t. Reporting, including RFOs and monthly reports

[Enter the response here - As needed to complete the response to this subsection.]

3.24 Security Operations Center

Security Operations Center services and functions are applicable to all proposed functionality, except for Service Category 4, Centrex Services.

DMS is seeking a SOC in the Contractor's organization dedicated to dealing solely with security issues, as detailed below. The SOC receives Customer requests for assistance via the NOC. The

SOC does not receive calls from Customers. The SOC location does not have to be dedicated to SCS; and can be implemented in a single facility which may also include Contractor's NOC.

The following are minimum requirements:

Contractor must have a SOC which provides the following:

1. A facility located within the United States of America which is physically secured to permit entry of only authorized personnel, as determined by the Contractor.
2. SOC staff who must be available, without limitation, to DMS and MFN Contractors (including MFN Contractor's SOC and NOC staff) for day-to-day operations, design discussions, and other ad hoc tasks.
3. A sufficiently staffed facility twenty-four (24) hours a day, 365 days of the year, will respond to alarms, and receive and manage security related trouble ticket requests from the NOC.
4. Staff will continuously monitor the services the Contractor provides.
5. A central point of control, responsible for coordination of all SCS affecting security issues. Managing issues will routinely involve at a minimum opening tickets and escalations as needed.
6. Unlimited remediation support and consultation for Customers from operation experts at the SOC.
7. Proactive monitoring of security functionality using centralized monitoring tools and a group of technical personnel.
8. Full-time operational monitoring and analysis of security events from any sources.
9. Staff who will continuously coordinate with all affected parties during resolution of service affecting events by monitoring the service affecting events until performance is restored.
10. A process which allows Public Safety Customers to take precedence within the Contractor's queue.
11. Resolutions and updates to any incoming phone calls and emails twenty-four hours a day, 365 days of the year, for all services and components.
12. Primary and backup geographically redundant SOCs which proactively monitor and protect network and data twenty-four hours a day, 365 days of the year.
13. Testing for all services and facilities as necessary to resolve the problem.
14. Proactive alarm checks.
15. Proactive escalation of trouble tickets through the various levels of technical support and as necessary to senior support, including the Contractor's Account Manager.
16. Escalation of troubles to higher-level support upon the Customer's request.
17. Full-time operational monitoring and analysis of events from any sources.
18. SOC staff who will be required to work directly with the Customer when necessary for resolution of trouble tickets, including working together to perform testing and diagnostics.
19. SOC staff who must be available, without limitation, to DMS and MFN Contractors (including MFN Contractor's SOC and NOC staff) for day-to-day operations, design discussions, and other ad hoc tasks.
20. Continuous monitoring support of all services and network security components being managed and will respond and assist effectively to mitigate any threats.

21. SOC staff with the ability to make security changes in real-time in response to proactive and reactive security concerns.
22. Ongoing security service tuning as part of the SCS security service, including updates to attack signatures, thresholds, hardware, software, and procedures (day-to-day production implementation).
23. Address security threats originating within the State intranet, as well as from the internet, and be both proactive and reactive for both intranet and external connections. Upon receipt of an alert from equipment, or active verification by SOC personnel of a cyber-attack, the SOC opens an incident ticket to track the event through the mitigation process. An audio conference bridge may be established by the SOC and used during the mitigation process.
24. An alerting process, signaling an attack is in process. Alerts, distribution lists, and processes are related to the specific security service proposed by the Respondent; therefore final, detailed, operational procedures are to be developed during the implementation phase with DMS and Customers. Completed documented processes are required before Customers are migrated to SCS. Operational procedures will include but are not limited to the following:
    a. A matrix of alert levels and corresponding notifications, including members of email distribution lists, subject to final approval by DMS.
    b. Alert processes dependent on attack severity and type.
    c. Various interactions between the SOC, DMS, and Customers depending on attack severity and type.
    d. Notifications tailored to the type and severity of the attack and will be sent to various distribution lists.
    e. Distribution lists to send information to specific individual staff informing them of attack types and severity.
    f. Updated alert processes dependent on Customer needs, as agreed in writing by the Contractor and DMS.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.
2. Describe the existence of a production implementation of the proposed SOC. Indicate the size and scope of the implementation.
3. Describe the proposed security service including the interface with the NOC, DMS, MFN, and the Customers.
4. Provide a significant level of detail on how the SOC services will meet the State's expectations including, but not limited to:
    a. Staffing
    b. Monitoring capabilities.
    c. Management of trouble reporting
    d. Central point of control

e. Remediation support
f. Proactive monitoring
g. Full-time monitoring
h. Coordination with all affected parties
i. SCS branding
j. Public Safety Customer precedence
k. Responses with resolution and updates
l. Geographic redundancy
m. Testing
n. Proactive alarms
o. Escalation processes
p. Monitoring and analysis from all sources
q. Working directly with Customer staff
r. Availability without limitation for operations, design and ad hoc tasks
s. Continuous monitoring and threat mitigation
t. Real-time changes
u. Security service tuning
v. Scope of service, proactive resolution, security incident ticketing and tracking
w. Alerts, distribution lists, and security operational processes

5. As part of the response, discuss the use of:
   a. Geo blocking (ability to monitor and block traffic originating from specific locations throughout the world)
   b. Reputation-based (detection and blocking of traffic from sites known to be "bad actors"; based on near real-time database updates)
   c. Application blocking (blocking of undesired applications)
6. The Respondent's Response must include the following operational processes which will be finalized in the implementation phase:
   a. Alert levels and corresponding notifications
   b. Interactions between the SOC, DMS, and Customers
   c. Tailored notifications
   d. Use of and construction of distributions lists

[Enter the response here - As needed to complete the response to this subsection.]

3.25 Highly Available and Highly Reliable Design Characteristics

This subsection is applicable to all proposed functionality except Service Category 4, Centrex.

SCS functionality provides support for mission critical agency Customers. Contractor is therefore required to provide hardware, software, and processes designed to be highly available and highly reliable (HA/HR).

The design characteristics for HA/HR are as follows:

1. Provides designs to eliminate single points of failure, including minimal convergence times.
2. Utilizes redundant hardware and software providing continuous availability when a critical component fails or is removed from service for maintenance.
3. Utilizes automated interactions between systems or services to detect when a component has failed.
4. Utilizes multiple physical data paths within an infrastructure to eliminate a potential impact on performance when a path fails or is taken out of service.
5. Utilizes equipment with dual power supplies plugged into separate sources of power, which may include the use of a generator for backup power.
6. Maintains the entire SCS infrastructure at normal operational functionality and must not impact performance, regardless of cause. Maintaining the infrastructure includes, but is not limited to, performing required repairs for outages to ensure normal operational functionality. Repairs may be performed remotely, where applicable, but the Department reserves the right to request Contractor dispatch a representative to a specified location to facilitate the repair to the impacted site.
7. Conduct, at a minimum, annual failover testing, which will be scheduled in coordination with the Department, and provide the Department with a certification summarizing the results of the failover testing and collected data.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.26 Cooperation with Other Contractors

DMS may award SCS to multiple Contractors, and each Contractor shall fully cooperate with such other Contractors, DMS, and Customers. The Contractor must not commit or permit any act which will interfere with the performance of work by any other Contractor or by DMS employees.

Given the statements in this subsection:

1. Describe the corporate commitment to interact and work collaboratively with other SUNCOM contractors and subcontractors, creating a team of SUNCOM service providers.

[Enter the response here - 100 words]

3.27 Monitoring and Operational Management

Proactive monitoring for system, component, or service functionality, referred to as up/down status, and general operational health for all service components utilized in providing SCS is the responsibility of the Contractor. The Contractor is required to provide daily operational management for all such service components. The Contractor must monitor SCS components with notifications, traps, and/or alerts provided from performance monitoring systems. The Contractor is also required to provide commercially reasonable and customary support for all end-to-end operational concerns, but is not directly responsible for addressing Customer LAN performance issues. These commercially reasonable support activities include, but are not limited to, interfacing with DMS, Customers, the MFN Contractors to the extent feasible, and any SUNCOM Contractor providing a component of SUNCOM service experiencing operational concerns. The Contractor is required to provide a final root cause determination if the cause is not within the Customer's LAN. If a Contractor identifies an operational concern as being within a Customer's LAN infrastructure, and DMS concurs with that assessment, the Contractor will notify the Customer, and close the ticket.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.28 Security

This subsection is applicable to all proposed functionality, except for Service Category 4, Centrex.

The following are minimum requirements:

1. Contractor is required to ensure that security practices and safeguards are provided to minimize susceptibility to security issues and prevent unauthorized access. This includes SIP-specific gateway security for SIP firewalls, where applicable. Contractor is required to ensure that security practices and policies are regularly updated and audited.
2. The general areas of security to be addressed are:
    a. Denial of service: Contractor is required to provide safeguards to prevent hackers, worms, or viruses from denying legitimate users from SCS access.
    b. Intrusion: Contractor is required to provide safeguards to mitigate attempts to illegitimately use SCS.
    c. Invasion of Privacy: Contractor is required to ensure that SCS is private and that unauthorized third parties cannot eavesdrop or intercept communication sessions.
    d. General assistance: Contractor is required to assist in investigating and remediating security concerns. This includes support with diagnostics to determine whether the root cause of an issue is within the Customer LAN.
3. Services and features for SCS that will be based on the topics listed below:

a. Contractor's managed security services must interact with Customers and with other SUNCOM Contractors, such as MFN and its related security components, including the MFN NOC and SOC.
b. Contractor must address security threats originating within the MFN and SCS intranet environments as well as from the PSTN and internet.
c. Contractor must provide both proactive and reactive security efforts for both intranet and external connections.
d. Contractor's security measures must include, at a minimum, deep packet inspection and options for media encryption.
e. Systems and processes must be refreshed to mitigate the constantly changing threat environment.
f. Contractor must provide the capability of capturing real-time information to consolidate log source event data from device endpoints utilized with SCS. Real-time information from log sources includes MFN and other SUNCOM contracted services.
g. Contractor must provide various security notifications, reports and Dashboards for DMS and Customers.
h. Contractor must comply with Customer-specific security policies and regulations. The security service protecting SCS can be part of the Respondent's commercial infrastructure and is not required to be a standalone implementation for SCS.
i. To support the Customers, Contractor will participate in security compliance audits, training, awareness, policy development, and the development of best practices.
j. Provide security for all their systems and services, which includes, but is not limited to, mitigation of volumetric attacks (sending a high amount of traffic, or request packets, to a targeted network in an effort to overwhelm its capabilities) and application-based attacks (exploiting vulnerabilities of an application), with a demarcation at the MFN network to the extent feasible.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing all minimum requirements listed above.
2. Describe the security functionality of the proposed services and the related report(s) and Dashboard(s), including any real-time views, to be provided to DMS and Customers.
3. Describe how the MFN NOC and SOC, and Customers, will interface with these fully managed security services.
4. Describe options for the various security notifications to DMS and Customers.
5. Describe both the proactive and reactive methods of security efforts for both intranet and external connections.
6. Describe how the services and processes are refreshed to mitigate the constantly changing threat environment.
7. Describe options to collect Layer 7 application payloads, for example using deep packet inspection technology.

8. Describe any proposed support for SIP signaling using Transport Layer Security.
9. Describe how encryption for media streams is offered.

[Enter the response here – As needed to provide a complete response]

3.29 Authentication Server

This subsection is applicable to all proposed functionality, except for Service Category 4, Centrex Services.

All SUNCOM network devices, security devices, and any network-related and tools servers are required to support dual factor authentication. The expectation is that this service will be used by other SUNCOM Contractors, DMS, and Customer staff, with the long-term objective of having as few different logons as possible. Single sign-on is preferred.

Given the statements in this subsection:

1. Describe the sign-on process and how that will interface and integrate with any related components of MFN and other SUNCOM contracted services.

[Enter the response here - As needed to provide a complete response]

3.30 Contractor Meetings with DMS

Contractor is required to attend all meetings referenced in this subsection. Meetings will be held at the DMS office in Tallahassee, Florida. DMS may, at its sole discretion, require the Account Manager and other Contractor's staff attend the meeting in person, or allow remote attendance via a mutually agreed upon conferencing service.

For all meetings referenced herein, Contractor is responsible for the business and administrative tasks associated with the meetings including, but not limited to, coordinating with the Department to schedule the required meetings, creation of a meeting agenda developed in conjunction with DMS, preparing of any materials, meeting minutes, and other meeting planning efforts. The Department, in its sole discretion, may request to reschedule the meeting.

3.30.1 Monthly Operational Meetings

The Contractor is required to meet at least monthly with DMS to review and audit, at least, NOC, SOC, security, and SLA reporting services. These meetings may include, but are not limited to, discussions of the network and all of its services, review of operational concerns (review of NOC / SOC tickets), technical updates/changes, SLA compliance, security, policy, design, and administrative topics. While there will be discussions of current and future services, these

meetings are not sales meetings. Agendas for these meetings will include operational and administrative items including, but not limited to, review of operational concerns (review of NOC / SOC tickets), review of NOC Activity Report, reviewing and auditing phone tree accuracy, updates to the staff notification process, and any proposed Operational Changes.

3.30.2 Project Management Monthly Review Meetings

The Contractor is required to meet monthly with DMS for project management during the Project Implementation Phase. The Project Implementation Phase starts after the acceptance of the Project Charter and ends with the DMS acceptance of a completed Services Infrastructure Checklist. The agendas for these meetings will include, at a minimum, details of the previous period's achievements, the progress on upcoming and existing activities, changes, identified risks and recommendations to mitigate risk, forecasts, project progress, a list of discussion points, and action items with the associated responsible party and due date.

3.30.3 Project Implementation Phase – Project Kickoff Meeting

The Project Kickoff Meeting will take place during the Project Implementation Phase and must occur within fifteen days of acceptance of the Project Charter. The agenda for this meeting will include, at a minimum, introductions, review of staffing roles, and review of project scope. The Contractor's Key Required Staff are required to attend the Project Kickoff Meeting in person.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.31 Management Service, Systems, and Associated Dashboards

This subsection is applicable to all proposed functionality, except for Service Category 4, Centrex Services. For Service Category 4, Centrex Services, Contractor will provide reports as requested by DMS.

Various management systems must monitor in real-time the integrity of all major SCS components. To provide an effective monitoring service, Contractor, DMS, and Customers must have access to one or more status Dashboards that provide a status of the proposed services.

Monitoring the PSTN is not within the scope of SCS management systems.

The following are minimum requirements:

1. Real-time access to a reporting Dashboard with representations of system functionality for DMS and Customers. For example, a security Dashboard would show a visual representation of an attack in progress.

2. Provides views and reports which include real-time and historical information, and provides quality assurance.
3. The management system has multiple levels of security access. Management and configuration functions are password protected and logs are kept of all access and changes. Two-factor authentication is preferable.
4. The status Dashboard is generated by the management system or from the same data received by the management system. The status Dashboard is graphical in nature, depicting site locations on a geographic map. The status Dashboard utilizes icons, colors, and text as a means to relay information to the viewer.
5. Dashboard views for DMS are unrestricted, providing full view of management information. Dashboard views for Customers restrict visibility to that specific Customer. Dashboard views allow DMS and Customers to add and remove elements.
6. Access to the status Dashboards and management systems is unrestricted, read-only access via the internet using a wide range of web browsers which do not require the installation of plug-in modules.
7. Contractor is responsible for monitoring all components provided as part of SCS.
8. Provides read-only access to all management and system-level information about SCS services in its various forms.
9. The management system provides alerts for any down or degraded service via email with a description of the issue.
10. The management system proactively alerts when thresholds are exceeded. Thresholds will be determined during system implementation in conjunction with DMS or Customer input based on the specific threshold being set.
11. Thresholds can be set in advance; both for general use, as specific by Customers, and for those thresholds which are an SLA violation.
12. The management system can tie in directly to other tools, such as performance tools, by clicking on the network object icon.
13. DMS and Customer views of management system messages for each proposed service needs to be accessible through the management system, or a tool set within the operational suite of tools.
14. The management system is capable of doing analysis and severity summary of performance data (for example, system log).
15. The management system can provide web accessible view functionality from mobile devices.
16. The management system offers the ability for NOC and SOC personal, DMS staff, and Customer operations staff to generate reports used to analyze performance and for general diagnostic purposes. This may include:
    a. Daily traffic reports.
    b. Peak reports that indicate the day and hour when the most traffic occurred during the period of the traffic study.
    c. Hourly reports can be generated that indicate the date the traffic occurred and the usage for each hour.

17. Access to a web-based Dashboard (screen view, and web accessible view), which includes a view of the management system across all Contractor's SCS applications, and views of generated reports.
18. There will be no limitation on the number of licenses to access the management system.
19. Each sign-on access requires a unique account and single sign-on.
20. The management systems should have the functionality for Customers to configure options related to emailing reports and alarms on a daily and weekly basis. This includes notifications based on performance at certain thresholds and other factors related to the critical nature of the report or alarm.
21. The management systems should have the ability for DMS and Customers to perform system performance tests.
22. Provides Customers flexible email distribution list functionality. For example each Customer has the ability to develop their own distribution list.
23. Provides DMS and Customers the ability to generate their own reports from the Dashboard on an ad hoc basis, or as part of a predefined automatically generated reporting set.
24. When a new device is added, as part of the installation process, Contractor should populate the new device in the management system within two (2) business days of the installation.
25. Contractor will work with DMS and the various subcontractors to develop and implement naming conventions to facilitate common conventions to be viewed on the related Dashboards and related publications.

Given the statements in this subsection:

To aid DMS in its review, separate the response to this subsection into two areas, 1) how the management systems function, and 2) how the management system will assist DMS and Customers in their quality assurance efforts.

1. Describe in detail the proposed offering for this section, addressing all minimum requirements listed above.
2. Describe how access to the management system will be provided to DMS and Customers via different levels of detail.
3. Describe the proposed reporting (e.g. Portable Document Format, Comma Separated Value, Structured Query Language), screen view, and web accessible view functionality to be provided.
4. Describe the proposed status Dashboard including, but not limited to, the status Dashboard views, the source of the underlying data, user access control, and customization options.
5. List the monitoring functionality for different devices such as SIP gateways and SBCs.
6. Describe where read-only access will be permitted.
7. Describe the reporting, screen view, and web accessible view functionality to be provided. Describe options for distribution of reports.

8. Provide information regarding the quality assurance testing of systems, if available.

[Enter the response here - As needed to provide a complete response]

3.32 Tools

This subsection is applicable to all proposed functionality, except for Service Category 4, Centrex Services. For Service Category 4, Centrex Services, Contractor will provide reports as requested by DMS.

Contractor will utilize all tools at their disposal to assist with identifying and resolving issues impacting their services. This includes MFN tools if authorized by DMS, the Customer, and MFN Contractors. Functionality of tools is critical for DMS staff, and its Customers.

The following are minimum requirements:

1. The minimum number of licenses for security tools is two (2) accounts per Customer and fifteen (15) accounts for DMS.
2. Tools will provide the ability for DMS and Customers to have a different scope of view and scope of command
3. DMS and Customer will have real-time access to all operational and security tools twenty-four hours a day, 365 days of the year, via the internet using a standard web browser.
4. Provide quality assurance tools which include the ability to support the following required reporting and view options: total calls offered, total calls answered, total calls blocked and a description of why calls were blocked, average hold time for each call, total calls incomplete and a description of why the calls were not completed, and trunk utilization for dedicated services.
5. Provide traffic analysis tools which include the ability to provide DMS and Customers with the following required traffic analysis options: traffic patterns, feature usage, and hunt groups.
6. The lookback period for the tools will be, at a minimum, for the previous twelve (12) months of provided services and will provide the Customer the ability to download data from the tools at no additional cost.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.
2. Describe the proposed tools including licensing.
3. Describe the existence of a production implementation of the proposed tool suite. Indicate the size and scope of the implementation.
4. Describe how access to the tools will be provided via a standard web browser.

5. Describe how real-time access to the tools will be provided to DMS and Customers via different levels of detail; scope of view and scope of command.
6. List limitations on either the tools, or the technologies where performance issues can go undetected by the diagnostic tools. List any known issues preventing the SCS operational suite from detecting all service anomalies.
7. Describe how quality assurance tools can support the required reporting and view options, and any other reporting and view options. List the measurements that directly relate to SCS such as call setup time, call attempts, traffic loads, inbound/outbound calls, call completion, call busy, call drops, quality of the connection, or other indications that NOC/SOC personnel, DMS staff, and its Customers can utilize in their quality assurance efforts.
8. Provide information on the required options for traffic analysis, and any other options for traffic analysis.
9. Describe how traffic analysis tools can support traffic studies on all facilities dedicated to the SCS Contract on a quarterly basis and/or upon DMS request.
10. Describe how tools provide various tests that can be accomplished by the NOC/SOC personnel, DMS staff, and Customer staff.

[Enter the response here - As needed to provide a complete response]

3.33 Temporary Service Increase

There are times when Customers may require a temporary service change. The Contractor will work to expedite temporary service changes when required by the Customer. The temporary service(s) shall be performed by the Contractor in accordance with the terms of the SCS Contract which apply to the provided service.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.34 Online Portal for Self-Management

This subsection is applicable to all proposed functionality, except Service Category 4, Centrex Services.

The ability for Customers to accomplish self-managed changes via an easy to use portal is critical.

The following are minimum requirements:

1. Each service should have options for Customers to perform self-managed changes for global and end-user profiles. An example of a self-managed change is a move, add, change, and delete (MACD) of a billable feature in a user's profile.

2. As portal changes are made, the corresponding licensing updates CSAB inventory, either in real-time, or through a nightly batch run.
3. As portal changes are made, Contractor should provide appropriate notification of the corresponding license updates to the Customer and CSAB.
4. Contractor should provide daily management of the online portal.
5. Add, change, and delete licenses as requested by the Customer.
6. Provide Customers the capability to download data maintained in the portal at no additional cost.

In addition to these minimum requirements, the Contractor may, after written authorization from the Department, offer Customers the ability to, through the Contractor's online portal, place and cancel orders for services and equipment already in the CSAB Service Catalog, as well as view the Customer's billing information. Additional portal functionality offerings must be approved by the Department prior to being made available to Customers. The Contractor is responsible for ensuring the portal has the ability to accurately update the CSAB inventory either in real-time or through a nightly batch run with all Customer orders or cancellations of orders. Invoicing and payment transactions shall continue between the Department and the Contractor as set forth in Statement of Work subsection 4.2. Such functionalities shall not be made available to Customers through the Contractor's portal until the Contractor has demonstrated, to the satisfaction of the Department, the portal's ability to adhere to these requirements. CSAB, as the official record of the inventory and costs of SUNCOM services, has primacy when there are discrepancies between CSAB and the Contractor's portal. DMS will consider the Contractor's portal as a supplemental offering that does not displace any of the Contract terms and conditions regarding CSAB.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.
2. Describe how the Respondent's online portal will provide the following:
    a. Station/user moves, adds, changes, and deletions
    b. Call restriction assignments
    c. Class of service definitions and assignments
    d. Unified communications group definitions and assignments
    e. Updates to endpoints/end-user profiles and parameters
    f. Call admission control parameters
    g. Addition of billable features and services
    h. Dial plan and routing parameters
    i. Updates to CSAB to reflect all changes which affect billing and are made in the online portal by the Customer
    j. Notifications to Customer and CSAB
    k. Day-to-day management activities. Include examples of day-to-day management activities and screen shots indicating the flow of the commands

needed to complete the various activities. An example of a day-to-day management activity is how the portal provides appropriate notification to the Customer and/or CSAB of a MACD event which impacts billing.

[Enter the response here - As needed to provide a complete response]

3.35 Logging and Archival

This subsection is applicable to all proposed functionality except Service Category 4, Centrex.

A critical requirement of SCS is logging and archiving data such as signaling, traps, alarms, and media.

The following are minimum requirements:

1. Provision of traffic studies, upon DMS request.
2. Components within SCS that are able to log files to the archive repository.
3. Functionality to store archived data for a minimum of twelve (12) months, and in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State record retention schedules, or longer if required by Federal law. Provide for the capability to download the archived data when requested by DMS or the Customer at no additional cost.
4. Tools and devices that are able to log files.
5. DMS has unlimited and immediate access to log files.
6. Ability to log and archive media and signaling traffic when requested by DMS or Customer.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing all minimum requirements listed above.
2. Describe in detail the logging and archival components.
3. Provide the technical detail related to how the logging and archival service will be implemented and accessed by DMS, and its day-to-day functionality.
4. Discuss the service, systems, and processes Respondent proposes to use to log and archive information.
5. Provide specifics of the logging and retention of archived information, including equipment specifications.
6. Describe how backups of archived information are accomplished.
7. Describe options to log and archive media and signaling traffic.

[Enter the response here - 500 words]

3.36 Review of Archived Information

This subsection is applicable to all proposed functionality except Service Category 4, Centrex.

Review of archived information is of critical importance. Interpreting traffic flows is one of the most important operational tools used as part of the root cause analysis by Contractor during research on operational issues. SCS participants, including other awarded Contractors, DMS, and Customers, are potential users of this archived information. Contractor should provide tools, personnel resources, and monitoring processes that will be used to implement, maintain, and monitor any associated operational issues, including security of archived information.

The following are minimum requirements:

1. Provide unlimited and immediate access to archived information, including real-time and batch access.
2. Provide a robust review process for archived information.
3. Provide review services.
4. Provide active assistance reviewing logs and interpreting traffic flows.
5. Provide operational processes that limit access to archived data, as appropriate.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing all minimum requirements.
2. Explain how real-time access is provided.
3. Explain how batch access is provided.
4. Describe how backups of archived information are accomplished.
5. Provide information regarding how review of archived information will be managed when variances are necessary for viewing different types of data.
6. Explain how active assistance to review logs and interpret traffic flows is provided.
7. Explain the operational processes which limit access to archived data.

[Enter the response here - 1,500 words]

3.37 Trouble Ticketing Service

Contractor is required to provide a trouble ticketing service for the management of tickets related to performance concerns, and the Contractor's corresponding remediation efforts. Contractor will work to resolve tickets twenty-four hours a day, 365 days of the year.

The following are minimum requirements:

1. Allow Customer to create a trouble ticket in the following manner, twenty-four hours a day, 365 days of the year:
    a. Calling a toll-free number and speaking to an agent.
    b. Sending an email.
    c. Through a web-based online portal, which provides guidance to the authorized Customer as to how to complete a trouble ticket request.
2. Provide access to tickets twenty-four hours a day, 365 days of the year, via the web-based online portal. Customers must be able to view their tickets only, but DMS must have a global view of all tickets.
3. Coordinate ticket resolution with the Customer or authorized representative. The Customer or authorized representative must agree to the closure of a trouble ticket, which will be confirmed by the system through a call, email, and/or text message.
4. Classify trouble tickets based on issue severity, using the severity levels in the table below, and Customer type, such as public safety.
5. Provide notifications to the SUNCOM NOC and all affected Customers based on the severity level until an acceptable resolution is implemented.
6. Allows for reporting options for use by DMS and Customers regarding the details and status of opened, closed, and cancelled trouble tickets.
7. Allows for prioritization of public safety-affecting trouble tickets.

Customer and SUNCOM NOC Notifications Table		
Severity Level	**Notification Time**	**Notification Requirements**
Critical	15 minutes	Initial contact with Customer within 15 minutes of an outage. Status updates will be provided every hour.
Major	15 minutes	Initial contact with Customer within 15 minutes of an outage. Status updates will be provided every two (2) hours unless waived as unnecessary by the Customer or DMS.
Minor	45 minutes	Initial contact with Customer within 45 minutes of a trouble report and updates when conditions change. Status updates will be provided every four (4) hours unless waived as unnecessary by the Customer or DMS.
Chronic	As appropriate	Customer will be advised of chronic status and updated as conditions change.

Informational	As appropriate	Contractor NOC will respond to information requests within 72 hours.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing all minimum requirements.
2. Describe in detail the ticketing components
3. Describe the existence of a production implementation of the proposed ticketing service. Indicate the size and scope of the implementation.
4. Describe the options for how the system can interface with other ticketing systems that may be in use by the Contractor, DMS, and its Customers.
5. Describe reporting options.
6. Describe the proposed process for notifications to the SUNCOM NOC and all affected Customers.
7. Describe how public safety-affecting trouble tickets will be prioritized.

[Enter the response here - 300 words]

3.38 Monthly Maintenance Support Services

This subsection is applicable to all proposed functionality, except Service Category 4, Centrex Services.

Respondents should provide the option for Customers to purchase monthly maintenance support services. These services are above and beyond services managed by the NOC, manufacturer warranties and services contemplated in SOW section 3.6 Technology Refresh.

The following are minimum requirements for monthly maintenance support service components:

1) repair of defective equipment, beyond NOC diagnostics
2) service specific helpdesk support, beyond NOC helpdesk support
3) software upgrades
4) equipment maintenance, which must ensure that all equipment meets the applicable service standards, beyond NOC diagnostics
5) service will be available for the length of any rental terms
6) extension of service past the initial rental term, which may include reduced monthly support services beyond the initial rental term at a reduced price

DMS is also seeking services and features for SCS based on the topics listed below:

1) Options for annual preventative maintenance check and tune-up
2) Options for on-site maintenance and service depot maintenance
3) Options for multiple service depots within the State of Florida

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing all monthly maintenance support service components.
2. Describe options for annual preventative maintenance check and tune-up.
3. Describe options for on-site and service depot maintenance, including locations of service depots and on-site maintenance policies
4. Describe typical service and repair times, including how shipping will affect service and repair times.

[Enter the response here - 500 words]

3.39 Vendor Management

This subsection is applicable to proposed services for Service Category 1, Unified Communications Services, and Service Category 3, Contact Center.

Vendor Management is a minimum requirement. Vendor Management will always be provided to multi-tenant environments, and is an optional feature for single-tenant environments. All Single-tenant Customers will have the option to order Vendor Management. Vendor Management will be offered to Customers who utilize either the SCS purchase or rental options.

Vendor Management allows Customers to have a turnkey system solution, designed, supplied, built, or installed fully complete and ready to use upon delivery or installation, with the Contractor completely managing and operating the communication system when the Customer does not have the technical staff or does not wish to manage their own system. In providing Vendor Management, Contractor is to perform local and end-to-end site support for unlimited moves, adds, changes, monitoring, problem resolution, and reporting, and is completely responsible for the overall operations of the communication system. Contractors will perform operational-type systems programming, interface with other telecommunications contractors, and provide Customers with a services help desk.

For single-tenant Customers who order Vendor Management for the Customer's existing communication systems, Contractor will be given the opportunity to assess the Customer's communication system and can propose a one-time upgrade fee to bring the system up to a level sufficient to deliver the necessary Vendor Management. This will be priced on an individual case basis, must be priced in accordance with the current CSAB Service Catalog, must show the prices are reasonable, customary, and justified, and is subject to DMS written approval.

If a MACD order is considered extensive by both the Contractor and DMS, an agreement with the Customer and DMS will be developed in advance via a Specific Service Request, identifying the agreed upon deadlines and performance measures for the Contractor.

Given the statements in this subsection:

1. Describe the proposed provision of Vendor Management services for Multi-tenant and Single-tenant environments.

[Enter the response here - 500 words]

3.40 Professional Services

This subsection is applicable to all proposed functionality except Service Category 2, SIP Trunking, and Service Category 4, Centrex.

Contractor is to provide Professional Services including, but not limited to, activities related to data collection and analysis, Customer network assessment, system design, service implementation and delivery, system testing, project management, and system support.

Given the statements in this subsection:

1. Detail the professional services to be offered, including any catalog of options for professional services.

[Enter the response here -1,000 words]

3.41 Survivability Support

This subsection is applicable to all proposed functionality except Service Category 4, Centrex.

Customers may choose to purchase features and services to accommodate survivability. Survivability is the ability of services to continue to operate effectively under adverse conditions, though portions of the system may not be working properly.

The following are minimum requirements:

1. Provides various configurations for Customer premises equipment (e.g. SBCs and local gateways) designed to avoid single points of failure.
2. Designs facilitating automatic survivability activation.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the topics listed above.
2. Describe survivability options including, at a minimum, hardware, software, configuration processes, and implementation strategies intended to provide continued operation for proposed services and diagrams to illustrate the proposed configuration.
3. Discuss both the administrative issues and technical issues.
4. Provide a list of the services/functions that are not available or have reduced functionality when is site is operating in site survivability mode.

[Enter the response here - 500 words]

3.42 Service Level Agreement Performance Monitoring and Reporting

The Contractor will be required to provide and operate an SLA Performance Monitoring Service. The Contractor will be required to monitor performance of its services in relation to the respective SLAs through the use of the SLA Performance Monitoring Service. The SLA Performance Monitoring Service is a system that will track and log information on outages, Degradation, and other SLA requirements. The system's general functionality is to provide notifications to Customers.

The following are minimum requirements:

1. DMS and its Customers must have access to the SLA performance metrics of the Contractor-provided services. Contractor must provide DMS access to 100% of the raw data upon request.

2. SLA Performance Monitoring Service functionality will:
    a. Accept information from the Contractor's management system and trouble ticketing system
    b. Collect data on outages, Degradation, timely closure of CSAB entries, and other SLA requirements on a real-time basis

3. The SLA Compliance Report is a deliverable due to DMS on a monthly basis. The compliance report is the sole responsibility of the Contractor. The SLA Compliance Reports will:
    a. Provide to the DMS Contract Manager within ten (10) days from the start of the calendar month, reporting on the prior calendar month. The first report is due within ten (10) days of the third full month after Contract execution. The final acceptance of this report is at the sole discretion of the DMS Contract Manager
    b. Include all categories of applicable SLAs in Attachment C – Final Service Level Agreements

c. Include N/A for SLAs where no services have been delivered during the project management Implementation Phase
d. Be in a Microsoft Excel format, and shall not be locked or password protected
e. Include adequate documentation to demonstrate the Contractor's reported monitoring

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.
2. Describe the existence of at least one production implementation of the proposed SLA Performance Monitoring Service and related SLA scrubbing process. Indicate the size and scope of the implementation. Respondents may be asked to demonstrate examples of these during negotiations.

[Enter the response here - As needed to provide a complete response]

3.43 Training

This subsection is applicable to all proposed functionality, except Service Category 4, Centrex Services.

Contractor is required to provide training on the use and administration of its proposed systems and services. Instructors must possess advanced knowledge and experience on the topic they present. Instructors can be from the Contractor's and subcontractor's teams. Contractor should consider the following training delivery methods:

1. Live, instructor-led training at the Customer site or a mutually agreed upon site.
2. Recorded, on-demand training.
3. Live, web-based training.

The following are minimum requirements:

1. Provide DMS staff with training that focuses on technologies, systems, tools, services, and security training. Security and SCS tools are two topics that will be offered frequently and on an ad hoc basis.
2. Provide system administration training to all Customers and DMS operations staff. System administration training for DMS operations staff will be more specific than the generalized Customer system administration training.
3. Provide end-user training with a focus on the use of the system and service features. The frequency and logistics will be coordinated with the Customer and DMS.
4. Where applicable, provide Contact Center training. The frequencies and logistics for this type of training will be coordinated with the Customer and DMS.

5. Provide "train the trainer" training, whereby Customers are trained to deliver internal trainings on SCS.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.
2. Discuss the process for providing training and detail on the potential suite of instructional topics that will be provided on an ongoing basis.
3. Discuss SCS related topics such as best practices, and the equipment utilized in SCS.
4. Discuss the potential suite of training topics, general scope, delivery method, and timing of the classes.
5. Provide specific detail on training for security, and SCS tools.
6. Describe the distinctions between the training provided to DMS operations staff and the more generalized training for Customers.

[Enter the response here - 750 words]

3.44 Project Management

The Contractor must provide project management services in accordance with the Florida Agency for State Technology regulations set forth in Chapter 60 GG-1.002, Florida Administrative Code (F.A.C.), for Project Management.

All Project Management documents must be submitted as either a Microsoft Word 2016 (or higher) document, or Adobe pdf. The Project Management Implementation Schedule shall be submitted as a Microsoft Project document. All project management documents will be submitted to the DMS Contract Manager and are subject to approval and acceptance by the Department. Any deliverables submitted but not accepted by the Department will be subject to the applicable financial consequences until the Department accepts the deliverable.

The following subsections contain the minimum requirements for SCS Project Management:

3.44.1 Project Charter and Project Management Plan

1. The Project Charter is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Project Charter within four weeks of the Contract execution.
    a. Minimum Acceptance Criteria: The Project Charter must formally authorize the existence of a project and provides the DMS and Contractor's Project Manager with the authority to apply organizational resources to project activities. The deliverable must meet the Project Risk and Complexity Category 4 requirements of Chapter 60GG-1.002, F.A.C.

2. The Project Management Plan is a deliverable subject to final acceptance by DMS. The Contractor must submit an acceptable Project Management Plan within 4 weeks of the Contract execution.
    a. Minimum Acceptance Criteria: The Project Management Plan is the document that describes how the project is monitored, controlled, and executed. The deliverable must meet the Project Risk and Complexity Category 4 requirements of Chapter 60GG-1.002, F.A.C.

The plans listed below may be considered as additional components of the Project Management Plan. However, DMS considers these plans listed below as deliverables separate from the Project Management Plan.

3. Readiness Plan is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Readiness Plan within six weeks of the Contract execution.
    a. Minimum Acceptance Criteria: The Contractor must deliver a detailed organizational readiness strategy and associated plans that outline a readiness methodology, approach, activities, dependencies, and assumptions for key stakeholders to successfully support project activities.

4. Communications Management Plan is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Communications Plan within six weeks of the Contract execution.
    a. Minimum Acceptance Criteria: The Contractor must develop a Communications Management Plan that defines all communication touch points between the Project and all impacted stakeholders. The deliverable must meet the Project Risk and Complexity Category 4 requirements of Chapter 60GG-1.002, F.A.C.

5. Risk Management Plan is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Risk Management Plan within six weeks of the Contract execution.

6. The Contractor must submit an acceptable Requirements Management Plan within six weeks of the Contract execution.
    a. Minimum Acceptance Criteria: The Contractor is responsible for managing all business requirements, including confirmation, design, development, testing, and validating that they are ultimately met during implementation. The Contractor's Project Manager will work with DMS to develop and administer a plan to effectively manage requirements throughout the Project.

7. The Disaster Recovery Plan is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Disaster Recovery Plan within three months of the Contract execution.
    a. Minimum Acceptance Criteria: The Contractor must deliver a detailed Disaster Recovery Plan and associated plans that outline a disaster recovery methodology, backup procedures, recovery plan, restoration plan, rebuilding process, testing of

the disaster recovery plan and record of plan changes. The plan will include the following at minimum:

1. Plan Objectives.
2. Assumptions.
3. Definition of Disaster.
4. Recovery Teams.
5. Team Responsibilities.
6. Internal and External Communications.
7. Federal, State, Local Roles and Responsibilities.
8. Services Restoration.
9. Support Timeline.

3.44.2 Project Management Implementation Phase

The Project Implementation Phase starts after the acceptance of the Project Charter and ends with the DMS acceptance of a completed Services Infrastructure Checklist.

Project Management Implementation Phase - Schedule

1. Project Management Implementation Phase Schedule is a deliverable subject to final acceptance by the Department. Contractor must submit an acceptable Project Management Implementation Phase Schedule to the DMS Project Manager every two weeks by noon ET on Fridays. The document must be baselined, be resource loaded with predecessors, successors, durations, costs, and calculated earned value metrics Cost Performance Index (CPI) and Schedule Performance Index (SPI) and updated every two weeks as needed until the completion of the Project Implementation Phase. This should be accompanied with a narrative which includes the current status of the project, actions that have taken place in the last two weeks, any new risks and their associated risk mitigation plans, any new issues, and any tasks more than then percent (10%) behind schedule and a plan to complete the task.

    a. Minimum Acceptance Criteria: Create and maintain a Microsoft Project 2016 (or higher) schedule to incorporate all project activities to the agreed upon work breakdown structure level. The schedule must include at a minimum: task durations, start and finish dates (baseline and actual), predecessors and successors, resources, deliverables, and milestones, and must calculate CPI and SPI earned value metrics. The deliverable must meet the Project Risk and Complexity Category 4 requirements of Chapter 60GG-1.002, F.A.C.

2. Project Management Tracking Logs (Risks, Issues, Action Items, Decisions, and Operational Changes requested) are deliverables that are first due two weeks following the Project Kickoff Meeting, and shall be due every two weeks thereafter, until the completion of the Project Implementation Phase. These are updated as necessary, as determined by the Contractor and DMS.

a. Minimum Acceptance Criteria: The Contractor must identify, assess, document, and recommend mitigation strategies by updating and submitting to DMS the tracking logs at a minimum of bi-weekly to reduce project risks and issues. The deliverable must meet the Project Risk and Complexity Category 4 requirements of Chapter 60GG-1.002, F.A.C.

3. Project Status Report is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Project Status Report to DMS. This deliverable is first due within two weeks of the Project Kickoff Meeting after Contract execution, and shall be due weekly thereafter, until completion of the Implementation Phase.

    a. Minimum Acceptance Criteria: The Contractor must provide weekly Project Status Reports which are due via email to the DMS Contract Manager each Thursday by 5 PM Eastern time, and must include:
        i. A narrative description of significant project activities that have been conducted or are underway.
        ii. The progress-to-date on project activities.
        iii. An explanation of any tasks/activities that are behind schedule and a plan to bring them current.
        iv. Notification of issues or risks that have been encountered and their resolution or plan for future resolution.
        v. Upcoming deadlines.

3.44.3 Project Management - Guides

The Contractor shall create the following guides. These guides are deliverables subject to final acceptance by DMS. The Contractor must submit acceptable guides to DMS within three (3) months of Contract execution, and will be updated as necessary during the Contract term. The guides are subject to the final acceptance of DMS.

1. SCS Operations Guide. The Contractor shall create a SCS Operations Guide. This will include engineering, operational, and business processes for service delivery. At a minimum, the guide includes ordering, trouble reporting, SLA monitoring, and invoicing processes.
2. SCS User Guide. The Contractor shall create a SCS User Guide, intended to provide a set of instructions for the Customer on how to use the services.
3. SCS System Administration Guide. The Contractor shall create a SCS Administration Guide for Customers and describe all administration processes for service delivery.

3.44.4 Project Management - Closure

1. The Contractor shall create a project closure documentation. This is a deliverable due to DMS one (1) month from the close of the Project Implementation Phase.

a. Minimum Acceptance Criteria: The project closure documentation must include a lessons learned document, final schedule, and retrospective of the project.

3.44.5 Project Management Implementation and Migration Plans

1. Implementation Plan is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Implementation Plan to DMS within six weeks of the Contract execution. The Implementation Plan will address all activities in the Project Implementation Phase, which starts after the acceptance of the Project Charter and ends with the DMS acceptance of a completed Services Infrastructure Checklist.
    a. Minimum Acceptance Criteria: The Contractor must deliver a detailed Implementation Plan that outlines an implementation, approach, activities, dependencies, and assumptions for key stakeholders to support a successful project implementation. Furthermore, the Implementation Plan shall include at a minimum:
        i. Schedule of activities.
        ii. Resource allocation.
        iii. Implementation and migration preparation planning and impact analysis.
        iv. System build out.
        v. Acceptance.
        vi. Migration cutover.
        vii. Fallback to previous service.
        viii. Interface with CSAB for billing and ordering.
        ix. Interface with MFN (Network-to-Network Interface, day-to-day operations, and security).
        x. Network support.
        xi. Operations Centers (NOC and SOC).
        xii. Day-to-day operational support services.
        xiii. Training – cross reference training section.

2. Individual Customer Specific Migration Plans: The Contractor will be responsible for creating Individual Customer Specific Migration Plans as each existing and new Customer migrates to SCS. Additionally, a migration plan may be required if a Customer undertakes a significant or complex change in how it operates under SCS. The Individual Customer Specific Migration Plans are deliverables that must be developed in coordination with the Customer, and are subject to the acceptance of DMS and the Customer. These Individual Customer Specific Migration Plans will vary based on the proposed service and the complexity of the service migration. Contractor must submit plans acceptable to DMS and the Customer within four (4) weeks of Contractor's receipt of a written notification of the plan's requirement from DMS to the Contractor. Furthermore, the Individual Customer Specific Migration Plans shall include at a minimum:
        i. Schedule of activities, which is consistent with the Project Implementation Phase schedule.
        ii. Resource allocation.

iii. Migration and preparation planning.
    1. Impact analysis.
    2. Stakeholder communications plan.
iv. Migration management.
v. Engineering.
vi. System build out.
vii. Acceptance (phase/final).
viii. Migration cutover.
ix. Fallback to previous service.
x. Day-to-day operational support services.
xi. Training – cross reference training section.

Given the statements in subsection:

1. Describe in detail how the Respondent will provide project management in accordance with the minimum requirements listed above.

[Enter the response here - 500 words]

3.45 Services Infrastructure Checklist

This subsection is applicable to all proposed functionality, except Service Category 4, Centrex Services.

The Contractor will be required to complete a series of readiness activities before DMS accepts services, systems, and processes as ready for production. The Project Implementation Phase will close only when all items on the Services Infrastructure Checklist are complete and accepted by DMS in writing. The Contractor will be required to provide DMS upon request with any documentation necessary to demonstrate Contractor's compliance with the Services Infrastructure Checklist prior to DMS written approval. The Contractor shall not deliver any services to Customers until the Project Implementation Phase is closed, or is otherwise permitted by DMS. The Contractor may engage with Customers for planning purposes before the close of the Project Implementation Phase.

All Requirements on the checklist must be fulfilled in accordance with the Contract including, but not limited to, the corresponding SOW sections referenced therein. Additional requirements may be added to the checklist at the discretion of DMS.

All items listed in the checklist must be successfully tested, or otherwise approved by DMS in writing, before the Contractor is permitted to go-live with any services to perform under the terms of the Contract. The timeline for checklist completion will be agreed in writing by the DMS Project Manager during development of the project Implementation Plan. Any changes to the Services Infrastructure Checklist, including requirements and timeline, will be done in writing between the DMS Project Manager and the Contractor, and is in DMS' sole discretion to approve.

Section Reference	Requirement
Statement of Work subsections 2.1 through 2.6	All required key staff positions have been filled with individuals who possess the applicable required minimum qualifications, and the final Staffing Organizational Chart has been approved by DMS.
Statement of Work subsection 2.7	Customer Support Team has been sufficiently staffed and trained.
Statement of Work subsections 2.8, 3.23, and 3.24.	Network Operations Center (NOC) and Security Operations Center (SOC) teams have been sufficiently staffed and trained.
Statement of Work subsection 3.2	A production environment is in operation and viewable by DMS for all proposed services, in accordance with the section reference.
Statement of Work subsection 3.8	The Contractor is capable of providing long distance services for all proposed service offerings, excluding Centrex, and is able to fulfill Customer orders.
Statement of Work subsection 3.9	The Contractor is capable of providing toll-free services for all proposed service offerings and is able to fulfill Customer orders.
Statement of Work subsection 3.10	The Contractor is capable of providing monitoring and reporting on call quality.
Statement of Work subsection 3.11	The Contractor is capable of providing telephone number portability for any Customer ordered service.
Statement of Work subsection 3.12	The Contractor is capable of providing temporary suspension of service for any Customer ordered service.
Statement of Work subsection 3.13	The Contractor is capable of providing all proposed service offerings for any Customer ordered service, including the ability to intercept messages.
Statement of Work subsection 3.15	The Contractor is capable of connecting with MyFloridaNet.
Statement of Work subsection 3.16	The Contractor is capable of providing service interoperability.

Statement of Work subsection 3.17	The Contractor is able of providing dedicated IP access.
Statement of Work subsection 3.18	The Contractor is able to provide services effectively within Customer-specific domains.
Statement of Work subsection 3.20	The Contractor is able to test hardware and software before making any change in service.
Statement of Work subsection 3.21	The Contractor and DMS have agreed upon the inspection process and any requested inspections have been completed including applicable remediation.
Statement of Work subsection 3.22	The Contractor's webpage content is accepted in writing and is published to the internet.
Statement of Work subsection 3.23	The Contractor's NOC is fully operational.
Statement of Work subsection 3.24	The Contractor's SOC is fully operational.
Statement of Work subsection 3.25	The Contractor's hardware, software, and processes are designed and implemented using HA/HR characteristics.
Statement of Work subsection 3.28	The Contractor is able to provide all security functionality.
Statement of Work subsection 3.31	The Contractor's management services are fully operational and have Dashboard capability.
Statement of Work subsection 3.32	The Contractor's tools are fully operational.
Statement of Work subsection 3.34	The Contractor's Online Portal for self-management is fully operational.
Statement of Work subsections 3.35 and 3.36	The Contractor's logging, archival, and review services are fully operational.
Statement of Work subsection 3.37	The Contractor's trouble ticketing service is fully operational.
Statement of Work subsection 3.40	The Contractor is ready to provide Professional Services.

Statement of Work subsection 3.41	The Contractor is able to provide configurations for Survivability.
Statement of Work subsection 3.43	The Contractor has provided training to DMS on the use and administration of its proposed services. All necessary training to support go-live operations has been completed to DMS' satisfaction.
Statement of Work subsection 3.44.1 (1)	The Contractor has provided an acceptable Project Charter.
Statement of Work subsection 3.44.1 (2)	The Contractor has provided an acceptable Project Management Plan.
Statement of Work subsection 3.44.1 (3)	The Contractor has provided an acceptable Readiness Plan.
Statement of Work subsection 3.44.1 (4)	The Contractor has provided an acceptable Communications Management Plan.
Statement of Work subsection 3.44.1 (5)	The Contractor has provided an acceptable Risk Management Plan.
Statement of Work subsection 3.44.1 (6)	The Contractor has provided an acceptable Requirements Management Plan.
Statement of Work subsection 3.44.1 (7)	The Contractor has provided an acceptable Disaster Recovery Plan.
Statement of Work subsection 3.44.3 (1)	The Contractor has provided a SCS Operations Guide.
Statement of Work subsection 3.44.3 (2)	The Contractor has provided a SCS User Guide.
Statement of Work subsection 3.44.3 (3)	The Contractor has provided a SCS Administration Guide.
Statement of Work subsection 3.44.5 (1)	The Contractor has provided the Implementation Plan.
Statement of Work subsection 4.4	The Contractor is ready to implement transactions utilizing the DMS approved method of implementation in CSAB.

Statement of Work subsection 4.7 (All)	The Contractor has demonstrated the ability to provide CSAB billing account and user management activities.
Statement of Work subsection 4.7.10	The Contractor has demonstrated the ability to provide a detailed billing file, and do so in a mutually agreed upon secured delivery method.
Statement of Work subsection 4.9	The Contractor has finalized with the Department the timeframe(s) for invoice submission(s) for the Contractor's proposed services.
Statement of Work subsection 5	The Contractor is capable of providing Unified Communication services. If the Contractor is not contracted for this category of services, this item does not apply.
Statement of Work subsection 5.4	The Contractor is capable of providing LAN Support Services. If the Contractor is not contracted for this optional service, this item does not apply.
Statement of Work section 6	The Contractor is capable of providing SIP Trunking services. If the Contractor is not contracted for this category of services, this item does not apply.
Statement of Work section 7	The Contractor is capable of providing Contact Center Services. If the Contractor is not contracted for this category of services, this item does not apply.
Statement of Work section 8	The Contractor is capable of providing Centrex services. If the Contractor is not contracted for this category of services, this item does not apply.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.46 Transition

This subsection is applicable to all proposed functionality.

This subsection includes technical, administrative, and contractual topics associated with the end of the Contract or breach of the Contract, and requirements relating to transition between SCS and the replacement Contract for future iterations of this service or a similar service.

The following are minimum requirements:

1. The Contractor will be required to perform end-of-service, which may take place at any time during the Contract term, and end-of-contract transition services prior to the expiration or termination of the SCS Contract at no cost. The full transition of existing services to replacement services or contracts is hereby explicitly made a criterion for completing the Contract. Extensions of the Contract are subject to the same terms and conditions set forth in the initial Contract and any written amendments signed by the Parties.
2. Upon request by DMS, the Contractor will be required to submit a transition plan.
3. As services migrate from SCS to any replacement service, DMS will continue to pay only for each service still served under the Contract.
4. Overlapping services may be required when transitioning from one large infrastructure to another, and transition may take multiple years to complete. DMS is not obligated to maintain SCS contracted services for any set number of users or locations.
5. The SCS Contractor is required to work with DMS and any other DMS Contractor as expeditiously as possible in order to transition which includes, but is not limited to:
    a. Cooperation that will ensure an orderly and efficient transition of services. These efforts include taking all necessary steps, measures, and controls to ensure minimal disruption of services during the transition.
    b. Maintaining staffing levels that are sufficient to handle a smooth, complete, and expedient transition.
    c. Transferring all applicable knowledge including, but not limited to, the disclosure of the equipment, software, and third-party contract services.
    d. Providing all data related to the delivery of services, requested by DMS, that is not a tangible or intangible licensed product that existed before Contract work began (Contractor shall bear the burden of proving existence before Contract work began), including, but not limited to, databases and other repositories of information (for example, operational, user, and administrative). Migration of databases of information will be performed in a format, method, and timeline acceptable to DMS that is consistent with current industry practices and standards.
    e. Promptly delivering to DMS, upon request, whether or not previously made available, all up-to-date guides, manuals and training materials (for example, operational, user, and administrative) plus other guides and procedures the SCS Contractor follows. All documentation created for the purpose of supporting, operating, maintaining, upgrading, and enhancing services including, but not limited to, design documents, and device configurations for services, shall be promptly delivered to DMS upon request, whether or not previously made available.
    f. Assisting DMS and any other DMS Contractor with the planning and installation of any services to facilitate business continuity.

g. Responding promptly and completely to questions related to the transition on an as-needed basis.
h. Providing the services and functions necessary for a complete, smooth, and expedient transition.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.47 Equipment and Licenses

This subsection is applicable to all proposed functionality, except Service Category 4, Centrex Services.

The following are minimum requirements:

1. Contractor must not propose equipment that is End-of-Sale by the equipment manufacturer.
2. Contractor will allow Customers who have purchased compatible equipment to transfer and reuse this equipment.
3. Contractor will allow Customers who have purchased compatible software licensing to transfer and reuse these licenses.
4. Contractor will allow Customers to transfer licenses and equipment between users.

Given the statements in this subsection:

1. Describe in detail how the Respondent will provide the proposed offering in accordance with the minimum requirements listed above.
2. Describe how the Respondent will ensure that equipment proposed is not End-of-Sale.
3. Describe how the Respondent will allow Customers to transfer and reuse existing compatible equipment.
4. Describe how the Respondent will allow Customers to leverage existing compatible software licenses.

[Enter the response here - 150 words]

4. Business Operations

The following subsections contain the minimum requirements for SCS Business Operations:

4.1 General Description of the SUNCOM Business Model

In accordance with subsection 282.703(2), F.S., DMS has developed a system of equitable billings and charges for SCS. The Communications Service Authorization and Billing (CSAB) system is the ordering, billing, incident management, and inventory system referred to in Chapter 60FF-2, F.A.C., that the Contractor will be required to utilize.

When Customers log-in to CSAB, they can perform the following functions:

1. Establish and maintain Customer accounts.
2. Manage billing accounts.
3. View a comprehensive list of available SCS.
4. Place orders.
5. View their complete inventory of services and invoices with associated and detailed charges.

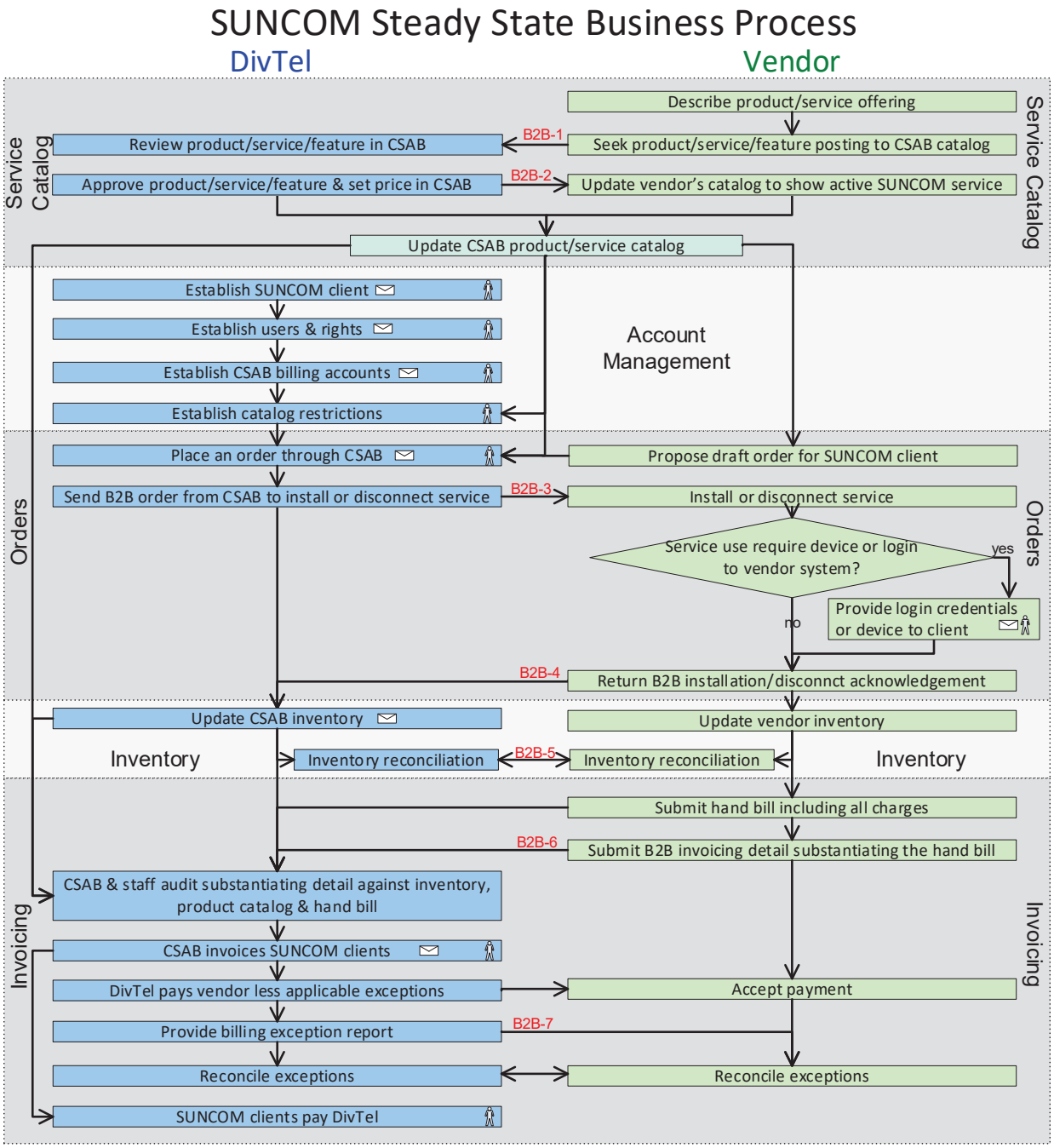
The Contractor will bill DMS monthly for services rendered to all Customers and provide DMS with substantiating details in electronic files (for example comma delimited). The Contractor will include in the substantiating detail charges with unique identifiers for each transaction (for metered services) and service account.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

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4.2 SUNCOM Communications Service Authorization and Billing Transaction Flowchart

The Contractor will use seven Business-to-Business (B2B) transactions between DMS and Contractor, as depicted below:



B2B means a Business to Business electronic messages, batch files and/or Application Program Interfaces (APIs) exchanging all of the electronic data necessary to the transaction. At DMS discretion, CSAB will provide alternative manual input options to the vendor for low volume transactions, but will not manually input any data on behalf of the vendor.

SUNCOM Client action required SUNCOM Client notified

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.3 Communications Service Authorization and Billing – Official Record

Communications Service Authorization and Billing (CSAB) is the authoritative source of all data. CSAB is the official record of the inventory and costs of SUNCOM services. If inaccuracies are found in the CSAB data, it will be considered accurate unless substantially proven otherwise, at DMS' sole determination.

The Contractor shall not propose as part of their response or instruct Customers to place orders or receive billing information from any system that is not CSAB without prior written authorization from the Department. Contractors shall not enable or ask DMS or Customers to input ordering and / or invoicing data into CSAB on behalf of Contractor.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.4 Communications Service Authorization and Billing - Interfaces with Contractors

There are three primary ways to implement transactions between CSAB and the Contractor. The method of implementation used by the Contractor will be at DMS' sole discretion, which Contractor is required to use.

4.4.1 Application Programming Interfaces

The Contractors will utilize Application Programming Interfaces (APIs) with CSAB, that will have the following functions:

1. The Contractor's API enables data transfer between CSAB and the Contractor's system.
2. When data is sent from CSAB, the Contractor's API will send back an acknowledgement to CSAB.
3. The Contractor's API will perform functions automatically at near real-time.
4. The Contractor shall develop and maintain functional crosswalks between the Contractor's system and CSAB, which maps the data elements in CSAB to equivalent data elements in the Contractor's system. The Contractor will also support DMS' efforts to create functional crosswalks.
5. It is the Contractor responsibility to ensure data has been received by CSAB, including resending data that has not been acknowledged by CSAB.

6. The Contractor shall provide a testing environment for quality assurance, accessible by DMS.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.4.2 Batch Routines

A second way to implement transactions with CSAB is through batch routines which are periodic exchanges of data files containing a large number of records. An example of a batch routine is monthly delivery of invoicing substantiation files (B2B-6), due to the large volume of data.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.4.3 Manual Review and Data Entry by Contractor Staff

The third method to implement transactions within CSAB is by manual review and data entry. Contractor can use CSAB screens to view a submitted order from a Customer and mark that order as fulfilled rather than use B2B-3 and B2B-4 transactions.

The Contractor shall only use manual review and data entry as a method of last resort, and only with prior written approval by DMS Contract Manager. Contractors shall not use manual review and data entry for invoicing substantiation (B2B-6).

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.5 Communications Service Authorization and Billing Service Catalog

SUNCOM services must be approved by DMS and entered into the CSAB Service Catalog prior to making them available for use or purchase by any Customer. DMS will have sole discretion over the CSAB Service Catalog and any updates.

There are currently three different types of charges Contractors use for the billing of SUNCOM services:

1. One-time charge: a single payment for a service or item, e.g. hardware installation.
2. Subscription charge: monthly fixed and recurring charge for the right to use something without regard to how much it is used (such as local phone service).

3. Metered charge: incremental charge based strictly on how much the service is used (such as toll-free phone minutes).

See Chapter 60FF-2, F.A.C., for the Contractor's responsibilities related to CSAB.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.6 Taxes and Government Sanctioned Fees in the Communications Service Authorization and Billing Service Catalog

The Department and SUNCOM Customers do not pay State of Florida and Federal taxes. Taxes are defined here to include payments that the Contractor is required to collect by law and pay to public entities. Taxes do not include government-sanctioned surcharges and fees collected by the Contractor which are not remitted to the government.

The Department reserves the right to verify and substantiate all government-sanctioned surcharges and fees listed in the Vendor's Service Catalog prior to Contractor delivering any services to Customers. The Department reserves the right to dispute the applicability of or listed amounts for such surcharges or fees. Surcharges and fees approved by DMS as part of the Contract should be separately listed in a Customer's invoice. After Contract execution, any new or modified government-sanctioned surcharge or fee must be provided to DMS for review. The phrase "new or modified government-sanctioned surcharge or fee" does not include a change in the amount of fee or surcharge that is identified as variable based on pre-defined criteria set by a government entity. The Contractor must provide a complete explanation describing the basis for the new or modified surcharge or fee, whether the surcharge or fee is discretionary or required, and, if applicable, an affirmation that SUNCOM Customers are not exempt from payment. This explanation must be sufficient for DMS to determine whether the surcharge or fee is Contractor-specific. If the new or modified government-sanctioned surcharge or fee is approved by DMS, a Contract Amendment will be prepared to include the new or modified government-sanctioned surcharge or fee. Any such written approval or fully executed amendment must be provided to the Contractor before submitting a request to update the CSAB Service Catalog. The standard process whereby the Contractor submits a request for inclusion of services in the catalog and DMS approves them must be implemented for a new or modified surcharge or fee with the additional requirements:

1. The catalog item must be tagged as a new or modified government-sanctioned surcharge or fee.
2. The description field provided by the Contractor must clearly identify the new or modified surcharge or fee.

3. The Contractor must provide information sufficient for DMS to verify if the new or modified surcharge or fee is discretionary or required and whether it is in line with the surcharge or fee set by the governmental entity.
4. The Contractor must provide information sufficient for DMS to develop formulas that replicate the charges through calculations against invoicing substantiation data. The DMS product manager will approve the Contractor request if the update to the catalog is in accord with the proposed amendment.
5. The new or modified government-sanctioned surcharge or fee must be billed at the inventory ID level, and not billed as a lump sum.

After Contract execution, Contractor shall provide the Department with notice of any change in the amount of a government sanctioned surcharge or fee that is variable based on pre-defined criteria set by a government entity. Supporting documentation must be provided to the Department upon request.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.7 Communications Service Authorization and Billing Account and User Management

4.7.1 Contractor User Communications Service Authorization and Billing Access Privileges

Contractor User CSAB access privileges must be approved and monitored by a Contractor-assigned CSAB Administrator. User access privileges allow the following functions:

1. Manually receive and close out orders to the Contractor.
2. Review past orders submitted to the Contractor.
3. Review a robust set of inventory data for services provided by the Contractor.
4. Other access as allowed by DMS.

DMS reserves the right to terminate the CSAB user access privileges of any Contractor staff without cause or notice.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.7.2 Work Orders

Customer work orders are sent to Contractors as B2B-3 transactions. Contractor can log-on to CSAB as prompted by a CSAB email to see submitted orders. Contractor is required to timely respond to the Customer work order by rejecting the work order in CSAB or beginning to work the order. Where Contractor is working the order, Contractor is required to respond to the Customer with distinct B2B-4 fulfillment data for each item, or service, in a work order. Multiple item orders with only a single order number are not fulfilled until every item is delivered.

Some key data elements in addition to the CSAB-assigned Inventory ID are:

1. Order ID – identifies a request for one or more items. This ID is associated with everything in a "shopping cart" when a Customer "checks-out".
2. Work Order ID – is associated with each item request within an Order that can be fulfilled separately from the rest of the Order, and requests action for one (1) Service Installation ID.
3. Installed Option ID – identifies the service, feature or hardware from the CSAB Service Catalog that was requested in the work order.
4. Service Installation ID – identifies the service account resulting from Order fulfillment. It is the unique inventory entry in CSAB and is equivalent to, but not the same as, distinct IDs used by Contractor to track status, usage and charges (e.g. circuit ID, phone number, hardware serial number, etc.).

Contractor is required to provide all of the required fulfillment data in CSAB.

DMS cannot invoice its Customers without associating key fields from orders to Customer invoicing accounts in CSAB, and therefore, will not pay for any services where such key fields data is missing or incorrect. Installation and disconnect dates are also critical to the inventory, as these dates are used during audits to verify that a service was active, or should not have been, during an invoicing period. The effective bill date cannot be more than 45 days from the date the order is closed. Orders must be closed in CSAB out no later than five (5) business days after installation and acceptance of the work performed by the Customer. Invoicing will not begin until the Customer work order is closed.

Some orders will include configuration data including IP addresses to enable establishing closed user groups on the State network.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.7.3 Credential Request Orders

Some of the orders submitted to the Contractor will require granting Customer password/PIN protected access to Contractor services. These are services that require Customers to log-in (or be electronically certified) to Contractor's systems before using a service. These services may be metered.

Like all other services, the right to access credentialed services will be ordered with B2B-3 transactions from CSAB providing the Contractor with necessary data to enable that access. Contractor is expected to respond by confirming to CSAB that the Customer has been provided access the credentialed services. However, CSAB will not hold user passwords and PINs for access to Contractor's systems; the Contractor is expected to provide the passwords and PINs to users directly using email addresses provided in the CSAB order. PIN and password changes will be handled outside of CSAB, as well.

SUNCOM Conferencing services are examples of credential request orders. Users of the service must login to a Contractor's system to reserve or initiate a conference. Thus, the Contractor issues login credentials to those users that were obtained after an order for them (B2B-3) was placed in CSAB. The order is fulfilled by the Contractor supplying a user ID and Personal Identification Number via email to the user, then confirming fulfillment to CSAB with a B2B-4 transaction. These transactions enable CSAB to have a complete inventory of all of the users of the service, which is periodically confirmed through B2B-5 transactions with the Contractor. The Contractor's system tracks usage that is attributable to each user, which is compiled in a B2B-6 monthly batch file of invoicing substantiation.

In all cases, the total cost of the proposed order must be defined and approved prior to submittal.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.8 Inventory

Every order and many other actions related to SUNCOM services are permanently logged into CSAB. This inventory is a basis for DMS audits of Contractor charges, i.e. if a billed service is not in the inventory or the inventory shows it was not active during the invoicing period, DMS will dispute the charge. The CSAB inventory is also a useful tool for DMS, Customers, and Contractor to see what has been ordered, its status, where its located, its cost, any associated comments, etc.

CSAB inventory is structured around key data elements. Inventory records are not valid without these key fields. CSAB by default has primacy when there are discrepancies between the inventories of the Contractor and CSAB.

Contractor is required to maintain a corresponding inventory as a basis for invoicing DMS. Periodic reconciliation may be implemented between CSAB and the Contractor's inventory

through B2B-5 transactions, at DMS' sole discretion. This will avoid waiting until the Contractor invoices DMS to discover these inconsistencies and having to resolve them through billing disputes. DMS will provide for an exchange of inventory data throughout the month using transaction B2B-4. There is no manual substitute for this process.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.9 Invoicing Requirements

Contractor shall submit invoices and electronic details to DMS monthly for all SCS and fulfilled orders within the agreed upon timeframe(s). DMS will make the final determination on the invoice submission timeframes. Contractor may only submit one invoice per Service Category, unless otherwise agreed to in writing by the Department, and the invoice will include the applicable Service Category billing information and credits. Invoices will consist of: 1) invoices for payment on unchangeable format (e.g. paper) (aka a "hand bill") which reflects the total charges for the applicable Service Category for the month; and 2) electronic detail files that substantiates all billable services for the applicable Service Category. The total of substantiated detail charges must match the payment requests on each of the handbills.

The invoice will include detailed service credits for the applicable Service Category uniquely identified by the applicable SLA. These credits will be audited by DMS through review of SLA reporting and invoice auditing. Since credits are applied retroactively, the Contractor is required to indicate on the invoice the actual month in which the service level violation occurred.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.10 Electronic Substantiating Detail File

The invoice substantiation file consists of electronic detail listing all billable services and activities with all unique IDs necessary to be auditable bases for all charges. The detail file must include all charge data on one-time purchases, active subscription periods, and incremental activities. All charges must be attributable to distinct identifiers from the services as negotiated in the CSAB Service Catalog, and each discrete charge must be distinguished by a service identifier. Metered charges must also include date/time stamps for each billing event, and the dates of the billing cycle (start and end). The file must be provided to DMS using a mutually agreed upon secured delivery method and mutually agreed upon format.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.11 Audit of Contractor Invoices

DMS will audit the invoice to match all charges against the current inventory of provided services and the prices associated with the CSAB Service Catalog. If the electronic substantiating detail provided by the Contractor contains some errors but is: a) complete (i.e. contains all of the required data elements); b) substantially corresponds with the CSAB inventory and CSAB Service Catalog; and c) matches the hand bill, then DMS will send an audit exception report (B2B-7) to the Contractor detailing any disputed charges. At this time this is a manual process. At any time during the Contract term this may become an electronic process, at DMS' sole discretion. DMS staff will request credits/debits for any audit exceptions on the current invoice and work with Contractor staff to reconcile charges and system data to resolve the exceptions within one (1) billing cycle. If Contractor has not resolved audit exceptions within the next billing cycle, the charges will be finalized as determined by DMS.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.12 Mandatory Interface with Communications Service Authorization and Billing

All work orders will be submitted to the Contractor via the CSAB or similar system as deployed by DMS. Only changes approved via a NOC ticket and not impacting invoicing charges may be an exception to the foregoing.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.13 Mandatory Communications Service Authorization and Billing Order

No SCS service will be provisioned unless the Contractor has a properly authorized work order submitted by DMS through the CSAB except for those Customers utilizing the Contactor's online portal approved by the Department. Customer orders submitted through the Contractor's online portal will have a work order automatically generated by CSAB.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.14 Specific Service Requests

DMS will work with Contractors and Customers to establish service request quotes when Customer requests require specific service configurations, combinations, security, or quantities. In such situations, DMS will, as needed, receive service availability and pricing quotes to fulfill the specific Customer service needs.

The format of each service request quote will be left to the discretion of DMS and Customers have the option to request custom terms and conditions to meet Customer specific needs which includes, but is not limited to, security standards set forth in Chapter 60GG, Florida Administrative Code. In all cases, the total cost of the proposed service must be well defined and the prices will not exceed those in the CSAB Service Catalog with reasonable adjustments as necessary to accommodate the specific agency service needs that substantially increase the Contractor's contractual requirements. An adjustment in price for a Customer specific service should be commensurate with the Contractor's additional obligations but shall not result in an increase in pricing greater than 25% of the listed CSAB Service Catalog price(s). The service request quote must be accepted by DMS in writing before any implementation. The quote must contain all data needed for DMS to review and approve the service, including but not limited to, all support implementation requirements target installation dates, locations, configuration data, effective date, and documents containing diagrams as necessary. The quotes will contain sufficient detail necessary for audit processes.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.15 General Billing Requirements

Contractor will maintain a detailed database that uniquely identifies each pricing component. The CSAB Service Catalog contains unit prices, and all qualifiers that are applied to unit prices in order to create an unambiguous database of SCS billable line items. A tariff code shall have only one unit amount.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.16 Criteria for Installation Signoff and Billing Start

The Service Acceptance Checklist is used during the migration to SCS, and during production (steady-state), to certify when a service is accepted.

The following criteria must be met before an order is considered complete.

1. Contractor completes all requirements detailed in the work order.
2. The Customer and Contractor will certify acceptance by utilizing a Service Acceptance Checklist, as jointly developed by the Customer and DMS. It is the Contractor's responsibility to obtain the Customer's acceptance of the checklist at the time of turn-up.
3. The signed copy of the Service Acceptance Checklist is inserted into the CSAB.
4. Services requested by the work order have been provisioned by the Contractor.
5. The work order has been closed by the Contractor in CSAB by entering a completion date and effective bill date.
6. The Contractor's invoice must be provided after the completion date entered into CSAB. If the Contractor's invoice reflects billing prior to the acceptance date entered into CSAB, the charges will be deducted.
7. All dates in CSAB must be entered by the Contractor in real-time. CSAB does not permit a date entry to be backdated.
8. Orders must be closed out in CSAB no later than five (5) business days after installation and acceptance of the work by the Customer.

Invoicing will not begin until the Customer work order is closed in CSAB.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.17 Local Call Billing

If the Contractor charges Customers for Local calling, it is required to maintain a historical record for local billing call details for a minimum of twelve (12) months and in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State record retention schedules, or longer if required by Federal law. The Contractor is required to be able to deliver this information upon DMS request. Local call billing will adhere to the following:

1. Special Accounts: In certain cases, numbers will be grouped and billed on a separate special account and based on total usage per end-user/phone number.
2. Clearly differentiate between recurring and non-recurring charges.
3. Contractor is required to provide call details for all local calls.
4. Calls should be billed in six (6) second increments. Initial periods up to eighteen (18) seconds are acceptable.
5. Calls can be rounded to the next six (6) second increment at any point within the six (6) second increment. For example, a 31 second call can be round to 6/10th of a minute.

6. The Contractor is required to provide call details with the monthly invoices to support fees charged for all surcharges.
7. The Contractor is required to provide detailed call records upon written request by DMS or the Customer within ten (10) business days.
8. The minimum information required for detailed call records includes, but is not limited to: calling party number, called party number, call end and start time, call date, and trunk group (if applicable).

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.18 Long Distance Billing

The Contractor is required to maintain a historical record for long distance billing call details for a minimum of twelve (12) months and in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State record retention schedules, or longer if required by Federal law. The Contractor is required to be able to deliver this information upon DMS request. Long distance billing will adhere to the following:

1. Special Accounts: In certain cases, numbers will be grouped and billed on a separate special account and based on total usage per end-user/phone number.
2. DMS will not pay any charges for long distance calling that takes place on a phone line without an assigned long distance carrier or if no calling plan has been designated, referred to as “casual billing.”
3. Clearly differentiate between recurring and non-recurring charges.
4. Contractor is required to provide domestic and international call details for all long distance calls.
5. Calls should be billed in six (6) second increments. Initial periods up to eighteen (18) seconds are acceptable.
6. Calls can be rounded to the next six (6) second increment at any point within the six (6) second increment. For example, a 31 second call can be round to 6/10th of a minute.
7. If the rate for terminating an international call to a landline is not equal to the rate for terminating the call to a wireless line, the call details must indicate the number of minutes for both cases. A marker must be included in the file by call record indicating whether a call is terminated to a landline or wireless number.
8. The Contractor is required to provide call details with the monthly invoices to support fees charged for all surcharges.
9. The Contractor is required to provide detailed call records upon written request by DMS or the Customer within ten (10) business days.
10. The minimum information required for detailed call records includes, but is not limited to: calling party number, called party number, call end and start time, call date, and trunk group (if applicable).

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.19 Toll-Free Billing

The Contractor is required to maintain a historical record for toll-free billing of call details for a minimum of twelve (12) months and in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State record retention schedules, or longer if required by Federal law. The Contractor is required to be able to deliver this information upon DMS request. Toll-free billing will adhere to the following:

1. Calls are to be billed in six-second increments (tick).
2. Contractor is required to provide domestic and international call detail records for all toll-free calls.
3. Calls can be rounded up to the next six-second increment at any point within the six (6) second increment. For example, a 31 second call can be round to 6/10th of a minute.
4. For each toll-free call, the associated billing record must indicate if the call was an Intrastate or Interstate call.
5. The Contractor is required to bill each toll-free number separately and not under a subaccount number or under a different billing number, unless requested by DMS.
6. The Contractor is required to provide detailed call records upon written request by DMS or the Customer within ten (10) business days.
7. The minimum information required for detailed call records includes, but is not limited to: calling party number, called toll-free number, call end and start time, call date, and trunk group (if applicable).

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.20 Direct Billing

Under Chapter 60FF-2, F.A.C., all SUNCOM services will be billed through DMS. Contractor, however, is required to offer the ability to provide direct billing to Customers if requested by the Customer and approved by DMS. If approved by DMS, direct billing shall be provided in accordance with Chapter 60FF-2, F.A.C., and must be provided at no additional cost.

1. An administration fee for DMS overhead will be factored into the billing amount directly billed to Customers.
2. Customers will review their direct bill invoices; however, DMS retains audit authority for all services provided.

3. The monthly bill for Customers who request direct billing must provide the following information: service order numbers, account numbers, bill number and/or invoice number, information to substantiate the charges, CSAB inventory ID, bill date, due date, bill remittance address and a summary record, which includes payments applied since the last monthly bill, adjustments, sub-total of current charges, and net amount due.
4. A summary record must be provided and identified by phone number, CSAB Inventory ID, and/or circuit number as identified by the Customer.
5. Contractor will collect the administration fee through their monthly invoiced payments from Customers, and remit the fee to DMS. This is submitted by check monthly to and made payable to DMS. Supporting documentation needs to be provided as a hardcopy with the check in the same envelope, and also by email to the DMS Contract Manager.
6. Contractor will electronically supply DMS with complete and accurate detail substantiating all of the charges to Customers in accordance with Chapter 60FF-2, F.A.C
7. Contractor will confirm with DMS any SLA credits due to a SUNCOM Customer prior to invoicing the Customer following DMS confirmation of the credits due.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.21 Service Level Agreement Operational Process

The terms regarding SLAs set forth herein shall apply to all SLAs listed in Attachment C – Final Service Level Agreements.

1. Credits must be applied to the appropriate account within the target time window provided within the SLA listed in Attachment C – Final Service Level Agreements.
2. SLAs are calculated, measured, and paid per incident.
3. SLA credits restart based on the review process and billing cycle.
4. Unless there is an explicit reference to “weekdays” or “business days”, all SLA credits are applicable based on calendar days. A calendar day starts at 12:00 AM and ends at 11:59 PM, Eastern Time.
5. The time between the start of an issue and before opening the trouble ticket is counted towards the SLA restoral time. For example, if an outage occurred at 1:00 PM (based on the alert data) and the trouble ticket was opened at 1:30 PM, the SLA clock starts at 1:00 PM.
6. Each month, the Contractor, any subcontractor, and DMS participate in a review and scrubbing of all data related to SLAs. Based on this review, credits are provided to DMS. DMS is not required to explicitly request or otherwise initiate the SLA review and validation process in order to receive SLA credits.
7. Service credits defined in Attachment C – Final Service Level Agreements, are applicable if performance metrics are not met by either the Contractor or subcontractor. Assessed service credits are to be applied as credits toward the impacted service on the Customer’s applicable Service Category invoice, or to DMS as appropriate. Service credits will be

explicitly identified as a line item for each impacted Customer on the Contractor's applicable Service Category invoice. Business and Operational SLAs apply to all Service Categories provided by the Contractor and these SLA credits will be assessed for the impacted service and applied to the applicable Service Category invoice.

8. Customers have the option to request custom SLAs to meet Customer's specific needs, which the Contractor may offer in addition to the Attachment C – Final Service Level Agreements. Contractors is permitted to equitably adjust the price in correlation with such need up to an additional 25% for the applicable service(s) subject to the applicable custom SLAs.
9. For SLAs where time is a factor in the calculation of the credit, the SLA clock must not restart but can be suspended (hold time) for the reasons below. In order to qualify for an SLA suspension (hold time), one of the listed reasons must be documented in the Contractor's NOC ticketing system by the Contractor. For Operational MACD, the reason must be documented by the Contractor in the CSAB. The SLA hold times apply only when:
    a. Incorrect information in Customer order, including incorrect address provided by the Customer.
    b. Customer did not attend an agreed upon scheduled appointment.
    c. Customer unresponsive to calls or emails placed to the appropriate Customer contact person, including onsite contact person not available.
    d. Site readiness requirement not fulfilled by the Customer, including onsite contact not available.
10. The Contractor's NOC will troubleshoot to the fullest extent feasible even if the SLA clock is suspended; for example, on a dispatch where the site readiness requirement has not been fulfilled by the Customer (onsite contact is not available).
11. Contractor SLA Accountability:
    a. SLAs will be applicable, whether or not the violation was a result of human error, poor engineering design, tardy dispatch, dispatch without required repair or diagnostic tools, exceeding the scope of an approved maintenance change request that causes performance Degradation, or any other reason. SLAs will be applicable where advance written notice of a repair is not provided to, and approved by, the Department.
    b. SLAs will not apply during scheduled upgrade or maintenance windows (including emergency scheduled maintenance) for the service elements listed in the DMS-approved maintenance window request. SLAs will apply for all other service element impacts during and after the scheduled maintenance window and for any maintenance performed without advance notice to, and approval by, the Department.
12. DMS will make the final determination on the Contractor's compliance with SLAs.
13. The billing reconciliation for SLA violations takes place once final determination of SLA credits has been completed by the Department and will be applied to applicable invoices in a timely manner.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

5. SERVICE CATEGORY 1 - UNIFIED COMMUNICATION

The Department is seeking Responses demonstrating how Unified Communication (UC) services will be delivered. This category includes both Single-tenant and Multi-tenant UC services. Generally Single-tenant implementations are deployed through a private cloud model, as described in Special Publication 800-145 issued by the National Institute for Standards and Technology (NIST), at a Customer specified location. Multi-tenant systems are generally deployed through a public cloud model, as described in Special Publication 800-145 issued by NIST. UC is an evolving set of services providing an integration of real-time communication services, such as instant messaging (chat), presence information, voice, conferencing, data sharing, call control, and speech recognition, with non-real-time communication services, such as unified messaging (integrated voicemail, email, short message service, and fax. UC provides a consistent unified user-interface across multiple devices and media types. UC services are delivered over an IP network.

Unified Communications combines independently-run communications subsystems in order to streamline how Customers communicate and collaborate regardless of location.

Text provided within this section is intended to guide Respondents in understanding the desired UC scope. None of the information is intended to limit the Respondent in its effort to provide a solution for UC services and features.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

5.1 Unified Communications System and Services – General Features

Respondents should propose UC services for Single-tenant and Multi-tenant environments. For a Single-tenant environment, the system will be hosted at a location agreed upon by Contractor, DMS, and Customer. For Multi-tenant environments, Respondent will propose the location of the system in its response to this subsection.

Respondents submitting a response to Service Category One will demonstrate how the following minimum required SCS services or features will be delivered:

1. Provision of local, long distance, and toll-free access.

2. Operator Assistance services are required on a twenty-four hour a day, 365 days of the year, including holidays; Operator Assistance in both English and Spanish is required. Automated operator assistance is permissible.
3. Provision of the following features with Respondent's Multi-tenant and Single-tenant service offerings:
    a. Caller ID
    b. Three-way calling
    c. Do Not Disturb
    d. Call Forward (All, Busy, No Answer, Not Reachable)
    e. Call Pickup
    f. Class of Service Restriction
    g. Call Hold
    h. Conference Calling
    i. Call Park
    j. Distinctive Ringing
    k. Directory Assistance
    l. Call Transfer (blind, with consultation, and recall)
    m. Call Waiting
    n. Speed Dial
    o. Call Number Suppression
    p. Specific Call Rejection
    q. Last Number Dialed
    r. Call logs (missed, received, dialed)
    s. Call Trace
    t. Hunt Group
    u. Remote access
    v. Auto attendant
    w. Busy Camp On
    x. Busy Lamp Field
    y. Call forward selective
    z. Call notify
    aa. Call screening
    bb. Directed call pick-up with barge in
    cc. Diversion inhibitor
    dd. Music on hold
    ee. Priority alert / ringing
    ff. Push-To-Talk (intercom)
    gg. Remote office
    hh. Sequential ring
    ii. Shared call appearance
    jj. Simultaneous ring
    kk. PC-based receptionist
    ll. Voice mail
    mm. Unified messaging
    nn. Call Center
    oo. Call Center desktop client
    pp. Hoteling
    qq. IP fax

rr. Mobility
ss. UC faxing
tt. Instant group call / paging
uu. Operator Assistance
vv. Instant messaging
ww. Notification
xx. Team collaboration
yy. Audio conferencing
zz. Web conferencing
aaa. Video conferencing
bbb. Professional services
ccc. Intercom dialing
ddd. Message waiting indicator

4. Unified Messaging services which, at a minimum, include:
    a. User access to, and management of, voicemail, email, and fax messages through the same inbox or interface.
    b. Modular messaging with access to messages from phones and PCs via various interfaces, including browsers.
5. Voicemail service which, at a minimum, includes:
    a. Storage of a minimum of 30 messages of 2 minutes in length or equivalent to 60 minutes of memory storage space for each mailbox.
    b. Ability to program for the following conditions: busy, out of office, and no answer.
    c. Audible and/or visual message waiting indicator.
    d. Out-dial notification and ability to dial out to an attendant using “0”.
    e. Ability to broadcast messages within specified Customer groups.
    f. Extended/Guest mailbox allowing multiple users voice messaging capabilities.
    g. Access to the voicemail service internally or externally using a local number and toll-free number.
    h. The ability to select a single or multiple level password protection.
6. Provides the capability to port telephone numbers to the Contractor’s UC service at no additional charge to the State.

Given the statements in subsection:

1. Describe in detail the proposed offering addressing the minimum requirements listed above.
2. Describe the Contractor’s system location(s).
3. Describe the Respondent’s basic and enhanced offerings.

[Enter the response here – As needed to provide a complete response]

5.2 Unified Communications System and Services – Integration and Interface

The following are minimum requirements:

1. Integration with mobile devices as described below:
    a. Users have a single identity that lets them handle business calls via their desk and mobile phones.
    b. Allows calls to or from mobile devices to take place anywhere and anytime as if they are going to or coming from the desk phone numbers.
    c. Users will have the ability to have calls forwarded to any phone and to use a single number for making and receiving all calls.
    d. Supports handing off calls from cellular to Wi-Fi connections and vice versa on smart devices.
    e. Enables users to initiate phone calls, retrieve voicemail and corporate directories, access instant messaging, and participate in video conferencing.

2. UC user interface as described below:
    a. Allows users to access UC capabilities from a variety of devices in a variety of ways.
    b. Offers access to features and services such as presence, instant messaging, integrated soft phones, voice conferencing, video calling, and conferencing.
    c. Supports voice activation that integrates seamlessly with other business communication systems.
    d. Supports real-time communications – instant messaging, presence that identifies which participant is speaking, voice calls to video, voice calls to email.
    e. Supports non-real-time communications – email, text messaging, fax, voicemail.
    f. Offers collaboration and data sharing – electronic bulletin boards, e-Calendar, Audio/Video/Web conferencing.
    g. Provides users ability to access messages from the following: IP phones, mobile phones, web browsers, email clients, desktop clients, PCs, tablets.
    h. Allows instant messaging between two users or multiparty (up to a Customer-defined number of participants).
    i. Supports the ability for users to display their presence status (e.g., “Available,” “Away,” “Do Not Disturb,” “Busy,” or “Offline”) to let others know their availability for communication.
    j. Offers presence integration with Customer collaboration applications, such as calendaring, that automatically updates presence when users are in a meeting.
    k. Supports audio and video conversations between two users or multiparty (up to a Customer-defined number of participants), using web cameras, speakers and microphones.
    l. Supports file transfer capabilities to send files between users, if requested by the Customer.
    m. Supports scheduled and ad hoc web conferencing for conducting online presentations including audio, video, screen sharing, and a virtual whiteboard. PC-to-PC and multiparty data sharing capabilities including desktop sharing, application sharing, presentations, virtual whiteboard, annotations, and polling.
    n. Supports contact groups that allow users to organize their contacts.

o. Supports enhanced access to instant messaging from within the agency's network or from the internet, through a variety of devices and software, in a secured mode using encryption.
p. Allows Customer-managed instant messaging administration (add/change/delete users).
q. Supports single sign-in capabilities through the Customer's Active Directory system.
r. Interconnection with MFN to the extent feasible.

Given the statements in subsection:

1. Describe in detail the proposed offering addressing the minimum requirements listed above.
2. Describe the system location(s).
3. Describe the interconnections with MFN.

[Enter the response here – As needed to provide a complete response]

5.3 Unified Communications System and Services – Conferencing

The following are minimum requirements:

1. Audio Conferencing service which:
    a. Has a capacity of at least 150 participants.
    b. Provides the ability for the conference host to dial-out to participants.
    c. Provides the following commands via touchtone keypad:
        i. Request Operator Assistance
        ii. Dial-out to participants
        iii. Begin and end conference recording
        iv. Change participant entry and exit notification from one of the following: recording of the participant, tone, or no notification
        v. Private roll call
        vi. Mute and un-mute all participant lines
        vii. Participant self-mute and un-mute
        viii. Conference lock and unlock
    d. Provides web-based access to the following commands for the conference host:
        i. Dial-out to a participant
        ii. Begin/end conference
        iii. Mute and un-mute all participant lines
        iv. Mute and un-mute individual participant lines
        v. Disconnect any participant
        vi. Conference lock and unlock
    e. Provides the conference host the ability to create a security number in additional to the conference code that participants should input before entering the conference.

f. Provides the capability for the conference host to record the conference. The host should have the capability to download the conference recording at no additional cost. Recordings should be retained by Contractor a minimum of 30 calendar days after the conference ends, and in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State. When a Customer orders additional retention services from the Contractor, the Customer shall have the capability to classify a record and designate the timeframe for retention of such a record based on its classification. Contractor must confirm with the Customer the retention period for the applicable record prior to any deletion of the recording by the Contractor.
g. Provides DMS and Customers the ability to ensure audio recordings are able to be done in a manner that does not violate section 934.03, F.S.
h. Provides operator assisted conferences where an operator provides live assistance with the conference.
    i. Provides a capacity of at least 1,000 participants.
    ii. Available twenty-four hours a day, 365 days of the year.
    iii. DMS and the Customers are not charged for no shows, cancellation, or setup fees.
    iv. Operators can dial out to participants, if requested.
    v. Provides question and answer administration.
    vi. Provides continuous conference monitoring and manage any special requests from the conference host during the conference.
    vii. Provides reports on conference attendees.

2. Offer a Web Conferencing Service which:
    a. Provides an integrated audio conference service allowing participants to listen to and speak with the host and other participants.
    b. Provides a graphical user interface control panel for the host to administer, monitor, and control the web conference.
    c. Provides the capability for participants to join the conference via a Universal Resource Locator address or a desktop client.
    d. Provides the capability to traverse and successfully interoperate with firewalls and security layers using standard ports such as https port 443 and http port 80.
    e. Provides compatibility with commercially available browser software.
    f. Allows participants to join the conference using tablets and smart devices.
    g. Supports document sharing, which is the ability to open and share a document with conference participants.
    h. Supports desktop sharing, which is a common name for technologies and products that allow remote access and remote collaboration on a person's computer desktop with conference participants.
    i. Supports remote control of a participant’s desktop. The participant should be notified if remote control of their desktop is requested and should have the capability to accept or reject the request.
    j. Allows the host to promote any other conference participant to presenter.
    k. Provides drawing, annotation, and pointer tools.
    l. Provides conference host the capability to record the conference and text chats. Recordings should be retained by Contractor in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State. Recordings can be download by the conference host at no additional cost. When a Customer orders

additional retention services from the Contractor, the Customer shall have the capability to classify a record and designate the timeframe for retention of such a record based on its classification. Contractor must confirm with the Customer the retention period for the applicable record prior to any deletion of the recording by the Contractor.

m. Provides DMS and Customers the ability to ensure audio recordings are able to be done in a manner that does not violate section 934.03, F.S.
n. Supports text chats for conference participants. The chat will provide options for public chats for all participants or private chats between selected participants. The host can also disable chat.
o. Supports polling, which allows the host to pose questions and receive feedback with a variety of different answer sets (multiple choice, open ended, yes/no). Results will be provided to the host in real-time, may be shared in real time with participants, and should be retained by Contractor in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State. Polling results retained by Contractor can be downloaded by the conference host after the meeting at no additional cost. When a Customer orders additional retention services from the Contractor, the Customer shall have the capability to classify a record and designate the timeframe for retention of such a record based on its classification. Contractor must confirm with the Customer the retention period for the applicable record prior to any deletion of the recording by the Contractor.
p. Supports the delivery of video to participants from sources such as an external USB webcam or embedded camera in the device which connects to the conference.
q. Allows the host to setup a password which participants should enter to join the conference.
r. Provides a scheduling system allowing hosts to schedule or cancel web conference for up to one year in advance. Scheduling can be by time and day of the week either as a single event or recurring on a daily, weekly, monthly, or other periodic basis.
s. Allows the host to initiate a conference with minimal notice.

Given the statements in this subsection:

1. Describe in detail the proposed Conferencing offering addressing the minimum requirements listed above.

[Enter the response here - As needed to provide a complete response]

5.4 LAN Support Services

Local Area Network (LAN) support services are optional services within Service Category 1. Respondents are not required to propose LAN support services, and the portion of a Response which proposes LAN support services will not be used for determining the Respondent's

Responsiveness, evaluator scoring, or determination of competitive range. If the Respondent proposes LAN support services, the negotiation team may consider this as part of their recommended award.

These services are not considered mandatory for State Agency purchase, as directed in section 282.703, F.S. Customers will not be required to buy LAN support services under this Contract.

DMS is seeking to offer Customers a variety of LAN support services. Respondent's may propose all services below, some services below, or no services below:

1. Fully Managed LAN support services.
2. Customer-management LAN support services.
3. As-needed LAN Performance Assistance and Issue Remediation.

Given the statements in this subsection:

1. Describe the proposed LAN support services.

[Enter the response here -1,000 words]

6. SERVICE CATEGORY 2 - SIP TRUNKING

DMS is seeking Responses demonstrating how SIP trunking will be delivered. This category is a service which connects an agency's Single-tenant system to the Public Switched Telephone Network (PSTN) using IP transport and SIP as the signaling protocol.

SIP Trunking provides local, long distance, toll-free, and international long distance network access using an IP network for transport, either MyFloridaNet, Customer-provided via the Internet, or Contractor-provided. SIP Trunking is deployed in situations where Customers have premises-based voice (analog phones, key system, PBX equipment. SIP Trunking supports voice traffic, originated from the Customer's voice system or originating from the PSTN.

6.1 SIP Trunking Minimum Requirements

The following are minimum requirements:

1. Provides the capability to interface with the State's existing embedded base of IP-PBX systems (Avaya, Cisco, and Unify).
2. Offers and manages devices which convert SIP signaling to Time-Division Multiplexing (TDM) signaling to interface with legacy key systems and TDM-PBXs.
3. Supports On-net and off-net calling. On-net is defined as calls between Customer locations that reside within the Contractor's SIP routing domain. Off-net is defined as calling from an SCS SIP Trunking Customer site to any U.S. or non-U.S. location not included within the Contractor's SIP routing domain.

4. Supports three categories of off-net calling: Local, Long Distance, and International.
    a. Local (inbound and outbound) calling with full local service feature/functionality.
    b. Off-net domestic long distance calling via the Contractor's network-based hop-off gateways, which are connected to the PSTN for calling termination to any location.
    c. Off-net International calling from the Contractor's network-based hop-off gateways provides International per minute calling.
5. Supports, at a minimum, the following: G.711, G.729, and G.722.
6. Supports fax over G.711 and T.38 fax relay.
7. Supports Dual-Tone Multi-Frequency (DTMF).
8. SUNCOM Customers configure their CPE at each VoIP site to transmit a Calling Party Number (CPN) for all outbound calls placed over their SIP trunk. The CPN should be one of the valid Contractor provided telephone numbers associated with the physical location of the VoIP site. If the Customer sends a CPN that is not valid, or has not been provisioned for the SIP Trunk, the Contractor must insert a valid main billing number for the Customer's SIP Trunk into the diversion header of the SIP Invite. This main billing number will appear in the call details records for all outbound local and long distance calls where an invalid CPN is sent. Respondents may propose alternate methods to this function.
9. Provides the capability to block numbers, including but not limited to:
    a. 611.
    b. 811.
    c. 5XX.
    d. 7XX.
    e. NPA 555-XXXX (except NPA 555-1212).
    f. 900/NPA 976-XXXX.
    g. 08YY XXX-XXXX.
    h. 0N11.
    i. 0NPA 555-1212.
    j. 0976 NXX-XXXX.
    k. 0500 XXX-XXXX.
    l. 0700 XXX-XXXX.
    m. 0900 XXX-XXXX.
    n. All 1010 dialing.
10. Provides 911/E911 calling capability. For E911 calling, provides calling capabilities where the physical address for the SIP Trunking site is within the area where Contractor has the ability to provide E911 service. E911 calls are to be routed to the Public Safety Answering Point (PSAP). All E911 service is based on the SIP Trunking Site Registered Location information provided to Contractor by the Customer. Customers are required to specify a physical address per telephone number to be used for 911 purposes. When a 911 or E911 call is made, the Contractor should, where technically feasible, provide the Site Registered Location information to the appropriate PSAP.
11. Provides the capability to port telephone numbers to the Contractor's SIP Trunking service at no additional charge.
12. Supports the capability to port out numbers from the Contractor to another carrier.

13. If a N11 number (211, 311, 511, and 711) is supported in the particular local area in which the Customer is located, the Contractor completes the call via the local network switch.
14. Provides DMS new telephone numbers upon request.
15. Cooperates with DMS requests for numbers to fit logically within the Customer's dial plan, to the extent feasible.
16. Allows access to directory assistance. All directory assistance calls are to be handled via the local network switch (local to the Customer site).
17. Allows access to operator services. All operator services calls are handled via the local network switch (local to the Customer site). Operator Assistance services are required on a twenty-four hour a day, 365 days of the year,; Operator Assistance in both English and Spanish is required. Automated operator assistance is permissible.
18. Supports toll-free termination on SIP Trunking telephone numbers.
19. Supports privacy suppression of Calling Party Number, which allows caller information to be withheld when a number is called.
20. Provides directory assistance listings at no additional cost.
21. Supports Customers who have more than one voice core by configuring the SIP trunking service to failover between the Customer's primary and backup core(s). If the trunk to the Customer's primary core fails, the service should automatically start routing calls to the Customer's backup core(s).

Given the statements in this subsection:

1. Describe in detail the proposed SIP trunking offering addressing the minimum requirements listed above.
2. Provides the list of IP-PBXs, IP-PBX clusters, and Session Border Controllers (SBC) which are for use with the proposed service.
3. Provides a description of how E911 calls will be routed to the Public Safety Answering Point (PSAP).
4. Describe telephone number porting process with timeframes.
5. Identify all supported Codecs.
6. Identify areas of the state where SIP Trunking service is provided. Explain how DMS will be able to determine if SIP Trunking service is available at a specific location and/or address.
7. Provide service and configuration guides.
8. Discuss SIP methods and if they are allowed and denied per network.
9. Discuss authentication and if it is allowed or disallowed per network and per SIP method.
10. For SIP messages, discuss whether it is possible to filter on content type and how it is accomplished.

[Enter the response here - As needed to provide a complete response]

6.2 SIP Trunking Features

The following are minimum requirements:

1. Provide maximum Direct Inward Dial (DID) policing which limits the maximum number of inbound concurrent calls to a specific DID.
2. Provide call forwarding not reachable which redirects incoming calls to an alternate phone number if the SIP Trunk DID is not reachable.
3. Offer the capability to intercept calls and play announcement for any SIP Trunk phone number.
4. Allow the use of a virtual phone number which allows Customers to request a local phone number at locations where they do not have physical office.

Given the statements in this subsection:

1. Describe in detail the proposed SIP trunking features addressing the minimum requirements listed above.

[Enter the response here - As needed to provide a complete response]

7. SERVICE CATEGORY 3 - CONTACT CENTER

DMS is seeking Responses demonstrating how Contact Center services will be delivered. This category includes both Single-tenant and Multi-tenant Contact Center services. Generally Single-tenant implementations are deployed through a private cloud model, as described in Special Publication 800-145 issued by NIST, at a Customer specified location. Multi-tenant systems are generally deployed through a public cloud model, as described in Special Publication 800-145 issued by NIST, at a Contractor location. A Contact Center handles a high volume of incoming calls from callers accessing State agency services. The Customer communication channels are not only voice, but may also include chat, web browser, video, text, email, and mobile apps. Contact centers support inbound, outbound, and self-service customer interactions.

Text provided within this section is intended to guide Respondents in understanding the desired scope of Contact Center services.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

7.1 Contact Center – General

Respondents should propose Contact Center services for Single-tenant and Multi-tenant environments. For a Single-tenant environment, the system will be hosted at a location agreed upon by Contractor, DMS, and Customer. For Multi-tenant environments, Respondents will propose the location of the system. If Respondent is offering Contact Center Services, it will offer all Customer premises equipment including, but not limited to, phones, gateways, monitoring equipment, and SBCs that Customer's will use with the proposed service.

The following are minimum requirements for Contact Center service components:

1. The ability to increase or decrease the number of Contractor's Contact Center agents.
2. Support multiple Contact Center partitions. Contractor may use common equipment to support multiple Contact Centers
3. Flexibility to comply with DMS and Customer defined security standards.
4. Contact center agents with the flexibility to interact with other Contact Centers.
5. Redundancy in geographically diverse locations for Multi-tenant Contact Center services.
6. The ability to offer TDM and VoIP as methods for access to agents.
7. The ability to route calls to PSTN for call termination on Customer provided TDM systems.
8. Supports agents using either a VoIP phone, soft phone (software phone), or other approved device.
9. Soft phones that have minimal impact on existing desktop real estate environment.
10. Integrated learning tools and coaching management tools for Customer use.
11. Support Contact Center functionality within the Customer locations and remote teleworker locations.
12. No charges for administrative tasks performed by Customer staff.
13. Options for verifying caller identity.
14. The ability to route calls as required by the Customer.
15. The ability to integrate with a Customer's end-user's Customer Relationship Management system, as required by the Customer.

Given the statements in this subsection:

1. Describe in detail the proposed Contact Center offering addressing the minimum requirements listed above.

[Enter the response here - As needed to provide a complete response]

7.2 Contact Center – Automatic Call Distribution (ACD)

The following are minimum requirements for ACD Contact Center service components:

1. Multi-channel (omni-channel) routing, basic and advanced call routing, skills-based routing, and call back/virtual queuing.

2. Route and queue incoming contacts from the following communication channels: calls transferred from Interactive Voice Response (IVR), direct dialed toll-free number, chat, email, and social media.
3. The ability to manage the creation, modification and deletion of administration of features associated with agents.
4. The ability to force calls to agents.
5. The ability to build not-ready codes and the ability to automatically interrupt any not-ready code, which allows an agent to temporarily not receive calls, as call volumes increase, excluding break codes (when an agent is on break).
6. Email routing to agents that are marked as having multiple skill sets, which includes being able to respond to emails.
7. Whisper functions for agents, which allows them to communicate with other call center agents without the caller hearing the interaction.
8. The ability to route calls to different Customer groups.
9. The ability to force calls to agents without the agent having to signal to receive a call.
10. The ability to change routing division that allows contacts arriving on specific telephone trunks or by transaction type to be routed and answered by specific groups of agents.
11. The ability for other persons, as appropriate, to listen to a call at any point during a call.
12. Alert when an agent is dropped from the ACD queue.
13. The ability to set thresholds on agent, application, and skillset levels.
14. The ability for a supervisor to log agents out of the Contact Center system.
15. The ability to automate interactions with callers based upon Customer defined business rules and requirements.
16. The ability to place calls in a virtual queue and return the call when an agent is available, also referred to as virtual hold.

Given the statements in this subsection:

1. Describe in detail the proposed automatic call distribution services and features addressing the minimum requirements listed above.

[Enter the response here - As needed to provide a complete response]

7.3 Contact Center – Auto-Attendant and Interactive Voice Response

The following are minimum requirements for IVR components:

1. Automated speech recognition and text-to-speech, for multiple language.
2. Supports DTMF.
3. A call back/virtual queuing capability.
4. The ability to integrate with Customer applications and database systems.
5. Set up, support, operate, and maintain the IVR system and related call routing/mapping logic. This includes caller menu selections, all voice message scripts, prompts, and

intelligent call routing or routing to call queues/agencies based on type or characteristics of inbound call.

6. The ability to make changes to the IVR system on a regular basis as required or as requested by Customer.
7. Timely changes to IVR scripting functionality.
8. The ability to create and record message scripts for call queuing and for information prompts as requested by Customers, including IVR applications that interface with host systems in designated sites.
9. The ability to establish and follow Customer approval process for changes to IVR scripts, hold messages, music on hold, predicted wait times, queue messages, schedules, and after hours emergency messages
10. The ability to make emergency (short notice) changes in the IVR systems to address business problems, service issues, outages, or to other items that may impact contact volumes.
11. Twenty-four hours a day, 365 days of the year automated IVR support, including retrieval/ recall.
12. The capability for Customers to update their own recorded messages and route messages without needing to contact the Contractor.
13. A redundancy capability to an alternate system during a storm / disaster event including alternative messaging, remote phone capability, etc.

Given the statements in this subsection:

1. Describe in detail the proposed Auto-Attendant and IVR services and features addressing the minimum requirements listed above.

[Enter the response here - As needed to provide a complete response]

7.4 Contact Center - Reporting and Analytics

The following are minimum requirements for Reporting and Analytics components:

1. Industry standard reporting and analytics for system, agents, ACD and IVR, including real-time industry standard call metrics.
2. Baseline, canned, ad hoc, historical and real-time reports supported by Dashboards with graphs and charts.
3. Supports wallboard displays in the contact center for Dashboard performance metrics including displays of calls answered, emails answered, service levels, call abandon rates, calls waiting, call hold times, view all agents' statuses, and banner messages.
4. Defines, builds, and runs custom reports supporting Contractor's business requirements.
5. Real-time access to reporting systems, restricted by access authentication.
6. Enhanced correlation of reporting, optimization, and forecasting of key performance indicators.

7. Customer views of their individual call metrics (real-time, historical, and baseline) on their desktop.
8. Changes reporting metric requirements for agents in different skillsets (agent groupings).
9. Displays a prompt/message on agent desktop.
10. Performs call surveys to initiate, collect, and track information.
11. Provides an agent report that tracks the entire agency call flow for any single call.
12. Reporting system and business intelligence application will be able to identify an individual Customer, Customers in aggregate, an individual agent, and agent group behavior.
13. Exports raw data and analytic data from Contact Center for Customer use for a minimum of twelve (12) months, or longer if requested by Customer.

Given the statements in this subsection:

1. Describe in detail the proposed Contact Center reporting and analytics services addressing the minimum requirements listed above.

[Enter the response here - As needed to provide a complete response]

7.5 Contact Center Recording

The following are minimum requirements:

1. Capability for a minimum of 25% random call recording with screen capture per agent per day.
2. Online storage to hold at least thirty (30) days of recording per agent. When a Customer orders additional retention services from the Contractor, the Customer shall have the capability to classify a record and designate the timeframe for retention of such a record based on its classification. Contractor must confirm with the Customer the retention period for the applicable record prior to any deletion of the recording by the Contractor.
3. An interface to archive recording to Customer provided storage.
4. A method for appropriately adjusting monthly online storage needs.
5. The ability for a supervisor to join (barge in) a call to coach, conference, or take over a call and record it.
6. The ability to record one agent during a workday and not impact the 25% random call recording time.
7. The ability to listen to recorded calls from any location via web based call recording.
8. The ability to email downloaded recordings, and ensure the emails and attached documents are maintained in accordance with the appropriate State and Federal standards for information security.
9. The ability for an agent to initiate recording their own call.
10. The ability to search recordings by filters.
11. The ability to manage Contact Center recordings on an agent by agent basis.
12. The ability to designate, per agent, the frequency of recording calls, up to 100%.

Given the statements in this subsection:

1. Describe in detail the proposed Contact Center Call Recording services addressing the minimum requirements above.

[Enter the response here - As needed to provide a complete response]

7.6 Contact Center – Workforce Management

Contractor will be responsible for managing the workforce for the Contact Center. The following are minimum requirements for management of call center agents:

1. Workforce management, including scheduling and agent training.
2. Monitoring the effectiveness of the call center.

Given the statements in this subsection:

1. Describe in detail the proposed call center workforce management offerings addressing the minimum requirements above.
2. Indicate whether Respondent's proposed monitoring can provide:
    a. The ability to review and analyze data of caller interactions with agents.
    b. The ability to leverage call data to adjust scheduling of agent shift assignments.
    c. The capability for the reporting system and business intelligence application to identify an individual Customer, Customers in aggregate, an individual agent, and agent group behavior using data up to 12 months in arrears.
    d. The ability to create role based score cards with key performance indicators.
    e. The ability to perform short-term and long-term forecasting of call volume and agent staffing requirements.
    f. Options for agent training.

[Enter the response here - As needed to provide a complete response]

7.7 Contact Center – Miscellaneous

The following are additional components which are minimum requirements for the provision of Contact Center services:

1. A trunking functionality that can be shared between Customers but should not impact performance of individual Contact Centers.
2. Dedicated IP access.
3. Tools for assessing bandwidth usage and voice quality performance.
4. The ability to program network-based routing.
5. The ability to configure call prompters to meet Customers' needs.

6. The ability to configure advanced call routing to meet Customers' needs.
7. The ability to develop and implement call routing processes, including maintaining call routing tables based on criteria defined by the Customers to route calls to agents based on skillsets and availability.
8. The ability to develop and maintain routing tables which map inbound numbers to centers and within centers to appropriate queues.
9. A certified project manager (certification from the Project Management Institute, a Certified Scrum Master from Scrum Alliance, CompTIA Project+ certification from CompTIA, a Lean Six Sigma certification, or other equivalent project management certification approved in writing by the Department) to manage the entire implementation of Customer's Contact Center.
10. User application testing and product lifecycle management.
11. Implemented procedures for re-routing calls in the event of Contact Center outages, emergencies, and unexpected call volume.
12. Compliance with DMS and each Customer's data integrity and privacy policies.
13. The ability to send voice, email, SMS, or fax notifications.

Given the statements in this subsection:

1. Describe in detail the proposed Contact Center services and features addressing the minimum requirements above.
2. Describe how the service will manage and deliver capacity for trunking services such as TDM, SIP, data, and toll-free.
3. Describe how the service protects data for remote, at home agents.
4. In a multi-tenant environment, describe how the service will ensure that Customers will not impact the performance of other Customers during unexpected surges in traffic.
5. Describe the failover design with sufficient detail for DMS to assess the design's ability to obtain the proposed service level commitment.

[Enter the response here - As needed to provide a complete response]

8. SERVICE CATEGORY 4 – CENTREX SERVICES

DMS is seeking proposals for Central Office-based Switching System Local Access Services, referred to within this document as Centrex Services, within the State of Florida. The awarded Contractor will provide Local Exchange Carrier services for Customers within their proposed service areas. DMS is seeking Responses demonstrating how Centrex Services will be delivered. For this procurement, Respondents must provide local, long distance, and toll-free access with their Centrex service offering.

8.1 Centrex Services Minimum Requirements

The following are minimum requirements:

1. Customers who receive DMS approval may use a different long distance carrier.
2. 911 calling capability.
3. Routes E911 calls to the Public Safety Answering Point.
4. Provides DMS access to N11 services.
5. Provides call traffic studies to DMS upon request at no additional cost.
6. Provides Presubscribed Interexchange Carrier changes at no additional cost to the State.
7. Operate voice switching facilities in Florida serving Customers with line-side (analog and digital) and trunk-side (analog and digital) facilities.
8. Keep the North American Numbering Plan (NANP) updated, in accordance with Federal Communications Commission requirements.
9. Timely deliver and install Primary Rate Interface (PRI) services.
10. Timely deliver and install a Centrex mainstation (analog or digital).

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

8.2 Additional Centrex Services

The following are minimum requirements:

1. A minimum Customer order of five lines is required to establish a new Centrex system. The monthly recurring line charge will be inclusive of all service cost components.
2. Customer access to the ports and local loops on the line side (main station) as well as the trunk side (Centrex PRI).
3. All voice switches will be digital and capable of providing Integrated Services Digital Network (ISDN) PRI services.
4. If the Contractor's Central Office switch is not programmed for ISDN services, the nearest Central Office to the Customer location should be used to provision ISDN service at no additional cost.
5. Centrex systems configured with sufficient quantities of network access registers at no additional cost.
6. Mask dialed numbers when requested by DMS.
7. Provide directory listings in both the general and government sections of phone books. The cost of the listing will be included in the proposed rates. There should be no additional charges for unpublished/private numbers.
8. Provide directory assistance services.
9. Provide operator assisted services. Operator Assistance services are required twenty-four hour a day, 365 days of the year; Operator Assistance in both English and Spanish is required. Automated operator assistance is permissible.
10. Provide required repairs for outages to ensure normal operational functionality. Repairs may be performed remotely, where applicable, but the Department reserves the right to request Contractor dispatch a representative to a specified location to facilitate the repair to the impacted site.

Given the statements in this subsection:

1. Describe in detail the proposed Centrex services and features addressing the minimum requirements above.
2. Describe the Respondent's proposed coverage area.
3. Provide non-proprietary coverage maps of the Centrex service offering.

[Enter the response here - As needed to provide a complete response]

8.3 Centrex Features

The following are minimum requirements:

1. Provide all service features listed in the NANP Vertical Services features including, but not limited to, basic, enhanced, Caller ID, Caller ID with name, and Automatic Number Identification to caller ID. These features should be provided at no additional cost. A listing of these features, and their definitions, is available at http://www.nanpa.com/number_resource_info/vertical_service.html.
2. Provide an optional voicemail system with the following minimum requirements:
    a. Minimum of thirty (30) messages of two (2) minutes length for a total of sixty (60) minutes storage.
    b. Programable to display the following: busy, out of office, no answer.
    c. Provide audible or visual message waiting indicator.
    d. Ability to use the number "0" to speak to a call attendant.
    e. Broadcast messages within specified Customers groups.
    f. Extended/guest mailbox allowing multiple users voice messaging capabilities.
    g. Access the voicemail system internally or externally using either a local number or toll-free number.
    h. Capability to record Customer voicemail greetings.

Given the statements in this subsection:

1. Describe in detail the proposed Centrex services and features addressing the minimum requirements above.

[Enter the response here - As needed to provide a complete response]

9. Experience and Ability

9.1 Contractor's Experience and Ability

SCS Contractors will be expected to possess the following:

1. Extensive experience providing:
    a. Each of the categories of services offered in the Contractor's Reply.
    b. Critical infrastructures in which highly-available, highly-reliable services are critical requirements.
    c. Services to Customers at the state government level.

2. A demonstrated record providing:
    a. Superior customer service at all levels: business and technical account team members and senior management.
    b. Systems and staff driven to proactively address business and technical issues.
    c. Proactive services and solutions addressing issues, such as through the provision of quality systems and staff.
    d. Support for equipment and software systems from different manufacturers.
    e. Sufficient staffing levels.

This Response can reference both the experience of the Contractor and their proposed Subcontractors.

Given the statements in this subsection, provide the following:

1. A narrative of Respondent's experience and ability to provide the proposed service categories, including a description of:
    a. Respondent's market penetration for those service categories, and
    b. Respondent's experience providing services of similar scope to other public sector clients comparable to the State of Florida.
2. Discuss Respondent's experience supporting equipment and software systems of different manufacturers. List similar or like systems the Respondent has supported in the last three years.
3. A description of Respondent's experience providing highly-available, highly-reliable communications services.
4. A description of Respondent's experience of providing sufficient to staffing levels, local staffing, and a quality staff driven to proactively address issues.

[Enter the response here – 1,500 words]

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SCS Service	SLA Number	Deliverable	Performance Metric	Financial Consequence There is no cap to the financial consequences unless otherwise stated herein.	SLA Details, Measurement and Performance Criteria
Category 1 - Unified Communications (Single-tenant, multi-tenant, and LAN support)	SLA-1	Service Installation	1 to 100 Stations: Service installed within 30 days 101 to 400 Stations: Service installed within 45 days 401 to 1000 Stations: Service installed within 75 days Over 1000 Stations: Service installed within 90 days	1 to 100 Stations: 10% of service Monthly Recurring Charge (MRC) or the purchase price if delay > 30 days 25% of service MRC or the purchase price if delay > 35 days 50% of service MRC or the purchase price if delay > 40 days 100% of service MRC or the purchase price if delay > 45 days 101 to 400 Stations: 10% of service MRC or the purchase price if delay > 45 days 25% of service MRC or the purchase price if delay > 50 days 50% of service MRC or the purchase price if delay > 55 days 100% of service MRC or the purchase price if delay > 60 days 401 to 1000 Stations: 10% of service MRC or the purchase price if delay > 75 days 25% of service MRC or the purchase price if delay > 80 days 50% of service MRC or the purchase price if delay > 85 days 100% of service MRC or the purchase price if delay > 90 days Over 1000 Stations: 10% of service MRC or the purchase price if delay > 90 days 25% of service MRC or the purchase price if delay > 95 days 50% of service MRC or the purchase price if delay > 100 days 100% of service MRC or the purchase price if delay > 105 days	The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date service is installed and accepted in CSAB. If there is a purchase price and an MRC, the financial consequence will be based on whichever is greater.
			Dedicated IP access installed within 60 days	Credit of $200 for each incident per day up to 100% of the MRC	SLA is subject to availability of network access at the customer location. The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date service is installed and accepted in CSAB. This SLA shall not apply to special construction orders. See attachment A - Statement of Work (SOW) Section 3.17
			Dedicated IP access requiring special construction installed within the time frame in the CSAB order.	Credit of $200 for each incident per day up to 100% of the MRC	The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the Customer agreed upon installation date provided in the CSAB order.
	SLA-2	New Individual Feature Installation	New individual feature installation within 10 business days	10% of the MRC of feature ordered per business day	The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date the feature is installed and accepted in CSAB. For this SLA to apply, Customer must have Vendor Management.
			Move, add, change, or deletion affecting five devices or fewer within three Business Days	5% of the purchase price or MRC of Service ordered, whichever is greater, per day	For a Customer order for a move, add, and/or change, the SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date service is installed and accepted in CSAB. For a Customer order for a deletion, the SLA clock start and stop times will be validated using the date the CSAB order was accepted by the Contractor and the date the order is closed by the Contractor in CSAB.

SCS Service	SLA Number	Deliverable	Performance Metric	Financial Consequence There is no cap to the financial consequences unless otherwise stated herein.	SLA Details, Measurement and Performance Criteria
	SLA-3	Operational Services	Move, add, change, or deletion affecting six devices or more within the customer and vendor mutually agreed upon timeframe	5% of the purchase price or MRC of Service ordered, whichever is greater, per day	The move, add or change must be completed within the customer and vendor mutually agreed upon timeframe. If the Contractor or Customer cannot reach a mutually agreed upon timeframe, the dispute shall be decided by the Department's Contract Manager. The deletion must be completed within the Customer requested due date as stated in CSAB. For Customer orders for a move, add, and/or change, the SLA clock start and stop times will be validated using a the date the CSAB order was received by the Contractor in CSAB and the date service is installed and accepted in CSAB. For Customer orders for a deletion, the SLA clock start and stop times will be validated using the date the CSAB order was accepted by the Contractor and the date the order is closed by the Contractor in CSAB
			System Programming scheduled within five Business Days	5% of the MRC of Service ordered per day	The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date the change is scheduled as verified by the Department. System programming includes, but is not limited to: new SBC, new gateways, new PSTN access method (trunk migration), adding a failover, and/or adding redundancy.
			Notification of Outages to impacted Customer and Suncom NOC/SOC within 30 minutes	5% of the MRC of Service per incident	The SLA clock start and stop times will be validated using the Contractor's proposed service monitoring tools and the email transmission timestamp for the notification sent to the impacted customers and SUNCOM NOC/SOC. This SLA applies to Managed Services only.
	SLA-4	Call Service Quality	VoIP R-Factor of 80 or more for 95% of total monthly calls or meet the Mean Opinion Score for applicable ITU-T codec(s) offered by Contractor for 95% of total monthly calls	20% off the MRC for affected customers during the affected month	The SLA will be validated using the Contractor's proposed service monitoring tools. Each call has its own score. SOW section 3.6 contains the applicable standards for the various codecs offered by Contractor. This SLA will not apply for call service quality issues due to Customer provided LAN and Customer provide WAN.
Category Two - SIP Trunking	SLA-5	Service Installation	Complete provisioning of SIP Trunk to customer premises equipment within 30 business days after receipt of order	Credit of $200 for each incident per day	The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date service is installed and accepted in CSAB.
			New telephone numbers assigned within 15 business days	Credit of $200 for each incident per day	The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date service is installed and accepted in CSAB.
			Provision additional call paths for an existing SIP Trunk within 15 business days after acceptance of order	Credit of $200 for each incident per day	The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date service is installed and accepted in CSAB.
			Dedicated IP access installed within 60 days	Credit of $200 for each incident per day up to 100% of the MRC	SLA is subject to availability of network access at the customer location. The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date service is installed and accepted in CSAB. This SLA shall not apply to special construction orders. See SOW Section 3.17
			Dedicated IP access requiring special construction installed within the time frame in the CSAB order.	Credit of $200 for each incident per day up to 100% of the MRC	The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the Customer agreed upon installation date provided in the CSAB order.

SCS Service	SLA Number	Deliverable	Performance Metric	Financial Consequence There is no cap to the financial consequences unless otherwise stated herein.	SLA Details, Measurement and Performance Criteria
	SLA-6	Call Service Quality	VoIP R-Factor of 80 or more for 95% of total monthly calls or meet the Mean Opinion Score for applicable ITU-T codec(s) offered by Contractor for 95% of total monthly calls	20% off the MRC for affected customers during the affected month	The SLA will be validated using the Contractor's proposed service monitoring tools. Each call has its own score. Attachment A - Statement of Work (SOW) section 3.6 contains the applicable standards for the various codecs offered by Contractor. This SLA will not apply for call service quality issues due to Customer provided LAN and Customer provide WAN.
Category 3 Contact Center (Single-tenant and multi-tenant)	SLA-7	System Installation	Individual case basis as agreed to by Customer and Contractor	Credit of 25% of the NRC if more than one day past the agreed upon date. An additional credit of 25% of the NRC is applicable for each additional week past the agreed upon date. If no NRC, then credits apply to MRC and are not capped.	The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date service is installed and accepted in CSAB.
			Dedicated IP access installed within 60 days	Credit of $200 for each incident per day up to 100% of the MRC	SLA is subject to availability of network access at the customer location. The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date service is installed and accepted in CSAB. This SLA shall not apply to special construction orders. See SOW Section 3.17
			Dedicated IP access requiring special construction installed within the time frame in the CSAB order.	Credit of $200 for each incident per day up to 100% of the MRC	The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the Customer agreed upon installation date provided in the CSAB order.
	SLA-8	IVR Service	Service interruptions must not exceed one minute. Times are measured cumulatively	> 1 30 minutes to < 1 hour per month 1% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month 1 hour to < 4 hours per month 5% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month 4 hours to < 8 hours per month 10% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month 8 hours to < 12 hours per month 25% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month 12 hours to < 24 hours per month 50% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month > 24 hours per month 100% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month Cap of 100% per month	For this SLA, a service interruption occurs when the IVR service is unable to receive or process incoming calls. The SLA will be validated using the Contractor's proposed service monitoring tools that demonstrate when the IVR service stopped and resumed receiving or processing incoming calls.
	SLA-9	Interaction Routing Service Availability	Service interruptions must not exceed one minute. Times are measured cumulatively.	> 1 30 minutes to < 1 hour per month 1% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month 1 hour to < 4 hours per month 5% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month 4 hours to < 8 hours per month 10% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month 8 hours to < 12 hours per month 25% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month 12 hours to < 24 hours per month 50% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month > 24 hours per month 100% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month Cap of 100% per month	For this SLA, a service interruption occurs when the interaction routing service is unable to receive or process incoming calls. The SLA will be validated using the Contractor's proposed service monitoring tools that demonstrate when the interaction routing service stopped and resumed receiving or processing incoming calls.

SCS Service	SLA Number	Deliverable	Performance Metric	Financial Consequence There is no cap to the financial consequences unless otherwise stated herein.	SLA Details, Measurement and Performance Criteria
	SLA-10	Availability of Notify Service	Service interruptions must not exceed one minute. Times are measured cumulatively	> 30 minute to < 1 hour per month 1% credit for all charges during the month of service 1 hour to < 4 hours per month 5% credit for all charges during the month of service 4 hours to < 8 hours per month 10% credit for all charges during the month of service 8 hours to < 12 hours per month 25% credit for all charges during the month of service 12 hours to < 24 hours per month 50% credit for all charges during the month of service > 24 hours per month 100% credit for all charges during the month of service Cap of 100% per month	For this SLA, a service interruption occurs when the notify service is unable to send outbound messages (text, email, fax, voice calls, etc.) The SLA will be validated using the Contractor's proposed service monitoring tools that demonstrate when the notify services stopped and resumed sending outbound messages.
	SLA-11	Call Service Quality	VoIP R-Factor of 80 or more for 95% of total monthly calls or meet the Mean Opinion Score for applicable ITU-T codec(s) offered by Contractor for 95% of total monthly calls	20% off the MRC for affected customers during the affected month	The SLA will be validated using the Contractor's proposed service monitoring tools. Each call has its own score. Attachment A - Statement of Work (SOW) section 3.6 contains the applicable standards for the various codecs offered by Contractor. This SLA will not apply for call service quality issues due to Customer provided LAN and Customer provide WAN.
Category 4 -Centrex	SLA-12	Timely Service Installation	When adding Centrex Lines to an existing Centrex system, 1-3 Lines delivered and installed within 3 business days 4-9 Lines delivered and installed within 5 business days 10-24 Lines delivered and installed within 7 business days Above 25 Lines delivered and installed within 30 business days. When adding Centrex lines to a new Centrex system, delivered and installed within 30 business days PRIs installed within 30 calendar days	100% credit of installation charges	SLA is subject to the availability of contractor facilities at the customer location. SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date service is installed and accepted in CSAB. If the Contractor needs to install additional facilities to provide a PRI, the PRI will be installed within a total of 75 calendar days before this SLA is imposed.
	SLA-13	Toll Fraud Notification	Report suspected Toll Fraud to the Department Contract Manager or delegate within 30 minutes of detection	$1,000 per incident reported on a monthly basis. There is no cap.	To be validated using the Contractor's proposed tools and reports for monitoring, detecting, and remediating Toll Fraud.

SCS Service	SLA Number	Deliverable	Performance Metric	Financial Consequence There is no cap to the financial consequences unless otherwise stated herein.	SLA Details, Measurement and Performance Criteria
	SLA-14	Local and International Exchange Delivery	Must be able to deliver calls in all domestic and international exchanges	$100 per incident, when unable to deliver calls in all domestic and international exchanges	To be validated using the Contractor's proposed tools and reports.
	SLA-15	Detailed Call Records	Upon written request by the Department or Customer, provide call records for local, long-distance, and toll-free, including the minimum information required, within ten business days	$100 per day until the call records are provided	The SLA clock starts upon Contractor's receipt of a written request from the Department or Customer for detailed call records and stops when the requestor receives a detailed call record which conforms with SOW sections 4.17,4.18, and 4.19. The SLA clock is on hold when the requestor reviews. This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met. This SLA does not apply to Category 4 services. Contractor is, however, required to provide long distance and toll free billing records required in SOW Sections 4.18 and 4.19.
	SLA-16	Timely Billing	Substantially complete and accurate invoices must be submitted within the agreed upon timeframe.	$1,000 per day until a substantially complete and accurate invoice is submitted	The SLA clock is based upon the timestamp for when the substantially complete and accurate electronic billing file is submitted to the Department. The invoice submission timeframe will be established in accordance with SOW Section 4.9. This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.
	SLA-17	End-of-Life Refresh	Upgrade or refresh hardware and software before OEM no longer offers support because the software or hardware is end-of-life	$1000 per day for customer equipment not upgraded or refreshed	The SLA clock start times will be validated using the manufacturer's End of Life dates. SLA stop times will be validated through Service Acceptance in CSAB. This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.
	SLA-18	Timely SLA Compliance Report	Beginning the third full month after Contract execution, within ten business days from the start of the calendar month, provide the SLA Compliance Report to the Department Contract Manager	$100 per day for each day the report is not complete and accurate and accepted by the Department	Beginning the third full month after Contract execution, the SLA clock starts each month on the first day of the month and stops when the Department accepts the deliverable. The SLA clock is on hold while the Department reviews the final report. This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.
	SLA-19	Timely Application of SLA Credits	Apply each credit within the second available applicable billing cycle after the credit has been determined. Application and determination of credits must be in accordance with SOW Section 4.21	$1,000 for each credit for each month a credit is not applied in accordance with SOW section 4.21	The SLA clock start and stop times will be validated by the Department based on information contained in CSAB. The applicable billing cycle is a reference to the invoice for the applicable impacted service(s) for which the SLA credit shall be applied. This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.
	SLA-20	Timely Application of Billing Credits	Apply each credit within the second available applicable billing cycle after the credit has been determined.	$1,000 for each credit for each month a credit is not applied	The SLA clock start and stop times will be validated by the Department based on information contained in CSAB. The applicable billing cycle is a reference to the invoice for the applicable impacted service(s) for which the billing credit shall be applied. This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.
	SLA-21	Updates to 911/E911 Location Database	Update accurate Customer number and location information within 3 business days after receipt of request from the Department	$100 per day for each calendar day the address is not updated and closed in CSAB	The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date closed in CSAB. The SLA will only apply to existing locations and will be applied to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.

SCS Service	SLA Number	Deliverable	Performance Metric	Financial Consequence There is no cap to the financial consequences unless otherwise stated herein.	SLA Details, Measurement and Performance Criteria
Business and Operational (All Categories)	SLA-22	Timely Answering of Calls by NOC	Calls shall be answered within a monthly average of thirty (30) seconds or less	5% of the reporting months total invoiced payments for all services being reported.	The SLA will be validated using the Contractor's proposed service monitoring tools. Inbound customer calls received by the NOC shall be answered by a live agent within the specified target time threshold. Target time threshold is measured from time the call is presented in the call queue for an agent and stops when the call is answered by an agent. This SLA will apply to the Service Category(ies) being reported that is provided in the reporting month.
	SLA-23	Maintains HA/HR Design Characteristics of the SCS infrastructure components dedicated to the State of Florida	Maintains the capacity of the SCS infrastructure components dedicated to the State of Florida at levels sufficient to obtain normal operational functionality	$5,000 per day	An infrastructure review is conducted during each monthly meeting. Review is based on Contractor's operational tools. Each review consists of five measurements taken five minutes apart. Normal operational functionality is less than 35% capacity of any pair of redundant connections that are components of the Contractor's network and are dedicated to SCS. When the average of five consecutive measurements exceeds 35%-, The Department will notify the Contractor in writing of the required remediation. The Contractor has will have 45 days from the date of the Department's written notice to complete remediation to the satisfaction of the Department. If the Contractor's remediation has not been accepted by the Department within 45 days of the Department's written notice of remediation, financial consequences will be imposed until remediation has been accepted by the Department. This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.
	SLA-24	Reason for Outage Documentation	The Final RFO report must be submitted to the Department within 10 business days of the trouble ticket being closed.	$1,000 per 24-hour period	The SLA clock start and stop times will be validated using the Contractor's ticket system as well as the SUNCOM trouble ticket system and the time the RFO report is submitted to the Department. This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.
	SLA-25	Repairs for Outages	Repairs for service outage or service degradation without dispatching a representative to the impacted site completed within four hours. Repairs for ervice outage or service degradation where dispatch to the impacted site is required or requested by the Department completed within eight hours .	Without Dispatch 10% of applicable Service Category MRC if outage > 4 hours 25% of applicable Service Category MRC if outage > 8 hours 50% of applicable Service Category MRC if outage > 12 hours 100% of applicable Service Category MRC if outage > 24 hours With Dispatch 10% of applicable Service Category MRC if outage > 8 hours 25% of applicable Service Category MRC if outage >12 hours 50% of applicable Service Category MRC if outage > 16 hours 100% of applicable Service Category MRC if outage > 24 hours	The SLA will be validated using the Contractor's proposed service monitoring tools. The SLA will be applied unless the Contractor provides root cause analysis indicating that the Contractor (or any of its subcontractors) was not the root cause of the outage or service degradation. A service outage occurs when service is completely unavailable for all users at any customer location. Service degradation occurs when one or more critical business functions (e.g., voicemail, auto attendant, dial tone, toll free, unified communications) of the application is unavailable - affecting 52% or more of the lines at an agency location. This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.
	SLA-26	Service Availability	Fully operational with full service outage(s) not exceeding 22 cumulative minutes per month	10% credit for applicable Service Category charges during the month of affected services for full service outage(s) that cumulatively exceeds 22 minutes in a calendar month. An additional 10% credit for applicable Service Category charges during the month of affected service for each additional full service outage(s) that cumulatively exceed 30 minutes in a calendar month. Capped at 200% of the applicable Service Category charges during the month of affected service	The SLA will be validated using the Contractor's proposed service monitoring tools. A full service outage is one where there is a 100% service failure. This financial consequence will be imposed for outages that cumulatively exceed 22 minutes in a calendar month and will continue to be imposed for every additional 30 minutes of cumulative outage thereafter. For example, for multiple outages lasting a total of 54 minutes, this financial consequence would be imposed twice, once for outages in excess of 22 minutes, and the second for outages exceeding 30 minutes. This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.

SCS Service	SLA Number	Deliverable	Performance Metric	Financial Consequence There is no cap to the financial consequences unless otherwise stated herein.	SLA Details, Measurement and Performance Criteria
	SLA-27	Response to repairs for an outage or degradation	Response to repairs for major service outage or degradation, i.e. the outage or degradation result in 10% call failure or feature failure in an hour	10% credit for all applicable Service Category charges during the month of service if response > 4 hours 25% credit for all applicable Service Category charges during the month of service if response > 8 hours 50% credit for all applicable Service Category charges during the month of service if response > 12 hours 100% credit for all applicable Service Category charges during the month of service if response > 24 hours	The SLA will be validated using the Contractor's proposed service monitoring tools, as well as the SUNCOM and Contractor's trouble ticket systems A major service outage or degradation is one where the outage or degradation results in more than 10% call failure or feature failure in an hour, or loss of tool functionality. A response to repair shall be when a technician is assigned. This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.
	SLA-28	Response to repair for an outage or degradation	Response to repairs for minor service outage or degradation	20% credit for all applicable Service Category charges during the month if response > 24 hours	The SLA will be validated using the Contractor's proposed service monitoring tools, as well as the SUNCOM and Contractor's trouble ticket systems A minor service outage or degradation is one where the outage or degradation results in less than 10% call failure or feature failure in an hour. A response to repair shall be when a technician is assigned. This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.
	SLA-29	Timely respond to Customer work orders	Customer work orders rejected by the Contractor within three (3) business days	$100 per day until the order is rejected	The SLA clock starts upon the Contractor's receipt of a Customer work order in CSAB and stops when the Contractor rejects the Customer work order in CSAB. If the Contractor, in lieu of rejecting the work order, chooses to perform the requested services to completion and acceptance by the Customer and does not reject the Customer work order, this SLA will not apply. This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.
	SLA-30	Timely close out Customer work orders	Close Customer work order within five (5) business days of installation and acceptance by the Customer.	$100 per day until the order is closed.	The SLA clock starts upon installation and Customer acceptance of the work order and stops when the Contractor has uploaded the Customer signed Service Acceptance Checklist in CSAB and closed the Customer work order in CSAB. Customer acceptance of the work order is evidence by the Customer's execution of the Service Acceptance Checklist. This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.

SCS Service	SLA Number	Deliverable	Performance Metric	Financial Consequence There is no cap to the financial consequences unless otherwise stated herein.	SLA Details, Measurement and Performance Criteria
	SLA-31	Functionality of Contractor's proposed Customer facing service monitoring tools	Outage or Functionality of Contractor's proposed Customer facing service monitoring tools restored within 4 hours	$100 per hour that Contractor's proposed Customer facing service monitoring tools are not functional Credit is not capped	An SLA violation occurs when functionality or outage of any of Contractor's proposed Customer facing service monitoring tools is not restored to normal operation within 4 hours or a loss of functionality or outage as reported by a Customer or the Department. Customer facing service monitoring tools are the tools required in the SOW to be provided for the Department's or Customer's use. The SLA clock starts when a trouble ticket is open in either the Contractor's or Department's ticketing system and stops when the Contractor has restored the outage or functionality as reported in the trouble ticket for the particular outage. The Department reserves the right to validate the Contractor's provided information and, where conflicting information exists regarding the time of tool restoration, such disputes shall be resolved in the favor of the Department. This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.
Contract and Project Management	SLA-32	Project Management: Project Management Plan	A project management plan is due to the Department within 4 weeks of Contract execution, per SOW section 3.44	$1,000 per business day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-33	Project Management: Project Charter	A project charter is due to the Department within 4 weeks of Contract execution, per SOW section 3.44	$1,000 per business day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-34	Project Management: Readiness Plan	A readiness plan is due to the Department within 6 weeks of Contract execution, per SOW section 3.44	$1,000 per business day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-35	Project Management: Communications Plan	A communications plan is due to the Department within 6 weeks of Contract execution, per SOW section 3.44	$1,000 per business day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-36	Project Management: Risk Management Plan	A risk management plan is due to the Department within 6 weeks of Contract execution, per SOW section 3.44	$1,000 per business day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-37	Project Management: Requirements Management Plan	A requirements management plan is due to the Department within 6 weeks of Contract execution, per SOW section 3.44	$1,000 per business day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-38	Project Management: Disaster Recovery Plan	A disaster recovery plan is due to the Department within 3 months of Contract execution, per SOW section 3.44	$1,000 per business day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.

SCS Service	SLA Number	Deliverable	Performance Metric	Financial Consequence There is no cap to the financial consequences unless otherwise stated herein.	SLA Details, Measurement and Performance Criteria
	SLA-39	Project Management: Project Management Implementation Phase Schedule	After the acceptance of the Project Charter, a Project Management Implementation Phase Schedule is due to the Department bi-weekly, per SOW section 3.44	$250 per business day	Beginning after acceptance of the Project Charter, the SLA clock starts on the first day of the two week period and stops when the Department accepts the deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-40	Project Management: Project Tracking Logs	After the Project Kickoff Meeting, Project Tracking Logs must be submitted to the Department bi-weekly, per SOW section 3.44	$250 per business day the tracking logs are not submitted. There is no cap.	Beginning after the project kickoff meeting, the SLA clock starts on the first day of the two calendar weeks and stops when the Department receives the deliverable. The clock for this SLA resets every two weeks.
	SLA-41	Project Management: Project Status Reports	After the Project Kickoff Meeting, Project status reports must be submitted to the Department weekly, per SOW section 3.44	$250 per business day the project status reports logs are not submitted	Beginning after the project kickoff meeting, the SLA clock starts on the first day of the two calendar weeks and stops when the Department receives the deliverable. The clock for this SLA resets every two weeks.
	SLA-42	Contract Management: Operations Guides	Operation Guides must be provided to the Department within 3 months of Contract execution, per SOW section 3.44	$250 per business day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-43	Project Management: Project Closure Documentation	A project closure document must provided to the Department within one month from the close of the Project Implementation Phase, per SOW section 3.44	$250 per business day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-44	Project Management: Implementation-Plan	A project implementation plan must be provided to the Department within 6 weeks of Contract execution, per SOW section 3.44	$1000 per business day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-45	Project Management: Individual Customer Specific Migration Plans	A Individual Customer Specific Migration Plans must be provided to the Department within 4 weeks of written notification of the Contractor's receipt of requirement, per SOW section 3.44	$500 per business day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-46	Project Management: Services Infrastructure Checklist	A services infrastructure checklist must have all items completed and be accepted by the Department within the timeline agreed in writing, per SOW section 3.45	$10,000 per day	The SLA clock starts in accordance with the timeline in the final agreed Implementation Plan and stops when the Department accepts the infrastructure checklist as complete.
	SLA-47	Contract Management: Final Staffing Organization Chart	The final Staffing Organizational Chart shall be submitted to the Department no later than 30 days from Contract execution	$1,000 per business day	The SLA clock starts upon Contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-48	Contract Management: Filling Vacancies in Required Key Staff Positions	Key Staff positions will be filled within 90 days of vacancy or within the timeframe established by the Department after a waiver of the 90 day allowance, per SOW section 2.1	$250 per business day	The SLA clock starts upon vacancy of the key staff position, and stops when Contractor demonstrates to the Department the position is filled. The SLA clock is on hold in the event the Department invokes its right to review and approve a candidate to fill a vacant key staff position.
	SLA-49	Contract Management: Remedy Identified Staff Deficiencies	Contractor must remedy the Department identified staffing deficiencies within 90 days of receipt of notice receipt	$250 per business day	The SLA clock starts upon Contractor's receipt of a written notice from the Department identifying staffing deficiencies and stops when Contractor demonstrates to the Department the position is filled. The SLA clock is on hold in the event the Department invokes its right to review and approve a candidate to fill a vacant key staff position.

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May 13, 2020

Jesse Marks
Procurement Officer
State Purchasing
Florida Department of Management Services
4050 Esplanade Way, Suite 360G
Tallahassee, FL 32399-0950

Dear Ms. Marks,

AT&T values the relationship with the State of Florida / Department of Management Services and responds to the State of Florida DMS Request for Best and Final Offer regarding ITN DMS-17/18-004 for SUNCOM Communication Services. In addition, AT&T accepts the attached BAFO Attachment B – Final Contract and Attachment C – Final SLA document – both included with our response per DMS instructions.

As a trusted business partner with the State of Florida for many years, our recent work in support of the State's COVID-19 response incudes:

1. Rapid deployment of HVS soft clients to support State of Florida remote workers.
2. AT&T FirstNet timely activations for front-line/first responders as well as AT&T wireless mobility/Wi-Fi support for various agencies and Governor's office.
3. Augmented/Increased local access trunking for Tallahassee in support of the unprecedented call volume from other areas of the State.
4. Consulted with DEO on their IPTF to assist in the unprecedented volume of unemployment claims during this crisis.
5. AT&T State of Florida president serving on Governor's reopen Florida Task Force.

Our experience with the unprecedented call volume impact with COVID-19 on the voice network has led to a revised AT&T engineering & design strategy within this BAFO, including additional capacity in preparation for any significant traffic demands on the voice network in the future.

AT&T and our partners are committed to providing innovative communications solutions to the State of Florida's evolving needs. We look forward to working together on contract execution and SCS implementation in support of the State.

Sincerely,

Danny R. Adams

Danny R. Adams
AT&T Client Solutions Executive
850-617-1864
DA3525@att.com

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AT&T Response to Florida Department of Management Services' Final Statement of Work ITN # DMS-17/18-004 for SUNCOM



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Connecting Your World

AT&T Response to Florida Department of Management Services' Final Statement of Work ITN # DMS-17/18-004 for SUNCOM Communication Services

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Proposal Validity Period—The information and pricing contained in this proposal is valid for a period of 365 days from the date written on the proposal cover page unless rescinded or extended in writing by AT&T. While submission of this proposal does not obligate either party to enter a contract of any kind, upon being selected as your vendor under this RFP, AT&T will work cooperatively to negotiate provisions required for compliance with the RFP as responded to by AT&T. AT&T is open to incorporating the terms of the RFP, as responded to by AT&T, into the final contract, however, the final negotiated contract documents would take precedence over the RFP and Response documents. The pricing submitted in the Response assumes the use of the Proposed Contract Documents as part of any final, negotiated contract. Additionally, any Customer purchase orders issued for services as provided under this RFP must clearly provide that the purchase is made via the mutually agreed contract and not subject to the preprinted terms of that purchase order form. Any third-party software used with the Services (as defined in the Proposed Contract Documents) will be governed by the written terms and conditions of the third-party software supplier's software license documentation applicable to such software. Title to software remains with AT&T or its supplier. Customer as the licensee will be bound to all such terms and conditions, and they shall take precedence over any agreement between the parties as relating to such software. **Proposal Pricing**—Pricing proposed herein is based upon the specific product/service mix and locations outlined in this proposal, and is subject to the proposed terms and conditions of AT&T unless otherwise stated herein. Any changes or variations in AT&T proposed terms and conditions and the products, length of term, services, locations, and/or design described herein may result in different pricing. **Copyright Notice and Statement of Confidentiality**—© 2019 AT&T Intellectual Property. All rights reserved. AT&T, the Globe logo and other marks are trademarks and service marks of AT&T Intellectual Property. All other marks are the property of their respective owners. The information contained herein is not an offer, commitment, representation or warranty by AT&T and is subject to change. The contents of this document are proprietary and confidential and may not be copied, disclose or used, in whole or in part, without the express written permission of AT&T, except to the extent required by law and insofar as is reasonably necessary in order to review and evaluate the information contained herein.

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FLORIDA DEPARTMENT of management SERVICES
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Ron DeSantis, Governor

Jonathon R. Satter, Secretary

ATTACHMENT A –

FINAL STATEMENT OF WORK

FOR

SUNCOM COMMUNICATION SERVICES

ITN NO: DMS-17/18-004

INVITATION TO NEGOTIATE

THE STATE OF FLORIDA

DEPARTMENT OF MANAGEMENT SERVICES

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1. Statement of Work

1.1 Introduction

The Department of Management Services (DMS or the Department) is seeking to procure through this Invitation to Negotiate (ITN), Unified Communication (UC) Services, Session Initiation Protocol (SIP) Trunking Services, Contact Center Services, Legacy Local Access (Centrex) Services, and other related communication services and features. Hereinafter these will be collectively known as SUNCOM Communication Services (SCS). This procurement is intended to establish a multi-year Contract or Contracts which meet the goals of the ITN stated in section 1.4. Any contracted SCS services will be available for use by state agencies, political subdivisions of the state, municipalities, and nonprofit corporations in accordance with Chapter 282, Florida Statutes (F.S.).

This Attachment A – Final Statement of Work (SOW), contains operational and administrative objectives for SCS that will form the requirements for implementation and on-going support under any Contract resulting from this ITN.

This SOW is intended to reflect the requested service components DMS is seeking the Respondent to offer for SCS. The SOW includes references to service components that "must", "shall", or "will" be delivered; however, these SOW references to "must", "shall", "will" and "minimum requirements" will not affect DMS's determination of a Respondent's responsiveness. DMS intends for these SOW references to become mandatory at the time of Contract execution (as reflected in DMS's Request for Best and Final Offer). However, these SOW references may be subject to negotiation during the procurement and will be resolved through the terms of DMS's Request for Best and Final Offer.

The Request for Best and Final Offer may also identify contractual requirements in place of previous requests for responses. For example, the word 'should' may be replaced by the word 'must' in the final SOW prior to contract execution where applicable.

If more than one Contract is awarded, then the use of the terms "Contract," "Contractor," "Response," and "Respondent," include the plural when applicable.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

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1.2 Instructions for Replies

The SOW contains response blocks where Respondents are to detail their replies or Respondents may attach a narrative with a reference to the corresponding SOW subsection. Base responses on the information provided in the applicable subsections and response blocks regarding operational and administrative processes and other aspects of the proposed services.

Failure to respond to any response block seeking a response will not be used to determine responsiveness. Respondents should provide responses to all response blocks seeking a response in the SOW. Respondents should provide responses for the Service Categories for which they are seeking to provide services.

If the Respondent is seeking to provide a Service Category, they should provide responses as requested. If the Respondent inserts "N/A" or leaves a block blank, they will receive zero points for that subsection. If the Respondent is not seeking to provide a Service Category, it should respond "N/A" and will receive a score of zero for those responses. Replies are to be submitted in accordance with the ITN.

The response blocks may contain approximate word counts in brackets, e.g., [Enter the response here – XXX words]. The word counts are provided as guidance to the length of the expected response; the word counts are neither minimum nor maximum limits.

See section 3.7, Tab 4, of the ITN for instructions on replying to the SOW.

By submitting a Reply to this ITN, the Respondent affirms that it has read, understood, and will comply with all of the statements, terms, and conditions contained in the SOW.

Do not provide pricing information in any SOW response block. Respondent is to submit pricing information in the Attachment G – Component Price Sheet and the Vendor's Service Catalog, separate from the response to the SOW in accordance with instructions in the ITN.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

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1.3 Terminology

Various terms are provided in Attachment F – Definitions and Acronyms. Acronyms are generally expanded on first use.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

1.4 Service Objectives

This SCS procurement is envisioned to result in a Contract with a Contractor to provide secure, reliable, interoperable, scalable, manageable, feature rich, affordable, and advanced communications services for SUNCOM users.

SCS Customers range in size from small to very large with a wide diversity of communications requirements to meet their business needs. Respondents are therefore encouraged to offer more than one manufacturer platform (system) option.

While the word "system" is used within the SOW, DMS intends to contract for communications services. Individual devices, systems, and components are used to provide the various SCS.

The following are SCS objectives:

1. Provide migration and transition support for Customers from existing services to SCS.
2. Provide Single-tenant and Multi-tenant services.
3. Provide services using standards and designs detailed in the SOW, and increase integration of services.
4. Provide proactive service monitoring capabilities and tools to monitor service levels.
5. Provide inherent flexibility in services and equipment to keep pace with rapidly evolving technologies.
6. Provide services with a minimum 99.95% availability(uptime).
7. Provide accurate and simple invoicing.

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No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

1.5 Updates to Services or Equipment

DMS anticipates the service's capabilities will change over the term of the Contract and should be flexible to remain current throughout the life of the Contract. Changes in services, features, equipment, or technology offered by Contractor in the same, alternative, or equivalent form and within the scope of the Contract are permissible updates. Updates may be prompted by the Contractor, DMS, or Customers. At DMS's sole discretion, updates may require a Contract amendment, and any updates will not be incorporated into the Communications Service Authorization and Billing (CSAB) system without DMS's approval. The CSAB is discussed in detail in section four (4).

When requested by DMS, the Contractor shall provide documentation on the proposed updates. This may include market research, service, equipment, and commodity specifications, industry research, and any other documentation requested by DMS. DMS may review information from Contractor, or any other source it deems necessary and appropriate.

For updates, Contractor will at a minimum include individual pricing, and may also include bundled pricing, or bundled pricing with existing services. All elements required by section 3.11 of the ITN shall be included in the proposed pricing for updates, unless waived by DMS. DMS will not deem the proposed pricing acceptable until and unless all the following criteria is met to its satisfaction:

1. The Contractor has substantially demonstrated the pricing is competitive to market rates.

2. The Contractor has fully demonstrated the pricing is related to and is in line with currently offered pricing for similar services and equipment within the CSAB Service Catalog.

3. Where applicable, Contractor has fully demonstrated that the same percentage discount off the Manufacturers Suggested Retail Price or Contractor's service price list, or greater, is applied to proposed equipment pricing for similar equipment, and proposed service pricing for similar service.

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4. The Contractor has fully demonstrated the pricing will be in accordance with Contract section3.3(b) Preferred Pricing, not exceeding, on an aggregate basis, the pricing offered under comparable contracts for public entities.

5. The Contractor shall not increase the pricing of any existing equipment, services, service packages, service bundles, or service options.

6. Contractor will not request, and DMS will not approve, charges for non-chargeable items contemplated in section 3.5 Technology Refresh.

7. DMS is solely responsible for the final determination on the fulfillment of the above criteria, and on accepted pricing.

If applicable, all SCS Contractors will be given the same opportunity to offer the updated, or new related service.

DMS will determine if the current Service Level Agreements (SLAs) for the CSAB Service Catalog update are appropriate and applicable, or determine new SLAs, which will become part of the Contract through a Contract amendment.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

1.6 MyFloridaNet

MyFloridaNet (MFN) and MyFloridaNet-2 (MFN-2) are the State's Multiprotocol Label Switching data networks. Generally, throughout the SOW, MFN is used as a generic term for both MFN and MFN-2. MFN allows State agencies and other authorized users to communicate with each other as well as SCSContractors. Information about MFN is available at: https://www.dms.myflorida.com/business_operations/telecommunications/suncom2/data_services/myfloridanet

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

1.7 Current SUNCOM Voice Services

DMS currently manages the portfolio of voice services listed below.

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1. Centrex
2. Hosted Voice over Internet Protocol(VoIP)
3. Premises-based Telephony Equipment Services
4. SIP Trunking
5. Audio Conferencing
6. Web Conferencing
7. Long Distance
8. Toll-Free
9. Contact Center.

See Attachment E – SUNCOM Voice Services for Calendar Year 2016, for information regarding 2016 contract spend for the above services.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

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2. Staffing

The Contractor shall provide sufficient, qualified personnel to oversee and carry out the services of this Contract.

The term "Contractor staff" includes all staff employed by the Contractor and by its subcontractors relevant to the Contract.

2.1 Contractor Staffing Responsibilities

1. The Contractor staff responsibilities include conducting all components of the Contract in a timely, efficient, productive, consistent, courteous and professional manner as representatives of the State.

2. The Contractor staff shall devote the time and resources necessary to successfully manage the State of Florida account, including being available for telephonic, email and on-site consultations.

3. The Contractor shall provide each Contractor staff member orientation and training on all components of the Contract prior to working on any component of the Contract. Documentation of this training shall be provided to DMS upon request.

4. The Contractor shall be required to employ the required key staff position described in this SOW.

5. It is understood and agreed that from time to time a vacancy may occur in required key staff positions. For purposes of this Contract, a vacant position is defined to occur when the position is not initially filled, the employee assigned to the position has resigned, been terminated, reassigned, or is filled with a person who does not possess the minimum qualifications required to perform the job duties. A vacancy does not occur when an employee is temporarily absent due to vacation, sick leave, or other temporary leave condition such as training. In the case of a vacancy, the Contractor may arrange for the job duties to be provided by another employee who meets the minimum job qualifications until this position is filled. However, a temporary assignment will not put the SLA clock on hold.

6. The Contractor agrees to fill all required key staff positions within ninety (90) days after the date upon which the position becomes vacant, and within thirty (30) days from Contract execution. The Contractor may request a waiver from DMS if it believes it has good cause to not fill a required key staff position within the ninety (90) days allowance. Contractor will submit waiver requests to the DMS Contract

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Manager. DMS will review the requests on a case-by-case basis and respond within a reasonable timeframe. DMS reserves the right for final determination on all waiver requests. Positions not filled within the ninety (90) day timeframe, or otherwise waived by DMS, will incur an SLA violation.

7. The Contractor shall notify DMS of any vacancy of a required key staff position within two (2) weeks of the vacancy occurring.

8. The Contractor will only fill required key staff positions with persons that fulfill the minimum job qualifications set forth in this SOW section 2.

9. DMS reserves the right to review and approve candidates being considered by the Contractor for employment for a required key staff position described in this Contract.

10. DMS will have the right to request the replacement of any staff who serve in a required key staff position, as part of the Customer Support Team, or part of the Network Operations Center (NOC) or Security Operations Center (SOC) staff and Contractor will remove such staff within thirty (30) calendar days' or earlier upon DMS's notice to Contractor.

11. The Contractor must provide a sufficient number of Contractor Staff to handle the workload projected for the start of the Contract and shall be scalable and flexible, so it can be adapted as needed.

12. The Contractor must develop and maintain a final Staffing Organizational Chart that includes all staff resources that will be assigned to all components of the Contract to be approved by DMS no later than thirty (30) calendar days from Contract execution. The final Staffing Organizational Chart must contain names, titles, and number of staff (full- time and part-time) proposed to support the State of Florida. The Contractor's final Staffing Organizational Chart shall include a justification for the number of staff, the percentage of time each staff person will devote to the Contract.

13. In the event DMS determines the Contractor's staff or staffing levels are not sufficient to properly complete the services specified in this Contract, it shall notify the Contractor in writing. The Contractor will have ninety (90) calendar days to remedy the identified staffing deficiencies.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this subsection.

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2. Provide a detailed description of the following:

    a. How Respondent will ensure the dedication of its proposed required key staff positions, including the proposed percent of time dedicated to DMS;

    b. How Respondent will be prepared at all times to recruit credentialed, appropriately licensed and highly qualified staff;

    c. Respondent's orientation and training for Respondent's staff assigned to this Contract;

    d. How Respondent will ensure it employs all required positions and that there are sufficient staff to complete all requirements initially and throughout the duration of the Contract resulting from this ITN; and

    e. Respondent's recruitment process for Respondent's staff assigned to this Contract.

[Enter response here – 1,500 words]

AT&T Response:

1. Describe in detail the proposed offering for this subsection.

AT&T will staff the SCS ITN with qualified personnel and talent to meet the requirements of the ITN. It is our intent to use as many resources currently engaged with DMS in providing MFN-1 and the existing voice services as possible based on their State of Florida experience. AT&T has teamed with Hayes e-Government Resources to help deliver services as defined in Categories 1 through 4, and in addition to help staff a team of professionals that will support the required key staff positions listed in 2.2 through 2.8.

AT&T will provide sufficient, qualified personnel to oversee and deliver the services proposed in the Reply. We have extensive, decades-long experience with providing the State and its end-users with voice services across many technology platforms.

AT&T personnel are provided extensive orientation and training on products and services, but also compliance training centered on doing business with government. In addition, the staff supporting the AT&T reply are familiar with the CSAB system, and interact daily with the DMS staff to ensure services are implemented properly.

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AT&T maintains a deep bench of personnel across the State of Florida and has engaged Hayes as a subcontractor to bring additional flexibility to expand and contract staff as required.

AT&T will provide a final staffing / organizational chart within 30 days of contract award, as required.

2. Provide a detailed description of the following:

   a. How Respondent will ensure the dedication of its proposed required key staff positions, including the proposed percent of time dedicated to DMS;

The AT&T response to Section 2 Staffing provides details on the roles that will be staffed and designated for the State ITN contract, including but not limited to Account Manager, Project Manager, Business Operations Manager, Engineering and Design Manager, Operations and Security Manager, NOC & SOC staff and Customer Support Team. Many of the named resources will be familiar to DMS as experienced and trusted AT&T Tallahassee-based employees. The Account Manager title will encompass three individuals, all 100% dedicated to the State of Florida; in addition the Business Operations Manager and Engineering and Design Manager are also 100% designated to the Contract. As noted, the Customer Support and NOC-SOC staff will be designated but not exclusive to the State.

   b. How Respondent will be prepared at all times to recruit credentialed, appropriately licensed and highly qualified staff;

Regarding recruitment of qualified staff, AT&T currently employs over 250,000 employees and is continually recruiting and training new talent across the company. We have a Business Sales Leaders Development curriculum for new college-hires to ensure they are trained and ready for success. Specific to the State of Florida, under the leadership of Erik Lindborg, we maintain a pipeline of internal and external candidates and routinely review and update that list. In addition, the AT&T Human Resources organization maintains a database of current employee's competencies, skills, training, certifications and degrees, which provides a valuable and detailed searchable database of internal candidates.

   c. Respondent's orientation and training for Respondent's staff assigned to this Contract;

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Orientation and training specific to this ITN is incredibly important to maintain continuity and consistent delivery of services. AT&T provides government-specific training to all employees that may engage with or sell to a government entity. The AT&T Reply to this ITN includes personnel who are very familiar with DMS, CSAB, end users, agencies and the day-to-day operation of the Contract. As we make staff changes, for whatever reason, there is a smooth transition of responsibilities and a depth of DMS-specific knowledge within the AT&T team. More globally, AT&T has teamed up with University of Notre Dame to offer Data Science degrees, Oklahoma University to offer Data Science and Analytics, Georgia Tech for Analytics, and UTEP Master of Science in Systems Engineering.

d. How Respondent will ensure it employs all required positions and that there are sufficient staff to complete all requirements initially and throughout the duration of the Contract resulting from this ITN; and

AT&T is responding in a very deliberate and clear manner to ensure we meet the ITN requirements. We have provided detail on the staffing roles and responsibilities and have engaged our partner Hayes to help add depth and flexibility to meet the requirement from the award through contract completion.

e. Respondent's recruitment process for Respondent's staff assigned to this Contract.

AT&T maintains a robust and ongoing recruitment practices company-wide, including recruiting internal candidates for new assignment and external recruitment to ensure we have strong bench of talent. As described above in 2b, AT&T's recruitment practice is developed, in constant use and refinement. Specific to the State of Florida, we have internal candidates on a 'watch list' and utilize our employees, and partners for references of qualified personnel to refer to our AT&T Human Resources organization.

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"For a company to be its best, it needs strong, engaged talent at every level. And that requires a workforce, leadership team and board of directors as diverse and inclusive as the customers and communities it serves.

We take this very seriously at AT&T. We know that a diversity of perspectives, experiences and backgrounds is an incredibly powerful way to unlock new ideas and better understand the needs of others.

That's why we work so hard to recruit, develop and listen to diverse talent. Today, our workforce is nearly 44 percent people of color and 33 percent women. And our employee resource groups and employee networks are among the most engaged and effective anywhere."

Randall Stephenson, Chairman and CEO, AT&T.

2.2 Account Manager

Contractor shall assign a dedicated, but not necessarily exclusive, Account Manager as the primary contact for DMS, unless DMS determines an exclusive Account Manager is in DMS's best interest. This is a required key staff position.

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The Contractor is required to provide a full-time Account Manager for all contracted services. The Account Manager will be the senior manager primary contact with responsibility for all SCS issues, including, but not limited to, day-to-day coordination and resolution of all SCS activities. The Account Manager will be a senior staff member able to carry DMS concerns to the Contractor's management personnel. The Account Manager or designated backup(s) must be available twenty-four hours a day, 365 days of the year.

The Account Manager will be required to participate in all workgroups created by the Contractor or DMS related to SCS.

The Account Manager shall possess the following minimum qualifications:

1. Minimum three (3) years' experience working with government clients in a government account management or sales role.

2. Knowledge of government business practices, which is inclusive of State of Florida practices and practices of authorized users.

3. Minimum of three (3) years' work experience in the telecommunications industry.

4. Strong verbal and written communication skills, including the ability to communicate effectively at all levels of the organization.

2.3 Project Manager

Contractor shall assign a dedicated, but not necessarily exclusive, Project Manager unless DMS determines an exclusive Project Manager is in DMS's best interest. This is a required key staff position.

The Project Manager shall to oversee and take on the responsibility for the success of all projects. Projects include, but are not limited to, Contract Implementation and Migration, agency specific Implementation and Migration. This individual will be the single point of contact to the State coordinating all work and communications with DMS. This individual will manage and direct the planning of the Contractor's staff and resources.

The Project Manager will participate in various SCS workgroups.

The Project Manager shall possess the following minimum qualifications:

1. Ability to be responsible for all aspects of any projects related to this Contract.

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2. Ability to lead and direct teams to deliver projects within the constraints of schedule, budget and resources.

3. Demonstrate sufficient knowledge and experience to appropriately apply a project management methodology to projects

4. Experience using Microsoft Project and the ability to keep all projects updated frequently and accurately.

5. Currently holds either Project Management Professional certification from the Project Management Institute, a Certified Scrum Master from Scrum Alliance, CompTIA Project+ certification from CompTIA, a Lean Six Sigma certification, or other equivalent project management certification approved in writing by DMS.

2.4 Business Operations Manager

Contractor shall assign a dedicated, but not necessarily exclusive, Business Operations Manager unless DMS determines an exclusive Business Operations Manager is in DMS's best interest. This is a required key staff position.

The Business Operations Manager shall oversee business operations including billing, ordering, and related business operational procedures. The Business Operations Manager, acting as the DMS advocate, will be a Contractor senior staff member able to carry DMS concerns to the Contractor's management personnel. As the advocate, the individual must have the authority to direct the Contractor's staff to effect business operational procedures and related outcomes.

The Business Operations Manager will participate in various SCS workgroups.

The Business Operations Manager shall possess the following minimum qualifications:

1. Minimum three (3) years' experience working with Government clients.

2. Knowledge of government business practices, which is inclusive of State of Florida practices and practices of authorized users.

3. Strong verbal and written communication skills, including the ability to communicate effectively at all levels of the organization.

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2.5 Engineering and Design Manager

Contractor shall assign a dedicated, but not necessarily exclusive, Engineering and Design Manager unless DMS determines an exclusive Engineering and Design Manager is in DMS's best interest. This is a required key staff position.

The Engineering and Design Manager shall function as a single point of contact for all engineering and design issues. The individual will have responsibility to direct all aspects of engineering and design concerns for the service. The individual must have the authority to direct the Contractor's staff and subcontractors. The individual or a designated backup(s) must be available twenty-four hours a day, 365 days of the year as required to manage and oversee restoration of the service and respond to State requests.

The Engineering and Design Manager will participate in various SCS workgroups.

The Engineering and Design Manager shall possess the following minimum qualifications:

1. Minimum of three (3) years' experience leading an engineering team responsible for services similar in size and scope to SCS services

2. A Bachelor of Science degree or higher in an engineering discipline. Equivalent foreign degrees are also acceptable. Equivalent work experience of five (5) years is acceptable.

3. Five (5) years or more of engineering work experience.

2.6 Operations and Security Manager

Contractor shall assign a dedicated, but not necessarily exclusive, Operations and Security Manager unless the Department determines an exclusive Operations and Security Manager is in DMS's best interest. This is a required key staff position.

The Operations and Security Manager shall serve as the engineer capable of communicating with other engineers as needed to resolve day-to-day issues. The individual will communicate with DMS and engineers from other SUNCOM Contractors, if applicable, and subcontractors. The individual will function as a single point of contact for the day-to-day networking, service, and security issues, typically those involving real-time concerns. The individual must have the authority to direct the Contractor's staff. The Operations and Security Manager, or a designated backup(s), must be available

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twenty-four hours a day, 365 days of the year as required to manage the NOC and SOC concerns, and respond to State requests.

The Operations and Security Manager will participate in the various workgroups to accomplish SCS services.

The Operations and Security Manager shall possess the following minimum qualifications:

1. A Bachelor of Science degree or higher in a computer science, information technology, engineering, or similar discipline. Equivalent foreign degrees are also acceptable. Equivalent work experience of five (5) years is acceptable.

2. Five (5) years or more of work experience.

3. Experience with business continuity and disaster recovery, including experience in development of disaster recovery plans.

4. Experience with information security architecture and security tools.

5. Knowledge of telecommunications industry best practices for service performance and security, and applicable laws and regulations as they relate to security.

6. Knowledge of current technologies and processes used to establish and maintain networks with respect to security of SCS.

The Operations and Security Manager should possess the following minimum qualifications:

1. Preferred but not required to hold Certified Information Security Manager, Certified Information Systems Security Professional, or other industry recognized security certification.

2.7 Customer Support Team

The Contract shall provide a Customer Support Team, which is not required to be full-time or dedicated to this Contract. This team is not considered a key staff position or positions. The Customer Support Team shall be sufficiently qualified and trained to provide the following:

1. Timely Customer training by the Contractor’s team in reaction to changes in services and features offered.

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2. Resolve service requests timely

3. Full staffing for projects to implement new technologies, related services, and equipment features that are supported by the industry

4. Timely closure for operational changes

5. Meet all service delivery due dates

The Customer Support Team shall include at least one (1) named individual to act as the CSAB Administrator, with responsibilities described in SOW 4.7.1.

2.8 Network Operations Center and Security Operations Center Staffing

The Contractor shall provide NOC and SOC staffing, which are not required to be full-time or dedicated to this Contract. This staffing is not considered a key staff position or positions. The NOC and SOC staffing shall be sufficiently staffed, qualified and trained to provide the following:

1. Staffing for the NOC and SOC twenty-four hours a day, 365 days of the year.

2. Proactive NOC and SOC monitoring including issue resolution, as described in SOW subsections 3.24 and 3.25.

3. Staffing for the NOC and SOC that are certified, experienced, well-trained, and well-equipped professionals.

4. NOC and SOC staff access to Contractor's advanced research team that will assist in identifying threats and developing preventative counter measures based on information collected from monitoring events worldwide. The Contractor's advanced research team will consist of cyber threat researchers that are assigned to the pursuit of existing and emerging global cyber threats. The advanced research team will research the global landscape, perform in-depth analysis of emerging threats, and develop counter measures to protect SCS Customers.

Given the statements in 2.2 through 2.8:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

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2. Provide resumes of the required key staff positions. Resumes for the Customer Support Team and NOC and SOC are not required;

3. Provide a detailed description of how the Contractor will staff the Customer Support Team, the NOC, and the SOC.

4. Provide a proposed Staffing Organizational Chart, including all staff resources that are anticipated to be assigned to the Contract, including names, titles, and number of staff (full-time and part-time) proposed to support the State of Florida.

5. Describe Respondent's Proposed Customer Support Team model, including staffing levels, minimum qualifications, and average years of experience of the team.

[Enter response here – 500 words, not including resumes]

AT&T Response:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

AT&T will provide the appropriate level of skilled staff and sufficient skill-mix and job class to satisfy the performance terms and obligations of the agreement for services. In the interest of maintaining and enhancing the quality of our relationship, AT&T whenever reasonably possible will consult with DMS regarding the addition or changes in staffing. AT&T will take DMS's advice and consent into consideration in its efforts to maintain the best possible working relationship. Because we understand the importance of personalized service, we give you an account team of specialists who will design and implement your new solution. You will receive ongoing, coordinated support from your account team for all your AT&T services.

2. Provide resumes of the required key staff positions. Resumes for the Customer Support Team and NOC and SOC are not required;

Account Team: AT&T's State of Florida account team is led by James Doherty with Robert Gass and Danny Adams, under the leadership of Regional Vice President Erik Lindborg. This team meets the requirements of this ITN, and is dedicated exclusively to the State of Florida, with exception of Lindborg who has additional responsibilities.

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James Doherty – Sales Manager – AT&T Florida

Jim Doherty serves as the Sales Manager for AT&T's State, Local and Education (SLED) team responsible for servicing the State of Florida account. In his role, Jim provides strategic leadership and directs sales in the wireline, mobility, security, Internet of Things, and FirstNet lines of business. Our responsibility is to provide the State & its end-users with solutions that help solve problems, while helping ensure the safety of First Responders and serving the people of Florida. Jim has been with BellSouth / AT&T for 28 years in various roles, from sales, sales staff, cyber-security, sales management and deal strategy. He received an undergraduate degree from Florida Atlantic University in Boca Raton and a Master of Business Administration from Rollins College Crummer School of Management.

Robert Gass – Client Sales Executive – AT&T Florida Government Solutions

Rob Gass currently serves as a Client Sales Executive for AT&T Government Solutions dedicated to the State of Florida government account. His duties and responsibilities include the management of state agency accounts, focusing on locations throughout the state, outside of Tallahassee. Rob graduated with Honors from the University of Central Florida with a Bachelor of Science in Electrical Engineering in 1994. His telecom career began in 1995 with Sprint as a Central Office Engineer and later Data Network Engineer. Rob worked for two telecom equipment vendors before starting with BellSouth as a Network Sales Engineer in 1996 and becoming an account manager in 2010. He has eleven years' experience dedicated to the State of Florida government account. Certifications and training include CCNA, CCDA, CCDP, CCNP, BellSouth Data courses and Consultative Sales courses.

Danny Adams – Client Sales Executive – AT&T Florida Government Solutions

Danny Adams currently serves as a Client Solutions Executive for AT&T Public Sector Solutions, dedicated to the State of Florida government account. His duties and responsibilities include the management of state agency accounts, as well as the primary point of contact for Department of Management Services in Tallahassee, Florida for wireline voice and data network services. Danny graduated from Florida State University, College of Business, with a B.S. in Marketing Management.

Danny began his Telecom career in 1989 with U.S. Sprint, later to become Sprint-United, Embarq Communications, and CenturyLink. Danny most recently joined the AT&T State of Florida account team. During his 29-year career with these organizations, Danny served in various customer service, technical client support and sales roles, supporting national accounts, multinational enterprise accounts, and government accounts, as the client's trusted advisor. Danny has been recognized during his career with multiple President's Club awards

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for service and performance, and continues to participate in sales, service and technical solutions training.

Project Manager: AT&T will assign AT&T Project Managers to projects associated with the SCS ITN on a case-by-case basis. AT&T's partner, Hayes e-Government Resources will provide a Project Manager as well to support the ITN. Assigned Project Managers will possess the qualifications per this ITN.

John Strobel - Director of Strategic Initiatives - Hayes e-Government Resources

John Strobel currently serves as the Director of Strategic Initiatives for Hayes e-Government Resources (Hayes) where he has been employed since 1988. At Hayes, John oversees the management of several groups, including the Hayes Network Operations Center (NOC) and Hayes Engineering and Engineering Support groups. At Hayes, John worked on several important projects for the State of Florida including the deployment, management, and maintenance of the State's MFN-1 Tampa node, the State's Broadband Service (RBS-1 and RBS-2), and the State's Secure Remote Access Service (VPN). John also served as the State's point of contact for oversite of these services, new product development, and escalation for the numerous years these contracts were in place. John attend Florida State University and majored in Computer Science from 1977 - 1980.

Business Operations Manager: AT&T has divided this role into two job functions. 1) Ordering Manager staffed by the AT&T Program Manager (name to be provided after contract award), and 2) Billing Expert. The selected will be completely qualified to support the SCS ITN.

Lead Billing Operations Manager – AT&T Finance

This resource serves as the primary billing manager with AT&T Finance for the State of Florida. This resource has been employed in the Telecommunications Industry for over 40 years with extensive experience in managing Network Services installations, Billing, and Customer Service at all levels of the AT&T customer base. This resource has supported the State of Florida contracts and services for over 17 years and is located in Tallahassee.

Project Management Professional (PMP) certification, August 2006

Six Sigma Green Belt

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James Marshall – Engineering and Design Manager

AT&T Senior Consultant James Marshall CCIE#16695 has 20 years of experience working in the information technology and telecommunications industries. James provides technical design and operational support for Government and Education accounts in the state of Florida. For the past ten years, James was one of two chief design architects for AT&Ts regional backbone in Florida the MyFloridaNet, FIRN, and was the chief architect of AT&T's Firewall in the Cloud offering for Florida K-12 clients. More recently, James has provided design and technical support for AT&T's integrated security in the cloud solutions for larger K-12 customers, cloud-hosted voice services, and cloud-hosted SIP-based PSTN services.

Operations and Security Manager: Hayes e-Government Resources will provide the Operations and Security Manager to support the SCS ITN. The Operations and Security Manager will be dotted-lined to the Engineering and Design Manager.

Ryan Harris – Network Security Engineer – Hayes e-Government Resources

Ryan Harris currently serves as a Network Security Engineer at Hayes e-Government Resources. His duties and responsibilities include the oversite, management, and enhancement of security engineering for the MyFloridaNet (MFN-1), as it relates to Vulnerability Assessment, Intrusion Detection, Firewall configuration and security architecture. Primary focus is directed toward Research and Development of current trends and best practices in Enterprise Infrastructure Security, as well as real-time monitoring and mitigation of network security issues. Ryan graduated from Florida State University with a bachelor's degree in Information Studies (IS), with a concentration in Information Systems, Web Development, and Research in 2003. Ryan began his full-time professional career in 2003 and currently has 16 years' experience in network management, security, and oversite. Certifications and training include GCFE GIAC Certified Forensic Examiner, GCED GIAC Certified Enterprise Defender, GMON GIAC Certified Continuous Monitoring, JNCIA Juniper Networks Certified Associate, MCSA Microsoft Certified Systems Administrator, and CompTIA Security Plus.

3. Provide a detailed description of how the Contractor will staff the Customer Support Team, the NOC, and the SOC.

[redacted] NOC will be staffed with additional resources to meet the SOC requirements of the SCS ITN. This NOC/SOC will

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serve as the SPOC for all SCS ITN operational support issues and will coordinate within AT&T as appropriate.

4. Provide a proposed Staffing Organizational Chart, including all staff resources that are anticipated to be assigned to the Contract, including names, titles, and number of staff (full-time and part-time) proposed to support the State of Florida.

Please refer to item 2 above. All key Positions are named, with the exception of the AT&T Program Manager.

5. Describe Respondent's Proposed Customer Support Team model, including staffing levels, minimum qualifications, and average years of experience of the team.

Customer Support Team: AT&T will continue to leverage the State of Florida Customer Care Support Center in Sunrise, Florida to meet the requirements of the SCS ITN. This center has been providing Customer Care Resources for the State of Florida MFN-1 for many years and meets the requirements of the SCS ITN.

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3. General Services and Features for SUNCOM Communication Services

3.1 Applicability of Subsections

The subsections below will be applicable to all four Service Categories, unless stated otherwise in that subsection. Evaluation scoring for SOW section 3 will not be affected by whether Respondent offers four (4) or fewer Service Categories. Responses to subsections within SOW section 3 should not include any discussion of proposed Local Area Network (LAN) Support Services as described in SOW section 5.4.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.2 Operating In a Production Environment

The following are minimum requirements:

With the exception of the interfaces to CSAB and MFN, all proposed services, must be operating in a production environment.. Any new services proposed by the Contractor after the completion of the Implementation Phase must be operating in a production environment. A production environment is a setting where the Contractor can demonstrate their services in operation and are able to be viewed by or demonstrated to DMS' satisfaction. This will be provided at no cost to the State. There is no requirement that these proposed services be operating in the same (single) production network.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.3 Flexibility to Quickly Modify Services

Contractor will provide the following in its delivery of the services and features for SCS:

1. A flexible administration of SCS services.

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2. Prompt service updates, maintenance, modifications, and customizations.

3. Technically flexible designs, systems, and services

4. Mitigation of performance issues in real-time, using all technical and administrative modifications necessary, and will respond to DMS direction in doing so for customers.

5. Mitigation of security issues in real-time, using all technical and administrative modifications necessary, and will respond to DMS direction in doing so for customers.

6. The Contractor shall provide the Department with written notification of required maintenance a minimum of ten (10) calendar days before scheduled maintenance is to take place.

Given the statements in this subsection:

1.Describe how the Contractor will be flexible in its approach to delivering SCS services, in a manner that will minimally affect customer operations, including: maintenance windows, notification of maintenance, updates, performance and security issues, customer concerns, and customer requests.

[Enter the response here - 250 words]

AT&T Response:

1. Describe how the Contractor will be flexible in its approach to delivering SCS services, in a manner that will minimally affect customer operations, including: maintenance windows, notification of maintenance, updates, performance and security issues, customer concerns, and customer requests.

AT&T will provide flexibility in its approach to the administration of SCS services with the goal of minimizing customer operations. We plan to accomplish this through several developed processes, including using prescheduled maintenance windows to allow for minimally impacting upgrades, network grooming and standard maintenance.

AT&T's response in Section 2 Staffing also provides an experienced Engineering and Design Manager as well as 24x7x365 NOC and SOC support to address real-time

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performance and security issues, concerns and requests. AT&T also provides a designated AT&T-badged Service Manager for the State of Florida, who is also reachable 24x7x365.

Often, but not always, scheduled maintenance windows are overnight Saturday to Sunday morning which presents the least intrusive time of day.

An example from the AT&T Global IP Voice Service, Service Guide:

"AT&T will carry out routine health checks and management tasks to ensure AT&T is delivering the highest standard of Global IP Voice Service to Customer.

[redacted]

Per the clarification response to DMS, [redacted]

[redacted] Completeness of Proposed Solutions

Respondents are responsible for the completeness of their proposed solutions in their Reply and in response to any Customer work orders or unique service requests, including all equipment, software, operational management, and IP network connectivity. Completeness will be determined by either the Department or by the Customer, as appropriate. All aspects of integration, performance, and back-office administrative functions are the responsibility of each Contractor, including functions provided by their subcontractor. Contractor is responsible for verifying that all equipment, software, systems, and services, as implemented, are compatible when integrated with Customer systems.

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No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.5 Technology Refresh

This subsection is applicable to all proposed functionality except Service Category 4, Centrex.

The Contractor will provide technology refresh, which means providing the latest software and hardware releases, including updates and patches (excluding desktop equipment). With the exception of hardware costs listed in the CSAB Service Catalog, refresh is to be provided at no cost to the State. Technology Refresh is applicable once a Customer migrates to SCS.

The following is a minimum requirement:

1) The Contractor must refresh hardware and/or software provided by the Contractor under the SCS Contract before the End-of-Life date from the original equipment manufacturer provided by the Contractor.

Given the statements in this subsection:

1. Describe how technology refresh will be provided, including software and hardware.

2. Propose a process for technology refresh, which includes a description of ensuring a timely refresh of hardware and software.

[Enter the response here – 1,000 words]

1. Describe how technology refresh will be provided, including software and hardware.

AT&T has proposed managed services to the State for the SCS ITN contract. As such, AT&T maintains responsibility for technology refresh as part of the managed service offered to our customers. The technology refresh occurs as needed, and if necessary, maintenance notifications are sent, and the refresh occurs during a scheduled

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maintenance window. There is no additional price to the State for technology refresh activities that occur associated with the managed services.

2. Propose a process for technology refresh, which includes a description of ensuring a timely refresh of hardware and software.

AT&T understands the significant scope of what will be required to maintain a high-level of performance and integrity of the SCS network. During the many years AT&T provided MFN-1 services, we have demonstrated the ability to develop and put into practice, a documented upgrade policy that has been applied to all components of the MFN-1 infrastructure. From the assimilation of next generation Ethernet access, to the latest in security feature functionality, AT&T and DMS have collaborated to assure a refresh approach that meets the needs of DMS and its customers. AT&T will continue a joint effort with DMS for SCS that will provide a stable, supportable infrastructure to the entire SCS customer base.

3.6 Standards

This subsection is applicable to all proposed functionality except Service Category 4, Centrex.

Contractor is required to comply, at a minimum, with the following standards and subsequent updates for IP-based communications at no additional cost to the Customer:

1. Real-Time Transport Protocol(RTP)
2. RTP Control Protocol 3. H.323
4. Transmission Control Protocol/Internet Protocol
5. Simple Mail Transfer Protocol
6. Post Office Protocol (version3)
7. Internet Message Access Protocol (version4)
8. Lightweight Directory Access Protocol
9. Resource Reservation Protocol(RSVP)
10. Session Initiation Protocol

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11. Session Description Protocol
12. Secure Real-Time Transport Protocol 13. G.711/G.722/G.729 (Audio Codecs)
13. ITU-T standards for G.711/G.722/G.729 (Audio Codecs)
14. H.263/H.264 (Video Encapsulation)
15. Internet Engineering Task Force (IETF) Request For Comment (RFC)6716
16. Distributed Services Code Point
17. Link Layer Discovery Protocol
18. Transport Layer Security
19. Network Address Translation (NAT)
20. Interactive Connectivity Establishment, Session Traversal Utilities for NAT (STUN), and Traversal Using Relays around NAT
21. Web Real-Time Communications (WebRTC)
22. All standards for any application underlying SCS access and transport services
23. SIP connect Version 2.0 and updates.
24. National Institute for Standards and Technology SP 800-58: Security Considerations for Voice Over IP Systems
25. 21st Century Communications and Video Accessibility Act of2010
26. Institute of Electrical and Electronic Engineers802.3

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.7 Emergency Services

Emergency services are a crucial aspect of SCS.

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3.7.1 911 / E911

Contractor is required to fully comply with federal and state mandated emergency service requirements, including 911 and E911 services, at no additional cost to the Customer.

Contractor shall set up Customer number and location information (Automatic Number Identification and Automatic Location Identification) in the appropriate 911/E911 location database when services are provisioned.

Contractor shall provide timely updates to Customer locations in the 911/E911 location database.

Given the statements in this subsection:

1. Describe the process and time required to update Customer locations in the 911/E911 location database.

[Enter the response here – 250 words]

AT&T Response:

1. Describe the process and time required to update Customer locations in the 911/E911 location database.

With regard to categories 1 and 2, AT&T handles 911/E911 database changes, as follows:

[redacted]

Kari's Law – AT&T has verified that the E911 service offered in this ITN meets the requirements of Kari's Law.

[redacted]

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[redacted]

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[redacted]

3.7.2 Department of Homeland Security Programs

The Department of Homeland Security Office of Emergency Communication (the Office) collaborates with the public and private sectors to ensure the national security and emergency preparedness communications community has access to priority telecommunications and restoration services to communicate under all circumstances. The Office manages the Government Emergency Telecommunications Service (GETS), Wireless Priority Services (WPS), Telecommunications Service Priority (TSP), and Next Generation Network Priority Service (NGN- PS) programs.

The following are minimum requirements:

1. Contractor shall participate in programs such as TSP, GETS, WPS and NGN-PS in support of Florida's emergency preparedness efforts. See https://www.dhs.gov/oec-communications-portfolio-management.

Given the statements in this subsection:

1. Describe the proposed functionality to address the elements of this subsection.

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2. Describe how the Respondent's will participate in programs such as TSP, GETS, WPS and NGN-PS, plus other federal and state mandated emergency programs during the life of the contract.

[Enter the response here – 500 words]

AT&T Response:

1. Describe the proposed functionality to address the elements of this subsection.

AT&T has participated in and will continue to participate in the US Department of Homeland Security Programs such as TSP, GETS, and WPS. Please note that TSP service requires the State to place an order for TSP and the associated price will be invoiced for the service.

2. Describe how the Respondent's will participate in programs such as TSP, GETS, WPS and NGN-PS, plus other federal and state mandated emergency programs during the life of the contract.

AT&T has participated in and will continue to participate in the US Department of Homeland Security Programs such as TSP, GETS, and WPS. Please note that TSP service requires the State to place an order for TSP and the associated price will be invoiced for the service.

The Telecommunications Service Priority (TSP) System provides a coding scheme for the priority provisioning and restoration of National Security Emergency Preparedness (NSEP) telecommunications services. NSEP telecommunications services are those services critical to the maintenance of a state of readiness or response to and management of any event or crisis that causes or could cause harm to the population, damage property, or threaten the security of the United States.

The TSP system is the regulatory, administrative and operational system authorizing and providing priority treatment of NSEP telecommunications services. TSP provides the framework for telecommunications vendors to initiate, restore or otherwise act on a priority basis to ensure effective NSEP telecommunications services.

FIRSTNET: Built with AT&T

For the NGN-PS, AT&T FirstNet is a newer program where AT&T is building unique, purpose-made solutions exclusively for the public safety community. The 25-year contract includes a $40B investment into FirstNet network by AT&T to provide a single, nationwide, interoperable, broadband network with priority and preemption 24x7x365. FirstNet is expected to create 10,000 U.S. jobs over the next two years. This standard represents the best available large-scale LTE network in the world today.

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A FirstNet solution includes:

- An unthrottled Evolved Packet Core (EPC) network that enables public safety voice, text, or data communications for receiving priority and pre-empt non-critical communication
- A network backbone that supports integration with Next Generation 9-1-1 and Smart Cities public safety applications
- A dedicated public safety application store that offers certified, public-safety relevant, highly secure, and interoperable applications
- A broad portfolio of public safety devices and a robust and highly secure device ecosystem enabled for multiple bands, including Band 14
- Local control capabilities to help agency administrators manage applications, users, and priority access to the network
- Ongoing consultations with states and public safety agencies to address evolving needs

In addition, AT&T worked closely with the State of Florida, DHS, and FEMA in responding to Hurricane Michael's devastating impact on the Panhandle. On May 16, 2019, we released the following announcement:

AT&T is the First Company Nationwide With Disaster Response Program Certified by Homeland Security, Designed to Keep Customers and First Responders Connected

Prioritizing first responder communications

We know how critical communications are to rescue and recovery efforts. That's why we partnered with the First Responder Network Authority (FirstNet Authority) – an independent agency within the federal government – to deliver the FirstNet communications platform to public safety. FirstNet gives first responders the unthrottled connectivity they need, no matter the emergency:

- **Priority & Preemption:** In emergencies and disasters, commercial networks can quickly become congested. That's why FirstNet is the only nationwide platform that gives first responders *always-on* priority and preemption. It puts them at the front of the "communications line," prioritizing their access to the network.
- **Greater Command & Control:** Public safety agencies have access to 75 mobile cell sites that link to FirstNet via satellite and do not rely on commercial power availability. And, to give first responders greater command and control of their network, the FirstNet Response Operations Program aligns with the National Incident Management System to better guide the deployment of these assets.

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- **Enhanced Coverage and Capacity:** We've also deployed FirstNet Band 14 spectrum across 600+ markets nationwide. Band 14 is high-quality spectrum provided by the FirstNet Authority with special capabilities just for public safety. During an emergency, this band can be cleared and locked just for FirstNet subscribers. That means only those on FirstNet will be able to access that spectrum, further elevating their connected experience and emergency response. When not in use by FirstNet subscribers, AT&T customers can also enjoy Band 14's added coverage and capacity.

See Attachment tab following Section 2 for additional FIRSTNET details.

3.7.3 Emergency Support Function 2

DMS provides communications assistance during emergencies and disasters. DMS is the lead agency for communications under direction of the Florida Division of Emergency Management. Subsection 282.702(7), F.S., directs DMS to cooperate with any federal, state, or local emergency management agency in providing for emergency communications services.

DMS is the first point of contact for telecommunications service providers for equipment and services coordination to provide communications support statewide before, during, and after emergencies or disasters. The National Response Framework is part of the United States National Strategy for Homeland Security, which details fifteen (15) Emergency Support Function Annexes. In Florida, the Emergency Support Function 2 (ESF-2) consists of a dedicated team of telecommunications professionals with expertise in radio systems, voice/data/network communications, and project management.

Contractor is required to participate in ESF-2 activities and respond to the needs of the State of Florida accordingly.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.8 Long Distance Services

The following are minimum requirements for long distance service components:

1. The ability to dial domestic long distance in conformance with the 10-digit North American Dialing Plan.

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2. International long distance service that conforms to the international dialing plan of the International Telecommunications Union (ITU) for all international calls.

3. Traffic studies on all dedicated State of Florida facilities on a quarterly basis and/or upon DMS request.

4. The capability to route calls to an operator for assistance.

5. Answer supervision and disconnect supervision. The Contractor cannot bill for incomplete or hung calls. Billing must not start until the call is answered.

6. The capability to use authorization codes, whereby a Customer may place a long distance call from a different State line and charge that call to his or her line or account.

7. The addition of new Number Plan Area (NPA) codes and local Exchange Code (NXXs) within 24 hours. NPA and NXX changes must be made to the routing database prior to actual change.

8. The ability to block calls system-wide by NPA. DMS will not be liable for any charges associated with calls made to blocked NPAs and/or NXXs that DMS has requested. All calls to the 700 and 900 NPA and the 976 NXX group must be blocked by the Contractor, unless DMS requests otherwise.

9. The capability to drop all calls in excess of 299 minutes. The State will not be liable for charges associated with long duration calls in excess of 299 minutes. All calls are subject to further investigation for their validity. If proven to be invalid, the cost will be borne by the Contractor.

10. The ability to block calls with an invalid Automatic Number Identification (ANI). Contractor may screen and block such calls or modify the call setup to provide a main billing number which can be used by DMS for rebilling. The State will not pay the Contractor for calls that are made from an invalid ANI.

11. The ability to make and receive fax and modem calls.

12. Provision and activation of long distance services in a timely manner.

13. Restoration of services in a timely manner.

Given the statements in this subsection:

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1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

[Enter the response here - 1,000 words]

AT&T Response:

AT&T Business Long Distance (BLD) Outbound Calling Capability provides for the completion of domestic and international Long Distance calls for Business Customers via AT&T's telecommunications network. Service is available for use 24 hours a day, seven days a week, except that service to/from International locations may be restricted, from time to time, by the foreign company or administration providing service or by authorities in the foreign country.

Additionally, for customers who choose our SIP Trunking service, we have included unlimited domestic long distance in our rates. This not only removes the charges for domestic long distance but it simplifies billing for all parties involved.

1. The ability to dial domestic long distance in conformance with the 10-digit North American Dialing Plan.

AT&T long distance complies with this requirement.

2. International long distance service that conforms to the international dialing plan of the International Telecommunications Union (ITU) for all international calls.

AT&T long distance complies with this requirement.

4. Traffic studies on all dedicated State of Florida facilities on a quarterly basis and/or upon DMS request.

Traffic studies on voice transport services will be provided upon request from DMS. For long distance services, customers may find usage reports in the AT&T BusinessDirect® portal at any time.

5. The capability to route calls to an operator for assistance.

Operator assistance is offered under our UC, SIP Trunking, and Centrex services. It is not a feature of our Long Distance offer.

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6. Answer supervision and disconnect supervision. The Contractor cannot bill for incomplete or hung calls. Billing must not start until the call is answered.

AT&T Long Distance billing does not start until the call is answered and stops as soon as the call disconnects. Please note that answer and disconnect supervision are functions of the end-user equipment and not provided at the carrier level.

7. The capability to use authorization codes, whereby a Customer may place a long distance call from a different State line and charge that call to his or her line or account.

AT&T provides this capability. A customer may place a long distance call from a different State line and charge that call to his or her line or account by use of account codes.

8. The addition of new Number Plan Area (NPA) codes and local Exchange Code (NXXs) within 24 hours. NPA and NXX changes must be made to the routing database prior to actual change.

Additions to the Number Plan Area codes and local Exchange Codes are propagated, and all routing databases updated immediately upon implementation of those changes.

9. The ability to block calls system-wide by NPA. DMS will not be liable for any charges associated with calls made to blocked NPAs and/or NXXs that DMS has requested. All calls to the 700 and 900 NPA and the 976 NXX group must be blocked by the Contractor, unless DMS requests otherwise.

AT&T offers 700, 900 and 976 call blocking. Call Blocking is an optional feature that restricts access to 900/976 services provided by Interexchange Carriers (900) and Information Providers (976). Your PBX vendor can also block the dialing of these calls from their equipment and/or Hosted Services.

10. The capability to drop all calls in excess of 299 minutes. The State will not be liable for charges associated with long duration calls in excess of 299 minutes. All calls are subject to further investigation for their validity. If proven to be invalid, the cost will be borne by the Contractor.

AT&T can block calls in excess of 299 minutes for customers who choose our SIP Trunking service known as AT&T IP Flexible Reach (IP Flex) service, as well as our Unified Communication (UC) services. This capability is provided using the Acme Packet Session Border Controllers (or equivalent) detailed in our response to section 6.

For customers who choose our Centrex services, it is the responsibility of the terminating equipment to ensure calls do not exceed 299 minutes.

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11. The ability to block calls with an invalid Automatic Number Identification (ANI). Contractor may screen and block such calls or modify the call setup to provide a main billing number which can be used by DMS for rebilling. The State will not pay the Contractor for calls that are made from an invalid ANI.

AT&T uses screening tables to validate an ANI as part of an outgoing call. If the ANI is valid and in the screening table, the call is allowed to proceed. If the ANI is not valid, the call will be billed to a main billing number for that PRI.

For customers who choose our IP Flex service, we also have this same capability. Our Acme Packet Session Border Controllers (or equivalent) can validate an ANI against a customer specific list of numbers. If the ANI does not validate, we can choose to block the call or rewrite the ANI in the call such that it represents a main billing number for that customer.

12. The ability to make and receive fax and modem calls.

AT&T long distance complies with this requirement. Note that certain International countries may prohibit certain types of non-voice transmission, which is beyond AT&T's control.

13. Provision and activation of long distance services in a timely manner.

AT&T always strives to meet all customer installation timeline requests.

14. Restoration of services in a timely manner.

As described in the SLA section, AT&T employs critical staff and follows best practices to promptly respond to any service affecting issues.

3.9 Toll-Free Services

The following are minimum requirements;

Contractor is required to offer toll-free services for each proposed SCS service category and must provide the following in addition to the requirements provided in section 6, Business Operations:

1. The termination of toll-free service into all domestic exchanges.

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2. All currently established toll-free numbers such as 1-800, 866, 877, 888, and all future toll- free numbers, as they become available.

3. Toll-free vanity numbers, if the number is available.

4. Toll-free services originated from any domestic exchange.

5. Answer and disconnect supervision. Calls are billed only from the time that the end-user answers the call and not bill for any calls not completed.

6. The ability to set up toll-free numbers or reroute numbers in the event of an emergency. An emergency contact must be made available twenty-four hours a day, 365 days of the year. Contractor will provide DMS an emergency contact number within 2 weeks of being awarded a contract and immediately notify DMS if the emergency contact number is changed.

7. All routing table information produced during the term of this Contract to DMS within three business days of request.

8. Responsible organization for toll-free numbers used by DMS. The Department will own the numbers and provide them to authorized users.

9. Conversion of toll-free numbers to their services within three (3) days after receipt of a DMS work order from CSAB.

10. Directory assistance listing via the national toll-free calling directory, and made available to the public via a directory assistance inquiry,800-555-1212.

11. The inclusion of the old number in call announcement services and a new number intercepts with message and termination to new number.

12. Code blocking including the ability to block toll-free calls originating from either an area code or exchange code.

13. Emergency call rerouting in the event of a service disruption to a pre-planned number.

14. Dialed Number Identification Service.

15. The number of the calling phone (Automatic Number Identification), if known.

16. Routing services with announcement prompt. For this service, toll-free callers will be provided with a greeting announcement in order to choose how to route their call.

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An example would be a choice of English or Spanish and would route to the appropriate terminating number.

17. Routing service to an announcement for toll-free callers, including the ability for Customers to change the announcement by electronically submitting audio files.

18. Redirection service. For example, the toll-free caller reaches a State terminating number and discovers that they have called the wrong agency. The terminating agency will have the ability to forward the caller to another agency's toll-free number. Toll-free charges will accrue to the number the call is transferred to and not the originally dialed number. It is understood that this requirement is limited by network capabilities and therefore will only apply when such capabilities permit this service.

19. Custom call routing. This service will allow the Customer to route calls from their local exchange to another number or exchange or message based upon area code of the caller, time of day, day of week, holiday, and exchange code.

20. Intercept messaging under certain call conditions, as required by the Customer.

21. Route advance to an alternate termination number.

22. Percentage allocation routing.

23. Take back and transfer, a feature which provides the capability to take back an already terminated call and redirect the call to another termination.

24. A management tool with the ability for both DMS and Customers to change the toll-free "ring to" number and other features.

25. Provisioning and activation of services in a timely manner.

26. Restoration of services in a timely manner.

27. Completion of toll-free calls in a timely manner. This includes the peak busy hours and is applicable on the inbound leg of the call once within the SCS infrastructure.

28. Listing of the DMS and Customer toll-free numbers in a timely manner within the toll-free directory listing.

Given the requirements in this subsection:

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1 Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

[Enter the response here - 1,000 words]

AT&T Response:

1. The termination of toll-free service into all domestic exchanges.

AT&T Toll-Free service complies with this requirement.

2. All currently established toll-free numbers such as 1-800, 866, 877, 888, and all future toll-free numbers, as they become available.

AT&T Toll-Free service complies with this requirement.

3. Toll-free vanity numbers, if the number is available.

AT&T Toll-Free service complies with this requirement.

4. Toll-free services originated from any domestic exchange.

AT&T Toll-Free service complies with this requirement.

5. Answer and disconnect supervision. Calls are billed only from the time that the end-user answers the call and not bill for any calls not completed.

AT&T Toll-Free billing does not start until the call is answered and stops as soon as the call disconnects. Please note that answer and disconnect supervision are functions of the end-user equipment and not provided at the carrier level.

6. The ability to set up toll-free numbers or reroute numbers in the event of an emergency. An emergency contact must be made available twenty-four hours a day, 365 days of the year. Contractor will provide DMS an emergency contact number within 2 weeks of being awarded a contract and immediately notify DMS if the emergency contact number is changed.

AT&T/Hayes NOC will be staffed 25x7x365 to receive calls from DMS. The NOC will maintain a POC list for emergency escalations.

7. All routing table information produced during the term of this Contract to DMS within three business days of request.

For any AT&T Toll-Free number, for which DMS is the customer of record, AT&T can share the toll-free routing tree information for that number upon request. Alternately, AT&T's "Route

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It" tool enables customers to self-manage their own toll-free routing and the pricing can be found in the Vendor Service Catalog (Cat 4 Centrex).

8. Responsible organization for toll-free numbers used by DMS. The Department will own the numbers and provide them to authorized users.

Globally speaking, for toll-free service, the carrier is the responsible organization. As the customer of record for all toll-free numbers under this contract, DMS will be authorized to provide them to authorized users as DMS chooses.

9. Conversion of toll-free numbers to their services within three (3) days after receipt of a DMS work order from CSAB.

The RESPORG process is governed by the FCC and mandates that carriers have 48 hours to release toll-free numbers from one RESPORG to another. Once that toll-free number is received by AT&T, and AT&T receives complete and correct information from the customer, provisioning is affected by several factors, including: if the number is being added to an existing service or if a new service needs to be created at a new location, the underlying transport (TDM or IP), if the toll-free number includes Advanced Features requiring the provisioning of a routing plan. AT&T will make all efforts to convert toll-free numbers to our services in a timely manner.

10. Directory assistance listing via the national toll-free calling directory, and made available to the public via a directory assistance inquiry, 800-555-1212.

AT&T Toll-Free service complies with this requirement.

11. The inclusion of the old number in call announcement services and new number intercepts with message and termination to new number.

With the AT&T Toll-Free feature, Courtesy Response, you have two options. First, callers can hear a message providing the new number and then the call is terminated. Second, callers hear a message providing the new number plus the option to hit press 1 to be connected to the new number.

12. Code blocking including the ability to block toll-free calls originating from either an area code or exchange code.

Calls into AT&T Toll-Free service can be blocked at the NPA/area code level. Additionally, they can be routed based on NPA-NXX, including to a recorded message. Blocking any calls based on area code should be given careful consideration, because cellphone numbers do not necessarily reflect the corresponding landline NPA-NXX where calls are originated. This could result in the unintentional blocking calls which would otherwise be valid.

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13. Emergency call rerouting in the event of a service disruption to a pre-planned number.

AT&T Toll-Free Advanced Features includes Alternate Destination Routing, which is available and can be implemented or adjusted via BusinessDirect® 24x7x365 days a year. Alternate Destination Routing automatically redirects calls to an alternate location if the primary location is busy or no answer. This allows the customer to pre-configure the emergency response, so no intervention necessary when disaster strikes.

14. Dialed Number Identification Service.

AT&T Toll-Free service complies with this requirement.

15. The number of the calling phone (Automatic Number Identification), if known.

AT&T Toll-Free service complies with this requirement.

16. Routing services with announcement prompt. For this service, toll-free callers will be provided with a greeting announcement in order to choose how to route their call. An example would be a choice of English or Spanish and would route to the appropriate terminating number.

AT&T Toll-Free service includes the Advanced Feature Call Prompter/Menu Based Routing. Callers select routing options by responding to a recorded menu.

17. Routing service to an announcement for toll-free callers, including the ability for Customers to change the announcement by electronically submitting audio files.

AT&T Toll-Free service includes the Advanced Feature Courtesy Response, which automatically answers all calls with a either a generic message, or a recorded customized message.

18. Redirection service. For example, the toll-free caller reaches a State terminating number and discovers that they have called the wrong agency. The terminating agency will have the ability to forward the caller to another agency's toll-free number. Toll-free charges will accrue to the number the call is transferred to and not the originally dialed number. It is understood that this requirement is limited by network capabilities and therefore will only apply when such capabilities permit this service.

AT&T Toll-Free service supports three options for transferring calls to another agency's toll-free number: Courtesy Transfer, Consult & Transfer, and Conference & Transfer. To the extent available by network capabilities, toll-free charges will accrue to the number the call is transferred to, not the originally dialed number.

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19. Custom call routing. This service will allow the Customer to route calls from their local exchange to another number or exchange or message based upon area code of the caller, time of day, day of week, holiday, and exchange code.

AT&T Toll-Free Advanced Features include Call Routing Feature, network-based routing options that allow the customer to route calls based on day of week, time of day, area code routing, exchange routing, country code routing. AT&T supports domestic exchange routing and supports toll-free terminations across the US or to International locations.

20. Intercept messaging under certain call conditions, as required by the Customer.

AT&T Toll-Free Advanced Features offer many call routing and intercept messaging options which address a wide range of customer situations. More information about the customer's specific call conditions are needed to determine which routing option best meets the customer's needs.

21. Route advance to an alternate termination number.

AT&T Toll-Free Advanced Features includes Next Available Agent Routing, which enables a customer to specify a sequence of terminations to be tried when the primary termination reaches its maximum call threshold. Up to 99 alternate termination numbers can be specified.

22. Percentage allocation routing.

AT&T Toll-Free Advanced Feature Quick Call Allocator distributes calls on a percentage basis, allowing adjustments to the percentages in a matter of minutes.

23. Take back and transfer, a feature which provides the capability to take back an already terminated call and redirect the call to another termination.

AT&T Toll-Free Advanced Feature Transfer Connect provides the capability for a terminated toll-free call to be transferred to a second AT&T Toll-Free or POTS number.

24. A management tool with the ability for both DMS and Customers to change the toll-free "ring to" number and other features.

[redacted]

25. Provisioning and activation of services in a timely manner.

AT&T always strives to meet all customer installation timeline requests.

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26. Restoration of services in a timely manner.

As described in the SLA section, AT&T employs critical staff and follows best practices to promptly respond to any service effecting issues.

27. Completion of toll-free calls in a timely manner. This includes the peak busy hours and is applicable on the inbound leg of the call once within the SCS infrastructure.

The AT&T Toll-Free network is designed to deliver calls nationwide and globally without delay, even during peak usage times. It is also incumbent on the customer to deploy sufficient call paths to their premises to deliver Toll-Free calls during that customer's peak busy hours.

28. Listing of the DMS and Customer toll-free numbers in a timely manner within the toll-free directory listing.

AT&T Toll-Free numbers are typically listed within three business days. This is a typical timeframe, and does not constitute a guarantee.

3.10 Call Quality

The following are minimum requirements:

For proposed services, DMS is seeking to provide a minimum voice quality level that is equivalent to or better than a Mean Opinion Score of 4.0 as specified in ITU-T specification P.800 series. If Respondents use VoIP R-factor, per ITU-T Recommendation G.107, to measure call quality, DMS is seeking to provide a minimum voice quality level that is equivalent to or better than the minimum score of 80.

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Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

2. Describe the process for monitoring and reporting on call quality for all proposed services.

[Enter the response here - 500words]

AT&T Response:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

Call Quality is determined by several factors in packet networks, as noted in ITU Recommendation G.107 and other related ITU Recommendations.

Packet Loss, Packet delay, and Packet Jitter have long been known to negatively impact the quality of voice calls over packet networks such as envisioned by the State of Florida in this Invitation, and several portions of the end-to-end network path of a VoIP call are not under AT&T's control. Codec selection can also make a difference in the calculated MOS scores and R-Factors, and a significant number of current State customers use the ITU G.729a codec for Voice over IP transmissions, which at its best, on a clear network, would barely meet the State's goals.

AT&T strives to achieve the same goals described by DMS in this section and will work with DMS to achieve these goals on the portions of the call path that AT&T can affect. The primary VoIP quality metrics are reported on each call via the RTP Control Protocol (RFC 3550), with additional metrics delivered via the RTCP-XR (eXtended Reports, RFC 3611).

2. Describe the process for monitoring and reporting on call quality for all proposed services.

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3.11 Telephone Number Portability

Contractor is required to comply with Federal Communications Commission Local Number Portability requirements. Contractor is required to provide and support telephone number portability at no cost to the State and is expected to port telephone numbers to the service within 30 days.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.12 Temporary Suspension of Service

This subsection is applicable to all proposed functionality except Service Category 3, Contact Center Services, and Service Category 4, Centrex Services.

Respondent's proposed service must allow for the temporary suspension of service with an intercept message providing such notification. Temporary suspension of service may be enacted to provide seasonal services to the general public and then use the same telephone number during subsequent seasons.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

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3.13 Intercept Messages

Respondent's proposed service must allow for intercept messages and referrals to be associated with a number that has been disconnected/suspended. Intercept messages and referrals must be provided for up to six months from the date of disconnection/suspension, unless otherwise specified by the Customer, and will be at no additional cost.

Intercept messages may include the following:

1. Number dialed is not in service.
2. Number dialed is not in service with referral to new number.
3. Number dialed is temporarily out of service.

Given the statements in this subsection:

1. Describe the Respondent's proposed process to provide services that allow for intercept messages and referrals to be associated with a number that has been disconnected or suspended.

[Enter the response here - 100 words]

AT&T Response:

1. Describe the Respondent's proposed process to provide services that allow for intercept messages and referrals to be associated with a number that has been disconnected or suspended.

- AT&T Intercept provides a recording for disconnected telephone numbers. All Intercept Referral Services are fully automated.
- Intercept is available in all states and all central offices.
- Intercept is provided as facilities permit at the discretion of AT & T.
- Calls can be referred to ANY number within North American Numbering Plan, including:
  - 800 numbers
  - Mobility
  - Pager
  - Voice Mail

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Description:

- Number Referral Service is a central office optional intercept arrangement for diversion of calls to a number which is no longer in service.
- In accordance with the Number Referral Service customer's instructions, a caller to a disconnected number with Basic Referral Service or Operator Referral Service is provided with information which may include: the called number, why the call was not connected, and what can be done to reach the called party.
- The following are number referral service options:
    - Basic Referral Service
        - An automated announcement system that repeats the called number, provides the status of the called number, and provides information on how to reach the called party.
        - One new number only will be provided with the referral service.
    - Extended Intercept Service (EIS)
        - Extended Intercept Service (EIS) provides an additional intercept other than non-working station announcement and reference to listed directory number.
        - EIS provides an intercept message for Direct Inward Dialing (DID) customers who disconnect or change telephone numbers.
        - EIS is designed to give a separate and discrete intercept message per affected DID number.
        - Calls to any number that have EIS on the DID service station line, shall, upon disconnection of these lines, be referred to individual intercept announcements which will provide the calling party with the called party's new individual line.
    - No Referral Service
        - An automated announcement which states that the called number has been disconnected. No further information is provided about the called number.
    - Sequential Referral Service
        - An automated announcement for Centrex and/or Direct Inward Dial customers that provides a new number to a calling part for a sequential range of two or more numbers that have been disconnected.
        - All of the customers numbers that have been disconnected with Sequential Referral Service are referred to the same new number.
        - Only one new number will be provided for all numbers disconnected.
    - Non-Sequential Referral Service

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- An automated announce for Centrex and/or Direct Inward Dial customers that provides a new number to a calling party for a non-sequential range of numbers that have been disconnected.
- All of the customers numbers that have been disconnected with Non-Sequential Referral Service are referred to the same new number.
- Only one new number will be provided for all numbers disconnected.

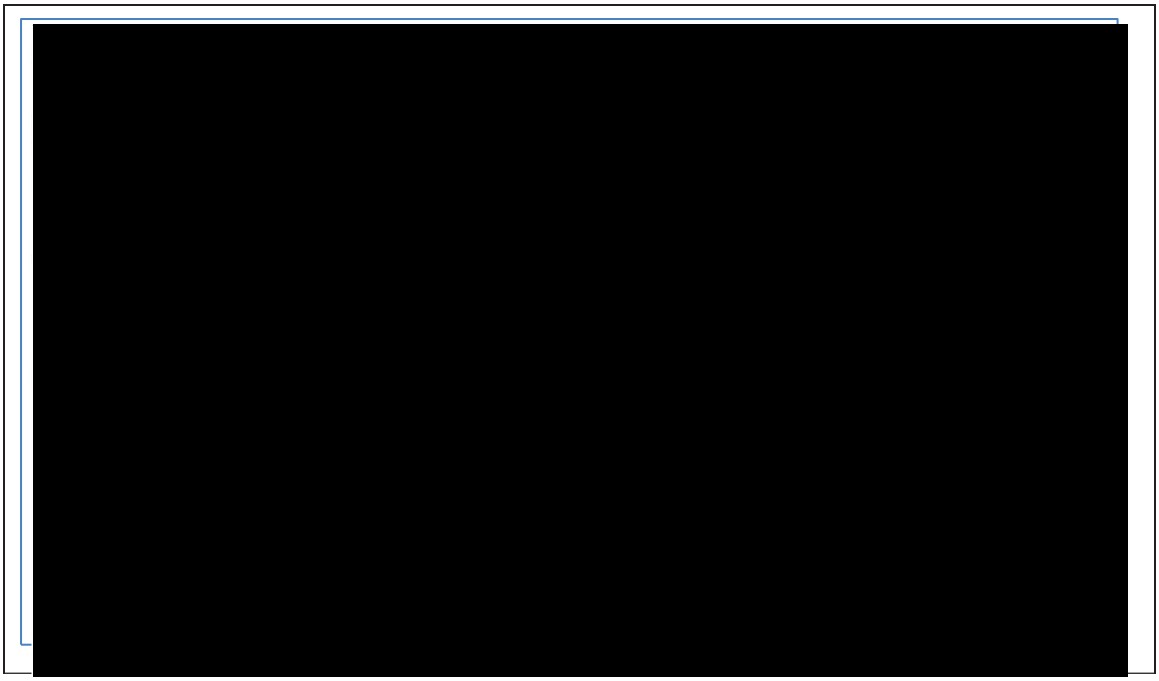
- Special Intercept Referral Services
  - This level of service provides the same information as Basic Intercept Referral Service using a recorded announcement. Plus, this level of service provides callers with the two types of additional information listed below:
  - Location Referral Service provides the caller with the customer's new street address, city, and/or state.
  - Multiple Referral Service accepts calls placed to a single disconnected or changed telephone number and refers them to a message which provides several different numbers. Under Multiple Referral Service, calls to the disconnected number may be routed to a recorded announcement.
  - Name Intercept Referral Service provides the caller with the name of the customer's business and new telephone number.

- AT&T offers one free month of referral service. Beyond this, the service can be extended for up to a maximum of 365 days for an additional charge as detailed in the Vendor Service Catalog (Cat 4 Centrex).

[redacted]

Following is a sample screenshot of the web portal in which these settings can be configured:

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3.14 Unlawful Activities

Under no circumstances will DMS or Customers be liable for any unlawful usage of SCS, including any charges. Unlawful usage of SCS shall include, but is not limited to, toll fraud. If the Contractor detects any potential toll fraud, then it must contact the DMS Contract Manager and the Customer to report the suspected toll fraud no later than 30 minutes from the detection of the activity.

Given the statements in this subsection:

1. Provide a plan for the prevention of unlawful use of SCS.
2. Describe the Respondent's proposed process for monitoring, detecting, and remediating unlawful activity.
3. Describe the Respondent's proposed process for notifications to DMS and its Customers of potential unlawful activity.

[Enter the response here - 500 words]

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AT&T Response:

1. Provide a plan for the prevention of unlawful use of SCS.

[redacted]

2. Describe the Respondent's proposed process for monitoring, detecting, and remediating unlawful activity.

[redacted]

[redacted]

3. Describe the Respondent's proposed process for notifications to DMS and its Customers of potential unlawful activity.

AT&T's NOC/SOC will receive alerts and will provide notification to DMS via email and phone contact based on the severity of the alert.

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3.15 Connection with MyFloridaNet

This subsection is applicable to all proposed functionality except Service Category 4, Centrex.

Contractor is required to connect with MFN and is responsible for paying all costs associated with the connection. The connections will meet the following minimum requirements:

1. Connect with MFN in at least two geographically diverse locations.
2. The connection design does not have any single points of failure.
3. Support both IPv4 and IPv6 and can communicate over IPv4-only, IPv6-only, and/or dual- stack networks.
4. Support the State's IP addressing including MFN's private addressing plan.
5. To the extent feasible, interoperate with MFN's time services and Domain Name Services.
6. To the extent feasible, interoperate with the Quality of Service schema utilized for MFN as set forth in the MFN2 User Guide and any revisions thereto. DMS will provide the Contractor with notice of any changes to the MFN2 User Guide.
7. Each connection must be provided with bandwidth sufficient to support all the concurrent call paths provisioned with the service.

The following are minimum requirements:

1. Work with DMS to engineer routing to respond to announcements (such as Border Gateway Protocol) and other issues involving non-contiguous IP address blocks provisioned on MFN.
2. Continuously monitor bandwidth utilization and provision adequate capacity to support peak hour demands plus projected growth over the 12months.
3. Start planning for bandwidth upgrades when peak hour demand exceeds 60% of the bandwidth, and ensure upgrades are completed before peak hour demand exceeds 75% of the provisioned bandwidth.

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No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.16 Service Interoperability

This subsection is applicable to all proposed functionality except Service Category 4, Centrex.

Contractor is responsible for effective interoperability with all DMS SUNCOM services to the extent feasible. Contractor is responsible for understanding the requirements for their effective integration with other DMS SUNCOM services accessed using MFN and Remote Broadband Service.

Keeping all SCS sessions On-net must be a constant consideration during the SCS Contract. Respondents should propose options for supporting the On-net routing of sessions with other SCS Contractors if DMS issues multiple awards.

The following are minimum requirements:

1. Proposed services must interconnect with the Public Switched Telephone Network (PSTN).
2. IP-based services may be accessed via the internet. DMS approval for this access option is required.
3. Interoperability between all Customers utilizing the Respondent's proposed services.
4. If the Department issues multiple awards, all awarded SCS Contractors will support interoperability with services offered by other Contractors for calls between Contractors' SCS domains to remain On-net.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above
2. Provide diagrams, accompanied with relevant descriptions, illustrating proposed services' connectivity with PSTN, MFN, and the internet.

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3. Describe options available for securely accessing proposed services via the internet for remote workers.

4. Provide options for interoperability between SUNCOM Customers so sessions remain On-net.

5. Provide options for interoperability between Respondent and other SCS Contractors (for use in the event DMS issues multiple awards) so sessions remain On-net.

[Enter the response here - 2,000 words]

AT&T Response:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above

[redacted]

2. Provide diagrams, accompanied with relevant descriptions, illustrating proposed services' connectivity with PSTN, MFN, and the internet.

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3. Describe options available for securely accessing proposed services via the internet for remote workers.

[redacted]

4. Provide options for interoperability between SUNCOM Customers so sessions remain On-net.

[redacted]

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5. Provide options for interoperability between Respondent and other SCS Contractors (for use in the event DMS issues multiple awards) so sessions remain On-net.

[redacted]

We look forward to further discussion with the State on how best to meet the State's On-net calling goals for SCS services.

3.17 Dedicated IP Access

This subsection is applicable to all proposed functionality except Service Category 4, Centrex Services.

Respondents should offer dedicated IP access options with their proposed services. Some Customers are not required to use MyFloridaNet and may choose to purchase Contractor's dedicated IP access. For Non State Agency Eligible User Customers, Dedicated IP access may be used as an alternate method to MyFloridaNet when approved by DMS and must adhere to the Department established standards, policies, and procedures for interfacing with and accessing the SUNCOM Network.

State agencies may use Contractor's dedicated IP access to provide backup, survivability, and resiliency for their MFN connections. MFN connections will be the primary SCS access option.

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If a Customer orders dedicated IP access at a site and the Contractor does not have the necessary network facilities to deliver IP access to a Customer's location, the Contractor may need to install additional network facilities to provide the Customer dedicated IP access at the location, also known as special construction. Special construction includes equipment, wiring, cables, inspection, and installation to provide connectivity to Contractor's dedicated IP access. Customer and Contractor shall negotiate and agree upon the delivery and installation timeframes for special construction which shall be set forth in the final work order issued in CSAB.

For a Customer order of a bandwidth speeds up to 12Mbps, there shall be no special construction charges permitted. The Contractor is responsible for building local loop access facilities to the Customer premises at no additional cost, regardless of whether access services are available, and must provide the service at the rates specified in the Vendor's Service Catalog.

For a Customer order of a bandwidth speeds above 12Mbps, all special construction will be handled on a case-by-case basis with a Customer service request quote. The Contractor may be required to provide additional details about the special construction to the Department including, but not limited to, a cost breakdown. Special construction must be provided at no more than the Contractor's cost.

Given the statements in this subsection:

1. Describe the proposed dedicated IP network access services, including all options Respondent proposes to provide.

[Enter the response here - 250 words]

AT&T Response:

1. Describe the proposed dedicated IP network access services, including all options Respondent proposes to provide.

AT&T proposes various service options for addressing the need for Dedicated IP access. As the vehicle for access to customer services, Dedicated IP Access is uniquely capable of assuring a controlled, end to end, VoIP service environment. As the underlying transport for voice services, Dedicated IP Access employs the necessary Class of Service mechanisms to assure an excellent user experience and is therefore the optimal connection method to assure service integrity. Dedicated IP Access is

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available at speeds from 1.5 M to 10 G and can be delivered using either AT&T's Public IP or Private IP Core. The most basic configuration can be delivered to a BGP capable, customer provided router, but in order to assure an excellent user experience, a managed router is highly recommended. The Dedicated IP Access basic managed router configuration will present an Ethernet handoff to the customer's LAN environment, but will be available in a variety of configurations. It is anticipated the State will provide additional guidance, regarding desired service options, in consideration of their vision for evolution of service.

Rate structure is based upon service characteristics which include, but are not limited to:

- Public IP or Private IP Core
- Bandwidth capacity
- Numbers/types of Interfaces on router
- General capabilities of router
- Requirements for adjunct connections to alternative paths
- Internet Overflow requirements

Initial standard configurations are available from 1.5 M to 1 Gig, with custom configurations available up to 10 G. Though the final structure of the AT&T Dedicated IP Access offering may be fine-tuned with DMS; envisioned initial services offerings can be found in the Vendor Service Catalog (Dedicated IP Access).

Per the clarification response to DMS, AT&T highly recommends OOB management but will not require it if the State elects not to have OOB in place.

AT&T will provide for bandwidth speeds up to 12Mbps, without special construction charges where the access services are available. ~~If services are not available, AT&T will collaborate with DMS to determine if special construction charges will be paid by the Agency requesting service.~~

BAFO AT&T REPLY: AT&T cannot agree to provide speeds up to 12Mbps without considering potential special construction charges; there are simply too many scenarios where access facilities may not exist for AT&T to accept the substantial risk of construction charges. AT&T will provide for bandwidth speeds up to 12Mbps,

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without special construction charges where the access services are available. ~~If services are not available, AT&T will collaborate with DMS to determine if special construction charges will be paid by the Agency requesting service.~~

AT&T requires a complete and accurate order detail prior to acceptance and once received, the CSAB clock will start.

3.18 Effectiveness within Customer-Specific Domains

This subsection is applicable to all proposed functionality except Service Category 4, Centrex Services.

Functionality must be effective within the SCS domain as well as within Customer-specific domains.

The following are minimum requirements:

1. Provide Customers with their own administrative and operational individual service domain.
2. Each login requires a unique account.
3. Customer views should be customizable by the Customer.
4. Provide functionality to restrict Customers from being able to view other Customer domains; limitations on scope of view and scope of command are necessary.
5. Provide DMS with a global view of tools, equipment, services, and other related equipment.

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Given the statements in this subsection:

[Enter the response here – 250 words]

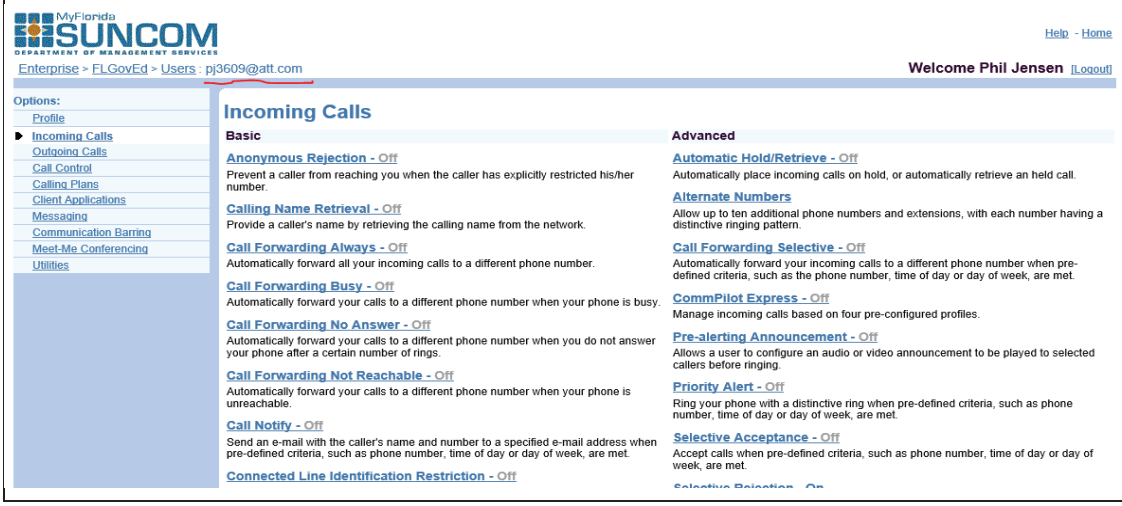
1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

2. Describe any limitations which encumber the overall effectiveness, of Customer-specific domains.

AT&T Response:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

[redacted]



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Each domain limits administrators and end-Users of a specific Customer, using various web portals and clients, to access hierarchical system data to only the data belonging to that Customer – no other Customer's data is accessible. The system also generates unique SIP Realms for each Site installed on the service, which are then used by various endpoints for access to Services affiliated with Users from the Site.

DMS will be provided access to tools to view SCS data for all Customer-domains.

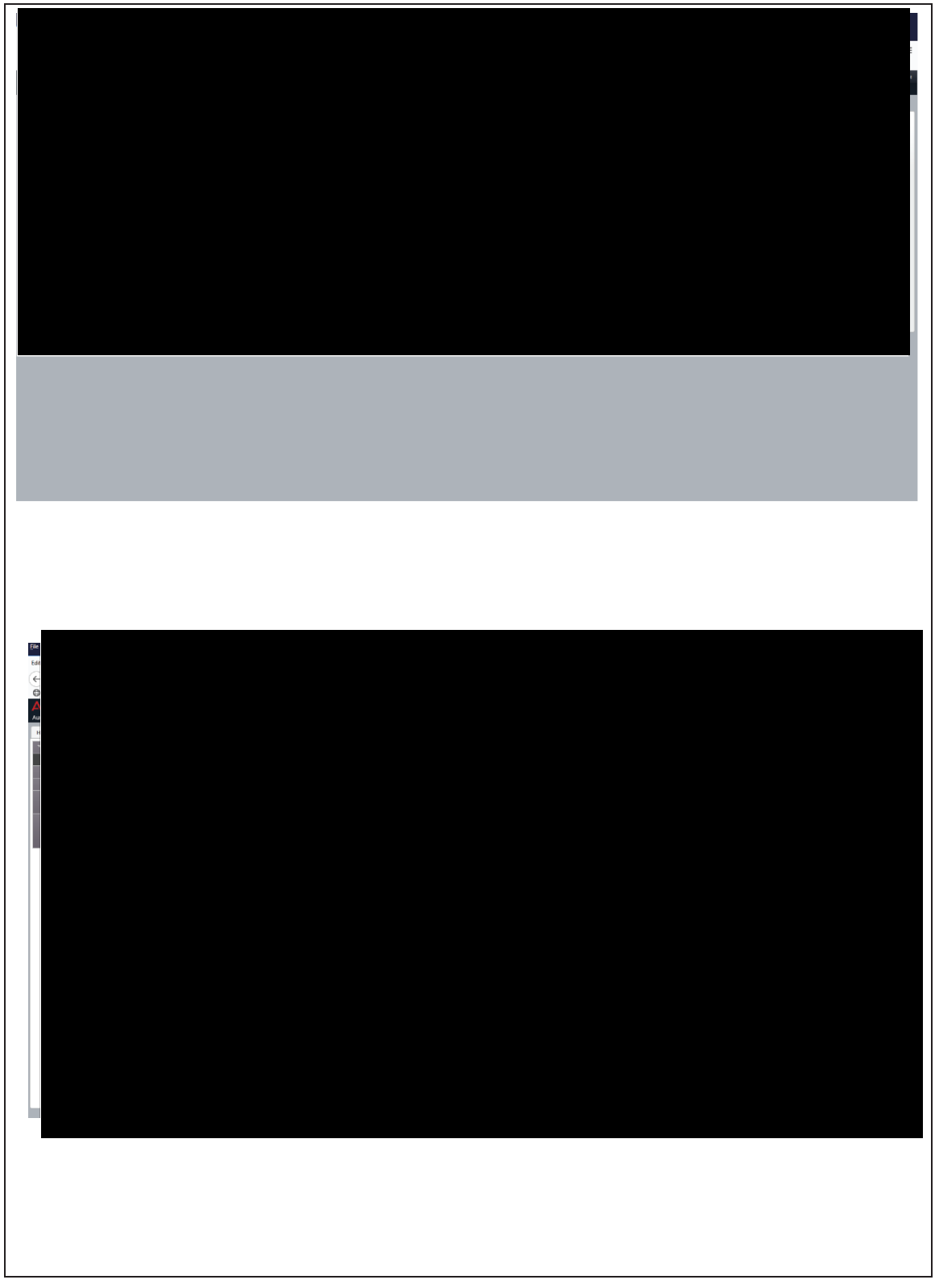
2. Describe any limitations which encumber the overall effectiveness, of Customer-specific domains.

[redacted]

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3.19 Infrastructure Costs

Contractor shall be financially responsible for its connection to SUNCOM, including network-to- network connection facilities, circuits, and infrastructure component costs, including, but not limited to, bandwidth upgrades, equipment, software, trouble ticketing services, NOC and SOC, tools, SLA services, interfacing to CSAB, and infrastructure connections; the State will not compensate Contractor for any of these costs.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.20 Testing Hardware and Software

This subsection is applicable to all proposed functionality except Service Category 4, Centrex Services.

Contractor will be required to test and evaluate hardware and software appropriate to the related delivery of services prior to any change in service. Contractor will provide a presentation on testing and evaluation as requested by DMS at monthly meetings or as otherwise specified. Contractor will work with DMS to adjust testing and evaluation as needed.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.21 Inspection Process

DMS has the right to undertake inspections to verify that SCS components and services are being provided in accordance with the Contract. The inspection process permits DMS staff to visit facilities housing Contractor-provided SCS services. Contractor's security policies must not limit DMS staff from inspecting facilities. This is in addition to section 6.6, Cooperation with Inspector General, of Attachment B – Final Contract.

The following are minimum requirements:

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1. Contractor will provide staff familiar with the equipment supporting the proposed services.

2. Contractor will provide DMS with full access to all equipment and applicable areas of the facilities.

3. When DMS has a legitimate SCS business need, upon request, Contractor will provide pictures of facilities and systems, and electronic versions of those pictures.

4. Full cooperation with inspections scheduled by DMS.

5. DMS may randomly select sites to be inspected.

6. DMS may conduct inspections prior to the initial migration of any Customers onto the Contractor's service.

7. Prior to migrating Customers onto the proposed service, the Contractor and DMS may develop a plan for inspections. The plan may include the areas to be inspected, a timeline for the inspections, and other administrative details such as Contractor staff available for the process.

8. After each inspection, DMS will provide results of the inspection to the Contractor.

9. The Contractor's trouble ticketing service will be the administrative record for inspections. After each inspection, DMS will notify the Contractor's NOC and close the trouble ticket indicating that the inspection has been completed.

10. Contractor will timely take corrective actions in accordance with Attachment B – Final Contract sections 13.2 and 13.3.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing all minimum requirements listed above.

[Enter the response here – 250 words]

AT&T Response:

1. Describe in detail the proposed offering for this section, addressing all minimum requirements listed above.

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3.22 Contractor Webpage

Contractor is responsible for the content and management of their respective SCS product webpages. This information is hosted by the Contractor. However, all content must be approved in writing by the DMS Contract Manager before publication in accordance with section 18 of Attachment B – Final Contract.

The following are minimum requirements:

1. An SCS service description with details including, but not limited to, services, features, activation codes, training, service ordering, trouble reporting, DMS rates, and Customer services information.

2. Web links to the CSAB order entry web page and ordering information.

3. All service options and not-to-exceed pricing for each option/features.

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4. The Contractor's webpage must include a link to the SUNCOM webpage https://www.dms.myflorida.com/business_operations/telecommunications/suncom2

5. All point of contact information for DMS and the individuals providing Contractor support.

6. Basic trouble reporting and troubleshooting procedures.

7. A Frequently Asked Question section.

8. Other items requested by DMS.

9. DMS SUNCOM logo and branding.

The Contractor's webpage may include the following:

1. The Contractor's logo and branding.

2. CSAB Service Catalog, service definitions, available features, options, training materials, product support information, User Guides, System Administrator Guides, products/services ordering procedures, whitepapers, supplied equipment with definitions/specifications, maintenance information related to supplied equipment, product configurations, and applicable diagrams.

3. Other information approved in writing by the DMS Contract Manager.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.23 Network Operations Center

DMS is seeking a NOC in the Contractor's organization dedicated to dealing solely with the support of SCS, as detailed below. The NOC acts as a single point of contact that addresses any trouble isolation and resolution. The NOC will function as the point of contact for SCS Customers when placing the initial call for assistance. The NOC location does not have to be dedicated to SCS; and can be implemented in a single facility, which may also include Contractor's SOC.

The following are minimum requirements:

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Contractor must have a NOC which provides the following:

1. A facility located within the United States of America which is physically secured to permit entry of only authorized personnel, as determined by the Contractor.

2. Interface with the MFN NOC and DMS NOC to monitor SUNCOM's various operations services and processes.

3. NOC staff who must be available, without limitation, to DMS and MFN Contractors (including MFN Contractor's SOC and NOC staff) for day-to-day operations, design discussions, and other ad hoc tasks.

4. A sufficiently staffed facility twenty-four hours a day, 365 days of the year, will respond to alarms, and receive and manage trouble ticket requests from Customers.

5. Contractor's staff will continuously monitor the services the Contractor provides.

6. Acceptance of trouble reports from the Customer or authorized representative by telephone or electronically (if access available).

7. Unlimited answering of calls to the Contractor's NOC.

8. A central point of control, responsible for coordination of all SCS service affecting operational issues. Managing issues will routinely involve at a minimum opening tickets and escalations as needed.

9. Customers will receive unlimited remediation support and consultation from operation experts at the NOC. Proactive monitoring of SCS functionality using centralized monitoring tools and a group of technical personnel.

10. Full-time operational monitoring and analysis of events from any sources.

11. Staff who will continuously coordinate with all affected parties during resolution of service affecting events by monitoring the service affecting events until performance is restored by Contractor.

12. Ability to visibly display a form of SCS branding at the technical and Customer level, including a unique 800 number for Customer calls.

13. A process which allows Public Safety Customers to take precedence within the Contractor's queue.

14. Monthly NOC Activity Report is due as a meeting material for the monthly operational meeting. This report must be accurate and reflective of all calls and

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emails, and is subject to DMS' acceptance. This report covers the activities of the NOC and SOC which will include, at a minimum:

a. Number of calls, duration of calls, time to answer calls, dropped calls, abandoned calls.

b. Number of emails, duration to respond to email.

c. Statistically valid calculation of speed to answer calls.

d. Statistically valid calculation of call abandonment rate.

e. Statistically valid sample of all calls and emails.

f. Statistically valid calculation of call and email accuracy.

15. Resolutions and updates to any incoming phone calls and emails twenty-four hours a day, 365 days of the year for all services and components.

16. A primary and backup geographically redundant NOCs which proactively monitor and protect network and data twenty-four hours a day, 365 days of the year.

17. Testing for all services and facilities as necessary to resolve the problem.

18. Proactive alarm checks.

19. Proactive escalation of trouble tickets through the various levels of technical support and as necessary to senior support, including the Contractor's Account Manager.

20. Escalation of troubles to higher-level support upon the Customer's request.

21. NOC staff who will be required to work directly with the Customer when necessary for resolution of trouble tickets, including working together to perform testing and diagnostics.

22. Close all trouble tickets with the agreement of the Customer.

23. A single point of contact for NOC communications with the Customer.

24. For created trouble tickets, a detailed Reason for Outage (RFO) report in response to a request from DMS or the Customer.

25. A process which routinely reviews Contractor infrastructure components so DMS can determine when performance or capacity improvements are needed.

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26. Tickets based on phone calls or emails from DMS and Customers are to be opened immediately by the Contractor's NOC staff.

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Given the statements in the subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

2. Describe the existence of a production implementation of the proposed NOC. Indicate the size and scope of the implementation.

3. Describe the proposed service including the interface with the SOC, DMS, MFN, and the Customers.

4. Provide a significant level of detail on how the NOC services will meet the State's expectations including, but not limited to:

a. Staffing

b. Monitoring capabilities.

c. Management of trouble reporting

d. Central point of control.

e. Remediation support

f. Proactive monitoring

g. Full-time monitoring

h. Coordination with all affected parties

i. SCS branding

j. Public Safety Customer precedence

k. Monthly reporting

l. Responses with resolution and updates

m. Geographic redundancy

n. Testing

o. Proactive alarms

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p. Escalation processes

q. Monitoring and analysis from all sources

r. Working directly with Customer staff

s. Availability without limitation for operations, design and ad hoc tasks

t. Reporting, including RFOs and monthly reports

[Enter the response here - As needed to complete the response to this subsection.]

Given the statements in the subsection:

AT&T Response:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

[redacted]

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[redacted]

[redacted]

2. Describe the existence of a production implementation of the proposed NOC. Indicate the size and scope of the implementation.

[redacted]

3. Describe the proposed service including the interface with the SOC, DMS, MFN, and the Customers.

[redacted]

4. Provide a significant level of detail on how the NOC services will meet the State's expectations including, but not limited to:

   a. Staffing

[redacted]

   b. Monitoring capabilities.

[redacted]

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[redacted]

c. Management of trouble reporting

[redacted]

d. Central point of control.

The NOC will be the central point of control for all communications relating to the Service Lines associated with the ITN contract.

e. Remediation support

Once the ticket is logged, it will be assigned for quick and accurate remediation. Using the ticket system prior calls can be reviewed to assure assigned resources can look at past issue that may shortcut newly reported troubles, reducing repeat calls.

f. Proactive monitoring

VSM software will monitor all aspects of the solution on a 24x7x365 basis. Automated alerts will be generated and sent to the NOC for resolution.

g. Full-time monitoring

Full-time 24x7x365 monitoring is provided.

h. Coordination with all affected parties

The NOC will coordinate issues, even if they are with a third party. The ticket will remain open until the issue is resolved, no matter the vendor.

i. SCS branding

SCS branding can be added to both the trouble ticket system and the monitoring solution.

j. Public Safety Customer precedence

Public Safety precedence can be added to the trouble ticking system and the monitoring system.

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k. Monthly reporting

Monthly reports will come from both the ticketing system and the monitoring system. Hayes will coordinate with AT&T operation centers to incorporate monthly metrics as appropriate.

l. Responses with resolution and updates

Responses with resolution will come from the ticketing system with back up data from the monitoring system.

m. Geographic redundancy

Geographic redundancy is provided with two NOC locations.

n. Testing

The monitoring tool and the technical staff will provide testing on all applications provided.

o. Proactive alarms

Proactive alarms will come from the monitoring tool alerting the NOC staff, DMS and anyone else required to be notified.

p. Escalation processes

An escalation process will be provided to DMS upon contract award.

q. Monitoring and analysis from all sources

Monitoring with analysis on all applications, connectivity and devices is included.

r. Working directly with Customer staff

The NOC will work directly with customers and any staff required.

s. Availability without limitation for operations, design and ad hoc tasks

Hayes will serve as the SPOC for State of Florida service lines associated with the SCS ITN Contract. There are no restrictions placed on the State for support requirements.

t. Reporting, including RFOs and monthly reports

AT&T will provide RFOs and Monthly reports – the details of the reports can be agreed upon during negotiations.

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3.24 Security Operations Center

Security Operations Center services and functions are applicable to all proposed functionality, except for Service Category 4, Centrex Services.

DMS is seeking a SOC in the Contractor's organization dedicated to dealing solely with security issues, as detailed below. The SOC receives Customer requests for assistance via the NOC. The SOC does not receive calls from Customers. The SOC location does not have to be dedicated to SCS; and can be implemented in a single facility which may also include Contractor's NOC.

The following are minimum requirements:

Contractor must have a SOC which provides the following:

1. A facility located within the United States of America which is physically secured to permit entry of only authorized personnel, as determined by the Contractor.

2. SOC staff who must be available, without limitation, to DMS and MFN Contractors (including MFN Contractor's SOC and NOC staff) for day-to-day operations, design discussions, and other ad hoc tasks.

3. A sufficiently staffed facility twenty-four (24) hours a day, 365 days of the year, will respond to alarms, and receive and manage security related trouble ticket requests from the NOC.

4. Staff will continuously monitor the services the Contractor provides.

5. A central point of control, responsible for coordination of all SCS affecting security issues. Managing issues will routinely involve at a minimum opening tickets and escalations as needed.

6. Unlimited remediation support and consultation for Customers from operation experts at the SOC.

7. Proactive monitoring of security functionality using centralized monitoring tools and a group of technical personnel.

8. Full-time operational monitoring and analysis of security events from any sources.

9. Staff who will continuously coordinate with all affected parties during resolution of service affecting events by monitoring the service affecting events until performance is restored.

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10. A process which allows Public Safety Customers to take precedence within the Contractor's queue.

11. Resolutions and updates to any incoming phone calls and emails twenty-four hours a day, 365 days of the year, for all services and components.

12. Primary and backup geographically redundant SOCs which proactively monitor and protect network and data twenty-four hours a day, 365 days of the year.

13. Testing for all services and facilities as necessary to resolve the problem.

14. Proactive alarm checks.

15. Proactive escalation of trouble tickets through the various levels of technical support and as necessary to senior support, including the Contractor's Account Manager.

16. Escalation of troubles to higher-level support upon the Customer's request.

17. Full-time operational monitoring and analysis of events from any sources.

18. SOC staff who will be required to work directly with the Customer when necessary for resolution of trouble tickets, including working together to perform testing and diagnostics.

19. SOC staff who must be available, without limitation, to DMS and MFN Contractors (including MFN Contractor's SOC and NOC staff) for day-to-day operations, design discussions, and other ad hoc tasks.

20. Continuous monitoring support of all services and network security component being managed and will respond and assist effectively to mitigate any threats.

21. SOC staff with the ability to make security changes in real-time in response to proactive and reactive security concerns.

22. Ongoing security service tuning as part of the SCS security service, including updates to attack signatures, thresholds, hardware, software, and procedures (day-to-day production implementation).

23. Address security threats originating within the State intranet, as well as from the internet, and be both proactive and reactive for both intranet and external connections. Upon receipt of an alert from equipment, or active verification by SOC personnel of a cyber- attack, the SOC opens an incident ticket to track the event through the mitigation process. An audio conference bridge may be established by the SOC and used during the mitigation process.

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24. An alerting process, signaling an attack is in process. Alerts, distribution lists, and processes are related to the specific security service proposed by the Respondent; therefore final, detailed, operational procedures are to be developed during the implementation phase with DMS and Customers. Completed documented processes are required before Customers are migrated to SCS. Operational procedures will include but are not limited to the following:

    a. A matrix of alert levels and corresponding notifications, including members of email distribution lists, subject to final approval by DMS.

    b. Alert processes dependent on attack severity and type.

    c. Various interactions between the SOC, DMS, and Customers depending on attack severity and type.

    d. Notifications tailored to the type and severity of the attack and will be sent to various distribution lists.

    e. Distribution lists to send information to specific individual staff informing them of attack types and severity.

    f. Updated alert processes dependent on Customer needs, as agreed in writing by the Contractor and DMS.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

2. Describe the existence of a production implementation of the proposed SOC. Indicate the size and scope of the implementation.

3. Describe the proposed security service including the interface with the NOC, DMS, MFN, and the Customers.

4. Provide a significant level of detail on how the SOC services will meet the State's expectations including, but not limited to:

    a. Staffing

    b. Monitoring capabilities.

    c. Management of trouble reporting

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d. Central point of control

e. Remediation support

f. Proactive monitoring

g. Full-time monitoring

h. Coordination with all affected parties

i. SCS branding

j. Public Safety Customer precedence

k. Responses with resolution and updates

l. Geographic redundancy

m. Testing

n. Proactive alarms

o. Escalation processes

p. Monitoring and analysis from all sources

q. Working directly with Customer staff

r. Availability without limitation for operations, design and ad hoc tasks

s. Continuous monitoring and threat mitigation

t. Real-time changes

u. Security service tuning

v. Scope of service, proactive resolution, security incident ticketing and tracking

w. Alerts, distribution lists, and security operational processes

5. As part of the response, discuss the use of:

a. Geo blocking (ability to monitor and block traffic originating from specific locations throughout the world)

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b. Reputation-based (detection and blocking of traffic from sites known to be "bad actors"; based on near real-time database updates)

c. Application blocking (blocking of undesired applications)

6. The Respondent's Response must include the following operational processes which will be finalized in the implementation phase:

a. Alert levels and corresponding notifications

b. Interactions between the SOC, DMS, and Customers

c. Tailored notifications

d. Use of and construction of distributions lists

[Enter the response here - As needed to complete the response to this subsection.]

AT&T Response:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

[redacted]

[redacted] the existence of a production implementation of the proposed SOC. Indicate the size and scope of the implementation.

[redacted]

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[redacted]

3. Describe the proposed security service including the interface with the NOC, DMS, MFN, and the Customers.

[redacted]

4. Provide a significant level of detail on how the SOC services will meet the State's expectations including, but not limited to:

a. Staffing

Hayes will continue to staff the NOC 24x7x365 with trained personnel. Hayes will expand the NOC functions to support the SCS. Hayes NOC Manager will be responsible for hiring, training, and staffing the operations to meet the State's requirements. Escalation processes will be in place to handle any problem.

b. Monitoring capabilities.

[redacted]

c. Management of trouble reporting

[redacted]

d. Central point of control.

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The NOC will be the central point of control for all communications relating to the Service Lines associated with the ITN contract.

e. Remediation support

Once the ticket is logged it will be assigned for quick and accurate remediation. Using the ticket system prior calls can be reviewed to assure assigned resources can look at past issue that may shortcut newly reported troubles. Reducing repeat calls.

f. Proactive monitoring

VSM software will monitor all aspects of the solution on a 24x7x365 basis. Automated alerts will be generated and sent to the NOC for resolution.

g. Full-time monitoring

Full-time 24x7x365 monitoring is provided.

h. Coordination with all affected parties

The NOC will coordinate issues even if they are with a third party. The ticket will remain open until the issue is resolved no matter the vendor.

i. SCS branding

SCS branding can be added to both the trouble ticket system and the monitoring solution.

j. Public Safety Customer precedence

Public Safety precedence can be added to the trouble ticking system and the monitoring system.

k. Monthly reporting

Monthly reports will come from both the ticketing system and the monitoring system. Hayes will coordinate with AT&T operation centers to incorporate monthly metrics as appropriate.

l. Responses with resolution and updates

Responses with resolution will come from the ticketing system with back up data from the monitoring system.

m. Geographic redundancy

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Geographic redundancy is provided with two locations of the NOC.

n. Testing

The monitoring tool and the technical staff will provide testing on all applications provided.

o. Proactive alarms

Proactive alarms will come from the monitoring tool alerting the NOC staff, DMS and anyone else required to be notified.

p. Escalation processes

An escalation process will be provided to DMS upon contract award.

q. Monitoring and analysis from all sources

Monitoring with analysis on all applications, connectivity and devices is included.

r. Working directly with Customer staff

The NOC will work directly with customers an any staff required.

s. Availability without limitation for operations, design and ad hoc tasks

Hayes will serve as the SPOC for State of Florida service lines associated with the SCS ITN Contract. There is no restrictions placed on the State for support requirements.

t. Reporting, including RFOs and monthly reports

AT&T will provide RFOs and Monthly reports – the details of the reports can be agreed upon during negations.

3.25 Highly Available and Highly Reliable Design Characteristics

This subsection is applicable to all proposed functionality except Service Category 4, Centrex.

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SCS functionality provides support for mission critical agency Customers. Contractor is therefore required to provide hardware, software, and processes designed to be highly available and highly reliable (HA/HR).

The design characteristics for HA/HR are as follows:

1. Provides designs to eliminate single points of failure, including minimal convergence times.

2. Utilizes redundant hardware and software providing continuous availability when a critical component fails or is removed from service for maintenance.

3. Utilizes automated interactions between systems or services to detect when a component has failed.

4. Utilizes multiple physical data paths within an infrastructure to eliminate a potential impact on performance when a path fails or is taken out of service.

5. Utilizes equipment with dual power supplies plugged into separate sources of power, which may include the use of a generator for backup power.

6. Maintains the entire SCS infrastructure at normal operational functionality and must not impact performance, regardless of cause. Maintaining the infrastructure includes, but is not limited to, performing required repairs for outages to ensure normal operational functionality. Repairs may be performed remotely, where applicable, but the Department reserves the right to request Contractor dispatch a representative to a specified location to facilitate the repair to the impacted site.

7. Conduct, at a minimum, annual failover testing, which will be scheduled in coordination with the Department, and provide the Department with a certification summarizing the results of the failover testing and collected data.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

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3.26 Cooperation with Other Contractors

DMS may award SCS to multiple Contractors, and each Contractor shall fully cooperate with such other Contractors, DMS, and Customers. The Contractor must not commit or permit any act which will interfere with the performance of work by any other Contractor or by DMS employees.

Given the statements in this subsection:

1. Describe the corporate commitment to interact and work collaboratively with other SUNCOM contractors and subcontractors, creating a team of SUNCOM service providers.

[Enter the response here - 100 words]

AT&T Response:

1. Describe the corporate commitment to interact and work collaboratively with other SUNCOM contractors and subcontractors, creating a team of SUNCOM service providers

AT&T understands that DMS may award SCS to multiple vendors and commits to collaborating with other SUNCOM contractors and subcontractors. AT&T has a long history of working with the State on large scale projects with many entities; if awarded SUNCOM services, we will continue to work in a spirit of cooperation and professionalism. Due to customer privacy issues and laws, AT&T reserves the right to request / require a Letter of Authorization from DMS and/or end-users as part of the collaboration.

3.27 Monitoring and Operational Management

Proactive monitoring for system, component, or service functionality, referred to as up/down status, and general operational health for all service components utilized in providing SCS is the responsibility of the Contractor. The Contractor is required to provide daily operational management for all such service components. The Contractor must monitor SCS components with notifications, traps, and/or alerts provided from performance monitoring systems. The Contractor is also required to provide commercially reasonable and customary support for all end-to-end operational concerns, but is not directly responsible for addressing Customer LAN performance

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issues. These commercially reasonable support activities include, but are not limited to, interfacing with DMS, Customers, the MFN Contractors to the extent feasible, and any SUNCOM Contractor providing a component of SUNCOM service experiencing operational concerns. The Contractor is required to provide a final root cause determination if the cause is not within the Customer's LAN. If a Contractor identifies an operational concern as being within a Customer's LAN infrastructure, and DMS concurs with that assessment, the Contractor will notify the Customer, and close the ticket.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.28 Security

This subsection is applicable to all proposed functionality, except for Service Category 4, Centrex. The following are minimum requirements:

1. Contractor is required to ensure that security practices and safeguards are provided to minimize susceptibility to security issues and prevent unauthorized access. This includes SIP-specific gateway security for SIP firewalls, where applicable. Contractor is required to ensure that security practices and policies are regularly updated and audited.

2. The general areas of security to be addressed are:

    a. Denial of service: Contractor is required to provide safeguards to prevent hackers, worms, or viruses from denying legitimate users from SCS access.

    b. Intrusion: Contractor is required to provide safeguards to mitigate attempts to illegitimately use SCS.

    c. Invasion of Privacy: Contractor is required to ensure that SCS is private and that unauthorized third parties cannot eavesdrop or intercept communication sessions.

    d. General assistance: Contractor is required to assist in investigating and remediating security concerns. This includes support with diagnostics to determine whether the root cause of an issue is within the Customer LAN.

3. Services and features for SCS that will be based on the topics listed below:

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a. Contractor's managed security services must interact with Customers and with other SUNCOM Contractors, such as MFN and its related security components, including the MFN NOC and SOC.

b. Contractor must address security threats originating within the MFN and SCS intranet environments as well as from the PSTN and internet.

c. Contractor must provide both proactive and reactive security efforts for both intranet and external connections.

d. Contractor's security measures must include, at a minimum, deep packet inspection and options for media encryption.

e. Systems and processes must be refreshed to mitigate the constantly changing threat environment.

f. Contractor must provide the capability of capturing real-time information to consolidate log source event data from device endpoints utilized with SCS. Real-time information from log sources includes MFN and other SUNCOM contracted services.

g. Contractor must provide various security notifications, reports and Dashboards for DMS and Customers.

h. Contractor must comply with Customer-specific security policies and regulations. The security service protecting SCS can be part of the Respondent's commercial infrastructure and is not required to be a standalone implementation for SCS.

i. To support the Customers, Contractor will participate in security compliance audits, training, awareness, policy development, and the development of best practices.

j. Provide security for all their systems and services, which includes, but is not limited to, mitigation of volumetric attacks (sending a high amount of traffic, or request packets, to a targeted network in an effort to overwhelm its capabilities) and application-based attacks (exploiting vulnerabilities of an application), with a demarcation at the MFN network to the extent feasible.

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Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing all minimum requirements listed above.
2. Describe the security functionality of the proposed services and the related report(s) and Dashboard(s), including any real-time views, to be provided to DMS and Customers.
3. Describe how the MFN NOC and SOC, and Customers, will interface with these fully managed security services.
4. Describe options for the various security notifications to DMS and Customers.
5. Describe both the proactive and reactive methods of security efforts for both intranet and external connections.
6. Describe how the services and processes are refreshed to mitigate the constantly changing threat environment.
7. Describe options to collect Layer 7 application payloads, for example using deep packet inspection technology.
8. Describe any proposed support for SIP signaling using Transport Layer Security.
9. Describe how encryption for media streams is offered.

[Enter the response here – As needed to provide a complete response]

AT&T Response:

1. Describe in detail the proposed offering for this section, addressing all minimum requirements listed above.

[redacted]

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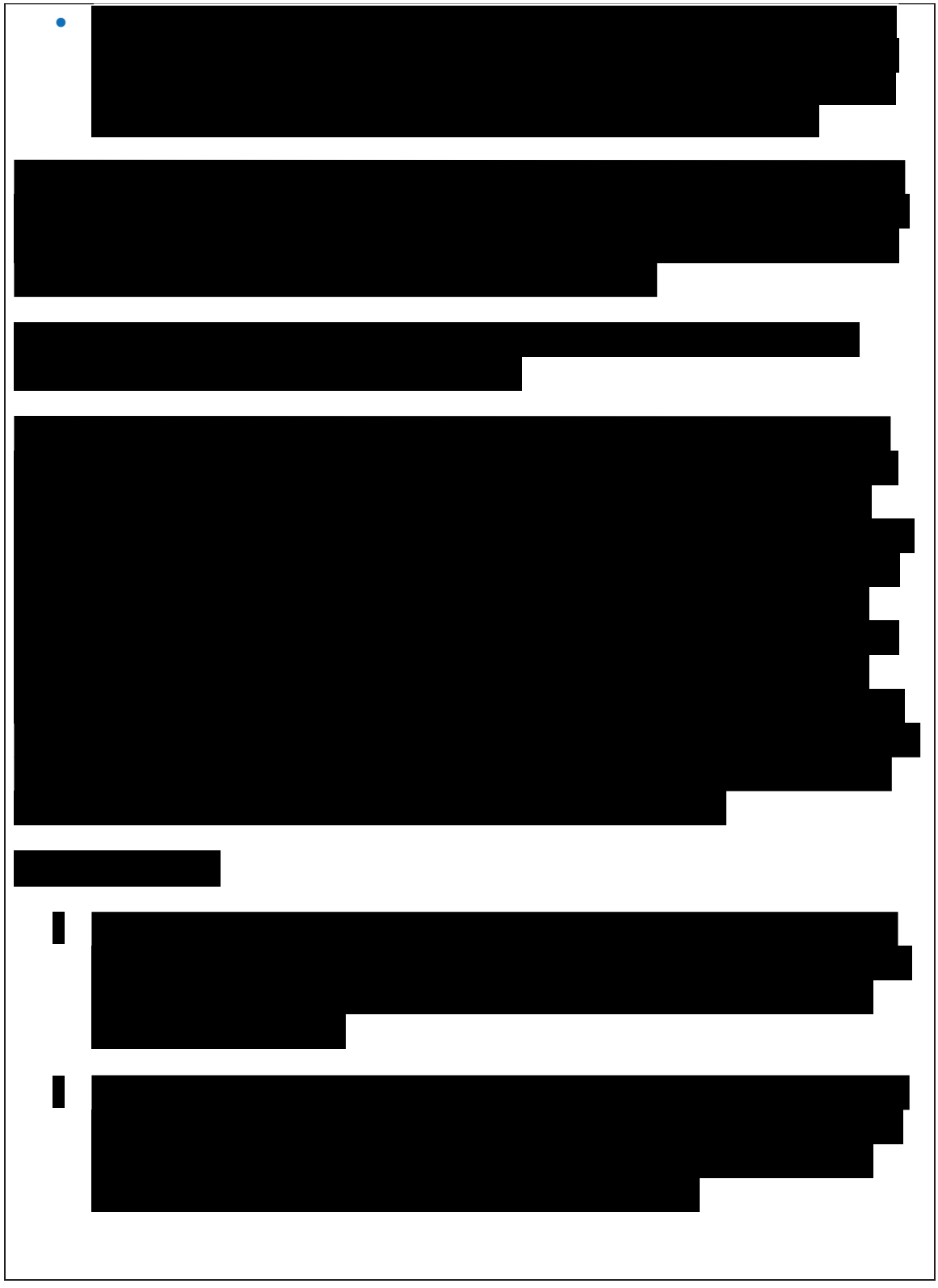
2. Describe the security functionality of the proposed services and the related report(s) and Dashboard(s), including any real-time views, to be provided to DMS and Customers.

[redacted]

The solution gives you the following features:

- [redacted]

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Volumetric Attack Types and Descriptions	
Attack Type	**Description**

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Spoofed	Sending packets with a forged source address
Malformed	Sending packets with abnormal bits or flags set
Floods	Sending high rates of legitimately formed packets
Null	Sending packets with no content or illegitimate protocol
Fragmented	Sending packet fragments that will never be completed
Brute Force	Sending packets that exceed defined flow rates threshold

[redacted]

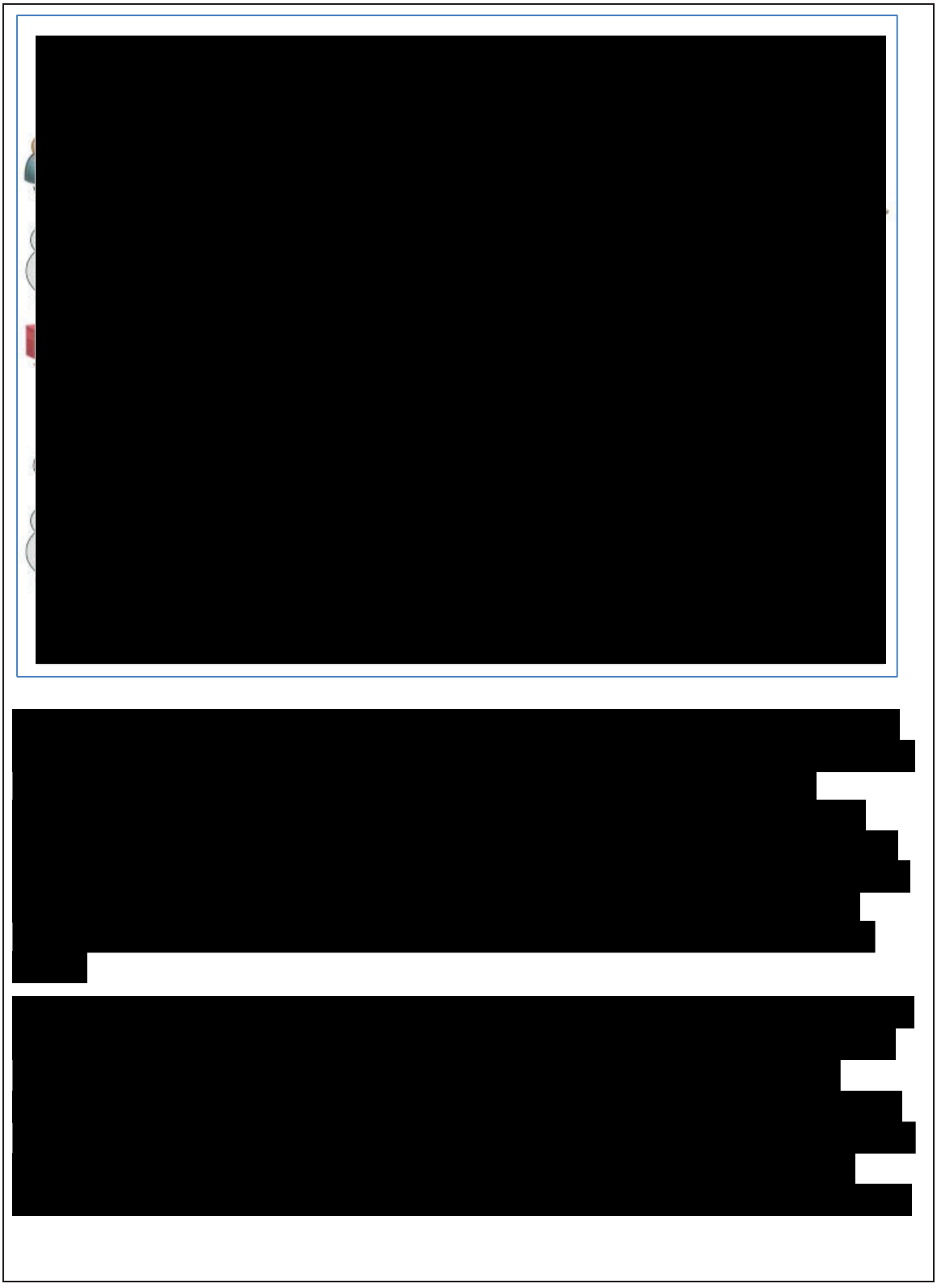
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(items #1-2 started on pages 99-100, respectively).

3. Describe how the MFN NOC and SOC, and Customers, will interface with these fully managed security services.

   DMS Customers will be able to email and/or call the Hayes NOC/SOC for support.

4. Describe options for the various security notifications to DMS and Customers.

   DMS will receive email notifications and alerts from the NOC/SOC.

5. Describe both the proactive and reactive methods of security efforts for both intranet and external connections.

   AT&T would like to further discuss this requirement with the State. We want to ensure there is a clear view of what AT&T will be providing from a security perspective.

6. Describe how the services and processes are refreshed to mitigate the constantly changing threat environment.

   [redacted]

7. Describe options to collect Layer 7 application payloads, for example using deep packet inspection technology.

   AT&T would like to discuss this requirement further with the State. We did not include any deep packet capture capability in the core network to support UC and SIP.

8. Describe any proposed support for SIP signaling using Transport Layer Security.

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Per the clarification response to DMS: AT&T Response: AT&T can support TLS for SIP trunking.

[redacted]

9. Describe how encryption for media streams is offered.

AT&T would like to discuss this requirement further with the State.

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3.29 Authentication Server

This subsection is applicable to all proposed functionality, except for Service Category 4, Centrex Services.

All SUNCOM network devices, security devices, and any network-related and tools servers are required to support dual factor authentication. The expectation is that this service will be used by other SUNCOM Contractors, DMS, and Customer staff, with the long-term objective of having as few different logons as possible. Single sign-on is preferred.

Given the statements in this subsection:

1. Describe the sign-on process and how that will interface and integrate with any related components of MFN and other SUNCOM contracted services.

[Enter the response here - As needed to provide a complete response]

AT&T Response:

1. Describe the sign-on process and how that will interface and integrate with any related components of MFN and other SUNCOM contracted services.

The State will have access to several web portals based on the associated service line ordered from the SCS ITN contract. These web portals support single-sign on, and, in some cases, multi-factor authentication.

Accounts will be created for authorized users and training provided as needed. The number of authorized users the State can request is unlimited. AT&T will ask the State to provide a list of Users who will serve as the Administrator. The Administrators will receive training, so they can create accounts for new Users and manage the list of authorized Users.

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3.30 Contractor Meetings with DMS

Contractor is required to attend all meetings referenced in this subsection. Meetings will be held at the DMS office in Tallahassee, Florida. DMS may, at its sole discretion, require the Account Manager and other Contractor's staff attend the meeting in person, or allow remote attendance via a mutually agreed upon conferencing service.

For all meetings referenced herein, Contractor is responsible for the business and administrative tasks associated with the meetings including, but not limited to, coordinating with the Department to schedule the required meetings, creation of a meeting agenda developed in conjunction with DMS, preparing of any materials, meeting minutes, and other meeting planning efforts. The Department, in its sole discretion, may request to reschedule the meeting.

3.30.1 Monthly Operational Meetings

The Contractor is required to meet at least monthly with DMS to review and audit, at least, NOC, SOC, security, and SLA reporting services. These meetings may include, but are not limited to, discussions of the network and all of its services, review of operational concerns (review of NOC/ SOC tickets), technical updates/changes, SLA compliance, security, policy, design, and administrative topics. While there will be discussions of current and future services, these meetings are not sales meetings. Agendas for these meetings will include operational and administrative items including, but not limited to, review of operational concerns (review of NOC/ SOC tickets), review of NOC Activity Report, reviewing and auditing phone tree accuracy, updates to the staff notification process, and any proposed Operational Changes.

3.30.2 Project Management Monthly Review Meetings

The Contractor is required to meet monthly with DMS for project management during the Project Implementation Phase. The Project Implementation Phase starts after the acceptance of the Project Charter and ends with the DMS acceptance of a completed Services Infrastructure Checklist. The agendas for these meetings will include, at a minimum, details of the previous period's achievements, the progress on upcoming and existing activities, changes, identified risks and recommendations to mitigate risk, forecasts, project progress, a list of discussion points, and action items with the associated responsible party and due date.

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3.30.3 Project Implementation Phase – Project Kickoff Meeting

The Project Kickoff Meeting will take place during the Project Implementation Phase and must occur within fifteen days of acceptance of the Project Charter. The agenda for this meeting will include, at a minimum, introductions, review of staffing roles, and review of project scope. The Contractor's Key Required Staff are required to attend the Project Kickoff Meeting in person.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.31 Management Service, Systems, and Associated Dashboards

This subsection is applicable to all proposed functionality, except for Service Category 4, Centrex Services. For Service Category 4, Centrex Services, Contractor will provide reports as requested by DMS.

Various management systems must monitor in real-time the integrity of all major SCS components. To provide an effective monitoring service, Contractor, DMS, and Customers must have access to one or more status Dashboards that provide a status of the proposed services.

Monitoring the PSTN is not within the scope of SCS management systems. The following are minimum requirements:

1. Real-time access to a reporting Dashboard with representations of system functionality for DMS and Customers. For example, a security Dashboard would show a visual representation of an attack in progress.

2. Provides views and reports which include real-time and historical information, and provides quality assurance.

3. The management system has multiple levels of security access. Management and configuration functions are password protected and logs are kept of all access and changes. Two-factor authentication is preferable.

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4. The status Dashboard is generated by the management system or from the same data received by the management system. The status Dashboard is graphical in nature, depicting site locations on a geographic map. The status Dashboard utilizes icons, colors, and text as a means to relay information to the viewer.

5. Dashboard views for DMS are unrestricted, providing full view of management information. Dashboard views for Customers restrict visibility to that specific Customer. Dashboard views allow DMS and Customers to add and remove elements.

6. Access to the status Dashboards and management systems is unrestricted, read-only access via the internet using a wide range of web browsers which do not require the installation of plug-in modules.

7. Contractor is responsible for monitoring all components provided as part of SCS.

8. Provides read-only access to all management and system-level information about SCS services in its various forms.

9. The management system provides alerts for any down or degraded service via email with a description of the issue.

10. The management system proactively alerts when thresholds are exceeded. Thresholds will be determined during system implementation in conjunction with DMS or Customer input based on the specific threshold being set.

11. Thresholds can be set in advance; both for general use, as specific by Customers, and for those thresholds which are an SLA violation.

12. The management system can tie in directly to other tools, such as performance tools, by clicking on the network objections.

13. DMS and Customer views of management system messages for each proposed service needs to be accessible through the management system, or a tool set within the operational suite of tools.

14. The management system is capable of doing analysis and severity summary of performance data (for example, system log).

15. The management system can provide web accessible view functionality from mobile devices.

16. The management system offers the ability for NOC and SOC personal, DMS staff, and Customer operations staff to generate reports used to analyze performance and for general diagnostic purposes. This may include:

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a. Daily traffic reports.

b. Peak reports that indicate the day and hour when the most traffic occurred during the period of the traffic study.

c. Hourly reports can be generated that indicate the date the traffic occurred and the usage for each hour.

17. Access to a web-based Dashboard (screen view, and web accessible view), which includes a view of the management system across all Contractor's SCS applications, and views of generated reports.

18. There will be no limitation on the number of licenses to access the management system.

19. Each sign-on access requires a unique account and single sign-on.

20. The management systems should have the functionality for Customers to configure options related to emailing reports and alarms on a daily and weekly basis. This includes notifications based on performance at certain thresholds and other factors related to the critical nature of the report or alarm.

21. The management systems should have the ability for DMS and Customers to perform system performance tests.

22. Provides Customers flexible email distribution list functionality. For example each Customer has the ability to develop their own distribution list.

23. Provides DMS and Customers the ability to generate their own reports from the Dashboard on an ad hoc basis, or as part of a predefined automatically generated reporting set.

24. When a new device is added, as part of the installation process, Contractor should populate the new device in the management system within two (2) business days of the installation.

25. Contractor will work with DMS and the various subcontractors to develop and implement naming conventions to facilitate common conventions to be viewed on the related Dashboards and related publications.

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Given the statements in this subsection:

To aid DMS in its review, separate the response to this subsection into two areas, 1) how the management systems function, and 2) how the management system will assist DMS and Customers in their quality assurance efforts.

1. Describe in detail the proposed offering for this section, addressing all minimum requirements listed above.

2. Describe how access to the management system will be provided to DMS and Customers via different levels of detail.

3. Describe the proposed reporting (e.g. Portable Document Format, Comma Separated Value, Structured Query Language), screen view, and web accessible view functionality to be provided.

4. Describe the proposed status Dashboard including, but not limited to, the status Dashboard views, the source of the underlying data, user access control, and customization options.

5. List the monitoring functionality for different devices such as SIP gateways and SBCs.

6. Describe where read-only access will be permitted.

7. Describe the reporting, screen view, and web accessible view functionality to be provided. Describe options for distribution of reports.

8. Provide information regarding the quality assurance testing of systems, if available.

[Enter the response here - As needed to provide a complete response]

AT&T Response:

- Describe in detail the proposed offering for this section, addressing all minimum requirements listed above.

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Activation thr[redacted]

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2. Describe how access to the management system will be provided to DMS and Customers via different levels of detail.

[redacted]

- Describe the proposed reporting (e.g. Portable Document Format, Comma Separated Value, Structured Query Language), screen view, and web accessible view functionality to be provided.

AT&T is able to provide reporting in a number of methods, including PDF, CSV, Web Reports, or Excel formats.

- Describe the proposed status Dashboard including, but not limited to, the status Dashboard views, the source of the underlying data, user access control, and customization options.

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[redacted]

- List the monitoring functionality for different devices such as SIP gateways and SBCs.

Across all supported components, SNMP traps are used to create an alert. Active Monitoring extends these capabilities by including additional sources such as SNMP queries, ping tests, scripted CLI commands, Syslog, alarm logs, error logs, and protocol validation. When engineering teams are called upon to investigate a problem with that has occurred in the past, SIP Tracer enables the engineers to look back and see what has happened in the past. In an Avaya deployment, SIP traces are most easily captured from Session Manager. As Session Manager acts as a SIP Proxy, depending on configuration it can often "see" all SIP messages, including those on the PSTN side of the SBC. This helps engineers to retrospectively diagnose even the most complex call scenarios. SIP Tracer captures and stores SIP Signaling messages for 13 months.

- Describe where read-only access will be permitted.

Read only access is permitted with any management system authorized access. AT&T and Hayes will work with DMS representatives to create log-in access to the systems and tools used to support the SCS ITN Contract.

- Describe the reporting, screen view, and web accessible view functionality to be provided. Describe options for distribution of reports.

The management system delivers information at a user interface level by generating reports from historical data (historical being any data other than real-time), and by displaying real-time dashboards with constantly updating information. Information from the Availability module can be delivered to a mobile app. Reports can be generated for on-screen display or can be scheduled for delivery by email at scheduled times.

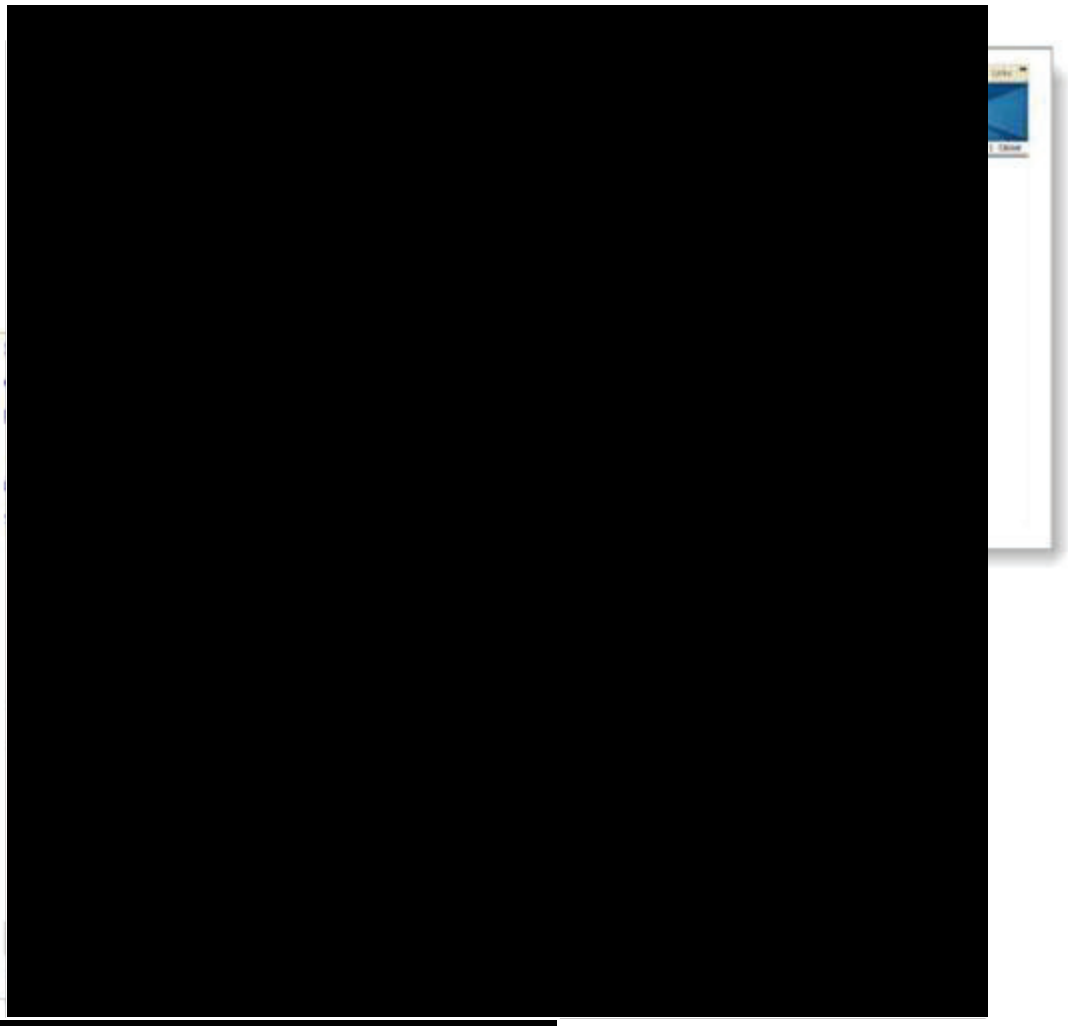
- Provide information regarding the quality assurance testing of systems, if available.

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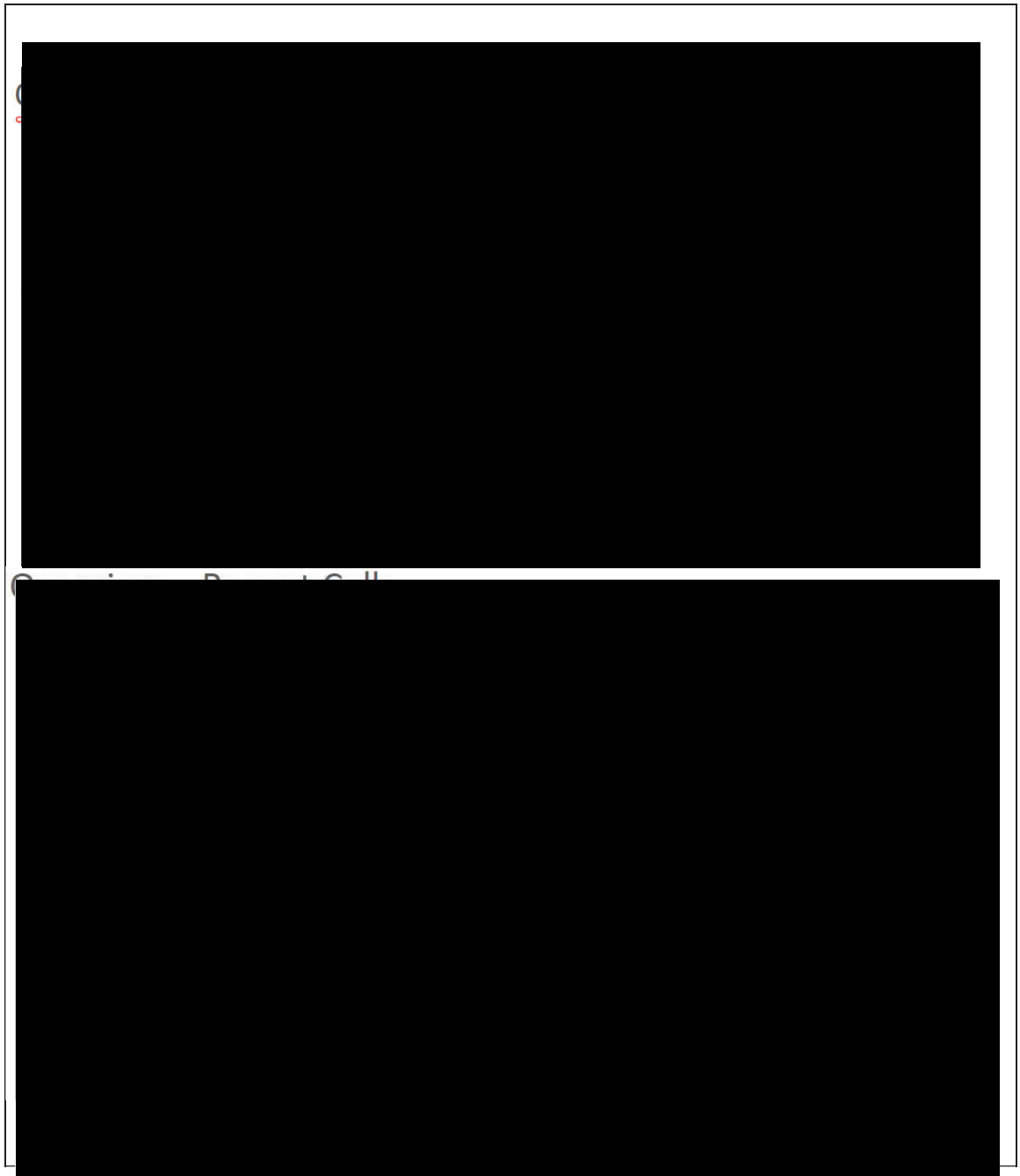
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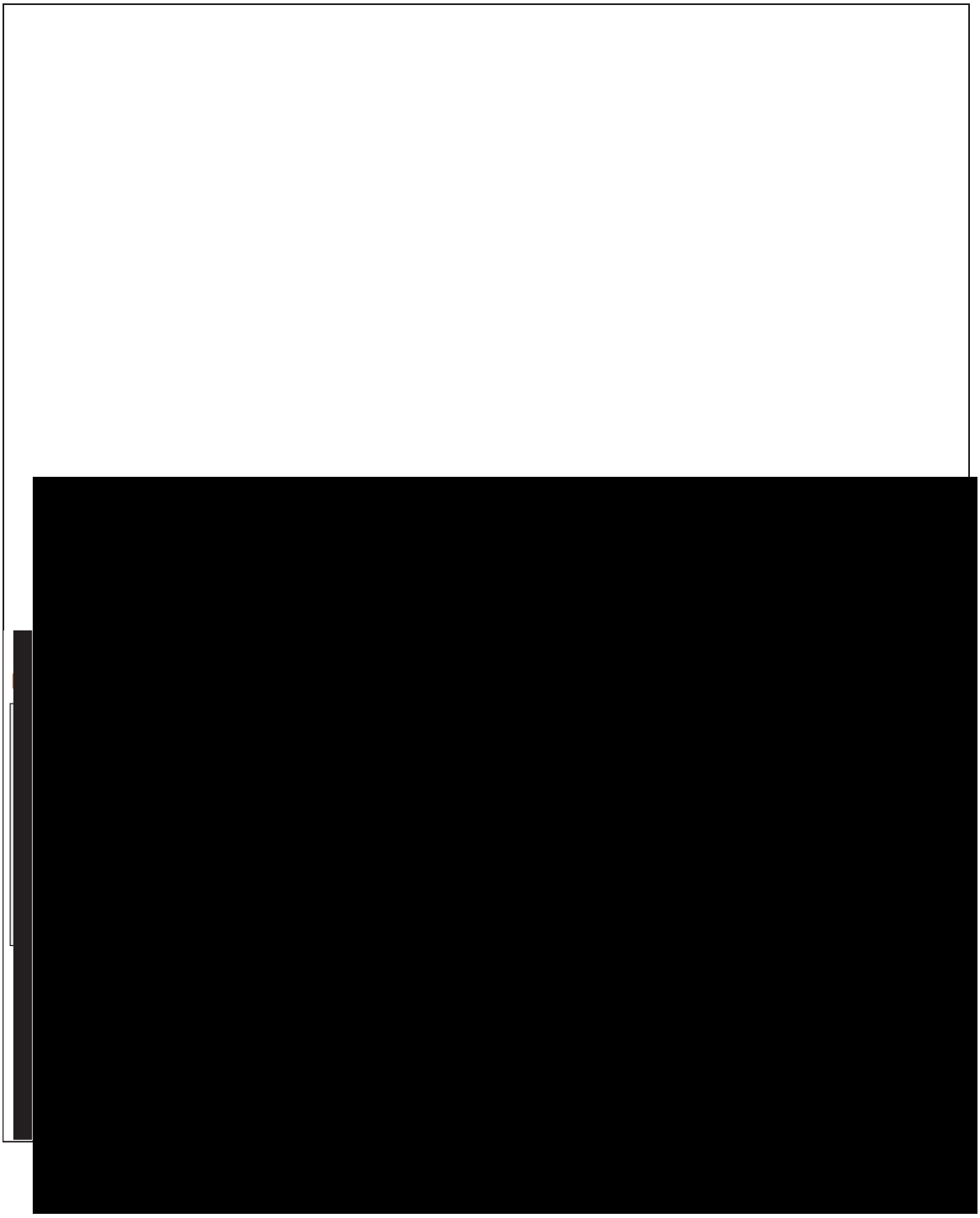
- Access easy-to-interpret reports over various time periods

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3.32 Tools

This subsection is applicable to all proposed functionality, except for Service Category 4, Centrex Services. For Service Category 4, Centrex Services, Contractor will provide reports as requested by DMS.

Contractor will utilize all tools at their disposal to assist with identifying and resolving issues impacting their services. This includes MFN tools if authorized by DMS, the Customer, and MFN Contractors. Functionality of tools is critical for DMS staff, and its Customers.

The following are minimum requirements:

1. The minimum number of licenses for security tools is two (2) accounts per Customer and fifteen (15) accounts for DMS.

2. Tools will provide the ability for DMS and Customers to have a different scope of view and scope of command.

3. DMS and Customer will have real-time access to all operational and security tools twenty- four hours a day, 365 days of the year, via the internet using a standard web browser.

4. Provide quality assurance tools which include the ability to support the following required reporting and view options: total calls offered, total calls answered, total calls blocked and a description of why calls were blocked, average hold time for each call, total calls incomplete and a description of why the calls were not completed, and trunk utilization for dedicated services.

5. Provide traffic analysis tools which include the ability to provide DMS and Customers with the following required traffic analysis options: traffic patterns, feature usage, and hunt groups.

6. The lookback period for the tools will be, at a minimum, for the previous twelve (12) months of provided services and will provide the Customer the ability to download data from the tools at no additional cost.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

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2. Describe the proposed tools including licensing.

3. Describe the existence of a production implementation of the proposed tool suite. Indicate the size and scope of the implementation.

4. Describe how access to the tools will be provided via a standard web browser.

5. Describe how real-time access to the tools will be provided to DMS and Customers via different levels of detail; scope of view and scope of command.

6. List limitations on either the tools, or the technologies where performance issues can go undetected by the diagnostic tools. List any known issues preventing the SCS operational suite from detecting all service anomalies.

7. Describe how quality assurance tools can support the required reporting and view options, and any other reporting and view options. List the measurements that directly relate to SCS such as call setup time, call attempts, traffic loads, inbound/outbound calls, call completion, call busy, call drops, quality of the connection, or other indications that NOC/SOC personnel, DMS staff, and its Customers can utilize in their quality assurance efforts.

8. Provide information on the required options for traffic analysis, and any other options for traffic analysis.

9. Describe how traffic analysis tools can support traffic studies on all facilities dedicated to the SCS Contract on a quarterly basis and/or upon DMS request.

10. Describe how tools provide various tests that can be accomplished by the NOC/SOC personnel, DMS staff, and Customer staff.

[Enter the response here - As needed to provide a complete response]

AT&T Response:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

DMS representatives will have access to a number of tools available on-line. The AT&T BusinessDirect® Portfolio is a collection of powerful eServicing capabilities that empower customers to enhance productivity and reduce costs as they manage their AT&T services and accounts. The portfolio consists of the award-winning, secure AT&T BusinessDirect® Web Portal and its online tools, which deliver efficient, effective, convenient eServicing capabilities, 24x7x365.

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Per the clarification response to DMS, The following tools will be used to support the [redacted]

[redacted]

C. [redacted]

[redacted]

[redacted]

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f. [redacted]

[redacted]

[redacted] Describe the proposed tools including licensing.

[redacted]

[redacted]

3. Describe the existence of a production implementation of the proposed tool suite. Indicate the size and scope of the implementation.

[redacted]

4. Describe how access to the tools will be provided via a standard web browser.

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The BusinessDirect® Web Portal is accessed by going to https://www.businessdirect.att.com.

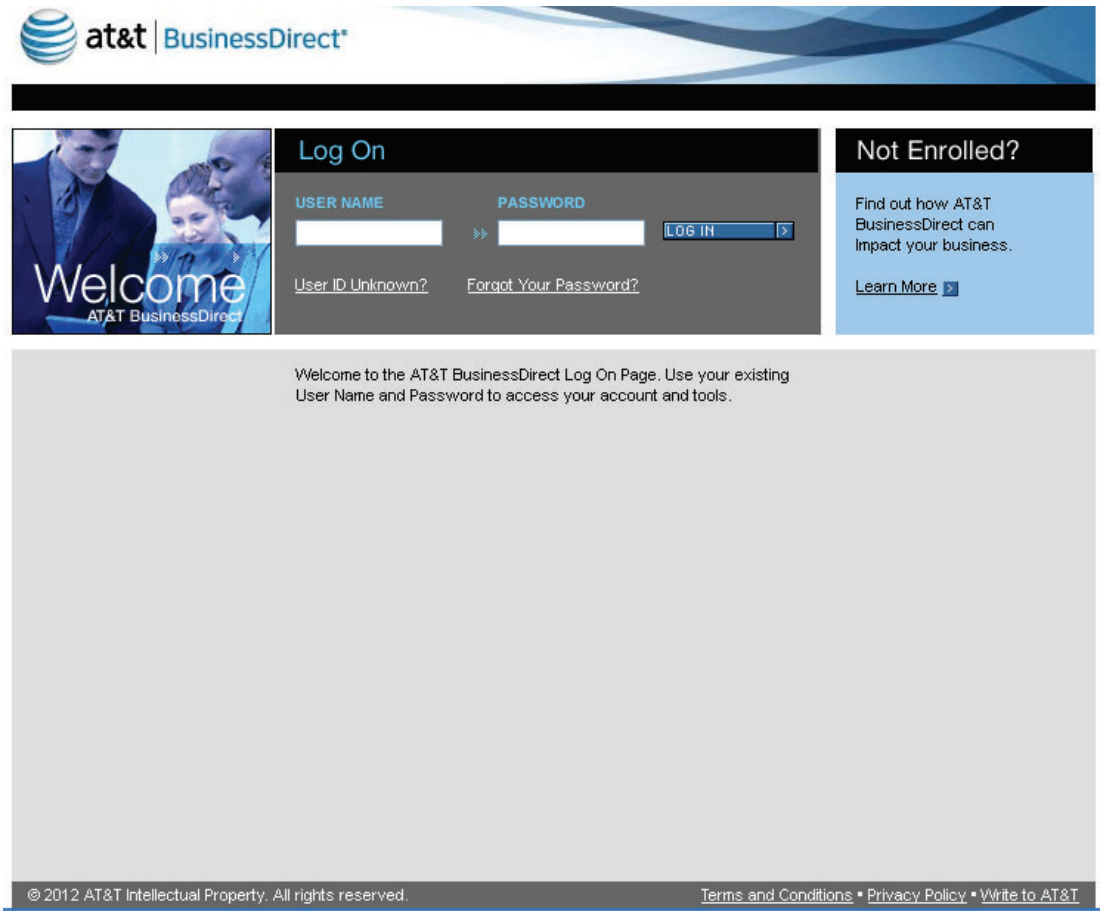


Figure 1 BusinessDirect® Logon Page

The Dynamically Generated Home Page

Each customer's home page is dynamically generated so that one customer's home page can be different from another's — all within the same look and feel. This dynamic generation of the home page is the cornerstone of AT&T BusinessDirect® — and it is the feature that enables AT&T to create one web site that is appropriate for business customers both large and small.

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[redacted]



Figure 2 BusinessDirect® HomePage

[redacted]

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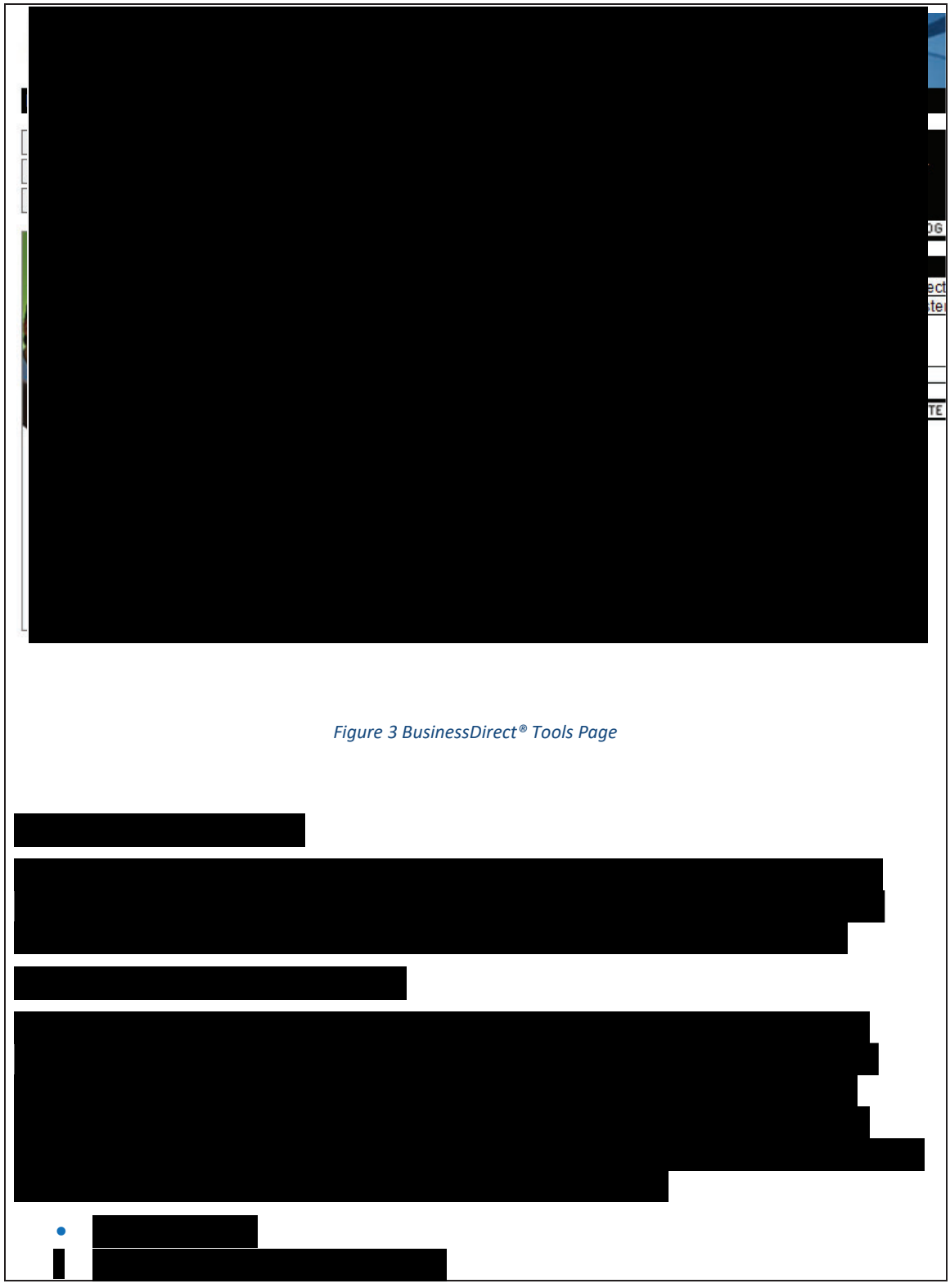


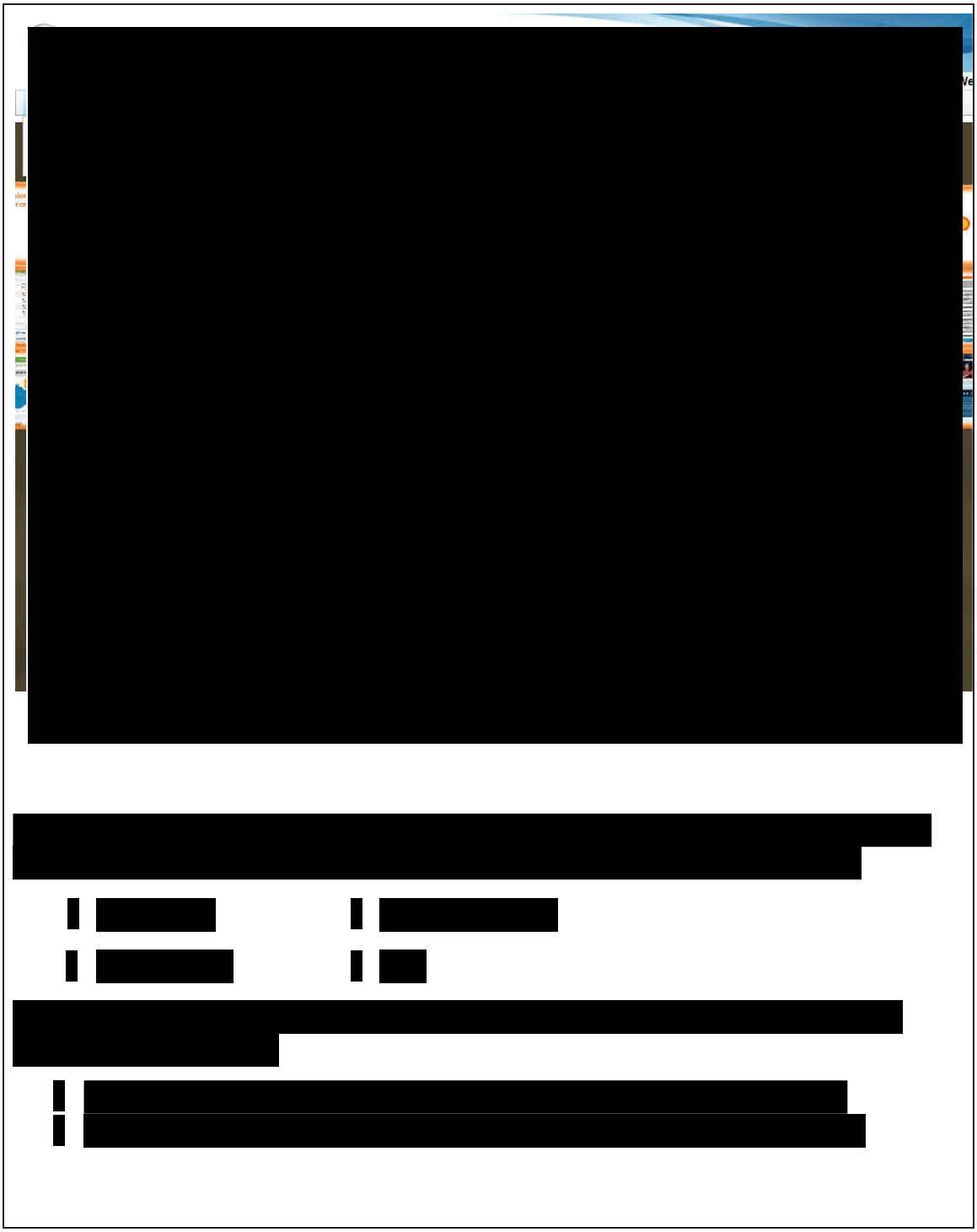
Figure 3 BusinessDirect® Tools Page

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[1] Additional information will be provided in later sections

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[redacted]

Florida.

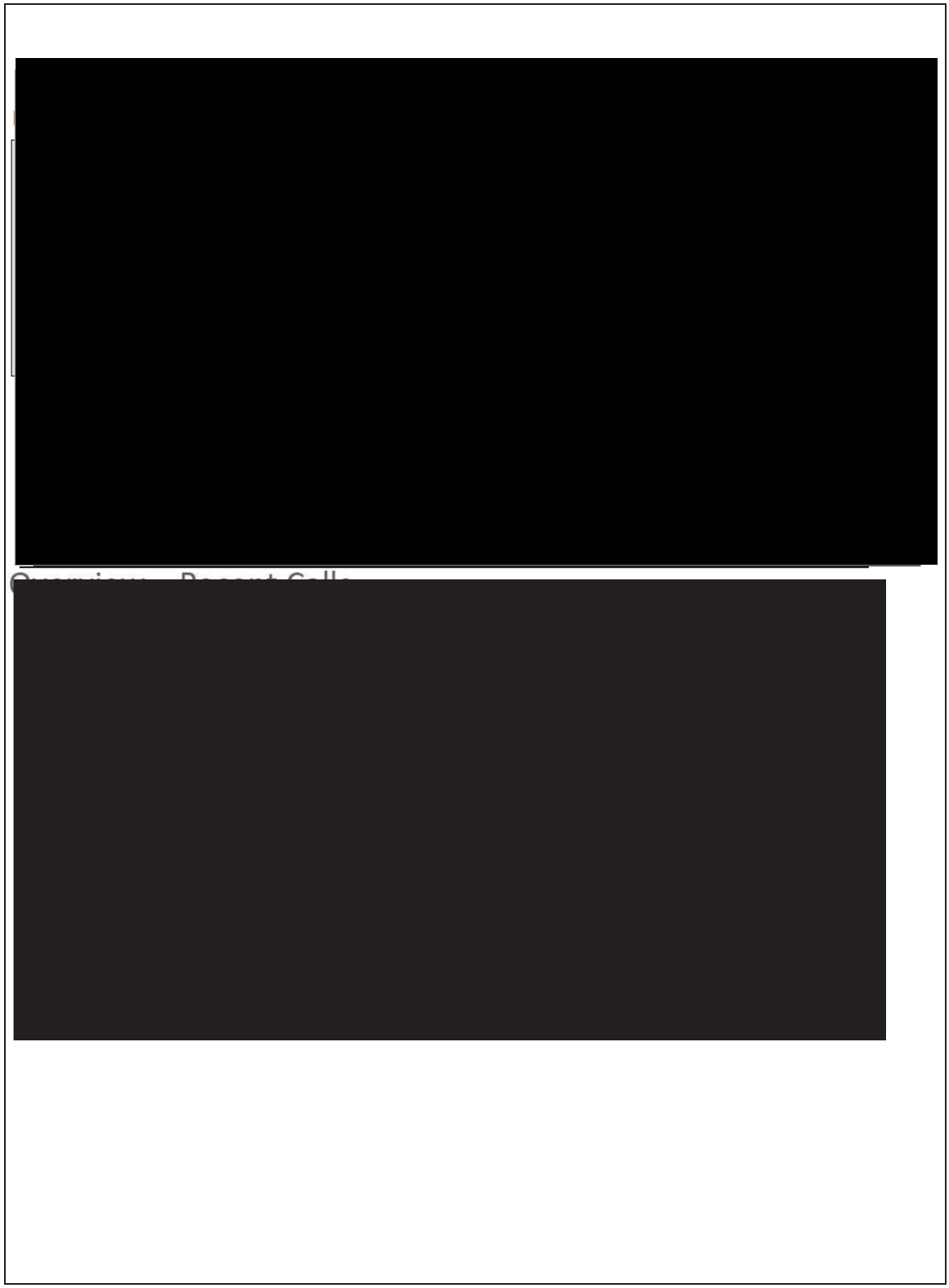
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5. Describe how real-time access to the tools will be provided to DMS and Customers via different levels of detail; scope of view and scope of command.

   DMS will work with the AT&T Account Team for BusinessDirect access. The NOC/SOC will also provide access to the monitoring tools as needed.

6. List limitations on either the tools, or the technologies where performance issues can go undetected by the diagnostic tools. List any known issues preventing the SCS operational suite from detecting all service anomalies.

   AT&T is unaware of any issues that may be undetected by the monitoring tools that will support the SCS ITN contract.

7. Describe how quality assurance tools can support the required reporting and view options, and any other reporting and view options. List the measurements that directly relate to SCS such as call setup time, call attempts, traffic loads, inbound/outbound calls, call completion, call busy, call drops, quality of the connection, or other indications that NOC/SOC personnel, DMS staff, and its Customers can utilize in their quality assurance efforts.

   AT&T/Hayes NOC/SOC will be deploying monitoring tools that will capture metrics as outlined in this requirement.

8. Provide information on the required options for traffic analysis, and any other options for traffic analysis.

   AT&T's tools will provide some of the metrics for traffic analysis. AT&T would like further discussion on this requirement.

[redacted]

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9. Describe how traffic analysis tools can support traffic studies on all facilities dedicated to the SCS Contract on a quarterly basis and/or upon DMS request.

   AT&T's tools will provide some of the metrics for traffic analysis. AT&T would like further discussion on this requirement.

10. Describe how tools provide various tests that can be accomplished by the NOC/SOC personnel, DMS staff, and Customer staff.

The AT&T/Hayes NOC/SOC will be able to support some tests based on the services provided. [redacted]

3.33 Temporary Service Increase

There are times when Customers may require a temporary service change. The Contractor will work to expedite temporary service changes when required by the Customer. The temporary service(s) shall be performed by the Contractor in accordance with the terms of the SCS Contract which apply to the provided service.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.34 Online Portal for Self-Management

This subsection is applicable to all proposed functionality, except Service Category 4, Centrex Services.

The ability for Customers to accomplish self-managed changes via an easy to use portal is critical. The following are minimum requirements:

1. Each service should have options for Customers to perform self-managed changes for global and end-user profiles. An example of a self-managed change is a move, add, change, and delete (MACD) of a billable feature in a user's profile.

2. As portal changes are made, the corresponding licensing updates CSAB inventory, either in real-time, or through a nightly batch run.

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3. As portal changes are made, Contractor should provide appropriate notification of the corresponding license updates to the Customer and CSAB.

4. Contractor should provide daily management of the online portal.

5. Add, change, and delete licenses as requested by the Customer. 6. Provide Customers the capability to download data maintained in the portal at no additional cost.

In addition to these minimum requirements, the Contractor may, after written authorization from the Department, offer Customers the ability to, through the Contractor's online portal, place and cancel orders for services and equipment already in the CSAB Service Catalog, as well as view the Customer's billing information. Additional portal functionality offerings must be approved by the Department prior to being made available to Customers. The Contractor is responsible for ensuring the portal has the ability to accurately update the CSAB inventory either in real-time or through a nightly batch run with all Customer orders or cancellations of orders. Invoicing and payment transactions shall continue between the Department and the Contractor as set forth in Statement of Work subsection 4.2. Such functionalities shall not be made available to Customers through the Contractor's portal until the Contractor has demonstrated, to the satisfaction of the Department, the portal's ability to adhere to these requirements. CSAB, as the official record of the inventory and costs of SUNCOM services, has primacy when there are discrepancies between CSAB and the Contractor's portal. DMS will consider the Contractor's portal as a supplemental offering that does not displace any of the Contract terms and conditions regarding CSAB.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

2. Describe how the Respondent's online portal will provide the following:

a. Station/user moves, adds, changes, and deletions

b. Call restriction assignments

c. Class of service definitions and assignments

d. Unified communications group definitions and assignments

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e. Updates to endpoints/end-user profiles and parameters

f. Call admission control parameters

g. Addition of billable features and services

h. Dial plan and routing parameters

i. Updates to CSAB to reflect all changes which affect billing and are made in the online portal by the Customer

j. Notifications to Customer and CSAB

k. Day-to-day management activities. Include examples of day-to-day management activities and screen shots indicating the flow of the commands needed to complete the various activities. An example of a day-to-day management activity is how the portal provides appropriate notification to the Customer and/or CSAB of a MACD event which impacts billing.

[Enter the response here - As needed to provide a complete response]

AT&T Response:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

[redacted]

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[redacted]

2. Describe how the Respondent's online portal will provide the following:

a. Station/user moves, adds, changes, and deletions

b. Call restriction assignments

c. Class of service definitions and assignments

d. Unified communications group definitions and assignments

e. Updates to endpoints/end-user profiles and parameters

f. Call admission control parameters

g. Addition of billable features and services

h. Dial plan and routing parameters

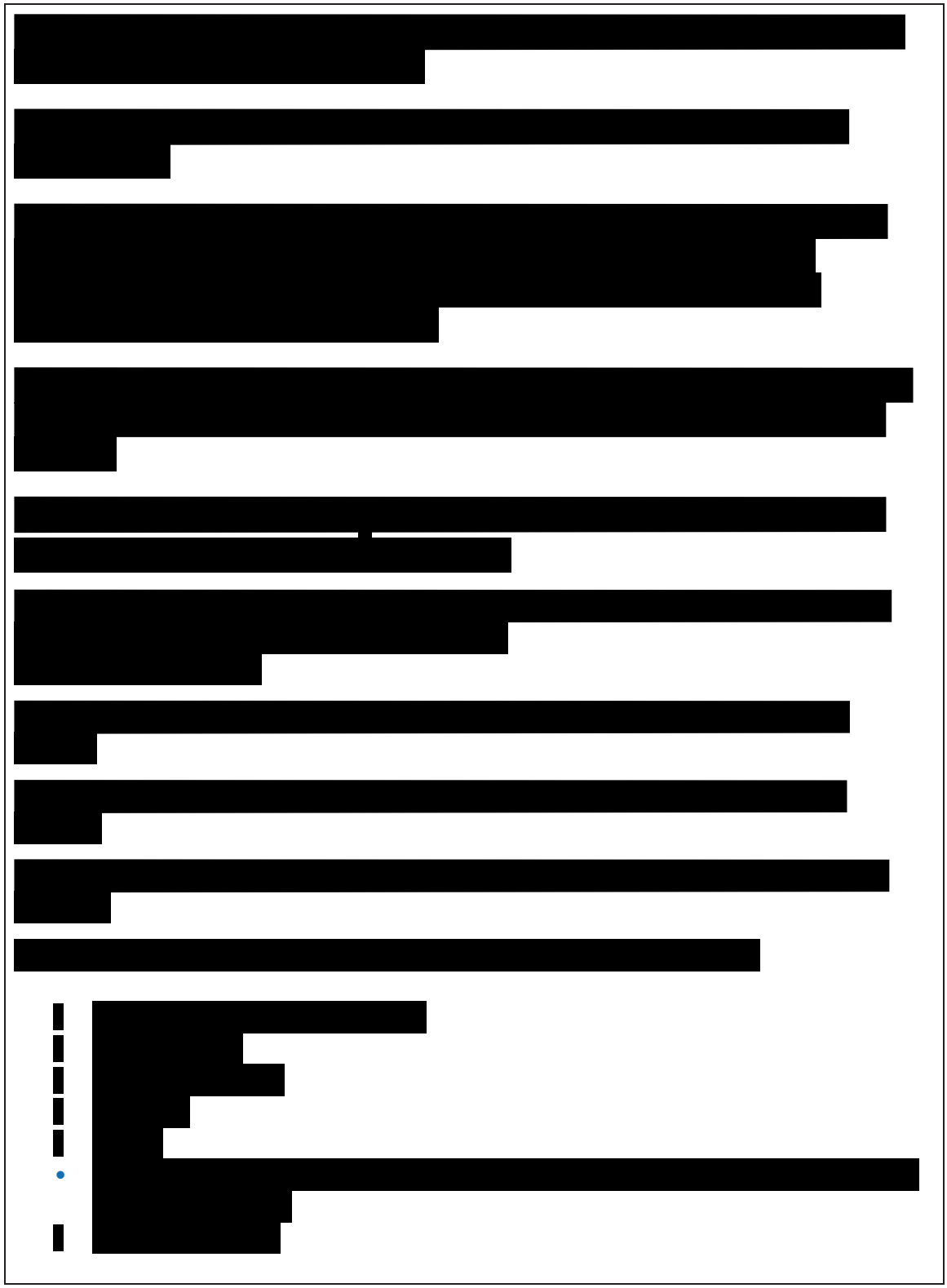
i. Updates to CSAB to reflect all changes which affect billing and are made in the online portal by the Customer

j. Notifications to Customer and CSAB

k. Day-to-day management activities. Include examples of day-to-day management activities and screen shots indicating the flow of the commands needed to complete the various activities. An example of a day-to-day management activity is how the portal provides appropriate notification to the Customer and/or CSAB of a MACD event which impacts billing.

[redacted]

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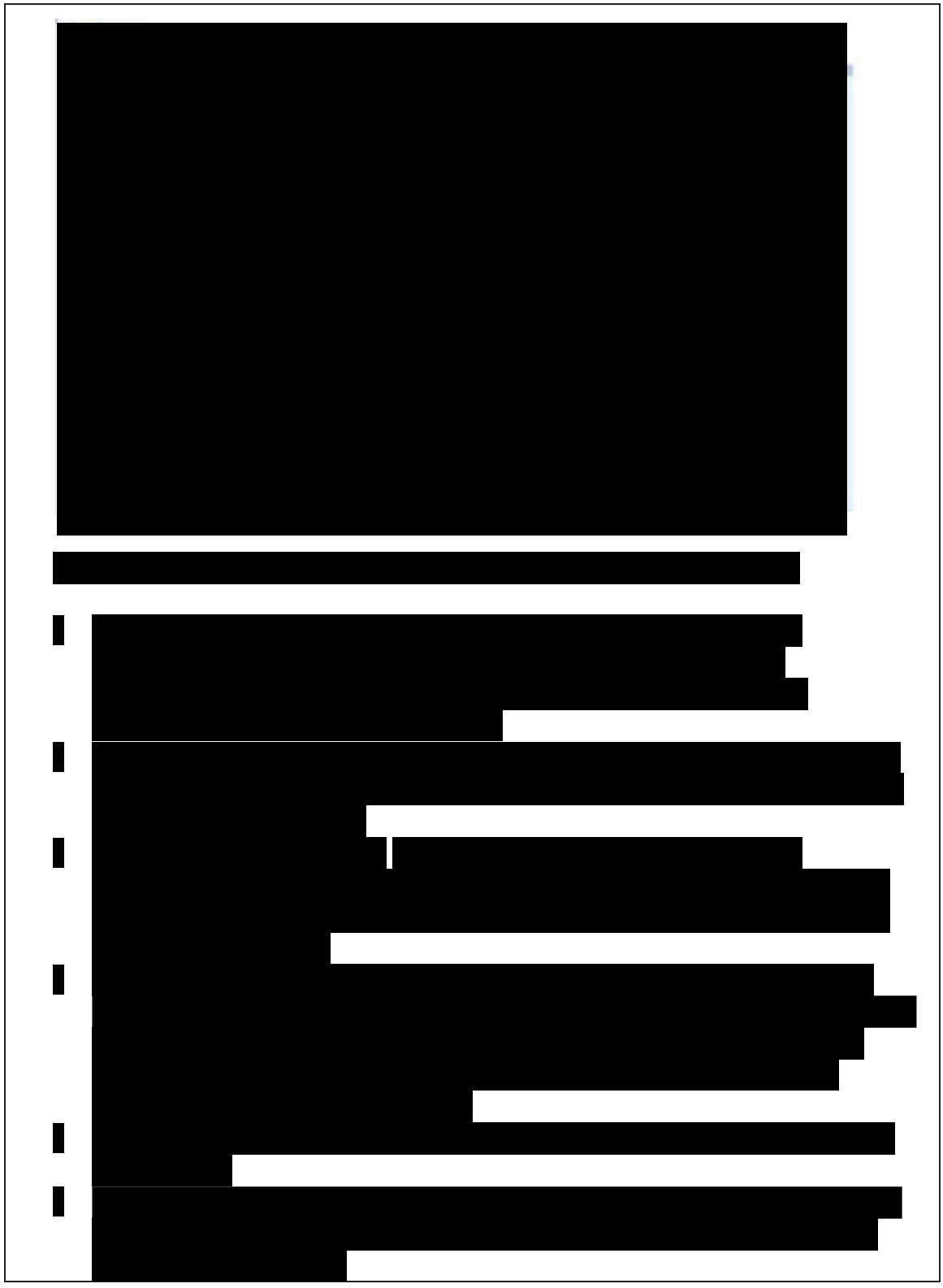


This screenshot shows most of the features a customer can manage via the Enhanced Features portal:

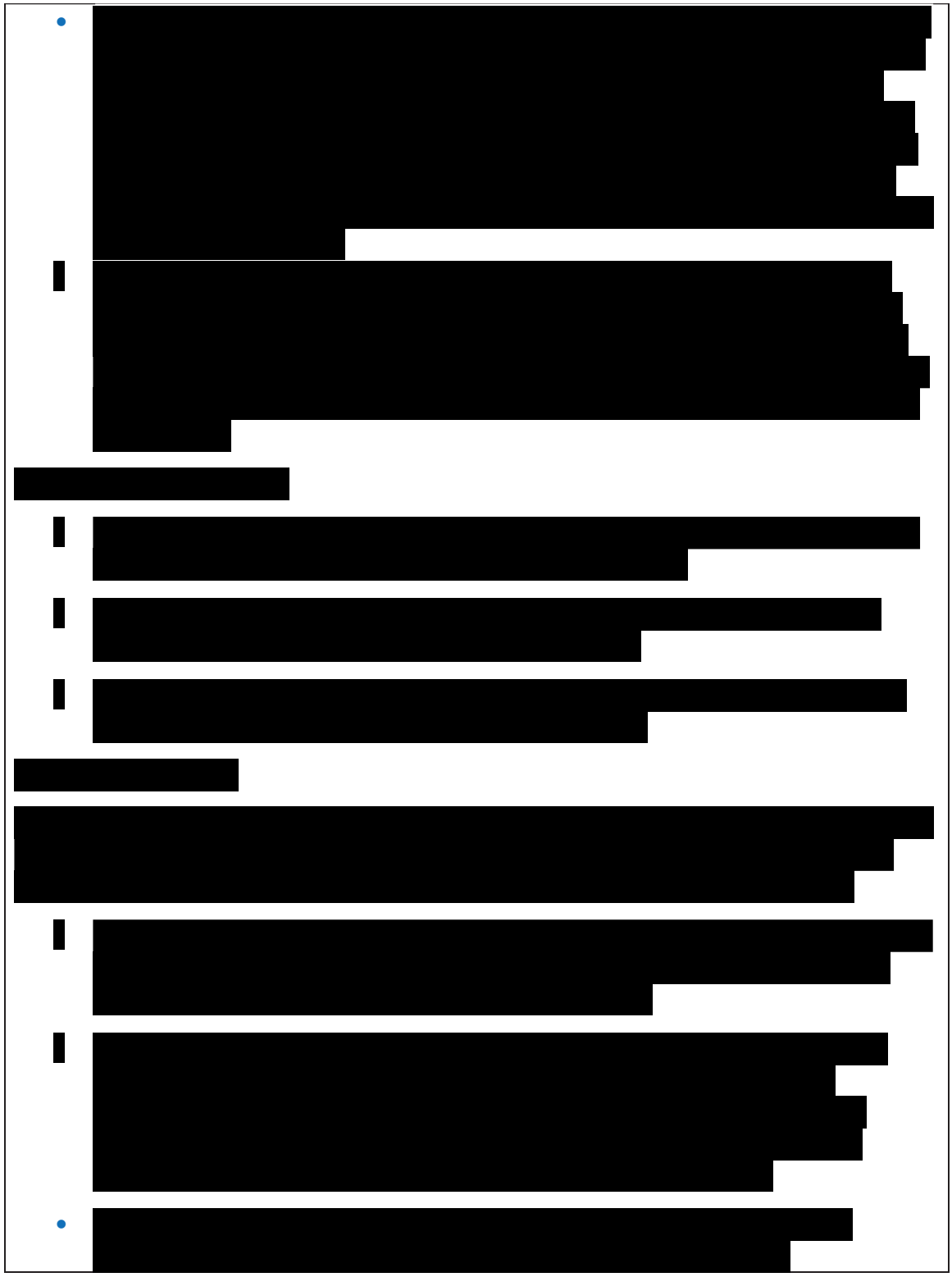
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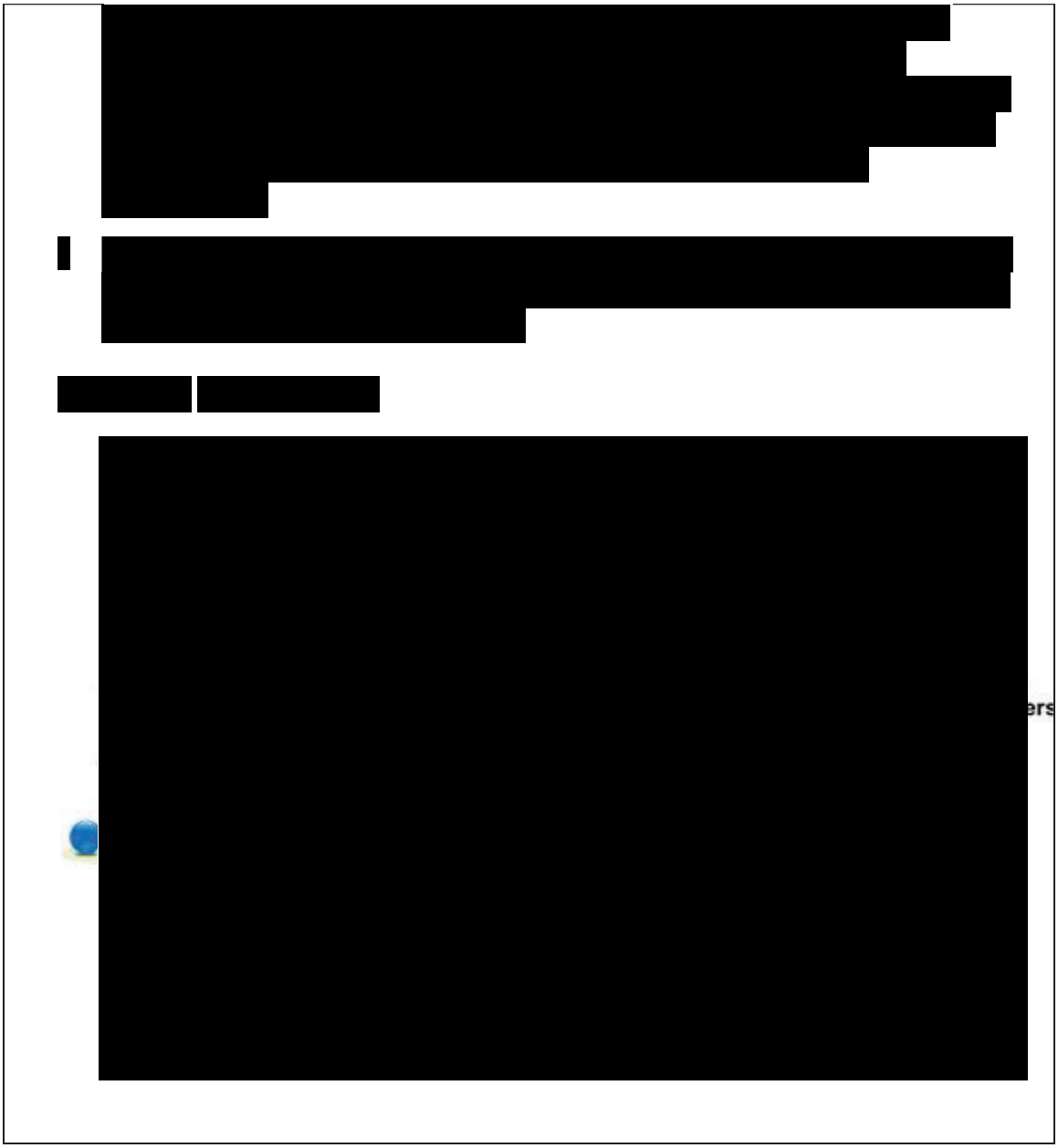
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[redacted] Logging and Archival

This subsection is applicable to all proposed functionality except Service Category 4, Centrex.

A critical requirement of SCS is logging and archiving data such as signaling, traps, alarms, and media.

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The following are minimum requirements:

1. Provision of traffic studies, upon DMS request.

2. Components within SCS that are able to log files to the archive repository.

3. Functionality to store archived data for a minimum of twelve (12) months, and in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State record retention schedules, or longer if required by Federal law. Provide for the capability to download the archived data when requested by DMS or the Customer at no additional cost.

4. Tools and devices that are able to logfiles.

5. DMS has unlimited and immediate access to logfiles.

6. Ability to log and archive media and signaling traffic when requested by DMS or Customer.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing all minimum requirements listed above.

2. Describe in detail the logging and archival components.

3. Provide the technical detail related to how the logging and archival service will be implemented and accessed by DMS, and its day-to-day functionality.

4. Discuss the service, systems, and processes Respondent proposes to use to log and archive information.

5. Provide specifics of the logging and retention of archived information, including equipment specifications.

6. Describe how backups of archived information are accomplished.

7. Describe options to log and archive media and signaling traffic.

[Enter the response here - 500 words]

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AT&T Response:

1. Describe in detail the proposed offering for this section, addressing all minimum requirements listed above.

Traffic data is constantly monitored and stored within the management system database(s). The data can be accessed at any time, over any period, and analyzed via the various reporting mechanisms within the management system. The management system also monitors traffic in real-time and generates events or alarms as traffic congestion or signaling errors occur. Logfiles are accessible through the various reporting mechanisms within the management system and available through the online portal or by scheduled request.

2. Describe in detail the logging and archival components.

All logged data is stored online within the management system database(s) for a period of 13-months in its raw data format and is accessible through the various reporting mechanisms within the management system. The management system does not archive data. Customers will work with the NOC to access information as required.

[redacted]

AT&T BusnessDirect will have some reporting available as well that user's will be able to access on a 24x7x365 basis.

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3. Provide the technical detail related to how the logging and archival service will be implemented and accessed by DMS, and its day-to-day functionality.

Any component that creates logfiles and can make the logfile available to the management system via network access, can have the logfiles stored within the management system database(s). The management system does not archive data. All logged data is stored online for the duration of the contract term in its raw data format and may be accessed via the online portal or by scheduled request.

4. Discuss the service, systems, and processes Respondent proposes to use to log and archive information.

[redacted]

[redacted]

[redacted] Provide specifics of the logging and retention of archived information, including equipment specifications.

The NOC will retain information in the on-line portal for the entire contract term.

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6. Describe how backups of archived information are accomplished.

[redacted]

7. Describe options to log and archive media and signaling traffic.

[redacted]

3.36 Review of Archived Information

This subsection is applicable to all proposed functionality except Service Category 4, Centrex.

Review of archived information is of critical importance. Interpreting traffic flows is one of the most important operational tools used as part of the root cause analysis by Contractor during research on operational issues. SCS participants, including other awarded Contractors, DMS, and Customers, are potential users of this archived information. Contractor should provide tools, personnel resources, and monitoring processes that will be used to implement, maintain, and monitor any associated operational issues, including security of archived information.

The following are minimum requirements:

1. Provide unlimited and immediate access to archived information, including real-time and batch access.
2. Provide a robust review process for archived information.
3. Provide review services.
4. Provide active assistance reviewing logs and interpreting traffic flows.
5. Provide operational processes that limit access to archived data, as appropriate.

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Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing all minimum requirements.

2. Explain how real-time access is provided.

3. Explain how batch access is provided.

4. Describe how backups of archived information are accomplished.

5. Provide information regarding how review of archived information will be managed when variances are necessary for viewing different types of data.

6. Explain how active assistance to review logs and interpret traffic flows is provided.

7. Explain the operational processes which limit access to archived data.

[Enter the response here - 1,500 words]

AT&T Response:

1. Describe in detail the proposed offering for this section, addressing all minimum requirements.

[redacted]

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[redacted]



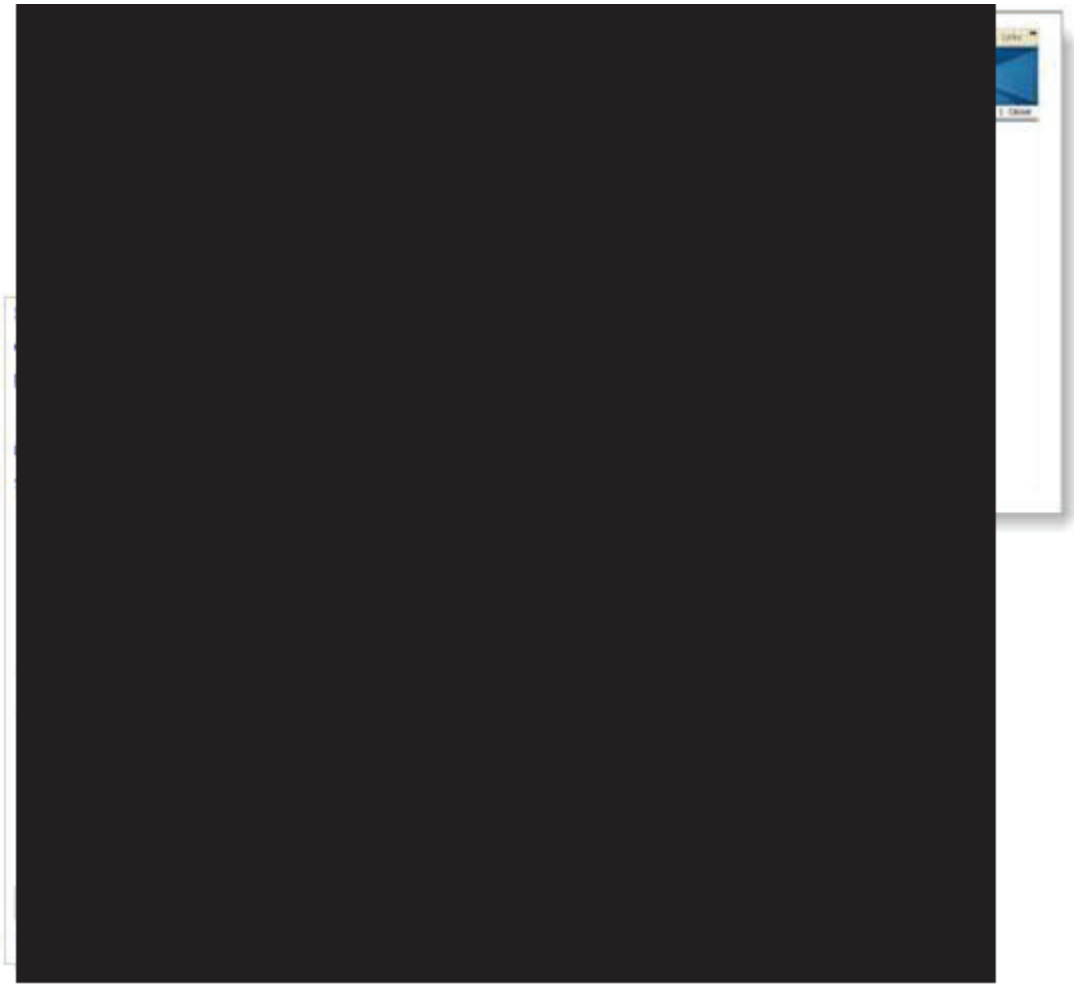
1. [redacted]

[redacted]

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2. Explain how real-time access is provided.

The State will work with the AT&T Account Team and the AT&T/Hayes NOC/SOC for access to the multiple systems that will support the SCS ITN Contract.

3. Explain how batch access is provided.

The State will have access to the AT&T/Hayes NOC to support this requirement.

4. Describe how backups of archived information are accomplished.

The State will have access to online data through the NOC/SOC. This data is not archived, but made available through online web portals.

5. Provide information regarding how review of archived information will be managed when variances are necessary for viewing different types of data.

The State will have access to the AT&T/Hayes NOC to support this requirement.

6. Explain how active assistance to review logs and interpret traffic flows is provided.

The State will have access to the AT&T/Hayes NOC to support this requirement.

7. Explain the operational processes which limit access to archived data.

The State will have access to online data through the NOC/SOC. This data is not archived, but made available through online web portals.

3.37 Trouble Ticketing Service

Contractor is required to provide a trouble ticketing service for the management of tickets related to performance concerns, and the Contractor's corresponding remediation efforts. Contractor will work to resolve tickets twenty-four hours a day, 365 days of the year.

The following are minimum requirements:

1. Allow Customer to create a trouble ticket in the following manner, twenty-four hours a day, 365 days of the year:

   a. Calling a toll-free number and speaking to an agent.

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b. Sending an email.

c. Through a web-based online portal, which provides guidance to the authorized Customer as to how to complete a trouble ticket request.

2. Provide access to tickets twenty-four hours a day, 365 days of the year, via the web-based online portal. Customers must be able to view their tickets only, but DMS must have a global view of all tickets.

3. Coordinate ticket resolution with the Customer or authorized representative. The Customer or authorized representative must agree to the closure of a trouble ticket, which will be confirmed by the system through a call, email, and/or text message.

4. Classify trouble tickets based on issue severity, using the severity levels in the table below, and Customer type, such as public safety.

5. Provide notifications to the SUNCOM NOC and all affected Customers based on the severity level until an acceptable resolution is implemented.

6. Allows for reporting options for use by DMS and Customers regarding the details and status of opened, closed, and cancelled trouble tickets.

7. Allows for prioritization of public safety-affecting trouble tickets.

Customer and SUNCOM NOC Notifications Table		
Severity Level	**Notification Time**	**Notification Requirements**
Critical	15 minutes	Initial contact with Customer within 15 minutes of an outage. Status updates will be provided every hour.
Major	15 minutes	Initial contact with Customer within 15 minutes of an outage. Status updates will be provided every two(2) hours unless waived as unnecessary by the Customer or DMS.
Minor	45 minutes	Initial contact with Customer within 45 minutes of a trouble report and updates when conditions change. Status updates will be provided every four (4) hours
		unless waived as unnecessary by the Customer or DMS.
Chronic	As appropriate	Customer will be advised of chronic status and updated as conditions change.
Informational	As appropriate	Contractor NOC will respond to information requests within 72 hours.

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Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing all minimum requirements.

2. Describe in detail the ticketing components

3. Describe the existence of a production implementation of the proposed ticketing service. Indicate the size and scope of the implementation.

4. Describe the options for how the system can interface with other ticketing systems that may be in use by the Contractor, DMS, and its Customers.

5. Describe reporting options.

6. Describe the proposed process for notifications to the SUNCOM NOC and all affected Customers.

7. Describe how public safety-affecting trouble tickets will be prioritized.

[Enter the response here - 300words]

AT&T Response:

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing all minimum requirements.

   The ticketing system meets all the requirements of this section. Hayes NOC/SOC will receive all tickets from the State. Hayes in turn will coordinate with AT&T operation centers for all AT&T service related tickets. Hayes will document all information related to a ticket in the VSM platform. The State will have access to the status of a ticket as needed.

In addition, AT&T uses various integrated customer-facing and internal trouble ticket management systems. The Hayes NOC will serve as the initial triage organization and interact with AT&T where appropriate. You can receive, review, and manage trouble ticket reports on your service via:

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1. AT&T BusinessDirect® portal—enables you to report and review the status of wireline service issues online
2. Premier portal—enables you to report and review the status of wireless service issues online

AT&T eBonding—enables your systems to exchange transaction request and response messages with our maintenance and ordering systems securely and directly

Whether a repair incident is automatically detected by AT&T or initiated by the customer, AT&T's ticket management systems generate a repair ticket. The ticket is routed to our remote diagnostic system for initial troubleshooting and resolution. If necessary, the ticket is sent to the local AT&T field center where a technician is dispatched to further isolate and resolve the problem. AT&T maintains a history of trouble tickets to help identify and prevent reoccurring problems in our network.



We manage your services and track and resolve troubles using the following systems:

- [redacted]
- [redacted]
- [redacted]
- [redacted]

When you consider the importance of service continuity, these systems provide the integration and information necessary to clear troubles quickly.

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Customer Service Guide

Your AT&T Service Manager prepares a detailed service guide that is provided to you each quarter. This service guide includes the latest information on your service history, important contact information and procedures. With this document, you have the most updated escalation processes and important contact information when an escalation is needed.

2. Describe in detail the ticketing components.

   The State will have the options of calling the Hayes NOC/SOC to report a service related issues, sending an email to an email distribution, or logging into a web portal and submitting a ticket. This will be provided 24x7x365.

3. Describe the existence of a production implementation of the proposed ticketing service. Indicate the size and scope of the implementation.

   Hayes will be able to onboard customers into the VSM platform within 24 hours. For the AT&T systems, the State will work with the AT&T Account Team to get the BusinessDirect® accounts created. That process can take up to 48 hours for the initial accounts, but once an Administrator account is created, the State administrator will be able to create new accounts real-time.

4. Describe the options for how the system can interface with other ticketing systems that may be in use by the Contractor, DMS, and its Customers.

[redacted]

Customers can easily open tickets, ask questions, search for answers, check the work performed, the status of a request and more. Customers can submit and monitor tickets, update tasks, review invoices and check project statuses anytime.

AT&T uses various integrated customer-facing and internal trouble ticket management systems.

You can receive, review, and manage reports on your service via

- AT&T BusinessDirect® portal—enables you to report and review the status of wireline service issues online
- Premier portal—enables you to report and review the status of wireless service issues online

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- AT&T eBonding—enables your systems to securely and directly exchange transaction request and response messages with our maintenance and ordering systems

AT&T would like to learn more from the State on ticketing system integration requirements during contract negotiation.

5. Describe reporting options.

[redacted]

6. Describe the proposed process for notifications to the SUNCOM NOC and all affected Customers.

[redacted]

7. Describe how public safety-affecting trouble tickets will be prioritized.

All tickets can be tagged with priority. Notifications can be sent out based on ticket type as well. Public safety tickets would carry the highest priority.

3.38 Monthly Maintenance Support Services

This subsection is applicable to all proposed functionality, except Service Category 4, Centrex Services.

Respondents should provide the option for Customers to purchase monthly maintenance support services. These services are above and beyond services managed by the NOC, manufacturer warranties and services contemplated in SOW section 3.6 Technology Refresh.

The following are minimum requirements for monthly maintenance support service components:

1) repair of defective equipment, beyond NO diagnostics

2) service specific helpdesk support, beyond NOC helpdesk support

3) software upgrades

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4) equipment maintenance, which must ensure that all equipment meets the applicable service standards, beyond NO diagnostics

5) service will be available for the length of any rental terms

6) extension of service past the initial rental term, which may include reduced monthly support services beyond the initial rental term at a reduced-price

DMS is also seeking services and features for SCS based on the topics listed below:

1) Options for annual preventative maintenance check and tune-up

2) Options for on-site maintenance and service depot maintenance

3) Options for multiple service depots within the State of Florida

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing all monthly maintenance support service components.

2. Describe options for annual preventative maintenance check and tune-up.

3. Describe options for on-site and service depot maintenance, including locations of service depots and on-site maintenance policies

4. Describe typical service and repair times, including how shipping will affect service and repair times.

[Enter the response here - 500 words]

AT&T Response:

1. Describe in detail the proposed offering for this section, addressing all monthly maintenance support service components.

All monthly support and vendor management is included in our offer. Break fix, parts and remote MACD are included in the monthly rate to the customer. This will include any preventative maintenance, software update releases, etc.

2. Describe options for annual preventative maintenance check and tune-up.

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[redacted]

3. Describe options for on-site and service depot maintenance, including locations of service depots and on-site maintenance policies

On-site service depots can be provided at an additional cost. Since all stocked parts are at our Florida locations next day delivery can be expected. Service and repair times will be handled within the requirements of the SLA's. Since most parts are warehoused at one of our Florida locations replacement parts will be shipped for next day delivery. If the serve call is received too late for next day delivery it will arrive the following business day.

4. Describe typical service and repair times, including how shipping will affect service and repair times.

On-site service depots can be provided at an additional cost. Since all stocked parts are at our Florida locations, next day delivery can be expected. Service and repair times will be handled within the requirements of the SLA's. Since most parts are warehoused at one of our Florida locations replacement parts will be shipped for next day delivery. If the serve call is received too late for next day delivery it will arrive the following business day.

3.39 Vendor Management

This subsection is applicable to proposed services for Service Category 1, Unified Communications Services, and Service Category 3, Contact Center.

Vendor Management is a minimum requirement. Vendor Management will always be provided to multi-tenant environments, and is an optional feature for single-tenant environments. All Single- tenant Customers will have the option to order Vendor Management. Vendor Management will be offered to Customers who utilize either the SCS purchase or rental options.

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Vendor Management allows Customers to have a turnkey system solution, designed, supplied, built, or installed fully complete and ready to use upon delivery or installation, with the Contractor completely managing and operating the communication system when the Customer does not have the technical staff or does not wish to manage their own system. In providing Vendor Management, Contractor is to perform local and end-to-end site support for unlimited moves, adds, changes, monitoring, problem resolution, and reporting, and is completely responsible for the overall operations of the communication system. Contractors will perform operational-type systems programming, interface with other telecommunications contractors, and provide Customers with a services help desk.

For single-tenant Customers who order Vendor Management for the Customer's existing communication systems, Contractor will be given the opportunity to assess the Customer's communication system and can propose a one-time upgrade fee to bring the system up to a level sufficient to deliver the necessary Vendor Management. This will be priced on an individual case basis, must be priced in accordance with the current CSAB Service Catalog, must show the prices are reasonable, customary, and justified, and is subject to DMS written approval.

If a MACD order is considered extensive by both the Contractor and DMS, an agreement with the Customer and DMS will be developed in advance via a Specific Service Request, identifying the agreed upon deadlines and performance measures for the Contractor.

Given the statements in this subsection:

1. Describe the proposed provision of Vendor Management services for Multi-tenant and Single-tenant environments.

[Enter the response here - 500 words]

AT&T Response:

1. Describe the proposed provision of Vendor Management services for Multi-tenant and Single-tenant environments.

Vendor management will be provided to both Multi-tenant or Single-tenant environments, in accordance with section 4.13 of this document. However, as Vendor Management is generally labor-intensive, Vendor Management from AT&T will

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provide the following changes to a Category 1, 2 or 3 Line or Seat, once the CSAB MACD request has been accepted by AT&T:

- Profile information: UC login ID, First Name/Last Name, External Calling Name, Calling Line ID, Network Class of Service
- Profile addresses: Telephone Numbers, Extensions, and Device Assignments
- Profile Passwords: Web and VM Passwords
- Profile Schedules: add, modify, remove schedules that apply to any UC seat feature
- Profile Privacy: change a User's visibility within the Agency or Location
- Incoming Calls features: Anonymous Call Rejection, Call Forwarding (all types), Do Not Disturb, Aliases, Alternate Numbers, Calling Line ID Delivery, Selective Acceptance, Selective Rejection, Simultaneous Ring, and Sequential Ring (Find Me Follow Me), etc.
- Outgoing Calls features: Call Return, Last Number Redial, Line ID Blocking, Speed Dial 8, Speed Dial 100, etc.
- Call Control features: Barge-in Exempt, Call Waiting, Directed Call Pickup with Barge-in, Call Transfer, Music/Video On Hold, Push-to-Talk (Intercom), Remote Office, Shared Call Appearance, etc.
- Calling Plans: Incoming Calling Plan, Outgoing Calling Plan, Outgoing Authorization Codes, Outgoing Digit Strings, etc.
- Client Applications: Busy Lamp Fields
- Messaging: Aliases, Distribution Lists, Greetings (settings only), Voice Management (MWI settings, VM notifications, VM carbon copies, Transfers on '0', Unified Messaging access credentials)
- Utilities: Authentication (for endpoints), Intercept User
- Almost any UC seat (User) feature that can be changed from the Self-Management web portals.

At a Location or Agency-wide level, Vendor Management will include changes to:

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- an existing AutoAttendant menu (but not the addition of more menus)
- Call Pickup groups, Hunt Groups, Group Paging
- Calling Plans: Calling Plans: Incoming Calling Plan, Outgoing Calling Plan, Outgoing Authorization Codes, Outgoing Digit Strings, etc.
- Communication Barring features for allowing/blocking certain calls for all UC seats at a Location or Agency-wide
- Utilities: Password/Passcode Rules for individual UC seat web/VM access, Device Template configurations, etc.
- Call Centers: adding or removing Agents from an ACD group, changing the Skill Level of an Agent, adding or removing Supervisors from an ACD group

AT&T considers the following actions to be extensive, and subject to a Specific Service Request, with performance measures and agreed-upon deadlines, and professional service charges listed in the Vendor Service Catalog (all categories), approved in advance:

- the creation or modification of media files for use in any announcements or greetings by an end-User or virtual-service
- any change to an IVR process/script
- any change to Call Recording features or settings
- any change to a Contact Center feature, application or call flow, not specifically included above
- any "business" SIP trunk creation or modification for UC/CC Service interaction with 3rd party devices or services, such as a Fax server, trunk to another PBX, server-based legacy IVR, etc.
- any other custom request, that is not specifically listed above.

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3.40 Professional Services

This subsection is applicable to all proposed functionality except Service Category 2, SIP Trunking, and Service Category 4, Centrex.

Contractor is to provide Professional Services including, but not limited to, activities related to data collection and analysis, Customer network assessment, system design, service implementation and delivery, system testing, project management, and system support.

Given the statements in this subsection:

1. Detail the professional services to be offered, including any catalog of options for professional services.

[Enter the response here -1,000 words]

AT&T Response:

1. Detail the professional services to be offered, including any catalog of options for professional services.

Professional Service will be provided for all customers relating to the specific project. Data collection and analysis, Customer network assessment, system design, service implementation and delivery, system testing, project management, and system support.

AT&T has provided a rate for professional services in the Vendor Service Catalog (all categories).

3.41 Survivability Support

This subsection is applicable to all proposed functionality except Service Category 4, Centrex.

Customers may choose to purchase features and services to accommodate survivability. Survivability is the ability of services to continue to operate effectively under adverse conditions, though portions of the system may not be working properly.

The following are minimum requirements:

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1. Provides various configurations for Customer premises equipment (e.g. SBCs and local gateways) designed to avoid single points of failure.

2. Designs facilitating automatic survivability activation.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the topics listed above.

2. Describe survivability options including, at a minimum, hardware, software, configuration processes, and implementation strategies intended to provide continued operation for proposed services and diagrams to illustrate the proposed configuration.

3. Discuss both the administrative issues and technical issues.

4. Provide a list of the services/functions that are not available or have reduced functionality when is site is operating in site survivability mode.

[Enter the response here - 500 words]

AT&T Response:

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the topics listed above.

[redacted]

1) [redacted]

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[redacted]

2) [redacted]

[redacted]



2. Describe survivability options including, at a minimum, hardware, software, configuration processes, and implementation strategies intended to provide continued operation for proposed services and diagrams to illustrate the proposed configuration.

[redacted]

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consideration along with the bandwidth, transport, and total utilization requirements of all other application(s) being served Over The Top (OTT) of these circuits.

Customers whom wish to deploy Site Survivability solutions, will need to order at a minimum, a premises Survivability device that interoperates with the SCS VoIP solution being deployed, and some number of analog or digital Telephony trunks from a SCS Centrex provider or Local Exchange Carrier. The number of trunks required will determined by the business needs of the customer, and functionality required (Direct Inward Dialing being a prime consideration). In turn, the number and type of PSTN trunks needed will impact the configuration and count of all premises Survivability device(s) required to support those PSTN trunks.

In addition to these backup trunks, customers can configure call forward not reachable within our IP Flex Enhanced Features package. This will enable incoming calls unable to reach the customer to be forwarded to any 10-digit TN provided by the customer. This feature (and all other Enhanced Features) are managed via a web portal provided at no charge.

Next, more advanced Survivability functions (Call Distribution, Aliasing, Multiple/Shared Call Appearances, Local Conferencing etc) need to be included in the Survivability design, where available.

We also offer an IP Flex Mobile Client for Apple and Android smartphones. This app when enabled, will allow users to make and receive calls over their existing cellular service using their IP Flex business identity.

Lastly, the specific tuning of the Site Survivability feature itself needs to be designed and configured, based on device capabilities, network topology, local dial plans, and business requirements for endpoint availability. This must include the triggering metrics for entering Site Survivability operation, a minimum "hold" period where Site Survivability will remain enabled regardless of WAN availability, and the "fallback" metrics required to gracefully return the site to full operational status.

3. Discuss both the administrative issues and technical issues.

Once the UC solution signaling paths and Site Survivability parameters have been established, the only real Administrative issues to contend with are those based on use of FQDNs and the Domain Name Service to obtain the authorized list of Call Control peers to obtain SCS UC service from. When configuring the authorized Call Control peers in a premises device to use static IP addresses in the authorized list, the solution is immune to failures/degradations of the Domain Name Service, but also may not scale

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beyond primary/secondary peers. Remote access to any premises-based Survivability hardware is also recommended.

The most common Survivability Support technical issues are related to the speed of network convergence for deployments relying on redundant network paths to overcome loss of service; and the fine-tuning of the UC signaling stack to strike the delicate balance between entering and exiting Site Survivability Mode, the other major Survivability strategy.

[redacted]

As many networks do not re-converge quite so quickly, the most immediate effect is usually a timeout on the receipt of a response to a signaling message, which triggers a retransmit of that message, potentially redirected to another signaling peer.

In the case of the latter (the fine-tuning of Site Survivability metrics), the dangers of intermittent network performance may wreak havoc on the premises Device's (LSP/SBC devices) Survivability process triggers, causing a VoIP service "flapping" condition which often frustrates end-Users even more than being out of service completely. Still, a positive aspect of Site Survivability is that basic UC service will still be available even with a total failure of wide area network transport at the adversely affected Site. All desk phones will be able to make and receive external calls but features that require access to cloud-based resources, may be degraded or unavailable.

Some Site Survivability devices offer more feature/functionality than others, AT&T will discuss Survivability hardware details with any SCS UC customer, based on the desired UC solution. AT&T has real-world experience with these issues over the past 13 years of offering UC service on State contract and will work with DMS to use that experience on behalf of SCS subscribers.

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4. Provide a list of the services/functions that are not available or have reduced functionality when is site is operating in site survivability mode.

Assuming that a UC Customer in Site Survivability mode will have alternative trunks for PSTN access and will be able to make and receive calls from the PSTN, the following UC features will not be available or have reduced functionality when an SCS site is operating in Site Survivability mode:

Authentication, Automatic Callback, Barge-in Exempt, Basic Call Logs, Busy Lamp Field, Call Center Monitoring, Call Forwarding Busy, Call Me Now, Call Notify, Call Return, Call Trace, Calling Name Delivery, Calling Name Retrieval, Calling Number Delivery, Calling Line ID Blocking, Calling Party Category, Charge Number, Connected Line Identification Presentation, Connected Line Identification Restriction, Custom Ringback User (all types), Directed Call Pickup, Directed Call Pickup with Barge-in, Executive, Executive – Assistant, Flash Call Hold, Flexible Seating Guest, Hoteling Guest, Hoteling Host, In-Call Service Activation, Last Number Redial, Malicious Call Trace, Multiple Call Arrangement, Music On Hold User, N-Way Call, Preferred Carrier User, Priority Alert, Privacy, Push to Talk, Security Classification, Sequential Ring, Shared Call Appearance, Silent Alerting, Simultaneous Ring Personal, Speed Dial 100, Speed Dial 8, Two-Stage Dialing, Video On Hold User, Virtual On-Net Enterprise Extensions, Voice Portal Calling, Zone Calling Restrictions.

With regard to SIP Trunking services, going into survivability mode will impact these features:

- 911 – This will have to be routed out another facility such as a local analog line, PRI, etc.
- On-net calling will not be available
- Trunking capacity will be diminished
- Call Quality Monitoring
- Call Detail Records will not be available

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3.42 Service Level Agreement Performance Monitoring, and Reporting

The Contractor will be required to provide and operate an SLA Performance Monitoring Service. The Contractor will be required to monitor performance of its services in relation to the respective SLAs through the use of the SLA Performance Monitoring Service. The SLA Performance Monitoring Service is a system that will track and log information on outages, Degradation, and other SLA requirements. The system's general functionality is to provide notifications to Customers.

The following are minimum requirements:

1. DMS and its Customers must have access to the SLA performance metrics of the Contractor-provided services. Contractor must provide DMS access to 100% of the raw data upon request.

2. SLA Performance Monitoring Service functionality will:

    a. Accept information from the Contractor's management system and trouble ticketing system

    b. Collect data on outages, Degradation, timely closure of CSAB entries, and other SLA requirements on a real-time basis

3. The SLA Compliance Report is a deliverable due to DMS on a monthly basis. The compliance report is the sole responsibility of the Contractor. The SLA Compliance Reports will:

    a. Provide to the DMS Contract Manager within ten (10) days from the start of the calendar month, reporting on the prior calendar month. The first report is due within ten (10) days of the third full month after Contract execution. The final acceptance of this report is at the sole discretion of the DMS Contract Manager

    b. Include all categories of applicable SLAs in Attachment C – Final Service Level Agreements

    c. Include N/A for SLAs where no services have been delivered during the project management Implementation Phase

    d. Be in a Microsoft Excel format, and shall not be locked or password protected

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e. Include adequate documentation to demonstrate the Contractor's reported monitoring

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

2. Describe the existence of at least one production implementation of the proposed SLA Performance Monitoring Service, and related SLA scrubbing process. Indicate the size and scope of the implementation. Respondents may be asked to demonstrate examples of these during negotiations.

[Enter the response here - As needed to provide a complete response]

AT&T Response:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

AT&T will assign an SLA Manager to support the SCS ITN Contract. The AT&T SLA Manager will have access to the internal reporting platforms associated with each service line supported under the SCS ITN Contract. The AT&T SLA Manager will be responsible to create the SLA Compliance reports defined in this section and will collaborate with the Hayes assigned SLA Manager to create the consolidated monthly reports. A full dashboard will be provided DMS as requested above.

- Per the clarification response to DMS, the State asked: This appears to be a manual process. Who will be handling this task?

  AT&T Response: The response indicates that Hayes and AT&T will each have an SLA manager. These managers will collaborate on available analytical data. Some of the events that will exist will be outside of the control of the parties of this contract. For example, an MFN-2 outage will cause an apparent SLA event and may be noted in the SLA report but not necessarily used in the SLA payment calculations. The same is true for other network events such as latency and jitter within network elements not provided by this contract. For these reasons, there will be a certain amount of manual intervention.

2. Describe the existence of at least one production implementation of the proposed SLA Performance Monitoring Service, Dashboard, and related SLA scrubbing

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process. Indicate the size and scope of the implementation. Respondents may be asked to demonstrate examples of these during negotiations.

AT&T will assign an SLA Manager to support the SCS ITN Contract. The AT&T SLA Manager will have access to the internal reporting platforms associated with each service line supported under the SCS ITN Contract. The AT&T SLA Manager will be responsible to create the SLA Compliance reports defined in this section and will collaborate with the Hayes assigned SLA Manager to create the consolidated monthly reports. A full dashboard will be provided DMS as requested above.

3.43 Training

This subsection is applicable to all proposed functionality, except Service Category 4, Centrex Services.

Contractor is required to provide training on the use and administration of its proposed systems and services. Instructors must possess advanced knowledge and experience on the topic they present. Instructors can be from the Contractor's and subcontractor's teams. Contractor should consider the following training delivery methods:

1. Live, instructor-led training at the Customer site or a mutually agreed upon site.
2. Recorded, on-demand training.
3. Live, web-based training.

The following are minimum requirements:

1. Provide DMS staff with training that focuses on technologies, systems, tools, services, and security training. Security and SCS tools are two topics that will be offered frequently and on an ad hoc basis.
2. Provide system administration training to all Customers and DMS operations staff. System administration training for DMS operations staff will be more specific than the generalized Customer system administration training.
3. Provide end-user training with a focus on the use of the system and service features. The frequency and logistics will be coordinated with the Customer and DMS.
4. Where applicable, provide Contact Center training. The frequencies and logistics for this type of training will be coordinated with the Customer and DMS.

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5. Provide “train the trainer” training, whereby Customers are trained to deliver internal trainings on SCS.

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Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

2. Discuss the process for providing training and detail on the potential suite of instructional topics that will be provided on an ongoing basis.

3. Discuss SCS related topics such as best practices, and the equipment utilized in SCS.

4. Discuss the potential suite of training topics, general scope, delivery method, and timing of the classes.

5. Provide specific detail on training for security, and SCS tools.

6. Describe the distinctions between the training provided to DMS operations staff and the more generalized training for Customers.

[Enter the response here - 750 words]

AT&T Response:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

   AT&T offers a number of training options based on the product and service available on the SCS ITN Contract.

2. Discuss the process for providing training and detail on the potential suite of instructional topics that will be provided on an ongoing basis.

   The training options offered by AT&T may vary based on the product and service. Because we offer various training options, you can choose the type of training that best meets your needs. Hayes is also able to provide face-to-face training and they are in Tallahassee for added convenience. AT&T is able to provide training at different locations throughout the State of FL.

   The AT&T BusinessDirect® Learning Center provides multiple tools to help you use the portal. Available online at www.att.com/learningcenter, it provides self-help

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tools as well as instructor-led training, documents, and demonstrations. When you visit this website, you can access the following training methods:

Training Method	Description
Live Web Seminars	Instructor-led online seminars that let you capitalize on real-time Q&A sessions and follow-up
On-demand Seminars	Downloadable pre-recorded web seminars that enable you to view full sessions or view selected topics on your own time
Tutorials	Self-paced tutorials that focus on specific tasks like how to download call detail, request a credit, or place an order for service
Fact Sheets, Brochures and Other Documents	Information and how-to guides for users and administrators
Demonstrations	Step-by-step instructions on how to complete tasks and practice what you have learned
Live Classroom Training	Instructor-led classroom training by a certified instructor

In addition to the Learning Center, we provide

- **In-person support** coordinated via your sales representative, who can assist you with learning about, signing up for, and using these tools
- **Telephone support** via

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- AT&T BusinessDirect® Center at 800-221-0000 for technical assistance from 8 a.m. to 8 p.m. Eastern Standard Time

- **Online support.** While you're in the portal, via AT&T BusinessDirect® Chat Live

AT&T will provide DDoS Dashboard training and SecureLogix training to State designated personnel as part of the service delivery processes.

3. Discuss SCS related topics such as best practices, and the equipment utilized in SCS.

   AT&T will provide training on the web portals and the managed security services offered as part of the core network.

4. Discuss the potential suite of training topics, general scope, delivery method, and timing of the classes.

   DMS can access AT&T BusinessDirect as discussed in item 2, above to see a list of potential training topics. For ad hoc training request, please work with the AT&T Account Team for scheduling.

5. Provide specific detail on training for security, and SCS tools.

   AT&T will provide training on the web portals and the managed security services offered as part of the core network.

6. Describe the distinctions between the training provided to DMS operations staff and the more generalized training for Customers.

   DMS can access AT&T BusinessDirect as discussed in item 2, above to see a list of potential training topics. For ad hoc training request, please work with the AT&T Account Team for scheduling.

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3.44 Project Management

The Contractor must provide project management services in accordance with the Florida Agency for State Technology regulations set forth in Chapter 60 GG-1.002, Florida Administrative Code (F.A.C.), for Project Management.

All Project Management documents must be submitted as either a Microsoft Word 2016 (or higher) document, or Adobe pdf. The Project Management Implementation Schedule shall be submitted as a Microsoft Project document. All project management documents will be submitted to the DMS Contract Manager and are subject to approval and acceptance by the Department. Any deliverables submitted but not accepted by the Department will be subject to the applicable financial consequences until the Department accepts the deliverable. The following subsections contain the minimum requirements for SCS Project Management:

3.44.1 Project Charter and Project Management Plan

1. The Project Charter is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Project Charter within four weeks of the Contract execution.

    a. Minimum Acceptance Criteria: The Project Charter must formally authorize the existence of a project and provides the DMS and Contractor's Project Manager with the authority to apply organizational resources to project activities. The deliverable must meet the Project Risk and Complexity Category 4 requirements of Chapter 60GG-1.002, F.A.C.

    2. The Project Management Plan is a deliverable subject to final acceptance by DMS. The Contractor must submit an acceptable Project Management Plan within 4 weeks of the Contract execution.

    a. Minimum Acceptance Criteria: The Project Management Plan is the document that describes how the project is monitored, controlled, and executed. The deliverable must meet the Project Risk and Complexity Category 4 requirements of Chapter 60GG-1.002, F.A.C.

    The plans listed below may be considered as additional components of the Project Management Plan. However, DMS considers these plans listed below as deliverables separate from the Project Management Plan.

3. Readiness Plan is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Readiness Plan within six weeks of the Contract execution.

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a. Minimum Acceptance Criteria: The Contractor must deliver a detailed organizational readiness strategy and associated plans that outline a readiness methodology, approach, activities, dependencies, and assumptions for key stakeholders to successfully support project activities.

4. Communications Management Plan is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Communications Plan within six weeks of the Contract execution.

   a. Minimum Acceptance Criteria: The Contractor must develop a Communications Management Plan that defines all communication touch points between the Project and all impacted stakeholders. The deliverable must meet the Project Risk and Complexity Category 4 requirements of Chapter 60GG-1.002, F.A.C.

5. Risk Management Plan is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Risk Management Plan within six weeks of the Contract execution.

6. The Contractor must submit an acceptable Requirements Management Plan within six weeks of the Contract execution.

   a. Minimum Acceptance Criteria: The Contractor is responsible for managing all business requirements, including confirmation, design, development, testing, and validating that they are ultimately met during implementation. The Contractor's Project Manager will work with DMS to develop and administer a plan to effectively manage requirements throughout the Project.

7. The Disaster Recovery Plan is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Disaster Recovery Plan within three months of the Contract execution.

   a. Minimum Acceptance Criteria: The Contractor must deliver a detailed Disaster Recovery Plan and associated plans that outline a disaster recovery methodology, backup procedures, recovery plan, restoration plan, rebuilding process, testing of the disaster recovery plan and record of plan changes. The plan will include the following at minimum:

      1. Plan Objectives.

      2. Assumptions.

      3. Definition of Disaster.

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4. Recovery Teams.
5. Team Responsibilities.
6. Internal and External Communications.
7. Federal, State, Local Roles and Responsibilities.
8. Services Restoration.
9. Support TimeLine.

3.44.2 Project Management Implementation Phase

The Project Implementation Phase starts after the acceptance of the Project Charter and ends with the DMS acceptance of a completed Services Infrastructure Checklist.

Project Management Implementation Phase - Schedule

1. Project Management Implementation Phase Schedule is a deliverable subject to final acceptance by the Department. Contractor must submit an acceptable Project Management Implementation Phase Schedule to the DMS Project Manager every two weeks by noon ET on Fridays. The document must be baselined, be resource loaded with predecessors, successors, durations, costs, and calculated earned value metrics Cost Performance Index (CPI) and Schedule Performance Index (SPI) and updated every two weeks as needed until the completion of the Project Implementation Phase. This should be accompanied with a narrative which includes the current status of the project, actions that have taken place in the last two weeks, any new risks and their associated risk mitigation plans, any new issues, and any tasks more than then percent (10%) behind schedule and a plan to complete the task.

    a. Minimum Acceptance Criteria: Create and maintain a Microsoft Project 2016 (or higher) schedule to incorporate all project activities to the agreed upon work breakdown structure level. The schedule must include at a minimum: task durations, start and finish dates (baseline and actual), predecessors and successors, resources, deliverables, and milestones, and must calculate CPI and SPI earned value metrics. The deliverable must meet the Project Risk and Complexity Category 4 requirements of Chapter 60GG-1.002, F.A.C.

2. Project Management Tracking Logs (Risks, Issues, Action Items, Decisions, and Operational Changes requested) are deliverables that are first due two weeks

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following the Project Kickoff Meeting, and shall be due every two weeks thereafter, until the completion of the Project Implementation Phase. These are updated as necessary, as determined by the Contractor and DMS.

a. Minimum Acceptance Criteria: The Contractor must identify, assess, document, and recommend mitigation strategies by updating and submitting to DMS the tracking logs at a minimum of bi-weekly to reduce project risks and issues. The deliverable must meet the Project Risk and Complexity Category 4 requirements of Chapter 60GG-1.002, F.A.C.

3. Project Status Report is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Project Status Report to DMS. This deliverable is first due within two weeks of the Project Kickoff Meeting after Contract execution, and shall be due weekly thereafter, until completion of the Implementation Phase.

a. Minimum Acceptance Criteria: The Contractor must provide weekly Project Status Reports which are due via email to the DMS Contract Manager each Thursday by 5 PM Eastern time, and must include:

   i. A narrative description of significant project activities that have been conducted or are underway.

   ii. The progress-to-date on project activities.

   iii. An explanation of any tasks/activities that are behind schedule and a plan to bring them current.

   iv. Notification of issues or risks that have been encountered and their resolution or plan for future resolution.

   v. Upcoming deadlines.

3.44.3 Project Management - Guides

The Contractor shall create the following guides. These guides are deliverables subject to final acceptance by DMS. The Contractor must submit acceptable guides to DMS within three (3) months of Contract execution, and will be updated as necessary during the Contract term. The guides are subject to the final acceptance of DMS.

1. SCS Operations Guide. The Contractor shall create a SCS Operations Guide. This will include engineering, operational, and business processes for service delivery. At a

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minimum, the guide includes ordering, trouble reporting, SLA monitoring, and invoicing processes.

2. SCS User Guide. The Contractor shall create a SCS User Guide, intended to provide a set of instructions for the Customer on how to use the services.

3. SCS System Administration Guide. The Contractor shall create a SCS Administration Guide for Customers and describe all administration processes for service delivery.

3.44.4 Project Management - Closure

1. The Contractor shall create a project closure documentation. This is a deliverable due to DMS one (1) month from the close of the Project Implementation Phase.

    a. Minimum Acceptance Criteria: The project closure documentation must include a lessons learned document, final schedule, and retrospective of the project.

3.44.5 Project Management Implementation and Migration Plans

1. Implementation Plan is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Implementation Plan to DMS within six weeks of the Contract execution. The Implementation Plan will address all activities in the Project Implementation Phase, which starts after the acceptance of the Project Charter and ends with the DMS acceptance of a completed Services Infrastructure Checklist.

    a. Minimum Acceptance Criteria: The Contractor must deliver a detailed Implementation Plan that outlines an implementation, approach, activities, dependencies, and assumptions for key stakeholders to support a successful project implementation . Furthermore, the Implementation Plan shall include at a minimum:

        i. Schedule of activities.

        ii. Resource allocation.

        iii. Implementation and migration preparation planning and impact analysis.

        iv. System buildout.

        v. Acceptance.

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vi. Migration cutover.

vii. Fallback to previous service.

viii. Interface with CSAB for billing and ordering.

ix. Interface with MFN (Network-to-Network Interface, day-to-day operations, and security).

x. Network support.

xi. Operations Centers (NOC and SOC).

xii. Day-to-day operational support services.

xiii. Training – cross reference training section.

2. Individual Customer Specific Migration Plans: The Contractor will be responsible for creating Individual Customer Specific Migration Plans as each existing and new Customer migrates to SCS. Additionally, a migration plan may be required if a Customer undertakes a significant or complex change in how it operates under SCS. The Individual Customer Specific Migration Plans are deliverables that must be developed in coordination with the Customer, and are subject to the acceptance of DMS and the Customer. These Individual Customer Specific Migration Plans will vary based on the proposed service and the complexity of the service migration. Contractor must submit plans acceptable to DMS and the Customer within four (4) weeks of Contractor's receipt of a written notification of the plan's requirement from DMS to the Contractor. Furthermore, the Individual Customer Specific Migration Plans shall include at a minimum:

   i. Schedule of activities, which is consistent with the Project Implementation Phase schedule.

   ii. Resource allocation.

   iii. Migration and preparation planning.

      1. Impact analysis.

      2. Stakeholder communications plan.

   iv. Migration management.

   v. Engineering.

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vi. System buildout.

vii. Acceptance(phase/final).

viii. Migration cutover.

ix. Fallback to previous service.

x. Day-to-day operational support services.

xi. Training – cross reference training section.

Given the statements in subsection:

1. Describe in detail how the Respondent will provide project management in accordance with the minimum requirements listed above.

[Enter the response here - 500 words]

AT&T Response:

1. Describe in detail how the Respondent will provide project management in accordance with the minimum requirements listed above.

AT&T will provide a Project Manager to track and coordinate all the activities throughout this project and keep you constantly updated on the progress. AT&T brings the resources and technical expertise to deliver the following services in support of our proposed network solution.

- Develop detailed logical and physical diagrams for all network designs;
- Review designs with designated staff for approval and signoff;
- Order, configure, install, and test any equipment, software, and circuits;
- Implement production network;
- Facilitate migration of systems and services to new technologies;
- Follow DMS change management procedures;
- Coordinate with DMS for scheduling changes with a documented change and configuration management process;

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- Thoroughly document all implemented configurations via the configuration management process;
- Turn over all documentation to DMS upon completion of project;
- Perform knowledge transfer to designated DMS staff for the implemented network technologies (designs, configurations, standards, management, etc.).
- Maintain the WAN, Internet, and Security services;

Installation, Implementation and Deployment

AT&T understands the importance of managing our customers network services. For this ITN Contract to be a success, an effective plan must be thoroughly designed, documented, and executed. These steps are critical in preventing any service disruption to your agencies/customers. We have an excellent record of managing large scale network installations, migrations and upgrades including multiple projects throughout the State of FL.

AT&T Global Program Management will assign resources as needed to support the contract. AT&T will use a Hayes Program Manager who is well-skilled in managing voice programs for the State.

Our Program Management team will work closely with your project team to develop and implement comprehensive project processes and plans. Project Management includes the Statement of Work, Master Schedule and site schedules, Project Acceptance Criteria, and other key deliverables that support your overall plan. Project Management provides a project or program manager who coordinates project resources including all project staff, other internal AT&T resources, WAN/remote access service providers, cabling contractors, and other 3rd party resources. They may be based onsite or work remotely depending on project requirements.

A project is a non-routine job with defined start and end dates, a scope, and a budget. In most cases, an ad-hoc organization executes a project and disbands once the project is over. Network integration projects require project management expertise. Our professional project managers in the World Wide Project Management Group are technical and logistical problem-solvers who are trained and experienced in planning and implementing integration projects.

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Project Management capabilities are reinforced by our expertise in networking, structured cabling, inventory management, and global logistics. Project Management complements the LAN, WAN, and remote access equipment configuration, staging, installation, and on-going support services.

We can combine Project Management with many network implementation services to deliver any size or scope of Network Integration project. We have broad expertise in technology deployments including IP Telephony, WiFi, IP video, cabling, data center build-outs, national and international local area network/wide area network installation, PBX, video, call centers, and security systems.

AT&T's Project Management uses experienced, specialized resources and standard, proven methodology to transition your network to an AT&T-managed service.

The AT&T project management organization has extensive experience with large, complex projects, and we use that knowledge to transition your network. As part of our methodology, we use field-proven deployment templates, documents, tools, and processes, which we base on our previous successful implementations and transitions.

We employ certified Project Management Professionals (PMPs) who can deliver projects and implementations using PMI Project Management Body of Knowledge (PMBok) methodologies. These methodologies help ensure a smooth transition of your managed network services to comprehensive AT&T management.

Our project team applies those methodologies to

- Work with your organization to create and implement the project plan
- Establish a web portal as a communication and collaboration tool for both parties
- Establish processes to manage risk, changes, communication, and transition governance

We assign a Project Manager as your SPOC to help ensure end-to-end responsibility and accountability for the successful delivery of the project. In addition, we staff the project team to meet the needs of your specific project, including the timing and required scope of work.

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We regularly communicate with you throughout each transition phase and continually evaluate resources to help ensure adequate project coverage. And, we use the appropriate risk mitigation strategies to minimize end-user impact and to smoothly and successfully transition your services.

3.45 Services Infrastructure Checklist

This subsection is applicable to all proposed functionality, except Service Category 4, Centrex Services.

The Contractor will be required to complete a series of readiness activities before DMS accepts services, systems, and processes as ready for production. The Project Implementation Phase will close only when all items on the Services Infrastructure Checklist are complete and accepted by DMS in writing. The Contractor will be required to provide DMS upon request with any documentation necessary to demonstrate Contractor's compliance with the Services Infrastructure Checklist prior to DMS written approval. The Contractor shall not deliver any services to Customers until the Project Implementation Phase is closed, or is otherwise permitted by DMS. The Contractor may engage with Customers for planning purposes before the close of the Project Implementation Phase.

All Requirements on the checklist must be fulfilled in accordance with the Contract including, but not limited to, the corresponding SOW sections referenced therein. Additional requirements may be added to the checklist at the discretion of DMS.

All items listed in the checklist must be successfully tested, or otherwise approved by DMS in writing, before the Contractor is permitted to go-live with any services to perform under the terms of the Contract. The timeline for checklist completion will be agreed in writing by the DMS Project Manager during development of the project Implementation Plan. Any changes to the Services Infrastructure Checklist, including requirements and timeline, will be done in writing between the DMS Project Manager and the Contractor, and is in DMS' sole discretion to approve.

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Section Reference	Requirement
Statement of Work subsections 2.1 through 2.6	All required key staff positions have been filled with individuals who possess the applicable required minimum qualifications, and the final Staffing Organizational Chart has been approved by DMS.
Statement of Work subsection 2.7	Customer Support Team has been sufficiently staffed and trained.
Statement of Work subsections 2.8, 3.23, and 3.24.	Network Operations Center (NOC) and Security Operations Center (SOC) teams have been sufficiently staffed and trained.
Statement of Work subsection 3.2	A production environment is in operation and viewable by DMS for all proposed services, in accordance with the section reference.
Statement of Work subsection 3.8	The Contractor is capable of providing long distance services for all proposed service offerings, excluding Centrex, and is able to fulfill Customer orders.
Statement of Work subsection 3.9	The Contractor is capable of providing toll-free services for all proposed service offerings and is able to fulfill Customer orders.
Statement of Work subsection 3.10	The Contractor is capable of providing monitoring and reporting on call quality.
Statement of Work subsection 3.11	The Contractor is capable of providing telephone number portability for any Customer ordered service.
Statement of Work subsection 3.12	The Contractor is capable of providing temporary suspension of service for any Customer ordered service.
Statement of Work subsection 3.13	The Contractor is capable of providing all proposed service offerings for any Customer ordered service, including the ability to intercept messages.
Statement of Work subsection 3.15	The Contractor is capable of connecting with MyFloridaNet.
Statement of Work subsection 3.16	The Contractor is capable of providing service interoperability.
Statement of Work subsection 3.17	The Contractor is able of providing dedicated IP access.
Statement of Work subsection 3.18	The Contractor is able to provide services effectively within Customer-specific domains.
Statement of Work subsection 3.20	The Contractor is able to test hardware and software before making any change in service.
Statement of Work subsection 3.21	The Contractor and DMS have agreed upon the inspection process and any requested inspections have been completed including applicable remediation.
Statement of Work subsection 3.22	The Contractor's webpage content is accepted in writing and is published to the internet.

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Section Reference	Requirement
Statement of Work subsection 3.23	The Contractor's NOC is fully operational.
Statement of Work subsection 3.24	The Contractor's SOC is fully operational.
Statement of Work subsection 3.25	The Contractor's hardware, software, and processes are designed and implemented using HA/HR characteristics.
Statement of Work subsection 3.28	The Contractor is able to provide all security functionality.
Statement of Work subsection 3.31	The Contractor's management services are fully operational and have Dashboard capability.
Statement of Work subsection 3.32	The Contractor's tools are fully operational.
Statement of Work subsection 3.34	The Contractor's Online Portal for self-management is fully operational.
Statement of Work subsections 3.35 and 3.36	The Contractor's logging, archival, and review services are fully operational.
Statement of Work subsection 3.37	The Contractor's trouble ticketing service is fully operational.
Statement of Work subsection 3.40	The Contractor is ready to provide Professional Services.
Statement of Work subsection 3.41	The Contractor is able to provide configurations for Survivability.
Statement of Work subsection 3.43	The Contractor has provided training to DMS on the use and administration of its proposed services. All necessary training to support go-live operations has been completed to DMS' satisfaction.
Statement of Work subsection 3.44.1 (1)	The Contractor has provided an acceptable Project Charter.
Statement of Work subsection 3.44.1 (2)	The Contractor has provided an acceptable Project Management Plan.
Statement of Work subsection 3.44.1 (3)	The Contractor has provided an acceptable Readiness Plan.
Statement of Work subsection 3.44.1 (4)	The Contractor has provided an acceptable Communications Management Plan.
Statement of Work subsection 3.44.1 (5)	The Contractor has provided an acceptable Risk Management Plan.
Statement of Work subsection 3.44.1 (6)	The Contractor has provided an acceptable Requirements Management Plan.
Statement of Work subsection 3.44.1 (7)	The Contractor has provided an acceptable Disaster Recovery Plan.

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Section Reference	Requirement
Statement of Work subsection 3.44.3 (1)	The Contractor has provided a SCS Operations Guide.
Statement of Work subsection 3.44.3 (2)	The Contractor has provided a SCS User Guide.
Statement of Work subsection 3.44.3 (3)	The Contractor has provided a SCS Administration Guide.
Statement of Work subsection 3.44.5 (1)	The Contractor has provided the Implementation Plan.
Statement of Work subsection 4.4	The Contractor is ready to implement transactions utilizing the DMS approved method of implementation in CSAB.
Statement of Work subsection 4.7 (All)	The Contractor has demonstrated the ability to provide CSAB billing account and user management activities.
Statement of Work subsection 4.7.10	The Contractor has demonstrated the ability to provide a detailed billing file, and do so in a mutually agreed upon secured delivery method.
Statement of Work subsection 4.9	The Contractor has finalized with the Department the timeframe(s) for invoice submission(s) for the Contractor's proposed services.
Statement of Work subsection 5	The Contractor is capable of providing Unified Communication services. If the Contractor is not contracted for this category of services, this item does not apply.
Statement of Work subsection 5.4	The Contractor is capable of providing LAN Support Services. If the Contractor is not contracted for this optional service, this item does not apply.
Statement of Work section 6	The Contractor is capable of providing SIP Trunking services. If the Contractor is not contracted for this category of services, this item does not apply.
Statement of Work section 7	The Contractor is capable of providing Contact Center Services. If the Contractor is not contracted for this category of services, this item does not apply.
Statement of Work section 8	The Contractor is capable of providing Centrex services. If the Contractor is not contracted for this category of services, this item does not apply.

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No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.46 Transition

This subsection is applicable to all proposed functionality.

This subsection includes technical, administrative, and contractual topics associated with the end of the Contract, or breach of the Contract, and requirements relating to transition between SCS and the replacement Contract for future iterations of this service or a similar service.

The following are minimum requirements:

1. The Contractor will be required to perform end-of-service, which may take place at any time during the Contract term, and end-of-contract transition services prior to the expiration or termination of the SCS Contract at no cost. The full transition of existing services to replacement services or contracts is hereby explicitly made a criterion for completing the Contract. Extensions of the Contract are subject to the same terms and conditions set forth in the initial Contract and any written amendments signed by the Parties.

2. Upon request by DMS, the Contractor will be required to submit a transition plan.

3. As services migrate from SCS to any replacement service, DMS will continue to pay only for each service still served under the Contract.

4. Overlapping services may be required when transitioning from one large infrastructure to another, and transition may take multiple years to complete. DMS is not obligated to maintain SCS contracted services for any set number of users or locations.

5. The SCS Contractor is required to work with DMS and any other DMS Contractor as expeditiously as possible in order to transition which includes, but is not limited to:

    a. Cooperation that will ensure an orderly and efficient transition of services. These efforts include taking all necessary steps, measures, and controls to ensure minimal disruption of services during the transition.

    b. Maintaining staffing levels that are sufficient to handle a smooth, complete, and expedient transition.

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c. Transferring all applicable knowledge including, but not limited to, the disclosure of the equipment, software, and third-party contract services.

d. Providing all data related to the delivery of services, requested by DMS, that is not a tangible or intangible licensed product that existed before Contract work began (Contractor shall bear the burden of proving existence before Contract work began), including, but not limited to, databases and other repositories of information (for example, operational, user, and administrative). Migration of databases of information will be performed in a format, method, and timeline acceptable to DMS that is consistent with current industry practices and standards.

e. Promptly delivering to DMS, upon request, whether or not previously made available, all up-to-date guides, manuals and training materials (for example, operational, user, and administrative) plus other guides and procedures the SCS Contractor follows. All documentation created for the purpose of supporting, operating, maintaining, upgrading, and enhancing services including, but not limited to, design documents, and device configurations for services, shall be promptly delivered to DMS upon request, whether or not previously made available.

f. Assisting DMS and any other DMS Contractor with the planning and installation of any services to facilitate business continuity.

g. Responding promptly and completely to questions related to the transition on an as-needed basis.

h. Providing the services and functions necessary for a complete, smooth, and expedient transition.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.47 Equipment and Licenses

This subsection is applicable to all proposed functionality, except Service Category 4, Centrex Services.

The following are minimum requirements:

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1. Contractor must not propose equipment that is End-of-Sale by the equipment manufacturer.

2. Contractor will allow Customers who have purchased compatible equipment to transfer and reuse this equipment.

3. Contractor will allow Customers who have purchased compatible software licensing to transfer and reuse these licenses.

4. Contractor will allow Customers to transfer licenses and equipment between users.

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Given the statements in this subsection:

1. Describe in detail how the Respondent will provide the proposed offering in accordance with the minimum requirements listed above.

2. Describe how the Respondent will ensure that equipment proposed is not End-of-Sale.

3. Describe how the Respondent will allow Customers to transfer and reuse existing compatible equipment.

4. Describe how the Respondent will allow Customers to leverage existing compatible software licenses.

[Enter the response here - 150 words]

AT&T Response:

1. Describe in detail how the Respondent will provide the proposed offering in accordance with the minimum requirements listed above.

As discussed in section 3.5 (Tech Refresh), AT&T maintains responsibility for all equipment that is part of a managed service offer. Hayes maintains responsibility for the Hosted Avaya offering. If the state needs to leverage existing licenses, that will need to be coordinated with AT&T to validate that AT&T has the hardware and/or software on an approved device/software supported list. There may be items that AT&T has not approved for our operation centers to support. These items are handled on a case-by-case basis.

2. Describe how the Respondent will ensure that equipment proposed is not End-of-Sale.

As discussed in section 3.5 (Tech Refresh), AT&T maintains responsibility for all equipment that is part of a managed service offer. Hayes maintains responsibility for the Hosted Avaya offering. If the state needs to leverage existing licenses, that will need to be coordinated with AT&T to validate that AT&T has the hardware and/or software on an approved device/software supported list. There may be items that AT&T has not approved for our operation centers to support. These items are handled on a case-by-case basis.

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3. Describe how the Respondent will allow Customers to transfer and reuse existing compatible equipment.

As discussed in section 3.5 (Tech Refresh), AT&T maintains responsibility for all equipment that is part of a managed service offer. Hayes maintains responsibility for the Hosted Avaya offering. If the state needs to leverage existing licenses, that will need to be coordinated with AT&T to validate that AT&T has the hardware and/or software on an approved device/software supported list. There may be items that AT&T has not approved for our operation centers to support. These items are handled on a case-by-case basis.

4. Describe how the Respondent will allow Customers to leverage existing compatible software licenses.

As discussed in section 3.5 (Tech Refresh), AT&T maintains responsibility for all equipment that is part of a managed service offer. Hayes maintains responsibility for the Hosted Avaya offering. If the state needs to leverage existing licenses, that will need to be coordinated with AT&T to validate that AT&T has the hardware and/or software on an approved device/software supported list. There may be items that AT&T has not approved for our operation centers to support. These items are handled on a case-by-case basis.

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4. Business Operations

The following subsections contain the minimum requirements for SCS Business Operations:

4.1 General Description of the SUNCOM Business Model

In accordance with subsection 282.703(2), F.S., DMS has developed a system of equitable billings and charges for SCS. The Communications Service Authorization and Billing (CSAB) system is the ordering, billing, incident management, and inventory system referred to in Chapter 60FF-2, F.A.C., that the Contractor will be required to utilize.

When Customers log-in to CSAB, they can perform the following functions:

1. Establish and maintain Customer accounts.
2. Manage billing accounts.
3. View a comprehensive list of available SCS.
4. Place orders.
5. View their complete inventory of services and invoices with associated and detailed charges.

The Contractor will bill DMS monthly for services rendered to all Customers and provide DMS with substantiating details in electronic files (for example comma delimited). The Contractor will include in the substantiating detail charges with unique identifiers for each transaction (for metered services) and service account.

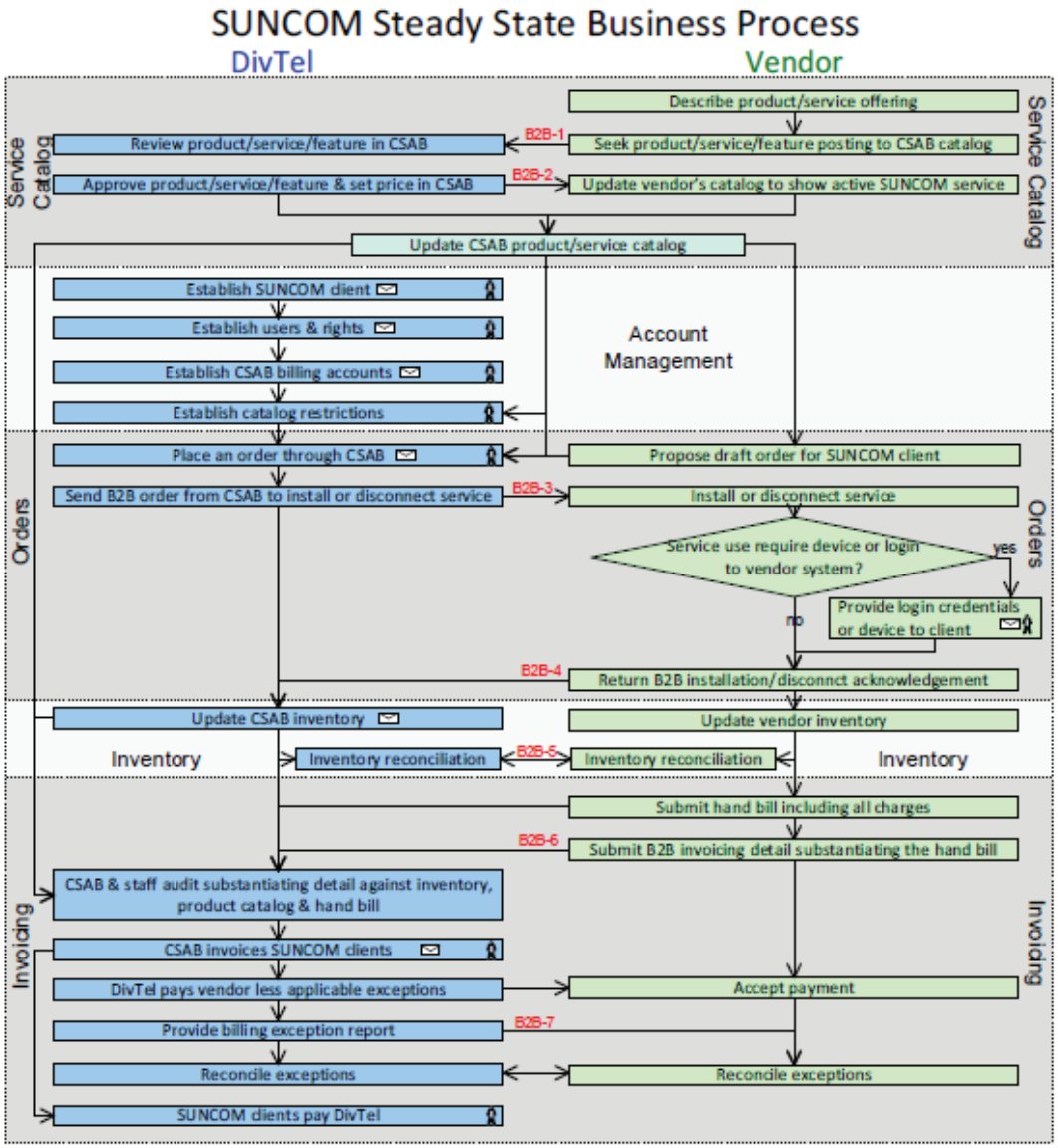
No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

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4.2 SUNCOM Communications Service Authorization and Billing Transaction Flowchart

The Contractor will use seven Business-to-Business (B2B) transactions between DMS and Contractor, as depicted below:



B2B means a Business to Business electronic messages, batch files and/or Application Program Interfaces (APIs) exchanging all of the electronic data necessary to the transaction. At DMS discretion, CSAB will provide alternative manual input options to the vendor for low volume transactions, but will not manually input any data on behalf of the vendor.

SUNCOM Client action required SUNCOM Client notified

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No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.3 Communications Service Authorization and Billing – Official Record

Communications Service Authorization and Billing (CSAB) is the authoritative source of all data. CSAB is the official record of the inventory and costs of SUNCOM services. If inaccuracies are found in the CSAB data, it will be considered accurate unless substantially proven otherwise, at DMS' sole determination.

The Contractor shall not propose as part of their response or instruct Customers to place orders or receive billing information from any system that is not CSAB without prior written authorization from the Department. Contractors shall not enable or ask DMS or Customers to input ordering and / or invoicing data into CSAB on behalf of Contractor.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.4 Communications Service Authorization and Billing - Interfaces with Contractors

There are three primary ways to implement transactions between CSAB and the Contractor. The method of implementation used by the Contractor will be at DMS' sole discretion, which Contractor is required to use.

4.4.1 Application Programming Interfaces

The Contractors will utilize Application Programming Interfaces (APIs) with CSAB, that will have the following functions:

1. The Contractor's API enables data transfer between CSAB and the Contractor's system.

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2. When data is sent from CSAB, the Contractor's API will send back an acknowledgement to CSAB.

3. The Contractor's API will perform functions automatically at near real-time.

4. The Contractor shall develop and maintain functional crosswalks between the Contractor's system and CSAB, which maps the data elements in CSAB to equivalent data elements in the Contractor's system. The Contractor will also support DMS' efforts to create functional crosswalks.

5. It is the Contractor responsibility to ensure data has been received by CSAB, including resending data that has not been acknowledged by CSAB.

6. The Contractor shall provide a testing environment for quality assurance, accessible by DMS.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.4.2 Batch Routines

A second way to implement transactions with CSAB is through batch routines which are periodic exchanges of data files containing a large number of records. An example of a batch routine is monthly delivery of invoicing substantiation files (B2B-6), due to the large volume of data.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.4.3 Manual Review and Data Entry by Contractor Staff

The third method to implement transactions within CSAB is by manual review and data entry. Contractor can use CSAB screens to view a submitted order from a Customer and mark that order as fulfilled rather than use B2B-3 and B2B-4 transactions.

The Contractor shall only use manual review and data entry as a method of last resort, and only with prior written approval by DMS Contract Manager. Contractors shall not use manual review and data entry for invoicing substantiation (B2B-6).

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No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.5 Communications Service Authorization and Billing Service Catalog

SUNCOM services must be approved by DMS and entered into the CSAB Service Catalog prior to making them available for use or purchase by any Customer. DMS will have sole discretion over the CSAB Service Catalog and any updates.

There are currently three different types of charges Contractors use for the billing of SUNCOM services:

1. One-time charge: a single payment for a service or item, e.g. hardware installation.
2. Subscription charge: monthly fixed and recurring charge for the right to use something without regard to how much it is used (such as local phone service).
3. Metered charge: incremental charge based strictly on how much the service is used (such as toll-free phone minutes).

See Chapter 60FF-2, F.A.C., for the Contractor's responsibilities related to CSAB.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.6 Taxes and Government Sanctioned Fees in the Communications Service Authorization and Billing Service Catalog

The Department and SUNCOM Customers do not pay State of Florida and Federal taxes. Taxes are defined here to include payments that the Contractor is required to collect by law and pay to public entities. Taxes do not include government-sanctioned surcharges and fees collected by the Contractor which are not remitted to the government.

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The Department reserves the right to verify and substantiate all government-sanctioned surcharges and fees listed in the Vendor's Service Catalog prior to Contractor delivering any services to Customers. The Department reserves the right to dispute the applicability of or listed amounts for such surcharges or fees. Surcharges and fees approved by DMS as part of the Contract should be separately listed in a Customer's invoice should be separately listed in a Customer's invoice. After Contract execution, any new or modified government-sanctioned surcharge or fee must be provided to DMS for review. The phrase "new or modified government-sanctioned surcharge or fee" does not include a change in the amount of fee or surcharge that is identified as variable based on pre-defined criteria set by a government entity. The Contractor must provide a complete explanation describing the basis for the new or modified surcharge or fee whether the surcharge or fee is discretionary or required, and, if applicable, an affirmation that SUNCOM Customers are not exempt from payment. This explanation must be sufficient for DMS to determine whether the surcharge or fee is Contractor-specific. If the new or modified government-sanctioned surcharge or fee is approved by DMS, a Contract Amendment will be prepared to include the new or modified government-sanctioned surcharge or fee. Any such written approval or fully executed amendment must be provided to the Contractor before submitting a request to update the CSAB Service Catalog. The standard process whereby the Contractor submits a request for inclusion of services in the catalog and DMS approves them must be implemented for a new or modified surcharge or fee with the additional requirements:

1. The catalog item must be tagged as a new or modified government-sanctioned surcharge or fee.

2. The description field provided by the Contractor must clearly identify the new or modified surcharge or fee.

3. The Contractor must provide information sufficient for DMS to verify if the new or modified surcharge or fee is discretionary or required and whether it is in line with the surcharge or fee set by the governmental entity.

4. The Contractor must provide information sufficient for DMS to develop formulas that replicate the charges through calculations against invoicing substantiation data. The DMS product manager will approve the Contractor request if the update to the catalog is in accord with the proposed amendment.

5. The new or modified government-sanctioned surcharge or fee must be billed at the inventory ID level, and not billed as a lump sum.

After Contract execution, Contractor shall provide the Department with notice of any change in the amount of a government sanctioned surcharge or fee that is variable

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based on pre-defined criteria set by a government entity. Supporting documentation must be provided to the Department upon request.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.7 Communications Service Authorization and Billing Account and User Management

4.7.1 Contractor User Communications Service Authorization and Billing Access Privileges

Contractor User CSAB access privileges must be approved and monitored by a Contractor- assigned CSAB Administrator. User access privileges allow the following functions:

1. Manually receive and close out orders to the Contractor.
2. Review past orders submitted to the Contractor.
3. Review a robust set of inventory data for services provided by the Contractor.
4. Other access as allowed by DMS.

DMS reserves the right to terminate the CSAB user access privileges of any Contractor staff without cause or notice.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.7.2 Work Orders

Customer work orders are sent to Contractors as B2B-3 transactions. Contractor can log-on to CSAB as prompted by a CSAB email to see submitted orders. Contractor is required to timely respond to the Customer work order by rejecting the work order in CSAB or

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beginning to work the order. Where Contractor is working the order, Contractor is required to respond to the Customer with distinct B2B-4 fulfillment data for each item, or service, in a work order. Multiple item orders with only a single order number are not fulfilled until every item is delivered.

Some key data elements in addition to the CSAB-assigned Inventory ID are:

1. Order ID – identifies a request for one or more items. This ID is associated with everything in a "shopping cart" when a Customer "checks-out".

2. Work Order ID – is associated with each item request within an Order that can be fulfilled separately from the rest of the Order, and requests action for one (1) Service Installation ID.

3. Installed Option ID – identifies the service, feature or hardware from the CSAB Service Catalog that was requested in the workorder.

4. Service Installation ID – identifies the service account resulting from Order fulfillment. It is the unique inventory entry in CSAB and is equivalent to, but not the same as, distinct IDs used by Contractor to track status, usage and charges (e.g. circuit ID, phone number, hardware serial number, etc.).

Contractor is required to provide all of the required fulfillment data in CSAB.

DMS cannot invoice its Customers without associating key fields from orders to Customer invoicing accounts in CSAB, and therefore, will not pay for any services where such key fields data is missing or incorrect. Installation and disconnect dates are also critical to the inventory, as these dates are used during audits to verify that a service was active, or should not have been, during an invoicing period. The effective bill date cannot be more than 45 days from the date the order is closed. Orders must be closed in CSAB out no later than five (5) business days after installation and acceptance of the work performed by the Customer. Invoicing will not begin until the Customer work order is closed.

Some orders will include configuration data including IP addresses to enable establishing closed user groups on the State network.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

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4.7.3 Credential Request Orders

Some of the orders submitted to the Contractor will require granting Customer password/PIN protected access to Contractor services. These are services that require Customers to log-in (or be electronically certified) to Contractor's systems before using a service. These services may be metered.

Like all other services, the right to access credentialed services will be ordered with B2B-3 transactions from CSAB providing the Contractor with necessary data to enable that access. Contractor is expected to respond by confirming to CSAB that the Customer has been provided access the credentialed services. However, CSAB will not hold user passwords and PINs for access to Contractor's systems; the Contractor is expected to provide the passwords and PINs to users directly using email addresses provided in the CSAB order. PIN and password changes will be handled outside of CSAB, as well.

SUNCOM Conferencing services are examples of credential request orders. Users of the service must login to a Contractor's system to reserve or initiate a conference. Thus, the Contractor issues login credentials to those users that were obtained after an order for them (B2B-3) was placed in CSAB. The order is fulfilled by the Contractor supplying a user ID and Personal Identification Number via email to the user, then confirming fulfillment to CSAB with a B2B-4 transaction. These transactions enable CSAB to have a complete inventory of all of the users of the service, which is periodically confirmed through B2B-5 transactions with the Contractor. The Contractor's system tracks usage that is attributable to each user, which is compiled in a B2B-6 monthly batch file of invoicing substantiation.

In all cases, the total cost of the proposed order must be defined and approved prior to submittal.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.8 Inventory

Every order and many other actions related to SUNCOM services are permanently logged into CSAB. This inventory is a basis for DMS audits of Contractor charges, i.e. if a billed service is not in the inventory or the inventory shows it was not active during the invoicing period, DMS will dispute the charge. The CSAB inventory is also a useful tool for DMS, Customers, and Contractor to see what has been ordered, its status, where its located, its cost, any associated comments, etc.

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CSAB inventory is structured around key data elements. Inventory records are not valid without these key fields. CSAB by default has primacy when there are discrepancies between the inventories of the Contractor and CSAB.

Contractor is required to maintain a corresponding inventory as a basis for invoicing DMS. Periodic reconciliation may be implemented between CSAB and the Contractor's inventory through B2B-5 transactions, at DMS' sole discretion. This will avoid waiting until the Contractor invoices DMS to discover these inconsistencies, and having to resolve them through billing disputes. DMS will provide for an exchange of inventory data throughout the month using transaction B2B-4. There is no manual substitute for this process.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.9 Invoicing Requirements

Contractor shall submit invoices and electronic details to DMS monthly for all SCS and fulfilled orders within the agreed upon timeframe(s). DMS will make the final determination on the invoice submission timeframes. Contractor may only submit one invoice per Service Category, unless otherwise agreed to in writing by the Department, and the invoice will include the applicable Service Category billing information and credits. Invoices will consist of: 1) invoices for payment on unchangeable format (e.g. paper) (aka a "hand bill") which reflects the total charges for the applicable Service Category for the month; and 2) electronic detail files that substantiates all billable services for the applicable Service Category. The total of substantiated detail charges must match the payment requests on each of the handbills.

The invoice will include detailed service credits for the applicable Service Category uniquely identified by the applicable SLA. These credits will be audited by DMS through review of SLA reporting and invoice auditing. Since credits are applied retroactively, the Contractor is required to indicate on the invoice the actual month in which the service level violation occurred.

~~AT&T will work with DMS during project planning and implementation to determine the 'agreed upon timeframe' for invoice submission. We request that the following change be made, DMS will make the final determination on the invoice submission timeframes.~~

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~~AT&T will collaborate with DMS on the number and format of invoices.~~

4.10 Electronic Substantiating Detail File

The invoice substantiation file consists of electronic detail listing all billable services and activities with all unique IDs necessary to be auditable bases for all charges. The detail file must include all charge data on one-time purchases, active subscription periods, and incremental activities. All charges must be attributable to distinct identifiers from the services as negotiated in the CSAB Service Catalog, and each discrete charge must be distinguished by a service identifier. Metered charges must also include date/time stamps for each billing event, and the dates of the billing cycle (start and end). The file must be provided to DMS using a mutually agreed upon secured delivery method and mutually agreed upon format.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.11 Audit of Contractor Invoices

DMS will audit the invoice to match all charges against the current inventory of provided services and the prices associated with the CSAB Service Catalog. If the electronic substantiating detail provided by the Contractor contains some errors but is: a) complete (i.e. contains all of the required data elements); b) substantially corresponds with the CSAB inventory and CSAB Service Catalog; and c) matches the hand bill, then DMS will send an audit exception report (B2B-7) to the Contractor detailing any disputed charges. At this time this is a manual process. At any time during the Contract term this may become an electronic process, at DMS' sole discretion. DMS staff will request credits/debits for any audit exceptions on the current invoice and work with Contractor staff to reconcile charges and system data to resolve the exceptions within one (1) billing cycle. If Contractor has not resolved audit exceptions within the nextbilling cycle, the charges will be finalized as determined by DMS.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

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4.12 Mandatory Interface with Communications Service Authorization and Billing

All work orders will be submitted to the Contractor via the CSAB or similar system as deployed by DMS. Only changes approved via a NOC ticket and not impacting invoicing charges may be an exception to the foregoing.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.13 Mandatory Communications Service Authorization and Billing Order

No SCS service will be provisioned unless the Contractor has a properly authorized work order submitted by DMS through the CSAB except for those Customers utilizing the Contactor's online portal approved by the Department. Customer orders submitted through the Contractor's online portal will have a work order automatically generated by CSAB.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.14 Specific Service Requests

DMS will work with Contractors and Customers to establish service request quotes when Customer requests require specific service configurations, combinations, security, or quantities. In such situations, DMS will, as needed, receive service availability and pricing quotes to fulfill the specific Customer service needs.

The format of each service request quote will be left to the discretion of DMS and Customers have the option to request custom terms and conditions to meet Customer specific needs which includes, but is not limited to, security standards set forth in Chapter 60GG, Florida Administrative Code. In all cases, the total cost of the proposed service must be well defined, and the prices will not exceed those in the CSAB Service Catalog with reasonable adjustments as necessary to accommodate the specific agency service needs that substantially increase the Contractor's contractual requirements. An

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adjustment in price for a Customer specific service should be commensurate with the Contractor's additional obligations but shall not result in an increase in pricing greater than 25% of the listed CSAB Service Catalog price(s). The service request quote must be accepted by DMS in writing before any implementation. The quote must contain all data needed for DMS to review and approve the service, including but not limited to, all support implementation requirements target installation dates, locations, configuration data, effective date, and documents containing diagrams as necessary. The quotes will contain sufficient detail necessary for audit processes.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.15 General Billing Requirements

Contractor will maintain a detailed database that uniquely identifies each pricing component. The CSAB Service Catalog contains unit prices, and all qualifiers that are applied to unit prices in order to create an unambiguous database of SCS billable line items. A tariff code shall have only one unit amount.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.16 Criteria for Installation Signoff and Billing Start

The Service Acceptance Checklist is used during the migration to SCS, and during production (steady-state), to certify when a service is accepted.

The following criteria must be met before an order is considered complete.

1. Contractor completes all requirements detailed in the workorder.

2. The Customer and Contractor will certify acceptance by utilizing a Service Acceptance Checklist, as jointly developed by the Customer and DMS. It is the Contractor's responsibility to obtain the Customer's acceptance of the checklist at the time of turn-up.

3. The signed copy of the Service Acceptance Checklist is inserted into the CSAB.

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4. Services requested by the work order have been provisioned by the Contractor.

5. The work order has been closed by the Contractor in CSAB by entering a completion date and effective bill date.

6. The Contractor's invoice must be provided after the completion date entered into CSAB. If the Contractor's invoice reflects billing prior to the acceptance date entered into CSAB, the charges will be deducted.

7. All dates in CSAB must be entered by the Contractor in real-time. CSAB does not permit a date entry to be backdated.

8. Orders must be closed out in CSAB no later than five (5) business days after installation and acceptance of the work by the Customer.

Invoicing will not begin until the Customer work order is closed in CSAB.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.17 Local Call Billing

If the Contractor charges Customers for Local calling, it is required to maintain a historical record for local billing call details for a minimum of twelve (12) months and in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State record retention schedules, or longer if required by Federal law. The Contractor is required to be able to deliver this information upon DMS request. Local call billing will adhere to the following:

1. Special Accounts: In certain cases, numbers will be grouped and billed on a separate special account and based on total usage per end-user/phone number.

2. Clearly differentiate between recurring and non-recurring charges.

3. Contractor is required to provide call details for all local calls.

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4. Calls should be billed in six (6) second increments. Initial periods up to eighteen (18) seconds are acceptable.

5. Calls can be rounded to the next six (6) second increment at any point within the six (6) second increment. For example, a 31 second call can be round to 6/10th of a minute.

6. The Contractor is required to provide call details with the monthly invoices to support fees charged for all surcharges.

7. The Contractor is required to provide detailed call records upon written request by DMS or the Customer within ten (10) business days.

8. The minimum information required for detailed call records includes, but is not limited to: calling party number, called party number, call end and start time, call date, and trunk group (if applicable).

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.18 Long Distance Billing

The Contractor is required to maintain a historical record for long distance billing call details for a minimum of twelve (12) months and in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State record retention schedules, or longer if required by Federal law. The Contractor is required to be able to deliver this information upon DMS request. Long distance billing will adhere to the following

1. Special Accounts: In certain cases, numbers will be grouped and billed on a separate special account and based on total usage per end-user/phone number.

2. DMS will not pay any charges for long distance calling that takes place on a phone line without an assigned long distance carrier or if no calling plan has been designated, referred to as “casual billing.”

3. Clearly differentiate between recurring and non-recurring charges.

4. Contractor is required to provide domestic and international call details for all long distance calls.

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5. Calls should be billed in six (6) second increments. Initial periods up to eighteen (18) seconds are acceptable.

6. Calls can be rounded to the next six (6) second increment at any point within the six (6) second increment. For example, a 31 second call can be round to 6/10th of a minute.

7. If the rate for terminating an international call to a landline is not equal to the rate for terminating the call to a wireless line, the call details must indicate the number of minutes for both cases. A marker must be included in the file by call record indicating whether a call is terminated to a landline or wireless number.

8. The Contractor is required to provide call details with the monthly invoices to support fees charged for all surcharges.

9. The Contractor is required to provide detailed call records upon written request by DMS or the Customer within ten (10) business days.

10. The minimum information required for detailed call records includes, but is not limited to: calling party number, called party number, call end and start time, call date, and trunk group (if applicable).

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.19 Toll-Free Billing

The Contractor is required to maintain a historical record for toll-free billing of call details for a minimum of twelve (12) months and in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State record retention schedules, or longer if required by Federal law. The Contractor is required to be able to deliver this information upon DMS request. Toll-free billing will adhere to the following

1. Calls are to be billed in six-second increments(tick).

2. Contractor is required to provide domestic and international call detail records for all toll- free calls.

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3. Calls can be rounded up to the next six-second increment at any point within the six (6) second increment. For example, a 31 second call can be round to 6/10th of a minute.

4. For each toll-free call, the associated billing record must indicate if the call was an Intrastate or Interstate call.

5. The Contractor is required to bill each toll-free number separately and not under a subaccount number or under a different billing number, unless requested by DMS.

6. The Contractor is required to provide detailed call records upon written request by DMS or the Customer within ten (10) business days.

7. The minimum information required for detailed call records includes, but is not limited to: calling party number, called toll-free number, call end and start time, call date, and trunk group (if applicable).

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.20 Direct Billing

Under Chapter 60FF-2, F.A.C., all SUNCOM services will be billed through DMS. Contractor, however, is required to offer the ability to provide direct billing to Customers if requested by the Customer and approved by DMS. If approved by DMS, direct billing shall be provided in accordance with Chapter 60FF-2, F.A.C., and must be provided at no additional cost.

1. An administration fee for DMS overhead will be factored into the billing amount directly billed to Customers.

2. Customers will review their direct bill invoices; however, DMS retains audit authority for all services provided.

3. The monthly bill for Customers who request direct billing must provide the following information: service order numbers, account numbers, bill number and/or invoice number, information to substantiate the charges, CSAB inventory ID, bill date, due date, bill remittance address and a summary record, which includes payments

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applied since the last monthly bill, adjustments, sub-total of current charges, and net amount due.

4. A summary record must be provided and identified by phone number, CSAB Inventory ID, and/or circuit number as identified by the Customer.

5. Contractor will collect the administration fee through their monthly invoiced payments from Customers, and remit the fee to DMS. This is submitted by check monthly to and made payable to DMS. Supporting documentation needs to be provided as a hardcopy with the check in the same envelope, and also by email to the DMS Contract Manager.

6. Contractor will electronically supply DMS with complete and accurate detail substantiating all of the charges to Customers in accordance with Chapter 60FF-2, F.A.C

7. Contractor will confirm with DMS any SLA credits due to a SUNCOM Customer prior to invoicing the Customer following DMS confirmation of the credits due.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.21 Service Level Agreement Operational Process

The terms regarding SLAs set forth herein shall apply to all SLAs listed in Attachment C – Final Service Level Agreements.

1. Credits must be applied to the appropriate account within the target time window provided within the SLA listed in Attachment C – Final Service Level Agreements.

2. SLAs are calculated, measured, and paid per incident.

3. SLA credits restart based on the review process and billing cycle.

4. Unless there is an explicit reference to “weekdays” or “business days”, all SLA credits are applicable based on calendar days. A calendar day starts at 12:00 AM and ends at 11:59 PM, Eastern Time.

5. The time between the start of an issue and before opening the trouble ticket is counted towards the SLA restoral time. For example, if an outage occurred at 1:00

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PM (based on the alert data) and the trouble ticket was opened at 1:30 PM, the SLA clock starts at 1:00 PM.

6. Each month, the Contractor, any subcontractor, and DMS participate in a review and scrubbing of all data related to SLAs. Based on this review, credits are provided to DMS. DMS is not required to explicitly request or otherwise initiate the SLA review and validation process in order to receive SLA credits.

7. Service credits defined in Attachment C – Final Service Level Agreements, are applicable if performance metrics are not met by either the Contractor or subcontractor. Assessed service credits are to be applied as credits toward the impacted service on the Customer's applicable Service Category invoice, or to DMS as appropriate. Service credits will be explicitly identified as a line item for each impacted Customer on the Contractor's applicable Service Category invoice. Business and Operational SLAs apply to all Service Categories provided by the Contractor and these SLA credits will be assessed for the impacted service and applied to the applicable Service Category invoice.

8. Customers have the option to request custom SLAs to meet Customer's specific needs, which the Contractor may offer in addition to the Attachment C – Final Service Level Agreements. Contractors is permitted to equitably adjust the price in correlation with such need up to an additional 25% for the applicable service(s) subject to the applicable custom SLAs.

9. For SLAs where time is a factor in the calculation of the credit, the SLA clock must not restart but can be suspended (hold time) for the reasons below. In order to qualify for an SLA suspension (hold time), one of the listed reasons must be documented in the Contractor's NOC ticketing system by the Contractor. For Operational MACD, the reason must be documented by the Contractor in the CSAB. The SLA hold times apply only when:

    a. Incorrect information in Customer order, including incorrect address provided by the Customer.

    b. Customer did not attend an agreed upon scheduled appointment.

    c. Customer unresponsive to calls or emails placed to the appropriate Customer contact person, including onsite contact person not available.

    d. Site readiness requirement not fulfilled by the Customer, including onsite contact not available.

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10. The Contractor's NOC will troubleshoot to the fullest extent feasible even if the SLA clock is suspended; for example, on a dispatch where the site readiness requirement has not been fulfilled by the Customer (onsite contact is not available).

11. Contractor SLA Accountability:

    a. SLAs will be applicable, whether or not the violation was a result of human error, poor engineering design, tardy dispatch, dispatch without required repair or diagnostic tools, exceeding the scope of an approved maintenance change request that causes performance Degradation, or any other reason. SLAs will be applicable where advance written notice of a repair is not provided to, and approved by, the Department.

    b. SLAs will not apply during scheduled upgrade or maintenance windows (including emergency scheduled maintenance) for the service elements listed in the DMS- approved maintenance window request. SLAs will apply for all other service element impacts during and after the scheduled maintenance window and for any maintenance performed without advance notice to, and approval by, the Department.

12. DMS will make the final determination on the Contractor's compliance with SLAs.

13. The billing reconciliation for SLA violations takes place once final determination of SLA credits has been completed by the Department and will be applied to applicable invoices in a timely manner.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

5. SERVICE CATEGORY 1 - UNIFIED COMMUNICATION

The Department is seeking Responses demonstrating how Unified Communication (UC) services will be delivered. This category includes both Single-tenant and Multi-tenant UC services. Generally Single-tenant implementations are deployed through a private cloud model, as described in Special Publication 800-145 issued by the National Institute for Standards and Technology (NIST), at a Customer specified location. Multi-tenant systems are generally deployed through a public cloud model, as described in Special

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Publication 800-145 issued by NIST. UC is an evolving set of services providing an integration of real-time communication services, such as instant messaging (chat), presence information, voice, conferencing, data sharing, call control, and speech recognition, with non-real-time communication services, such as unified messaging (integrated voicemail, email, short message service, and fax. UC provides a consistent unified user-interface across multiple devices and media types. UC services are delivered over an IP network.

Unified Communications combines independently-run communications subsystems in order to streamline how Customers communicate and collaborate regardless of location.

Text provided within this section is intended to guide Respondents in understanding the desired UC scope. None of the information is intended to limit the Respondent in its effort to provide a solution for UC services and features.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

5.1 Unified Communications System and Services – General Features

Respondents should propose UC services for Single-tenant and Multi-tenant environments. For a Single-tenant environment, the system will be hosted at a location agreed upon by Contractor, DMS, and Customer. For Multi-tenant environments, Respondent will propose the location of the system in its response to this subsection.

Respondents submitting a response to Service Category One will demonstrate how the following minimum required SCS services or features will be delivered:

1. Provision of local, long distance, and toll-free access.

2. Operator Assistance services are required on a twenty-four hour a day, 365 days of the year, including holidays; Operator Assistance in both English and Spanish is required. Automated operator assistance is permissible.

3. Provision of the following features with Respondent's Multi-tenant and Single-tenant service offerings:

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a. Caller ID
b. Three-way calling
c. Do Not Disturb
d. Call Forward (All, Busy, No Answer, Not Reachable)
e. Call Pickup
f. Class of Service Restriction
g. Call Hold
h. Conference Calling
i. Call Park
j. Distinctive Ringing
k. Directory Assistance
l. Call Transfer (blind, with consultation, and recall)
m. Call Waiting
n. Speed Dial
o. Call Number Suppression
p. Specific Call Rejection
q. Last Number Dialed
r. Call logs (missed, received, dialed)
s. Call Trace
t. Hunt Group
u. Remote access
v. Auto attendant
w. Busy Camp On

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x. Busy Lamp Field

y. Call forward selective

z. Call notify

aa. Call screening

bb. Directed call pick-up with barge in cc. Diversion inhibitor

dd. Music on hold

ee. Priority alert / ringing

ff. Push-To-Talk (intercom)

gg. Remote office

hh. Sequential ring

ii. Shared call appearance

jj. Simultaneous ring

kk. PC-based receptionist

ll. Voice mail

mm. Unified messaging

nn. Call Center

oo. Call Center desktop client

pp. Hoteling

qq. IP fax

rr. Mobility

ss. UC faxing

tt. Instant group call / paging

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uu. Operator Assistance

vv. Instant messaging

ww. Notification

xx. Team collaboration

yy. Audio conferencing

zz. Web conferencing

aaa. Video conferencing

bbb. Professional services

ccc. Intercom dialing

ddd. Message waiting indicator

4. Unified Messaging services which, at a minimum, include:

   a. User access to, and management of, voicemail, email, and fax messages through the same inbox or interface.

   b. Modular messaging with access to messages from phones and PCs via various interfaces, including browsers.

5. Voicemail service which, at a minimum, includes:

   a. Storage of a minimum of 30 messages of 2 minutes in length or equivalent to 60 minutes of memory storage space for each mailbox.

   b. Ability to program for the following conditions: busy, out of office, and no answer.

   c. Audible and/or visual message waiting indicator.

   d. Out-dial notification and ability to dial out to an attendant using “0”.

   e. Ability to broadcast messages within specified Customer groups.

   f. Extended/Guest mailbox allowing multiple users voice messaging capabilities.

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g. Access to the voicemail service internally or externally using a local number and toll-free number.

h. The ability to select a single or multiple level password protection.

6. Provides the capability to port telephone numbers to the Contractor's UC service at no additional charge to the State.

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Given the statements in subsection:

1. Describe in detail the proposed offering addressing the minimum requirements listed above.

2. Describe the Contractor's system location(s).

3. Describe the Respondent's basic and enhanced offerings.

[Enter the response here – As needed to provide a complete response]

AT&T Response:

[redacted]

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In providing such as broad range of solutions to the State of Florida in response to this procurement, AT&T and Hayes e-Government are confident as a team, we have the solution to meet all of the State's UC needs.

Given the statements in subsection:

1. Describe in detail the proposed offering addressing the minimum requirements listed above.

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[redacted]

2. Describe the Contractor's system location(s).

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[redacted]

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5.2 Unified Communications System and Services – Integration and Interface

The following are minimum requirements:

1. Integration with mobile devices as described below:
    a. Users have a single identity that lets them handle business calls via their desk and mobile phones.
    b. Allows calls to or from mobile devices to take place anywhere and anytime as if they are going to or coming from the desk phone numbers.
    c. Users will have the ability to have calls forwarded to any phone and to use a single number for making and receiving all calls.
    d. Supports handing off calls from cellular to Wi-Fi connections and vice versa on smart devices.
    e. Enables users to initiate phone calls, retrieve voicemail and corporate directories, access instant messaging, and participate in videoconferencing.
2. UC user interface as described below:
    a. Allows users to access UC capabilities from a variety of devices in a variety of ways.
    b. Offers access to features and services such as presence, instant messaging, integrated soft phones, voice conferencing, video calling, and conferencing.
    c. Supports voice activation that integrates seamlessly with other business communication systems.
    d. Supports real-time communications – instant messaging, presence that identifies which participant is speaking, voice calls to video, voice calls to email.
    e. Supports non-real-time communications – email, text messaging, fax, voicemail.
    f. Offers collaboration and data sharing – electronic bulletin boards, e-Calendar, Audio/Video/Web conferencing.
    g. Provides users ability to access messages from the following: IP phones, mobile phones, web browsers, email clients, desktop clients, PCs, tablets.

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h. Allows instant messaging between two users or multiparty (up to a Customer-defined number of participants).

i. Supports the ability for users to display their presence status (e.g., “Available,” “Away,” “Do Not Disturb,” “Busy,” or “Offline”) to let others know their availability for communication.

j. Offers presence integration with Customer collaboration applications, such as calendaring, that automatically updates presence when users are in a meeting.

k. Supports audio and video conversations between two users or multiparty (up to a Customer-defined number of participants), using web cameras, speakers and microphones.

l. Supports file transfer capabilities to send files between users, if requested by the Customer.

m. Supports scheduled and ad hoc web conferencing for conducting online presentations including audio, video, screen sharing, and a virtual whiteboard. PC- to-PC and multiparty data sharing capabilities including desktop sharing, application sharing, presentations, virtual whiteboard, annotations, and polling.

n. Supports contact groups that allow users to organize their contacts.

o. Supports enhanced access to instant messaging from within the agency's network or from the internet, through a variety of devices and software, in a secured mode using encryption.

p. Allows Customer-managed instant messaging administration (add/change/delete users).

q. Supports single sign-in capabilities through the Customer’s Active Directory system.

r. Interconnection with MFN to the extent feasible.

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Given the statements in subsection:

1. Describe in detail the proposed offering addressing the minimum requirements listed above.

2. Describe the system location(s).

3. Describe the interconnections with MFN.

[Enter the response here – As needed to provide a complete response]

AT&T Response:

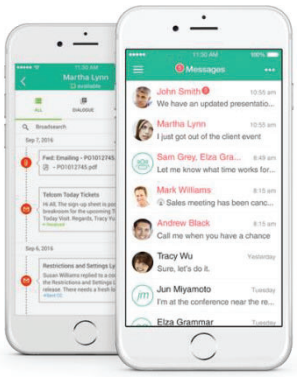
1. Describe in detail the proposed offering addressing the minimum requirements listed above.

[redacted]

- [redacted]

[redacted]

[redacted]



2. Describe the system location(s).

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3. Describe the interconnections with MFN.

Our proposal to the State includes interconnects with MFN. We have designed the interconnects using AT&T's flagship ethernet service and an SCS dedicated Call Control Core to provide:

- Geo-diversity – Interconnects to MFN in Orlando as well as Jacksonville.
- Fiber-based network – To provide optimal performance.
- Class of Service (COS) – To ensure the performance of voice traffic.
- Scalable Bandwidth – We will deliver 10G circuits and have the ability to scale the Committed Information Rate (CIR) as demand grows.
- Hardened POPs – The interconnects to MFN originate out of hardened AT&T Central Offices built to withstand Category 5 hurricanes.
- Failover – We will use routing protocols and other methods to ensure traffic is rerouted in the event of a failure.

5.3 Unified Communications System and Services – Conferencing

The following are minimum requirements:

1. Audio Conferencing service which:
   a. Has a capacity of at least 150 participants.
   b. Provides the ability for the conference host to dial-out to participants.
   c. Provides the following commands via touchtone keypad:
      i. Request Operator Assistance
      ii. Dial-out to participants
      iii. Begin and end conference recording

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iv. Change participant entry and exit notification from one of the following: recording of the participant, tone, or no notification

v. Private rollcall

vi. Mute and un-mute all participant lines

vii. Participant self-mute and un-mute

viii. Conference lock and unlock

d. Provides web-based access to the following commands for the conference host:

i. Dial-out to a participant

ii. Begin/end conference

iii. Mute and un-mute all participant lines

iv. Mute and un-mute individual participant lines

v. Disconnect any participant

vi. Conference lock and unlock

e. Provides the conference host the ability to create a security number in additional to the conference code that participants should input before entering the conference.

f. Provides the capability for the conference host to record the conference. The host should have the capability to download the conference recording at no additional cost. Recordings should be retained by Contractor a minimum of 30 calendar days after the conference ends, and in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State. When a Customer orders additional retention services from the Contractor, the Customer shall have the capability to classify a record and designate the timeframe for retention of such a record based on its classification. Contractor must confirm with the Customer the retention period for the applicable record prior to any deletion of the recording by the Contractor.

g. Provides DMS and Customers the ability to ensure audio recordings are able to be done in a manner that does not violate section 934.03, F.S.

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h. Provides operator assisted conferences where an operator provides live assistance with the conference.

   i. Provides a capacity of at least 1,000participants.

   ii. Available twenty-four hours a day, 365 days of the year.

   iii. DMS and the Customers are not charged for no shows, cancellation, or setup fees.

   iv. Operators can dial out to participants, if requested.

   v. Provides question and answer administration.

   vi. Provides continuous conference monitoring and manage any special requests from the conference host during the conference.

   vii. Provides reports on conference attendees.

2. Offer a Web Conferencing Service which:

   a. Provides an integrated audio conference service allowing participants to listen to and speak with the host and other participants.

   b. Provides a graphical user interface control panel for the host to administer, monitor, and control the web conference.

   c. Provides the capability for participants to join the conference via a Universal Resource Locator address or a desktop client.

   d. Provides the capability to traverse and successfully interoperate with firewalls and security layers using standard ports such as https port 443 and http port 80.

   e. Provides compatibility with commercially available browser software.

   f. Allows participants to join the conference using tablets and smart devices.

   g. Supports document sharing, which is the ability to open and share a document with conference participants.

   h. Supports desktop sharing, which is a common name for technologies and products that allow remote access and remote collaboration on a person's computer desktop with conference participants.

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i. Supports remote control of a participant's desktop. The participant should be notified if remote control of their desktop is requested and should have the capability to accept or reject the request.

j. Allows the host to promote any other conference participant to presenter.

k. Provides drawing, annotation, and pointer tools.

l. Provides conference host the capability to record the conference and text chats. Recordings should be retained by Contractor in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State. Recordings can be download by the conference host at no additional cost. When a Customer orders additional retention services from the Contractor, the Customer shall have the capability to classify a record and designate the timeframe for retention of such a record based on its classification. Contractor must confirm with the Customer the retention period for the applicable record prior to any deletion of the recording by the Contractor.

m. Provides DMS and Customers the ability to ensure audio recordings are able to be done in a manner that does not violate section 934.03, F.S.

n. Supports text chats for conference participants. The chat will provide options for public chats for all participants or private chats between selected participants. The host can also disable chat.

o. Supports polling, which allows the host to pose questions and receive feedback with a variety of different answer sets (multiple choice, open ended, yes/no).

   Results will be provided to the host in real-time, may be shared in real time with participants, and should be retained by Contractor in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State. Polling results retained by Contractor can be downloaded by the conference host after the meeting at no additional cost. When a Customer orders additional retention services from the Contractor, the Customer shall have the capability to classify a record and designate the timeframe for retention of such a record based on its classification. Contractor must confirm with the Customer the retention period for the applicable record prior to any deletion of the recording by the Contractor.

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p. Supports the delivery of video to participants from sources such as an external USB webcam or embedded camera in the device which connects to the conference.

q. Allows the host to setup a password which participants should enter to join the conference.

r. Provides a scheduling system allowing hosts to schedule or cancel web conference for up to one year in advance. Scheduling can be by time and day of the week either as a single event or recurring on a daily, weekly, monthly, or other periodic basis.

s. Allows the host to initiate a conference with minimal notice.

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Given the statements in this subsection:

1. Describe in detail the proposed Conferencing offering addressing the minimum requirements listed above.

AT&T Response:

1. Describe in detail the proposed Conferencing offering addressing the minimum requirements listed above.

AT&T is proposing AT&T Global Audio-Conferencing service with Zoom to satisfy the [redacted]

1. Audio Conferencing service which:

   a. Has a capacity of at least 150participants.

   Yes, AT&T can support up to 200 participants.

   b. Provides the ability for the conference host to dial-out to participants.

   Yes, AT&T can provide.

   c.i-viii Provides the following commands via touchtone keypad

   Yes, AT&T can provide.

   d. Provides web-based access to the following commands for the conference host:

   i. Dial-out to a participant –
   Yes, AT&T can provide.

   ii. Begin/end conference –
   Yes, AT&T can provide.

   iii. Mute and un-mute all participant lines
   Yes, AT&T can provide.

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iv. Mute and un-mute individual participant lines

Yes, AT&T can provide.

v. Disconnect any participant

Yes, AT&T can provide.

vi. Conference lock and unlock

Yes, AT&T can provide.

e. Provides the conference host the ability to create a security number in additional to the conference code that participants should input before entering the conference.

When scheduling a meeting, you can add a password to the meeting in order to join. There a host of additional features that can also be enabled.

f. Provides the capability for the conference host to record the conference. The host should have the capability to download the conference recording. Recordings should be retained by Contractor a minimum of 30 calendar days after the conference ends, and in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State.

[redacted].

g. Provides DMS and Customers the ability to ensure audio recordings are able to be done in a manner that does not violate section 934.03, F.S.

Yes, AT&T complies with this requirement.

h. Provides operator assisted conferences where an operator provides live assistance with the conference.

i. Provides a capacity of at least 1,000 participants.

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[redacted]

ii. Available twenty-four hours a day, 365 days of the year.

[redacted]

iii. DMS and the Customers are not charged for no shows, cancellation, or setup fees.

[redacted]

iv. Operators can dial out to participants, if requested.

Yes, if enabled for the meeting.

v. Provides question and answer administration.

Chat is available in the meetings platform; Q&A is only available on the Webinar platform.

vi. Provides continuous conference monitoring and manage any special requests from the conference host during the conference.

[redacted].

vii. Provides reports on conference attendees.

[redacted]

[redacted] a Web Conferencing Service which:

a. Provides an integrated audio conference service allowing participants to listen to and speak with the host and other participants.

[redacted]

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b. Provides a graphical user interface control panel for the host to administer, monitor, and control the web conference.

Yes, via the Participants panel within the meeting.

c. Provides the capability for participants to join the conference via a Universal Resource Locator address or a desktop client.

Yes, invites sent to participants have a “one click to join” URL. The participant can also connect to the meeting directly from the client.

d. Provides the capability to traverse and successfully interoperate with firewalls and security layers using standard ports such as https port 443 and http port 80. –

Yes, AT&T provides this capability.

e. Provides compatibility with commercially available browser software.

Yes, please see the following for supported browsers:

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Prerequisites

- Internet Explorer 10 or higher
- Microsoft Edge 38.14393.0.0 or higher
- Google Chrome 53.0.2785 or higher
- Safari 10.0.602.1.50 or higher
- Firefox 49.0 or higher

Features Across Browsers

	Chrome	Firefox	Safari	Edge	Internet Explorer
Share Video	✓	✓	✓	✓	
Share Screen	✓	✓		✓*	
Join Computer Audio	✓	**	**	**	
Join Audio by Phone	✓	✓	✓	✓	✓
Meeting Host Controls	✓	✓	✓	✓	✓
View Shared Video	✓	✓	✓	✓	
View Shared Screen	✓	✓	✓	✓	✓
Request Remote Control	✓	✓	✓	✓	✓
In-meeting Chat	✓	✓	✓	✓	✓
Closed Captioning	✓	✓	✓	✓	✓
Webinar Q&A	✓	✓	✓	✓	✓

*Screensharing on Microsoft Edge requires Windows 10 Pro or Enterprise. It is not supported on Windows 10 Home. If you are running Windows 10 Home and need to share your screen, we recommend using Chrome or Firefox.

**Joining computer audio on Firefox, Safari, and Edge is only available for webinar attendees. Meeting participants and webinar hosts and panelists can also join computer audio on Firefox if they are using Linux.

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f. Allows participants to join the conference using tablets and smart devices.

Yes, AT&T offers this capability.

g. Supports document sharing, which is the ability to open and share a document with conference participants.

Yes, all participants have the ability to share screen or specific applications.

h. Supports desktop sharing, which is a common name for technologies and products that allow remote access and remote collaboration on a person's computer desktop with conference participants.

Yes, Zoom supports desktop sharing with remote collaboration.

i. Supports remote control of a participant's desktop. The participant should be notified if remote control of their desktop is requested and should have the capability to accept or reject the request.

Yes, Zoom supports remote control within a meeting. Anyone can ask for remote control assistance and if approved have full control over the remote PC.

j. Allows the host to promote any other conference participant to presenter.

Yes, AT&T offers this capability.

k. Provides drawing, annotation, and pointer tools.

Yes, Zoom supports annotations, whiteboarding with drawing tools.

l. Provides conference host the capability to record the conference and text chats. Recordings should be retained by Contractor in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State. Recordings can be download by the conference host.

Yes, conferences and chats from the meeting can be recorded and saved to the cloud.

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m. Provides DMS and Customers the ability to ensure audio recordings are able to be done in a manner that does not violate section 934.03, F.S.

AT&T agrees and complies.

n. Supports text chats for conference participants. The chat will provide options for public chats for all participants or private chats between selected participants. The host can also disable chat.

Yes, chat is available in meeting and can be public or private. The host can disable in meeting chat if required.

o. Supports polling, which allows the host to pose questions and receive feedback with a variety of different answer sets (multiple choice, open ended, yes/no). Results will be provided to the host in real-time, may be shared in real time with participants, and should be retained by Contractor in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State. Polling results retained by Contractor can be downloaded by the conference host after the meeting.

Yes, Polling is supported in meetings and results can be shared real-time with all participants.

p. Supports the delivery of video to participants from sources such as an external USB webcam or embedded camera in the device which connects to the conference.

Yes, AT&T supports this type of delivery.

q. Allows the host to setup a password which participants should enter to join the conference.

Yes, AT&T meets this requirement.

r. Provides a scheduling system allowing hosts to schedule or cancel web conference for up to one year in advance. Scheduling can be by time and day of the week either as a single event or recurring on a daily, weekly, monthly, or other periodic basis.

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[redacted]

s. Allows the host to initiate a conference with minimal notice.

[redacted]

5.4 LAN Support Services

Local Area Network (LAN) support services are optional services within Service Category 1. Respondents are not required to propose LAN support services, and the portion of a Response which proposes LAN support services will not be used for determining the Respondent's Responsiveness, evaluator scoring, or determination of competitive range. If the Respondent proposes LAN support services, the negotiation team may consider this as part of their recommended award.

These services are not considered mandatory for State Agency purchase, as directed in section 282.703, F.S. Customers will not be required to buy LAN support services under this Contract.

DMS is seeking to offer Customers a variety of LAN support services. Respondent's may propose all services below, some services below, or no services below:

1. Fully Managed LAN support services.

2. Customer-management LAN support services.

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3. As-needed LAN Performance Assistance and Issue Remediation.

Given the statements in this subsection:

1. Describe the proposed LAN support services.

[Enter the response here -1,000 words]

AT&T Response:

1. Describe the proposed LAN support services.

[redacted]

AT&T will provide alternative solutions in the Vendor Service Catalog (Cat 1 UC Single).

Per the clarification response to DMS, AT&T often finds that customers migrating away from traditional TDM services and implementing VoIP infrastructure may not have the necessary LAN equipment to support the implementation. This option provides a mechanism for the customer to replace old or obsoleted equipment such as ethernet switches with new and supported Power-over-Ethernet switches. It also provides for the installation, management and maintenance of this equipment.

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6. SERVICE CATEGORY 2 - SIP TRUNKING

DMS is seeking Responses demonstrating how SIP trunking will be delivered. This category is a service which connects an agency's Single-tenant system to the Public Switched Telephone Network (PSTN) using IP transport and SIP as the signaling protocol.

SIP Trunking provides local, long distance, toll-free, and international long-distance network access using an IP network for transport, either MyFloridaNet, Customer-provided via the Internet, or Contractor-provided. SIP Trunking is deployed in situations where Customers have premises- based voice (analog phones, key system, PBX equipment. SIP Trunking supports voice traffic, originated from the Customer's voice system or originating from the PSTN.

6.1. SIP Trunking Minimum Requirements

The following are minimum requirements:

1. Provides the capability to interface with the State's existing embedded base of IP-PBX systems (Avaya, Cisco, and Unify).

2. Offers and manages devices which convert SIP signaling to Time-Division Multiplexing (TDM) signaling to interface with legacy key systems and TDM-PBXs.

3. Supports On-net and off-net calling. On-net is defined as calls between Customer locations that reside within the Contractor's SIP routing domain. Off-net is defined as calling from an SCS SIP Trunking Customer site to any U.S. or non-U.S. location not included within the Contractor's SIP routing domain.

4. Supports three categories of off-net calling: Local, Long Distance, and International.

    a. Local (inbound and outbound) calling with full local service feature/functionality.

    b. Off-net domestic long distance calling via the Contractor's network-based hop-off gateways, which are connected to the PSTN for calling termination to any location.

    c. Off-net International calling from the Contractor's network-based hop-off gateways provides International per minute calling.

5. Supports, at a minimum, the following: G.711, G.729, andG.722.

6. Supports fax over G.711 and T.38 fax relay.

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7. Supports Dual-Tone Multi-Frequency (DTMF).

8. SUNCOM Customers configure their CPE at each VoIP site to transmit a Calling Party Number (CPN) for all outbound calls placed over their SIP trunk. The CPN should be one of the valid Contractor provided telephone numbers associated with the physical location of the VoIP site. If the Customer sends a CPN that is not valid, or has not been provisioned for the SIP Trunk, the Contractor must insert a valid main billing number for the Customer's SIP Trunk into the diversion header of the SIP Invite. This main billing number will appear in the call details records for all outbound local and long-distance calls where an invalid CPN is sent. Respondents may propose alternate methods to this function.

9. Provides the capability to block numbers, including but not limited to:

    a. 611.

    b 811.

    c. 5XX.

    d. 7XX.

    e. NPA 555-XXXX (except NPA555-1212).

    f. 900/NPA976-XXXX.

    g. 08YY XXX-XXXX. h. 0N11.

    i. 0NPA 555-1212.

    j. 0976NXX-XXXX.

    k. 0500XXX-XXXX.

    l. 0700XXX-XXXX.

    m. 0900XXX-XXXX.

    n. All 1010dialing.

10. Provides911/E911 calling capability. For E911 calling, provides calling capabilities where the physical address for the SIP Trunking site is within the area where Contractor has the ability to provide E911 service. E911 calls are to be routed to the Public Safety Answering Point (PSAP). All E911 service is based on the SIP Trunking

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Site Registered Location information provided to Contractor by the Customer. Customers are required to specify a physical address per telephone number to be used for 911 purposes. When a 911 or E911 call is made, the Contractor should, where technically feasible, provide the Site Registered Location information to the appropriate PSAP.

11. Provides the capability to port telephone numbers to the Contractor's SIP Trunking service at no additional charge.

12. Supports the capability to port out numbers from the Contractor to another carrier.

13. If a N11 number (211, 311, 511, and 711) is supported in the particular local area in which the Customer is located, the Contractor completes the call via the local network switch.

14. Provides DMS new telephone numbers upon request.

15. Cooperates with DMS requests for numbers to fit logically within the Customer's dial plan, to the extent feasible.

16. Allows access to directory assistance. All directory assistance calls are to be handled via the local network switch (local to the Customer site).

17. Allows access to operator services. All operator services calls are handled via the local network switch (local to the Customer site). Operator Assistance services are required on a twenty-four hour a day, 365 days of the year,; Operator Assistance in both English and Spanish is required. Automated operator assistance is permissible.

18. Supports toll-free termination on SIP Trunking telephone numbers.

19. Supports privacy suppression of Calling Party Number, which allows caller information to be withheld when a number is called.

20. Provides directory assistance listings at no additional cost.

21. Supports Customers who have more than one voice core by configuring the SIP trunking service to failover between the Customer's primary and backup core(s). If the trunk to the Customer's primary core fails, the service should automatically start routing calls to the Customer's backup core(s).

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Given the statements in this subsection:

1. Describe in detail the proposed SIP trunking offering addressing the minimum requirements listed above.

2. Provides the list of IP-PBXs, IP-PBX clusters, and Session Border Controllers (SBC) which are for use with the proposed service.

3. Provides a description of how E911 calls will be routed to the Public Safety Answering Point (PSAP).

4. Describe telephone number porting process with timeframes.

5. Identify all supported Codecs.

6. Identify areas of the state where SIP Trunking service is provided. Explain how DMS will be able to determine if SIP Trunking service is available at a specific location and/or address.

7. Provide service and configuration guides.

8. Discuss SIP methods and if they are allowed and denied per network.

9. Discuss authentication and if it is allowed or disallowed per network and per SIP method.

10. For SIP messages, discuss whether it is possible to filter on content type and how it is accomplished.

[Enter the response here - As needed to provide a complete response]

AT&T Response:

1. Describe in detail the proposed SIP trunking offering addressing the minimum requirements listed above.

Response to item 1 of 10:

[redacted]

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[redacted]

[redacted]

[redacted]

Our solution meets the minimum requirements in this section as follows:

1. Provides the capability to interface with the State's existing embedded base of IP-PBX systems (Avaya, Cisco, and Unify).

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[redacted]

2. Offers and manages devices which convert SIP signaling to Time-Division Multiplexing (TDM) signaling to interface with legacy key systems and TDM-PBXs.

[redacted]

3. Supports On-net and off-net calling.

[redacted]

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[redacted]

4. Supports three categories of off-net calling: Local, Long Distance, and International.
    a. Local (inbound and outbound) calling with full local service feature/functionality.

[redacted]

    b. Off-net domestic long distance calling via the Contractor's network-based hop-off gateways, which are connected to the PSTN for calling termination to any location.

[redacted]

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off gateway where the call is delivered to the PSTN (or endpoint if the destination is also an IP Flex customer).

c. Off-net International calling from the Contractor's network-based hop-off gateways provides International per minute calling.

International calling is also fully supported and is an inherent component of our IP Flex service. International calls are carried across our IP backbone to the appropriate network-based hop-off gateway where the call is delivered to the PSTN (or endpoint if the destination is also an IP Flex customer).

5. Supports, at a minimum, the following: G.711, G.729, and G.722.

AT&T fully supports G.711, G.729 and all its variants, as well as G.722. However, G.722 to the PSTN is not possible so our support of G.722 is limited to On-net calls.

6. Supports fax over G.711 and T.38 fax relay.

Faxing using G.711 and T.38 is fully supported and is recommended by AT&T.

7. Supports Dual-Tone Multi-Frequency (DTMF).

DTMF is fully supported.

8. SUNCOM Customers configure their CPE at each VoIP site to transmit a Calling Party Number (CPN) for all outbound calls placed over their SIP trunk. The CPN should be one of the valid Contractor provided telephone numbers associated with the physical location of the VoIP site. If the Customer sends a CPN that is not valid, or has not been provisioned for the SIP Trunk, the Contractor must insert a valid main billing number for the Customer's SIP Trunk into the diversion header of the SIP Invite. This main billing number will appear in the call details records for all outbound local and long distance calls where an invalid CPN is sent. Respondents may propose alternate methods to this function.

AT&T fully supports this method. In addition, we currently deploy this method on your existing AT&T IP Flex service.

9. Provides the capability to block numbers, including but not limited to.
   a. 611.
   b. 811.
   c. 5XX.
   d. 7XX.
   e. NPA 555-XXXX (except NPA555-1212).
   f. 900/NPA976-XXXX.

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g. 08YY XXX-XXXX.
h. 0N11.
i. 0NPA 555-1212.
j. 0976NXX-XXXX.
k. 0500XXX-XXXX.
l. 0700XXX-XXXX.
m. 0900XXX-XXXX.
n. All 1010 dialing.

[redacted].

10. Provides911/E911 calling capability. For E911 calling, provides calling capabilities where the physical address for the SIP Trunking site is within the area where Contractor has the ability to provide E911 service. E911 calls are to be routed to the Public Safety Answering Point (PSAP). All E911 service is based on the SIP Trunking Site Registered Location information provided to Contractor by the Customer. Customers are required to specify a physical address per telephone number to be used for 911 purposes. When a 911 or E911 call is made, the Contractor should, where technically feasible, provide the Site Registered Location information to the appropriate PSAP.

911/E911 is fully supported by AT&T.

11. Provides the capability to port telephone numbers to the Contractor's SIP Trunking service at no additional charge.

[redacted]

12. Supports the capability to port out numbers from the Contractor to another carrier.

[redacted]

13. If a N11 number (211, 311, 511, and 711) is supported in the particular local area in which the Customer is located, the Contractor completes the call via the local network switch.
    a. AT&T fully supports N11 and uses the local network switch to complete these calls.
14. Provides DMS new telephone numbers upon request.

AT&T fully supports new telephone numbers subject to availability. If new numbers for a given area are not available, we have the ability to request a new range be opened.

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15. Cooperates with DMS requests for numbers to fit logically within the Customer's dial plan, to the extend feasible.

Your AT&T account team will be happy to work with you and your customers to find new numbers that fit within a customer's dial plan. This is especially important for customers with dial plans that are not 10-digits.

16. Allows access to directory assistance. All directory assistance calls are to be handled via the local network switch (local to the Customer site).

AT&T fully supports directory assistance. Calls to directory assistance are handled via the local network switch.

17. Allows access to operator services.

Customers can reach operator services by dialing 0 or 00. AT&T will provide operator services for so long as we are providing it to our retail end user customers. When/if we stop offering this service to our retail customers, we will provide the State with advanced notification.

18. Supports toll-free termination on SIP Trunking telephone numbers.

AT&T fully supports toll-free termination on SIP Trunking telephone numbers.

19. Supports privacy suppression of Calling Party Number, which allows caller information to be withheld when a number is called.

AT&T fully supports the suppression of Calling Party Number. This can be accomplished by the customer configuring their system to leave blank the SIP FROM field in the SIP INVITE.

20. Provides directory assistance listings at no additional cost.

AT&T does not charge for directory listings.

21. Supports Customers who have more than one voice core by configuring the SIP trunking service to failover between the Customer's primary and backup core(s). If the trunk to the Customer's primary core fails, the service should automatically start routing calls to the Customer's backup core(s).

AT&T fully supports this requirement. Our service operates in this manner at multiple levels.

First, the AT&T IP Flex service and the Acme Packet SBCs use SIP OPTIONS pings to determine each other's availability. If IP Flex does not receive a response to a SIP OPTIONS ping, it determines the site to be down. Calls will automatically reroute to the alternate core site in Jacksonville (or Orlando). This reroute can also occur due to a trunk being at capacity. The rerouting feature is called Trunk Call Routing (TCR) and is part of the solution we're proposing.

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[redacted]

2. Provides the list of IP-PBXs, IP-PBX clusters, and Session Border Controllers (SBC) which are for use with the proposed service.

[redacted]

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- [redacted]

3. Provides a description of how E911 calls will be routed to the Public Safety Answering Point(PSAP).

AT&T will route 911 calls using the [redacted]. Advantages of the [redacted] method:

1. Real-time address change updates made via web portal.
2. More granular location information (useful for multi-story building and/or campus environments).
3. 9-1-1 Call Notification – where an email alert can be sent with location details for a given 911 call.
4. Security Desk Call Monitoring – where security personnel can be conferenced in with the 911 call using one-way or two-way audio.

[redacted] call flow:

1. End user dials 911.
2. Call is routed through their IP-PBX (or hosted UC service if applicable).

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3. [redacted]

[redacted]

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[redacted]

[redacted]

4. Describe telephone number porting process with timeframes.

CSAB Order Process for Porting (on the following page):

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	Step	Activity	Business Day of Interval (Target)	Responsible
SoF Order Processing Interval Not Governed by NANC or NPAC	1	DMS submits CSAB to old carrier to remove freezes, move TNs to AAN, and provide a CSR.	X	DMS
	1a	DMS submits CSA to AT&T for porting with port date, time, and CSR attached.	X	DMS
	2	AT&T Local Service submits to Hayes for review & Customer Contact.	1	AT&T Local Service
	3	Hayes contacts customer to review CSA for accuracy and set expectation for port. CSA will be returned if no port time is on the CSA.		HAYES
	3a	Confirm address for 911 purposes.		HAYES
	3b	Confirm TNs to Port and any special handling.		HAYES
	3c	Validate the address with USPS.		HAYES
	3d	If any information is incorrect or incomplete, HAYES returns CSA to DMS, *GO TO STEP 1.*		HAYES
	3e	Hayes Adds to SIP Tracker.	3	HAYES
	4	AT&T Porting Team receives Tracker Notification and creates Service Request.		AT&T Porting Team
	4a	Pulls CSR in VIT.		AT&T Porting Team
	4b	Creates MDS for request.		AT&T Porting Team
	4c	Attaches service availability check.		AT&T Porting Team
	5	AT&T Porting Team submits order to the Front-Door with an approximate 15 day interval to Port.	12	AT&T Porting Team
	6	BVOIP OM Receives Service Request and creates order request for the LSR Agent.		AT&T BVOIP OM
Governed by NANC & NPAC Guidelines	7	LSR Agent submits Port Order to LEC, ILEC, CLEC.		LSR Agent
	7a	BVOIP OM creates “Invitation to Port pending FOC”.		AT&T BVOIP OM
	7b	BVOIP OM Receives FOC from LEC, ILEC, CLEC.		AT&T BVOIP OM
	7c	NPAC Activation of TNs valid for 4 days.		
	7d	Port Appointment held with BVOIP, CSR, Vendor and Hayes.		AT&T BVOIP OM
	7e	PORT complete	30	AT&T BVOIP OM

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The success of any given port is heavily dependent upon accurate information including but not limited to:

- CSRs must be accurate
- CSRs must not have any freezes on them
- Valid addresses are required
- Accurate list of porting telephone numbers is provided

5. Identify all supported Codecs.

[redacted]

6. Identify areas of the state where SIP Trunking service is provided. Explain how DMS will be able to determine if SIP Trunking service is available at a specific location and/or address.

[redacted]

In addition, the State and/or your customers are welcome to contact your account team for additional information and service availability checks.

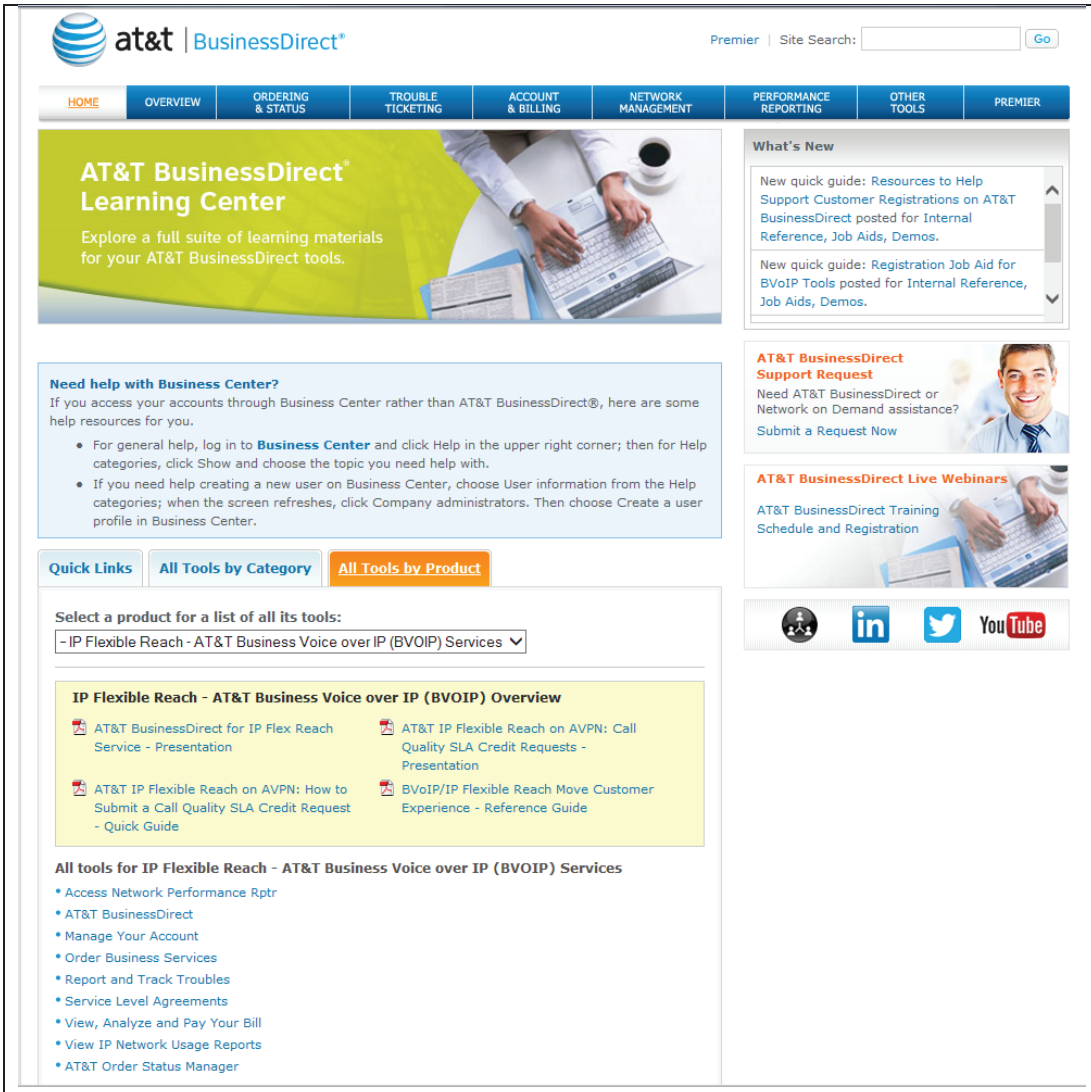
Per the clarification response with DMS, the following rate centers are not covered (updated since the clarification response): MACCLENNY, SANDERSON.

7. Provide service and configuration guides.

AT&T provides excellent resources to our customers to assist them in getting the most out of our services. Below are some of the resources we make available.

AT&T BusinessDirect® Learning Center which contains a service overview, live webinars, and access to many of the tools we offern such as the Network Performance Reporter.

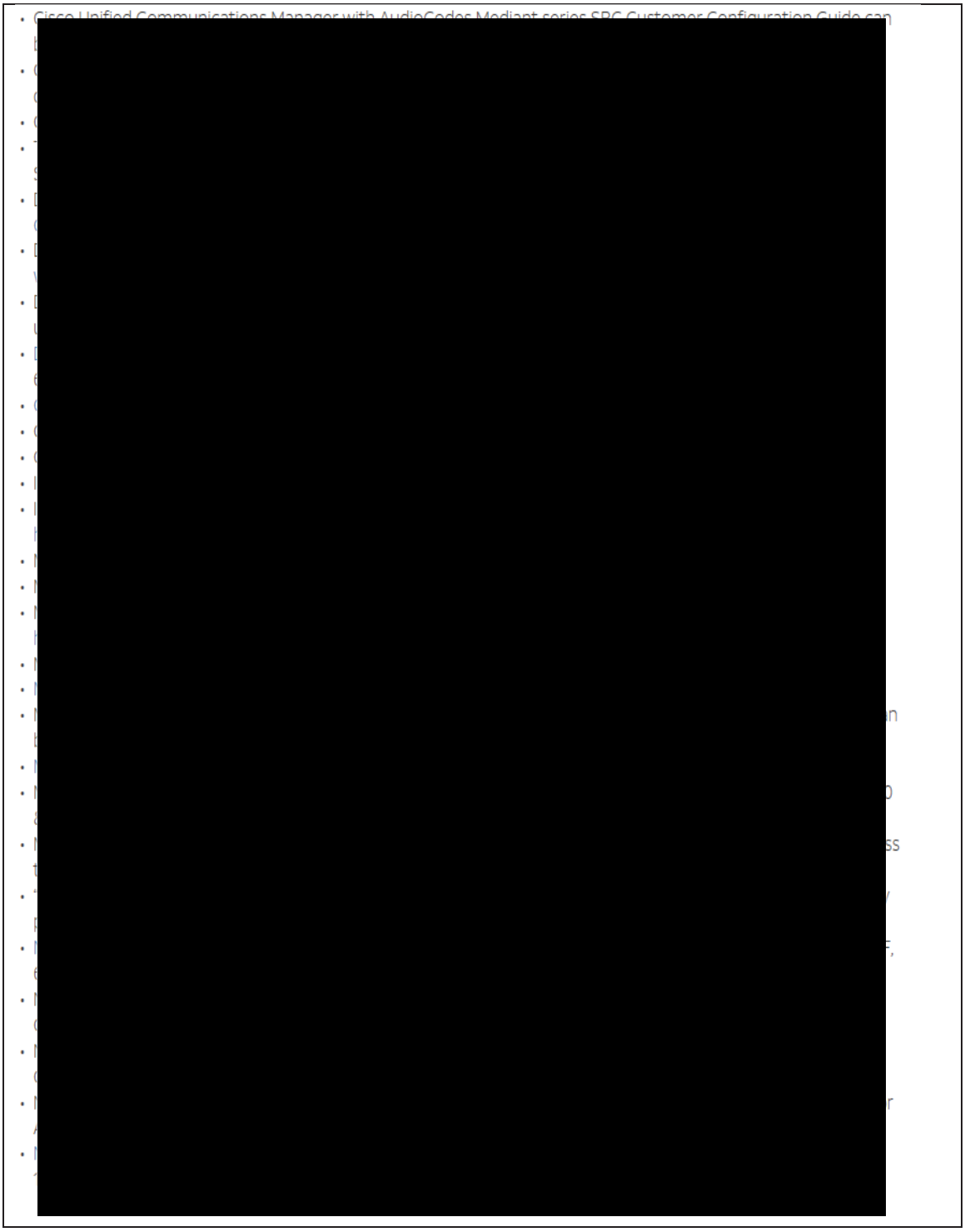
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[redacted]

We also offer a wide variety of customer configuration guides:

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[redacted]

8. Discuss SIP methods and if they are allowed and denied per network.

[redacted]

9. Discuss authentication and if it is allowed or disallowed per network and per SIP method.

[redacted]

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[redacted]

10. For SIP messages, discuss whether it is possible to filter on content type and how it is accomplished.

[redacted]

6.2 SIP Trunking Features

The following are minimum requirements:

1. Provide maximum Direct Inward Dial (DID) policing which limits the maximum number of inbound concurrent calls to a specific DID.
2. Provide call forwarding not reachable which redirects incoming calls to an alternate phone number if the SIP Trunk DID is not reachable.
3. Offer the capability to intercept calls and play announcement for any SIP Trunk phone number.
4. Allow the use of a virtual phone number which allows Customers to request a local phone number at locations where they do not have physical office.

Given the statements in this subsection:

1. Describe in detail the proposed SIP trunking features addressing the minimum requirements listed above.

[Enter the response here - As needed to provide a complete response]

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AT&T Response:

1. Provide maximum Direct Inward Dial (DID) policing which limits the maximum number of inbound concurrent calls to a specific DID.

[redacted]



2. Provide call forwarding not reachable which redirects incoming calls to an alternate phone number if the SIP Trunk DID is not reachable.

[redacted]

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[redacted]:

[redacted]

3. Offer capability to intercept calls and play announcements for any SIP Trunk phone number.

[redacted]

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4. Allow the use of a virtual phone number which allows Customers to request a local phone number at locations where they do not have physical office.

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7. SERVICE CATEGORY 3 - CONTACT CENTER – SINGLE TENANT

DMS is seeking Responses demonstrating how Contact Center services will be delivered. This category includes both Single-tenant and Multi-tenant Contact Center services. Generally Single- tenant implementations are deployed through a private cloud model, as described in Special Publication 800-145 issued by NIST, at a Customer specified location. Multi-tenant systems are generally deployed through a public cloud model, as described in Special Publication 800-145 issued by NIST, at a Contractor location. A Contact Center handles a high volume of incoming calls from callers accessing State agency services. The Customer communication channels are not only voice, but may also include chat, web browser, video, text, email, and mobile apps. Contact centers support inbound, outbound, and self-service customer interactions.

Text provided within this section is intended to guide Respondents in understanding the desired scope of Contact Center services.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

7.1 Contact Center – General

Respondents should propose Contact Center services for Single-tenant and Multi-tenant environments. For a Single-tenant environment, the system will be hosted at a location agreed upon by Contractor, DMS, and Customer. For Multi-tenant environments, Respondents will propose the location of the system. If Respondent is offering Contact Center Services, it will offer all Customer premises equipment including, but not limited to, phones, gateways, monitoring equipment, and SBCs that Customer's will use with the proposed service.

The following are minimum requirements for Contact Center service components:

1. The ability to increase or decrease the number of Contractor's Contact Center agents.

2. Support multiple Contact Center partitions. Contractor may use common equipment to support multiple Contact Centers

3. Flexibility to comply with DMS and Customer defined security standards.

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4. Contact center agents with the flexibility to interact with other Contact Centers.
5. Redundancy in geographically diverse locations for Multi-tenant Contact Center services.
6. The ability to offer TDM and VoIP as methods for access to agents.
7. The ability to route calls to PSTN for call termination on Customer provided TDM systems.
8. Supports agents using either a VoIP phone, soft phone (software phone), or other approved device.
9. Soft phones that have minimal impact on existing desktop real estate environment.
10. Integrated learning tools and coaching management tools for Customer use.
11. Support Contact Center functionality within the Customer locations and remote teleworker locations.
12. No charges for administrative tasks performed by Customer staff.
13. Options for verifying caller identity.
14. The ability to route calls as required by the Customer.
15. The ability to integrate with a Customer's end-user's Customer Relationship Management system, as required by the Customer.

Given the statements in this subsection:

1. Describe in detail the proposed Contact Center offering addressing the minimum requirements listed above.

[Enter the response here - As needed to provide a complete response]

AT&T Response:

[redacted]

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[redacted]

1. The ability to increase or decrease the number of Contractor's Contact Center agents.

[redacted].

2. Support multiple Contact Center partitions. Contractor may use common equipment to support multiple Contact Centers

[redacted]

3. Flexibility to comply with DMS and Customer defined security standards.

[redacted]

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4. Contact center agents with the flexibility to interact with other Contact Centers.

System administrators can control the agent's ability to communicate with other contact centers.

5. Redundancy in geographically diverse locations for Multi-tenant Contact Center services.

AT&T meets geographically diverse locations, please see section 5.1 response on page 213.

6. The ability to offer TDM and VoIP as methods for access to agents.

[redacted]

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[redacted]

7. The ability to route calls to PSTN for call termination on Customer provided TDM systems.

[redacted]

8. Supports agents using either a VoIP phone, soft phone (software phone), or other approved device.

[redacted]

9. Soft phones that have minimal impact on existing desktop real estate environment.

[redacted]

10. Integrated learning tools and coaching management tools for Customer use.

Supervisors can silently monitor agents-customer interactions (Voice and Web Chat) and agents can be aware when they are being silently monitored.

11. Support Contact Center functionality within the Customer locations and remote teleworker locations.

[redacted]

12. No charges for administrative tasks performed by Customer staff.

[redacted]

13. Options for verifying caller identity.

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[redacted]

14. The ability to route calls as required by the Customer.

[redacted]

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[redacted]

15. The ability to integrate with a Customer's end-user's Customer Relationship Management system, as required by the Customer.

[redacted]

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7.2 Contact Center – Automatic Call Distribution (ACD)

The following are minimum requirements for ACD Contact Center service components:

1. Multi-channel (omni-channel) routing, basic and advanced call routing, skills-based routing, and call back/virtual queuing.
2. Route and queue incoming contacts from the following communication channels: calls transferred from Interactive Voice Response (IVR), direct dialed toll-free number, chat, email, and social media.
3. The ability to manage the creation, modification and deletion of administration of features associated with agents.
4. The ability to force calls to agents.
5. The ability to build not-ready codes and the ability to automatically interrupt any not-ready code, which allows an agent to temporarily not receive calls, as call volumes increase, excluding break codes (when an agent is on break).
6. Email routing to agents that are marked as having multiple skill sets, which includes being able to respond to emails.
7. Whisper functions for agents, which allows them to communicate with other call center agents without the caller hearing the interaction.
8. The ability to route calls to different Customer groups.
9. The ability to force calls to agents without the agent having to signal to receive a call.
10. The ability to change routing division that allows contacts arriving on specific telephone trunks or by transaction type to be routed and answered by specific groups of agents.
11. The ability for other persons, as appropriate, to listen to a call at any point during a call.
12. Alert when an agent is dropped from the ACD queue.
13. The ability to set thresholds on agent, application, and skillset levels.
14. The ability for a supervisor to log agents out of the Contact Center system.

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15. The ability to automate interactions with callers based upon Customer defined business rules and requirements.

16. The ability to place calls in a virtual queue and return the call when an agent is available, also referred to as virtual hold.

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Given the statements in this subsection:

1. Describe in detail the proposed automatic call distribution services and features addressing the minimum requirements listed above.

[Enter the response here - As needed to provide a complete response]

AT&T Response:

1. Multi-channel (omni-channel) routing, basic and advanced call routing, skills-based routing, and call back/virtual queuing.

[redacted]

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[redacted]

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[redacted]

2. Route and queue incoming contacts from the following communication channels: calls transferred from Interactive Voice Response (IVR), direct dialed toll-free number, chat, email, and social media.

[redacted]

3. The ability to manage the creation, modification and deletion of administration of features associated with agents.

Supervisors or administrators can add/delete/modify a skill associated with an agent

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through our centralized configuration application.

4. The ability to force calls to agents.

[redacted] ing

5. The ability to build not-ready codes and the ability to automatically interrupt any not-ready code, which allows an agent to temporarily not receive calls, as call volumes increase, excluding break codes (when an agent is on break).

[redacted]

6. Email routing to agents that are marked as having multiple skill sets, which includes being able to respond to emails.

[redacted]

7. Whisper functions for agents, which allows them to communicate with other call center agents without the caller hearing the interaction.

If you are configured as a supervisor for an agent group, you can monitor or coach agents. If you accept the interaction, an interaction window is displayed on your desktop, and you are connected to the call or chat interaction. Coaching an agent enables you to hear the interaction between an agent and a contact without the contact being able to hear you coach the agent; or read the transcript of the interaction between an agent and a contact and send chat messages to the agent without the contact being aware that you are reading the transcript and communicating with the agent.

8. The ability to route calls to different Customer groups.

[redacted]

9. The ability to force calls to agents without the agent having to signal to receive a call.

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This is generally done using a ZIP tone.

10. The ability to change routing division that allows contacts arriving on specific telephone trunks or by transaction type to be routed and answered by specific groups of agents.

[redacted]

11. The ability for other persons, as appropriate, to listen to a call at any point during a call.

[redacted]

12. Alert when an agent is dropped from the ACD queue.

[redacted]

13. The ability to set thresholds on agent, application, and skillset levels.

[redacted]

14. The ability for a supervisor to log agents out of the Contact Center system.

[redacted]

15. The ability to automate interactions with callers based upon Customer defined business rules and requirements.

[redacted]

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the customer.

16. The ability to place calls in a virtual queue and return the call when an agent is available, also referred to as virtual hold.

[redacted]

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7.3 Contact Center – Auto-Attendant and Interactive Voice Response

The following are minimum requirements for IVR components:

1. Automated speech recognition and text-to-speech, for multiple language.
2. Supports DTMF.
3. A call back/virtual queuing capability.
4. The ability to integrate with Customer applications and database systems.
5. Set up, support, operate, and maintain the IVR system and related call routing/mapping logic. This includes caller menu selections, all voice message scripts, prompts, and intelligent call routing or routing to call queues/agencies based on type or characteristics of inbound call.
6. The ability to make changes to the IVR system on a regular basis as required or as requested by Customer.
7. Timely changes to IVR scripting functionality.
8. The ability to create and record message scripts for call queuing and for information prompts as requested by Customers, including IVR applications that interface with host systems in designated sites.
9. The ability to establish and follow Customer approval process for changes to IVR scripts, hold messages, music on hold, predicted wait times, queue messages, schedules, and after hours emergency messages
10. The ability to make emergency (short notice) changes in the IVR systems to address business problems, service issues, outages, or to other items that may impact contact volumes.
11. Twenty-four hours a day, 365 days of the year automated IVR support, including retrieval/ recall.
12. The capability for Customers to update their own recorded messages and route messages without needing to contact the Contractor.

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13. A redundancy capability to an alternate system during a storm / disaster event including alternative messaging, remote phone capability, etc.

Given the statements in this subsection:

1. Describe in detail the proposed Auto-Attendant and IVR services and features addressing the minimum requirements listed above.

[Enter the response here - As needed to provide a complete response]

AT&T Response:

1. Automated speech recognition and text-to-speech, for multiple language.

[redacted]

2. Supports DTMF.

[redacted]

simultaneously.

3. A call back/virtual queuing capability.

[redacted]

4. The ability to integrate with Customer applications and database systems.

[redacted]

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[redacted]

5. Set up, support, operate, and maintain the IVR system and related call routing/mapping logic. This includes caller menu selections, all voice message scripts, prompts, and intelligent call routing or routing to call queues/agencies based on type or characteristics of inbound call.

[redacted]

6. The ability to make changes to the IVR system on a regular basis as required or as requested by Customer.

[redacted]

[redacted] changes to IVR scripting functionality.

[redacted]

8. The ability to create and record message scripts for call queuing and for information prompts as requested by Customers, including IVR applications that interface with host systems in designated sites.

[redacted]

9. The ability to establish and follow Customer approval process for changes to IVR

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scripts, hold messages, music on hold, predicted wait times, queue messages, schedules, and after hours emergency messages

[redacted]

10. The ability to make emergency (short notice) changes in the IVR systems to address business problems, service issues, outages, or to other items that may impact contact volumes.

    Administrators have the ability to use parameters to invoke audio files into the routing strategy.

11. Twenty-four hours a day, 365 days of the year automated IVR support, including retrieval/ recall.

    [redacted] Care is available 24x7x365.

12. The capability for Customers to update their own recorded messages and route messages without needing to contact the Contractor.

    This is available on the Avaya platform.

13. A redundancy capability to an alternate system during a storm / disaster event including alternative messaging, remote phone capability, etc.

    AT&T meets this requirement with the [redacted] tion

7.4 Contact Center - Reporting and Analytics

The following are minimum requirements for Reporting and Analytics components:

1. Industry standard reporting and analytics for system, agents, ACD and IVR, including real- time industry standard call metrics.

2. Baseline, canned, ad hoc, historical and real-time reports supported by Dashboards with graphs and charts.

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3. Supports wallboard displays in the contact center for Dashboard performance metrics including displays of calls answered, emails answered, service levels, call abandon rates, calls waiting, call hold times, view all agents' statuses, and banner messages.

4. Defines, builds, and runs custom reports supporting Contractor's business requirements.

5. Real-time access to reporting systems, restricted by access authentication.

6. Enhanced correlation of reporting, optimization, and forecasting of key performance indicators.

7. Customer views of their individual call metrics (real-time, historical, and baseline) on their desktop.

8. Changes reporting metric requirements for agents in different skillsets (agent groupings).

9. Displays a prompt/message on agent desktop.

10. Performs call surveys to initiate, collect, and track information.

11. Provides an agent report that tracks the entire agency call flow for any single call.

12. Reporting system and business intelligence application will be able to identify an individual Customer, Customers in aggregate, an individual agent, and agent group behavior.

13. Exports raw data and analytic data from Contact Center for Customer use for a minimum of twelve (12) months, or longer if requested by Customer.

Given the statements in this subsection:

1. Describe in detail the proposed Contact Center reporting and analytics services addressing the minimum requirements listed above.

[Enter the response here - As needed to provide a complete response]

AT&T Response:

1. Industry standard reporting and analytics for system, agents, ACD and IVR, including real-time industry standard call metrics.

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[redacted]

2. Baseline, canned, ad hoc, historical and real-time reports supported by Dashboards with graphs and charts.

[redacted]

3. Supports wallboard displays in the contact center for Dashboard performance metrics including displays of calls answered, emails answered, service levels, call abandon rates, calls waiting, call hold times, view all agents' statuses, and banner messages.

[redacted]

4. Defines, builds, and runs custom reports supporting Contractor's business requirements.

[redacted]

5. Real-time access to reporting systems, restricted by access authentication.

[redacted]

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[redacted]

6. Enhanced correlation of reporting, optimization, and forecasting of key performance indicators.

[redacted]

7. Customer views of their individual call metrics (real-time, historical, and baseline) on their desktop.

[redacted]

8. Changes reporting metric requirements for agents in different skillsets (agent groupings).

[redacted]

9. Displays a prompt/message on agent desktop.

[redacted]

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[redacted]

10. Performs call surveys to initiate, collect, and track information.

[redacted]

11. Provides an agent report that tracks the entire agency call flow for any single call.

[redacted]

12. Reporting system and business intelligence application will be able to identify an individual Customer, Customers in aggregate, an individual agent, and agent group behavior.

[redacted]

13. Exports raw data and analytic data from Contact Center for Customer use for a minimum of twelve (12) months, or longer if requested by Customer.

[redacted]

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7.5 Contact Center Recording

The following are minimum requirements:

1. Capability for a minimum of 25% random call recording with screen capture per agent per day.
2. Online storage to hold at least thirty (30) days of recording per agent. When a Customer orders additional retention services from the Contractor, the Customer shall have the capability to classify a record and designate the timeframe for retention of such a record based on its classification. Contractor must confirm with the Customer the retention period for the applicable record prior to any deletion of the recording by the Contractor.
3. An interface to archive recording to Customer provided storage.
4. A method for appropriately adjusting monthly online storage needs.
5. The ability for a supervisor to join (barge in) a call to coach, conference, or take over a call and record it.
6. The ability to record one agent during a workday and not impact the 25% random call recording time.
7. The ability to listen to recorded calls from any location via web based call recording.
8. The ability to email downloaded recordings, and ensure the emails and attached documents are maintained in accordance with the appropriate State and Federal standards for information security.
9. The ability for an agent to initiate recording their own call.
10. The ability to search recordings by filters.
11. The ability to manage Contact Center recordings on an agent by agent basis.
12. The ability to designate, per agent, the frequency of recording calls, up to100%.

Given the statements in this subsection:

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1. Describe in detail the proposed Contact Center Call Recording services addressing the minimum requirements above.

[Enter the response here - As needed to provide a complete response]

AT&T Response:

1. Capability for a minimum of 25% random call recording with screen capture per agent per day.

[redacted]

2. Online storage to hold at least thirty (30) days of recording per agent.

[redacted]

3. An interface to archive recording to Customer provided storage.

[redacted]

4. A method for appropriately adjusting monthly online storage needs.

[redacted]

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5. The ability for a supervisor to join (barge in) a call to coach, conference, or take over a call and record it.

[redacted]

6. The ability to record one agent during a workday and not impact the 25% random call recording time.

[redacted]

7. The ability to listen to recorded calls from any location via web-based call recording.

[redacted]

8. The ability to email downloaded recordings, and ensure the emails and attached documents are maintained in accordance with the appropriate State and Federal standards for information security.

[redacted]

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interaction types (inbound/outbound call, web chat, and/or email) and selection

[redacted]

9. The ability for an agent to initiate recording their own call.

[redacted]

10. The ability to search recordings by filters.

[redacted]

11. The ability to manage Contact Center recordings on an agent by agent basis.

You [redacted]

- All calls

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- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

[redacted]

12. The ability to designate, per agent, the frequency of recording calls, up to 100%.

[redacted]

7.6 Contact Center – Workforce Management

Contractor will be responsible for managing the workforce for the Contact Center. The following are minimum requirements for management of call center agents:

1. Workforce management, including scheduling and agent training.
2. Monitoring the effectiveness of the call center.

Given the statements in this subsection:

1. Describe in detail the proposed call center workforce management offerings addressing the minimum requirements above.
2. Indicate whether Respondent's proposed monitoring can provide:
   a. The ability to review and analyze data of caller interactions with agents.
   b. The ability to leverage call data to adjust scheduling of agent shift assignments.
   c. The capability for the reporting system and business intelligence application to identify an individual Customer, Customers in aggregate, an individual agent, and agent group behavior using data up to 12 months in arrears.

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d. The ability to create role based score cards with key performance indicators.

e. The ability to perform short-term and long-term forecasting of call volume and agent staffing requirements.

f. Options for agent training.

AT&T Response:

1. Describe in detail the proposed call center workforce management offerings addressing the minimum requirements above.

    1. Workforce management, including scheduling and agent training.

[redacted]

    2. Monitoring the effectiveness of the call center.

[redacted]

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[redacted]

2. Indicate whether Respondent's proposed monitoring can provide:

a. The ability to review and analyze data of caller interactions with agents.

[redacted]

b. The ability to leverage call data to adjust scheduling of agent shift assignments.

[redacted]

c. The capability for the reporting system and business intelligence application to identify an individual Customer, Customers in aggregate, an individual agent, and agent group behavior using data up to 12 months in arrears.

[redacted]

d. The ability to create role-based score cards with key performance indicators.

[redacted]

e. The ability to perform short-term and long-term forecasting of call volume and agent staffing requirements.

[redacted]

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[redacted]

f. Options for agent training.

[redacted]

7.7 Contact Center – Miscellaneous

The following are additional components which are minimum requirements for the provision of Contact Center services:

1. A trunking functionality that can be shared between Customers but should not impact performance of individual Contact Centers.

2. Dedicated IP access.

3. Tools for assessing bandwidth usage and voice quality performance.

4. The ability to program network-based routing.

5. The ability to configure call prompters to meet Customers' needs.

6. The ability to configure advanced call routing to meet Customers' needs.

7. The ability to develop and implement call routing processes, including maintaining call routing tables based on criteria defined by the Customers to route calls to agents based on skillsets and availability.

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8. The ability to develop and maintain routing tables which map inbound numbers to centers and within centers to appropriate queues.

9. A certified project manager (certification from the Project Management Institute, a Certified Scrum Master from Scrum Alliance, CompTIA Project+ certification from CompTIA, a Lean Six Sigma certification, or other equivalent project management certification approved in writing by the Department) to manage the entire implementation of Customer's Contact Center.

10. User application testing and product lifecycle management.

11. Implemented procedures for re-routing calls in the event of Contact Center outages, emergencies, and unexpected call volume.

12. Compliance with DMS and each Customer's data integrity and privacy policies.

13. The ability to send voice, email, SMS, or fax notifications.

Given statements the in this subsection:

1. Describe in detail the proposed Contact Center services and features addressing the minimum requirements above.
2. Describe how the service will manage and deliver capacity for trunking services such as TDM, SIP, data, and toll-free.
3. Describe how the service protects data for remote, at home agents.
4. In a multi-tenant environment, describe how the service will ensure that Customers will not impact the performance of other Customers during unexpected surges in traffic.
5. Describe the failover design with sufficient detail for DMS to assess the design's ability to obtain the proposed service level commitment.

AT&T Response:

1. Describe in detail the proposed Contact Center services and features addressing the minimum requirements above.
    1. A trunking functionality that can be shared between Customers but should not impact performance of individual Contact Centers.
    2. Dedicated IP access.

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3. Tools for assessing bandwidth usage and voice quality performance.
4. The ability to program network-based routing.
5. The ability to configure call prompters to meet Customers' needs.
6. The ability to configure advanced call routing to meet Customers' needs.
7. The ability to develop and implement call routing processes, including maintaining call routing tables based on criteria defined by the Customers to route calls to agents based on skillsets and availability.
8. The ability to develop and maintain routing tables which map inbound numbers to centers and within centers to appropriate queues.

Requirements 1 – 8 above will be determined by the solution and network carrier selected.

9. A certified project manager (certification from the Project Management Institute, a Certified Scrum Master from Scrum Alliance, CompTIA Project+ certification from CompTIA, a Lean Six Sigma certification, or other equivalent project management certification approved in writing by the Department) to manage the entire implementation of Customer's Contact Center.

AT&T/Hayes will provide a certified Program Manager for the SCS ITN contract. AT&T will assign additional Project Managers on a project-by-project basis.

10. User application testing and product lifecycle management.

We perform informal reviews during each development lifecycle and then formal testing to address improvements for next cycle.

Typically, code reviews will occur at various times during the coding phase. We perform the static code analysis on a daily (nightly) basis. Manual source code peer reviews are mandatory at least once per release coding phase. Additional code reviews may occur at integration, when different code modules are brought together. After integration, testing focuses on verification and validation, regression, and security auditing of the applications.

11. Implemented procedures for re-routing calls in the event of Contact Center outages, emergencies, and unexpected call volume.

This will be determined by the solution and network carrier selected.

12. Compliance with DMS and each Customer's data integrity and privacy policies.

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[redacted].

13. The ability to send voice, email, SMS, or fax notifications.

[redacted]

2. Describe how the service will manage and deliver capacity for trunking services such as TDM, SIP, data, and toll-free.

[redacted]

3 Describe how the service protects data for remote, at home agents.

AT&T expects that a remote user will use a VPN client for the protection of traditional data and AT&T can provided encrypted SIP sessions to protect voice.

4. In a multi-tenant environment, describe how the service will ensure that Customers will not impact the performance of other Customers during unexpected surges in traffic.

[redacted]

5. Describe the failover design with sufficient detail for DMS to assess the design's ability to obtain the proposed service level commitment.

As described in section 5.2 (pages 219 and 220), AT&T has designed a fully redundant network to support the SCS ITN contract.

7.A. SERVICE CATEGORY 3 - CONTACT CENTER – MULTI-TENANT SOLUTION

AT&T added Section 7.A for Multi-tenant Contact Center highlighting the NICE inContact solution.

DMS is seeking Responses demonstrating how Contact Center services will be delivered. This category includes both Single-tenant and Multi-tenant Contact Center services. Generally Single-tenant implementations are deployed through a private cloud model, as described in Special Publication 800-145 issued by NIST, at a Customer specified location. Multi-tenant systems are generally deployed through a public cloud model, as

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described in Special Publication 800-145 issued by NIST, at a Contractor location. A Contact Center handles a high volume of incoming calls from callers accessing State agency services. The Customer communication channels are not only voice, but may also include chat, web browser, video, text, email, and mobile apps. Contact centers support inbound, outbound, and self-service customer interactions.

Text provided within this section is intended to guide Respondents in understanding the desired scope of Contact Center services.

7.A.1 Contact Center – General

Respondents should propose Contact Center services for Single-tenant and Multi-tenant environments. For a Single-tenant environment, the system will be hosted at a location agreed upon by Contractor, DMS, and Customer. For Multi-tenant environments, Respondents will propose the location of the system. If Respondent is offering Contact Center Services, it will offer all Customer premises equipment including, but not limited to, phones, gateways, monitoring equipment, and SBCs that Customer's will use with the proposed service.

The following are minimum requirements for Contact Center service components:

1. The ability to increase or decrease the number of Contractor's Contact Center agents.
2. Support multiple Contact Center partitions. Contractor may use common equipment to support multiple Contact Centers
3. Flexibility to comply with DMS and Customer defined security standards.
4. Contact center agents with the flexibility to interact with other Contact Centers.
5. Redundancy in geographically diverse locations for Multi-tenant Contact Center services.
6. The ability to offer TDM and VoIP as methods for access to agents.
7. The ability to route calls to PSTN for call termination on Customer provided TDM systems.
8. Supports agents using either a VoIP phone, soft phone (software phone), or other approved device.
9. Soft phones that have minimal impact on existing desktop real estate environment.

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10. Integrated learning tools and coaching management tools for Customer use.

11. Support Contact Center functionality within the Customer locations and remote teleworker locations.

12. No charges for administrative tasks performed by Customer staff.

13. Options for verifying caller identity.

14. The ability to route calls as required by the Customer.

15. The ability to integrate with a Customer's end-user's Customer Relationship Management system, as required by the Customer.

Given the statements in this subsection:

1. Describe in detail the proposed Contact Center offering addressing the minimum requirements listed above.

[Enter the response here - As needed to provide a complete response]

AT&T Response:

NICE inContact solution:

1. The ability to increase or decrease the number of Contractor's Contact Center agents.

The CXone platform provides a sound, proven platform that is engineered to be scalable to meet the capacity needs of our customer base. Generally speaking, there is not a limit to the number of agents or calls per second that we "could" make, since our architecture allows us to scale to the capacity of our customers. Our NOC is monitoring this capacity regularly, as well as staying in communication with our customer base to understand any future needs that would necessitate a capacity increase.

NICE inContact has a number of customers whose business is seasonal and needs to be scaled up within minutes or as planned. One notable customer scales 5x due to increased holiday volume.

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2. Support multiple Contact Center partitions. Contractor may use common equipment to support multiple Contact Centers

The CXone platform is very flexible. A single business unit can support multiple contact centers or separate business units can be configured for each contact center each with varying needs.

For a single business unit model, CXone can see all the individual 'sites' as one large virtual contact center and will route to any site, any agent based upon your routing needs. The ACD features of CXone allow for agent 'groups' to be located across several different sites or a skill to be assigned to agents across multiple sites. This allows CXone to route to the most appropriate skill regardless of whether the agent with the skill is in site A, site B or any site.

Additionally, CXone is a true cloud platform, there is zero hardware or other equipment to deploy and manage. Everything needed is completely hosted in our data centers and provided on a subscription basis. This includes all system management applications, agent and supervisor tools, etc.

3. Flexibility to comply with DMS and Customer defined security standards.

Security is taken very seriously at NICE inContact. Security measures include intrusion detection/intrusion protection devices and software, IP screening, port filtering, and other industry standard measures.

Security on applications which customers will have access to will include application password encryption by means of salted hashes, and access links to CXone via https:// and/or SSL. Typically customers use the http:// url and CXone does a redirect to the HTTPS site.

Discussion would be required for exact security standards required by Florida Department of Management Services.

4. Contact center agents with the flexibility to interact with other Contact Centers.

CXone sees all the individual 'sites' as one large virtual contact center and will route to any site, any agent based upon your routing needs. The ACD features of CXone allow for agent 'groups' to be located across several different sites or a skill to be

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assigned to agents across multiple sites. This allows CXone to route to the most appropriate skill regardless of whether the agent with the skill is in site A, site B or any Site.

Additionally agents are able to see the status of other agents in the platform and are able to directly call or transfer to other agents knowing their status prior to transferring.

5. Redundancy in geographically diverse locations for Multi-tenant Contact Center services.

The CXone platform runs in an Active/Active configuration and is designed for seamless redundancy and failover. The core IP network is connected via a dual SONET ring backbone, (IE. two redundant fiber links). Along with redundant edge routers, core routers, firewalls and VoIP hardware, multiple ISP and diverse toll-free carriers, our network infrastructure provides reliable, stable, service-rich benefits. Geographically diverse data centers (Los Angeles and Dallas), EMEA (Frankfurt and Munich) and Australia (Melbourne and Sydney). High availability design is applied to carriers, networks, hardware and applications.

The CXone system is a true cloud based, Multi-tenant SaaS system. Each customer (or tenant) has a Business Unit (or instance). The Business Units are kept separate for security reasons so there is no reporting functionality that spans multiple tenants. If a customer has multiple Business Units, the CXone Data Download functionality can be used to download the information from each Business Unit. The data from the individual Business Units can be combined using a third party system for reporting purposes. If our customers need separation of information for individual business groups but don't need the separation provided by unique instances, we recommend using separate skills or campaigns for each business group. This separation can be used to provide reporting for individual business groups while still allowing the roll up of all information at the enterprise level. A single report covering multi channels for a business unit can be created at no additional cost. However a single report across multiple 'tenants' is not standard.

6. The ability to offer TDM and VoIP as methods for access to agents.

Yes, NICE inContact offers dedicated TDM, PSTN, VoIP and SIP trunking solutions. Transport can be via Public Internet and MPLS.

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CXone uses SIP as the underlying protocol for our VoIP and SIP trunking solutions.

From a PBX layer, CXone is agnostic and can deliver calls via TDM or IP (SIP trunks over public internet or MPLS). Without an existing PBX, CXone supports VoIP, with SRTP and TLS for added security, directly to the agent desktop (with a hardphone or softphone) or WebRTC in the browser. This can be done over the open internet or an MPLS as well.

7. The ability to route calls to PSTN for call termination on Customer provided TDM systems.

As a carrier, NICE inContact fully supports both TDM and IP technology. Implementations can be TDM, VoIP, SIP or a combination.

NICE inContact uses best practices to provide voice services using PSTN/MPLS/VoIP/SIP/PRI which allows for exceptional voice call quality for delivery of calls. With our cloud-based solution, all applications/components of NICE inContact reside in the cloud, providing a seamless solution no matter the number of facilities or the location of your agents.

NICE inContact fully supports the prioritizing and transport of IP communications. The MPLS private network connectivity option allows implicit QoS as only voice traffic at the network level. Additionally, at the hardware level various QoS mechanisms may be implemented such as: priority queuing, traffic shaping, diffserv and marking/policing in order to meet the required quality of service (QOS). NICE inContact monitors call quality data in real-time using Network Time Machine. Upon further discovery with you, NICE inContact will recommend the most efficient methods and provide detailed specifications on any circuit provisioning and/or network connectivity that is required.

8. Supports agents using either a VoIP phone, soft phone (software phone), or other approved device.

CXone can use any communications device with a dialable number. This can be an IP soft phone, an IP hard phone, a PBX phone, a mobile phone or even a home phone. The CXone solution is agnostic to the phone device used. NICE inContact can provide Softphones that are VoIP based, or you may choose to continue to use the telephony infrastructure that exists today.

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9. Soft phones that have minimal impact on existing desktop real estate environment.

Yes, the Agent UI can be run in a minimized state during call to allow full desktop real estate to be utilized by agent.

10. Integrated learning tools and coaching management tools for Customer use.

We provide an optional CXone Quality Management solution that is fully integrated into our CXone ACD/IVR solution. Monitor your agents' performance and give them helpful coaching and training with our Quality Management solution. Capture multi-media customer interactions and quickly score them against pre-defined criteria using our flexible and customizable evaluation forms. Improve employee performance with personalized coaching sessions as well as optionally adding Analytics for deeper insight into your largest call drivers.

11. Support Contact Center functionality within the Customer locations and remote teleworker locations.

CXone provides multi-channel routing to agents located virtually anywhere in the world. At-home agents process interactions such as voice, email, chat or social media alerts via an intuitive web interface to ensure easy maintenance of home computers.

12. No charges for administrative tasks performed by Customer staff.

Being a SaaS (Software as a Service) application the call center administrator can use our administrative functions in our web-based application to very easily Move/Add/Change agents as the administrator sees fit. CXone has been designed to empower our customers to make many changes to their contact center environment themselves with tools such as Studio and Central.

Clients also have the option to use NICE inContact's Professional Services organization for moves, adds, or changes. The choice is up to you.

13. Options for verifying caller identity.

Authentication is typically done via a self-service IVR. When the member calls in, they can be asked to input certain information (e.g., account number, personal ID, or other number) or if the customer database can be triggered from the customer telephone

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number (ANI) then we can use this automatically captured number to provide basic client identification. After we have the ANI or the account number, the CXone platform would verify the number in the system and would then continue on in the authentication, provided the number is valid. The IVR could then ask them any other question for authentication. Typically, we encourage these entry points to be numbers only, rather than letters or words that are used for authentication. After the caller has passed the criteria in the authentication process, they would then be presented to the next available agent for whatever purpose they are calling in for (e.g., press 1 for sales, 2 for service).

Additionally, NICE Voice Biometrics supports passive enrollment, and allows for real-time authentication to remove the hassle of authentication from the customer experience. Using voice biometrics, it combines a full set of technologies, real-time decisioning capabilities and unique know how to automatically verify the callers claimed identity during the first few seconds of every call and, if needed, trigger agent guidance or fraud protection actions.

14. The ability to route calls as required by the Customer.

CXone has the ability to identify callers based on ANI, DNIS or other user defined entries, and provide different prompts or options to callers based on this information. With a method to identify callers defined, CXone has the ability to read from or write database entries on caller activity. CXone can support automated customer / caller interactions that save time and money by allowing agents to focus on callers most in need.

CXone, as part of handling a contact (across any media type) is able to initiate requests to third party systems through our contact flow design tool, Studio, over any number of technologies. Some of the most common methods are via web services, both REST and SOAP can be consumed natively, via direct database queries such as a SELECT or INSERT (using a Windows ODBC DB Connector) or through HTTP URL calls. These requests can be generated at any point in the contact flow. Any data captured from within the IVR (including omnichannel media if applicable) can be delivered to the agent's interface or via a 3rd party solution for a screen pop.

Additionally, by utilizing database dips into your CRM or database, information regarding the customer's value, entitlement or expectations can be utilized in determining the specific call flow for that customer.

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15. The ability to integrate with a Customer's end-user's Customer Relationship Management system, as required by the Customer.

NICE inContact is committed to providing integration capabilities that enable customer interaction management centers to leverage the best CRM products together with the industry's best SaaS-based CIM platform. CXone has integrated with over 100 CRM's in the over 2500+ deployments we have done over the past 10 years. We currently provide deep CRM integrations with Salesforce.com and Oracle RightNow. These integrations are built on CXone's CRM integration API.

CXone has a variety of differing methods for integrating with CRMs. Should the CRM in question match our integration qualifications, then CXone can utilize the information to screen pop that information to the agent or even memorialize the call data into a CRM record. The memorialization process will depend on the integration method used and CXone's access given as a result of the integration. If the CRM gives us sufficient access, then we can also screen pop the CRM itself to provide info to the agent and to automate workflows.

7.A.2 Contact Center – Automatic Call Distribution (ACD)

The following are minimum requirements for ACD Contact Center service components:

1. Multi-channel (omni-channel) routing, basic and advanced call routing, skills-based routing, and call back/virtual queuing.
2. Route and queue incoming contacts from the following communication channels: calls transferred from Interactive Voice Response (IVR), direct dialed toll-free number, chat, email, and social media.
3. The ability to manage the creation, modification and deletion of administration of features associated with agents.
4. The ability to force calls to agents.

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5. The ability to build not-ready codes and the ability to automatically interrupt any not-ready code, which allows an agent to temporarily not receive calls, as call volumes increase, excluding break codes (when an agent is on break).

6. Email routing to agents that are marked as having multiple skill sets, which includes being able to respond to emails.

7. Whisper functions for agents, which allows them to communicate with other call center agents without the caller hearing the interaction.

8. The ability to route calls to different Customer groups.

9. The ability to force calls to agents without the agent having to signal to receive a call.

10. The ability to change routing division that allows contacts arriving on specific telephone trunks or by transaction type to be routed and answered by specific groups of agents.

11. The ability for other persons, as appropriate, to listen to a call at any point during a call.

12. Alert when an agent is dropped from the ACD queue.

13. The ability to set thresholds on agent, application, and skillset levels.

14. The ability for a supervisor to log agents out of the Contact Center system.

15. The ability to automate interactions with callers based upon Customer defined business rules and requirements.

16. The ability to place calls in a virtual queue and return the call when an agent is available, also referred to as virtual hold.

Given the statements in this subsection:

1. Describe in detail the proposed automatic call distribution services and features addressing the minimum requirements listed above.

[Enter the response here - As needed to provide a complete response]

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AT&T Response:

NICE inContact solution:

1. Multi-channel (omni-channel) routing, basic and advanced call routing, skills-based routing, and call back/virtual queuing.

   CXone is a multi-channel or omni-channel platform. An agent could have phone calls, chats, emails, text messages, or work items from a CRM routed to them for handling based upon their skill sets.

   Inherent in CXone's skills-based routing system is the ability to provide several skill groups per agent working in a multimedia skill. The skills are created within *Central*, CXone's web-based administration tool. The skills are then assigned to agents. Agents can be assigned multiple skills with various media types.

   CXone also provides call/back/virtual queuing.

2. Route and queue incoming contacts from the following communication channels: calls transferred from Interactive Voice Response (IVR), direct dialed toll-free number, chat, email, and social media.

   CXone is a dynamic multimedia cloud-based software suite that supports intelligent omni-channel delivery of contacts over various media types, including voice, email, voicemail, chat, SMS and social media CIM.

   In addition, CXone supports generic Work Item routing. Work items can be injected into the system using the flexible, easy to use API's. Once the work item is in the system, it is routed, queued and reported on like any other contact. This makes it ideal for integration to new up and coming media channels.

3. The ability to manage the creation, modification and deletion of administration of features associated with agents.

   CXone *Central* is the management and reporting tool for CXone that is simple to use and contains wizards to help guide Administrators. CXone Studio is the easy to use, graphical scripting tool for creating and modifying call flows and interactions from all channels. CXone Central facilitates the management of:

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Campaigns: An organizational group of skills that can be reported on.

Skills: A category of contact type and agent abilities – sometimes referred to as queues. Agents can be assigned multiple skills based on their abilities. Proficiency grading within each skill can provide additional control in contact routing.

Contacts: A mapping relationship between a specific phone number, email address or internet Chat and a specific script.

Scripts: Are managed within CXone Central but created with CXone Studio. Scripts are media based and define what happens when a new contact arrives. They are your contact flows.

Stations: Represents the physical location where an agent will work and the relationship between the agent's computer and phone.

Teams: A team is any grouping of agents.

Agents: A user login account to CXone. Each agent has a unique Agent ID, a customizable password, a team assignment, and optionally one or more skill assignment(s).

Unavailable Codes: These are optional, customizable reasons that the agents use to indicate why they are unavailable.

Manage Files: Files that are stored within CXone can be managed here. For example, these would include prompts, logged calls, etc.

Manage Ports: Port management allows you to see the number of voice and non-voice ports that are available. A daily graph shows the maximum number of ports used, broken down by half-hour.

My Reports: Allows you to see several real time reports for the day.

Messaging: The agent messaging interface allows you to send a marquee message to be displayed on the CXone Agent console. You can send message to one, some or all agents.

Software Update: This provides the means to download NICE inContact's customers.

4. The ability to force calls to agents.

CXone has the ability to force an agent to receive a call. This process requires custom scripting. Generally speaking, this practice is not part of the best practice methodologies and leads to increased rejected, refused, or

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abandoned calls.

5. The ability to build not-ready codes and the ability to automatically interrupt any not-ready code, which allows an agent to temporarily not receive calls, as call volumes increase, excluding break codes (when an agent is on break).

   After a call is completed an agent is automatically put back into an available state, unless agents have been given a pre-designated amount of time to complete after call work (ACW). ACW can be programmed to occur immediately after each call, or it can be programmed to occur after calls for a particular skill/queue. When the pre-designated amount of time has elapsed, agents can automatically be put back into an available state. If agents are not done with all the tasks associated with their ACW, they can click on unavailable and select the appropriate unavailable code to put themselves back into an unavailable state.

   Note: While handling an interaction and before finishing this interaction, the agent will have the ability to set its next status into the system, so that instead of being available to handle the next interaction in queue, the system will turn the agent unavailable at the end of the current interaction.

6. Email routing to agents that are marked as having multiple skill sets, which includes being able to respond to emails.

   CXone offers sophisticated skills-based routing. Every agent can be assigned one or more skills, and for each skill assignment the agent can be configured to a specific proficiency level. An incoming contact (voice, email, voicemail, social media CIM and chat, customer SMS response) is then routed to the next available agent with the highest proficiency—regardless of their physical location.

7. Whisper functions for agents, which allows them to communicate with other call center agents without the caller hearing the interaction.

   CXone does support one-way agent messaging intended for supervisors to send internal messages directly to the agent user interface.

   Additionally, CXone offers the ability for the supervisor to whisper, barge in, or take over the call as needed.

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8. The ability to route calls to different Customer groups.

   Routing decisions are made in the cloud using Florida's Department of Management Services established business rules that then determine which group or agent actually receives the call.

9. The ability to force calls to agents without the agent having to signal to receive a call.

   Agents do not have to signal to receive a call. The Agent interface communicates to CXone as to whether the user is available or unavailable, and through this interface, allows the agent to execute various tasks such as answering calls, transferring calls, putting calls on hold, conferencing, and managing e-mails, voicemails and chats.

10. The ability to change routing division that allows contacts arriving on specific telephone trunks or by transaction type to be routed and answered by specific groups of agents.

    Routing of an inbound contact may have several factors utilized in how and where a contact is delivered to the best target. Factors external to CXone (DNIS and ANI) are two initial factors. Once "inside" CXone, the contact may be analyzed by factors that are incorporated into the routing scheme that was configured in Studio based on factors generated by conditions within CXone (all agents busy, heavy call volume, etc.) or factors that are obtained by investigation of corporate databases (most favored client as identified by DNIS, ANI, caller entered data gathered along the routing path), and the availability of the best skilled agent at that moment.

11. The ability for other persons, as appropriate, to listen to a call at any point during a call.

    Supervisors will have seamless visibility to the agents, whether remote or on-site using the Supervisor interface and other associated dashboards and real-time reporting widgets.

    Supervisors have the ability to monitor, whisper coach, barge agent and takeover conversations once they have established a connection to the agent leg from the MAX supervisor interface. They can sort agents by teams.

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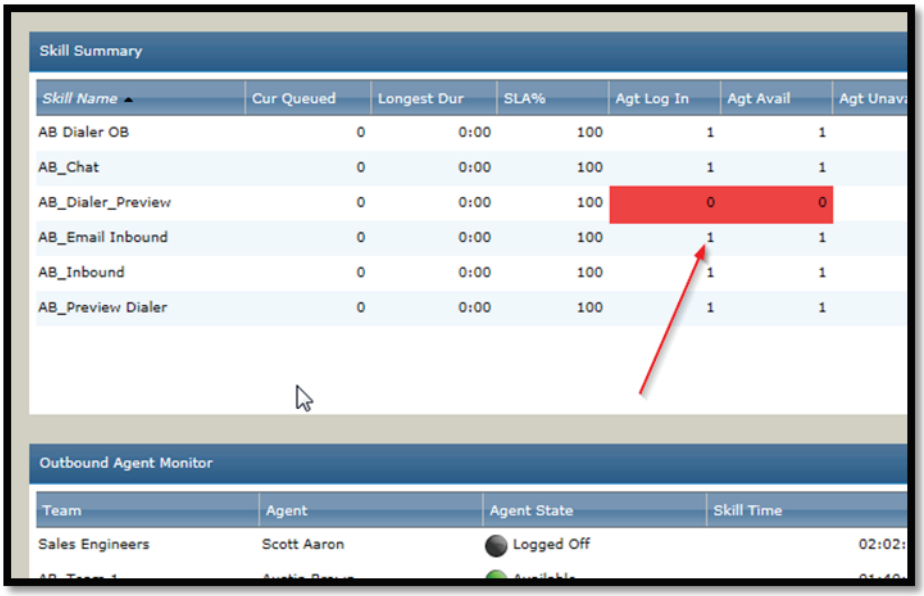
Other persons with appropriate 'permissions' could listen to calls.

12. Alert when an agent is dropped from the ACD queue.

Within the Real Time Dashboard, visual thresholds can be created so a supervisor with the necessary permissions can view when service level is impacted.

CXone has the ability to send alerts, when certain thresholds are met. Some of those thresholds would be size of the queue, time of the queue, agents logged into the queue, and voice port capacity. Alerts can be sent via email, outbound phone call, push notification, toast message to agent desktop (with audible alert), zip tone or whisper to an agent headset, etc.

CXone's real time dashboards allow the user to customize each dashboard to set threshold limits on some of the metrics. If the metric triggers the threshold alerts can be sent.



13. The ability to set thresholds on agent, application, and skillset levels.

CXone supports a threshold where additional callers overflow to another call center within the same organization, another skill group, a second call center, voicemail box or external telephone number. The routing decision can be

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based on expected wait times in the queue, or other parameters that are dictated by your business requirements.

Within each contact flow you will have the ability to define unique routing logic based on custom business rules. The system can be configured in a way to personalize the experience of each and every contact. Dynamically. For example, targeted messaging, music on hold, priority, acceleration, target agent rerouting, etc. In addition, you can enable or disable certain functions of the IVR. Such as, offering a customer the ability to leave a voicemail, schedule a callback, virtual hold, removing an IVR menu, etc. Please note voice mails can have associated SLAs and can be routed to either a specific agent or a group of agents

CXone can route calls based on wait times in the queue to different destinations. Furthermore, CXone can re-route the call to a different skill or agent should the wait time exceed a pre-defined threshold, giving you flexibility in maintaining the prescribed service levels.

14. The ability for a supervisor to log agents out of the Contact Center system.

Contact center supervisors have the ability to force the log out of an agent. This is typically happens when the agent has left his post without logging out of the Agent. Force Log Out allows the supervisor, whether connected or not, to log out an agent in their list. When the supervisor hovers over a row in the agent list, the Force Log Out button will appear on the right-hand side of the interface. When the supervisor clicks the Force Log Out button, they will receive a validation message “Are you sure you want to force log out this agent?” and they can choose to force log out the agent or cancel the process.

15. The ability to automate interactions with callers based upon Customer defined business rules and requirements.

CXone supports a universal queue, which allows your business rules to determine which contact is most important and should be delivered at any given time.

Adding in Workforce Intelligence to apply your business rules for 'What If' scenarios allows your contact center to be pro-active if you have higher than normal call volumes (Rule can be set to add additional agents to a skill if this

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occurs, for example).

With CXone, each channel can have a single queue / skill or multiple queues/ skills. For example, with Phone skills, there could be a single skill per channel or there could be multiple skills per channel. Each Priority Management within CXone Skills (inbound or outbound) allows different contacts to move more quickly through a queue and reach an agent. A value is initially assigned to a contact, then added to as the contact waits in queue. The higher the value a contact has, the sooner it will be connected to an agent.

An example would be a Gold member versus a regular customer. The Gold member would have a greater initial priority or a greater acceleration. This would cause the Gold member to be connected to an agent sooner than a regular customer that started with a lower initial priority.

As a result of priority management, managers have the ability to better manage agent utilization through the CXone system. For example, if agents have the ability to handle both inbound and outbound calls, the system can ensure these agents are being used as efficiently as possible. Therefore, as inbound volume exceeds available resources, the system will help the manager leverage the properly-skilled outbound agents. Based on pre-defined priorities, the system will deliver the highest priority work to the agents available to take a call.

Contact Priority can be set on a skill level (statically) or dynamically set on a per-contact basis in real-time by leveraging business rules defined. For example, when a contact comes into the platform perform a data dip to a backend system to determine the value of the contact and dynamically assign a priority to the contact. Another example would be to analyze an inbound email for sentiment and dynamically set a priority.

16. The ability to place calls in a virtual queue and return the call when an agent is available, also referred to as virtual hold.

CXone supports prompting a caller to confirm or enter a number in which to be called back at, along with an extension at predefined intervals while in queue. The callback also maintains the caller's place in queue and will reach out to the caller when the agent becomes available. Callbacks can be scheduled in scripting via a CXone *Studio* action called Promise Keeper.

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Callbacks can also be configured to be delayed, so an agent can review the account prior to the system automatically dialing the callback number. International numbers for callbacks are also supported.

7.A.3 Contact Center – Auto-Attendant and Interactive Voice Response

The following are minimum requirements for IVR components:

1. Automated speech recognition and text-to-speech, for multiple language.
2. Supports DTMF.
3. A call back/virtual queuing capability.
4. The ability to integrate with Customer applications and database systems.
5. Set up, support, operate, and maintain the IVR system and related call routing/mapping logic. This includes caller menu selections, all voice message scripts, prompts, and intelligent call routing or routing to call queues/agencies based on type or characteristics of inbound call.
6. The ability to make changes to the IVR system on a regular basis as required or as requested by Customer.
7. Timely changes to IVR scripting functionality.
8. The ability to create and record message scripts for call queuing and for information prompts as requested by Customers, including IVR applications that interface with host systems in designated sites.
9. The ability to establish and follow Customer approval process for changes to IVR scripts, hold messages, music on hold, predicted wait times, queue messages, schedules, and after hours emergency messages

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10. The ability to make emergency (short notice) changes in the IVR systems to address business problems, service issues, outages, or to other items that may impact contact volumes.

11. Twenty-four hours a day, 365 days of the year automated IVR support, including retrieval/ recall.

12. The capability for Customers to update their own recorded messages and route messages without needing to contact the Contractor.

13. A redundancy capability to an alternate system during a storm / disaster event including alternative messaging, remote phone capability, etc.

Given the statements in this subsection:

1. Describe in detail the proposed Auto-Attendant and IVR services and features addressing the minimum requirements listed above.

[Enter the response here - As needed to provide a complete response]

AT&T Response:

NICE inContact solution:

1. Automated speech recognition and text-to-speech, for multiple language.

In presenting announcements, menus, prompts, etc., CXone is language agnostic. Announcements can be built and recorded in English, Spanish, German or any other language that NICE inContact's customers would want. There's no limit on the way in which menus or announcements are recorded. For example, a menu could have an English prompt to #1, a Spanish language prompt to #2 and a Japanese prompt to #3.

For ASR requirements, CXone supports the following languages via Nuance for directed-dialogue speech recognition:

US Clusters

- English

- American Spanish

European Clusters

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- German

- English - Great Britain

- Castilian Spanish

- French

- Italian

For TTS, NICE inContact uses the Acapela TTS solution :

Current TTS Language Support:

- UK English

- Swedish

- German

- Italian

- French

2. Supports DTMF.

   Yes the IVR supports DTMF and Speech recognition entry (customer call to CXone) as well as the ability for the agent to pass DTMF tones from the agent interface. If speech recognition is not interpreting the caller correctly, it can be configured to revert to DTMF only.

3. A call back/virtual queuing capability.

   CXone enables you to enhance your customer's experience by providing an option called Callback. CXone's callback function offers callers a virtual queue position where CXone can prompt the caller to validate their call back number and allow the caller to hang up, while retaining their place in queue. When the caller's position reaches the front of the queue and an agent becomes available, the agent is presented a call that is automatically placed to the caller at the number they've provided. This allows your caller to continue with their day while waiting for the call back, and saves on your long distance charges.

4. The ability to integrate with Customer applications and database systems.

   The CXone platform, as part of handling a contact (across any media type) is

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able to initiate requests to third party systems through our contact flow design tool, Studio, over any number of technologies. Some of the most common methods are via web services, both REST and SOAP can be consumed natively, via direct database queries such as a SELECT or INSERT or through HTTP URL calls. These requests can be generated at any point in the contact flow. Any data captured from within the IVR (including omnichannel media if applicable) can be delivered to the agent's interface or via a 3rd party solution for a screen pop.

Additionally, by utilizing database dips into your CRM or database, information regarding the customer's value, entitlement or expectations can be utilized in determining the specific call flow for that customer.

5. Set up, support, operate, and maintain the IVR system and related call routing/mapping logic. This includes caller menu selections, all voice message scripts, prompts, and intelligent call routing or routing to call queues/agencies based on type or characteristics of inbound call.

CXone Studio our rapid application development tool has a visual drag-and-drop programming interface for creating or modifying contact handling processes. Using this tool custom IVR and skills-based routing applications can be created. Entire contact handling processes can be built that does everything from check for menu options and play a specific message, to asking the caller for some kind of identifier input in order to more intelligently process the call. CXone Studio is the starting point for creating the user application. CXone Studio accesses your scripts/call flows via the internet.

NICE inContact encourages our customers to become fully trained in the administration of its software. There are various training opportunities which would allow a customer to become proficient in both the administration of the platform as well as the development and/or modification of contact flows or "scripts" as they are referred to in our terminology. It is in NICE inContact's best interest to make our customers as self-sufficient as possible.

6. The ability to make changes to the IVR system on a regular basis as required or as requested by Customer.

Through Studio you will be able to administer the IVR system remotely, and will be able to record and change prompts, commands and messaging, and

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make ad hoc changes as needed.

Studio is the same tool that NICE inContact's own Professional Services consultants use to create IVR solutions for our customers. The full Studio solution is made available to our customers. In developing Studio, measures were taken to enable the creator of any IVR flow to debug, validate (script errors, actions, variables, dependencies), test, and even revert back to a previous flow. Should a change be made to a production IVR script and it causes a result that the scripter really didn't want, they can immediately revert back to the previous IVR script.

7. Timely changes to IVR scripting functionality.

Yes. CXone Studio, our call flow design tool, supports a drag and drop environment of pre-programmed widgets to allow for easy changes and additions to the IVR. In depth changes made at a developer level can be made through the use of Professional Services, or your own internal team. This gives you access to make, easy non-developmental changes and sweeping deep dive developer changes all in one platform.

8. The ability to create and record message scripts for call queuing and for information prompts as requested by Customers, including IVR applications that interface with host systems in designated sites.

The CXone platform is designed to allow our customers the ability to make real-time changes to the platform. When a "change" is "saved" it is immediately available for the next contact. Messages can be pre-recorded/staged or created on the fly.

The combination of CXone's flexible IVR and Studio interface will allows users to easily build a library of pre-recorded messages which can then be chosen from a menu and played when appropriate. These recordings can be applied to specific phone numbers and/or options chosen in the IVR (i.e. "Press 1 for Operating Hours", "Press 2 for Show Times", etc.). This will provide the most natural sounding message, yet still allow the management (even those that are not traditional contact center managers) the ability to quickly change what is being played, dynamically and remotely. It should be noted that there is an ability to have numbers (for times, money, etc.) read by the system, and while an automated voice, it would not be for the entire

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message. This is often an acceptable experience for customers.

Audio files can also be created separate from the CXone platform and uploaded by simply navigating to the files location with Studio's file browser.

9. The ability to establish and follow Customer approval process for changes to IVR scripts, hold messages, music on hold, predicted wait times, queue messages, schedules, and after hours emergency messages

Being a SaaS (Software as a Service) application the call center administrator can use our administrative functions in our web-based application to very easily Move/Add/Change agents as the administrator sees fit. CXone has been designed to empower our customers to make many changes to their contact center environment themselves with tools such as Studio and Central.

Clients also have the option to use NICE inContact's Professional Services organization for moves, adds, or changes. The choice is up to you.

There are two types of changes: "script specific" and system wide. System wide changes are deployed via system upgrades, and as such are made available to all NICE inContact clients at "no charge" as these services are included as part of the monthly usage fees. Feature enhancements are gathered by a variety of methods: (customer requests, evaluation of competitive solutions and market forces. All feature changes are approved by a "change control panel" within NICE inContact that is comprised of representative from all customer facing departments within the firm.

NICE inContact customers have a wide latitude in implementing new "functionality" within a customer specific script by implementing features within the "Studio" scripting tool. If you do not feel comfortable performing a CXone script modification, a NICE inContact Support Representative will engage the services of an NICE inContact Sales Engineer and, in concert with you, will develop a Business Requirements Document that will detail the changes being requested. This document will be reviewed by you; a cost estimate will be developed and the necessary modifications will be made, tested, and implemented into your call scripting.

10. The ability to make emergency (short notice) changes in the IVR systems to address business problems, service issues, outages, or to other items that may impact contact volumes.

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Florida Department of Management Services will have the ability to develop call flows for the various scenarios expected including holidays, and disasters or emergencies. The call flows can contain pre-recorded messages and alternate routing based on the situation encountered.

In addition, within CXone Central ACD, supervisors (or individuals with the permitted permissions) are able to able to apply override branches such as weather, meeting, emergency or other to the hours of operations profiles.

11. Twenty-four hours a day, 365 days of the year automated IVR support, including retrieval/ recall.

Administration of CXone is accomplished through the use of a browser-based application known as CXone Central and a client that works through your internet connection, known as CXone Studio. These applications can be accessed regardless of location, 24x7x365, and provide complete control of your CXone Business Unit. All user/routing/admin/reporting activities are through the Central point of administration.

12. The capability for Customers to update their own recorded messages and route messages without needing to contact the Contractor.

As stated previously, being a SaaS (Software as a Service) application the call center administrator can use our administrative functions in our web-based application to very easily Move/Add/Change agents as the administrator sees fit. CXone has been designed to empower our customers to make many changes to their contact center environment themselves with tools such as Studio and Central.

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13. A redundancy capability to an alternate system during a storm / disaster event including alternative messaging, remote phone capability, etc.

NICE inContact maintains a redundancy level for CXone that includes, but not limited to, servers, power systems, communications ports, databases, and other key components. If one element suffers a failure, the level of redundancy affords that, through load sharing, a customer does not have all of their critical components (ports, data storage devices, etc.) located on a single device, but spread over several devices to minimize the effect of a service outage of a single component. The system is distributed and mirrored across multiple sites and run in an active/active configuration with stateful replication.

Many NICE inContact customers have worked with us to develop emergency notification processes. These processes notify them when queuing becomes excessive, no agents are signed in, when database issues arise, etc. This notification can be done electronically (email) or via the phone. When an emergency arises the plan can be put into action automatically.

7.A.4 Contact Center - Reporting and Analytics

The following are minimum requirements for Reporting and Analytics components:

1. Industry standard reporting and analytics for system, agents, ACD and IVR, including real- time industry standard call metrics.

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2. Baseline, canned, ad hoc, historical and real-time reports supported by Dashboards with graphs and charts.

3. Supports wallboard displays in the contact center for Dashboard performance metrics including displays of calls answered, emails answered, service levels, call abandon rates, calls waiting, call hold times, view all agents' statuses, and banner messages.

4. Defines, builds, and runs custom reports supporting Contractor's business requirements.

5. Real-time access to reporting systems, restricted by access authentication.

6. Enhanced correlation of reporting, optimization, and forecasting of key performance indicators.

7. Customer views of their individual call metrics (real-time, historical, and baseline) on their desktop.

8. Changes reporting metric requirements for agents in different skillsets (agent groupings).

9. Displays a prompt/message on agent desktop.

10. Performs call surveys to initiate, collect, and track information.

11. Provides an agent report that tracks the entire agency call flow for any single call.

12. Reporting system and business intelligence application will be able to identify an individual Customer, Customers in aggregate, an individual agent, and agent group behavior.

13. Exports raw data and analytic data from Contact Center for Customer use for a minimum of twelve (12) months, or longer if requested by Customer.

Given the statements in this subsection:

1. Describe in detail the proposed Contact Center reporting and analytics services addressing the minimum requirements listed above.

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AT&T Response:

NICE inContact solution:

1. Industry standard reporting and analytics for system, agents, ACD and IVR, including real- time industry standard call metrics.

   CXone tracks 270 metrics and provides over 40 standard reports; standard reports are customizable. In addition, CXone provides 15 real-time reporting modules, which can be customized, as well as around 50 raw reports. CXone has also made its reporting platform open via our API framework which contains dozens of additional reports. CXone allows organizations to create an unlimited number of custom reports using the extensive array of available metrics.

   CXone provides a data dictionary of all the metrics and their descriptions tracked on the CXone platform.

   The data dictionary provides details about every data attribute and metric available in the CXone analytics suite of features and products. With this topic, you can determine the definition of a particular attribute or metric, its calculation if applicable, and details about where to find it and how to use it.

2. Baseline, canned, ad hoc, historical and real-time reports supported by Dashboards with graphs and charts.

   Several pre-built reports can be displayed as graphs or charts .

   CXone provides extremely robust reporting tools (e.g. Dashboards, CXone Central Prebuilt Reports, Custom Reporting, Data Download and Direct Data Access) which not only gives customers access to the raw data, but the analytical tools designed to empower the customer with insight into the contact center data as they have never had before. These tools are fully integrated into the CXone solution.

   Reports are permissions-based, so only the reports the person is authorized to view are displayed. We have standardized reports, and reports that you can configure on-the-fly. We have a rich selection of real time, historical, standardized, and ad hoc options available. Since CXone *Central* is a browser-based client, they're available on any internet-connected computer.

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Real-Time reports (widgets) display in real-time the data about agents, the states the agents are in, the number of agents who are in the different states, detailed information about contacts, and current queue information. Real time reporting is available within CXone Central. These reports are always run in real-time and are updated from the Internet every five to seven seconds.

The following is a list of the available real-time widgets:

- Agent Count by State
- Agent Counter
- Agent List
- Agent Zoom
- Contact List
- Contact Zoom
- Contact States by Skill
- Queue Counter
- Queue Trend
- Service Level
- Skill Summary
- Outbound Agent Performance (Personal Connection)

Widgets can be added to a dashboard and then customized based on its report settings. This enables many combinations of data choices based on your call center setup (Campaigns, Skills, Agents, Teams, etc.) for each widget type.

Historical Widgets use your dashboard to display valuable historical data, which is available in the Data Warehouse every five minutes. Historical widgets enable you to select a date range and generate the data for that date range.

The following is a list of the historical widgets:

- Agent Performance
- Agent Performance by Hour
- Other State Statistics
- Unavailable Statistics
- Agent WFO Performance

With regards to reporting visualization preferences, any of this data can be exported to an external reporting tool. This could include NICE inContact's

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Advanced Performance Management solution (inView), use of Direct Data Access for integration to MS Excel Pivot Tables, other BI Platforms such as Tableau, Domo, etc.

3. Supports wallboard displays in the contact center for Dashboard performance metrics including displays of calls answered, emails answered, service levels, call abandon rates, calls waiting, call hold times, view all agents' statuses, and banner messages.

   CXone provides Real Time Dashboards that can be displayed on wallboards/contact center walls, supervisor & agent displays, or anywhere that is needed with appropriate web access. The dashboards can be customized to display historical or real-time data and can be filtered by team or skill to display any of the information that is pertained to the viewer(s). CXone also has flexible, REST APIs that can be consumed to feed directly into wallboards, desktop widgets, and OLAP cubes, if applicable.

   Additionally, through the inView solution NICE inContact provides the ability to create wallboards showing data from NICE inContact, but also data pulled from other third-party applications such as CRMs. This capability allows managers to truly understand what is occurring in their call center in real-time.

4. Defines, builds, and runs custom reports supporting Contractor's business requirements.

   CXone provides extremely robust reporting tools (e.g. CXone Central, Custom Reporting Data Download and Direct Data Access) which not only gives customers access to the raw data, but the analytical tools designed to empower the customer with insight into the contact center data as they have never had before. These tools are fully integrated into the CXone solution. Central Reports allows business users to run real-time and historical reports on key metrics important for their contact center operation. These analytics tools are part of the default core platform and are fully customizable.

   Custom Reporting is CXone's primary tool for ad-hoc reporting today, allowing customers to determine which filters to use and which metrics from those available that they would like to add to the report output. Additionally, Custom Reporting offers interval reporting, allowing a client to view metrics

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and performance down to the 15-minute interval making it possible to optimize their contact center operations.

Data download is the primary method for accessing detail data today. These are most often used by data analysts to create custom reporting outside of the CXone platform. These custom reports may also involve the blending of data with that originating from other third-party sources. It is also used as a primary method of performing user-initiated localized backups.

5. Real-time access to reporting systems, restricted by access authentication.

Yes, CXone provides granular security access. There are various permission levels within CXone. Administrators, Agents, Supervisors and Managers can be given access to data for certain teams or campaigns as well as be restricted from that data. A security profile tells the system what a user is allowed to see and do and what they are not allowed to see and do. The real strength of the security profile, however, is that you can apply it to many users. For example, if you have data that you do not want to be seen by a certain group in your organization, then you can create a security profile that prevents that group of users from seeing or using that data. Administrators can be very granular in regards to who is granted access to what areas, modules and reports.

6. Enhanced correlation of reporting, optimization, and forecasting of key performance indicators.

Custom Reporting provides for not only ad hoc reports on over 200 metrics that you select for you reports, but definitions and formulas for computation of the metric are available when the user hovers over the question mark icon.

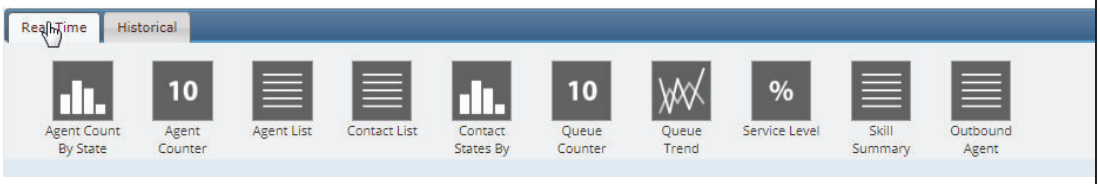
The inView performance dashboard solution aggregates your businesses KPIs into a consolidated, integrated solution. With real-time, personalized performance data you can identify correlations easily across data sets, take action with proactive problem notifications to supervisors via automated alerts, foster empowerment and focus with customized employee dashboards, and reduce operating costs through maximum visibility. There are no limitations on KPI measurements, including the ability to create global performance scores using weighted KPIs for a unified performance score.

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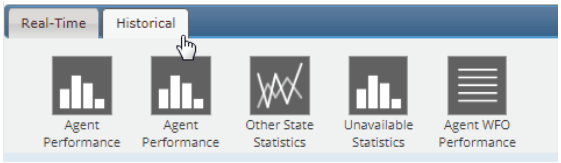
7. Customer views of their individual call metrics (real-time, historical, and baseline) on their desktop.

Widgets can be added to a dashboard and then customized based on its report settings. This enables many combinations of data choices based on your call center setup (Campaigns, Skills, Agents, Teams, etc.) for each widget type. Historical Widgets use your dashboard to display valuable historical data, which is available in the Data Warehouse every five minutes. Historical widgets enable you to select a date range and generate the data for that date range.

CXone's Real Time Dashboard is accessed via a web browser. Various Real Time and Historical widgets can be added to a view and customized per the requirements of the Creator. Real Time widgets include:



and Historical:

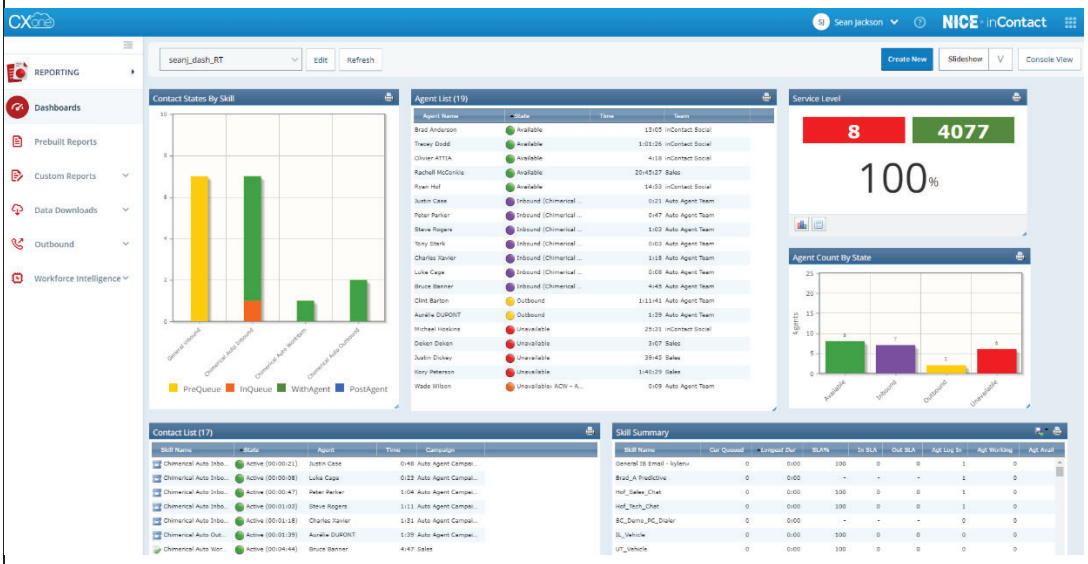


The creator of the dashboard views can share their dashboards with other team members by selecting the option to 'share' when editing or creating the dashboard. Once a dashboard is shared, everyone in your organization with access to the dashboard will be able to view (but not edit) the shared dashboard. Only the creator of the dashboard can edit the shared dashboard.

For clients that want to display their information to the whole call center, we provide the option of using a customer provided large wall-mounted monitor that displays the CXone real time reporting information that is important to the call center staff and agents. This method provides the same, or better, data as would typically be displayed on a wallboard. Here is an example of a

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real time dashboard:



8. Changes reporting metric requirements for agents in different skillsets (agent groupings).

   CXone reporting allows you to pull for specific teams, agents, groups, skills for selected periods of time. This will give you access to your data when you need it. Further, as a permissions-based solution, CXone reporting can be configured so that specific supervisors only have access to relevant data, such as teams, groups, locations, etc.

9. Displays a prompt/message on agent desktop.

   Metrics can be displayed on the agent desktop. Also, a call center supervisor can communicate to the agent using the marquee available through the CXone Agent application. The Supervisor would have the ability to send a text message to the agent to pass the necessary information. Marquee messages can be sent to individual agents, to groups of agents by skill / team, or to all agents.

10. Performs call surveys to initiate, collect, and track information.

    We provide an optional Feedback Management solution. Surveys are built within the platform within minutes for any channel- email, SMS, IVR, web pop-up/slider, In-App, chat. You can take advantage of one of our pre-built

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relationship or transactional survey templates, and questions can be clicked and dragged into surveys from our certified question bank right within the survey builder. Our questions are designed to collect all CX measurements that are important to your business- NPS, CES, CSAT, eNPS, etc. We pride ourselves in providing our customers with self-service capabilities and flexibility, while also bringing industry expertise to your program. Your designated Technical Account Manager will be your source of ongoing guidance and will ensure your program is built with best practices, including the setup of your initial surveys.

11. Provides an agent report that tracks the entire agency call flow for any single call.

CXone provides a reporting solution that is a centralized, standardized repository for data including all interactions types (voice, email, voicemail, SMS, chat, social media, and work item routings.)

All reporting and dashboards have been updated to reflect customer sessions that include multiple simultaneous channels and agents that handle multiple customers across channels – providing true reporting on the omni channel customer experience and the productivity of agents

CXone provides reporting on all calls from cradle to grave. This begins the moment the caller connects to the IVR down to the millisecond. For example, the Date/Time a call enters the IVR, how long they're in the IVR, Options they selected, where the call was routed and time to route, Queue Time Ring Time, Agent Talk Time, Hold Time, Call End Date/Time, After Call Work Time.

This would also include any transfers including the above details. Once the call is transferred to a 3rd party outside of the CXone ACD platform the call will no longer be tracked by the ACD.

The benefits of our multi-channel reporting solution, is that all contacts can be viewed on a holistic basis giving perfect visibility into customer interactions and trends. This will allow you to make better decisions on how to handle each media type and plan for future interactions for each customer.

Each omni channel interaction that involves "one conversation" via multiple channels (a chat which is elevated to a phone call and/or an email) is reported

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on using a MasterID and child IDs that allow us to view the interaction as ONE. Simultaneous interactions with different customers using the same or different media types are all listed as separate interactions and are reported as such.

12. Reporting system and business intelligence application will be able to identify an individual Customer, Customers in aggregate, an individual agent, and agent group behavior.

CXone provides over 40 standard reports and each standard report is customizable. In addition, CXone provides 15 Real Time Reporting Modules, which can be customized. CXone also provides Raw Data reports, of which there are around 50 reports. CXone has also made is reporting platform open via our API Framework. The Framework contains dozens more reports.

CXone allows Florida Department of Management Services to custom create an unlimited # of custom reports. Of which, there are over 200 Call Center Metrics available when to choose from when creating the custom report.

Note: There is a Data Dictionary for the call center metrics available in the help section of the platform. The Data Dictionary not only includes a verbal description of the metric, but it also provides the mathematical equation used to calculate the metric. This provides greater clarity into the metric.

Our optional CXone inView® Performance Management module provides cloud based performance management, dashboards, data analysis, and business intelligence. The inView performance dashboard solution aggregates your businesses KPIs into a consolidated, integrated solution, with real-time, personalized performance data you can identify correlations easily across data sets, take action with proactive notifications to supervisors, foster empowerment and focus with customized dashboards, and reduce operating costs through maximum visibility.

13. Exports raw data and analytic data from Contact Center for Customer use for a minimum of twelve (12) months, or longer if requested by Customer.

CXone supports automated data export via web services along with automated scheduled delivery of reporting data, for data warehousing. Through the reporting tool scheduler within CXone's Central, Florida Department of Management Services will have the ability to customize

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reports based on their needs and have the reports scheduled based on their data needs for frequency as well as output desired.

CXone retains data for 25 Months. Contact Centers needing to retain the data for longer periods of time can export the data out to their own external database.

7.A.5 Contact Center Recording

The following are minimum requirements:

1. Capability for a minimum of 25% random call recording with screen capture per agent per day.
2. Online storage to hold at least thirty (30) days of recording per agent. When a Customer orders additional retention services from the Contractor, the Customer shall have the capability to classify a record and designate the timeframe for retention of such a record based on its classification. Contractor must confirm with the Customer the retention period for the applicable record prior to any deletion of the recording by the Contractor.
3. An interface to archive recording to Customer provided storage.
4. A method for appropriately adjusting monthly online storage needs.
5. The ability for a supervisor to join (barge in) a call to coach, conference, or take over a call and record it.
6. The ability to record one agent during a workday and not impact the 25% random call recording time.
7. The ability to listen to recorded calls from any location via web based call recording.
8. The ability to email downloaded recordings, and ensure the emails and attached documents are maintained in accordance with the appropriate State and Federal standards for information security.
9. The ability for an agent to initiate recording their own call.

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10. The ability to search recordings by filters.

11. The ability to manage Contact Center recordings on an agent by agent basis.

12. The ability to designate, per agent, the frequency of recording calls, up to100%.

Given the statements in this subsection:

1. Describe in detail the proposed Contact Center Call Recording services addressing the minimum requirements above.

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AT&T Response:

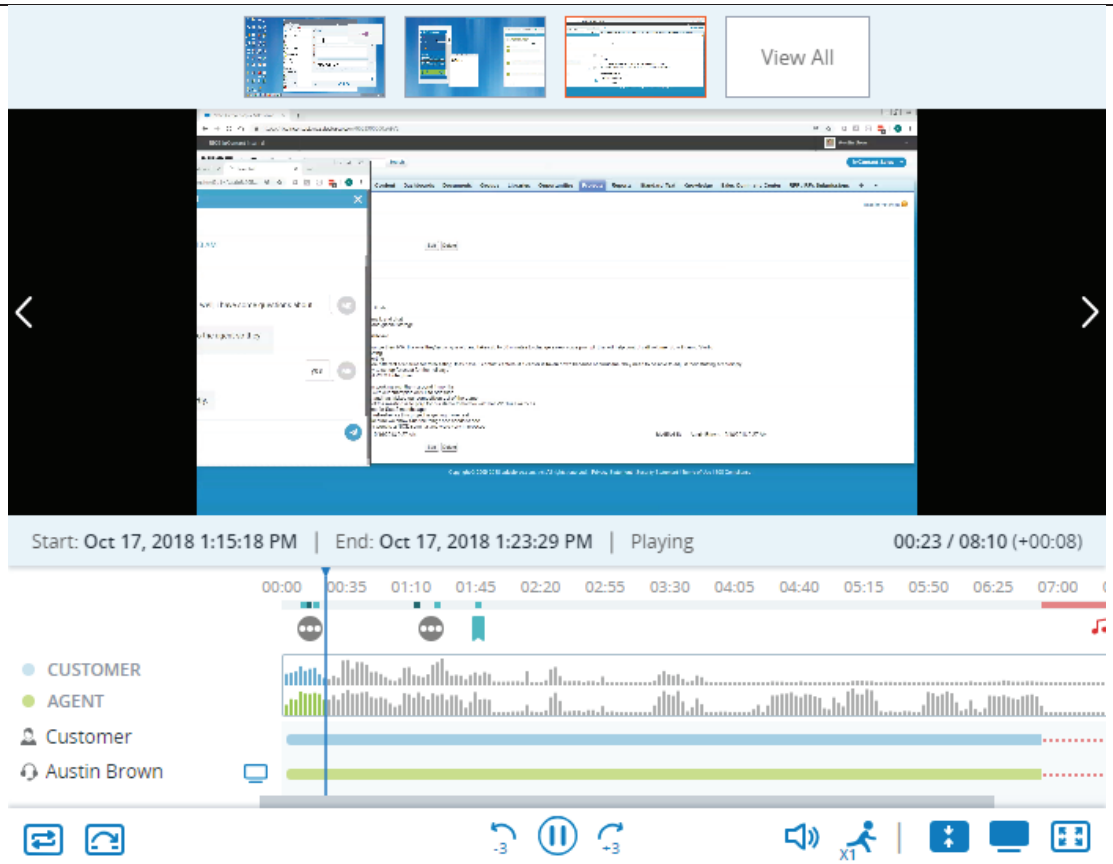
NICE inContact solution:

1. Capability for a minimum of 25% random call recording with screen capture per agent per day.

CXone Quality Management can be configured to record 100% of the voice and screen recordings for incoming, outgoing, and agent to agent calls. The screen capture recording length can be pre-set. It can be set to continue to record screen capture 5, 10 or …X minutes after the interaction with the customer has completed.

Our QM tool provides for monitoring of live calls to include live screen monitoring

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2. Online storage to hold at least thirty (30) days of recording per agent.

Within the CXone QM Enterprise solution, the data retention for voice and screen recordings is currently defaulted to 90 days.

If needed, audio recordings can also be set up to record in the ACD. NICE inContact Cloud Storage Services allow you to set up and manage both active and long-term cloud storage for audio call recordings. Active file storage provides immediate access to files, while long-term storage requires a retrieval process which makes files available to you in 3-5 hours. Retention times for file storage is determined by customer requirements. Secure External Access (SEA) allows you to securely retrieve files from Active Storage so that you can save them on your own server. Files are automatically deleted from the SEA bucket after 30 days, but you can manually delete them sooner. Once your system is configured to use NICE inContact Cloud Storage Services, you can

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manage your active and long-term file storage settings and rules in Central. Please note that additional storage fees will apply.

3. An interface to archive recording to Customer provided storage.

   As stated above, currently QM recordings are stored by default for 90 days.

   If needed, audio recordings can also be set up to record in the ACD. NICE inContact Cloud Storage Services allow you to set up and manage both active and long-term cloud storage for audio call recordings. Active file storage provides immediate access to files, while long-term storage requires a retrieval process which makes files available to you in 3-5 hours. Retention times for file storage is determined by customer requirements. Secure External Access (SEA) allows you to securely retrieve files from Active Storage so that you can save them on your own server. Files are automatically deleted from the SEA bucket after 30 days, but you can manually delete them sooner. Once your system is configured to use NICE inContact Cloud Storage Services, you can manage your active and long-term file storage settings and rules in Central. Please note that additional storage fees will apply.

4. A method for appropriately adjusting monthly online storage needs.

   See above.

5. The ability for a supervisor to join (barge in) a call to coach, conference, or take over a call and record it.

   CXone enables supervisors to conduct live monitoring, coaching, agent assistance (barge) or supervisor takeover of calls from any location. These functions (monitor, coach, barge and takeover) are permission based so that certain users or roles will have the appropriate access that your business rules determines.

6. The ability to record one agent during a workday and not impact the 25% random call recording time.

   Recordings can be configured with business rules to be configured by queues, groups, percentage of calls or pre-determined by your business processes.

7. The ability to listen to recorded calls from any location via web based call recording.

   Supervisors and Managers will have real-time access to the Quality Management platform from their web based Administration access.

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8. The ability to email downloaded recordings, and ensure the emails and attached documents are maintained in accordance with the appropriate State and Federal standards for information security.

   CXone has the ability to meet this requirement.

9. The ability for an agent to initiate recording their own call.

   CXone has the ability to provide on-demand call recordings, meaning the call recording can be initiated manually by the agent. This allows your agents to start a recording at any point in during the conversation. Initiating the recording mid conversation will not record the beginning portion prior to the manual starting of the recording.

10. The ability to search recordings by filters.

    CXone's Central, the administrative application, provides the ability to search for recordings by unique call identifier (ContactID),date, call, Media type, Skill, Agent, Team, Scored, DNIS, ANI, Logged/Recorded, Scored (if using QM) or Refused, and replay the recorded .wav or .wma file of the call.

11. The ability to manage Contact Center recordings on an agent by agent basis.

    The solution can be configured to record 100% of the voice and screen recordings for incoming, outgoing, and agent to agent calls. The screen capture recording length can be pre-set. It can be set to continue to record screen capture 5, 10 or …X minutes after the interaction with the customer has completed.

    Our QM tool provides for monitoring of live calls to include live screen monitoring

    Agents, as well as supervisors, have the ability to start a voice recording on demand by using the record button on the Agent interface. If this is not desired, contact recording can be managed via CXone scripting to ensure certain calls are always recorded.

    Alternatively Supervisors can use Agent Zoom from the Dashboard to Monitor, record or logout an agent that has left for the day.

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12. The ability to designate, per agent, the frequency of recording calls, up to 100%.

Please see response to item 11 above.

7.A.6 Contact Center – Workforce Management

Contractor will be responsible for managing the workforce for the Contact Center. The following are minimum requirements for management of call center agents:

1. Workforce management, including scheduling and agent training.

2. Monitoring the effectiveness of the call center.

Given the statements in this subsection:

1. Describe in detail the proposed call center workforce management offerings addressing the minimum requirements above.

2. Indicate whether Respondent's proposed monitoring can provide:

a. The ability to review and analyze data of caller interactions with agents.

b. The ability to leverage call data to adjust scheduling of agent shift assignments.

c. The capability for the reporting system and business intelligence application to identify an individual Customer, Customers in aggregate, an individual agent, and agent group behavior using data up to 12 months in arrears.

d. The ability to create role based score cards with key performance indicators.

e. The ability to perform short-term and long-term forecasting of call volume and agent staffing requirements.

f. Options for agent training.

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AT&T Response:

NICE inContact solution:

1. Workforce management, including scheduling and agent training.

CXone WFM Enterprise is a contact center solution that enables easy and efficient agent scheduling. It allows you to staff the right people, with the right skills, at the right time of day.

The WFM solution delivers:

- Single- and multi-skill forecasting
- Accurately forecast customer demand
- Make real-time decisions with real-time visibility into staffing and call volumes
- Intraday management
- Agent scheduling
- Time off management
- Rules based configuration for agent schedule change requests (both manual and automated)
- Scheduling of WFM reports
- Agent Webstation interface
- Supervisor Webstation interface

We've designed an intuitive, user-friendly workforce management tool that's fully integrated with our Workforce Optimization suite, facilitating the sharing of data among components and providing a comprehensive view of your entire contact center operation.

CXone Workforce Management is fully integrated with the CXone Platform. Our offering combines two Market Leaders into one complete solution. This integration includes data synchronization from the ACD/IVR to minimize administrative tasks and includes out-of-the-box data feeds for Real-time-Adherence and historical data. The integration is bi-directional, to allow data to flow from WFM back into the CXone Platform. For example, allowing

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agents to view their work schedules or receive alerts on shift changes.

2. Monitoring the effectiveness of the call center.

CXone Workforce Management enables achievement in balance of employee needs, customer satisfaction, and cost containment by ensuring the right agents with the right skills are available at the right time. By matching customer demand to your scheduled workforce, CXone's call center workforce management system assists you in creating the best-case staffing scenario, and ensuring adherence with real-time visibility into staffing and call volumes.

Indicate whether Respondent's proposed monitoring can provide:

a. The ability to review and analyze data of caller interactions with agents.

Quality Management (QM) and QM Analytics provide flexible tools that help you monitor and improve agent performance. The system offers the ability to define different recording rules video, voice, chat, email, etc. For example, you may want to record 100% of voice recordings, but only 50% of screen recordings. Additionally, the system does allow for agents to initiate on-demand recordings. Using QM, you can build evaluation forms and plans and then distribute the plans along with a form to evaluate agent interactions. Based on the evaluation results, you might decide to design coaching sessions for employees to improve their skills.

QM Analytics provides you with further insights into agent performance by using categories to analyze all your voice and text interactions. Those insights enhance coaching effectiveness and quality assurance processes.

Keep track of Agent Performance:

QM Analytics provides you with further insights into agent performance by using categories to analyze all your voice and text interactions. Those insights enhance coaching effectiveness and quality assurance processes.

Automatically analyze and tag contacts by sentiment category. For example, the system can automatically identify when a customer is having a first call resolution if the agent is being dismissive or not polite. These tags can be combined for adhoc searching capabilities or to help automate a

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Quality Plan. Skip random evaluations and become more targeted. For example, have the system automatically detect when an agent is "unable to assist" and create a task to have a supervisor evaluate the interaction. Conversely, have the system automatically detect when agents are performing well. Note - The platform supports both system Defined or Custom Categories.

Improve employee performance with personalized coaching sessions and eLearning assignments, as well as optionally adding Analytics for deeper insight into your largest call drivers.

With CXone Omni-Channel Analytics, interactions can be segmented and searched by conversational data (word, phrases), Sentiment, teams, agents, skills, any capture metadata (interaction duration, tags, dispositions, etc.)

b. The ability to leverage call data to adjust scheduling of agent shift assignments.

CXone Workforce Management Enterprise is fully integrated with the CXone Platform (ACD/IVR). Our offering combines two Market Leaders into one complete solution. This integration includes data synchronization from the ACD/IVR to minimize administrative tasks and includes out-of-the-box data feeds for Real-time-Adherence and historical data.

c. The capability for the reporting system and business intelligence application to identify an individual Customer, Customers in aggregate, an individual agent, and agent group behavior using data up to 12 months in arrears.

Relevant historical ACD data can be imported into the WFM Enterprise system as part of implementation. Ideally this should include skill/queue based contact volumes, AHT and SL% (15 minute intraday data) for 12+ months.

Additionally, Historical factors, seasonal trends, holidays, special days, and forecasting objectives are taken into account when running forecasts. Administrators are also able to manually weight certain intervals when forecasting.

d. The ability to create role based score cards with key performance indicators.

CXone Quality Optimization comes with some out of the box KPIs, which can be pulled onto a Scorecard. The customer can choose which one(s) go

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on the Scorecard. Scorecards cannot create custom KPIs or custom KPI formulas with CXone QM Enterprise. That would typically come from a full Performance Management product (inView).

e. The ability to perform short-term and long-term forecasting of call volume and agent staffing requirements.

The system's short-term forecasting capabilities allow the center to produce forecasts for up-to 18 months in advance in either 15 or 30 minute intervals. The system's long-term forecasting capabilities allow the center to forecast up-to five years into the future.

The system can produce forecasts based on what-if scenarios for either 15 or 30 minute intervals. The following forecast parameters can be adjusted prior to generating either a short or long-term forecast:

- Forecast objectives for varying service level, maximum occupancy and average speed of answer (ASA)
- Historical data forecast weightings
- Percent of abandoned contacts included in the forecast
- Contact volume percent adjustment
- Contact volume rate of change
- AHT percent adjustment
- AHT rate of change
- Budget factors (for the long-term forecast)

f. Options for agent training

CXone can help you monitor your agents' performance and give them helpful coaching and training with our Quality Management solution. Capture multi-media customer interactions and quickly score them against pre-defined criteria using our flexible and customizable evaluations. Improve employee performance with personalized coaching sessions and eLearning assignments, as well as optionally adding Analytics for deeper insight into your largest call drivers.

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7.A.7 Contact Center – Miscellaneous

The following are additional components which are minimum requirements for the provision of Contact Center services:

1. A trunking functionality that can be shared between Customers but should not impact performance of individual Contact Centers.
2. Dedicated IP access.
3. Tools for assessing bandwidth usage and voice quality performance.
4. The ability to program network-based routing.
5. The ability to configure call prompters to meet Customers 'needs.
6. The ability to configure advanced call routing to meet Customers 'needs.
7. The ability to develop and implement call routing processes, including maintaining call routing tables based on criteria defined by the Customers to route calls to agents based on skillsets and availability.
8. The ability to develop and maintain routing tables which map inbound numbers to centers and within centers to appropriate queues.
9. A certified project manager (certification from the Project Management Institute, a Certified Scrum Master from Scrum Alliance, CompTIA Project+ certification from CompTIA, a Lean Six Sigma certification, or other equivalent project management certification approved in writing by the Department) to manage the entire implementation of Customer's Contact Center.
10. User application testing and product lifecycle management.
11. Implemented procedures for re-routing calls in the event of Contact Center outages, emergencies, and unexpected call volume.
12. Compliance with DMS and each Customer's data integrity and privacy policies.

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13. The ability to send voice, email, SMS, or fax notifications.

Given the statements in this subsection:

1. Describe in detail the proposed Contact Center services and features addressing the minimum requirements above.

2. Describe how the service will manage and deliver capacity for trunking services such as TDM, SIP, data, and toll-free.

3. Describe how the service protects data for remote, at home agents.

4. In a multi-tenant environment, describe how the service will ensure that Customers will not impact the performance of other Customers during unexpected surges in traffic.

5. Describe the failover design with sufficient detail for DMS to assess the design's ability to obtain the proposed service level commitment.

[Enter the response here - As needed to provide a complete response]

AT&T Response:

1. Describe in detail the proposed Contact Center services and features addressing the minimum requirements above.

NICE inContact solution:

1. A trunking functionality that can be shared between Customers but should not impact performance of individual Contact Centers.

SIP trunking is one of multiple connectivity options supported by NICE inContact. NICE inContact uses the E.164 format with a leading '+' for numbering in all of our call switching facilities for SIP trunking. SIP trunking can be done over the Internet, IPSec or MPLS transport. Should a connectivity model with trunking or gateways be required, NICE inContact would define and configure any SIP or PRI based trunk parameters within our software platform and SIP gateways to ensure proper delivery of voice calls. Florida Department of Management Services would be responsible for configuring any trunking or SIP gateways within the Florida Department of

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Management Services network, should a connectivity model requiring those components be desired.

2. Dedicated IP access.

Yes, NICE inContact offers dedicated TDM, PSTN, VoIP and SIP trunking solutions. Transport can be via Public Internet and MPLS.

CXone uses SIP as the underlying protocol for our VoIP and SIP trunking solutions.

From a PBX layer, CXone is agnostic and can deliver calls via TDM or IP (SIP trunks over public internet or MPLS). Without an existing PBX, CXone supports VoIP, with SRTP and TLS for added security, directly to the agent desktop (with a hardphone or softphone) or WebRTC in the browser. This can be done over the open internet or an MPLS as well.

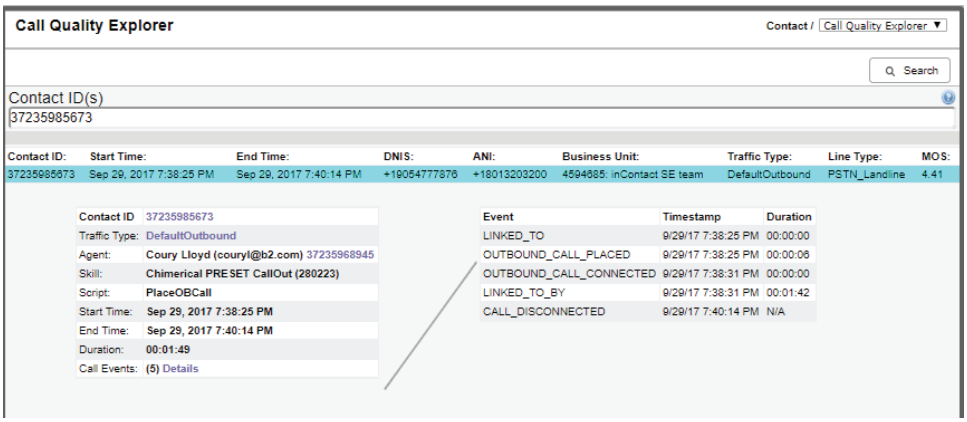
3. Tools for assessing bandwidth usage and voice quality performance.

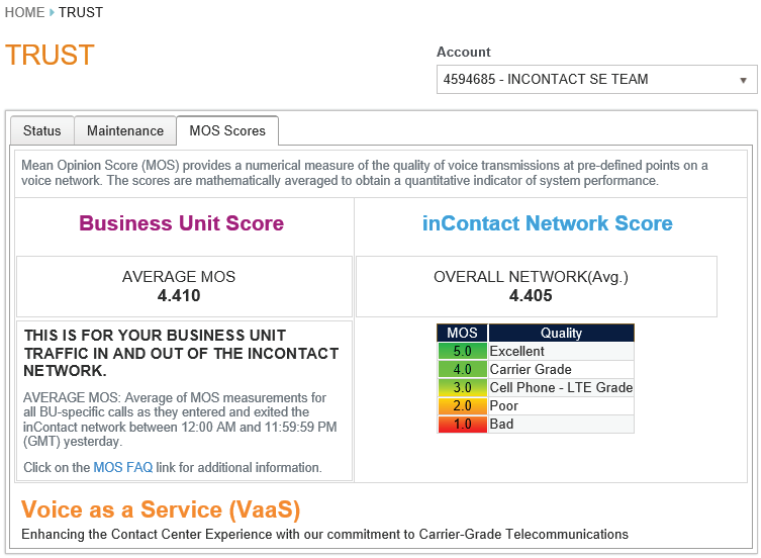
High quality voice is key to enabling better customer interactions. It can be extremely frustrating to have an interaction with an agent over a poor quality connection with garbled voice. IT executives, and managers responsible for ensuring voice quality and availability often spend a lot of their time troubleshooting and investigating issues with voice quality and often struggle to pinpoint the problem. We provide a solution to simplify these processes and empower our customers to have easy visibility into call quality issues. Using inContact's Voice as a Service™ (VaaS) offering they will be in a much better position to manage voice quality for their contact centers.

Voice as a Service is a network connectivity suite delivering flexible and reliable telephony services built specifically for the contact center. CXone delivers a full range of telephony options, with guaranteed voice quality, backed by the industry's only voice service level agreement (SLA) based on the Mean Opinion Score (MOS). Every day, for every call, CXone is measuring voice quality. Customers are given access to our Trust Site where they gain access to CXone's platform status history and Business Unit / NICE inContact Network MOS scores.

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MOS metrics are available on both an aggregate level and "call-by-call level". This data is part of our standard reporting and does not require any extra involvement from NICE inContact. This data can be examined in the Call Quality Explorer.





NICE inContact uses carrier-grade monitoring tools to support its Voice as a Service (VaaS) solution. These tools have been deployed throughout the network to measure voice quality for all legs of every call. This allows NICE inContact to observe and correct voice quality issues within our network, typically before agents notice impact. NICE inContact publishes rolling MOS metrics for both the NICE inContact Network as a whole and also for individual customer business units. Customers can review these scores through access provided to them for the NICE inContact Trust site.

Our Connectivity Design team would insure that the right network

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architecture is put into place to insure the best QoS delivery. NICE inContact insures the Telephony QoS through two methods:

1) We own our own infrastructure and backbone. We constantly monitor through our Network Operations Center that:

- We have adequate capacity
- That there are no lost packets
- That there is no jitter
- That redundant hot standby routes are planned
- That we work with multiple carriers and have fault tolerant and redundant systems

All of this significantly improves and insures ongoing excellent QOS.

2) NICE inContact employs Network Time Machine to provide MOS measurements. It scores the MOS performance of calls providing summary MOS data to our NOC. Individual call metrics can be reviewed as needed.

4. The ability to program network-based routing.

Managing network traffic is native to the NICE inContact product suite. It is designed to handle single and multi-site contact centers distributing call traffic based on least cost routing, agent skill, agent proficiency, and availability regardless of the agent location.

5. The ability to configure call prompters to meet Customers' needs.

CXone has the standard capability (designed in CXone Studio) to play various announcements to a contact that may inform them that "all agents are busy", "please wait while your call is transferred", "you are the seventh caller in queue" or "you may expect a three minute wait for an agent." These announcements can be customized and played at varying intervals.

Options can be given to callers base on queue times or queue numbers and can include a unique feature referred to call back or virtual hold, where, based on call flow logic and time in queue, a customer can be given the choice to hang up while maintaining their place in queue until the next agent is available to call them back directly.

Different announcements associated with different queues can also be

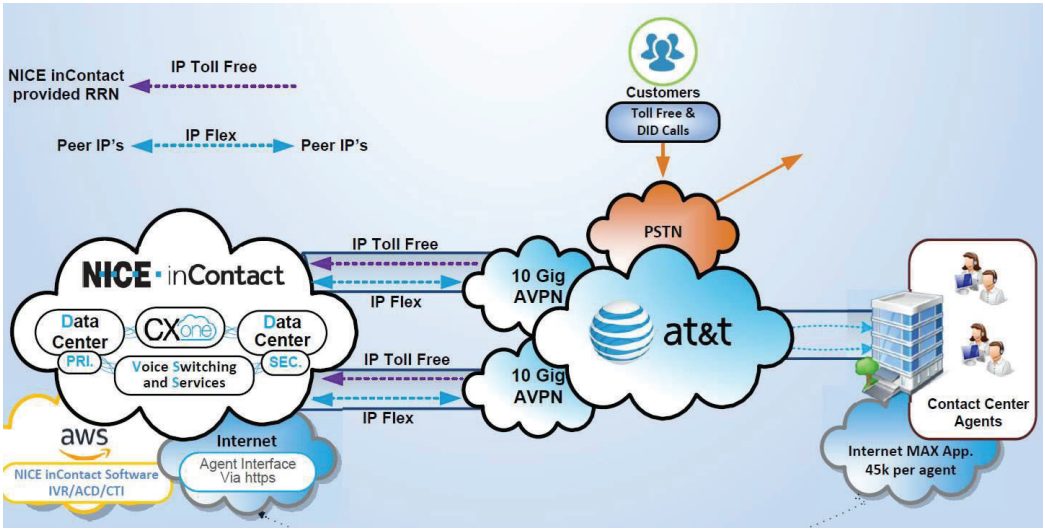
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used. As an example, you can have announcements and music played while calls are in queue, or when a customer is put on hold. Marketing messages, or general announcements, can be interlaced with the music at predetermined intervals. Each skill can have its own unique offerings of the options mentioned above.

6. The ability to configure advanced call routing to meet Customers' needs.

Routing of an inbound contact may have several factors that can be utilized in determining how and where a contact is to be delivered to the best possible target. Factors external to CXone (DNIS and ANI) are two initial factors. Once "inside" CXone, the contact may be analyzed by factors that are incorporated into the routing scheme that was configured in CXone Studio based on factors generated by conditions within CXone (all agents busy, heavy call volume, SLAs, etc.) or other factors that are obtained through integration with other 3rd party sources (most favored client as identified by DNIS, ANI, caller entered data gathered along the routing path), and the availability of the best skilled agent at that moment across any channel.

AT&T provided the following illustration as part of the Clarification responses to DMS. The illustration is provided to show options for routing calls to inContact.



NICE inContact has an extensive set of API's which make integrating to most CRM's possible. All of NICE inContact's API's are open and can be reviewed

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at https://developer.niceincontact.com/

7. The ability to develop and implement call routing processes, including maintaining call routing tables based on criteria defined by the Customers to route calls to agents based on skillsets and availability.

   The core of our ACD advanced skills based routing natively directs and performs contact routing based on agent skill assignment, queue priority, and agent proficiency, and availability within that skill level. Our ACD automatically monitors these metrics and adapts in real-time, including when a change is made within the IVR call flow. With our automatic call distribution software, you have complete control over how customers interact with your multi-channel call center.

   The CXone Studio environment (our Graphical customer experience builder) provides the ability to create pre-defined conditions which are also addressed in real time, including live update to the call routing.

8. The ability to develop and maintain routing tables which map inbound numbers to centers and within centers to appropriate queues.

   Within each contact flow you will have the ability to define unique routing logic based on custom business rules. The system can be configured in a way to personalize the experience of each and every contact. For example: targeted messaging, music on hold, priority, acceleration, target agent rerouting, etc. In addition, you can enable or disable certain functions of the IVR--such as, offering a customer the ability to leave a voicemail, schedule a callback, virtual hold, removing an IVR menu, etc. Note voice mails can have associated SLAs and can be routed to either a specific agent or a group of agents

   CXone can route calls based on wait times in the queue to different destinations. Furthermore, CXone can re-route the call to a different skill or agent should the wait time exceed a pre-defined threshold, giving you flexibility in maintaining the prescribed service levels.

9. A certified project manager (certification from the Project Management Institute, a Certified Scrum Master from Scrum Alliance, CompTIA Project+ certification from CompTIA, a Lean Six Sigma certification, or other equivalent project management certification approved in writing by the Department) to manage the entire

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implementation of Customer's Contact Center.

NICE inContact feels their customers should carry the highest expectations for customer service from us, being that we are call center experts. Initially we will have your sales agent, via conference call, introduce you to your project manager who will see you through from concept to implementation. Your project manager will host meetings with a sales engineer, offer suggested course of actions, and make sure the project moves from one stage to the next.

Core Skills of the PS Project Manager:

- Project Management expertise
- Knowledge of best practices
- Resource coordination
- Industry experience

10. User application testing and product lifecycle management.

NICE inContact uses a "sprint" or "scrum" methodology. Each quarter as requirements are defined and documented, the development organization works in 30 day cycles to complete them. Each requirement must then pass QA testing to reach a "beta" stage. However, in the event that it fails QA testing additional development may be required to debug the issue or insure that the defined requirements are met.

A release candidate will spent 30-60 days in a beta stage before being release in one of the three major releases provided by NICE inContact each year.

11. Implemented procedures for re-routing calls in the event of Contact Center outages, emergencies, and unexpected call volume.

Emergency routing is fully supported by CXone. For example, when a call comes in CXone is able to count the agents signed in, the agents available, on inbound calls and on outbound calls. If during business hours, this process identifies that there are no agents signed in, then it is likely that there is an emergency in process. From this point, an emergency process would engage

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to route the contact appropriately.

Alternatively, an Administrator can use the Hours of Operation capabilities in CXone Central and Studio for Emergency Routing. For example, if you select the Emergency Override Branch in your Hours of Operation Profile in Central, the Script will follow the Emergency Branch set up in the call flow. Otherwise, the script will follow the normal Default Branch / Call Flow.

Another example of an emergency process which is typically very relevant to NICE inContact's customers is in passing data between systems. CXone can make routing decisions based on receiving an error on a data query or if no data was received from a query. This would allow continued routing of the contact as well as sending voice alerts, email alerts or both to our customer's designated emergency response team.

12. Compliance with DMS and each Customer's data integrity and privacy policies.

NICE inContact maintains compliance and certifications with various industry standards to assist customers in verifying security policies and processes.

PCI: NICE inContact offers a Payment Card Industry ("PCI") Level 1 compliant environment under the Payment Card Industry Data Security Standards ("PCI DSS") that has been validated by an experienced Qualified Security Assessor ("QSA") from The Cadence Group. This is a key assurance instrument NICE inContact provides as customers evaluate the strength of our security, performance, and reliability practices. PCI compliance refers to implementing and adhering to the PCI DSS defined by the PCI Security Standards Council. Businesses that store, process, or transmit payment card information are required to report PCI compliance. The level of PCI compliance for each business is determined by how the card data is handled and by the number of electronic credit card transactions processed each year. Our PCI compliant environments emphasize our commitment to information and data security at every level. Offering deployment in a PCI compliant environment makes it easier for our customers to implement PCI DSS compliant solutions according to their needs. Customers are responsible to obtain and maintain their own PCI certification.

GDPR: The General Data Protection Regulation (GDPR) has been called the most important change in data privacy in years. It applies directly to

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companies located in the EU and extends to multinational companies that do business in the EU. For contact center operations this means that even if there is no physical presence within the EU, they could be subject to the requirements if they handle interactions with EU citizens. The specific impact that the GDPR will have on a business will vary.
We help our customers in their efforts to comply with the GDPR. We ensure our development and operational processes comply with regulations, such as SOC2, HITRUST, PCI, and Privacy Shield, however there is no standardized audit for GDPR compliance. NICE inContact also provides a variety of product features that can help with GDPR consent and data access requirements, if it is determined these apply to your business.

SOC 2: NICE inContact publishes an annual Service Organization Controls 2 ("SOC 2") type 2 report, also referred to as an AT 101 report. The NICE inContact SOC 2 report is an attestation report that validates the effectiveness of our operating controls as a service organization to the criteria set forth by the American Institute of Certified Public Accountants ("AICPA") Trust Services Principles. Our SOC 2 report is available upon request.

SOX: NICE inContact, is part of a public consolidated group publicly traded under NICE Ltd. (NASDAQ: NICE). NICE inContact annually evaluates and reviews its information technology and administrative controls related to financial reporting. This audit is performed by our internal audit department and by an external auditor, EY. Our annual report is available on our NICE's website under Investor Relations.

CPNI: NICE inContact complies with all Federal Communications Commission ("FCC") regulations including protecting Customer Proprietary Network Information ("CPNI") which is data we obtain in the normal course of providing customers with telecom services. This type information includes where, when, and whom you call and the types of service offerings and products you obtain from us.

Under the FCC guidelines, we store all customer data in a secure, monitored database. NICE inContact will not sell, lend, or license CPNI information to a third-party. Third-party contractors must sign a Non-Disclosure Agreement and cannot improperly use CPNI.

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Privacy Shield: NICE inContact complies with the EU-U.S. Privacy Shield Framework as set forth by the U.S. Department of Commerce regarding the collection, use, retention of personal data transferred from European Union member countries to the United States. NICE has certified to the Department of Commerce that it adheres to the Privacy Shield Principles of notice, choice, onward transfer, security, data integrity, access, and enforcement for which NICE inContact is a covered entity. To learn more about Privacy Shield, and to view NICE's certification, please click here.

Other Industry Standards
Although some industry standards may not apply directly to NICE inContact, we take our customers' compliance needs seriously. Standards such as the Health Insurance Portability and Accountability Act ("HIPAA"), Gramm–Leach–Bliley Act ("GLBA"), Dodd–Frank Wall Street Reform and Consumer Protection Act ("Dodd Frank"), and Federal Deposit Insurance Corporation ("FDIC") are similar and closely related to requirements for PCI, SOX, and SOC. We help our customers design solutions that ensure compliance with the industry standards most important to their business needs.

HIPAA: When a HIPAA compliant solution is requested, the resulting discussion centers around privacy and security protections under HIPAA and the Health Information Technology for Economic Clinical Health ("HITECH") Act. For covered entities and business associates subject to HIPAA, NICE inContact offers solutions for processing, transmitting, and storing protected health information ("PHI"). Upon request, NICE inContact will sign a business associate agreement ("BAA") according to the services NICE inContact provides our customers.

Section 508: Section 508 of the Rehabilitation Act of 1973 requires all federal agencies to make information technology accessible to people with disabilities. In order to demonstrate Section 508 compliance, the product or service will have a completed Voluntary Product Accessibility Template ("VPAT"). Upon request, NICE inContact offers available VPATs.

Quality management at NICE inContact begins with a company-wide drive to improve customer satisfaction by supporting our customers' business goals. We develop effective processes for everything from research and development and product implementation, to sales and customer support,

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strive to create high-quality products and services, and implement ongoing improvements that will meet or exceed customer needs. Our quality management system is based on the ISO 9001:2000 standard, and NICE submits itself to regular ISO audits. The audits examine processes within the company and confirm that they comply with ISO standards and requirements.

Typically these audits cover processes such as:

- Sales, services, R&D and manufacturing process methodology.
- Quality management, including analysis and corrective action methodologies for different processes and quality key performance indicators (KPIs) that reflect product quality throughout the product lifecycle.
- Version/product release process methodologies.
- New service/product version plans.
- Requirements management, work flows and implementation.
- Master plan training guidelines

The requirements in ISO 9001:2008 are implemented by NICE inContact in the following ways:

- All key processes in the company are covered by a set of procedures.
- Monitoring procedures are implemented to ensure that the processes are effective.
- Adequate records are kept in line with ISO 9001 requirements.
- Company control mechanisms check all output for defects with appropriate corrective action where necessary.

There is a regular review of individual processes in the company and the quality system itself to assure its effectiveness. NICE facilitates a continuous improvement process throughout the company.

13. The ability to send voice, email, SMS, or fax notifications.

CXone is a dynamic multimedia cloud-based software suite that supports intelligent delivery of contacts of various media types, including voice, email, chat, voicemail, web form, social media, and customer SMS

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response.

CXone does not offer Fax contacts natively on our platform. We suggest possibly using eFAX, and then to have eFAX send an email to a configured CXone Email Point of Contact for distribution through the ACD to an agent.

Given the statements in this subsection:

1. Describe in detail the proposed Contact Center services and features addressing the minimum requirements above.

   Please refer to sections 7.1 through 7.6.

2. Describe how the service will manage and deliver capacity for trunking services such as TDM, SIP, data, and toll-free.

   NICE inContact is constantly evaluating the status of our network and how "saturated" it is. Because of this we are constantly adding additional capacity as needed, to support our customers. In addition, NICE inContact routinely includes a capacity notification alert when setting up a customer. For example, when 80% or 85% utilization occurs the system will contact a designated distribution list with a warning that capacity is running out and where to reach out for assistance. In addition, NICE inContact can rapidly add additional capacity as needed with a simple phone request to either a designated Service Delivery Manager or our 24x7x365 Tech Support line.

   System Utilization is monitored around the clock: SolarWinds, IPMonitor watching network, drive space and Trunking capacities are monitored continually, SSMon and Equinox. In addition, we have a dedicated resource at NICE inContact who studies capacity.

   The CXone platform is provisioned using a geo-redundant environment segmented with both active/active and active/hot standby configurations based on application. Call distribution across geo-redundant data centers is managed at no greater than 40% max capacity in order to facilitate survival should site isolation in one site occur. Capacity is monitored and managed

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on a daily basis and augmentation is facilitated through a change control process which governs acceptance criteria for production readiness based on industry standard best practices.

3. Describe how the service protects data for remote, at home agents.

   All agents, regardless of location by default will connect via an HTTPS or secure session connection. This provides bidirectional encryption of all communication between the two end-points (or between the link). HTTPS is standard for all data transport between NICE inContact and the customer over the public Internet. IPSec is an additional option for secure transport, which is a Virtual Private Network (VPN) established between CXone's cloud and your site(s) enabling secure IP connection that can be used to transport voice traffic, data traffic or both.

4. In a multi-tenant environment, describe how the service will ensure that Customers will not impact the performance of other Customers during unexpected surges in traffic.

   NICE inContact provides a Multi-tenant environment for our customers and maintains a high degree of security to ensure that no customer data is ever available to another customer. We use a Multi-tenant SQL architecture with robust active-active database replication for backup and redundancy. Each client's data is housed in a "Business Unit" that only they have access to via unique logins and passwords that are all permissions driven; allowing users to see only the information they are authorized to view.

5. Describe the failover design with sufficient detail for DMS to assess the design's ability to obtain the proposed service level commitment.

   The CXone platform runs in an Active/Active configuration and is designed for seamless redundancy and failover. The core IP network is connected via a dual SONET ring backbone, (IE. two redundant fiber links). Along with redundant edge routers, core routers, firewalls and VoIP hardware, multiple ISP and diverse toll-free carriers, our network infrastructure provides reliable, stable, service-rich benefits. Geographically diverse data centers (LA and DALLAS), EMEA (Frankfurt and Munich) and Australia(Melbourne and Sydney) High availability design applied to carriers, networks, hardware and applications.

   Internally NICE inContact uses sophisticated replication, database mirroring

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and ETL processing to maintain two synchronized copies of its databases in geographically separated data centers. The databases are configured Active - Active and intelligent health checks are used to transparently move database access should a failure occur.

NICE inContact SBC's leverage high availability and have the ability to failover from primary to hot standby without impacting calls. NICE inContact also leverages proprietary media gateways leveraging stateful replication. In the event a media gateway is lost, calls on that media gateway are redistributed to surviving media gateways in the cluster pool.

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8. SERVICE CATEGORY 4 – CENTREX SERVICES

DMS is seeking proposals for Central Office-based Switching System Local Access Services, referred to within this document as Centrex Services, within the State of Florida. The awarded Contractor will provide Local Exchange Carrier services for Customers within their proposed service areas. DMS is seeking Responses demonstrating how Centrex Services will be delivered. For this procurement, Respondents must provide local, long distance, and toll-free access with their Centrex service offering.

8.1 Centrex Services Minimum Requirements

The following are minimum requirements:

1. Customers who receive DMS approval may use a different long-distance carrier.
2. 911 calling capability.
3. Routes E911 calls to the Public Safety Answering Point.
4. Provides DMS access to N11services.
5. Provides call traffic studies to DMS upon request at no additional cost.
6. Provides Presubscribed Interexchange Carrier changes at no additional cost to the State.
7. Operate voice switching facilities in Florida serving Customers with line-side (analog and digital) and trunk-side (analog and digital) facilities.
8. Keep the North American Numbering Plan (NANP) updated, in accordance with Federal Communications Commission requirements.
9. Timely deliver and install Primary Rate Interface (PRI)services.
10. Timely deliver and install a Centrex main station (analog or digital).

8.2 Additional Centrex Services

The following are minimum requirements:

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1. A minimum Customer order of five lines is required to establish a new Centrex system. The monthly recurring line charge will be inclusive of all service cost components.

2. Customer access to the ports and local loops on the line side (main station) as well as the trunk side (Centrex PRI).

3. All voice switches will be digital and capable of providing Integrated Services Digital Network (ISDN) PRI services.

4. If the Contractor's Central Office switch is not programmed for ISDN services, the nearest Central Office to the Customer location should be used to provision ISDN service at no additional cost.

5. Centrex systems configured with sufficient quantities of network access registers at no additional cost.

6. Mask dialed numbers when requested by DMS.

7. Provide directory listings in both the general and government sections of phone books. The cost of the listing will be included in the proposed rates. There should be no additional charges for unpublished/private numbers.

8. Provide directory assistance services.

9. Provide operator assisted services. Operator Assistance services are required twenty-four hour a day, 365 days of the year; Operator Assistance in both English and Spanish is required. Automated operator assistance is permissible.

10. Provide required repairs for outages to ensure normal operational functionality. Repairs may be performed remotely, where applicable, but the Department reserves the right to request Contractor dispatch a representative to a specified location to facilitate the repair to the impacted site.

Given the statements in this subsection:

1. Describe in detail the proposed Centrex services and features addressing the minimum requirements above.

2. Describe the Respondent's proposed coverage area.

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3. Provide non-proprietary coverage maps of the Centrex service offering.

[Enter the response here - As needed to provide a complete response]

AT&T Response:

1. Describe in detail the proposed Centrex services and features addressing the minimum requirements above.

1. A minimum Customer order of five lines or less in order to establish a new Centrex system. The monthly recurring line charge will be inclusive of all service cost components.

AT&T only requires a minimum of five Centrex lines in order to establish a new Centrex system. The monthly recurring line charge is inclusive of all service components.

2. Customer access to the ports and local loops on the line side (main station) as well as the trunk side (Centrex PRI).

AT&T complies with this requirement.

3. All voice switches will be digital and capable of providing Integrated Services Digital Network (ISDN) PRI services.

AT&T's Central Office switches support ISDN. Should we have an area where the serving CO is not supported, we will provide ISDN from the nearest CO to that customer location.

4. If the Contractor's Central Office switch is not programmed for ISDN services, the nearest Central Office to the Customer location should be used to provision ISDN service at no additional cost.

AT&T's Central Office switches support ISDN. Should we have an area where the serving CO is not supported, we will provide ISDN from the nearest CO to that customer location. There is no additional charge for the foreign office connection.

5. Centrex systems configured with sufficient quantities of network access registers at no additional cost.

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AT&T continuously monitors Centrex call quality to assure P.01 grade of service. Additional NAR's are added to a customer's Centrex block as needed, at no additional cost, to maintain a P.01 grade of service.

6. Mask dialed numbers when requested by DMS.

AT&T supports masked dialed numbers.

7. Provide directory listings in both the general and government sections of phone books. The cost of the listing will be included in the proposed rates. There should be no additional charges for unpublished/private numbers.

The customer is allowed one free listing in the white and yellow page directories for each account/sub-account. Any other applicable rates will be identified in the Vendor Service Catalog (Cat 4 Centrex).

8. Provide directory assistance services.

AT&T Centrex supports directory assistance services.

9. Provide operator assisted services. Operator Assistance services are required twenty-four hour a day, 365 days of the year, and a live operator will timely respond to calls; Operator Assistance in both English and Spanish is required.

AT&T will provide operator services for so long as we are providing it to our retail end user customers. When/if we stop offering this service to our retail customers, we will provide the State with advanced notification.

10. Provide required repairs for outages to ensure normal operational functionality. Repairs may be performed remotely, where applicable, but the Department reserves the right to request Contractor dispatch a representative to a specified location to facilitate the repair to the impacted site.

AT&T will provide for required repairs for outages to ensure normal operational functionality.

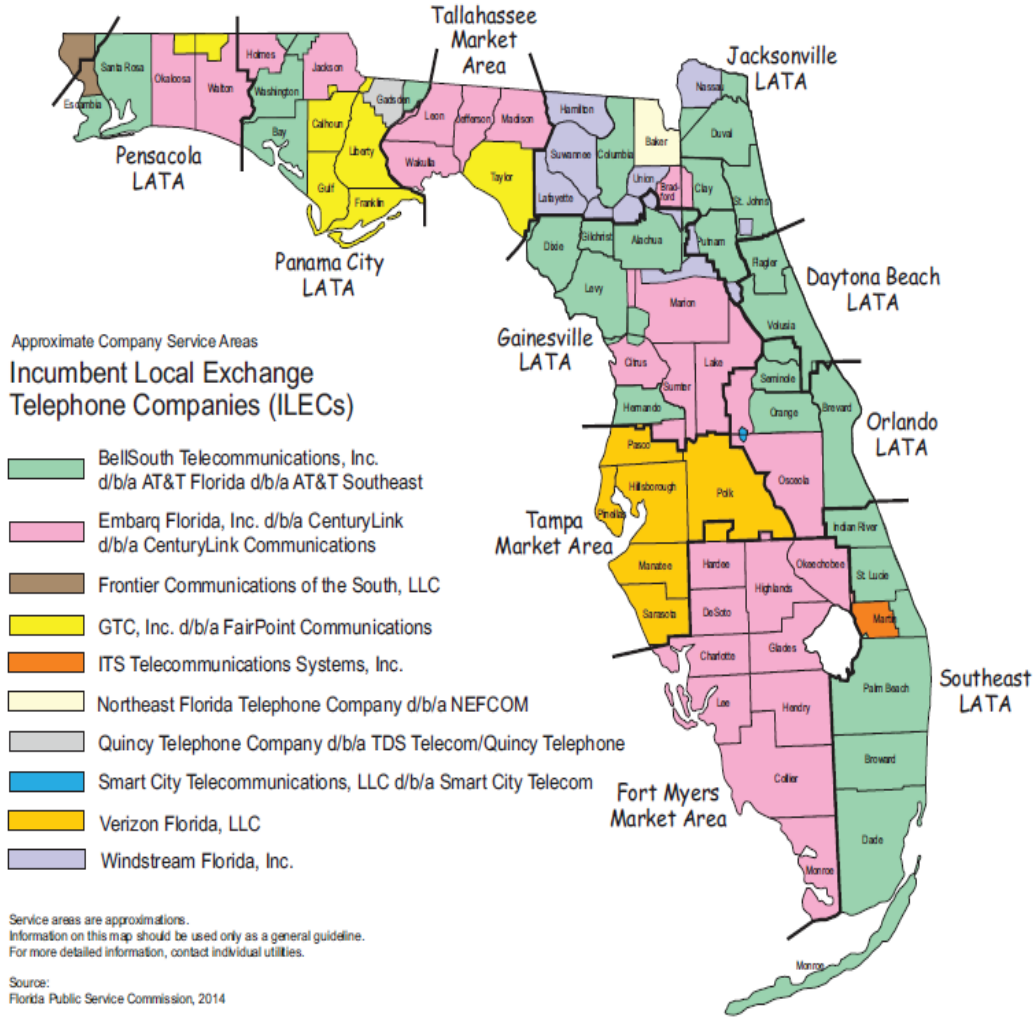
1. Describe the Respondent's proposed coverage area.

AT&T and Hayes will provide Centrex services throughout the entire AT&T and Frontier/Verizon footprint in Florida. Please see coverage map below.

2. Provide non-proprietary coverage maps of the Centrex service offering.

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Please see the coverage map below. We provide Centrex service in all AT&T and Frontier territories. Note that Verizon is now Frontier.



Centrex Service Description

AT&T® Centrex service are central office based telecommunications services. These services are provided primarily through switching equipment and software located in

AT&T's central offices (DMS, 5ESS, and Siemens).

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The major components which make up an AT&T® Centrex service arrangement are as follows:

AT&T® Centrex Service Common Equipment

Common equipment, often referred to as the "common block", represents that portion of AT&T's central office software which is used to provision your service. This common block defines your specific AT&T® Centrex service arrangement including:

· the range of telephone numbers in your system;

· number of digits (2-7) for your abbreviated dialing plan;

· which system features are active; and

· dial codes for access to outside lines and features.

Your common block is configured and installed when your AT&T® Centrex service arrangement is first established.

AT&T ® Centrex Service Links

- Links are the physical connections between AT&T's central office equipment and your company's location.
- Links may be provided individually over standard local facilities or combined on one or more high-speed transmission facilities.
- AT&T® Centrex services uses directory (telephone) numbers to assist in identifying links or terminal equipment connected to your service arrangement. Directory numbers are also the numbers dialed by parties outside of your AT&T® Centrex service arrangement when placing calls to your telephone.
- For basic AT&T® Centrex service individual lines/links or lines in a basic hunting arrangement, a one-to-one relationship exists between directory numbers and links. Each link is assigned a unique seven-digit number and area code.

Terminal Equipment

Terminal equipment includes any telecommunications equipment located on your company's premises that is connected to an AT&T® Centrex service link. Terminal equipment is required for your company to make use of its AT&T® Centrex service.

Some equipment may be dedicated to a single user or employee (e.g. desktop telephones or modems attached to personal computers). Other terminal equipment such as facsimile machines or voice mail systems may be shared by a group of users or employees.

Certain specific types of terminal equipment are required by some AT&T® Centrex service capabilities. This is the case with Electronic Business Sets and ISDN terminal equipment. Each

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has its own unique operating characteristics and must be compatible with AT&T® Centrex service provided from the DMS-100 Central Office Switching Equipment in order to work properly.

Terminal equipment is not provided as part of AT&T® Centrex. You, the customer, are responsible for obtaining compatible terminal equipment to be used in conjunction with AT&T® Centrex service. The type and quantity of equipment you select will vary based on your specific business needs and the functionality required by your employees or users.

Network Access Registers

Network Access Registers or NARs are provided with AT&T® Centrex service to permit concentration of access to the public switched network. The amount of NARs installed with your AT&T® Centrex service determines the number of simultaneous outside calls that can be placed or received by users within your system.

Network Access Registers are required with AT&T® Centrex service. There is a minimum of one NAR for AT&T® Centrex.

Centrex PRI

AT&T will offer Primary Rate (PRI) ISDN tie line terminating in AT&T Centrex service

systems where infrastructure exists to accommodate the service. Transport for the

Centrex PRI tie lines would be via T1 (MegaLink) service. The PRI B channels terminated in Centrex as tie lines would be used for calls incoming to and outgoing from the PBX.

The PBX PRI telephone numbers would be translated in the Centrex common block.

Public switched network access to and from the PBX lines would be via Centrex Network Access Registers (NARs). Calls dialed to the PBX numbers would be routed to the tie line trunk group. The AT&T Centrex Automatic Route Selection (ARS) would route outgoing PBX calls to Centrex NARs, ETN/TSF or other private facilities, or central office announcements.

Features such as call transfer and call forwarding from PBX to Centrex stations would be activated using PBX feature capabilities. For calls from Centrex stations to PBX stations, Centrex feature activation would be used. Transferred or forwarded calls would complete using channels on the PRI. In the DMS-100 switch, the feature Release Link Trunking, also called two B-Channel Transfer, would be provisioned to prevent multiple PRI channels from being used in multiple forward or transfer situations. No equivalent feature is available in the 5ESS central office.

Four or five digit dialing from Centrex stations to the PRI numbers used for PBX stations would also be provisioned under Special Service Arrangement. With the PBX PRI telephone

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numbers translated in the Centrex common block and represented on the AT&T® Centrex records, SMDR-RAO would be collected for long distance calls in the same manner that SMDR-RAO would be collected for stations in the Centrex.

8.3 Centrex Features

The following are minimum requirements:

1. Provide all service features listed in the NANP Vertical Services features including, but not limited to, basic, enhanced, Caller ID, Caller ID with name, and Automatic Number Identification to caller ID. These features should be provided at no additional cost. A listing of these features, and their definitions, is available at http://www.nanpa.com/number_resource_info/vertical_service.html.

2. Provide an optional voicemail system with the following minimum requirements:

    a. Minimum of thirty (30) messages of two (2) minutes length for a total of sixty (60) minutes storage.

    b. Programable to display the following: busy, out of office, no answer.

    c. Provide audible or visual message waiting indicator.

    d. Ability to use the number “0” to speak to a call attendant.

    e. Broadcast messages within specified Customers groups.

    f. Extended/guest mailbox allowing multiple users voice messaging capabilities.

    g. Access the voicemail system internally or externally using either a local number or toll-free number.

    h. Capability to record Customer voicemail greetings.

Given the statements in this subsection:

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1. Describe in detail the proposed Centrex services and features addressing the minimum requirements above.

AT&T Response:

Centrex Features

Centrex is a voice communications system that uses the power of the AT&T network to provide you with internal and external communications services with valuable features. Centrex operates out of our local central offices and provides you with a powerful and flexible alternative to premises-based switching systems. Centrex minimizes expensive switching equipment and the need for additional floor space. Because Centrex is inherently scalable, your business can expand without adding or replacing communications equipment in your building. Instead, we can make all those changes at the AT&T central office.

We monitor and maintain each AT&T central office 24x7x365, so you have the continuity and protection you need. We've also worked to ensure that the systems in the serving central office are reliable and redundant. Because the equipment that drives Centrex is in our central office, we'll promptly repair any unforeseen problems in our lines at no charge.

Centrex is perfect for multiple-location businesses (based upon service address location, within the same serving area) wanting a single, easy-to-use system.

Centrex gives you these features:

- Savings and Low Start-Up Costs—are possible because Centrex works with most standard touchtone phones. Centrex doesn't require you to buy any expensive equipment.
- Dedicated Phone Number for Each Employee—is possible with Centrex, enhancing productivity. Premise-based systems typically share phone lines among several stations, which can result in blocked calls.
- Professional Quality Call Handling—gives you the look and support of a large business without the investment in time and money. Your customers will notice how professionally you handle their calls.

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- Call Management—Easy-to-use features allow you to redial automatically, block calls, forward calls, forward select calls, prioritize calls, know who's calling, use Call Waiting, and conference call. Business as usual with Centrex will be more efficient. Call handling, control, and routing will look professional, sound professional, and be professional.
- Flexibility—With a single call you can choose from numerous standard and optional features, and it's easy to expand or reduce your system. All features can operate at every phone. You can adapt your communication needs when you get new employees and extend your features to more locations as you expand. Everyone in your organization can use and benefit from the time- and money-saving conveniences Centrex offers.
- Electrical Backup—We house the system and provide 24-hour maintenance by skilled technicians. If there's a power outage, dial tone remains available, except for phone sets that require power units. If there's a brownout or a storm at your location, Centrex continues to function because it runs on the power at our central office. Your communications will function smoothly because our technicians spot potential trouble and correct problems before they occur. Now you can invest your capital, time, and talent in your own business.

Features

The standard features menu of AT&T Centrex includes common features which can be assigned on a per station basis. You may choose from one or more features from the menu, limited only by your switch configuration and feature incompatibilities. These features, of which there are 99 to choose from, include:

· Enhance your capability to make, receive and return calls (such as Call Waiting, Caller ID and Call Hold);

· Control your telecommunications efficiency and costs (such as Authorization Codes and Station Restrictions); and

· Ensure that all your call are covered and answered/received in a timely manner usually for a Call Center arrangement (such as Hunting and Call Forwarding Busy/Don't Answer).

Optional End User Features;

Optional System Features;

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· Tandem Switching Features;

· Miscellaneous Line and Private Facilities Access Terminations;

· Electronic Business Set Lines and Features;

· Integrated Services Digital Network Lines and Features; and

· AT&T® Centrex Control of Feature Assignment

AT&T® Centrex Control is an optional capability that permits you to change feature assignments for lines in your common block. The service utilizes a computer-based operations system accessed from a terminal located on your premises.

You may add, change or remove most end user features, as needed on AT&T® Centrex services lines.

See Attachment "AT&T Centrex Service Features" for a complete list of AT&T Centrex Features.

Optional Voicemail System

AT&T MemoryCall

AT&T Memory Call service provides central office based voice processing capabilities via numerous Network Systems Access NP platforms in South Carolina. These voice

messaging platforms are integrated into the AT&T network by way of Interswitch

Simplified Message Desk Interface (I-SMDI) links and multiline hunt groups.

The various messaging services are integrated with the associated line. They allow

subscribers to personalize greetings and retrieve messages via a user-friendly interface accessed via any touch-tone telephone.

Message waiting indication can be provided via stutter dial tone and a light (if the appropriate customer premise equipment is available), while remote notification of new messages can be provided via a pager and/or an automatic call to another telephone number.

Voice storage per mailbox is dependent upon the actual MemoryCall voice mail service(s) selected by the State. AT&T MemoryCall voice mail services are the most reliable and flexible way to handle voice messaging. It ensures all calls are answered—with your personal greeting—when a live operator isn't available. It lets outside callers and in-house associates leave detailed messages using a variety of features and delivery options—from sending a single message from mailbox to mailbox to group list distribution to message receipt confirmation to pager notification of messages.

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MemoryCall voicemail services offer an all in one, automated system for answering calls, collecting and routing messages, replying to messages and broadcasting notices to multiple recipients within your organization.

With MemoryCall services, you never have to worry about power outages or mechanical failures like you do with traditional answering machines. Besides being a more reliable alternative, Memory Call services let you perform a variety of advanced features easily from any touch-tone phone. The features available to you depend on your business needs and the types of MemoryCall service you select.

MemoryCall® Answering Service

MemoryCall Answering Service is the ideal choice if you need a basic telephone

answering system. When combined with one or more of our Call Forwarding services,

MemoryCall Answering Service allows callers to leave messages when you're away from the office, on the phone, or unable to answer. Callers won't have to endure frustrating busy signals, because the service forwards automatically to your voice mailbox - with a personal greeting that you record yourself. Messages continue to be received even if there is a power failure at your office.

MemoryCall® Answering Service - Business Extension Mailbox

If you want to have one telephone number for your organization and still provide

separate mailboxes for key employees and/or departments, this service is the way to

go. The Business Extension Mailbox lets you divide a single voice mailbox into a main

mailbox and up to three sub-mailboxes - each with its own unique, personal greeting and password. You and your callers get all the benefits of MemoryCall Answering

Service (see above), plus the convenience and assurance of being able to leave

messages in private, individual mailboxes. Employees will not have to wade through all the messages sent into the company just to receive their own.

MemoryCall® Voice Messaging Service

With MemoryCall Voice Messaging Service, you get the features and flexibility of

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MemoryCall Answering Service (see above)—and then some. This service also includes:

Call Return To Operator. Gives callers the option to press “0" to be routed to another telephone number (e.g., a receptionist or live answering service) instead of leaving a voice mail.

Urgent/Private Message flag. A message may be marked as "urgent” and/or "private" by a caller upon leaving the message as well as by the subscriber upon creating and sending a message to another subscriber. "Private" prevents the message from being forwarded from the recipient to anyone else.

Pager Notification. Works in conjunction with your pager to alert you of all, or just urgent, messages.

Outdial Notification. Automatically calls a subscriber-changeable telephone number to alert you of all, or just urgent, messages.

Send/Reply/Forward. Messages may be created and sent, replied to, or forwarded to another AT&T MemoryCall subscriber served via the same voice messaging platform.

MemoryCall® Deluxe Voice Messaging Service

The MemoryCall Deluxe Voice Messaging Service is our most feature-rich choice.

Deluxe mailboxes offer all the capabilities of MemoryCall Voice Messaging service (see above) with the following additional features:

Future Delivery. Enables messages to be delivered up to 30 days from the date recorded. Up to five "future delivery" messages may be pending at a time.

Message Confirmation. Lets callers who are also AT&T MemoryCall voice mail subscribers request a confirmation of message receipt or notification of nonreceipt.

Group Distribution. Allows you to send the same message to many individuals at one time. You may have up to 15 distribution lists with each list capable of handling 25 mailbox subscribers.

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9. EXPERIENCE AND ABILITY

9.1 Contractor's Experience and Ability

SCS Contractors will be expected to possess the following:

1. Extensive experience providing:
    a. Each of the categories of services offered in the Contractor's Reply.
    b. Critical infrastructures in which highly-available, highly-reliable services are critical requirements.
    c. Services to Customers at the state government level.
2. A demonstrated record providing:
    a. Superior customer service at all levels: business and technical account team members and senior management.
    b. Systems and staff driven to proactively address business and technical issues.
    c. Proactive services and solutions addressing issues, such as through the provision of quality systems and staff.
    d. Support for equipment and software systems from different manufacturers.
    e. Sufficient staffing levels.

This Response can reference both the experience of the Contractor and their proposed Subcontractors.

Given the statements in this subsection, provide the following:

1. A narrative of Respondent's experience and ability to provide the proposed service categories, including a description of:
    a. Respondent's market penetration for those service categories, and

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b. Respondent's experience providing services of similar scope to other public sector clients comparable to the State of Florida.

2. Discuss Respondent's experience supporting equipment and software systems of different manufacturers. List similar or like systems the Respondent has supported in the last three years.

3. A description of Respondent's experience providing highly-available, highly-reliable communications services.

4. A description of Respondent's experience of providing sufficient to staffing levels, local staffing, and a quality staff driven to proactively address issues.

[Enter the response here – 1,500 words]

AT&T Response:

AT&T Corp. is a wholly owned subsidiary of AT&T, Inc. and is a member of the AT&T, Inc. family of companies. AT&T has been in business for over 141 years and we serve millions of customers around the world, including global, national, mid-size, regional, and government, and educational customers. Currently we provide service for all the Fortune 1000 companies.

When you select AT&T as your service provider, you get service from a staff with unparalleled credentials, knowledge, financial strength, and experience.

Our global IP backbone network reaches 99% of the world's economies. With an extensive portfolio of products that we deliver over our global MPLS-based core network, we can provide you with globally consistent services on a converged network infrastructure. Along with our core network service, we support integrated services such as

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- IP telephony
- Hosting
- Disaster recovery
- Remote access
- Videoconferencing
- Managed telepresence
- Managed security
- Wireless services

In addition, analyst surveys from sources like Gartner, Yankee Group, IDC, OVUM, Current Analysis, and Forrester declare AT&T a leader in areas that include VPN, IP, managed services, and IPT.

Examples include

- Forrester, In-Stat, and IDC have recognized AT&T as the industry leader in providing VPNs that create secure, cost-effective business networks.
- According to the ForresterWAVE™ North American MPLS Services report, our superior operational support system (OSS), portfolio breadth, e-servicing options, and market-differentiating security features position AT&T as the overall leader among 11 North America-based providers. These providers were evaluated across 56 categories covering areas like market presence, strategy, and product offering.
- Current Analysis identified AT&T IP VPN services as "threatening to competitors" due to reach, reliability, and a vast portfolio of services.

So, these third-party evaluations support our position as the leading provider of global enterprise network solutions.

1. A narrative of Respondent’s experience and ability to provide the proposed service categories

AT&T has a long history of providing the very products and services requested in this bid, not just to similar public sector clients, but specifically to the State of Florida and local government entities. The proposed collaboration with Hayes provides the State

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of Florida an even greater breadth and depth of services, all managed under a single NOC and billed via a single invoice.

Our experience, ability and coverage of the combined AT&T / Hayes proposal is detailed below, for each service category:

Category 1: Unified Communication

AT&T and Hayes have been providing hosted and premises-based UC service for over 12 years. With a current subscriber base of approximately 65,000 users, we can provide these services anywhere throughout the state of Florida.

Category 2: SIP Trunking

AT&T has provided SIP trunking to the State of Florida for nearly eight years, with over 13,000 concurrent call paths currently deployed to the various state agencies via stand-alone SIP trunks, and in support of our hosted voice services.

Category 3: Contact Center

AT&T and Hayes have provided hosted and premises-based Call Center services to Florida state and local government for over 12 years. We currently manage over 4,200 call center seats for Florida state government, and the service is available anywhere in the state of Florida.

Category 4: Centrex

For over 20 years, AT&T has provided Centrex services throughout the AT&T footprint. With the AT&T and Hayes partnership proposed in this bid, we will also include the Frontier territory, thus servicing over 30,000 current Centrex users, and covering over 65% of the state.

2. Discuss Respondent's experience supporting equipment and software systems of different manufacturers. List similar or like systems the Respondent has supported in the last three years

The combined forces of AT&T and Hayes have a very long history of providing services over a wide range of equipment manufacturers. The same team that proposes the

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SCS response has for years successfully provided hosted and prem-based VoIP services over MFN consisting of equipment from Juniper, Cisco, Acme, Broadsoft, Mitel, Avaya, Edgemarc, Polycom and Inference. Combined, AT&T and Hayes currently support multi-vendor platforms providing voice services to over 70,000 state and local government entities throughout Florida. We have additional implementations of Shoretel, inContact, Genesys, Brocade, and more.

3. A description of Respondent's experience providing highly-available, highly-reliable communications services.

AT&T and Hayes bring decades-long experience supplying the State of Florida with highly available and highly reliable voice and data communications services. All IP-based voice services from AT&T and Hayes are provided over diverse and redundant networks, maintained by our Data Network and Security Engineers and monitored 24x7x365 at our NOC.

High availability and reliability are engineered into our VoIP data network by use of

- Secure, hardened, hurricane-rated Central Offices
- Core node diversity
- Ethernet edge switch redundancy
- Central Office battery rooms, backed up by diesel generators
- Fiber route/path diversity
- Best practice policies for traffic thresholds

Even with the most robust network, disasters do strike, and when they do, AT&T is ready. AT&T plans and responds to external crises without hesitation, and prepares and dispatches in advance for forecasted events. AT&T's National Disaster Recovery (NDR) teams are expertly trained for restoration of all types of services and operational environments. Recently, the State of Florida witnessed the impressive capabilities of the NDR team after Hurricane Michael with the swift restoral of service AT&T accomplished there.

The NDR solution combines network infrastructure, support trailers, recovery engineering software applications and a response team with both full-time and volunteer members from AT&T. The trailers provide the physical components that

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carry the restored network traffic. The team members create, connect, turn up and manage the recovery.

More than 10,000 communications lines can be provided anywhere in AT&T's region within 78 hours. The AT&T network infrastructure is designed specifically to allow rerouting over the alternate routes for emergency optimization. Emergency service (fire, rescue, police, hospital, etc.) is the first to be restored. AT&T maintains disaster recovery trailers for use in restoring service in the event that a central office or terminal room is lost due to fire, flood, or other disaster. These trailers are designed to be quickly deployed, together or separately.

The NDR recovery fleet has more than 320 pieces of recovery equipment today, including thirteen trailers dedicated to the restoration of the IP network, as well as high-speed fiber-optic transport trailers. These IP recovery trailers support the Common Backbone Network (CBB) with traffic traversing at data rates as high as 100 gigabits. When fully-equipped, the IP trailers can scale up to a capacity of over 15 terabits per second. The AT&T NDR fleet also includes five large command centers that can support a twelve-person staff and have room for additional members during briefings. All the command centers have on-board generators and HVAC units. These trailers contain LAN switches, PBXs, and HF (high-frequency) radio base stations, and fixed satellite phones. As part of the public-private partnership to deliver FirstNet's nationwide public safety broadband network, in the coming months and years AT&T will be increasing its NDR fleet with new deployable to support first responders. AT&T will have more than 700 pieces of equipment, including Cell on Wheels (COWs), Cell on Light Trucks (COLTs), trailers, and generators.

AT&T has invested more than $600 million in its U.S. NDR program. Team members have spent more than 145,000 working hours on field exercises and deployments over the last two decades. **AT&T is the first telecommunications company nationwide to receive United States Department of Homeland Security's (DHS) Private Sector Preparedness Program (PS-Prep) certification.** NDR's recovery equipment is maintained in warehouses across the United States—positioned strategically so the equipment can reach AT&T's network offices quickly. The equipment is kept powered-up and on-network so updates can be installed and so it can be tested both on-site and remotely.

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4.0 A description of Respondent's experience of providing sufficient staffing levels, local staffing, and a quality staff driven to proactively address issues.

AT&T has maintained a well-staffed and highly experienced account team dedicated solely to the State of Florida for over 20 years. This team includes Client Solutions Executives, Technical Sales Consultants, Application Sales Consultants, Data Network and Security Engineers, a Service Executive, a Billing Specialist and Customer Care Associates. Field Technicians are deployed across the state and trained extensively on all SUNCOM products. This robust team has enabled AT&T to consistently meet SUNCOM SLA's for service installation and repair.

Please refer to FIRSTNET attachment in Section 3.7.2

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK.

FORM 1 – CONTACT INFORMATION

	For solicitation purposes, the Respondent's contact person will be:	Should the Respondent be awarded the Contract, the Account Manager's contact information will be:
Name	James Doherty	Danny R. Adams
Title	Client Solutions Executive	Account Manager
Company Name	AT&T Corp.	AT&T Corp.
Address	6021 S Rio Grande Ave., Rm 1W6364, Orlando, FL 32809	1820 E. Park Ave., Tallahassee, FL 32301
Telephone	1 (407) 826-6627	1 (850) 617-1864
Fax		
E-mail	james.p.doherty@att.com	danny.adams@att.com
FEID #	13-4924710	

AT&T Corp.
Name of Respondent's Organization

JP Doherty June 7, 2019
Signature of Authorized Representative and Date

James Doherty
Print Name

FORM 2 - NOTICE OF CONFLICT OF INTEREST

Company Name AT&T Corp.

For the purpose of participating in the solicitation process and complying with the provisions of Chapter 112, Florida Statutes, the company states the following conflict(s) of interest exists as noted below (if none, write N/A in the applicable section(s) below):

The persons listed below are corporate officers, directors or agents and are currently employees of the State of Florida or one of its agencies:

None

The persons listed below are current State of Florida employees who own an interest of five percent (5%) or more in the company named above:

None

JP Doherty June 7, 2019

AT&T Corp.
Name of Respondent's Organization

Signature of Authorized Representative and Date

James Doherty
Print Name

FORM 3 - NON-COLLUSION STATEMENT

I state that I James Doherty (Name and Title) of AT&T Corp. (Name of Firm), am authorized to make this statement on behalf of my firm and its owner, directors and officers. I am the person responsible in my firm for the price(s) and amount(s) of this Reply, and the preparation of the Reply. I state that:

1. The price(s) and amount(s) of this Reply have been arrived at independently and without consultation, communication or agreement with any other Provider, potential provider, Reply, or potential Reply.

2. Neither the price(s) nor the amount(s) of this Reply, and neither the approximate price(s) nor approximate amount(s) of this Reply, have been disclosed to any other firm, vendor, Respondent, or potential Respondent, and they will not be disclosed before Reply opening.

3. No attempt has been made or will be made to induce any firm or persons to refrain from submitting a Reply for this contract, or to submit a price(s) higher that the prices in this Reply, or to submit any intentionally high or noncompetitive price(s) or other form of complementary Reply.

4. The Reply of my firm is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive Reply.

5. AT&T Corp. (Name of Firm), its affiliates, subsidiaries, officers, director, and employees are not currently under investigation, by any governmental agency and have not in the last ten years been convicted or found liable for any act prohibited by state or federal law in any jurisdiction, involving conspiracy or collusion with respect to Reply, on any public contract, except as follows:

I state that I and the named firm understand and acknowledge that the above representations are material and important, and will be relied on by the State of Florida for which this Reply is submitted. I understand and my firm understands that any misstatement in this statement is, and will be treated as, fraudulent concealment from the State of Florida of the true facts relating to the submission of Replies for this contract.

Dated this 7th day of June 2019

Name of Firm: AT&T Corp.

Signed by: JP Doherty

Print Name James Doherty

FORM 4 - STATEMENT OF NO PRIOR DISQUALIFYING INVOLVEMENT

I, as an authorized representative of the Respondent, certify that nothing in section 287.057(17)(c), Florida Statutes (below), prohibits the Respondent's entry into any Contract resulting from this solicitation.

287.057 Procurement of commodities or contractual services. —

(17)(c) A person who receives a contract that has not been procured pursuant to subsections (1)-(3) [of s. 287.057, F.S.] to perform a feasibility study of the potential implementation of a subsequent contract, who participates in the drafting of a solicitation or who develops a program for future implementation, is not eligible to contract with the agency for any other contracts dealing with that specific subject matter, and any firm in which such person has any interest is not eligible to receive such contract. However, this prohibition does not prevent a Respondent who responds to a request for information from being eligible to contract with an agency.

AT&T Corp.	JP Doherty June 7, 2019
Name of Respondent's Organization	Signature of Authorized Representative and Date
	James Doherty Print Name

FORM 5 – ADDENDUM ACKNOWLEDGEMENT FORM

This acknowledgment form serves to confirm that the Respondent has reviewed and accepted all Addendum(s) to the solicitation posted on the Respondent Bid System.

Please list all Addendum(s) below.

Addendum No. 1 - Updates to the ITN and Respondent Questions and Department Answers

Attachment G – Second Revised Component Price Sheet

Addendum No. 2 - Updates to the ITN Timeline

AT&T Corp.

Name of Respondent's Organization

JP Doherty June 7, 2019

Signature of Authorized Representative and Date

James Doherty

Print Name

FORM 6 – SUBCONTRACTING

Complete the information below on all subcontractors that will provide services to the Respondent to meet the requirements of the resultant contract, should the Respondent be awarded. Submission of this form does not indicate the Department's approval, but provides the Department with information on proposed subcontractors for review.

Please complete a separate sheet for each subcontractor.

There will be subcontractors for this solicitation YES__X__ NO_____(place a checkbox where applicable). If not, Respondents are not required to complete the remainder of this form.

Service:	Network Operations Center, Security Operations Center, Staffing and Network Services
Company Name:	Hayes e-Government, Inc.
Contact:	John Strobel
Address:	2551 Welaunee Blvd.
Telephone:	Local: 850.297.0551 Toll-free: 800.825.9390
Fax:	
Current Office of Supplier Diversity certification of woman-, veteran, or minority-owned small business enterprise	Yes X No
W-9 verification:	Yes X No

In a job description format, describe below the responsibilities and duties of the subcontractor based on the technical specifications or statement of work outlined in this solicitation.

The scope of work performed by Hayes in response to ITN DMS-17/18-004 will include the establishment and staffing of a 24x7x365 Network Operations Center (NOC) and Security Operations Center (SOC), and providing staff as part of the section two (2) response. In addition, Hayes will be providing its respected hosted Avaya platform via the AT&T response and contract

SCS FORM 7 – MANDATORY RESPONSIVENESS REQUIREMENTS

The person submitting the Reply certifies that the person is authorized to respond to this solicitation on behalf of the Respondent.
The Respondent certifies that it is in compliance with the requirements of this ITN, including subsection 3.9.
The Respondent certifies that that neither it, nor its affiliates, is a convicted vendor or a discriminatory vendor as described in section 287.133 and section 287.134, Florida Statutes, respectively.
The Respondent certifies that the Respondent is not on the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or the Scrutinized Companies that Boycott Israel List, and is not participating in a boycott of Israel.
The Respondent certifies that the Respondent is currently authorized to do business with the State, or will attain authorization through the Department of State, Division of Corporations, should the Respondent be awarded the Contract. Website: www.sunbiz.org
The Respondent certifies it has provided the Department with an Attachment G – Component Price Sheet.
The Respondent certifies it has provided the Department with a Vendor's Service Catalog.

Signature below certifies that the signatory has the authority to respond to this solicitation on the Offeror's behalf, and certifies conformance with all Responsiveness Requirements listed above.

AT&T Corp.
Name of Respondent's Organization

James Doherty

Printed Name of Organization's Authorized Representative

JP Doherty

Signature of Organization's Authorized Representative

June 7, 2019
Date

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DMS-17/18-004
Attachment G - Final Component Price Sheet
Service Category 1 - Unified Communications - Single-Tenant

Instructions:

Provide a monthly price per line for the system capacities in the yellow cells. Respondents may also detail out any assumptions they have made in the blue cells.

Address other pricing options such as tiered pricing in the service category of the Vendor's Service Catalog. Prices for additional services contemplated in the Final Statement of Work and within the scope of the Final Contract should be shown in the Vendor's Service Catalog. All prices should be in U.S. dollars. Prices can be provided to the fourth decimal place.

All submitted prices will be considered ceiling pricing. Surcharges and fees should be separately listed out in the Vendor Service Catalog in accordance with the ITN subsection 3.11.1.2 and the Request for Best and Final Offer. After the initial reply, Respondents may submit only price reductions. However, if revisions are made to aspects of this price sheet during the negotiation process, Respondents will be permitted to make adjustments to their pricing based on the revisions. Respondents are encouraged to demonstrate the best possible pricing at all times, and to further demonstrate price savings opportunities in Vendor's Service Catalog. Any services or features provided at no cost should be identified as $0.00.

Respondent's proposed prices must comply with the terms in Section 3.12 of the ITN and the Request for Best and Final Offer.

Do not alter any cells in the Component Price Sheet. Do not modify formatting in the Component Price Sheet. The Respondent can add but not delete rows.

System Requirements	System Capacity (# Lines)	Monthly Price Per Line for System Capacity
Single Unified Communication system with: caller ID, three-way calling, do not disturb, call forward - all, call-forward - busy, call forward - no answer, call forward - not reachable, call pickup, class of service restriction, call hold, distinctive ringing, directory assistance, call transfer (blind), call waiting, speed dial, call number suppression, specific call rejection, last number dialed, call logs (missed, received, dialed), call trace, hunt group, remote access, auto attendant, auto callback, busy camp on, busy lamp field, call forward selective, call notify, call park, call screening, call transfer with recall, call transfer (consultation), distinctive ringing, diversion	up to 10 lines	$ [redacted]
	up to 50 lines	$

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DMS-17/18-004
Attachment G - Final Component Price Sheet
Service Category 1 - Unified Communications - Single-Tenant

Instructions:

Provide a monthly price per line for the system capacities in the yellow cells. Respondents may also detail out any assumptions they have made in the blue cells.

Address other pricing options such as tiered pricing in the service category of the Vendor's Service Catalog. Prices for additional services contemplated in the Final Statement of Work and within the scope of the Final Contract should be shown in the Vendor's Service Catalog. All prices should be in U.S. dollars. Prices can be provided to the fourth decimal place.

All submitted prices will be considered ceiling pricing. Surcharges and fees should be separately listed out in the Vendor Service Catalog in accordance with the ITN subsection 3.11.1.2 and the Request for Best and Final Offer. After the initial reply, Respondents may submit only price reductions. However, if revisions are made to aspects of this price sheet during the negotiation process, Respondents will be permitted to make adjustments to their pricing based on the revisions. Respondents are encouraged to demonstrate the best possible pricing at all times, and to further demonstrate price savings opportunities in Vendor's Service Catalog. Any services or features provided at no cost should be identified as $0.00.

Respondent's proposed prices must comply with the terms in Section 3.12 of the ITN and the Request for Best and Final Offer.

Do not alter any cells in the Component Price Sheet. Do not modify formatting in the Component Price Sheet. The Respondent can add but not delete rows.

inhibitor, music on hold, conference calling, priority alert / ringing, push-to-talk (intercom), remote office, sequential ring, shared call appearance, simultaneous ring, voice mail, unified messaging, hoteling, operator assistance, instant messaging, notification, team collaboration, audio conferencing, web conferencing, video conferencing, message waiting indicator. **Phone equipment included.**	up to 200 lines	$ [redacted]
	[redacted]	[redacted]
	[redacted]	[redacted]

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DMS-17/18-004
Attachment G - Final Component Price Sheet
Service Category 1 - Unified Communications - Single-Tenant

Instructions:

Provide a monthly price per line for the system capacities in the yellow cells. Respondents may also detail out any assumptions they have made in the blue cells.

Address other pricing options such as tiered pricing in the service category of the Vendor's Service Catalog. Prices for additional services contemplated in the Final Statement of Work and within the scope of the Final Contract should be shown in the Vendor's Service Catalog. All prices should be in U.S. dollars. Prices can be provided to the fourth decimal place.

All submitted prices will be considered ceiling pricing. Surcharges and fees should be separately listed out in the Vendor Service Catalog in accordance with the ITN subsection 3.11.1.2 and the Request for Best and Final Offer. After the initial reply, Respondents may submit only price reductions. However, if revisions are made to aspects of this price sheet during the negotiation process, Respondents will be permitted to make adjustments to their pricing based on the revisions. Respondents are encouraged to demonstrate the best possible pricing at all times, and to further demonstrate price savings opportunities in Vendor's Service Catalog. Any services or features provided at no cost should be identified as $0.00.

Respondent's proposed prices must comply with the terms in Section 3.12 of the ITN and the Request for Best and Final Offer.

Do not alter any cells in the Component Price Sheet. Do not modify formatting in the Component Price Sheet. The Respondent can add but not delete rows.

Single Unified Communication system with: caller ID, three-way calling, do not disturb, call forward - all, call-forward - busy, call forward - no answer, call forward - not reachable, call pickup, class of service restriction, call hold, distinctive ringing, directory assistance, call transfer (blind), call waiting, speed dial, call number suppression, specific call rejection, last number dialed, call logs (missed, received, dialed), call trace, hunt group, remote access, auto attendant, auto callback, busy camp on, busy lamp field, call forward selective, call notify, call park, call screening, call transfer with recall, call transfer (consultation), distinctive ringing, diversion inhibitor, music on hold, conference calling, priority alert / ringing, push-to-talk (intercom), remote office, sequential ring, shared call appearance, simultaneous ring, voice mail, unified messaging, hoteling, operator assistance, instant messaging, notification, team collaboration, audio conferencing, web conferencing, video conferencing, message waiting indicator. **Phone equipment not included.**	up to 10 lines	$ [redacted]
		$ [redacted]
		$ [redacted]
		$ [redacted]

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DMS-17/18-004
Attachment G - Final Component Price Sheet
Service Category 1 - Unified Communications - Single-Tenant

Instructions:

Provide a monthly price per line for the system capacities in the yellow cells. Respondents may also detail out any assumptions they have made in the blue cells.

Address other pricing options such as tiered pricing in the service category of the Vendor's Service Catalog. Prices for additional services contemplated in the Final Statement of Work and within the scope of the Final Contract should be shown in the Vendor's Service Catalog. All prices should be in U.S. dollars. Prices can be provided to the fourth decimal place.

All submitted prices will be considered ceiling pricing. Surcharges and fees should be separately listed out in the Vendor Service Catalog in accordance with the ITN subsection 3.11.1.2 and the Request for Best and Final Offer. After the initial reply, Respondents may submit only price reductions. However, if revisions are made to aspects of this price sheet during the negotiation process, Respondents will be permitted to make adjustments to their pricing based on the revisions. Respondents are encouraged to demonstrate the best possible pricing at all times, and to further demonstrate price savings opportunities in Vendor's Service Catalog. Any services or features provided at no cost should be identified as $0.00.

Respondent's proposed prices must comply with the terms in Section 3.12 of the ITN and the Request for Best and Final Offer.

Do not alter any cells in the Component Price Sheet. Do not modify formatting in the Component Price Sheet. The Respondent can add but not delete rows.

	up to 1,000 lines	$ [redacted]

Call rates for system access	
Per minute pricing for local calls	0
Per minute pricing for toll-free	[redacted]
Per minute pricing for domestic long distance	0

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DMS-17/18-004
Attachment G - Final Component Price Sheet
Service Category 1 - Unified Communications - Single-Tenant

Instructions:

Provide a monthly price per line for the system capacities in the yellow cells. Respondents may also detail out any assumptions they have made in the blue cells.

Address other pricing options such as tiered pricing in the service category of the Vendor's Service Catalog. Prices for additional services contemplated in the Final Statement of Work and within the scope of the Final Contract should be shown in the Vendor's Service Catalog. All prices should be in U.S. dollars. Prices can be provided to the fourth decimal place.

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Respondent's proposed prices must comply with the terms in Section 3.12 of the ITN and the Request for Best and Final Offer.

Do not alter any cells in the Component Price Sheet. Do not modify formatting in the Component Price Sheet. The Respondent can add but not delete rows.

Assumptions: State all assumptions, if any, upon which the proposed pricing is based. Insert as many lines as necessary to ensure all assumptions are fully disclosed.

*Monthly Price Per Line for System Capacity as listed are per line.
*Rates include PSTN access, unlimited local, and domestic long distance.

*UC Single-Tenant users integrating with call center applications may be required to purchase additional trunking out of Cat 2.
*Per minute pricing for local calls and domestic long distance are $0 and are included in our Per Line pricing.

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DMS-17/18-004
Attachment G - Final Component Price Sheet
Service Category 1 - Unified Communications - Multi-Tenant

Instructions:

Mark X in the blue cells if that service is provided as part of the plan indicated by that column; otherwise, leave the blue cell blank. Provide a monthly per line (i.e., per seat) price in the yellow cells, which are provided for a la carte, basic plan, gold plan, and platinum plan pricing. All prices should be in U.S. dollars. Prices can be provided to the fourth decimal place.

Address other pricing options such as tiered pricing in the service category of the Vendor's Service Catalog. Prices for additional services contemplated in the Final Statement of Work and within the scope of the Final Contract should be shown in the Vendor's Service Catalog. All prices should be in U.S. dollars. Prices can be provided to the fourth decimal place.

All submitted prices will be considered ceiling pricing. Surcharges and fees should be separately listed out in the Vendor Service Catalog in accordance with the ITN subsection 3.11.1.2 and the Request for Best and Final Offer. After the initial reply, Respondents may submit only price reductions. However, if revisions are made to aspects of this price sheet during the negotiation process, Respondents will be permitted to make adjustments to their pricing based on the revisions. Respondents are encouraged to demonstrate the best possible pricing at all times, and to further demonstrate price savings opportunities in Vendor's Service Catalog. Any services or features provided at no cost should be identified as $0.00.

Respondent's proposed prices must comply with the terms in Section 3.12 of the ITN and the Request for Best and Final Offer.

Do not alter any cells in the Component Price Sheet. Do not modify formatting in the Component Price Sheet. The Respondent can add but not delete rows.

Plan Pricing (plan offerings to be indicated below)	
BASIC PLAN PRICE	N/A
GOLD PLAN PRICE	$ [redacted]
[redacted]	[redacted]

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DMS-17/18-004
Attachment G - Final Component Price Sheet
Service Category 1 - Unified Communications - Multi-Tenant

Service or Feature Name	Services or features included in plans as priced above (Mark X where offered in that plan; otherwise leave blank.):			A la carte price
	Basic Plan	Gold Plan	Platinum Plan	
Caller ID		X	X	
Three-way calling		X	X	
Do Not Disturb		X	X	
Call Forward – All		X	X	
Call Forward – Busy		X	X	
Call Forward – No Answer		X	X	
Call Forward - Not reachable		X	X	
Call Pickup			X	
Class of Service Restriction		X	X	
Call Hold		X	X	
Call Park			X	
Distinctive Ringing			X	
Directory Assistance		X	X	
Call Transfer (Blind, with consultation and recall)		X	X	
Call Waiting		X	X	
Speed Dial			X	
Call Number Suppression			X	
Specific Call Rejection			X	
Last Number Dialed		X	X	
Call logs (Missed, Received, Dialed)		X	X	
Call Trace		X	X	
Hunt Group		X	X	
Remote Access			X	
Auto Attendant		X	X	
Auto callback			X	
Busy Camp On			X	

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DMS-17/18-004
Attachment G - Final Component Price Sheet
Service Category 1 - Unified Communications - Multi-Tenant

Busy Lamp Field			X	
Call Forward Selective			X	
Call Notify			X	
Call Screening		X	X	
Intentionally left blank			X	
Diversion Inhibitor			X	
Music On Hold		X	X	
Conference calling			X	
Priority Alert/Ringing			X	
Push-to-Talk (Intercom)			X	
Remote Office			X	
Sequential Ring			X	
Shared Call Appearance			X	
Simultaneous Ring			X	
PC-Based Receptionist				
Voice Mail			X	
Unified Messaging			X	
Local Calls		X	X	
Long Distance - Domestic		X	X	
Toll Free				$ [redacted]
Intentionally left blank				
Intentionally left blank				
Intentionally left blank				
Intentionally left blank				
Hoteling			X	
IP Fax			X	
Mobility			X	
UC Faxing			X	
Instant Group Call/Paging		X	X	
Operator Assistance		X	X	
Instant Messaging				$ [redacted]
[redacted]				
[redacted]				

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DMS-17/18-004
Attachment G - Final Component Price Sheet
Service Category 1 - Unified Communications - Multi-Tenant

Audio conferencing				$ [redacted]
[redacted]				[redacted]
[redacted]		[redacted]	[redacted]	
[redacted]				
[redacted]				[redacted]

Assumptions: State all assumptions, if any, upon which the proposed pricing is based. Insert as many lines as necessary to ensure all assumptions are fully disclosed.

*The Professional Services rate is a per unit rate.
*The toll-free rate is a per minute rate.
*Gold Plan = HVS Standard Service, Platinum Plan = HVS Premium Service.
*Call Center is HVS Call Center - Standard Service.
*Call Center Desktop Client license includes Call Center Supervisor Desktop license.
*Instant Messaging, Notification, and Team Collaboration are all included in one license, $2.00 MRC.
*All a la carte prices are Monthly Recurring unless otherwise noted.
*Directory Assistance refers to internal directory only.
*Operator Assistance refers to internal operator only.
*IP Fax and UC Faxing are the same feature.
*Audio Conferencing and Web Conferencing are the same service.
*Per seat pricing includes surcharges and fees and will appear as separate line items on your bill(s).
*HVS users who are utilizing NICE inContact services are required to purchase trunk seats. Pricing can be found in the Vendor Service Catalog.
*The Client initially proposed to provide "Instant Messaging", "Notification", and "Team Collaboration" was manufacturer-discontinued during the procurement period. AT&T will submit to DMS a substitute client and price when available from the manufacturer.
*"N/A" indicates AT&T is not proposing this option.

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DMS-17/18-004
Attachment G - Final Component Price Sheet
Service Category 2 - SIP Trunking

Instructions:
Provide a price per unit for all items below in the yellow cells.

Address other pricing options such as tiered pricing in the service category of the Vendor's Service Catalog. Prices for additional services contemplated in the Final Statement of Work and within the scope of the Final Contract should be shown in the Vendor's Service Catalog. All prices should be in U.S. dollars. Prices can be provided to the fourth decimal place.

All submitted prices will be considered ceiling pricing. Surcharges and fees should be separately listed out in the Vendor Service Catalog in accordance with the ITN subsection 3.11.1.2 and the Request for Best and Final Offer. After the initial reply, Respondents may submit only price reductions. However, if revisions are made to aspects of this price sheet during the negotiation process, Respondents will be permitted to make adjustments to their pricing based on the revisions. Respondents are encouraged to demonstrate the best possible pricing at all times, and to further demonstrate price savings opportunities in Vendor's Service Catalog. Any services or features provided at no cost should be identified as $0.00.

Respondent's proposed prices must comply with the terms in Section 3.12 of the ITN and the Request for Best and Final Offer.

Do not alter any cells in the Component Price Sheet. Do not modify formatting in the Component Price Sheet. The Respondent can add but not delete rows.

	Unit	Price per unit
Concurrent call path rate	per call path, per month	$ [redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
Long distance rate	per minute	$ -
Call forwarding not reachable	per month, per trunk	$ -
Intercept announcement	per month, per trunk	$ -
Virtual phone number	per month, per trunk	$ -
Limit the volume of calls to a specific DID	per month, per trunk	$ -

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Assumptions: State all assumptions, if any, upon which the proposed pricing is based. Insert as many lines as necessary to ensure all assumptions are fully disclosed.

*The Toll free rate assumes the customer has already purchased a SIP Trunk as the transport for our Toll free service.
*Rates include PSTN access, unlimited local, domestic long distance, and Enhanced Features.
*SIP Trunking requires a customer connection to MFN-2, RBS, and/or Dedicated IP Access.
*A price of "$ - " indicates the feature is included in our Concurrent call path rate.

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DMS-17/18-004
Attachment G - Final Component Price Sheet
Service Category 3 - Contact Center - Single-Tenant

Instructions: Provide a monthly price per agent for the system as described below. Respondents may also detail out any assumptions they have made in the blue cells.

Address other pricing options such as tiered pricing in the service category of the Vendor's Service Catalog. Prices for additional services contemplated in the Final Statement of Work and within the scope of the Final Contract should be shown in the Vendor's Service Catalog. All prices should be in U.S. dollars. Prices can be provided to the fourth decimal place.

All submitted prices will be considered ceiling pricing. Surcharges and fees should be separately listed out in the Vendor Service Catalog in accordance with the ITN subsection 3.11.1.2 and the Request for Best and Final Offer. After the initial reply, Respondents may submit only price reductions. However, if revisions are made to aspects of this price sheet during the negotiation process, Respondents will be permitted to make adjustments to their pricing based on the revisions. Respondents are encouraged to demonstrate the best possible pricing at all times, and to further demonstrate price savings opportunities in Vendor's Service Catalog. Any services or features provided at no cost should be identified as $0.00.

Respondent's proposed prices must comply with the terms in Section 3.12 of the ITN and the Request for Best and Final Offer.

Do not alter any cells in the Component Price Sheet. Do not modify formatting in the Component Price Sheet. The Respondent can add but not delete rows.

System Requirements	System Capacity	Monthly Price Per Agent for System Capacity
Single tenant contact center with: skills based routing, IVR with speech recognition with multiple language support (English, Spanish and Creole), IVR with text to speech, call recording with screen capture, 1 terabyte of storage of call recordings, workforce management, Computer Telephony Integration, Multi-channel (omni-channel) (email, web portal, etc), and virtual hold.	up to 50 agents	$ [redacted]
	[redacted]	[redacted]
	[redacted]	[redacted]

Call rates for system access	
Per minute pricing for local calls	[redacted]
Per minute pricing for toll-free	[redacted]
Per minute pricing for domestic long distance	0

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Assumptions: State all assumptions, if any, upon which the proposed pricing is based. Insert as many lines as necessary to ensure all assumptions are fully disclosed.

*Per minute pricing for local access assumes the customer has purchased a Cat 2 SIP Trunk and is represented as "0" above.
*Per minute pricing for toll-free assumes the customer has purchased a Cat 2 SIP Trunk.
*Per minute pricing for domestic long distance assumes the customer has purchased a Cat 2 SIP Trunk and is represented as "0" above.
*Speech recognition is not available for Creole.
*Professional services are not included in these rates but are available via the Vendor Service Catalog.
*These rates are per agent.

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DMS-17/18-004
Attachment G - Final Component Price Sheet
Service Category 3 - Contact Center - Multi-Tenant

Instructions: Provide a monthly price per measurement unit for all items below in the yellow cells. For the items below with green cells, provide a monthly price per port or a monthly price per minute, or both a monthly price per port and price per minute. Respondents may also detail out any assumptions they have made in the blue cells.

Address other pricing options such as tiered pricing in the service category of the Vendor's Service Catalog. Prices for additional services contemplated in the Final Statement of Work and within the scope of the Final Contract should be shown in the Vendor's Service Catalog. All prices should be in U.S. dollars. Prices can be provided to the fourth decimal place.

All submitted prices will be considered ceiling pricing. Surcharges and fees should be separately listed out in the Vendor Service Catalog in accordance with the ITN subsection 3.11.1.2 and the Request for Best and Final Offer. After the initial reply, Respondents may submit only price reductions. However, if revisions are made to aspects of this price sheet during the negotiation process, Respondents will be permitted to make adjustments to their pricing based on the revisions. Respondents are encouraged to demonstrate the best possible pricing at all times, and to further demonstrate price savings opportunities in Vendor's Service Catalog. Any services or features provided at no cost should be identified as $0.00.

Respondent's proposed prices must comply with the terms in Section 3.12 of the ITN and the Request for Best and Final Offer.

Do not alter any cells in the Component Price Sheet. Do not modify formatting in the Component Price Sheet. The Respondent can add but not delete rows.

Service or Feature Name	Measurement Unit	Monthly Price
Agent	per agent	$ [redacted]
Supervisor	per supervisor	$ -
Interactive Voice Response Dual-Tone Multi-Frequency	per port	$ -
Interactive Voice Response Dual-Tone Multi-Frequency	per minute	N/A
Interactive Voice Response with speech recognition	per port	$ [redacted]
Interactive Voice Response with speech recognition	per minute	N/A

Interactive Voice Response text to speech	per port	$ -
Interactive Voice Response text to speech	per minute	N/A
Interactive Voice Response speech recognition with multiple language support	per port	$ [redacted]
Interactive Voice Response speech recognition with multiple language support	per minute	N/A
Computer Telephony Integration	per agent	ICB
Skills based routing	per agent	$ -
Multi-channel (omni-channel) Access	per agent	*See Assumptions
Virtual Hold	per port	$ -
Virtual Hold	per minute	$ -
Workforce Management	per agent	$ [redacted]
[redacted]	[redacted]	[redacted]

Assumptions: State all assumptions, if any, upon which the proposed pricing is based. Insert as many lines as necessary to ensure all assumptions are fully disclosed.

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*Supervisor is free except if Supervisor also works as an agent, then price is same as Agent
*IVR DTMF and Text to Speech included, IVR speech rec and speech rec with multiple language support is $0.04/minute.
*CTI capability IS INCLUDED, but custom development costs may apply
*Multi-channel access is inherent in platform, see Price Catalog for pricing for individual channel addtion.
*Call Recording with Screen Capture: Price includes Full Quality Management package in order to do Screen Capture. CALL RECORDING ONLY W/O SCREEN CAPTURE IS $5.35.
*Storage of recordings price is for over and above the included 1G/agent which is included. Customers can download recordings to avoid this charge.
*Voice Notifications included. To add email, SMS, and Fax requires a $16.00 per configured user monthly charge which adds all three channels, plus usage charges indicated above.
*Local access included in agent price, must port number to SIP.
*Destination number (local and long distance) must also be an AT&T SIP number.
*Cat 3 Multi-Tenant users may be required to purchase additional trunking.
*"N/A" indicates AT&T is not proposing this option.
*A price of "$ - " indicates the feature is included in our per agent rate.

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DMS-17/18-004
Attachment G - Final Component Price Sheet
Service Category 4 - Centrex

Instructions:

Provide a price per unit for all items below in the yellow cells. Respondents may also detail out any assumptions they have made in the blue cells.

Address other pricing options such as tiered pricing in the service category of the Vendor's Service Catalog. Prices for additional services contemplated in the Final Statement of Work and within the scope of the Final Contract should be shown in the Vendor's Service Catalog. All prices should be in U.S. dollars. Prices can be provided to the fourth decimal place.

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Respondent's proposed prices must comply with the terms in Section 3.12 of the ITN and the Request for Best and Final Offer.

Do not alter any cells in the Component Price Sheet. Do not modify formatting in the Component Price Sheet. The Respondent can add but not delete rows.

Service or Feature Name	Measurement Unit	Unit Cost
New System Installation		
System Installation	Entire system installation at one location, non-recurring cost	$ -
Mainstation Installation	Installation of single Centrex line, non-recurring cost	$ -
PRI Installation	Installation of a single PRI, non-recurring cost	$ -
Line access		
Mainstation line charge	per line, per month	$ [redacted]
[redacted]	[redacted]	[redacted]
[redacted]		
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

Contract No. DMS-17/18-044B
Exhibit B

Toll Free	per minute	$
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

Assumptions: State all assumptions, if any, upon which the proposed pricing is based. Insert as many lines as necessary to ensure all assumptions are fully disclosed.

AT&T'S VENDOR SERVICE CATALOG IN RESPONSE TO:
STATE OF FLORIDA, DEPARTMENT OF MANAGEMENT SERVICES
ITN NO: DMS 17/18-004 - SUNCOM COMMUNICATION SERVICES

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[redacted] No. DMS-17/18-044B
Exhibit B

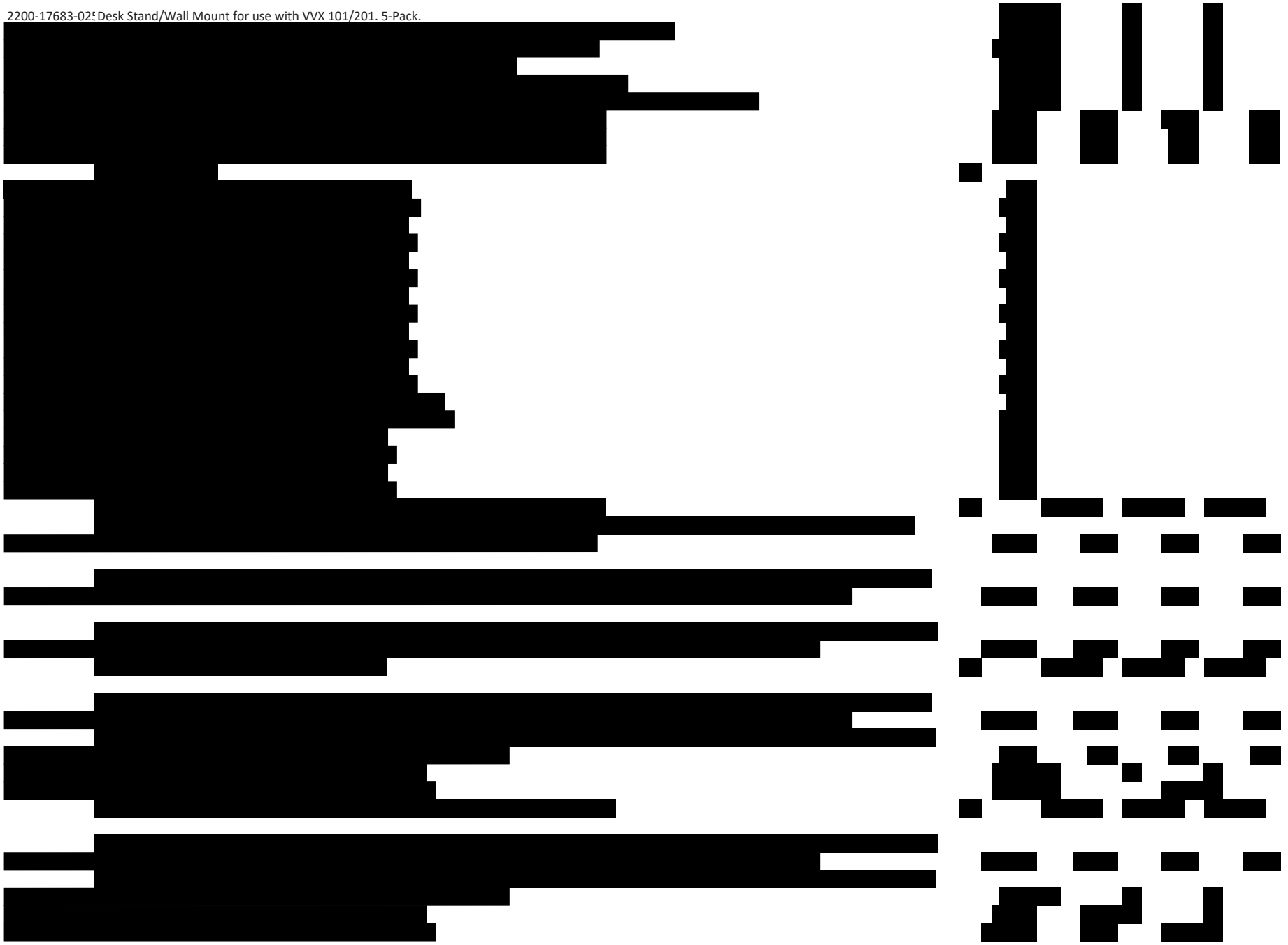
Service Category 1 - UC Multi-Tenant

Part Number	Description	NRC	Rent-12mo*	Rent-36mo*	Rent-60mo*
	Polycom				
2200-48300-001	VVX 301 6-line Desktop Phone with HD Voice. Ships with universal power supply with NA power plug.				
[redacted]					

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[redacted] No. DMS-17/18-044B
Exhibit B

2200-17683-025 Desk Stand/Wall Mount for use with VVX 101/201. 5-Pack.

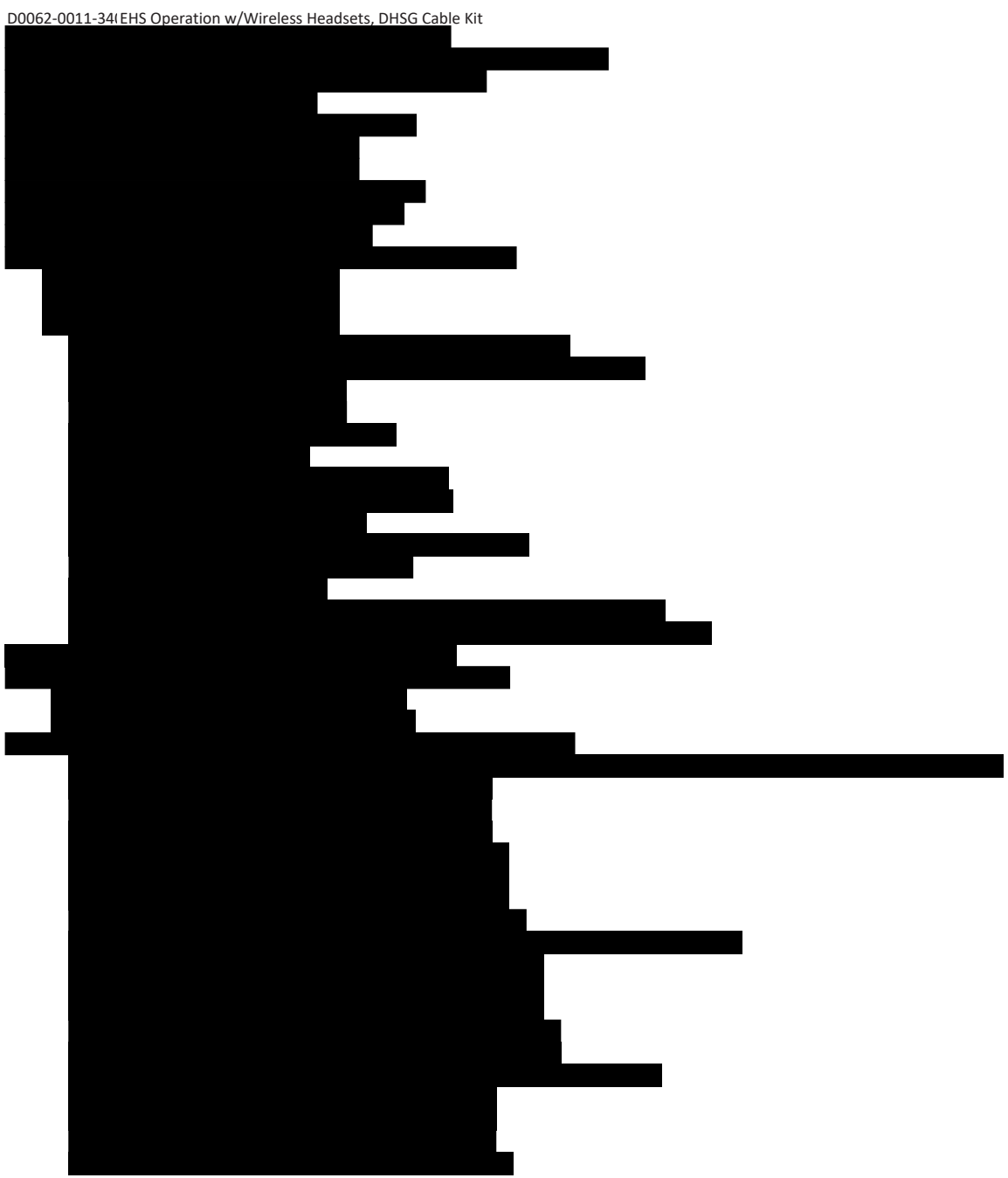


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	Poly G7500 (large conferene rooms) supporting Teams	NRC	Rent-12mo	Rent-36mo	Rent-60mo
7200-85760-001	Poly G7500 4k Codec-Wireless Presentation System, Eagle Eye IV-12x cam, IP Mic,remote,NTSC/PAL; Cables: 2 HDMI 1.8m, 1 CAT 5E LAN 3.6m, 1 CAT 5E SHLD 25ft, 1 HDCI 6ft, 1 HDCI Mini 3m, Power: Amer - Type B, NEMA 5-15. Maintenance Contract Required	[redacted]	[redacted]	[redacted]	[redacted]
80C00013AAA-A	For 6867i and 6869i phones. Magnetically connects, no cables or batteries required, K680i QZ Keyboard	[redacted]	[redacted]	[redacted]	[redacted]

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D0062-0011-34 EHS Operation w/Wireless Headsets, DHSG Cable Kit





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68650 Locating Licensing for up to 250 RFPs, OMM Locating 250



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[redacted] No. DMS-17/18-044B
Exhibit B

CP-8861-3PW-N Cisco IP Phone 8861 shipped with multiplatform phone firmware, and with a power cube and a power cord for North America

[redacted]

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[redacted] No. DMS-17/18-044B
Exhibit B

900 0112 182	Mediant 4000 Upgrade for 250 SIP sessions	$8,800.00
900 0112 183	Mediant 4000 Upgrade for 500 SIP sessions	[redacted]
[redacted]	[redacted]	[redacted]

DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

900 0110 003BF VoIP Gateway (MP-118), including 8 FXS analog lines, single 10/100 BaseT with RTCP-XR Reports for Basic Retail (APPLIANCE)

900 0110 121 Mediant 500L MSBR Replacement Power Supply with NA cable (2PK)

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909 0111 567 0	Annual support for part number 909 0111 567 01	$443.44
909 0111 568 0	Annual support for part number 909 0111 568 01	[redacted]

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909 0112 178 0: Annual support for part number 909 0112 178 01

[redacted]

909 0120 100 0: Annual support for part number 909 0120 100 01 $1,336.50

909 0120 101 0: Annual support for part number 909 0120 101 01

[redacted]

[redacted] No. DMS-17/18-044B
Exhibit B

909 0110 122 0:	Annual support for part number 909 0110 122 01	$1.26
909 0110 123 0:	Annual support for part number 909 0110 123 01	[redacted]
[redacted]		
	HVS Service Features	MRC
A1M0001	5000 and greater Total Seats / Total Seats / HVS Voicemail Only with UM & Fax / Per Seat / 139507	[redacted]
[redacted]	[redacted]	[redacted]
	Zoom Conferencing	
Part Number	Description	Per Minute
A1M0028	USA - Operator Dial-Out / USA - Operator Dial-Out / Operator Dial-Out / United States / USA	[redacted]
[redacted]	[redacted]	

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Exhibit B

A1M0031 Exec, Event & Premier / Executive Tconf Svc. / Caller Paid Dial-In / United States / USA

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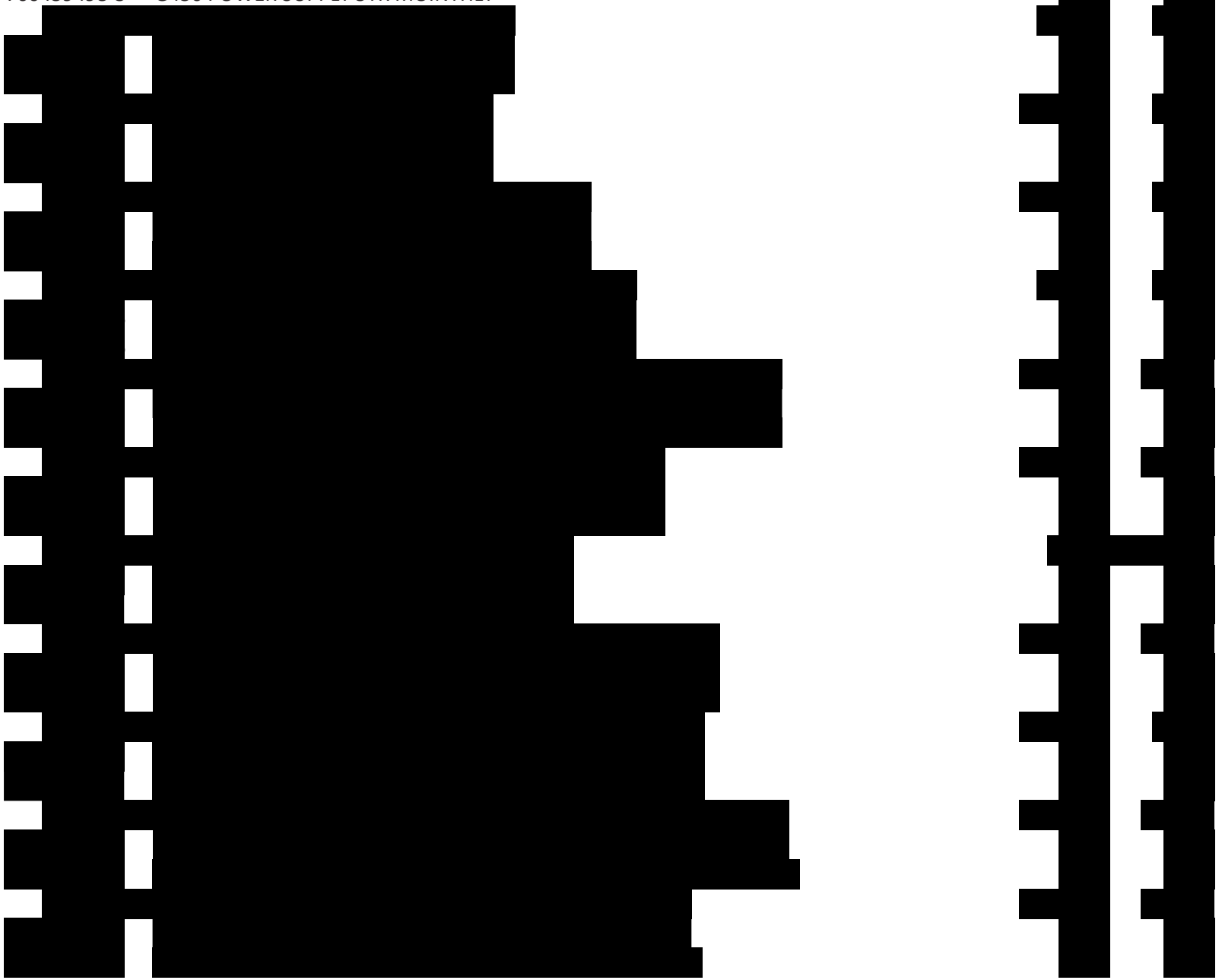
Service Category 1 - UC Other

Part Number	Description	NRC	MRC
	Cloud Station Bundles		
400122	Basic Voice Bundle	[redacted]	[redacted]

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[redacted] No. DMS-17/18-044B
Exhibit B

700459498-5 G450 POWER SUPPLY 5YR MOINTHLY



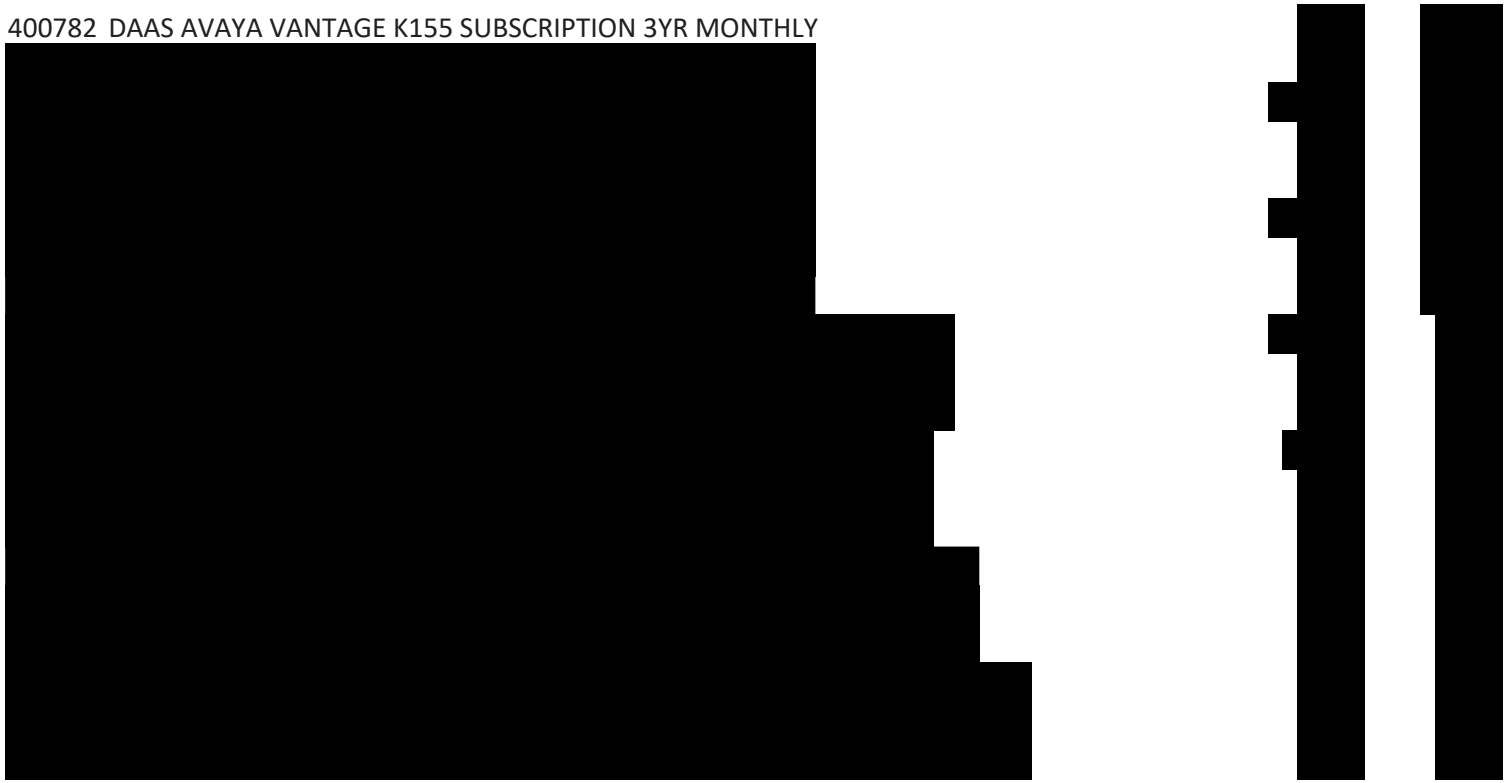
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[redacted] No. DMS-17/18-044B
Exhibit B

700466618 MM714B ANALOG 4+4 MEDIA MODULE - NON GSA 1YR MONTHLY

[redacted]

400782 DAAS AVAYA VANTAGE K155 SUBSCRIPTION 3YR MONTHLY



Service Category 1 - Avaya Applications

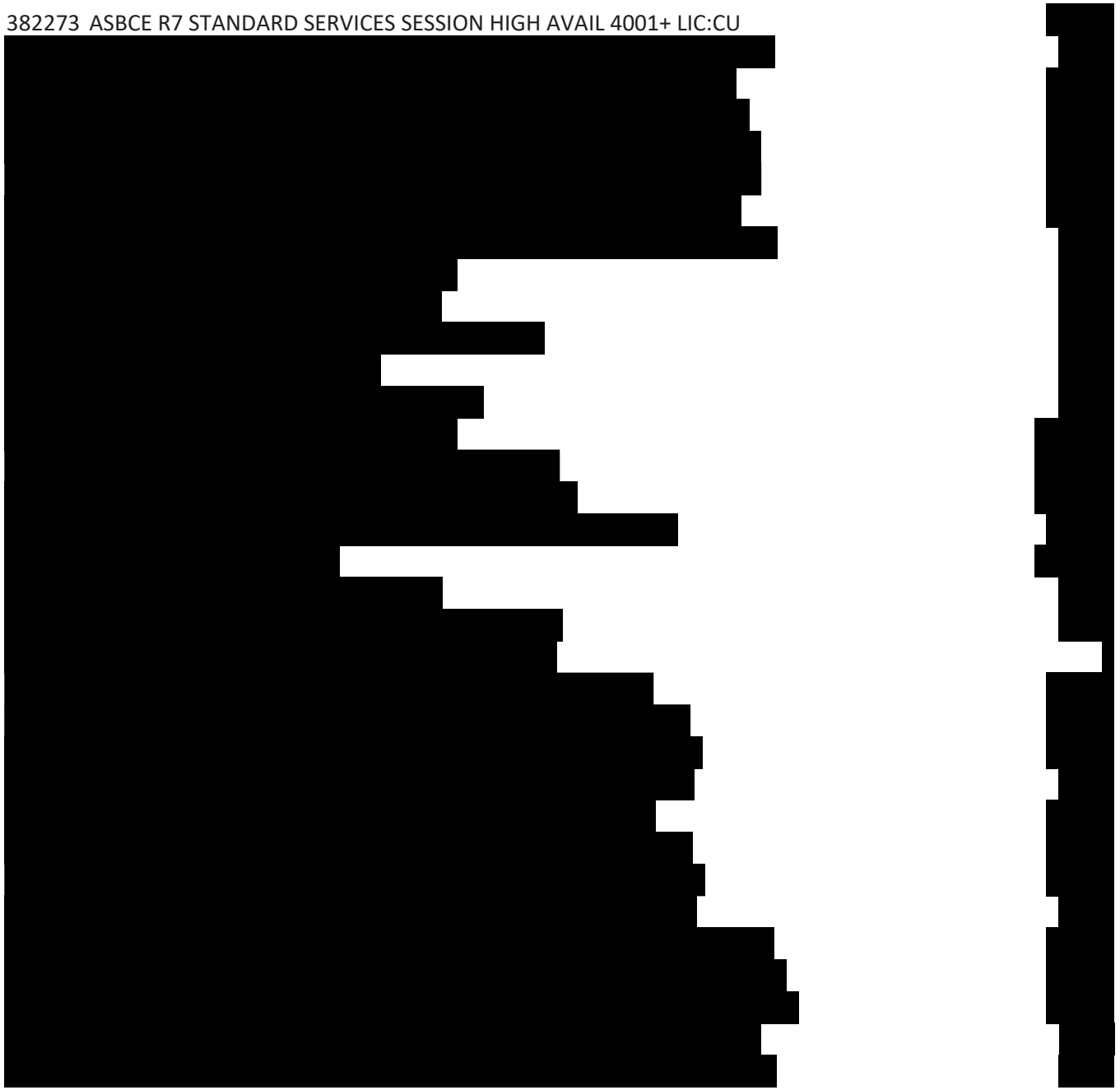
~~**This is drop ship only and the SLAs in this bid do not apply.**~~

Part Number	Description	NRC
	Avaya AURA™ Session Border Controller Hardware	
NTL258372	Session Border Controller Sesssion License	
[redacted]	[redacted]	[redacted]

DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

[redacted] No. DMS-17/18-044B
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382273 ASBCE R7 STANDARD SERVICES SESSION HIGH AVAIL 4001+ LIC:CU



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[redacted] No. DMS-17/18-044B
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382316 ASBCE R7 ADVANCED SERVICES SESSION HIGH AVAIL IPO 501-1000 LIC:CU $7.80



DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

[redacted] No. DMS-17/18-044B
Exhibit B

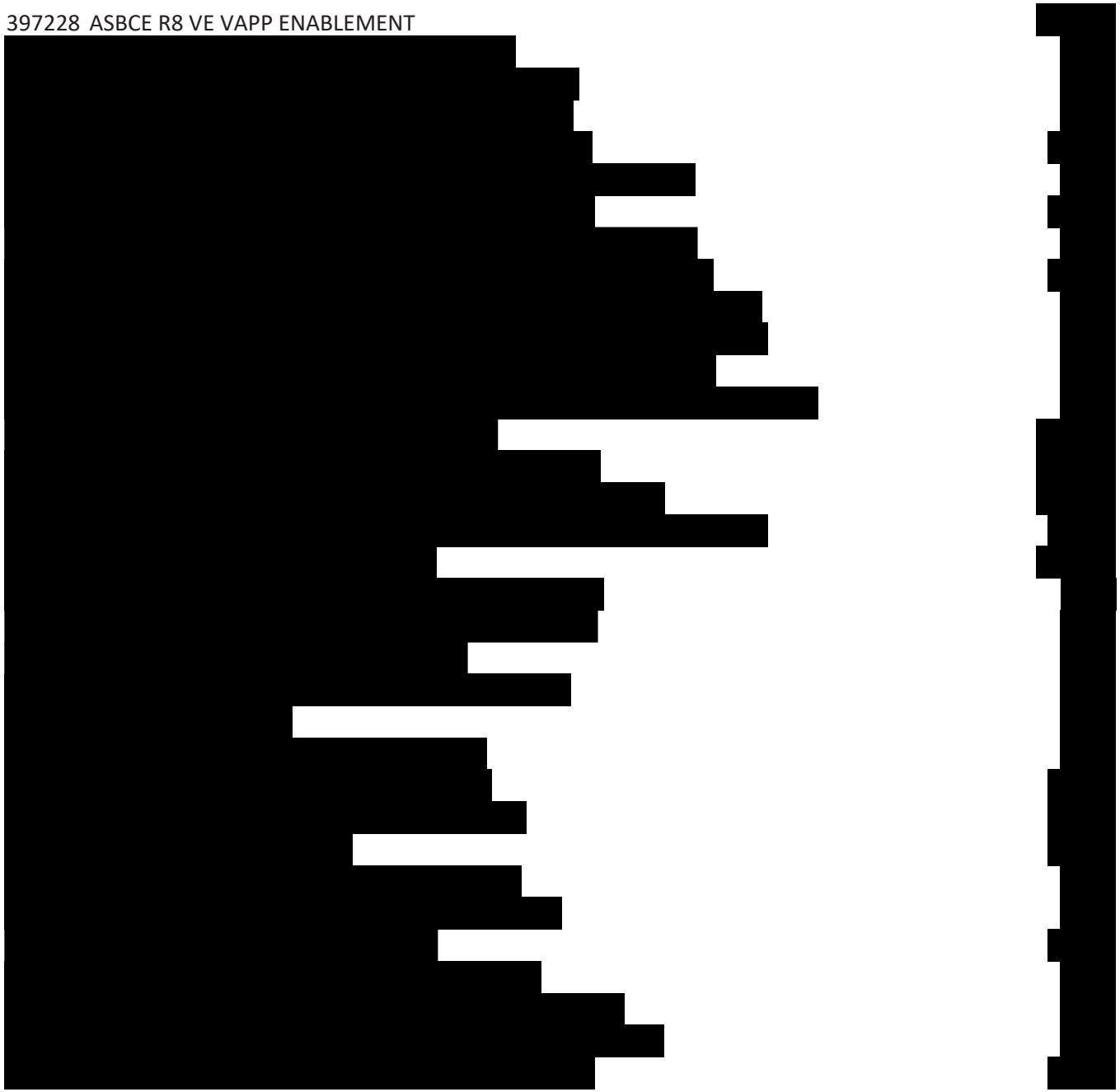
383934 ASBCE R7 ADVANCED SERVICES SESSION HIGH AVAIL UPG 4001+ LIC:CU $4.16
388041 ASBCE R7 TRANSCODING SESSION LIC:CU



DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

[redacted] No. DMS-17/18-044B
Exhibit B

397228 ASBCE R8 VE VAPP ENABLEMENT



DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

[redacted] No. DMS-17/18-044B
Exhibit B

398202 ASBCE R8 TRANSCODING SESSION HA UPGRADE LIC:CU

[redacted]

700512282 AURA BRANCH SESSION MANAGER R7.0.1.1 DVD

[redacted]

DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

[redacted] No. DMS-17/18-044B
Exhibit B

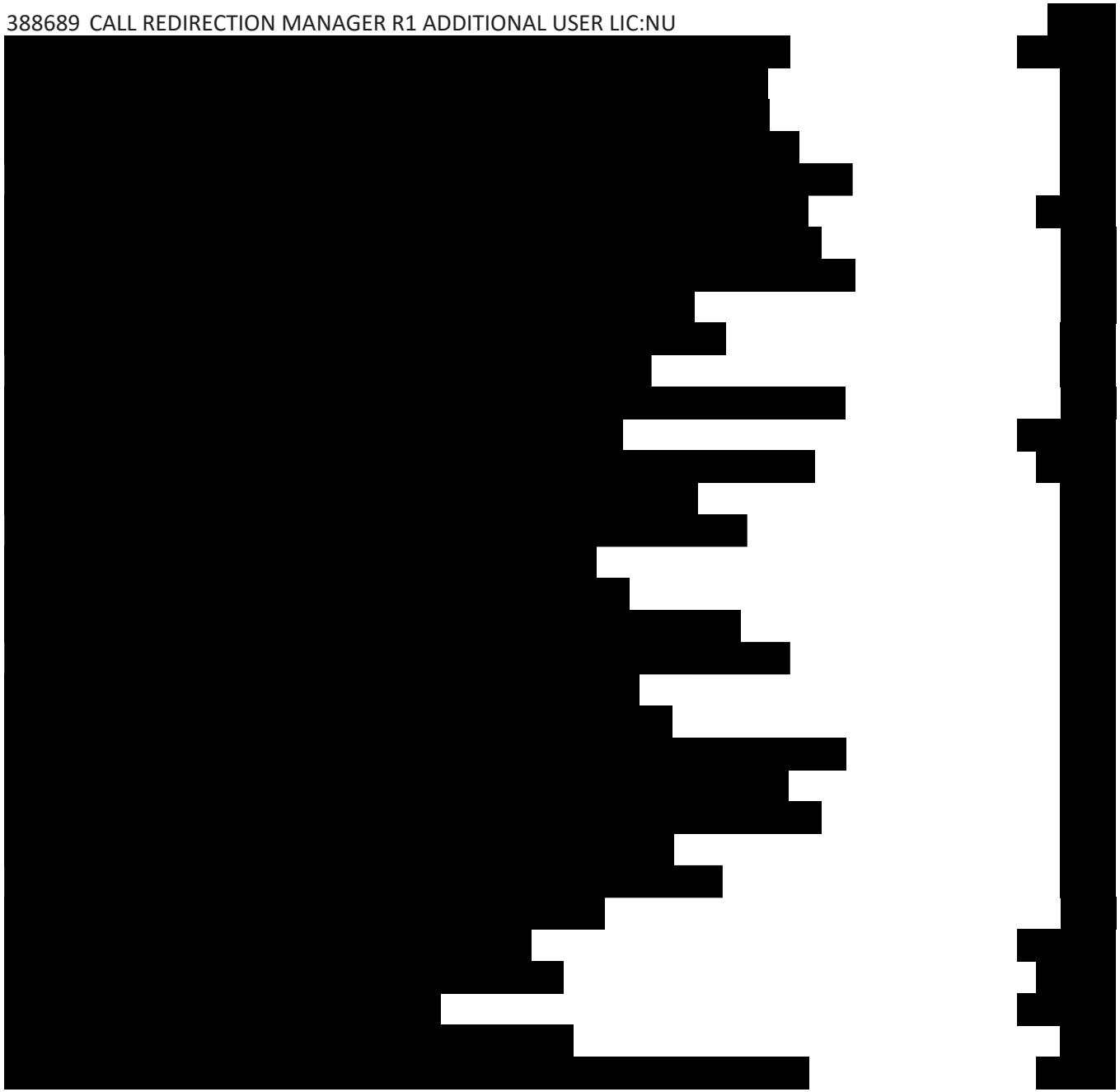
700513942 AURA SESSION MANAGER R7.1.3 DVD

[redacted]

DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

[redacted] No. DMS-17/18-044B
Exhibit B

388689 CALL REDIRECTION MANAGER R1 ADDITIONAL USER LIC:NU



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[redacted] No. DMS-17/18-044B
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397946 SESSION MANAGER R8 SYSTEM UPGRADE LICENSE LIC:DS;NU;SR [redacted]

Avaya AURA ™ System Manager Media

700504530 AVAYA AURATM SYSTEM MANAGER 6.3 DVD [redacted]

DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

[redacted] No. DMS-17/18-044B
Exhibit B

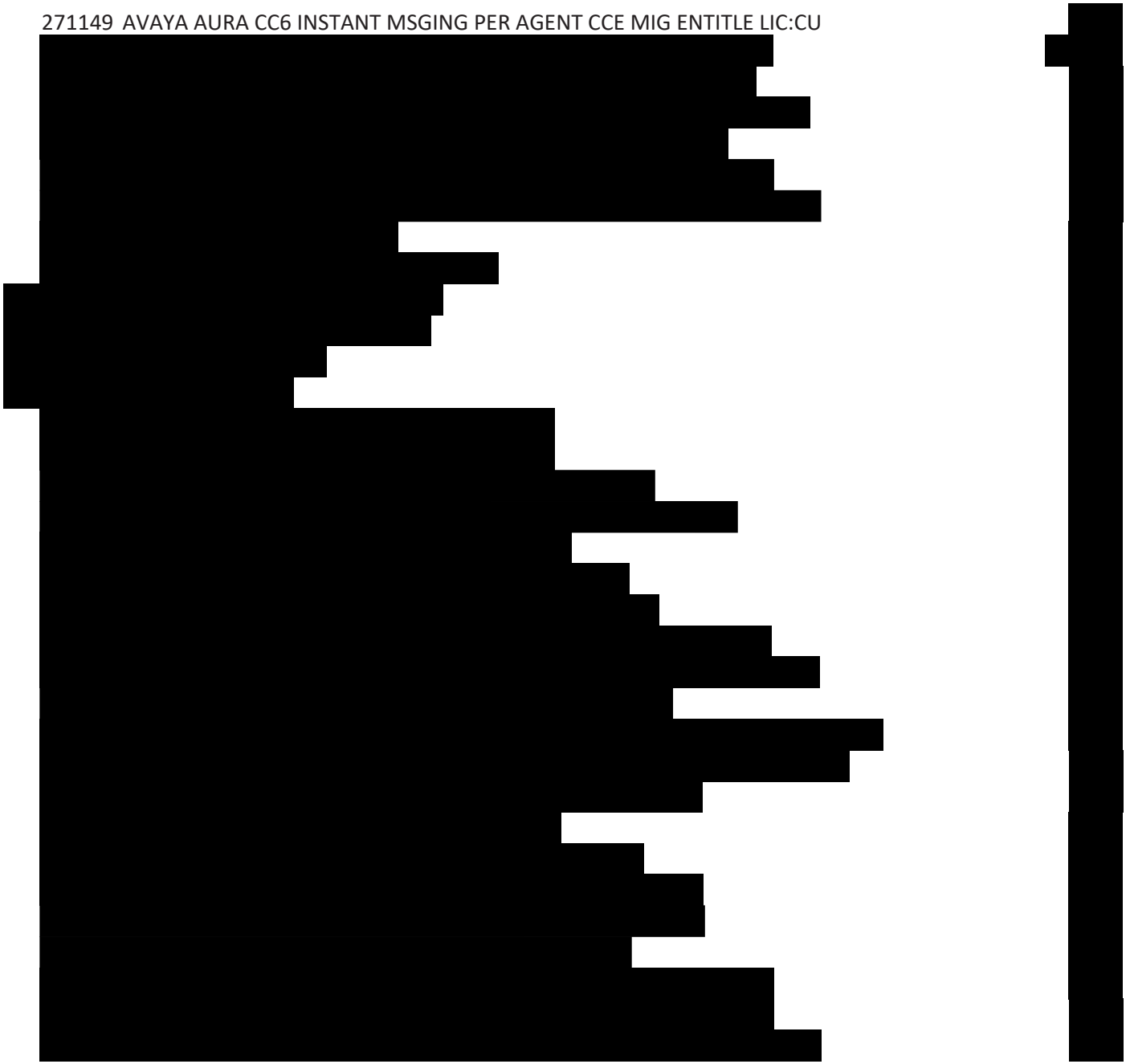
700512615 AVAYA AURA SYSTEM MANAGER 6.3.19 DVD



DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

[redacted] No. DMS-17/18-044B
Exhibit B

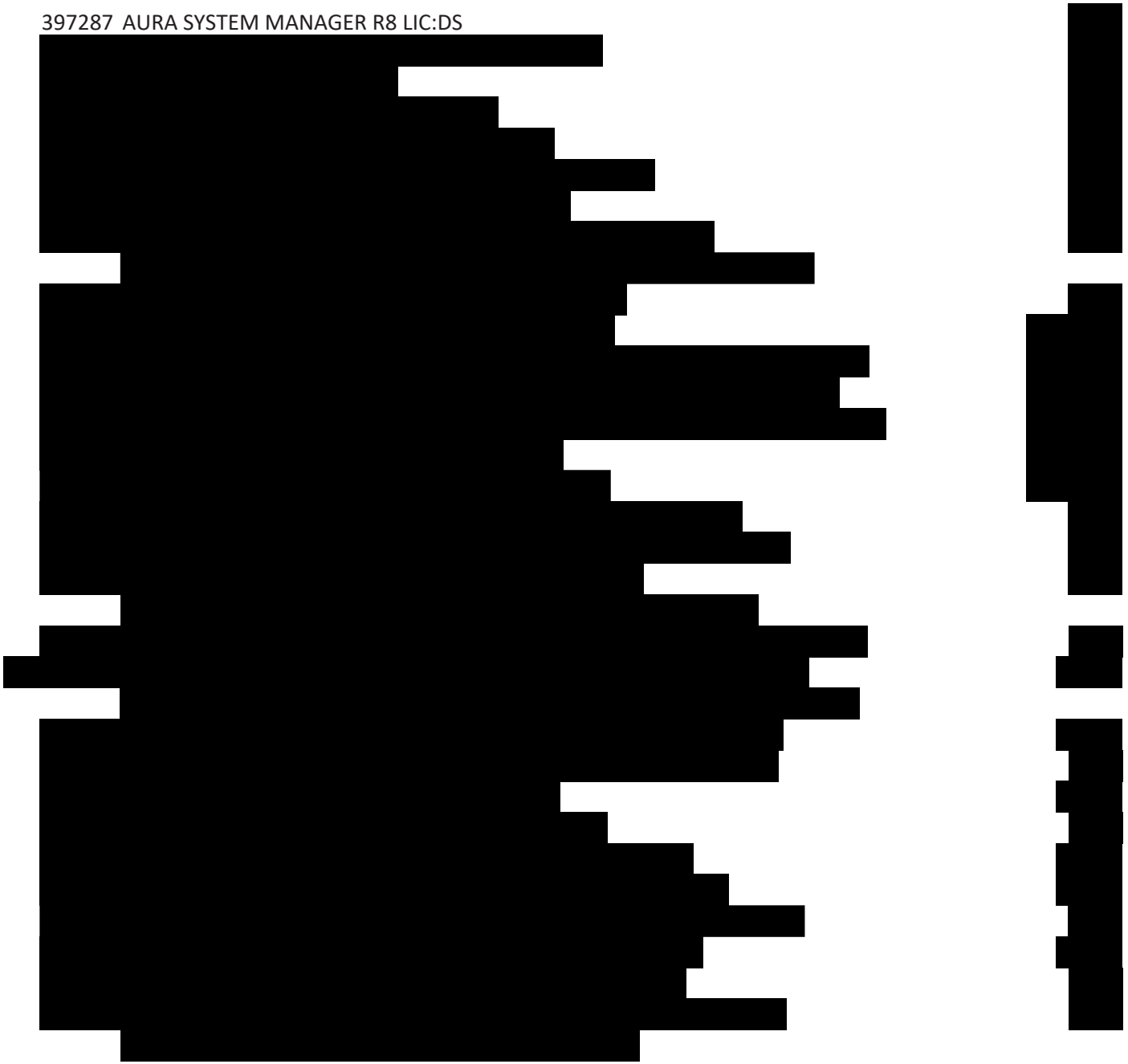
271149 AVAYA AURA CC6 INSTANT MSGING PER AGENT CCE MIG ENTITLE LIC:CU



DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

[redacted] No. DMS-17/18-044B
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397287 AURA SYSTEM MANAGER R8 LIC:DS



DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

[redacted] No. DMS-17/18-044B
Exhibit B

174218 DEF WRLS REGISTRATION MIGRATION

[redacted]

700501484 DECT AVAYA INBUILDING WIRELESS SERVER R2 ENTERPRISE MANAGEMENT

[redacted]

DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

[redacted] No. DMS-17/18-044B
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700513195 DECT 3735 STANDARD BELT CLIP



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[redacted] No. DMS-17/18-044B
Exhibit B

380044 AURA R7 LARGE ENTERPRISE DUPLEX SOLUTION MIGRATION TRACKING



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[redacted] No. DMS-17/18-044B
Exhibit B

380615 AURA R7 POWER SUITE UPGRADE ENTITLE SOFTWARE LIC:NU;CU;SR

[redacted]

DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

[redacted] No. DMS-17/18-044B
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392034 AURA SYSTEM MANAGER R7 AMAZON WEB SERVICES AMI LIC:DS,SR $0.00
392035 AURA SMGR R7 HIGH CAPACITY AMAZON WEB SERVICES AMI LIC:DS,SR



DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

[redacted] No. DMS-17/18-044B
Exhibit B

397083 AURA R8 CORE SUITE UPLIFT FROM R8 ENHANCED IPT SW LIC: NU;CU;SR $91.00
397084 AURA R8 POWER SUITE UPLIFT FROM R8 ENHANCED IPT SW LIC: NU;CU;SR

[redacted]

[redacted] No. DMS-17/18-044B
Exhibit B

License Subscription - Enterprise Unified Communications

403541 UC BASIC LIC FIXED SUBS 1YR MTHLY

[redacted]

DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

[redacted] No. DMS-17/18-044B
Exhibit B

700514585 AV IX XT ADVANCED CAMERA II



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[redacted] No. DMS-17/18-044B
Exhibit B

55511-00401 AV IX ROOM SYSTEM XT7100 TAA

[redacted]

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[redacted] No. DMS-17/18-044B
Exhibit B

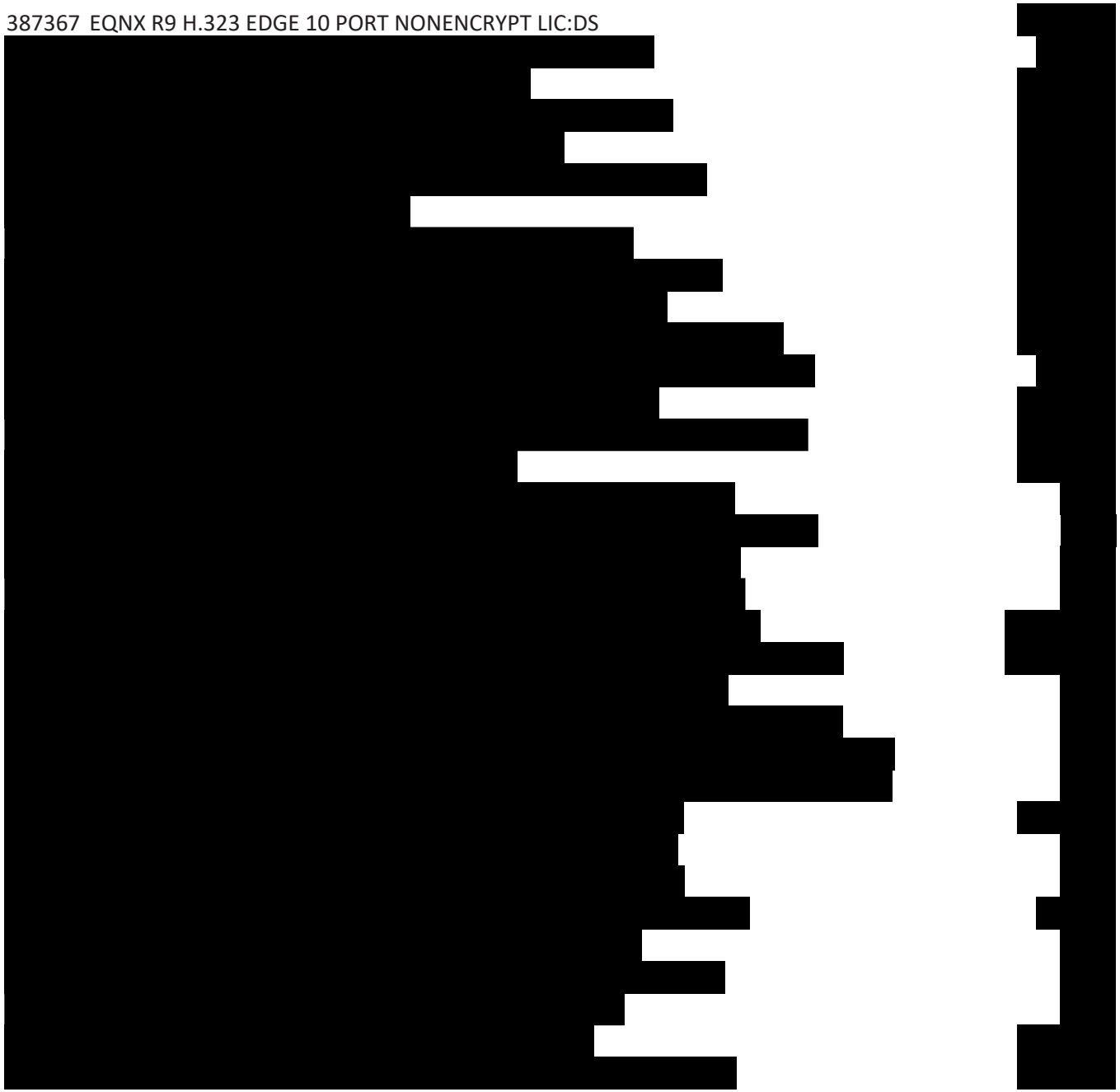
55111-00948 AV IX ADDL AUDIO CODEC PACK OPTION EMAIL



DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

[redacted] No. DMS-17/18-044B
Exhibit B

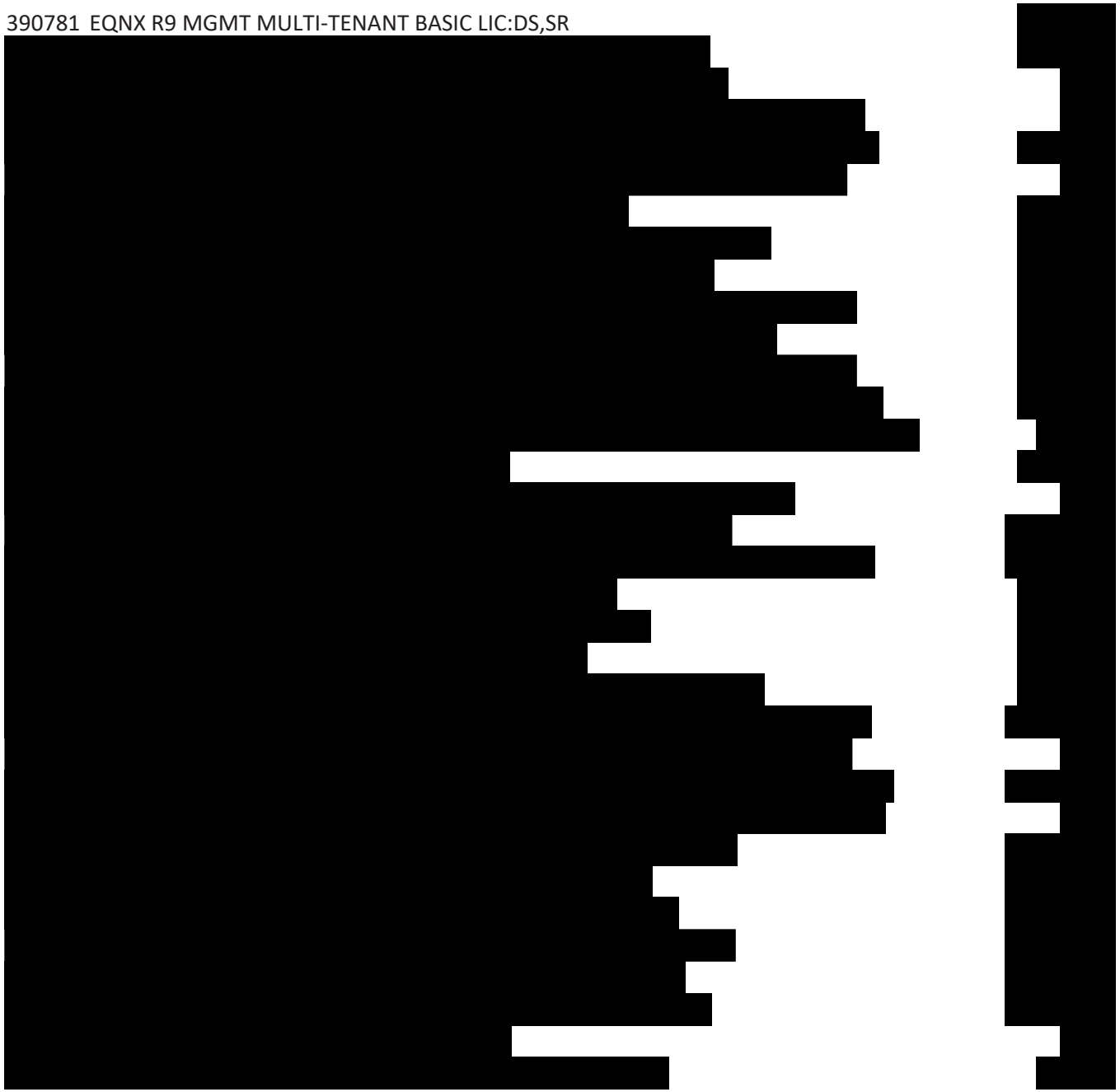
387367 EQNX R9 H.323 EDGE 10 PORT NONENCRYPT LIC:DS



DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

[redacted] No. DMS-17/18-044B
Exhibit B

390781 EQNX R9 MGMT MULTI-TENANT BASIC LIC:DS,SR



402453	ASBCE R8 STD SVCS SES FOR EQNX R9 MEDIA SERVER LIC:DS	$0.00
402454	ASBCE R8 ADV SVCS SES FOR EQNX R9 MEDIA SERVER LIC:DS	[redacted]
[redacted]		

Service Category 1 - Avaya Phones

~~**This is drop ship only and the SLAs in this bid do not apply.**~~

Part Number	Description	NRC
	IP Clients Internet Telephones	
N0212463	Handset Cord - Universal Replacement 2.7m Charcoal	$8.84
NT5S05AE	IP Softphone 3456 User License	[redacted]
[redacted]	[redacted]	[redacted]

DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

[redacted] No. DMS-17/18-044B
Exhibit B

NTYS01SA IP Clients UNIStim Secure Call Recording Electronic Authorization License - 3 year

[redacted]

DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

[redacted] No. DMS-17/18-044B
Exhibit B

108209073 TEL SET SINGLE LINE RING VOLUME CONTROL 2554 BLACK YMGP-003



9500 Series Digital Deskphones Hardware

700508197 9504 TELSET FOR IPO ICON

[redacted]

700431349 FACEPLATE SBM24 SILVER PACK 25

[redacted]

Accessories Hardware

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[redacted] No. DMS-17/18-044B
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700501780 DECT AVAYA INBUILDING WIRELESS SERVER R2 FRONT MOUNTING KIT



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[redacted] No. DMS-17/18-044B
Exhibit B

700514328 AV QUICK CONNECT TOUCH CONTROL AND BT COMBOX HEADST CBL 1.2M STRA



[redacted] No. DMS-17/18-044B
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700513568 J129 WALLMOUNT KIT WITH CAT 5E ETHERNET CABLE [redacted]

700514549 J139/J169/J179 IP PHONE REPLACEMENT STAND WHITE $4.16

700514551 J100 FRU CORDED HANDSET 32ohm MERCURY WHITE [redacted]

DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

700514746 J100 PUSH TO TALK HANDSET TAA

[redacted]

400554 DAAS B109 CONFERENCE PHONE SUBSCRIPTION 3YR MONTHLY

[redacted]

400748	DAAS B199 SIP CONFERENCE PHONE SUBSCRIPTION 1YR MONTHLY	$26.97
400749	DAAS B199 SIP CONFERENCE PHONE SUBSCRIPTION 3YR MONTHLY	[redacted]
[redacted]		

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Service Category 1 - Avaya Platforms

~~**This is drop ship only and the SLAs in this bid do not apply.**~~

Part Number	Description	NRC
	Avaya Aura ™ Session Border Controller Hardware	
NTL700502033	AVAYA AURATM SBC R6.0.3 SYS PLTFM DVD	[redacted]
[redacted]	[redacted]	[redacted]
	Avaya Session Border Controller for Enterprise/Advanced Enterprise Software/Software Licensing	
NTL302380	ASBCE R6.2 VIDEO CONFERENCING LICENSE FOR RADVISION	[redacted]
[redacted]	[redacted]	[redacted]

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[redacted] No. DMS-17/18-044B
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NTL270380 ASBCE R6.2+ STANDARD SERVICES LIC 2001-4K



NTE906KC	1 Enhanced Service Pkg DECT eAuth User License	$64.64
NTE907DE	1 Premium Service Pkg DECT eAuth User License	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
	Communication Server 1000, System Software Packages, New System Software Packages	
NT8R80DA	CS 1000 Keycode Remake for ISM Transfers/Decrements	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

[redacted] No. DMS-17/18-044B
Exhibit B

NTE980UB Conv Office Enh Srv eAuth Lic for Microsoft OCS

[redacted]

DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

[redacted] No. DMS-17/18-044B
Exhibit B

NTE909HA	Convert 1 Basic IP to 1 IP eAuth User License	$76.80
NTE909HB	Convert 1 CLASS to 1 Basic IP User eAuth User License	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

[redacted] No. DMS-17/18-044B
Exhibit B

Communication Server 1000, Merchandise Current, Miscellaneous

NT8R69AB	System Software Decommission	$0.00
NT8R80AD	Keycode remake fee for core/apps	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
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[redacted] No. DMS-17/18-044B
Exhibit B

173888 CALLVISOR ASAI RTU AGENT STATES TRACKING LIC:DS



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[redacted] No. DMS-17/18-044B
Exhibit B

229669 APPL ENBLMNT 6.X CVLAN UPGRADE LIC:DS



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[redacted] No. DMS-17/18-044B
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229706 APPL ENBLMNT 6.X FOR DMCC FULL PARTNER LIC:DS,CU



DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

[redacted] No. DMS-17/18-044B
Exhibit B

272742 AAEP R6 CM PER PORT CONNECT UPG AUTHORIZE LIC:CU



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[redacted] No. DMS-17/18-044B
Exhibit B

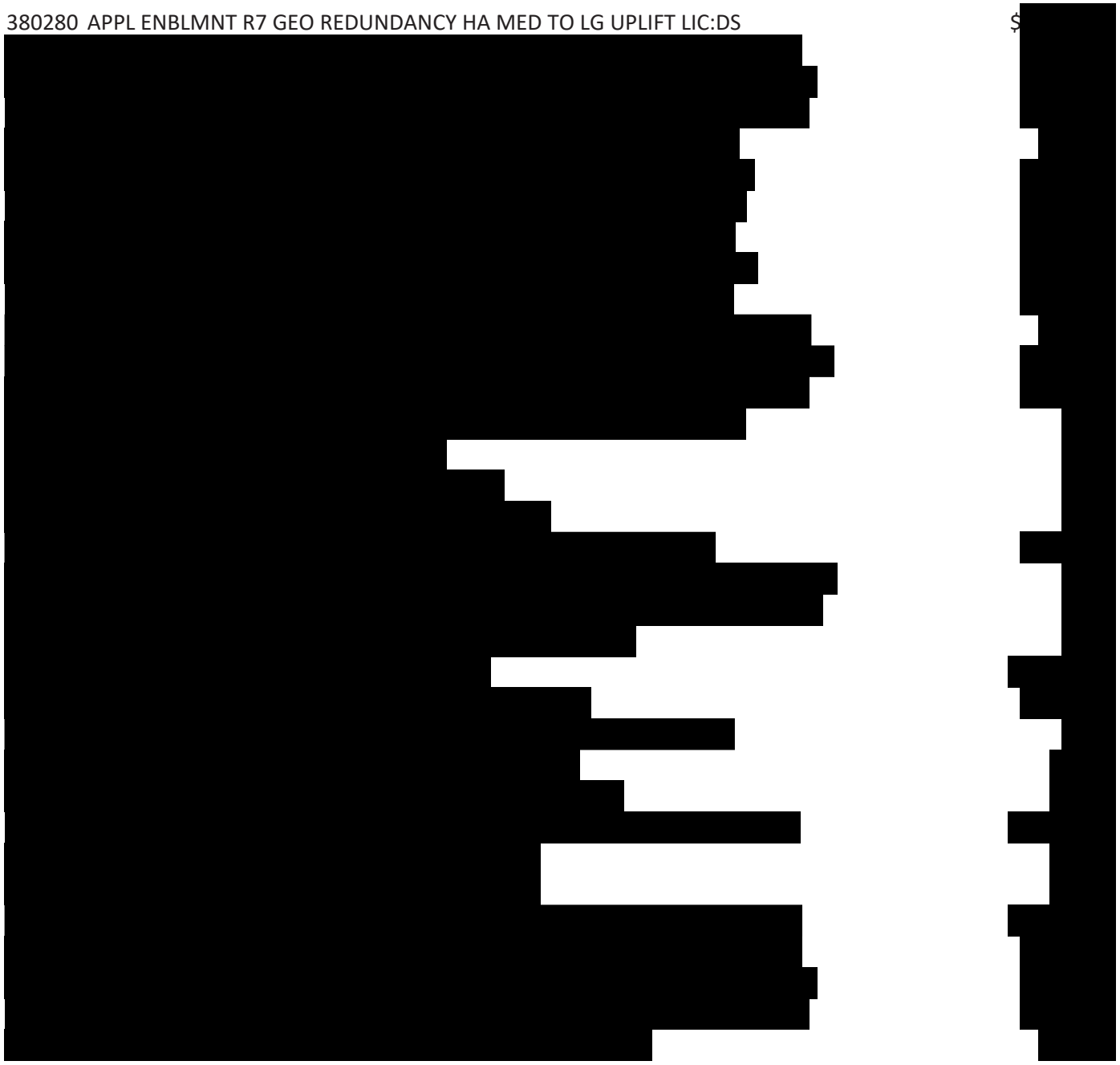
380246 APPL ENBLMNT R7 ADVANCED TSAPI LARGE UPGRADE LIC:DS



DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

[redacted] No. DMS-17/18-044B
Exhibit B

380280 APPL ENBLMNT R7 GEO REDUNDANCY HA MED TO LG UPLIFT LIC:DS



DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

[redacted] No. DMS-17/18-044B
Exhibit B

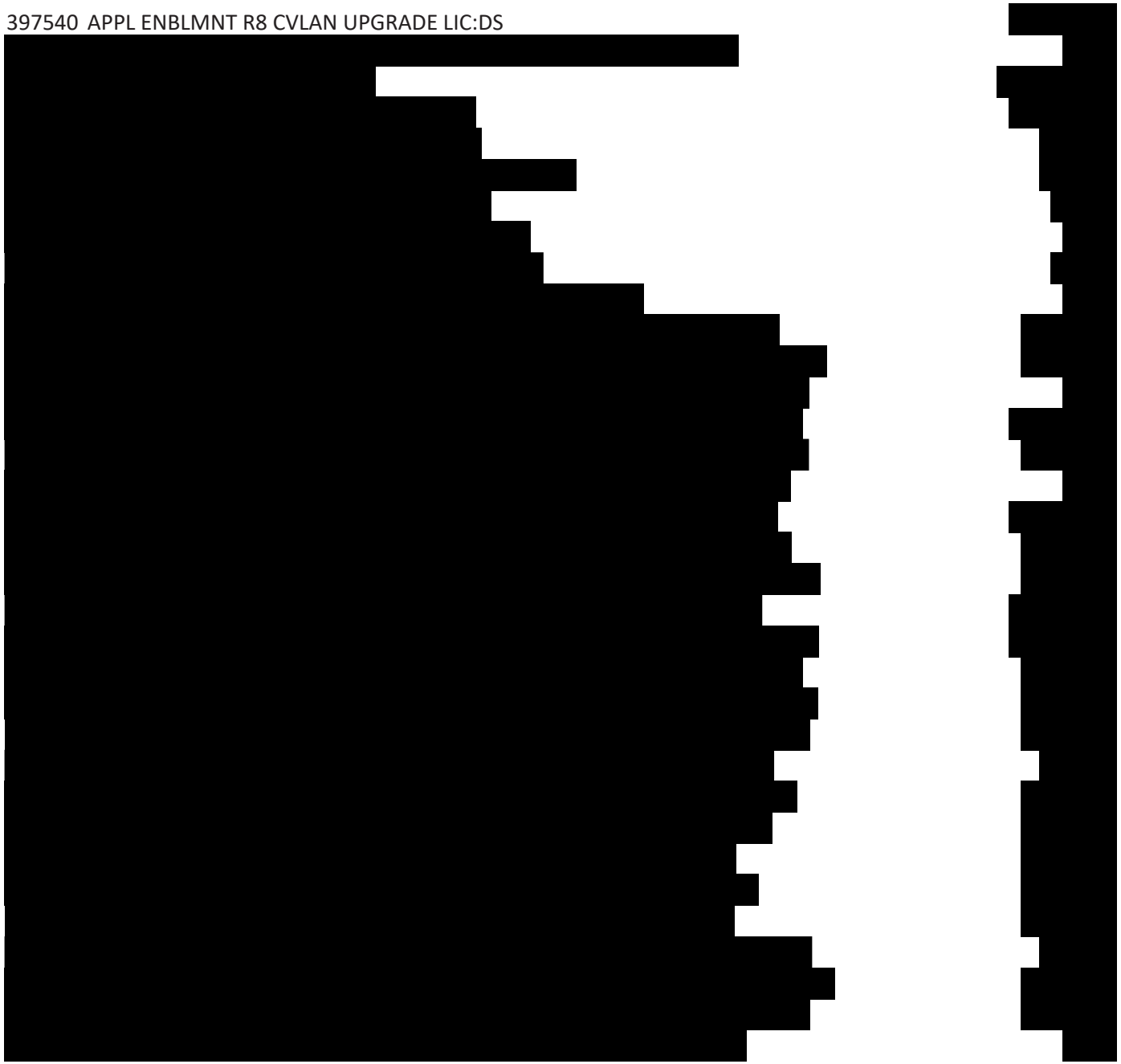
388567 APPL ENBLMNT R6 FRHA TO GRHA UA UPGRADE MED LIC:DS



DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

[redacted] No. DMS-17/18-044B
Exhibit B

397540 APPL ENBLMNT R8 CVLAN UPGRADE LIC:DS



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[redacted] No. DMS-17/18-044B
Exhibit B

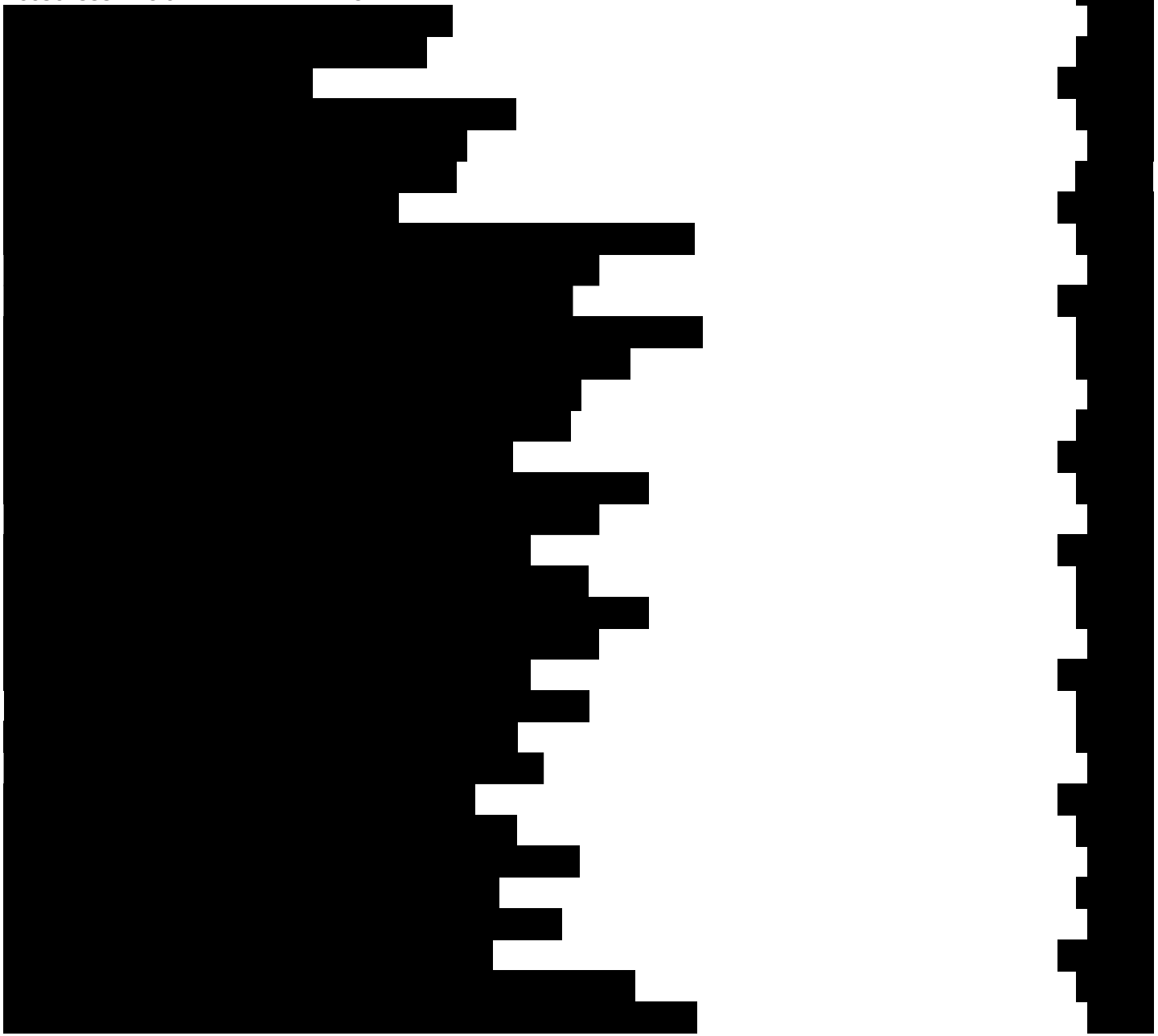
397579 APPL ENBLMNT R8 VE VIRTUAL APPLIANCE ENABLEMENT



DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

[redacted] No. DMS-17/18-044B
Exhibit B

700502555 AES 6.1.2 HARDWARE BUNDLE MEDIA



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700513542 APPLICATION ENABLEMENT R7.1.1 TSAPI SDK MEDIA



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[redacted] No. DMS-17/18-044B
Exhibit B

700513746 AAMS R8 MEDIA DVD OVA

[redacted]

195251 C-LAN INTERFACE CIRCUIT PACK TN799DP RHS

[redacted]

DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

[redacted] No. DMS-17/18-044B
Exhibit B

380681 AURA R7 BASIC IPT UPLIFT FROM R7 ANALOG SOFTWARE LIC:NU;CU;SR



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[redacted] No. DMS-17/18-044B
Exhibit B

385461 CONTEXT STORE R3 PER SERVER WITH GEO REDUNDANCY /E LIC:DS



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[redacted] No. DMS-17/18-044B
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396796 AURA R8 BASIC IPT ADD SOFTWARE LIC: NU;CU;SR $20.80
396797 AURA R8 ENHANCED IPT ADD SOFTWARE LIC: NU;CU;SR



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Avaya AURA ™ Communication Manager Branch, Software License

211792 EXTENSION TO CELLULAR FOR DO R1 LICENSE TRACKING CODE 1 STA-NU LIC:NU

[redacted]

Avaya AURA ™ Communication Manager Customer Software, Software License

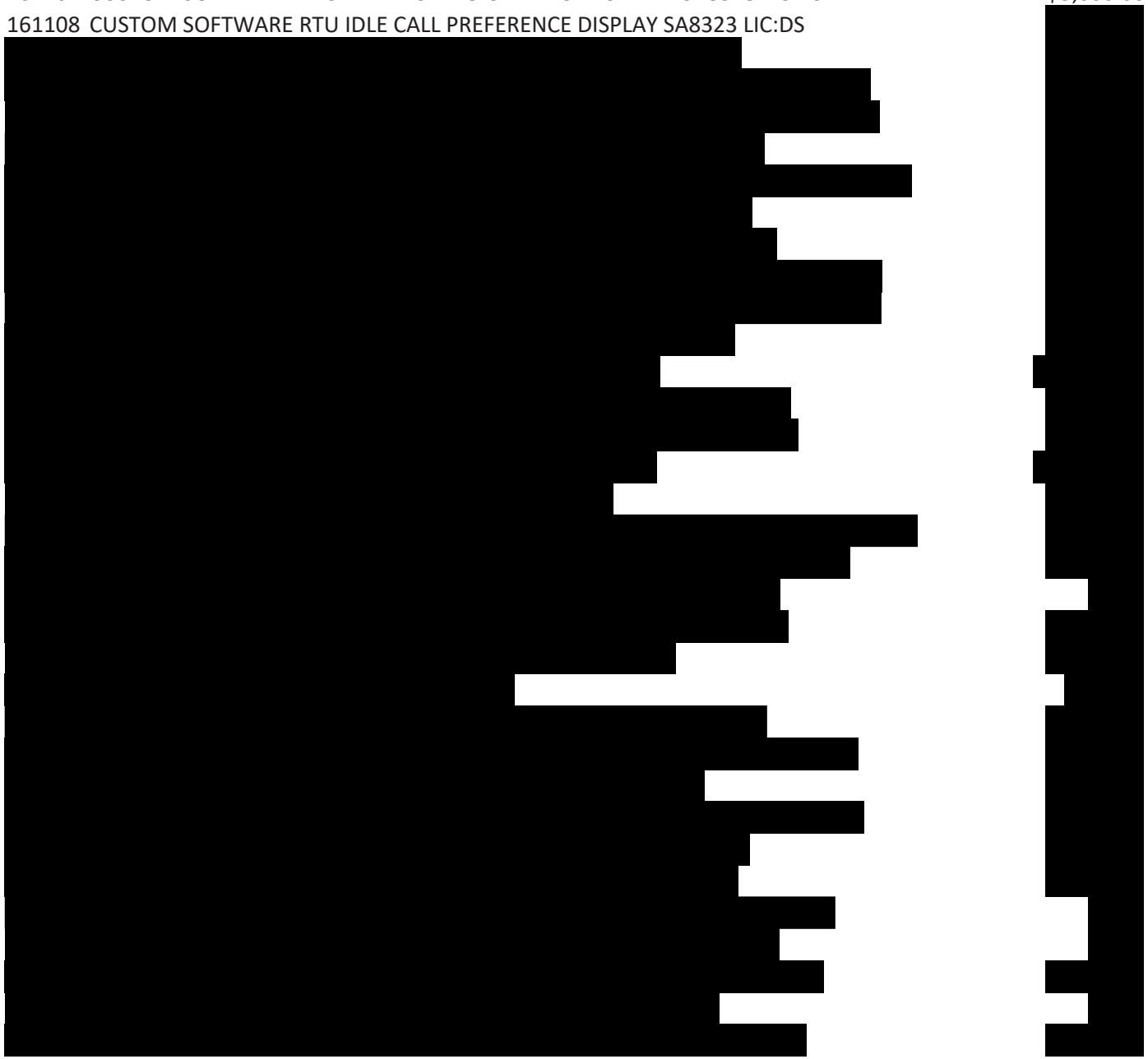
109658 CUSTOM SOFTWARE RTU CDR RECORD ANSWERING PARTY SA7311 LIC:DS



DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

[redacted] No. DMS-17/18-044B
Exhibit B

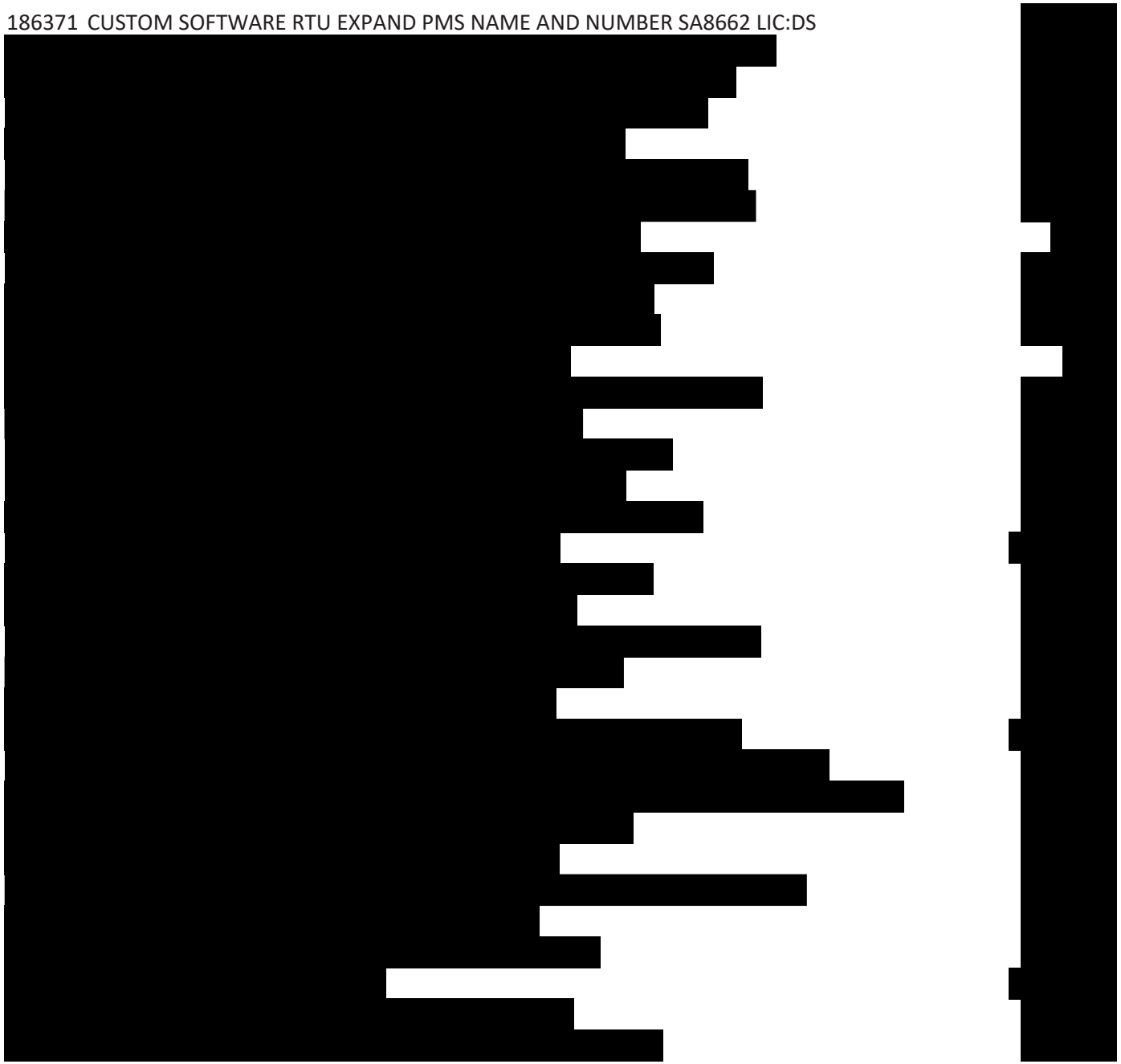
161107 CUSTOM SOFTWARE RTU MAP NCID TO UNIVERSAL CALL ID SA8348 LIC:DS $5,000.00
161108 CUSTOM SOFTWARE RTU IDLE CALL PREFERENCE DISPLAY SA8323 LIC:DS



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[redacted] No. DMS-17/18-044B
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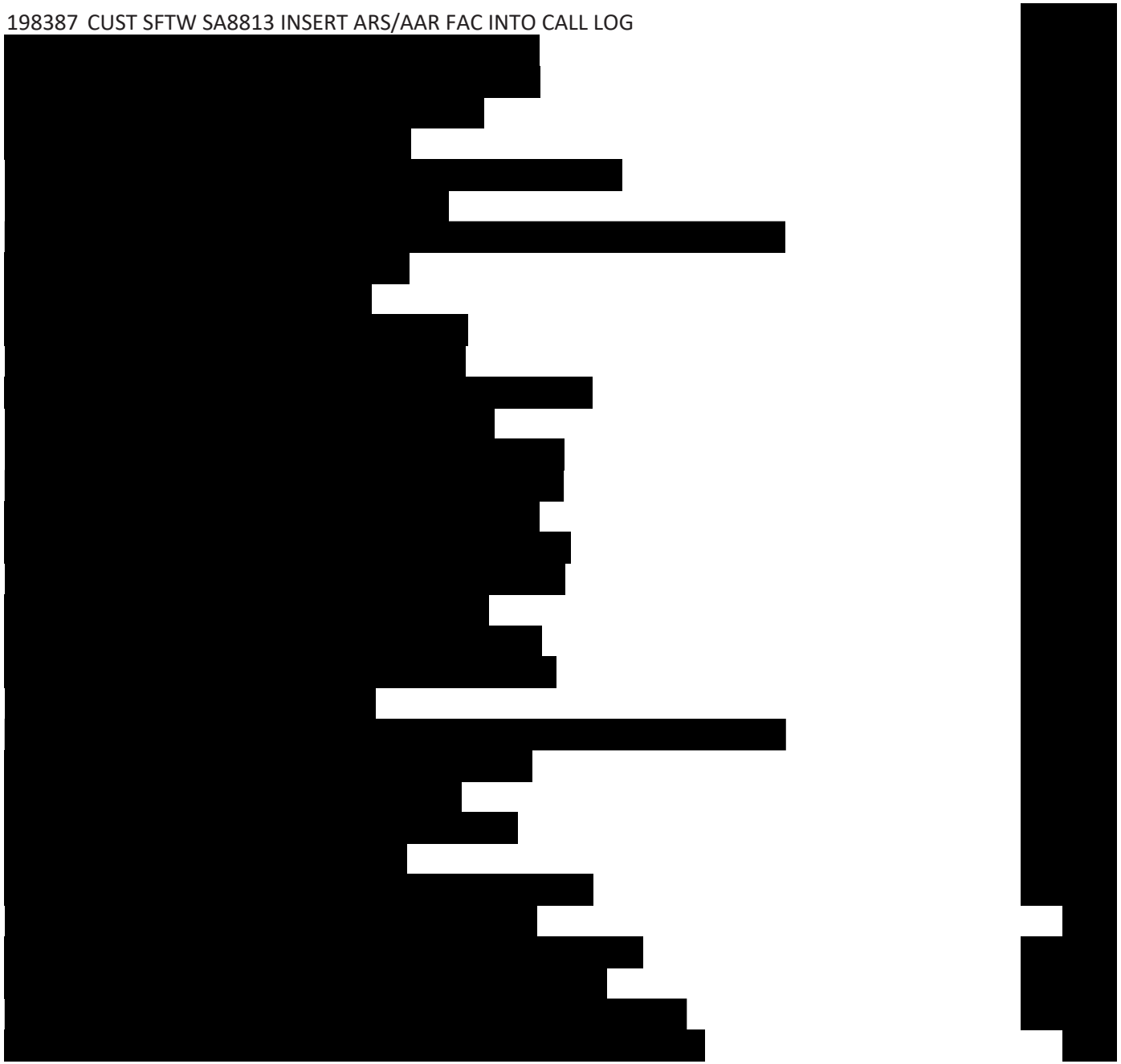
186371 CUSTOM SOFTWARE RTU EXPAND PMS NAME AND NUMBER SA8662 LIC:DS



DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

[redacted] No. DMS-17/18-044B
Exhibit B

198387 CUST SFTW SA8813 INSERT ARS/AAR FAC INTO CALL LOG



214094 CUST SFTW SA9028 TWO B CHANNEL TRANSFER FOR PSTN CALLS LIC:DS

[redacted]

227622 CUST SFTW RTU RUSSIA SORM CV AES 5.X

[redacted]

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[redacted] No. DMS-17/18-044B
Exhibit B

182206 EC500 EXTENSION TO CELLULAR R5 SOFTWARE LICENSE [redacted]

397185 EXTENSION TO CELLULAR R9 SINGLE MODE AURA R8 LIC:CU [redacted]

Avaya AURA ™ System Platform, Media

700509921 AVAYA AURA SYSTEM PLATFORM 6.3.7 DVD [redacted]

700515207 APPLIANCE VIRTUAL PLATFORM R8.1.2 UTILITIES DVD $26.00

Avaya AURA ™ System Platform, Software License

381275 APPLIANCE VIRTUAL PLATFORM R7+ SINGLE CPU COMMON SERVER LIC:SR [redacted]

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[redacted] No. DMS-17/18-044B
Exhibit B

700514698 GLOBAL 5V USB POWER ADAPTER [redacted]

[redacted]

[redacted]

Service Category 1 - Avaya Gateways & Servers

~~**This is drop ship only and the SLAs in this bid do not apply.**~~

Part Number	Description	NRC
	Branch Gateways, Hardware	
700438278	G450 FAN TRAY	[redacted]
700393762	MM721 BRI MEDIA MODULE	[redacted]

DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

[redacted] No. DMS-17/18-044B
Exhibit B

184244 CM S8500 MODEL UPGRADE

[redacted]

DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

[redacted] No. DMS-17/18-044B
Exhibit B

700466626 MM711 ANALOG MEDIA MODULE - NON GSA $896.00
700466634 MM710B E1/T1 MEDIA MODULE - NON GSA [redacted]

[redacted]

700511599 R630 600GB 10K SAS 2.5IN HDD
700511602 R630 495 WAC POWER SUPPLY FRU
700511603 R630 750 WAC POWER SUPPLY
700511611 R630 RAID BATTERY FRU
700511613 DL360PG8/G9 DL380G9 10K SAS 2.5 INCH HDD FRU
700511615 DL360/380G9 600GB 10K SAS 2.5IN HDD
700511619 DL360/380G9 500 WAC POWER SUPPLY FRU
700511620 DL360/380G9 800 WAC POWER SUPPLY
700511621 DL360/380G9 800 WDC POWER SUPPLY FRU
700511622 DL360/380G9 1Gb PCIE DUAL PORT NIC
700513204 ASBCE CAD-0230 PORTWELL POWER SUPPLY 40W DC12V FRU
700513372 DL360PG8 8GB RDIMM FRU
700514094 ASP 120 DELL R640 SERVER PROFILE 2 WITH AVP BUNDLE
700514095 ASP 120 DELL R640 SERVER PROFILE 3 WITH AVP BUNDLE
700514096 ASP 120 DELL R640 SERVER PROFILE 5 WITH AVP BUNDLE
700514097 ASP 130 DELL R640 SERVER PROFILE 2 WITH VMS BUNDLE
700514098 ASP 130 DELL R640 SERVER PROFILE 3 WITH VMS BUNDLE
700514099 ASP 130 DELL R640 SERVER PROFILE 4 WITH VMS BUNDLE
700514100 ASP 130 DELL R640 SERVER PROFILE 5 WITH VMS BUNDLE
700514176 ASP DELL 750W AC POWER SUPPLY UNIT FRU
700514177 ASP DELL CHASSIS FAN FRU
700514178 ASP DELL 600GB 10K SAS 2.5 INCH HDD FRU
700514180 ASP DELL 1GB QUAD PORT NIC FRU
700514181 ASP DELL 1GB DUAL PORT NIC FRU

[redacted]

[redacted]

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700514273 ASP 110 DELL R640 SERVER PROFILE 5 WITH EQUINOX STREAM AND RECORD

[redacted]

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Service Category 1 - PODFx

~~**This is drop ship only and the SLAs in this bid do not apply.**~~

Part Number	Description	NRC
	PODFx, Hardware	
700504903	ASP ISS 1U BLANK METAL FILLER PANEL	[redacted]
[redacted]		

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700509807 ASP ISS C13-14 220V AC POWER CORD INTERNATIONAL



700513662 ASP ISS 1 PORT 1000BASE-T SFP (RJ-45)

[redacted]

PODFx, Media

306210 POD FX R2 ORCHESTRATION SUITE LIC

[redacted]

PODFx, Model

297698 ASP ISS MODEL NEW MODEL

[redacted]

$0.00

700505094 COLLABORATION POD R1 POS VISUALIZATION VE VAPP /E

[redacted]

384680 AVAYA ORCHESTRATOR R4 BASIC LIC:DS

[redacted]

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385406 POD FX R3 POS CONFIGURATION MANAGEMENT VE VAPP /E

[redacted]

384699 PODFX ALS QUICKSTART TRAINING /E

[redacted]

Service Category 1 - Avaya IP Office

~~**This is drop ship only and the SLAs in this bid do not apply.**~~

Part Number	Description	NRC
	IP Office, Platforms, IP Office, Hardware	
407786631	POWER CORD AUSTRALIA	[redacted]
[redacted]		
700449473	IP OFFICE IP500 EXPANSION MODULE ANALOG TRUNK 16	[redacted]

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700476021 IP OFFICE IP500 VERSION 2 COMBINATION CARD BRI



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405362641 POWER CORD USA



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339194 IP OFFICE SELECT R9.1 VIRTUALIZED SE PLDS LIC:DS

[redacted]

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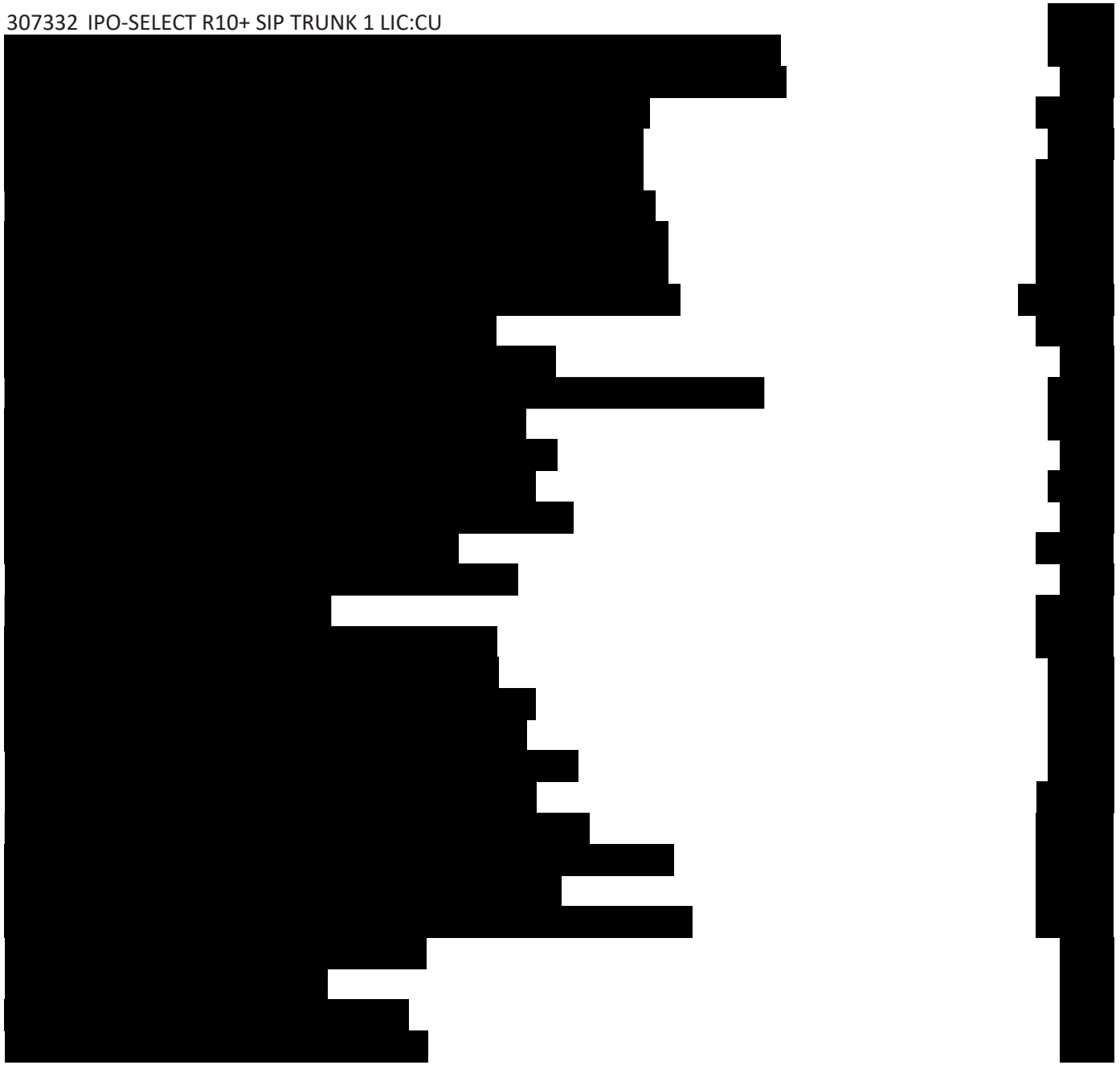
380314 IP OFFICE SELECT MIGRATION R9.1 TAPI WAV 4 PLDS LIC:CU



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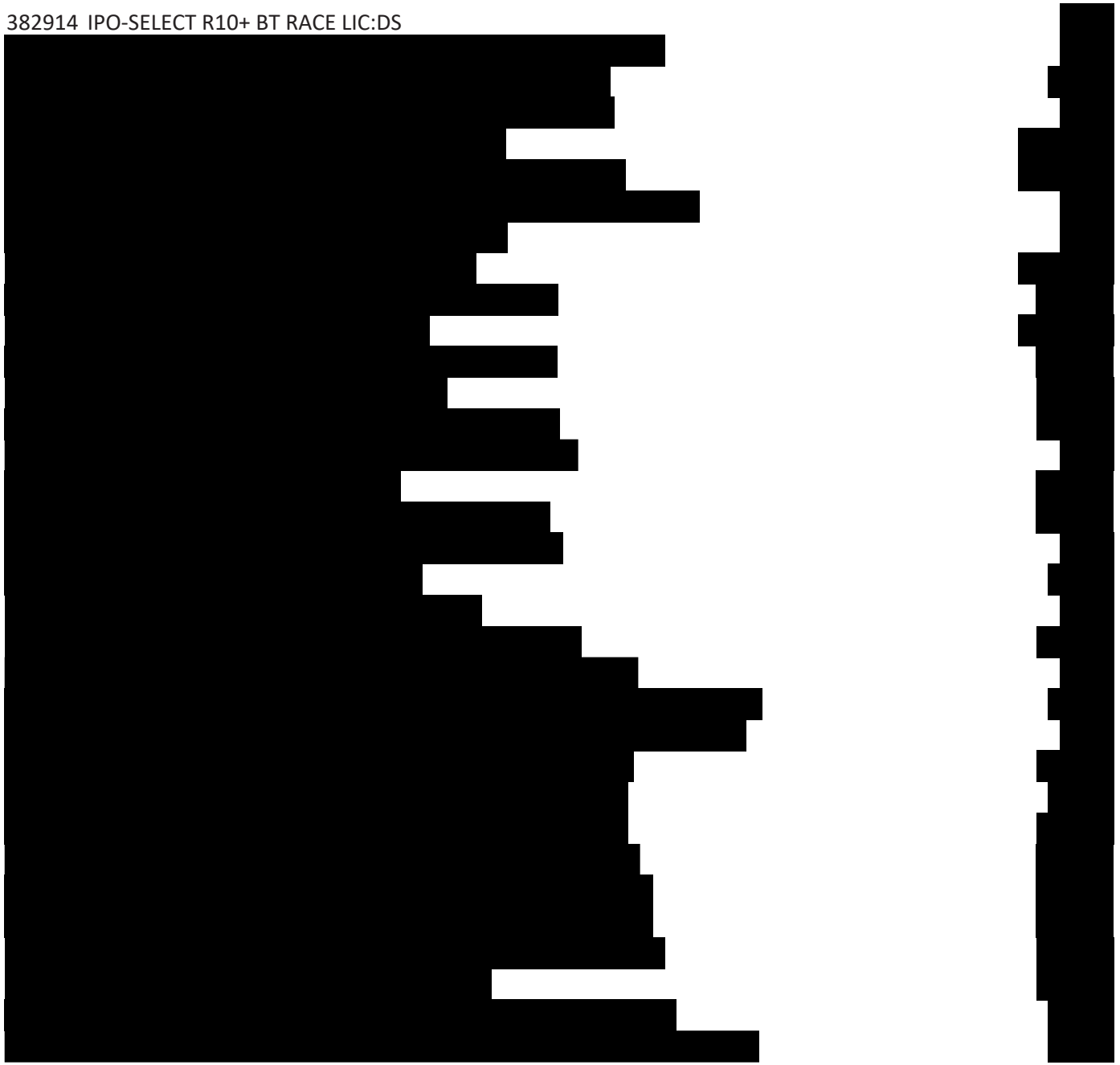
307332 IPO-SELECT R10+ SIP TRUNK 1 LIC:CU



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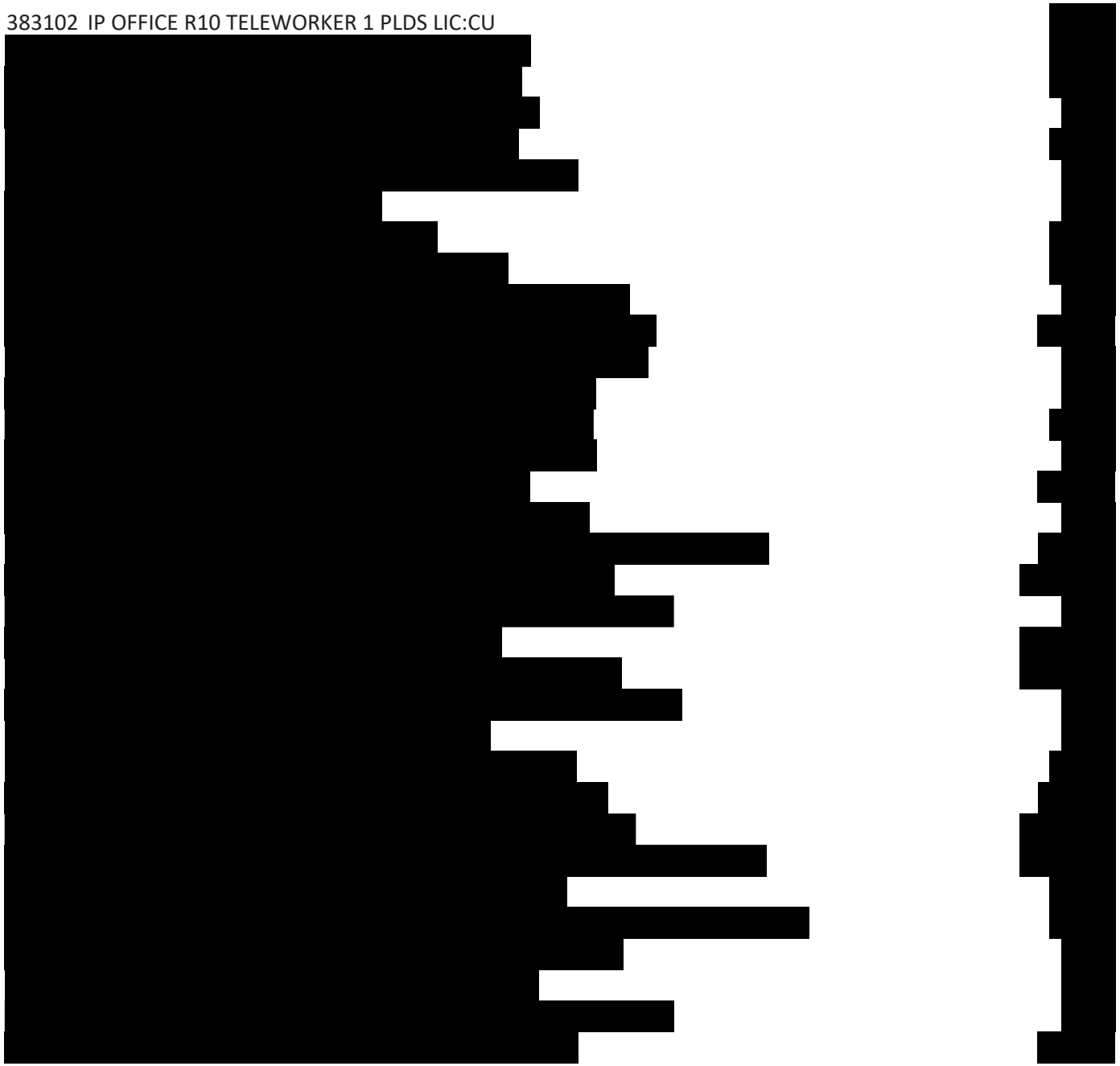
382914 IPO-SELECT R10+ BT RACE LIC:DS



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383102 IP OFFICE R10 TELEWORKER 1 PLDS LIC:CU



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383508 IP OFFICE R10+ DEMO ADD WEB COLLABORATION USER 1 LIC:CU



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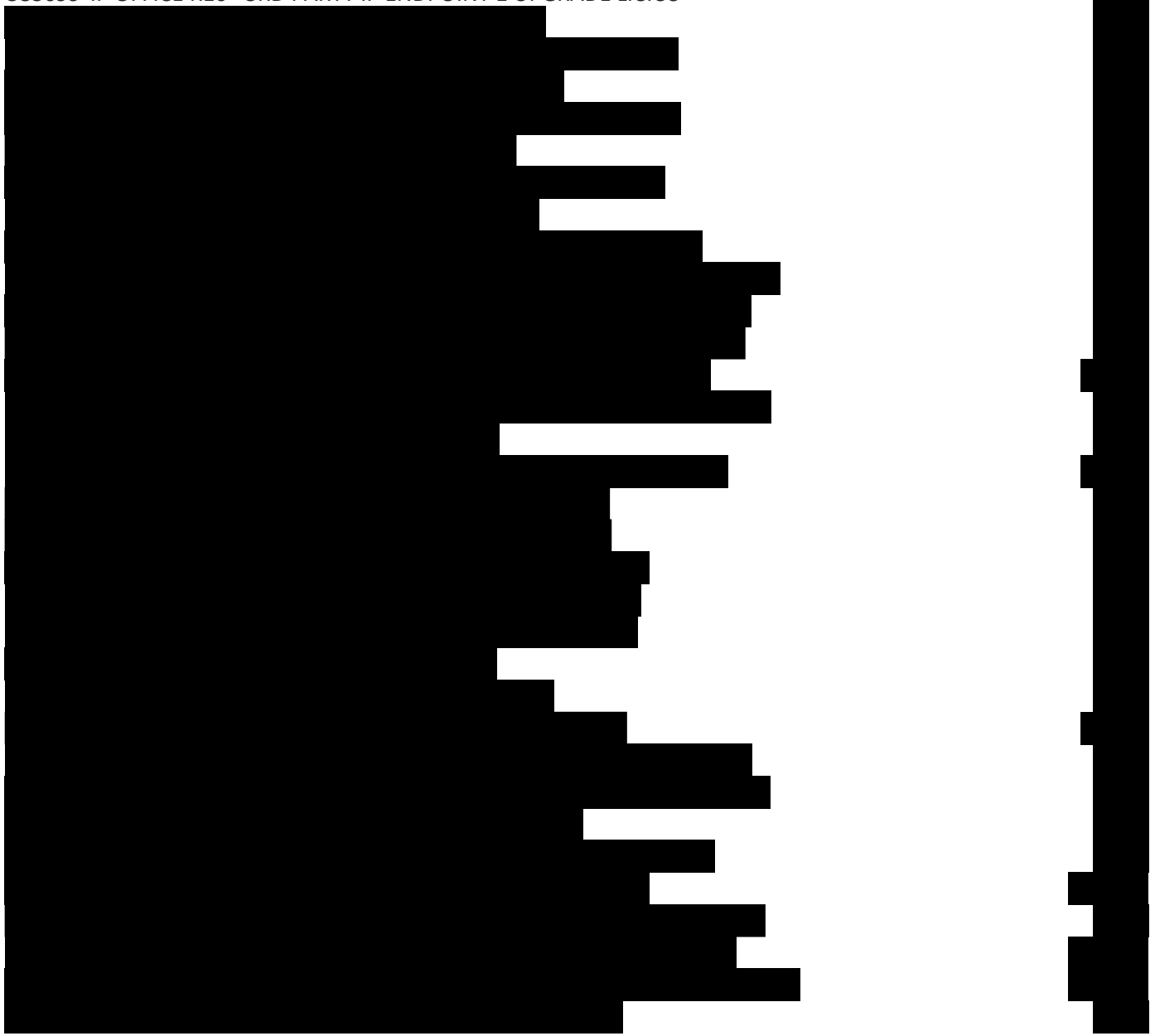
383656 IP OFFICE R10+ WEB COLLABORATION USER 1 ADI MIGRATION LIC:CU



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[redacted] No. DMS-17/18-044B
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383698 IP OFFICE R10+ VOICEMAIL PRO 1 UPGRADE LIC:CU $0.00
383699 IP OFFICE R10+ 3RD PARTY IP ENDPOINT 1 UPGRADE LIC:CU



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383735 IP OFFICE R10+ ACCS ENABLEMENT UPGRADE LIC:DS

[redacted]

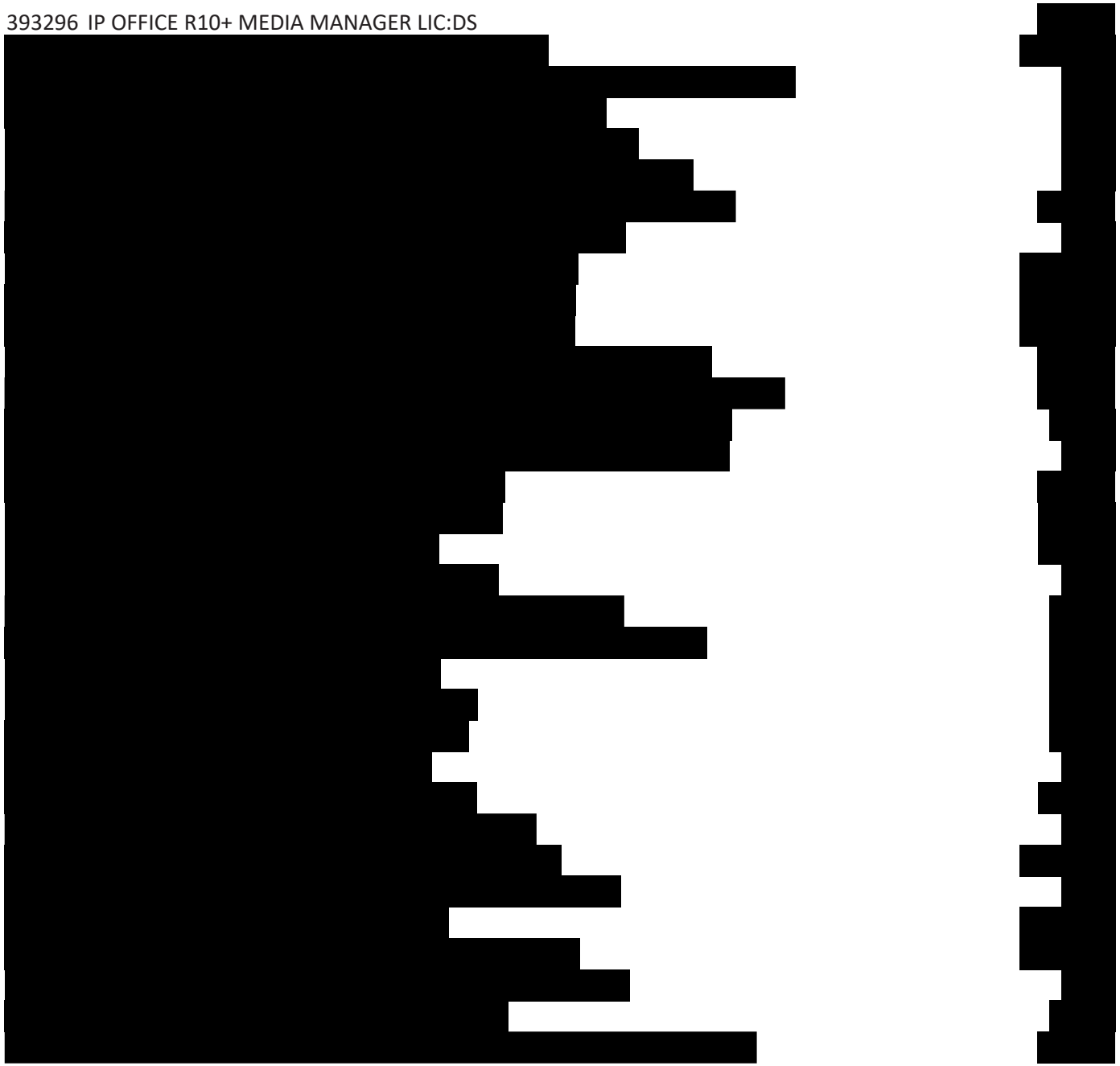
383766 IP OFFICE SELECT R10+ ACCS ENABLEMENT UPGRADE LIC:DS

[redacted]

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[redacted] No. DMS-17/18-044B
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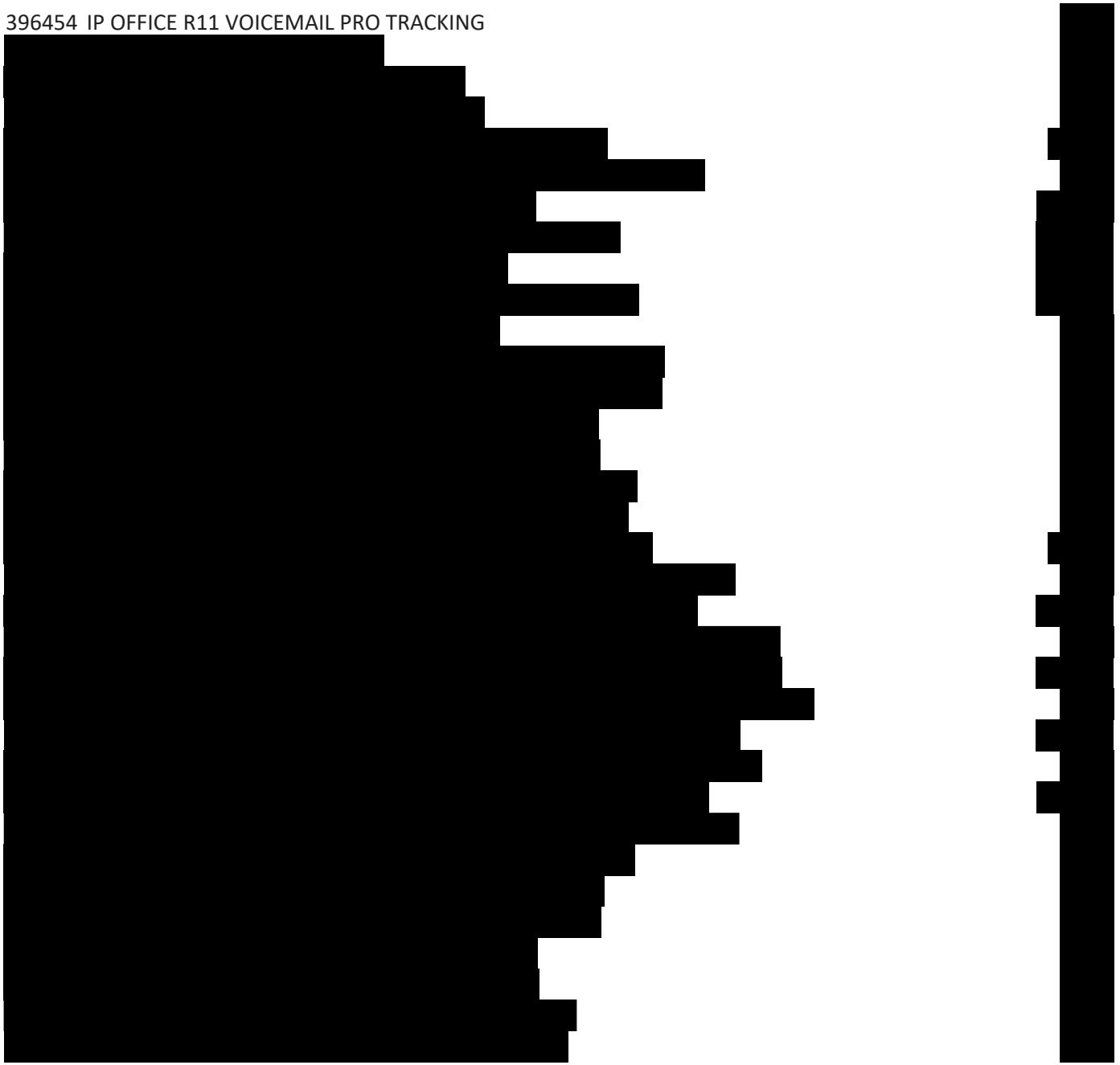
393296 IP OFFICE R10+ MEDIA MANAGER LIC:DS



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396454 IP OFFICE R11 VOICEMAIL PRO TRACKING



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396490 IP OFFICE R11 BASIC EDITION UPGRADE LIC:DS



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399512 AVAYA CALL REPORTING 1-500 USERS LIC:CU



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399771 IP OFFICE R10+ FULL STACK GLOBAL DEMO PURCHASE PROG DEMO LIC BNDL

[redacted]

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302400 IPO R9 SA FOR BRANCH TRACKING



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383573 IP OFFICE R10 IPOCC VOICE AGENT LIC:DS

[redacted]

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Service Category 2 - SIP Trunking

Part Number	Description	NRC	MRC
A200001	SIP to TDM gateway	[redacted]	[redacted]

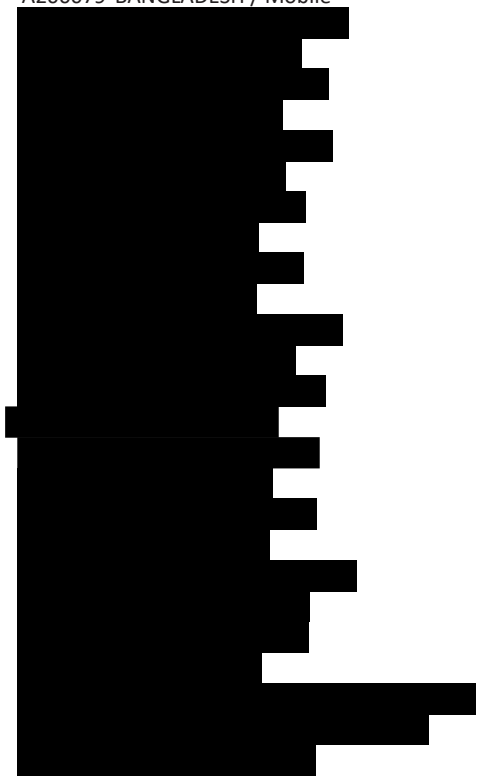
A200040 Feature Package-II / Includes unlimited use of all routing features for each toll free number

[redacted]

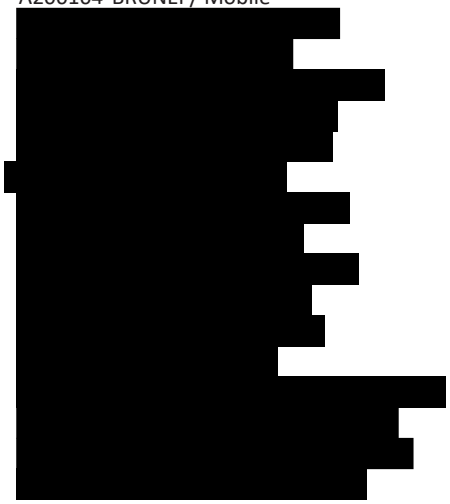
A200067b ASCENTION ISLAND / Mobile

[redacted]

A200079 BANGLADESH / Mobile



A200104 BRUNEI / Mobile





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A200120 CENTRAL AFRICAN REPUBLIC / Non-Mobile

[redacted]

[redacted]

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A200145 CZECH REPUBLIC / Mobile

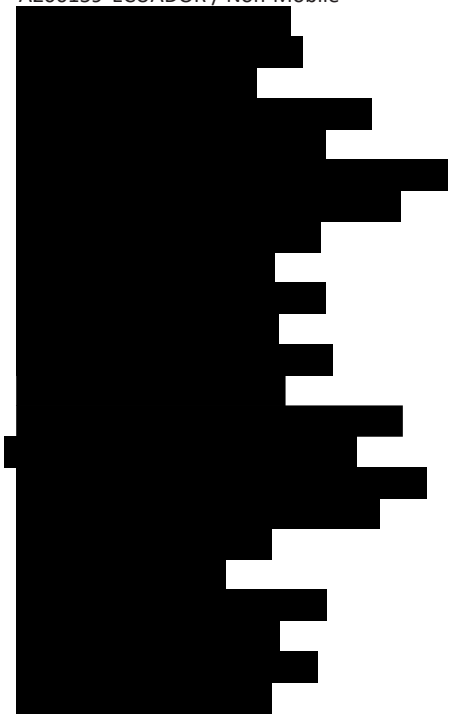
$0.4024

A200146 DEMOCRATIC REPUBLIC OF THE CONGO / Non-Mobile

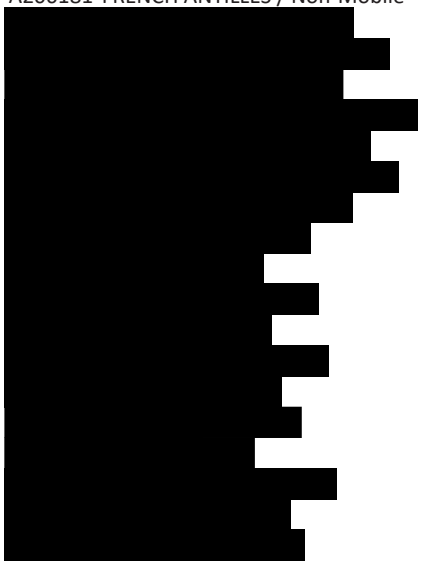
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[redacted]

A200159 ECUADOR / Non-Mobile



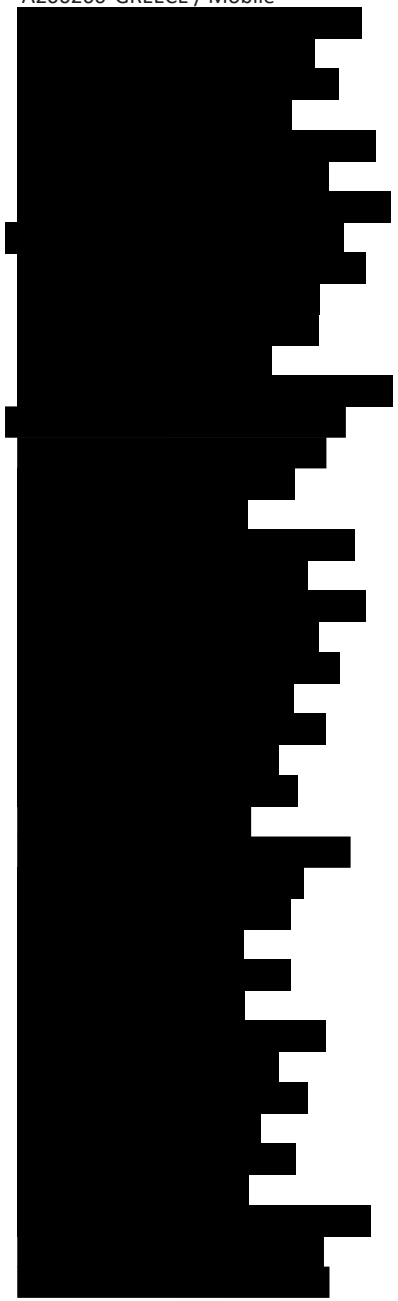
A200181 FRENCH ANTILLES / Non-Mobile



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A200200 GREECE / Mobile

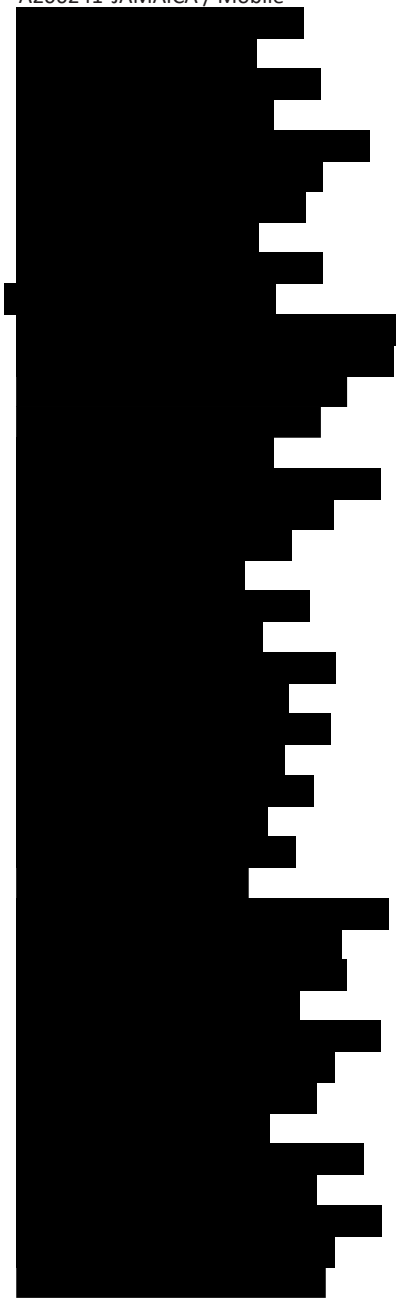




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A200241 JAMAICA / Mobile

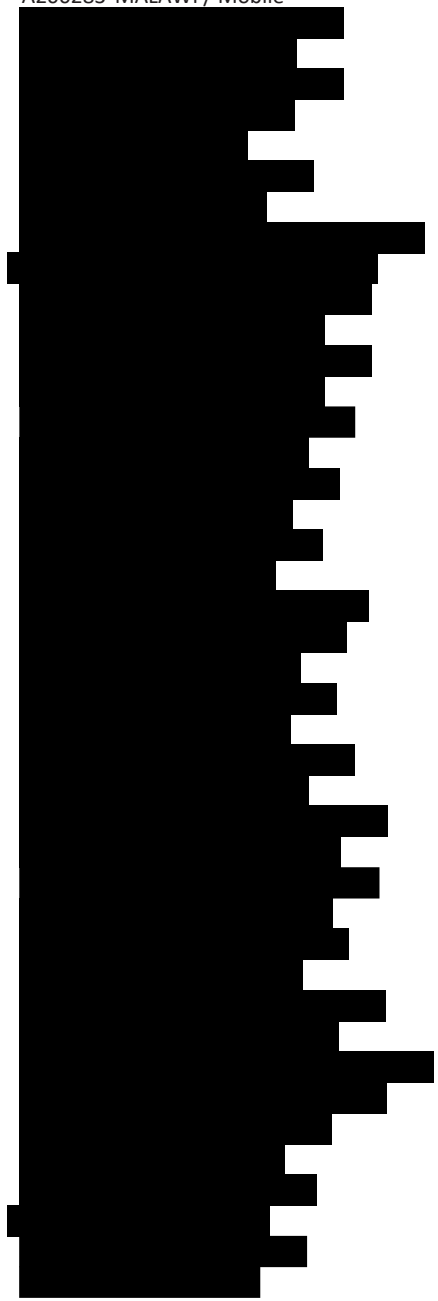




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A200283 MALAWI / Mobile

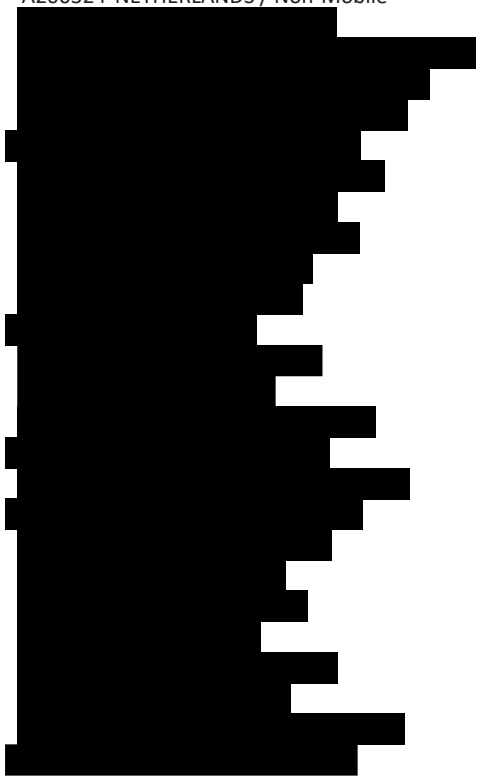


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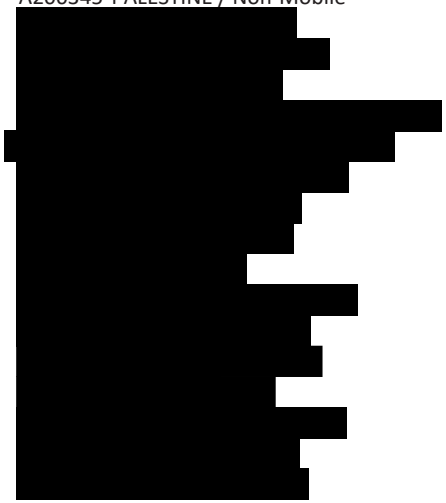
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A200324 NETHERLANDS / Non-Mobile



A200345 PALESTINE / Non-Mobile

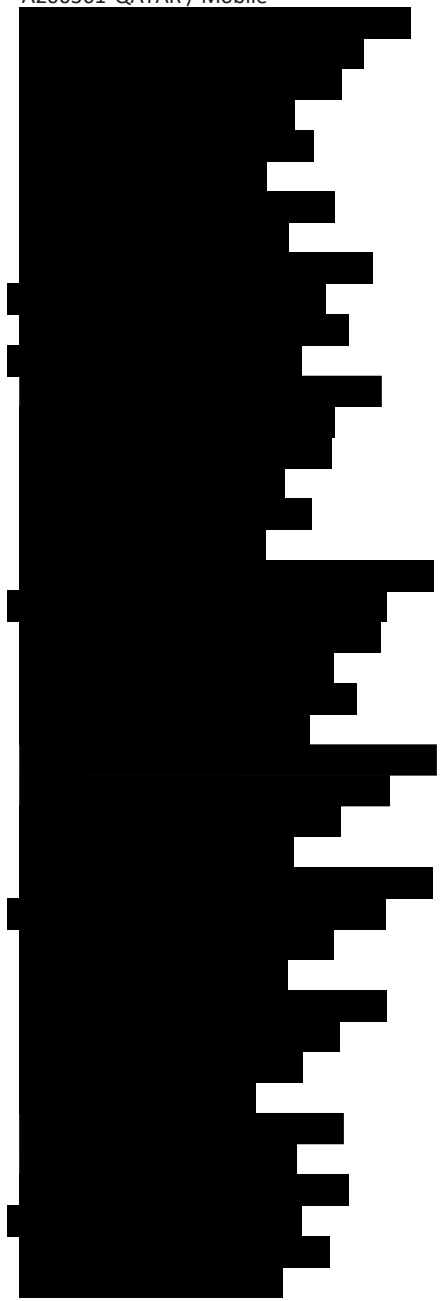




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A200361 QATAR / Mobile

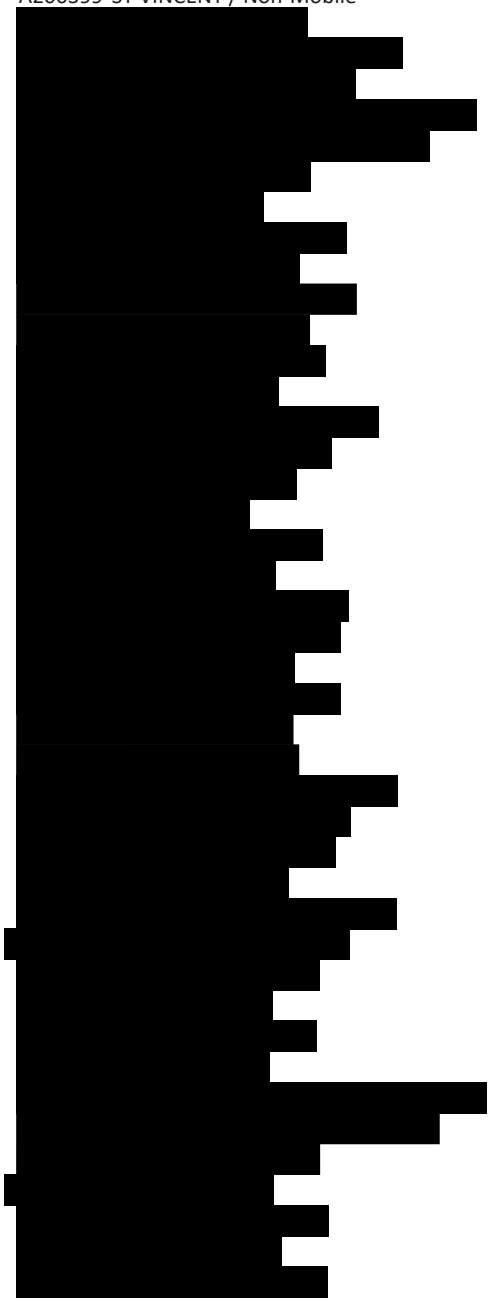




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A200399 ST VINCENT / Non-Mobile



[redacted]

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A200440 UKRAINE / Mobile

[redacted]

A200468 Alaska

[redacted]

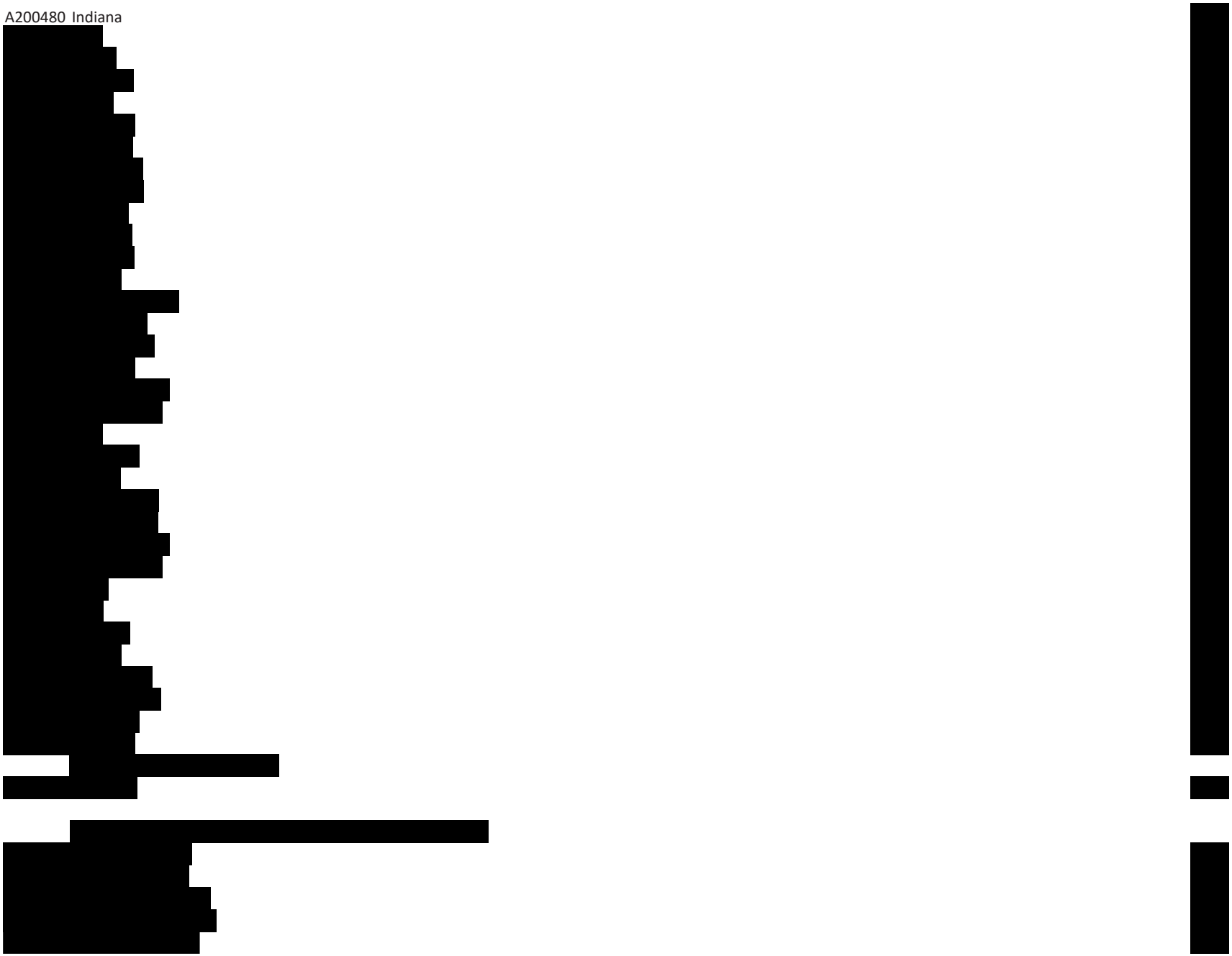
[redacted]

[redacted]

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A200480 Indiana



A200520 Collect

[redacted]

[redacted]

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Service Category 3 - Contact Center Multi-Tenant

Part Number	Description	Unit Type	Unit Price	Add Network Connectivity
	NICE inContact			
307-6-165-XX	NICE inContact CXone ACD / IVR (per Concurrent User)	per concurrent user	[redacted]	[redacted]

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610173-790-000-XX	NICE inContact CXone Feedback Mgt Single Sign On	per impl. add-on	[redacted]
610147-595-000-XX	NICE inContact CXone Scripting Training: IVR Development with Multimedia	Per course	[redacted]

Genesys Contact Center

Part Number	Description	Up to 100 Seats	Above 101 Seats
	ENTERPRISE per Enabled Seat Cost		
A3MG0001	Cloud IVR, Per Minute	[redacted]	[redacted]
	End User End Points		
A3MG0038	Genesys SIP Endpoint for Agent Desktop, Per Seat/Month	[redacted]	[redacted]
	Concurrent Pricing		

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	IVR and Media Port Options		
A3MG0042	Cloud IVR, Per minute	$0.07	$0.04
A3MG0043	Cloud IVR/Media Port, Per Conncurrent port/Month	[redacted]	[redacted]
A3MG0068	Cloud Contact Center Screen Recording, Per Concurrent Seat/month	[redacted]	[redacted]
	Professional Services / Non-recurring Fees		

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A3MG0090 Cloud Contact Center Professional Services Implementation, One Time Charge

[redacted]

Service Category 3 - Contact Center Other

Part Number	Description	MRC
	CC ELITE AGENT BUNDLES	
390364	CC Elite Voice Agent Bundle	[redacted]
[redacted]	[redacted]	[redacted]
393246	AWFOS QM/PM (Redudancy Included)	[redacted]

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400123 AWFO or Calabrio Op CR



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399484 CORE DIALOG MODULE /H

[redacted]

392682 BREEZE R3 MEDIA SRVR BNDL INSTNC

[redacted]

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TGPN0003 CCAAS AOS OPER APPL SRVR

[redacted]

[redacted]

Service Category 3 - Avaya ContactCentreSuite

~~**This is drop ship only and the SLAs in this bid do not apply.**~~

Part Number	Description	NRC
	Avaya Aura Contact Center 7 Common Contact Center Codes	
NT9Z49CA	AACC R7 Software Package	
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

Avaya Aura Contact Center 7 New Systems and Expansions (Nodal Licensing), Communication Control Toolkit Optional Features

NT9Z41AA AACC Manager R7 Hot Standby Server

[redacted]

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NT9Z75KA AACC R7 Open Queue Agent Upgrade

[redacted]

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NT9Z71DA AACC R7 Multimedia Corporate Standby Server Upgrade

[redacted]

NT9Z77AA AACC Communications Control Toolkit R7 CCT Corporate IVR Contact Center Interface Upgrade

[redacted]

Avaya Aura Contact Center 7 Upgrades and Migrations (Nodal Licensing), CCE7 Upgrade to CCE8 Base Upgrades

NT9Z50UA AACC R7 Report Creation Wizard (RCW) Upgrade

Avaya Aura Contact Center 7 Upgrades and Migrations (Nodal Licensing), Agent Upgrades

NT9Z56AB AACC R7 Voice Agent Upgrade

Avaya Aura Contact Center 7 Upgrades and Migrations (Nodal Licensing), CCT Upgrade to CCT Upgrade Packages

NT9Z54AA AACC CCT R7 Nodal Base System Upgrade

Avaya Aura Contact Center 7 Upgrades and Migrations (Nodal Licensing), CCT Upgrade to CCT 7 Prepaid Upgrades

NT9Z55AA AACC CCT R7 Nodal Base System Prepaid Upgrade 0

NT9Z55BA	AACC CCT R7 Standby Server Prepaid Upgrade	
	Avaya NES Contact Centre - Avaya Aura Contact Center 6 - New Systems and Expansions (Corporate Licensing), Agents and Devices	
NT9Y66AD	Avaya AuraTM Contact Centre R6 Corporate Standard Voice Agent - 1	
NT9Y66FA	Avaya AuraTM Contact Center Communications Control Toolkit R6 Corporate Contact Center Device - 1 Device	
NT9Y66GA	Avaya AuraTM Contact Center Communications Control Toolkit R6 Corporate CC Device for CCMM and CCOA - 1 Device	
	Avaya NES Contact Centre - Avaya Aura Contact Center 6 - New Systems and Expansions (Corporate Licensing), Optional Features	
NT9Y67DA	Avaya AuraTM Contact Center Manager R6 Geo Redundant Corporate Standby Server	
	Avaya NES Contact Centre - Avaya Aura Contact Center 6 - New Systems and Expansions (Nodal Licensing), Contact Center Manager (CCM) Agents	
NT9Y44DA	Avaya AuraTM Contact Center R6 Nodal Voice Standard Agent Increment -1	

NT9Y44UD	AVAYA AURA CC R6 Midsize WFO Compliance Call Recording Port	[redacted]
[redacted]	[redacted]	

Avaya NES Contact Centre - Avaya Aura Contact Center 6 - New Systems and Expansions (Nodal Licensing), Contact Center Manager (CCM) Optional Features

NT9Y41AA	Avaya AuraTM Contact Center Manager R6 Enhanced Standby Server	[redacted]
[redacted]	[redacted]	
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	

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Avaya NES Contact Centre - Avaya Aura Contact Center 6 - New Systems and Expansions (Nodal Licensing), Communication Control Toolkit Optional Features

NT9Y43AA Avaya AuraTM Contact Center Communications Control Toolkit R6 Standby Server [redacted]

[redacted]

NT9Z66AL AACC R7 Corporate Networked Voice Agent

[redacted]

Contact Centre 7 - New Systems and Expansions (Corporate Licensing), Optional Features

NT9Z67AA AACC Manager R7 Corporate License Manager Standby Server

[redacted]

Service Category 3 - Avaya AgentEnvironment

~~**This is drop ship only and the SLAs in this bid do not apply.**~~

Part Number	Description	NRC
	Mobility and End User Clients - Avaya One-X Agent, Software License	
225914	ONE-X AGENT MOVE PER AGENT LIC:CU	[redacted]
265843	AGT DSKTP 6.X SOFTPHONE AND OFFSITE AGT PLDS LIC:CU	[redacted]

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[redacted] No. DMS-17/18-044B
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307427 ONE-X AGENT R2 SIP SUPERVISOR PER AGENT LIC:CU



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392338 CRM CONN R2 OCEANA ADAPTER NEW LIC:DS $9,600.00

392339 CRM CONN R2 SALESFORCE VOICE ADAPTER NEW LIC:DS

[redacted]

392635 CRM CONN R2 ORACLE SERVICE CLOUD OMNI-CHNL ADPT UPGRADE LIC:DS

[redacted]

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392664 CRM CONN R2 TELECOMMUTER USER GEO REDUNDANCY NEW LIC:CU



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398727 CAAS CRM CONN R2 MULTIMEDIA USER AOS



Service Category 3 - Avaya AssistedExperienceManagement

~~**This is drop ship only and the SLAs in this bid do not apply.**~~

Part Number	Description	NRC
	Avaya AURA ™ Call Center Elite Multichannel, Software License	
271861	CALL CENTER R6 NEW OR ADD ELITE MULTI- CHANNEL 1-400 LIC:CU	[redacted]
[redacted]		

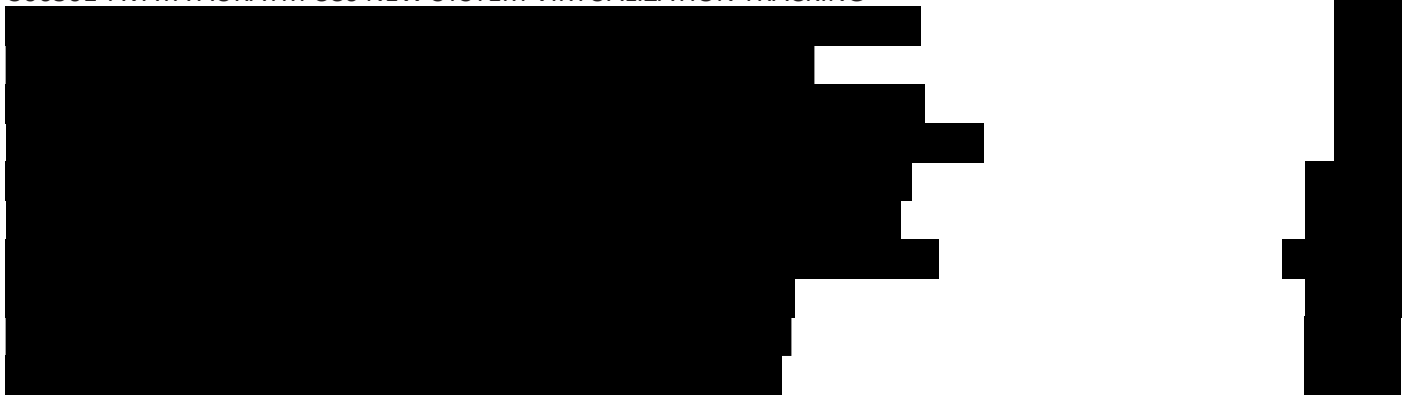
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[redacted] No. DMS-17/18-044B
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264643 AVAYA AURATM CC6 NETWORKED BASE SYSTEM LIC:CU



306501 AVAYA AURATM CC6 NEW SYSTEM VIRTUALIZATION TRACKING



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[redacted] No. DMS-17/18-044B
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385491 AVAYA CONTACT CENTER SELECT R7 DIALOG PORTS LIC:CU

[redacted]

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[redacted] No. DMS-17/18-044B
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Avaya AURA ™ Contact Centre - Communication Control Toolkit (CCT), Software License

263226 AVAYA AURATM CC6 COMM CONTROL TOOLKIT HOT STANDBY SERVER LIC:CU

[redacted]

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[redacted] No. DMS-17/18-044B
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306971 AVAYA CC CONTROL MGR R7 S83XX CM CONNECTOR MIGRATION LIC:DS

[redacted]

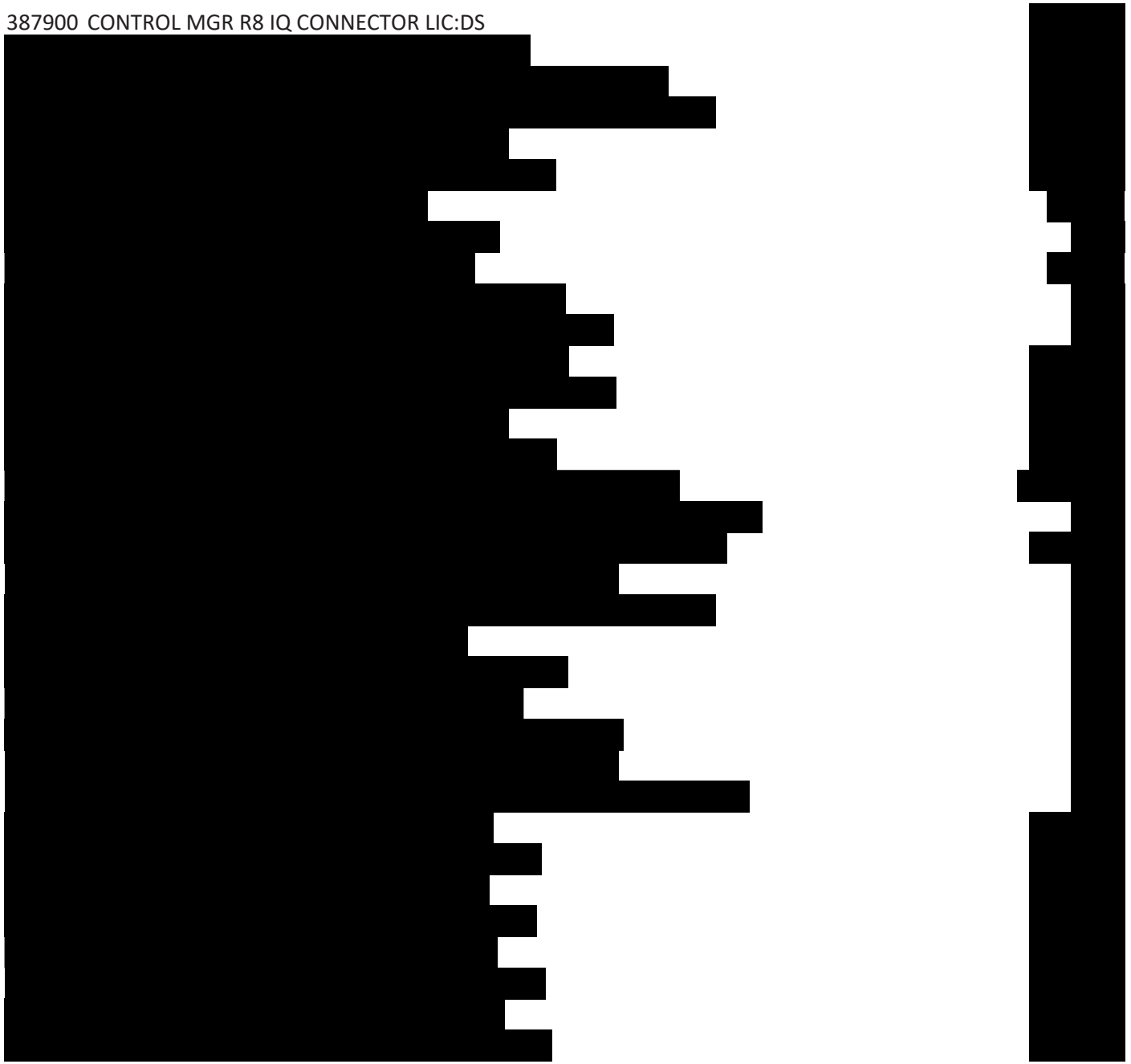
387885 CONTROL MGR R8 HA CONNECTOR LIC:DS

[redacted]

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[redacted] No. DMS-17/18-044B
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387900 CONTROL MGR R8 IQ CONNECTOR LIC:DS



402689 CONTROL MGR R9 ONE-X AGENT CONNECTOR LIC:DS

[redacted]

403046 CONTROL MGR R9 AGENT FOR DESKTOP CONNECTOR UPG LIC:DS

[redacted]

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[redacted] No. DMS-17/18-044B
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384453 AVAYA OCEANA R3 DIGITAL PREMIUM USR PACKAGE SUBSCRIPTION LIC:CU $0.00
384455 AVAYA OCEANA R3 DIGITAL BASIC USER PACKAGE SUBSCRIPTION LIC:CU



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[redacted] No. DMS-17/18-044B
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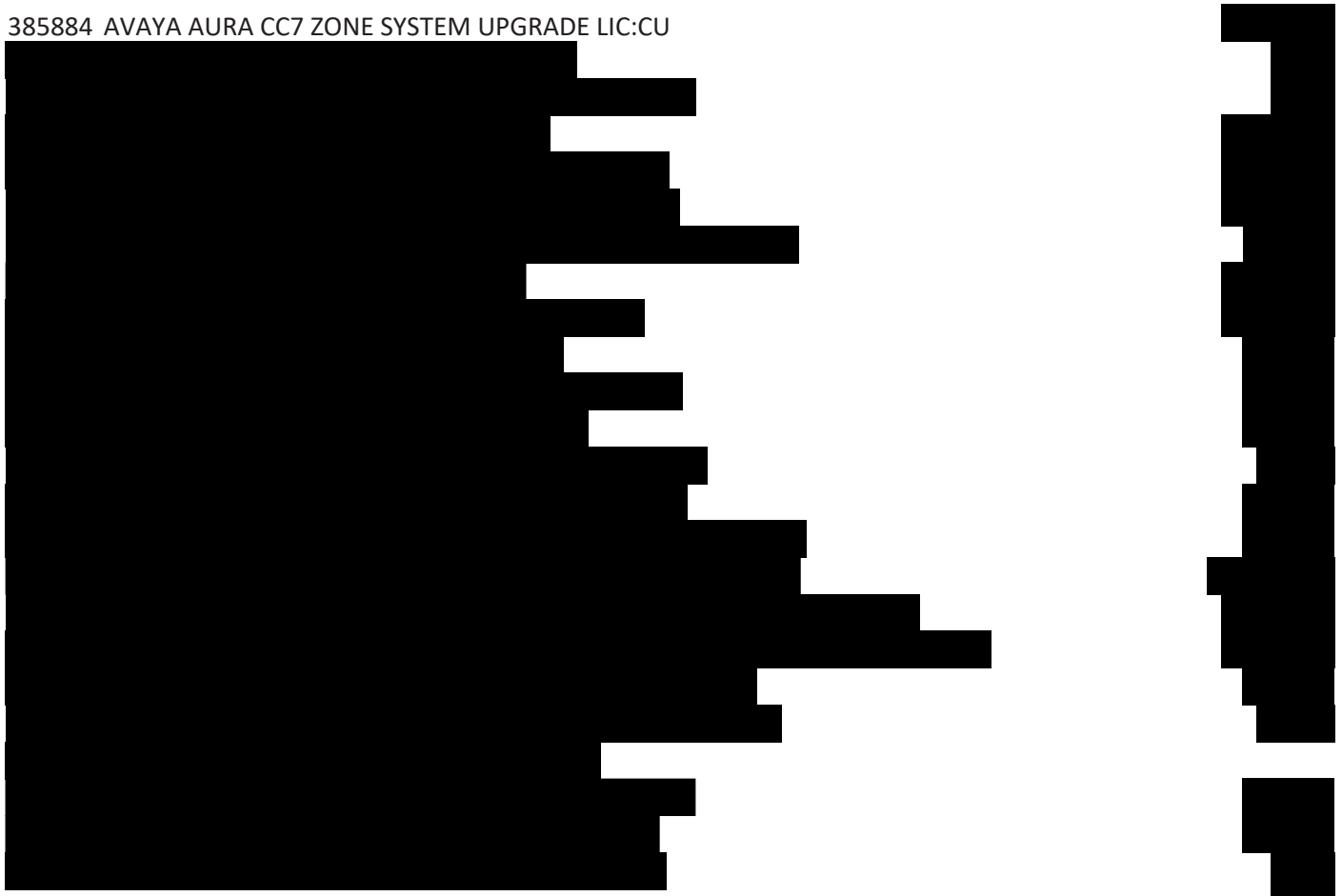
384688 OCEANA R3 PKG CONTROL MANAGER HIGHAVAILABILITY CONNECTOR/E LIC:DS



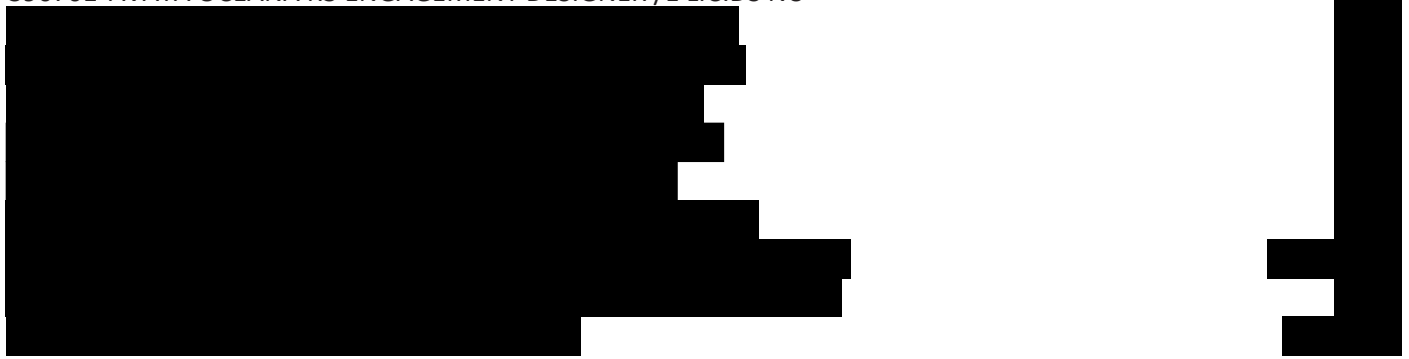
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[redacted] No. DMS-17/18-044B
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385884 AVAYA AURA CC7 ZONE SYSTEM UPGRADE LIC:CU



390701 AVAYA OCEANA R3 ENGAGEMENT DESIGNER /E LIC:DS NU



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[redacted] No. DMS-17/18-044B
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394139 DESKTOP COLLECTOR R3 USER LIC:CU

[redacted]

400454 ANALYTICS R3.6 REAL-TIME INTERFACE LIC:DS

[redacted]

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[redacted] No. DMS-17/18-044B
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173897 CENTREVU VIRTUAL ROUTING TRACKING RIGHT TO USE LIC:CU



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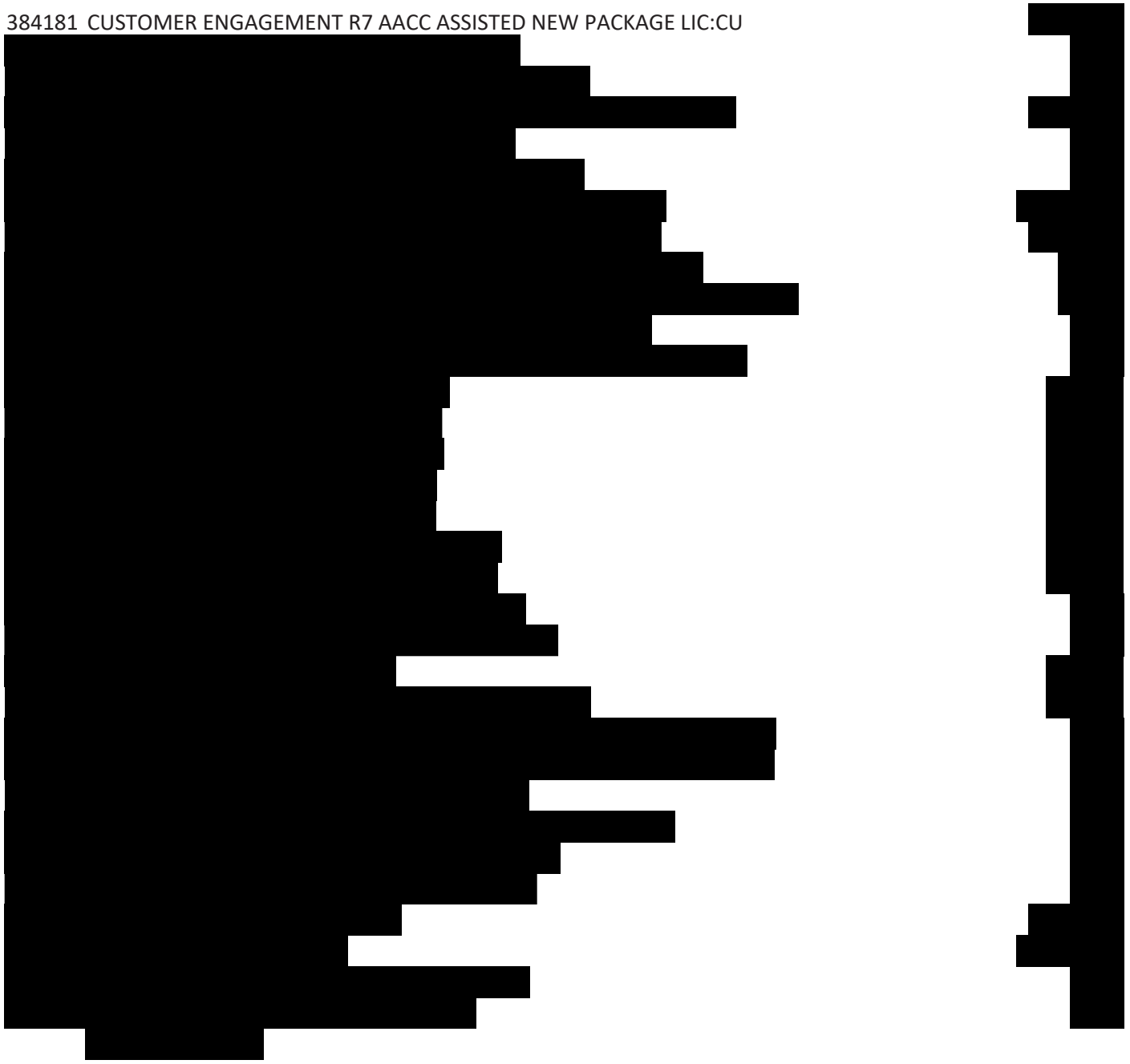
270376 CC PRE-R7 ADVANCED SEGMENTATION UPGRADE FOR MAINTENANCE LIC:CU $0.00
271145 AVAYA AURA CC6 SUPERVISOR PER PORT FOR CCE MIGRATION LIC:CU



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384181 CUSTOMER ENGAGEMENT R7 AACC ASSISTED NEW PACKAGE LIC:CU



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303943 CCAAS MODEL CODE



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[redacted] No. DMS-17/18-044B
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304001 CIE R3 AVAYA IPO CONN LIC



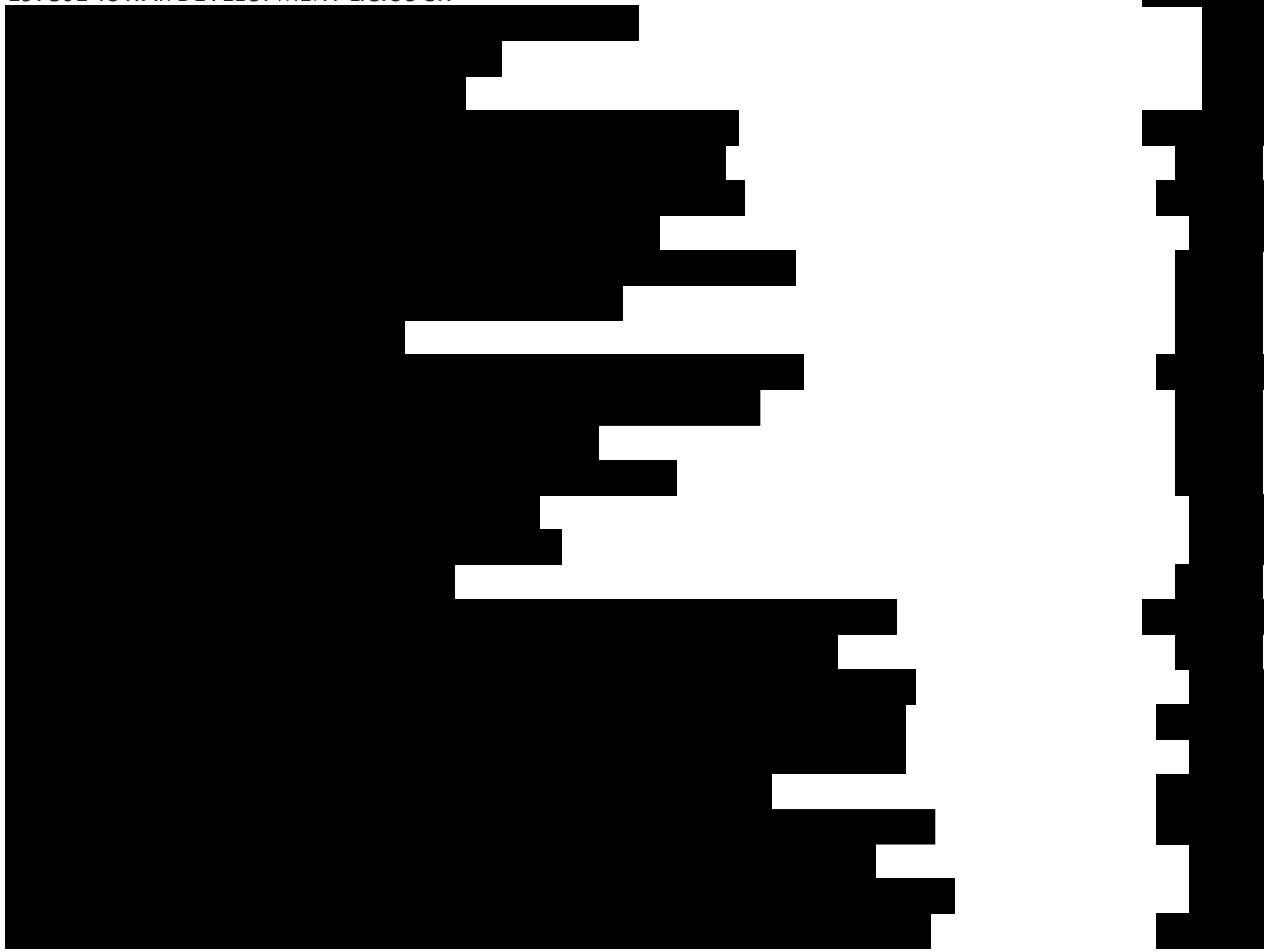
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198316 INTERACTION CENTER/OPERATIONAL ANALYST MODEL ADDITIONS/CONVERSION [redacted]

[redacted]

197860 IC 7.1+ IVR CONNECTOR LIC:CU,SR

197861 IC R7.x DEVELOPMENT LIC:CU SR



383826 IC SALESFORCE DOT COM CONNECTOR R2 VOICE AGT AES HA UPBUY LIC:CU

[redacted]

[redacted]

Service Category 3 - Avaya AutomatedExperienceManagement

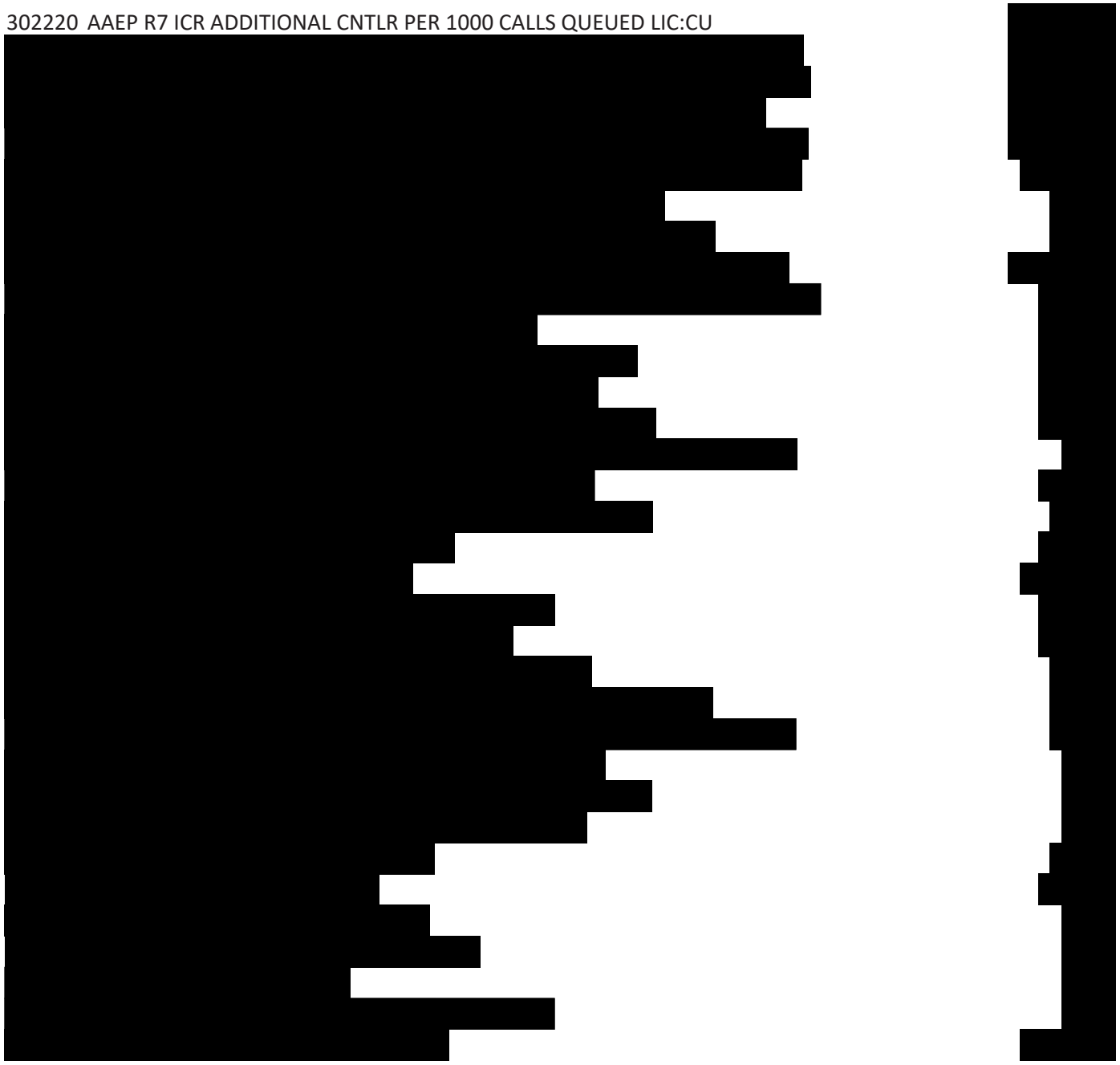
~~**This is drop ship only and the SLAs in this bid do not apply.**~~

Part Number	Description	NRC
	Avaya AURA Experience Portal, Media	
700510739	AAEP 7.0.2 SOFTWARE ONLY MEDIA	[redacted]
[redacted]	[redacted]	[redacted]

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[redacted] No. DMS-17/18-044B
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302220 AAEP R7 ICR ADDITIONAL CNTLR PER 1000 CALLS QUEUED LIC:CU



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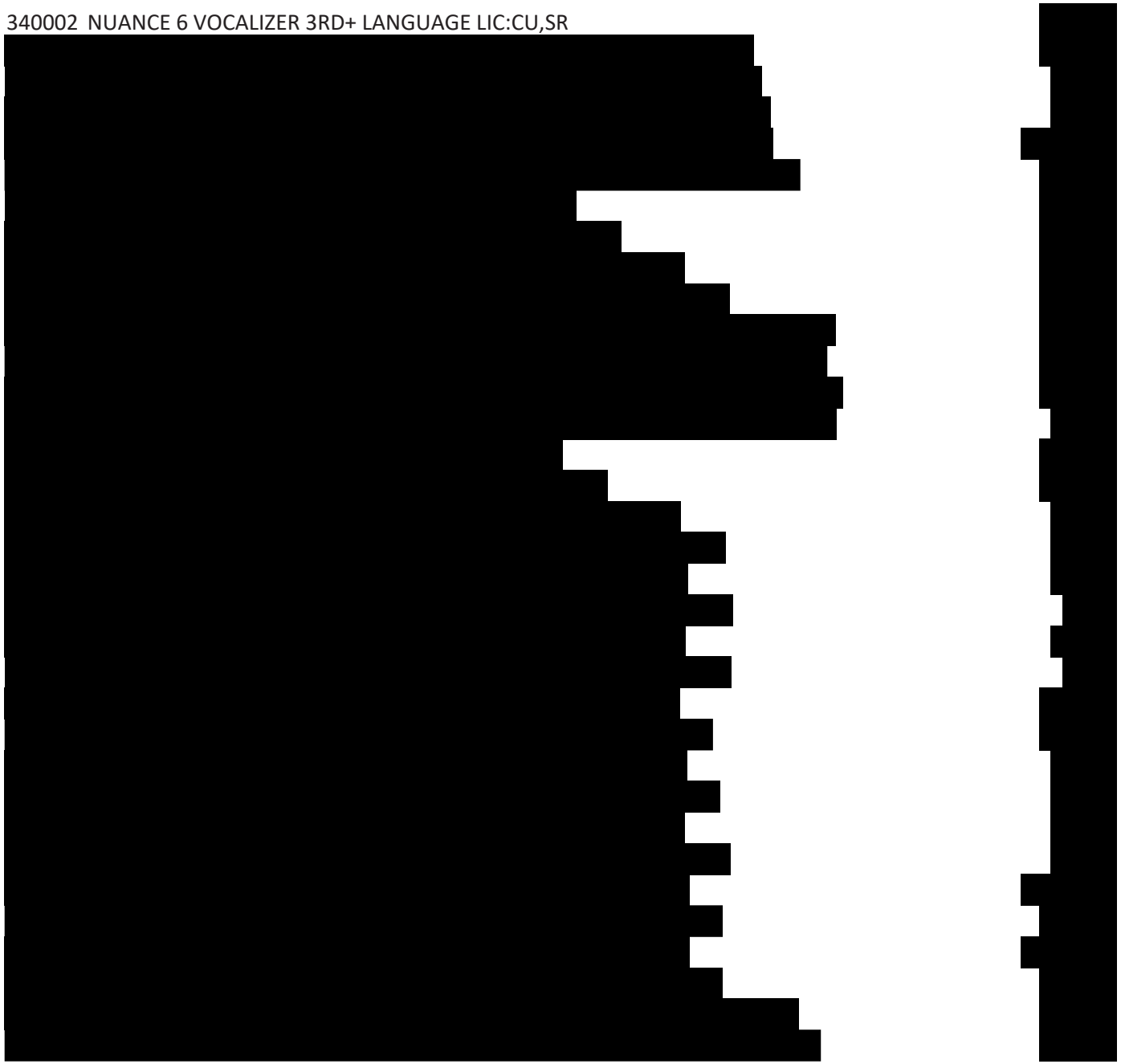
302274 AAEP R7 SMS 3600 MSG-HOUR DISASTER RECOVERY LIC:DS



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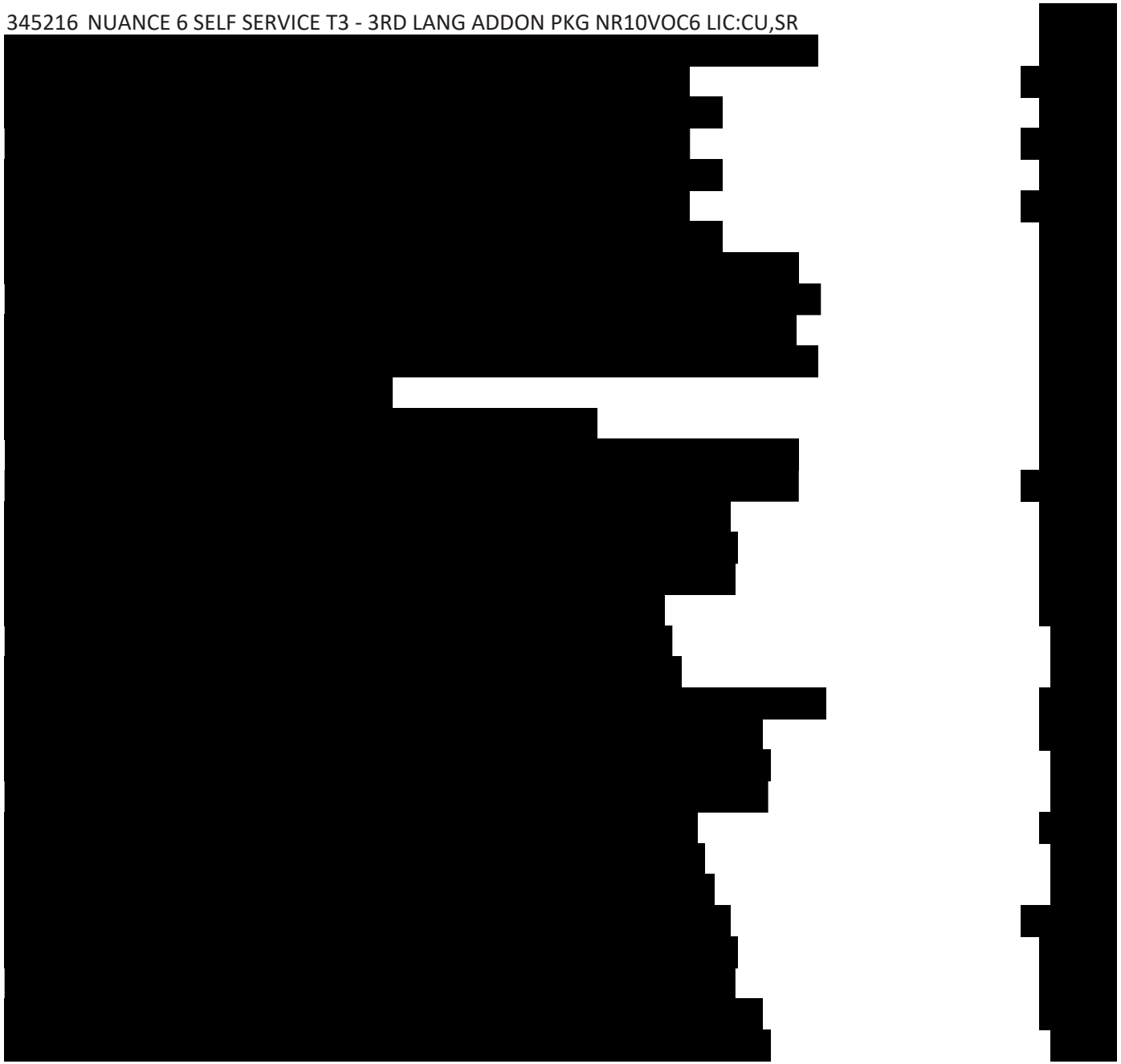
340002 NUANCE 6 VOCALIZER 3RD+ LANGUAGE LIC:CU,SR



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[redacted] No. DMS-17/18-044B
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345216 NUANCE 6 SELF SERVICE T3 - 3RD LANG ADDON PKG NR10VOC6 LIC:CU,SR



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[redacted] No. DMS-17/18-044B
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385556 NUANCE 10 RECOGNIZER T-4 3RD LANG DR MPS MIGRATION LIC:CU;SR



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[redacted] No. DMS-17/18-044B
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385596 NUANCE 6 ADAPTIVE DIALOG MODULE 2ND LANG DR MPS MG LIC:CU;SR

[redacted]

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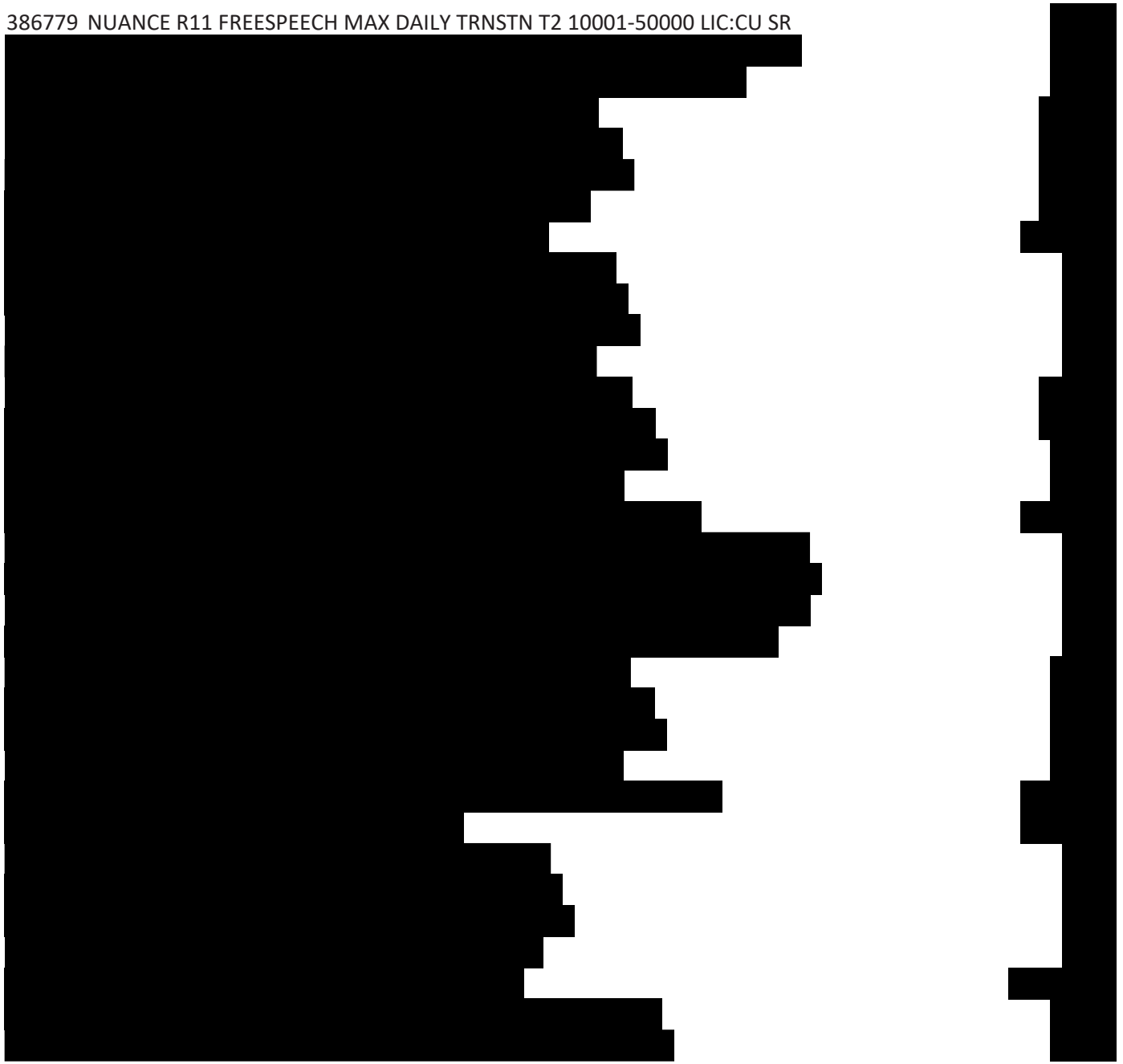
386711 AAEP R7 MOB/VISUAL IVR SYSTEM LAB LIC:DS



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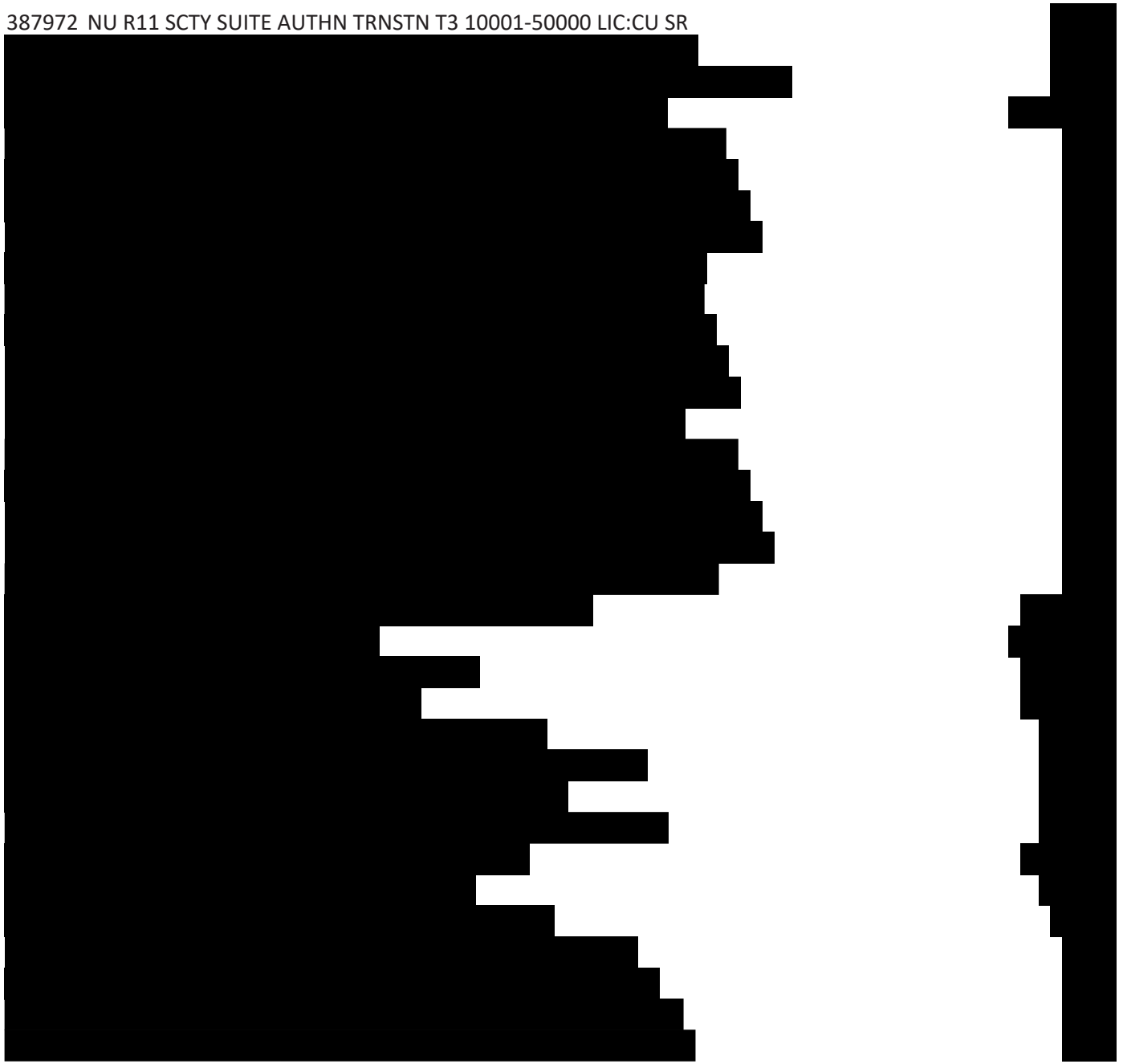
386779 NUANCE R11 FREESPEECH MAX DAILY TRNSTN T2 10001-50000 LIC:CU SR



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387972 NU R11 SCTY SUITE AUTHN TRNSTN T3 10001-50000 LIC:CU SR



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[redacted] No. DMS-17/18-044B
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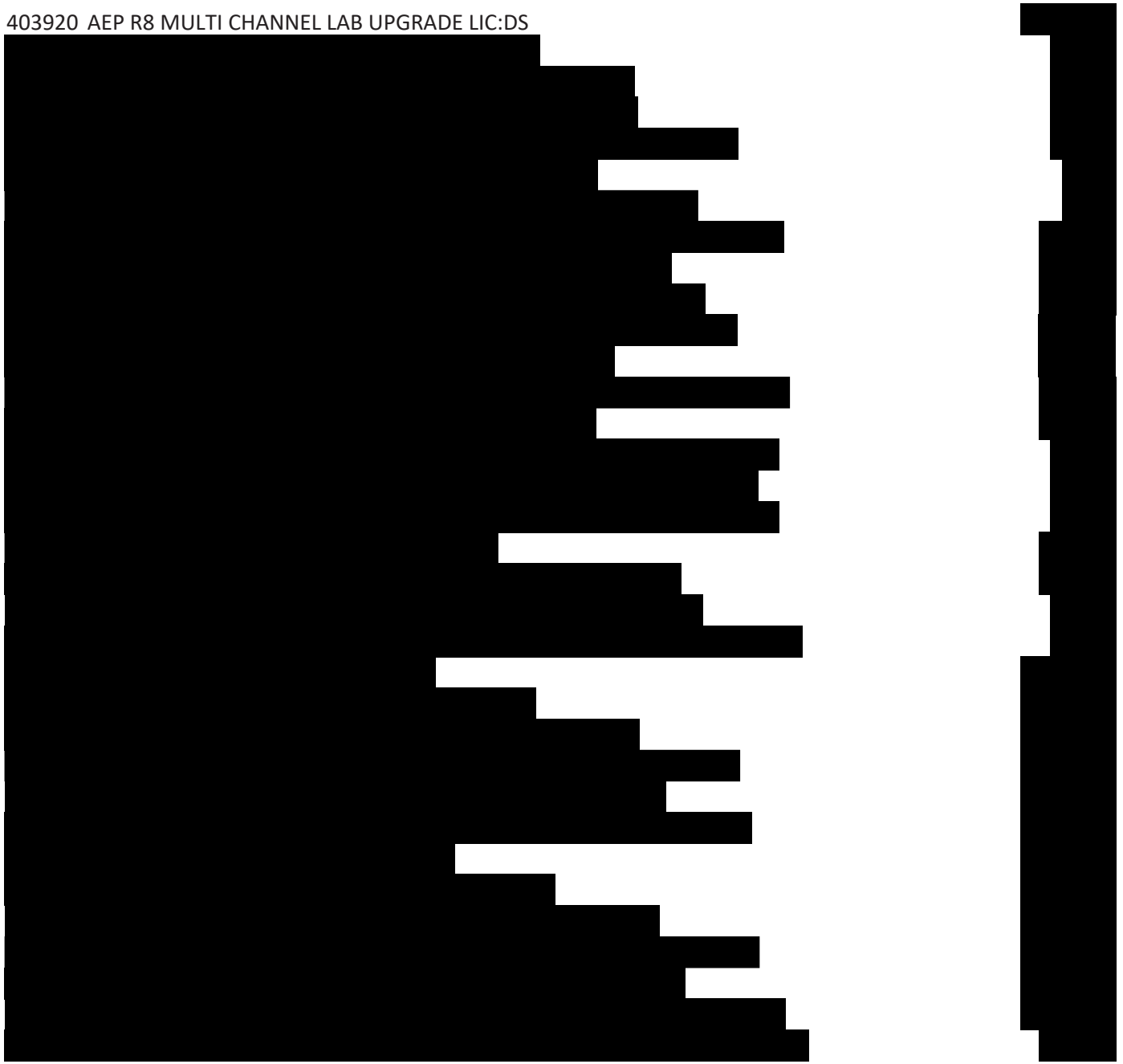
403187 AAEP R7 MOBILE DAILY TRANSACTION 100001+ DR LIC:DS



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[redacted] No. DMS-17/18-044B
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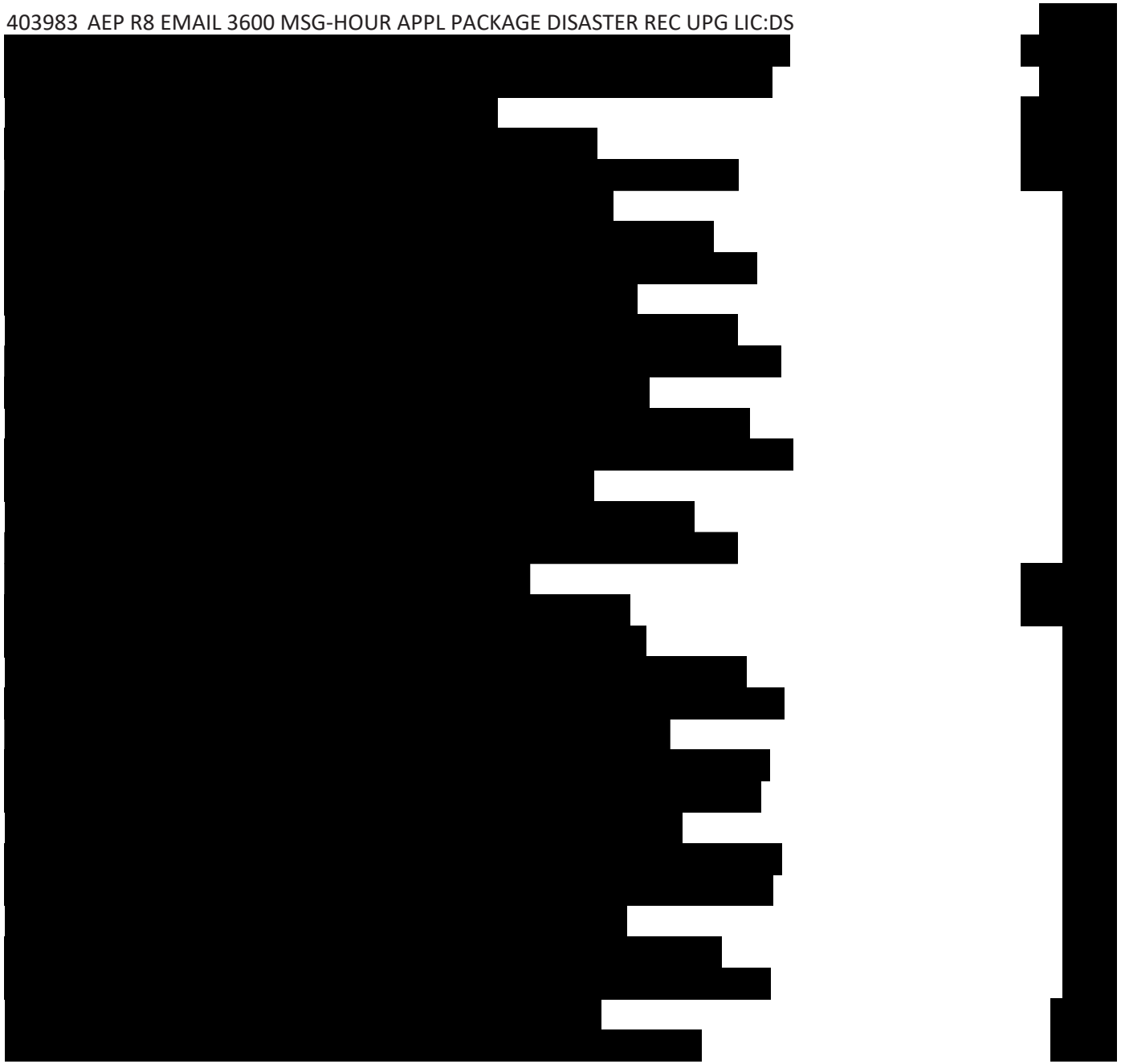
403920 AEP R8 MULTI CHANNEL LAB UPGRADE LIC:DS



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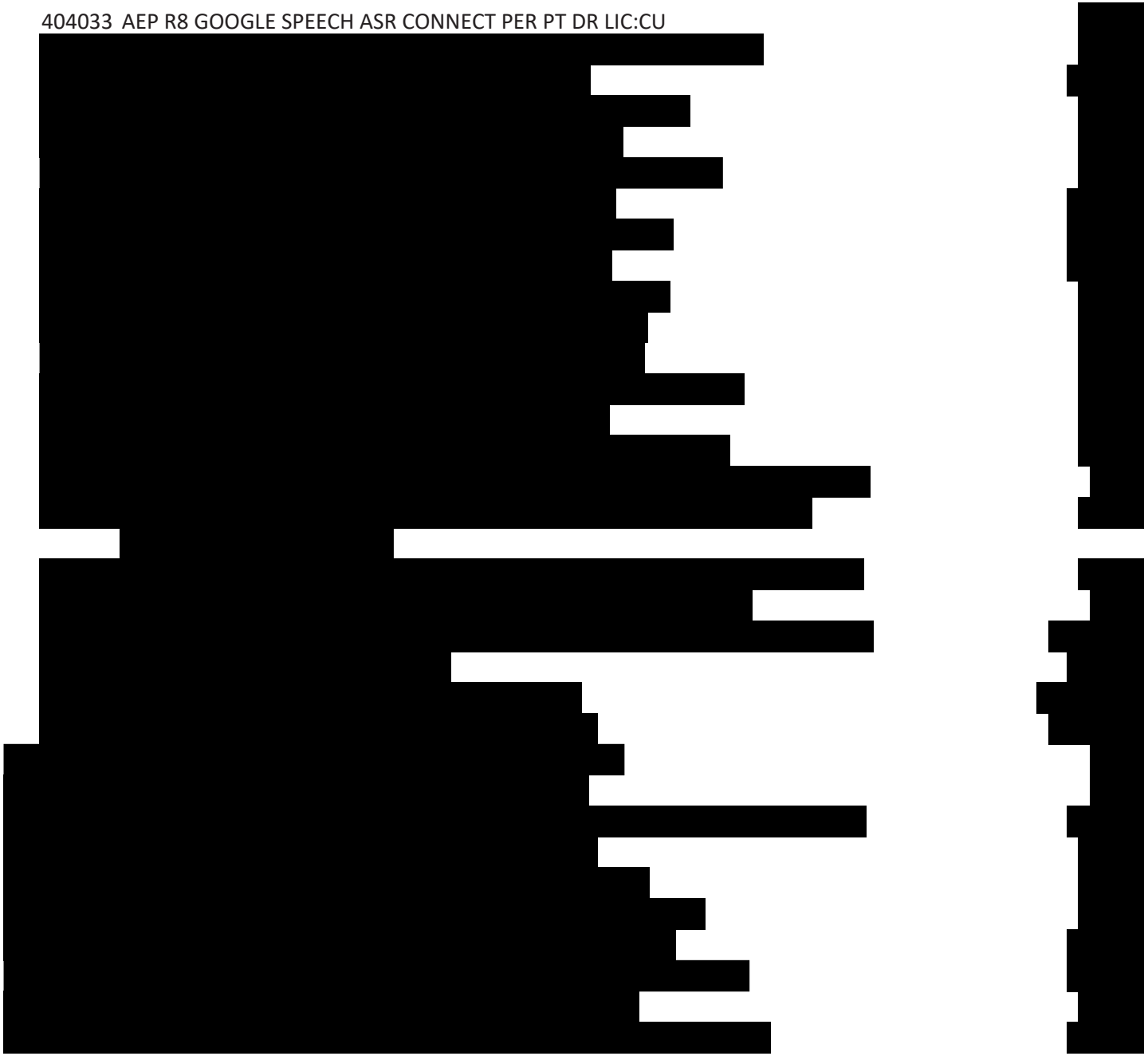
403983 AEP R8 EMAIL 3600 MSG-HOUR APPL PACKAGE DISASTER REC UPG LIC:DS



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[redacted] No. DMS-17/18-044B
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404033 AEP R8 GOOGLE SPEECH ASR CONNECT PER PT DR LIC:CU



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700428683 AVAYA PROACTIVE CONTACT FAN TRAY FOR PG230 RACK MOUNTABLE RHS



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[redacted] No. DMS-17/18-044B
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196606 APC DEMO/DEVCONNECT 10 AGENT AND 2 SUPERVISOR WITH MEDIA LIC:CU,DS



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[redacted] No. DMS-17/18-044B
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263843 APC R5 PREVIEW CTI ADD SUPERVISOR LIC:CU



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700501825 SYNTELATE SUPERVISOR



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[redacted] No. DMS-17/18-044B
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267195 APOM R3 PROACTIVE CONTACT OUTBOUND VOICE PORT MIGRATION LIC:CU



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402572 NOBLE GAMIFICATION SOFTWARE LIC:SR



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Exhibit B

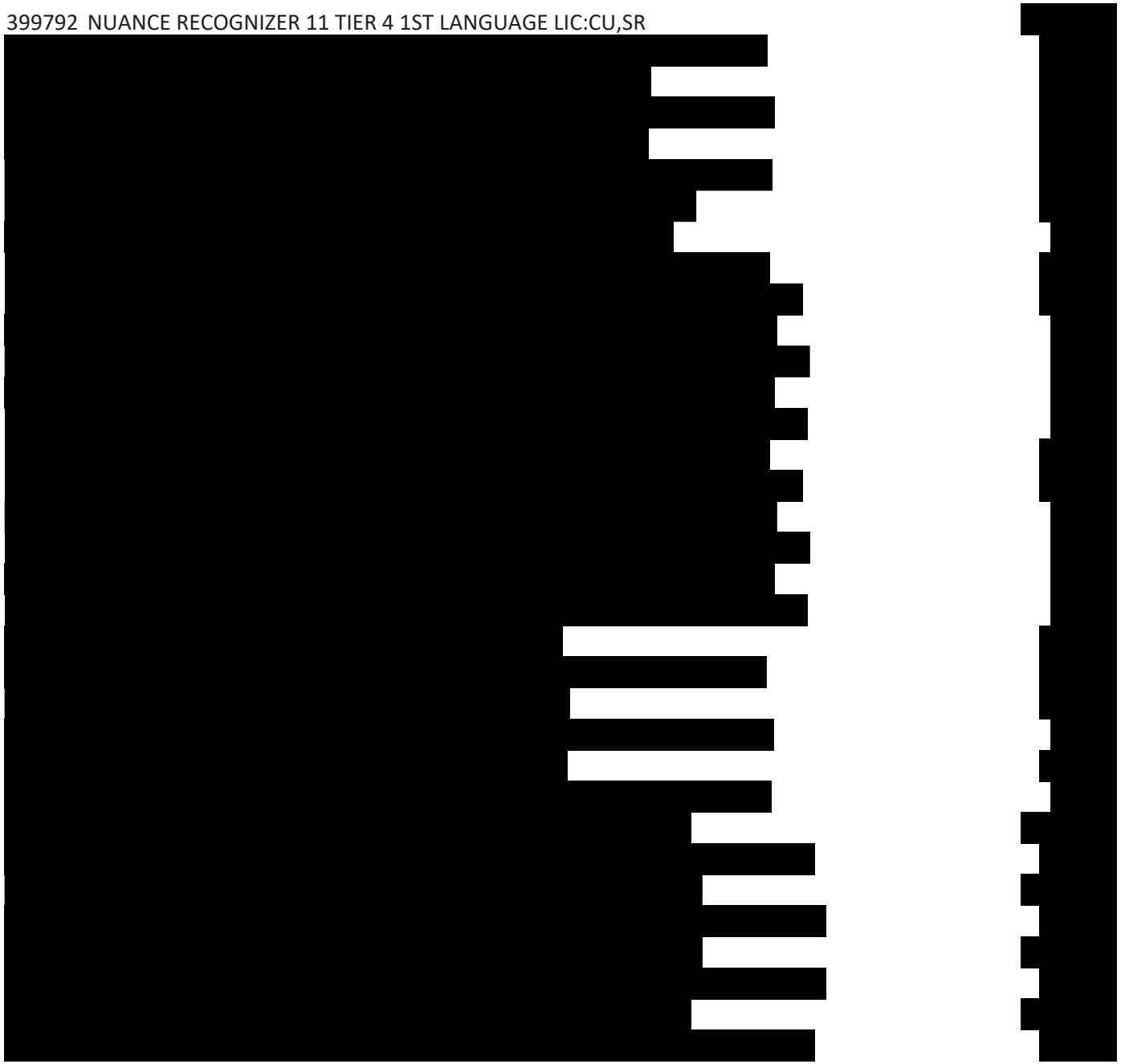
271885 NUANCE RECOGNIZER 10 T-2 3RD LANGUAGE LIC:CU,SR

[redacted]

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[redacted] No. DMS-17/18-044B
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399792 NUANCE RECOGNIZER 11 TIER 4 1ST LANGUAGE LIC:CU,SR



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[redacted] No. DMS-17/18-044B
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399826 NUANCE T4 PACKAGE 2 LANGUAGES NR11 VOC7 DM6 LIC:CU,SR



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[redacted] No. DMS-17/18-044B
Exhibit B

403442 NUANCE 12 SEC STE PERP DIGITAL PRINT UPLIFT T2 MIN 5M LIC:CU,SR

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Self Service - Voice Portal, Media

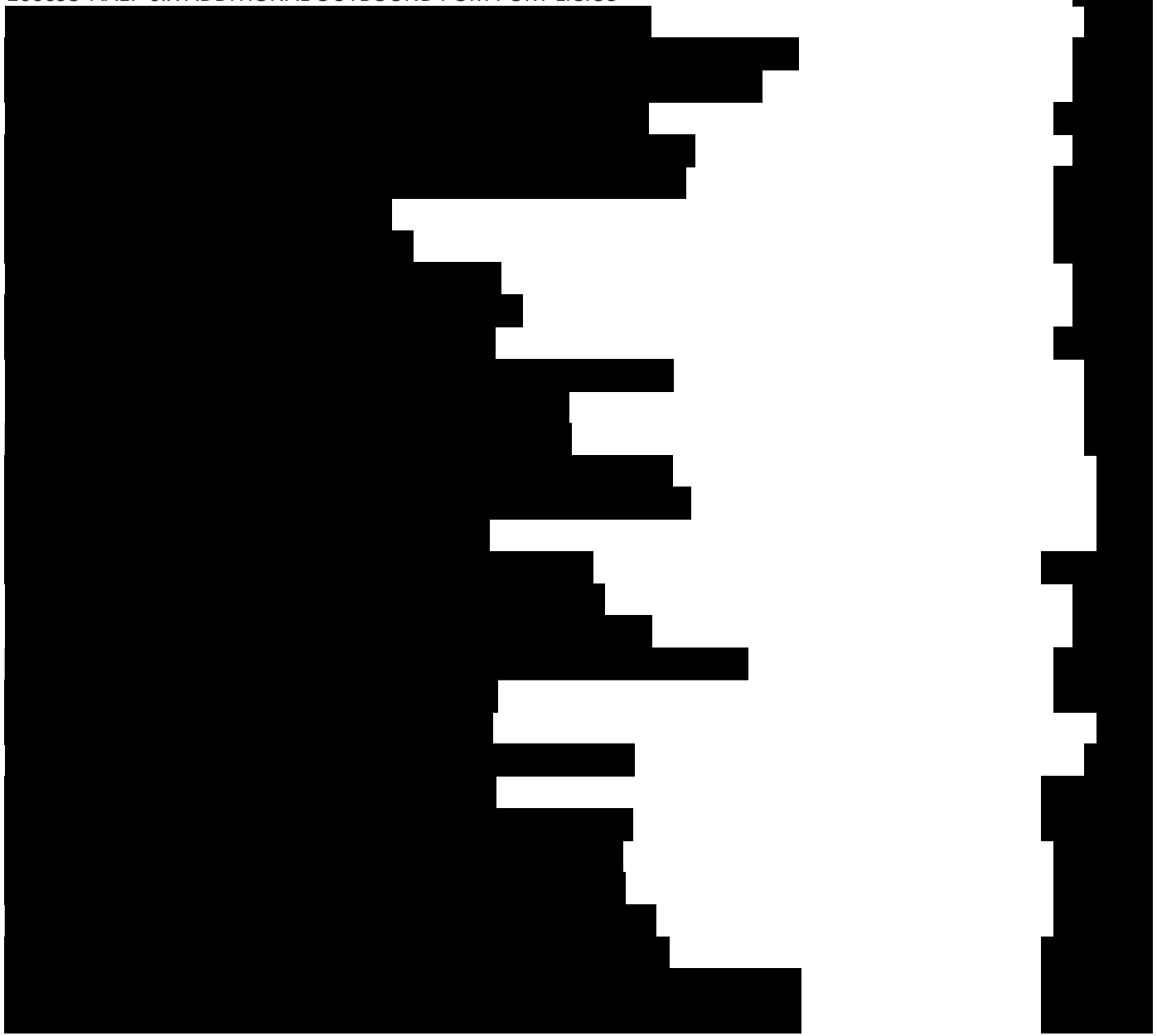
700501715 AAEP 6.0 HARDWARE BUNDLE MEDIA

[redacted]

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266391 AAEP 6.X PER EXPERIENCE PORTAL MANAGER TRACK $153.36
266695 AAEP 6.X ADDITIONAL OUTBOUND POM PORT LIC:CU



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401215 BUSINESS RULES ENGINE R3 10000 TRNSCNS HOUR BLOCK TIER 3 LIC:DS
401216 BUSINESS RULES ENGINE R3 10000 TRNSCNS HOUR BLOCK TIER 4 LIC:DS

[redacted]

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[redacted] No. DMS-17/18-044B
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401895 IX ORCHESTRATION R4 1000 STANDARD TRN HOUR BLOCK TIER 1 LIC:TR,CL



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403576 CC CBA SUBSCRIPTION LIC FIXED SUBS 5YR AN PREPD [redacted]

Service Category 3 - Avaya PerformanceManagement

~~**This is drop ship only and the SLAs in this bid do not apply.**~~

Part Number	Description	NRC
	Reporting and Analytics, Avaya AURA Performance Center, Media	
700502326	PERFORMANCE CENTER R7 TURNKEY UTILITIES	[redacted]
	[redacted]	[redacted]
	[redacted]	[redacted]
	[redacted]	[redacted]
	Reporting and Analytics - Call Management System (CMS), Media	
700504640	CALL MANAGEMENT SYSTEM R16.3 R4 SOFTWARE SUPERVISOR CD	$12.80
700506620	CMS R15 SOFTWARE DVD R6	[redacted]
	[redacted]	

700514241	CMS R17.0.0.7 SOFTWARE DVD LINUX	$192.00
700514309	CMS R18.1 REDHAT ENTERPRISE LINUX 6.6 KICKSTART DVD	[redacted]
[redacted]		

Reporting and Analytics - Call Management System (CMS), Model

184846	CALL MANAGEMENT SYSTEM MODEL	$0.00
184856	CALL MANAGEMENT SYSTEM UPGRADE MODEL	[redacted]
[redacted]		

Reporting and Analytics - Call Management System (CMS), Software License

106497852	CALL MANAGEMENT SYSTEM RELEASE 3 ADD ACD LIC:CU	[redacted]
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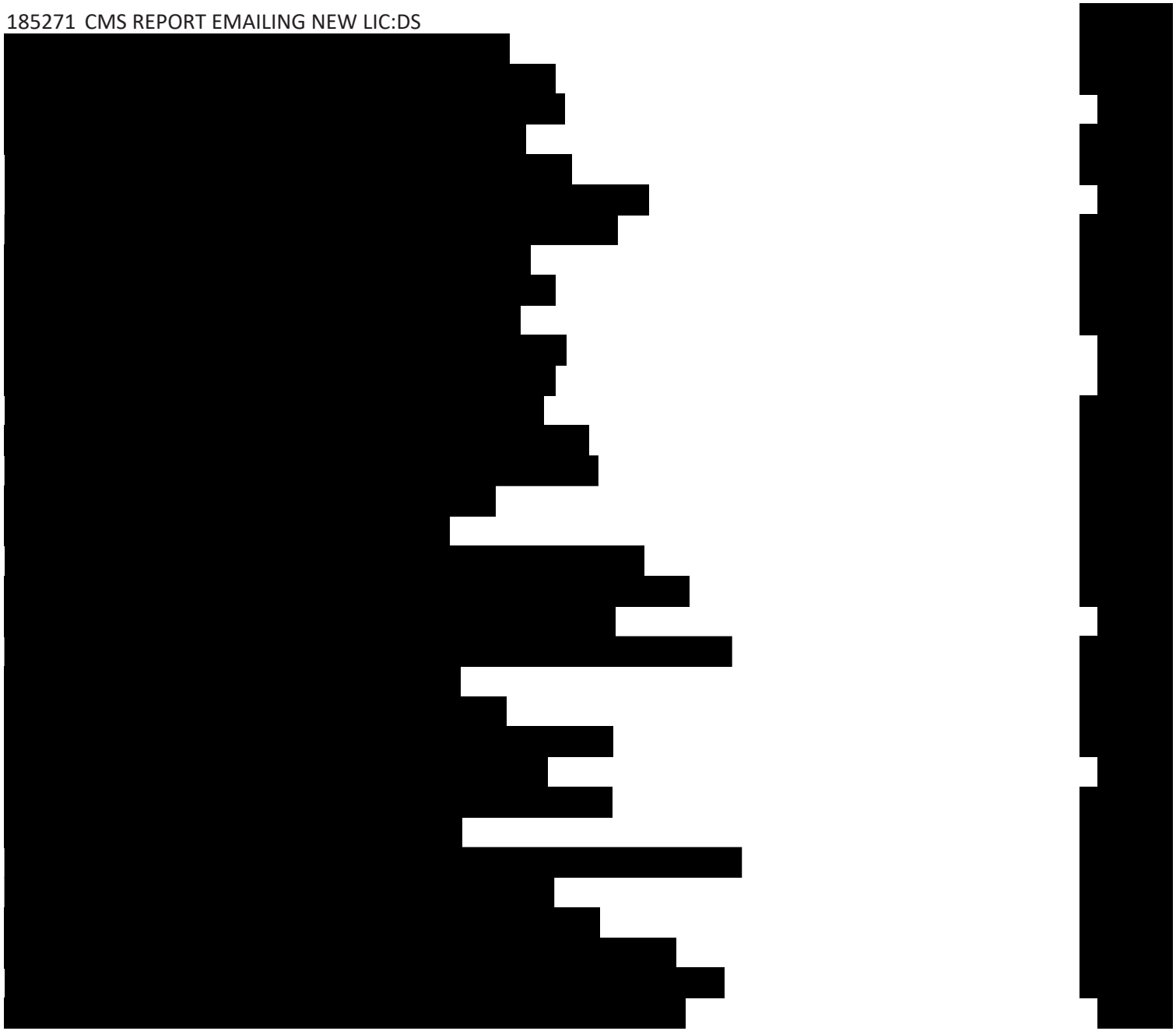
272007 CMS R17 PER ADDITIONAL AGENT 101-250 LIC:CU



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185271 CMS REPORT EMAILING NEW LIC:DS



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202983 CMS PRE-R18 GEOTEL ICM EXTENDED REALTIME NEW LIC:DS



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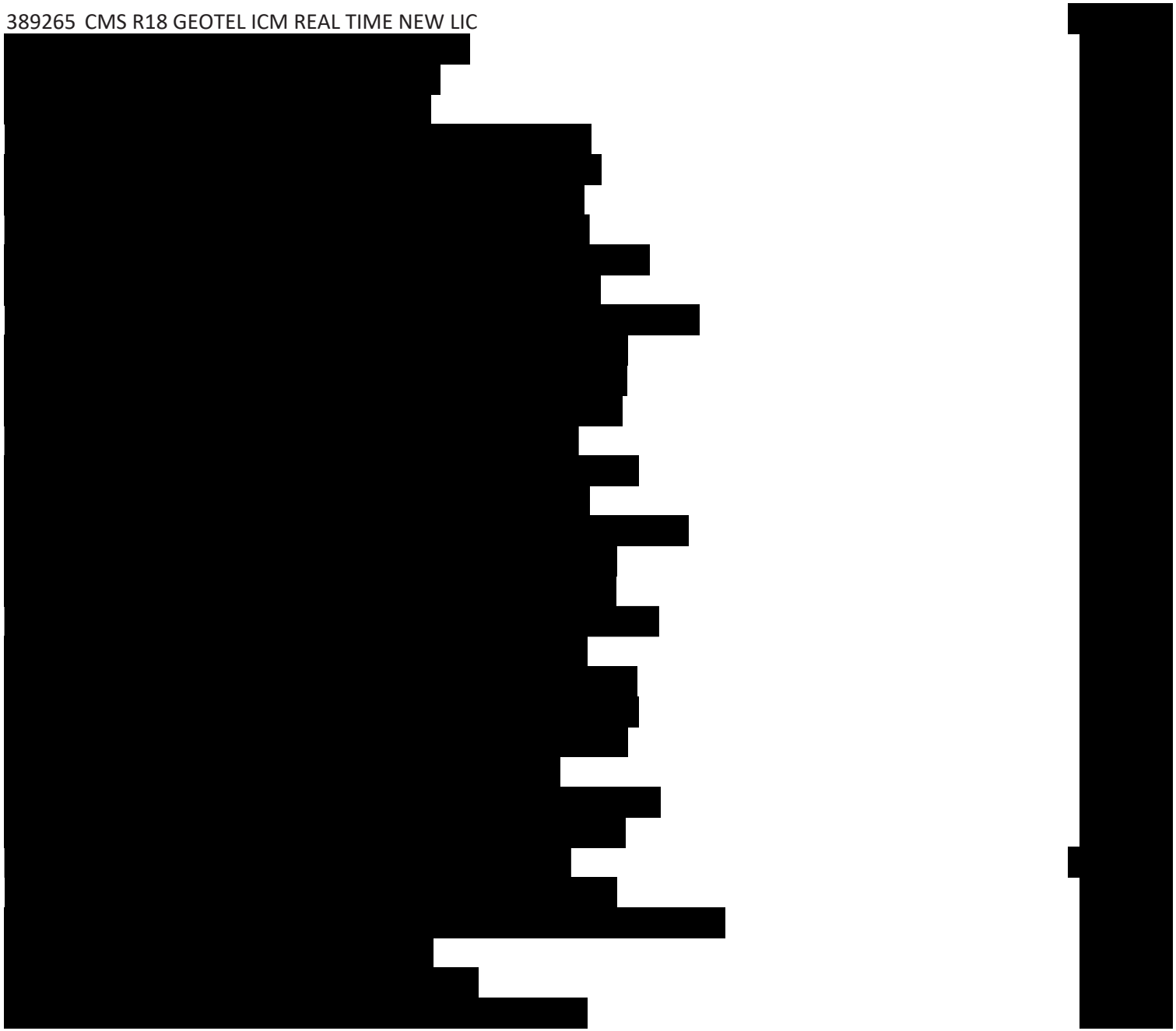
389231 CMS R18 NICE IEX HISTORICAL UPG LIC



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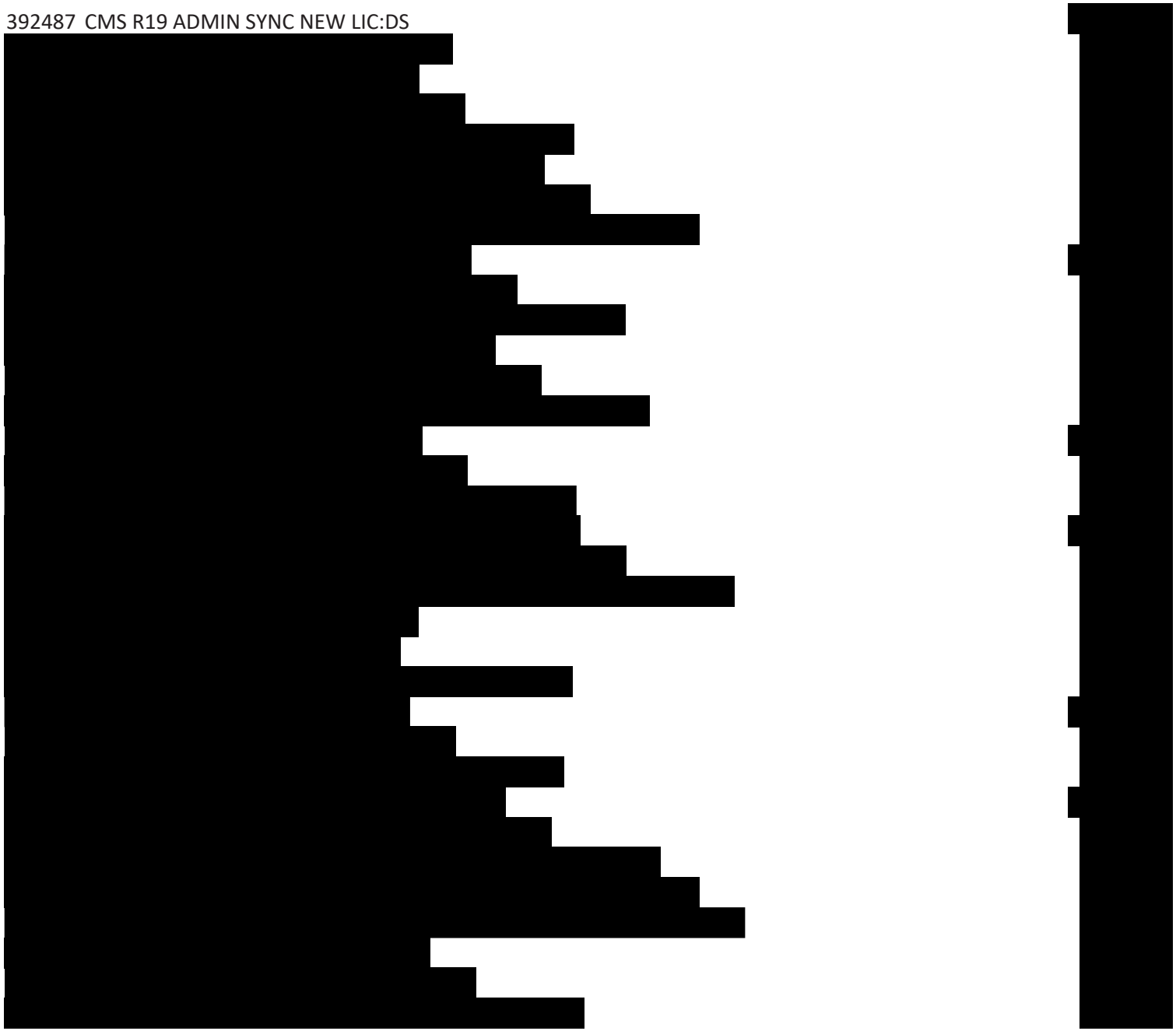
389265 CMS R18 GEOTEL ICM REAL TIME NEW LIC



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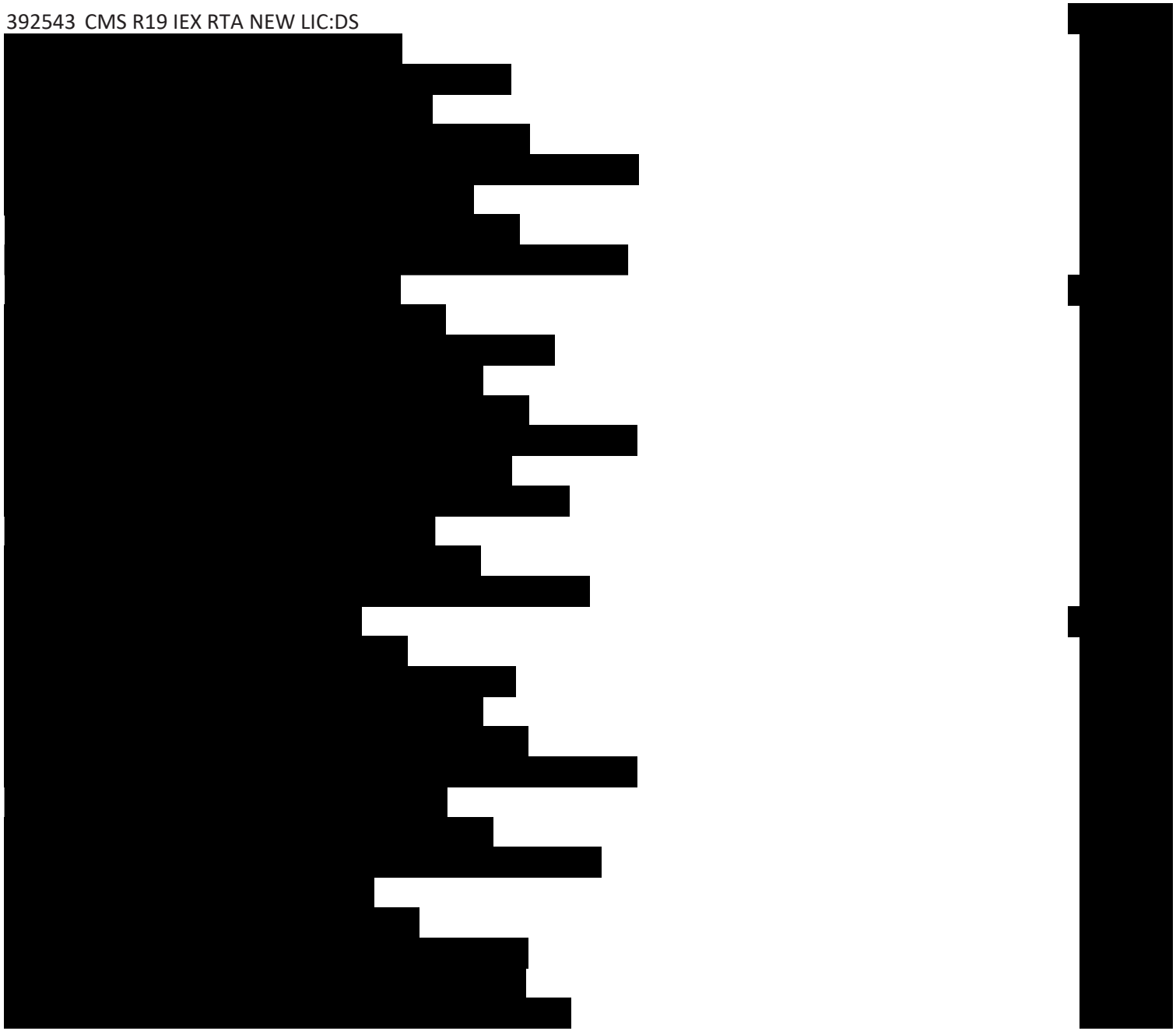
392487 CMS R19 ADMIN SYNC NEW LIC:DS



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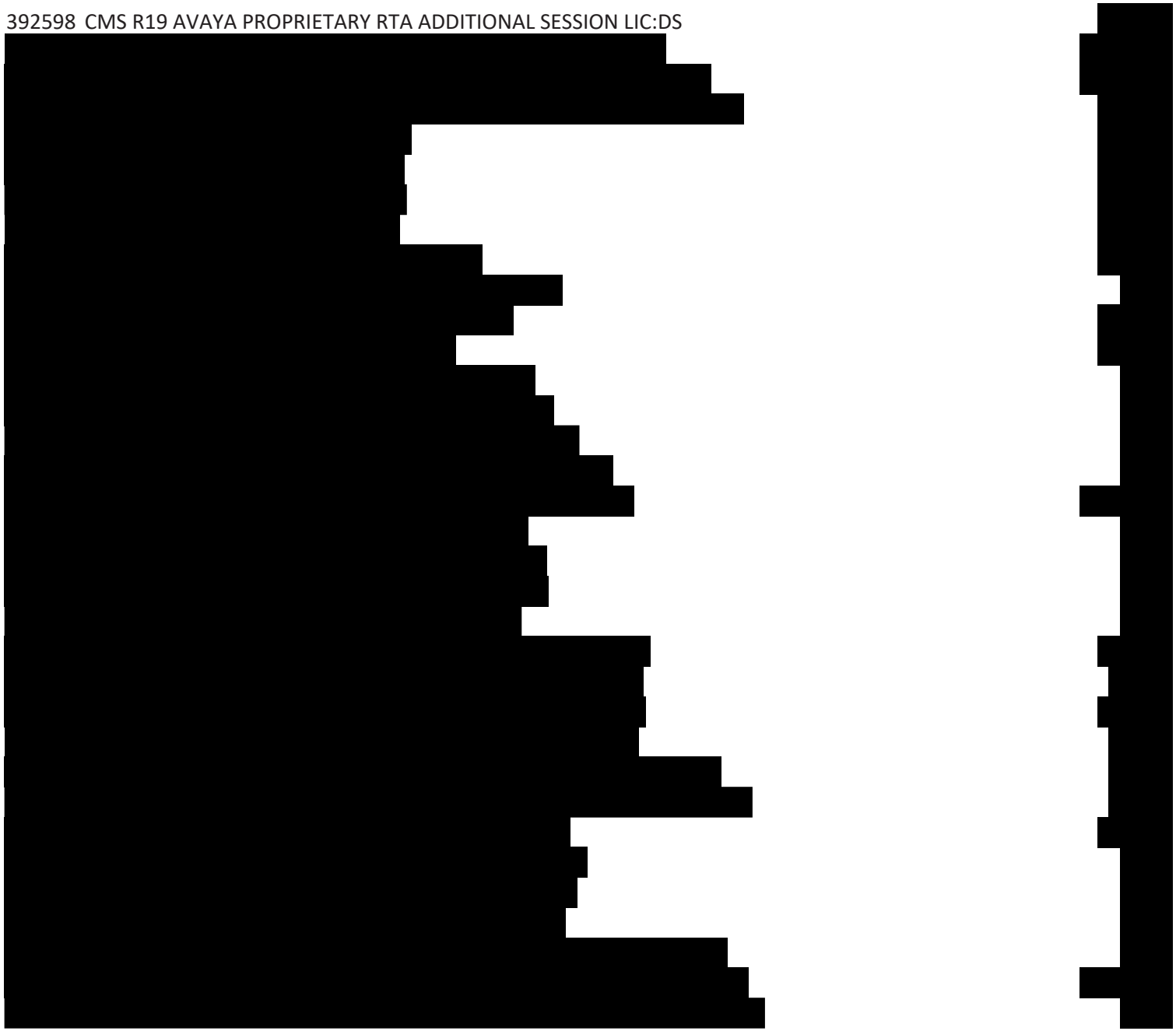
392543 CMS R19 IEX RTA NEW LIC:DS



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392598 CMS R19 AVAYA PROPRIETARY RTA ADDITIONAL SESSION LIC:DS



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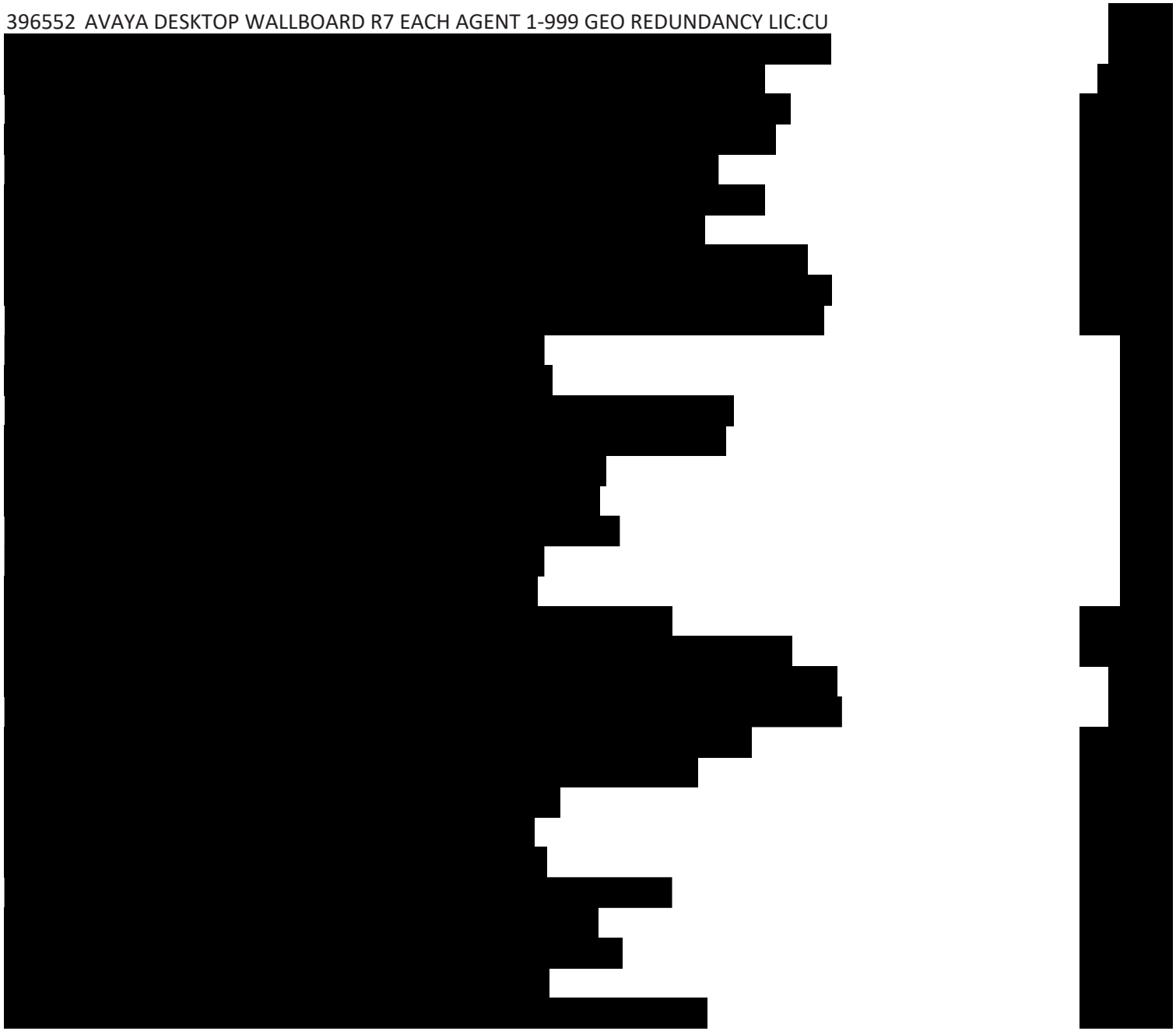
392740 CMS R19 HIGH AVAIL INITIAL ACD UPGRADE LIC:CU



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396552 AVAYA DESKTOP WALLBOARD R7 EACH AGENT 1-999 GEO REDUNDANCY LIC:CU



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401579 CMS R19 ECH HANDLE UPG PRE R17 LIC:DS



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[redacted] No. DMS-17/18-044B
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Reporting and Analytics - Workforce Optimization, Software License

192156 WORKFORCE OPT AFTERMARKET ORDER

[redacted]

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[redacted] No. DMS-17/18-044B
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385952 WFO R15 APPLICATION ANALYSIS UPGRADE LIC:SR



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[redacted] No. DMS-17/18-044B
Exhibit B

386006 WFO R15.1 STRATEGIC DESKTOP ANALYTICS UPGRADE LIC:SR



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[redacted] No. DMS-17/18-044B
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386063 WFO R15 CR MIDSIZE ENTERPRISE UPGRADE LIC:SR



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[redacted] No. DMS-17/18-044B
Exhibit B

386224 IPO AWFOS R5 STANDARD EDITION LIC:CU

[redacted]

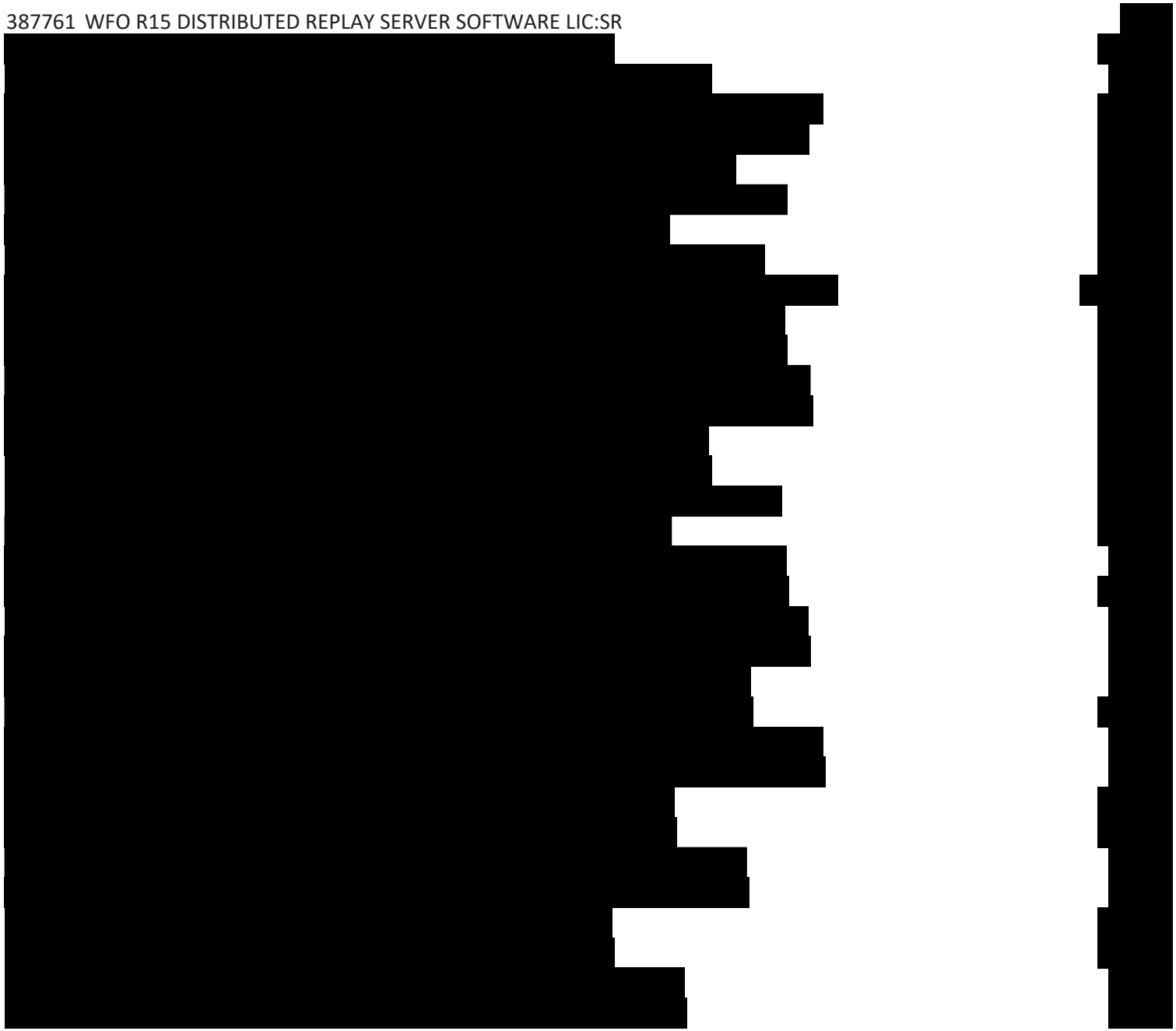
386228 IPO AWFOS R5 QUALITY/PERFORMANCE MGMT ED REDUNDANCY LIC:CU

[redacted]

DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

[redacted] No. DMS-17/18-044B
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387761 WFO R15 DISTRIBUTED REPLAY SERVER SOFTWARE LIC:SR



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[redacted] No. DMS-17/18-044B
Exhibit B

398249 AVAYA WFO SELECT R5 RECORDER ED UPBUY TO CHANNEL LIC:CU



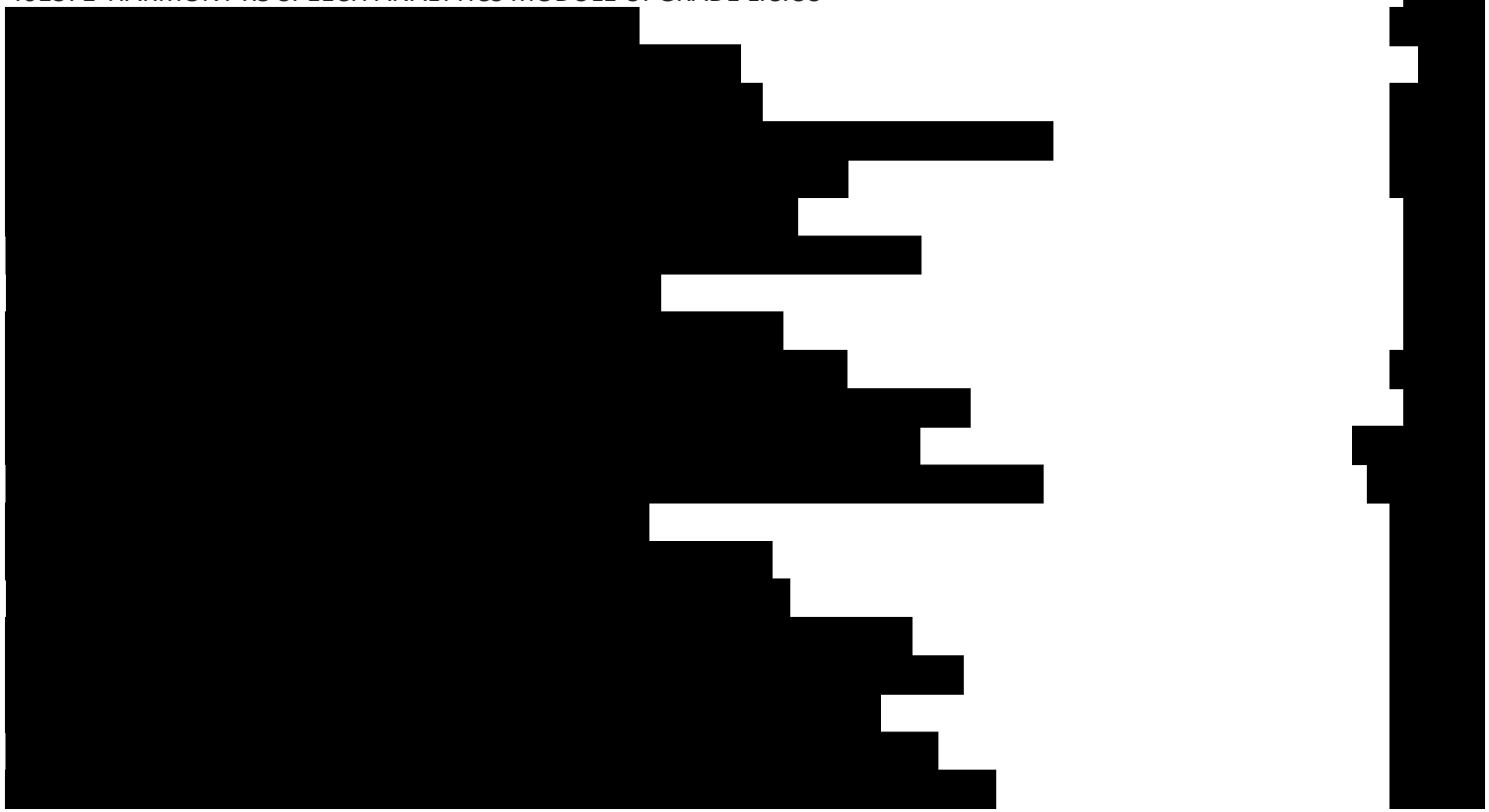
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[redacted] No. DMS-17/18-044B
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399075 WFO R15.2 WFO TO AUTO QUALITY MONITOR WFO UP-BUY LIC:SR



401371 HARMONY R5 SPEECH ANALYTICS MODULE UPGRADE LIC:CU



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[redacted] No. DMS-17/18-044B
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402889 WFO R15.2 WORKFORCE MANAGEMENT PKG LIC:SR



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[redacted] No. DMS-17/18-044B
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402941 WFO R15.2 CUSTOMER FEEDBACK ADVANCED UPGRADE LIC:SR

[redacted]

[redacted] No. DMS-17/18-044B
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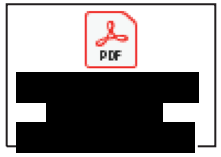
395740 CMS PRE-R17 TO R18 AGENT UPGRADE LIC:CU [redacted]

[redacted]

[redacted]

Service Category 4 - Centrex

Part Number	Description	NRC	MRC
A4B0001	Business Line (where available)	[redacted]	[redacted]
[redacted]			



[redacted]

Dedicated IP Access (where available)

All of these services require a 12 month minimum term.

Part Numbe	Description	NRC	MRC
DED0001	Private IP 1.5 Mbps (includes port, access, and COS)	[redacted]	[redacted]

[redacted]

DED0030 Special Construction, per unit, where facilities do not exist

[redacted]

DED0046 Managed Equpiment (customer needs to provide OOB line and inside wiring) NRC MRC
DED0047 1.5 Mbps, 4221-SEC, or equivalent $

[redacted]

DED0064 Telecommunications Service Priority (TSP)

DED0065 TSP Priority Installation

[redacted]

DED0070 Universal CPE Virtual Network Functions and Security

Ciena 3906-Large, 1000mbps throughput, 480Gb SSD, Up to 4 VNFs

DED0071 Ciena 3906mvi (ModelK70-3906-911) PRIMARY DEVICE

[redacted]

DED0076 Design and Project Management

DED0077 Pre-Sales Design Per Site, Network Solution up to 100 sites

[redacted]

DED0094 Virtual RVB Steelhead VCX40, RVB-STLHD_VCX40

DED0120 VeloCloud VCE Enterprise License 1000 Mbps throughput, VC-1000-ENT-VEDG-XX

DED0128 SilverPeak SD-WAN Edge (10 Mbps) excluding Boost, SP-WB-1G (10 Mbps) Primary

[redacted]

DED0150 SilverPeak SD-WAN Boost (20 Mbps) HA, SP-Boost-WANx (20 Mbps) HA

[redacted]

DED0162 Juniper u410T

[redacted]

DED0167 Virtual Network Functions (VNFs) for devices (AT&T Managed)

DED0168 Juniper SRX router up to 300M throughput, Juniper vSRX 300 Mbps

[redacted]

DED0196 Fortinet Fortigate, VM08, Enhanced

DED0209 Juniper SRX router up to 1 Gig throughput, Juniper vSRX 1 Gig

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[redacted] No. DMS-17/18-044B
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DED0230 Fortinet Fortigate, VM08, Essential

[redacted]

DED0264	WANOpt + QoE Control with Salsa Orchestrator 10 Mbps	[redacted]	[redacted]
DED0268	AT&T Distributed Denial of Service (DDoS) Defense		
DED0269	AT&T DDoS Defense - Bandwidth 10 Mbps, Proactive (Bandwidth)	[redacted]	[redacted]
DED0282	AT&T DDoS Defense - Bandwidth 250 Mbps, Proactive (Bandwidth)	$ [redacted]	[redacted]
DED0297	AT&T DDoS Defense - Bandwidth 3 Gig, Proactive (Bandwidth)	[redacted]	[redacted]0

DED0298 AT&T DDoS Defense - Bandwidth 3.5 Gig, Proactive (Bandwidth) $

[redacted]

LAN Support Services

Part Number	Description	MRC
	Cloud Network Bundles	
91011-16172	EW CLOUD NBD ONSITE 16172	
[redacted]		

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[redacted] No. DMS-17/18-044B
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91300-16174 EW 3YR CLOUD TAC OS 16174

[redacted]

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[redacted] No. DMS-17/18-044B
Exhibit B

91004-16177 EW CLOUD NBD AHR 16177

[redacted]

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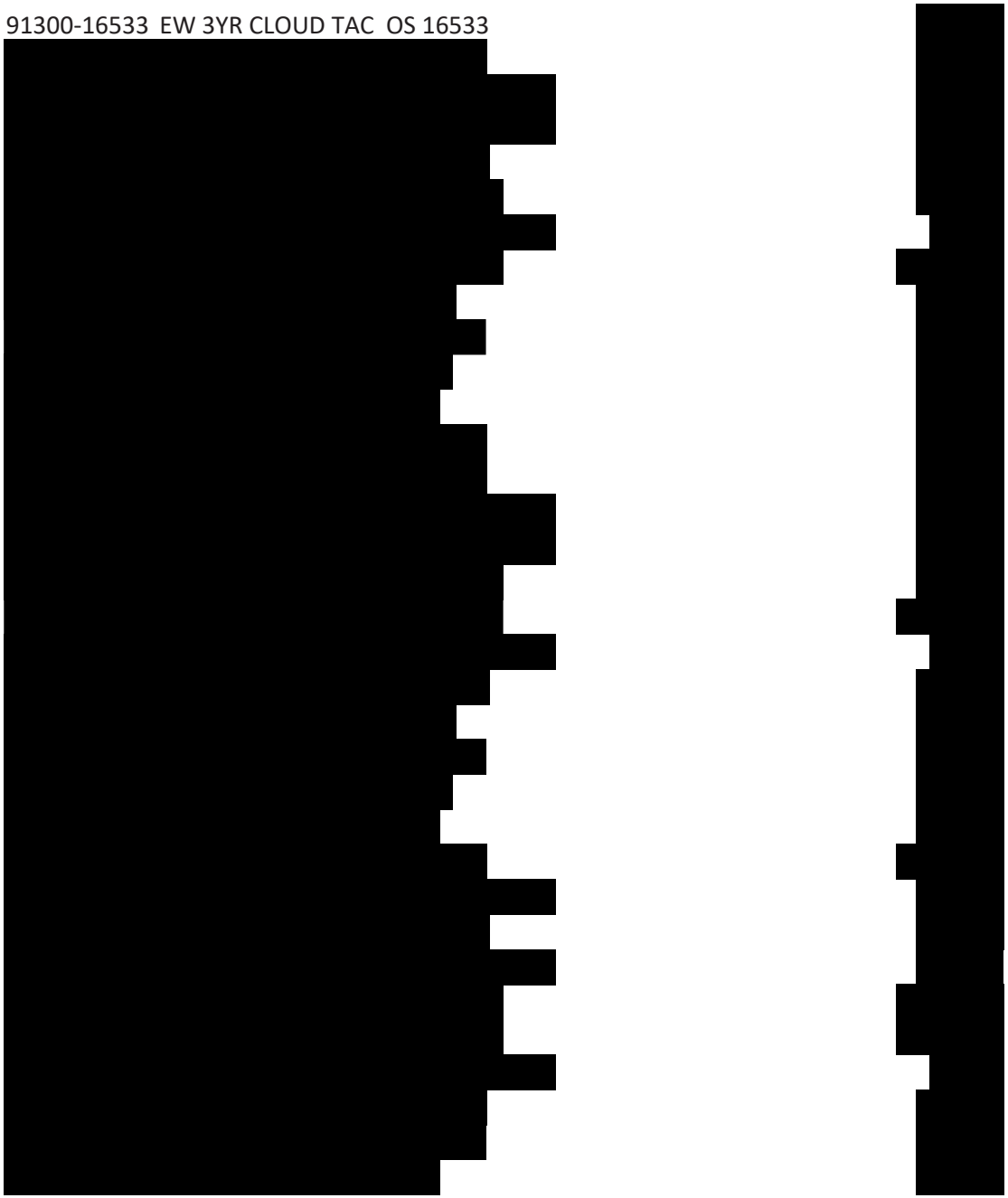
91501-16530 EW Edu 5YRCLOUDSUBSCRIPT 16530

[redacted]

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[redacted] No. DMS-17/18-044B
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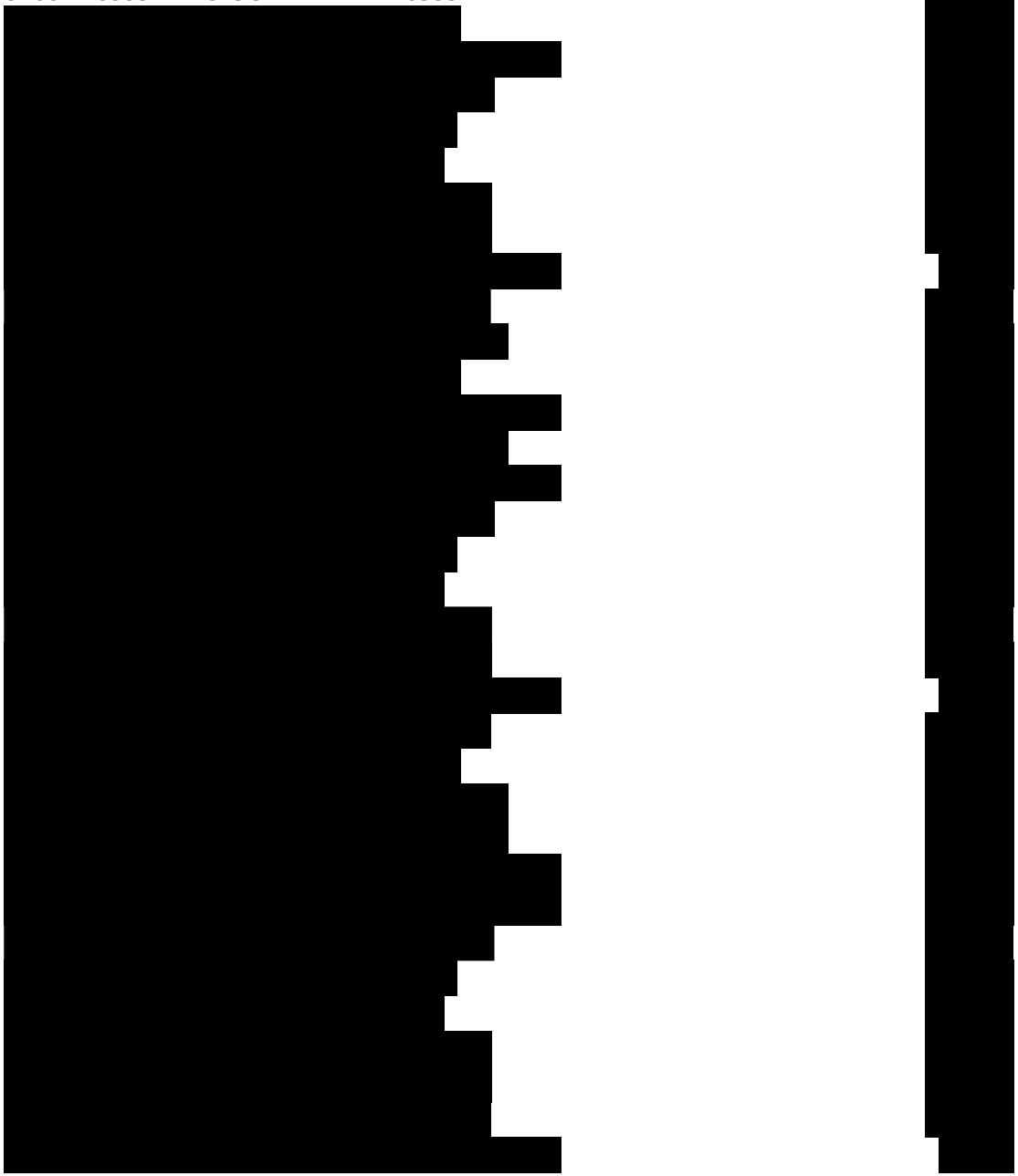
91300-16533 EW 3YR CLOUD TAC OS 16533



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[redacted] No. DMS-17/18-044B
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91007-16535 EW CLOUD 4HR AHR 16535



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[redacted] No. DMS-17/18-044B
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91504-16562 EW 5YR CLOUD NBD AHR 16562

[redacted]

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[redacted] No. DMS-17/18-044B
Exhibit B

91504-16565 EW 5YR CLOUD NBD AHR 16565

[redacted]

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[redacted] No. DMS-17/18-044B
Exhibit B

91504-16568 EW 5YR CLOUD NBD AHR 16568

[redacted]

DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

[redacted] No. DMS-17/18-044B
Exhibit B

91504-16571 EW 5YR CLOUD NBD AHR 16571

[redacted]

DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

[redacted] No. DMS-17/18-044B
Exhibit B

91300-17350 EW 3YR CLOUD TAC OS 17350

[redacted]

91301-17360 EW Edu 3YRCLOUDSUBSCRIPT 17360

[redacted]

DocuSign Envelope ID: 3CA9BF8F-F794-4C75-8AC8-47496DE0065B

[redacted] No. DMS-17/18-044B
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91300-17401 EW 3YR CLOUD TAC OS 17401

[redacted]

91008-18102 EW CLOUD 4HR ONSITE 18102

[redacted]

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[redacted] No. DMS-17/18-044B
Exhibit B

91304-18103 EW 3YR CLOUD NBD AHR 18103

[redacted]

97203-27001 EW SWScript 35 Port27001

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[redacted] No. DMS-17/18-044B
Exhibit B

91301-30331 EW Edu 3YRCLOUDSUBSCRIPT 30331

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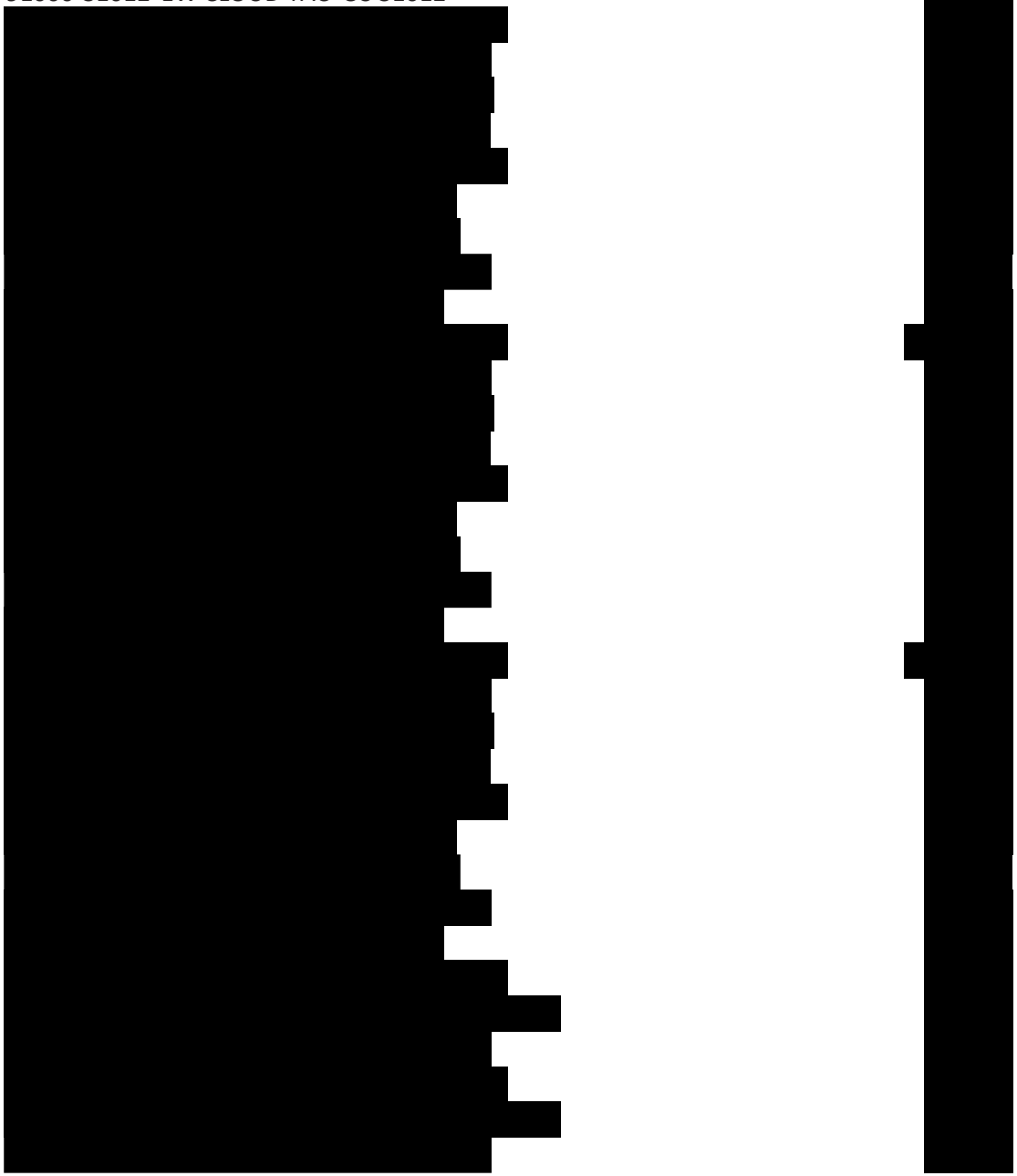
91300-30913 EW 3YR CLOUD TAC OS 30913

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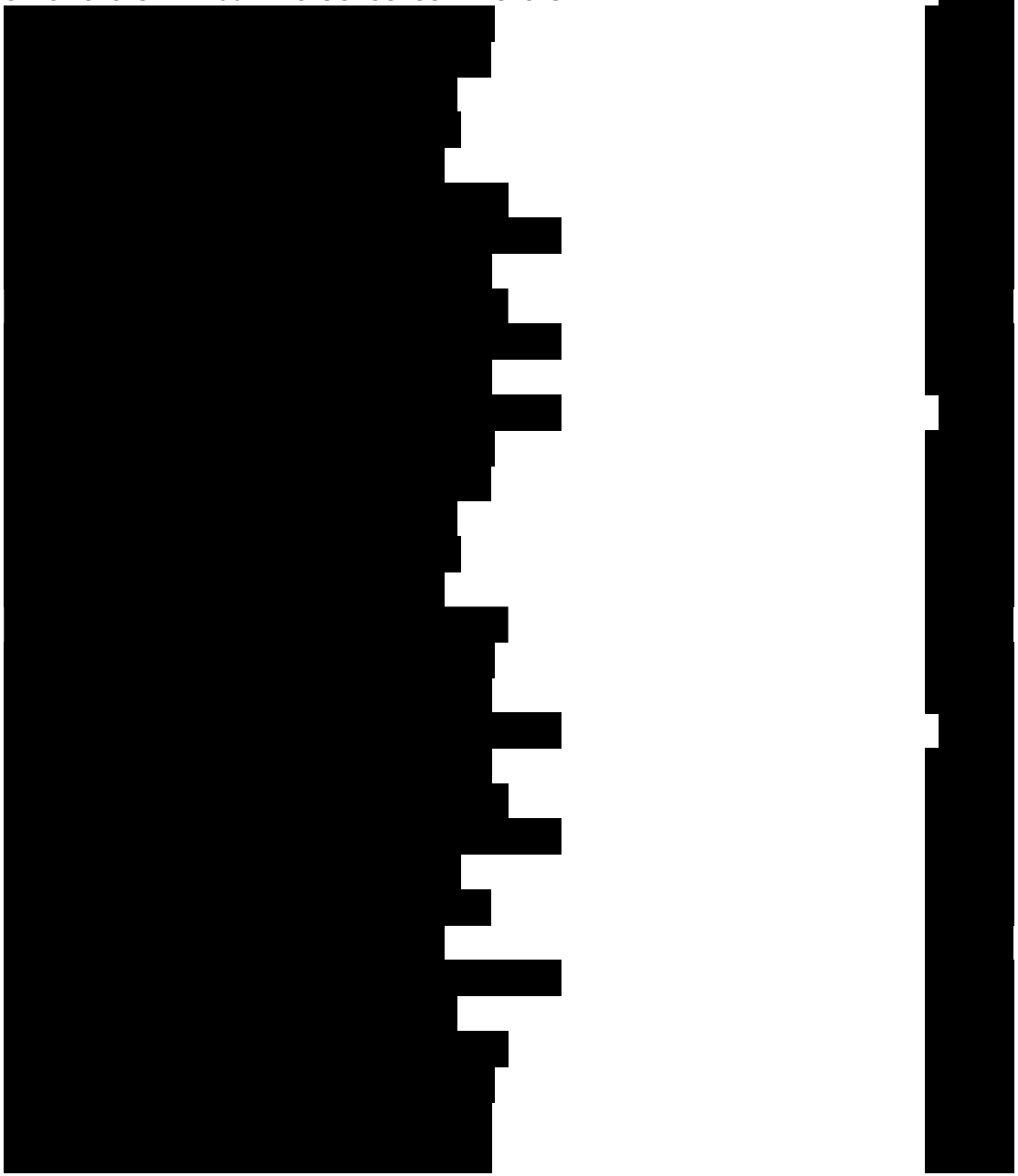
91000-31012 EW CLOUD TAC OS 31012



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[redacted] No. DMS-17/18-044B
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91101-31025 EW Edu 1YRCLOUDSUBSCRIPT 31025



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91304-31029 EW 3YR CLOUD NBD AHR 31029

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Exhibit B

91008-31034 EW CLOUD 4HR ONSITE 31034



91008-31050 EW CLOUD 4HR ONSITE 31050

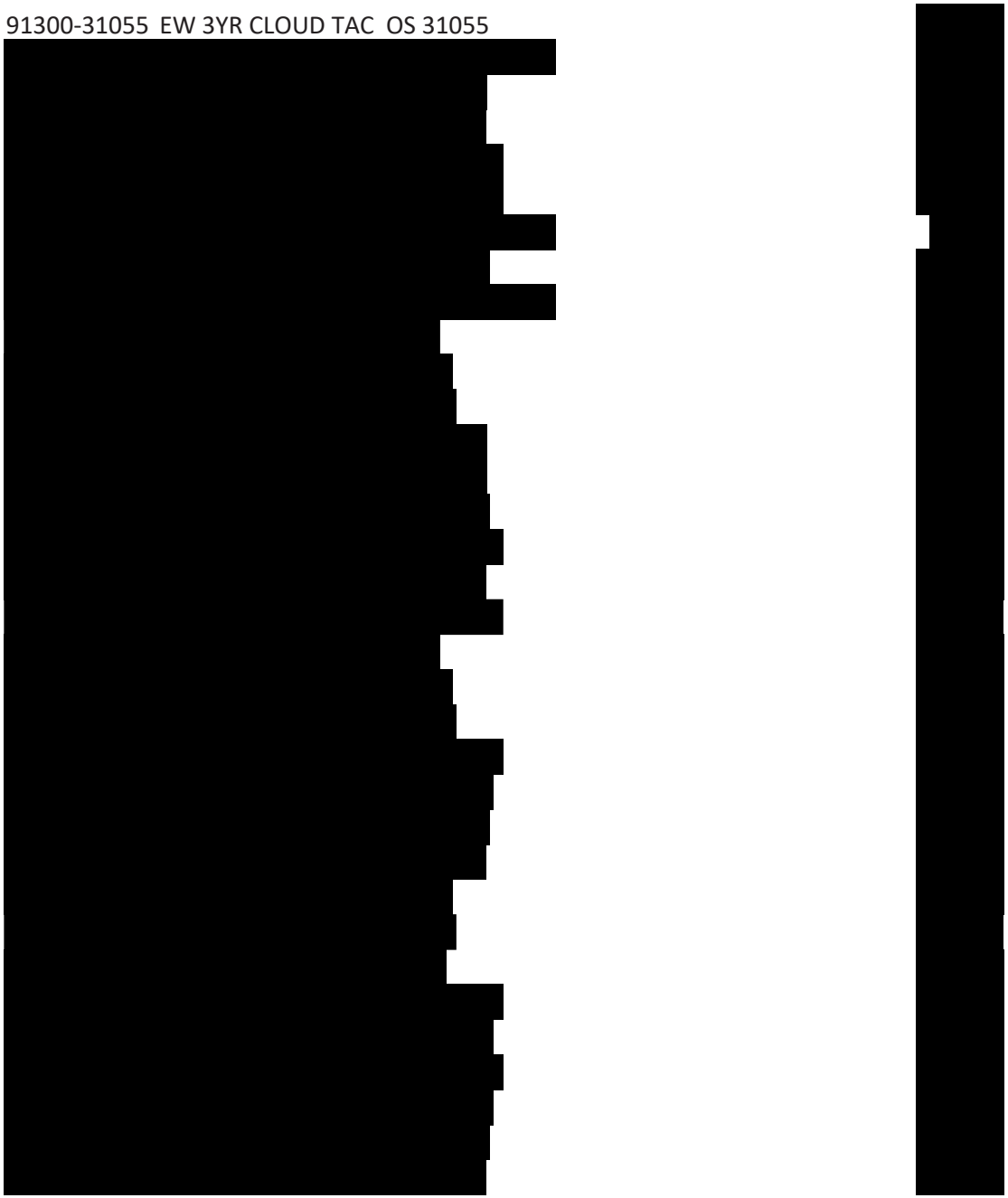




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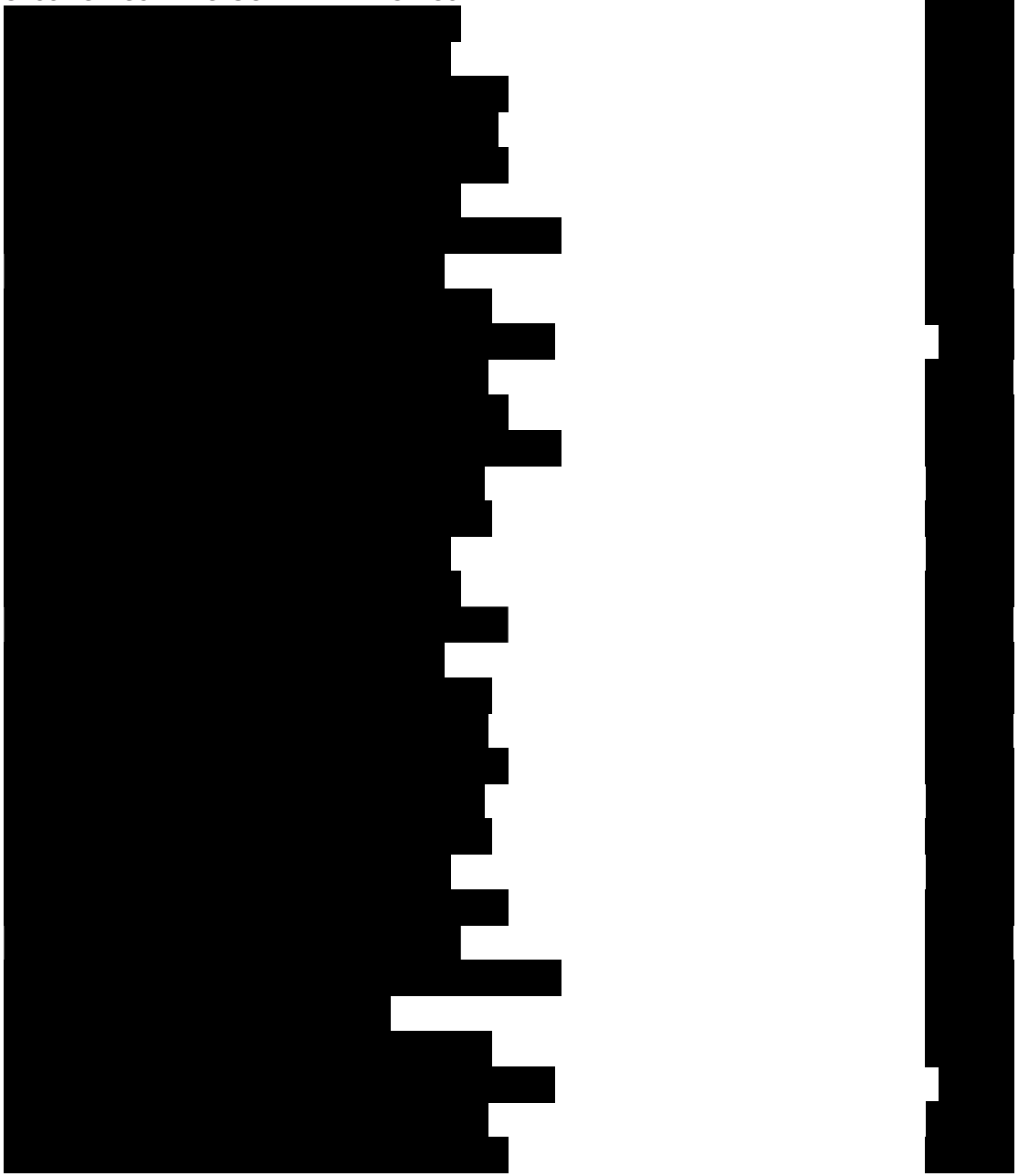
91300-31055 EW 3YR CLOUD TAC OS 31055



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Exhibit B

91007-37130 EW CLOUD 4HR AHR 37130



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91501-39036 EW Edu 5YRCLOUDSUBSCRIPT 39036

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91007-39038 EW CLOUD 4HR AHR39038

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91304-39039 EW 3YR CLOUD NBD AHR 39039

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91101-16177T EW Edu 1YRCLOUDSUBSCRIPT 16177T



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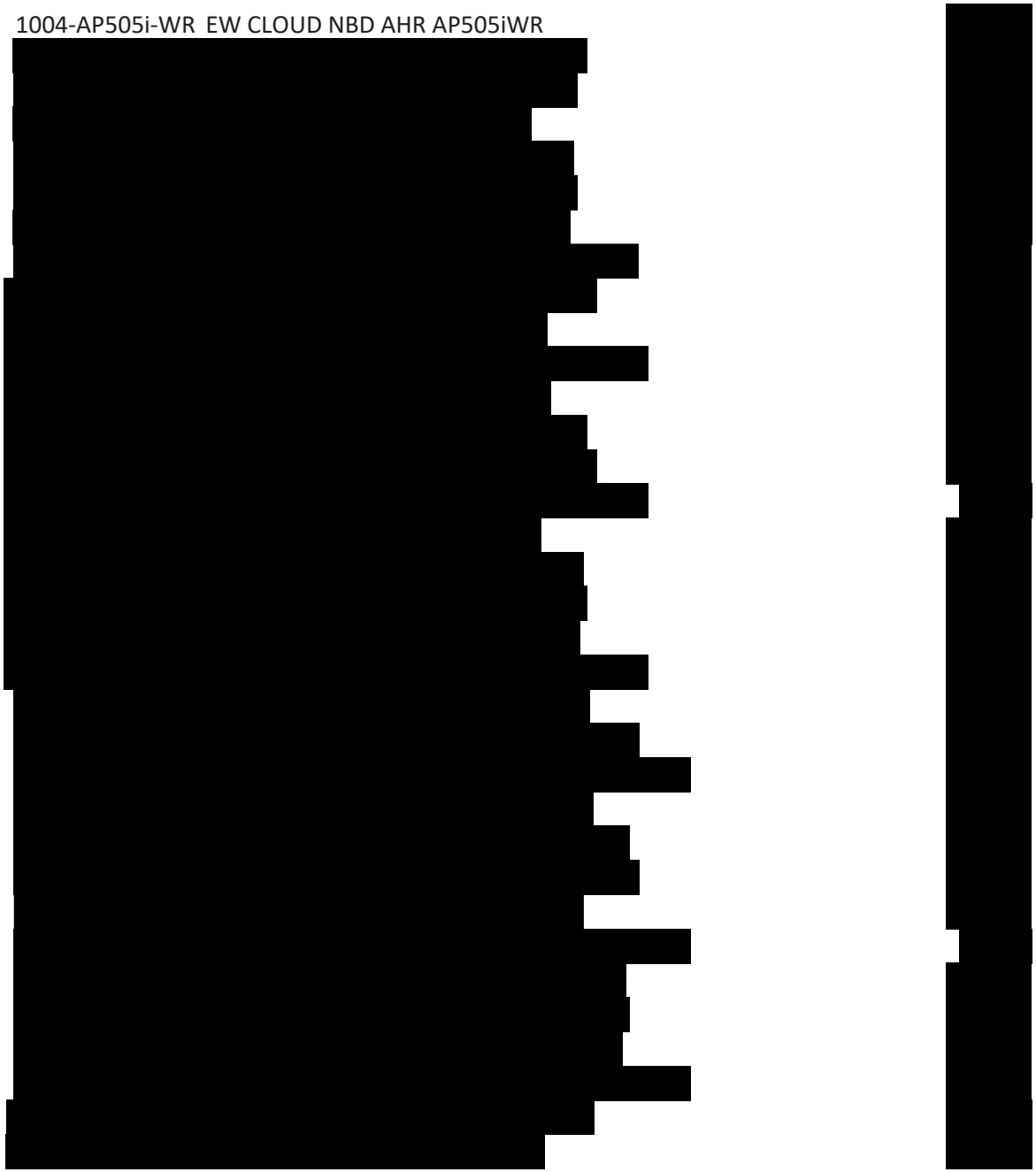
91504-17401T EW 5YR CLOUD NBD AHR 17401T

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1004-AP505i-WR EW CLOUD NBD AHR AP505iWR



l301-AP510e-WR EW Edu 3YRCLOUDSUBSCRIPT AP510eWR

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-AP510i-FCC-TAA EW Edu 3YRCLOUDSUBSCRIPT AP510iFCCTAA

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1007-AP510i-WR EW CLOUD 4HR AHR AP510iWR



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300-AP560m-FCC EW 3YR CLOUD TAC OS AP560mFCC

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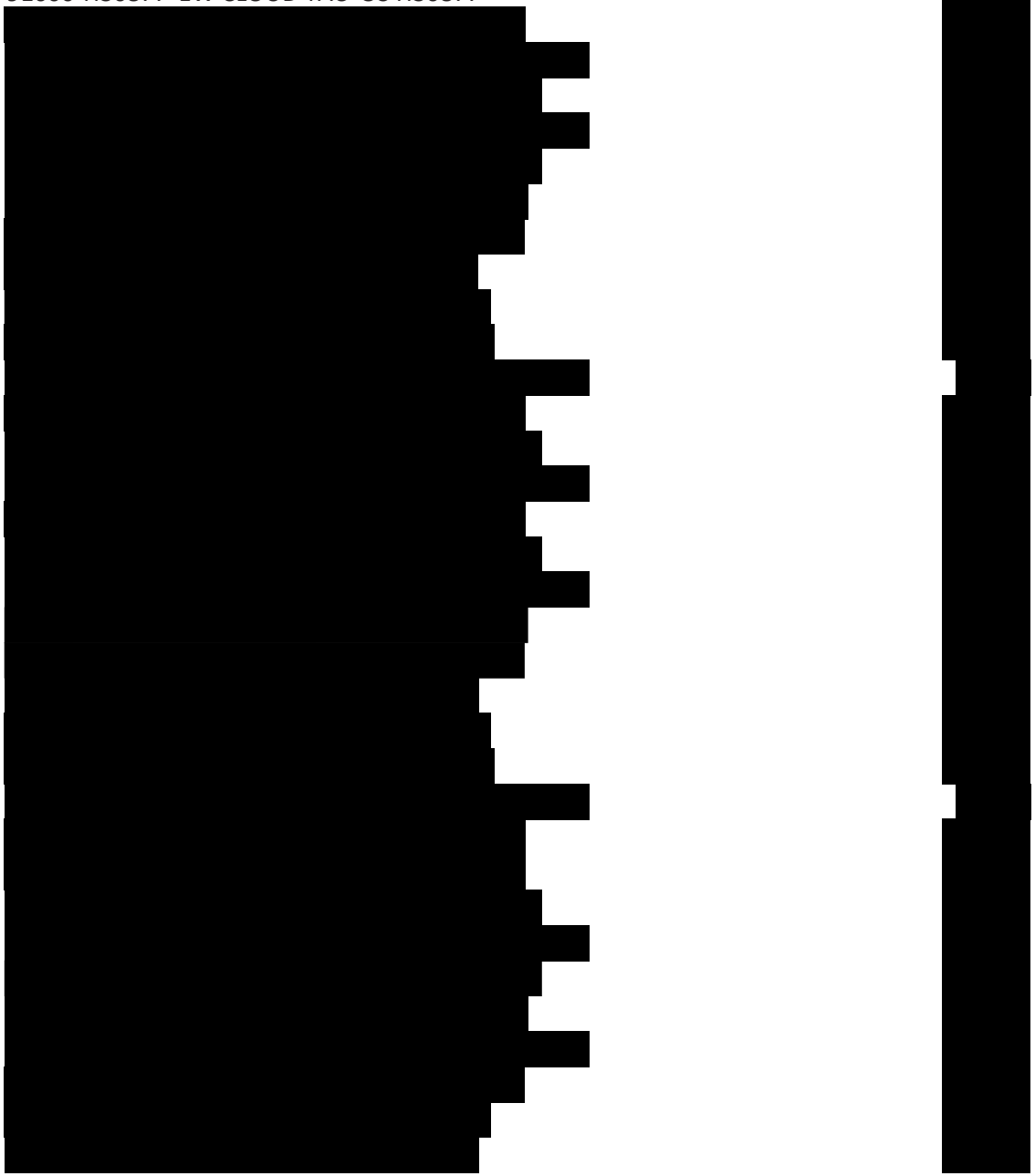
91500-H30877 EW 5YR CLOUD TAC OS H30877

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91000-H30877 EW CLOUD TAC OS H30877



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91004-H30878 EW CLOUD NBD AHR H30878

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91504-H30791 EW 5YR CLOUD NBD AHR H30791

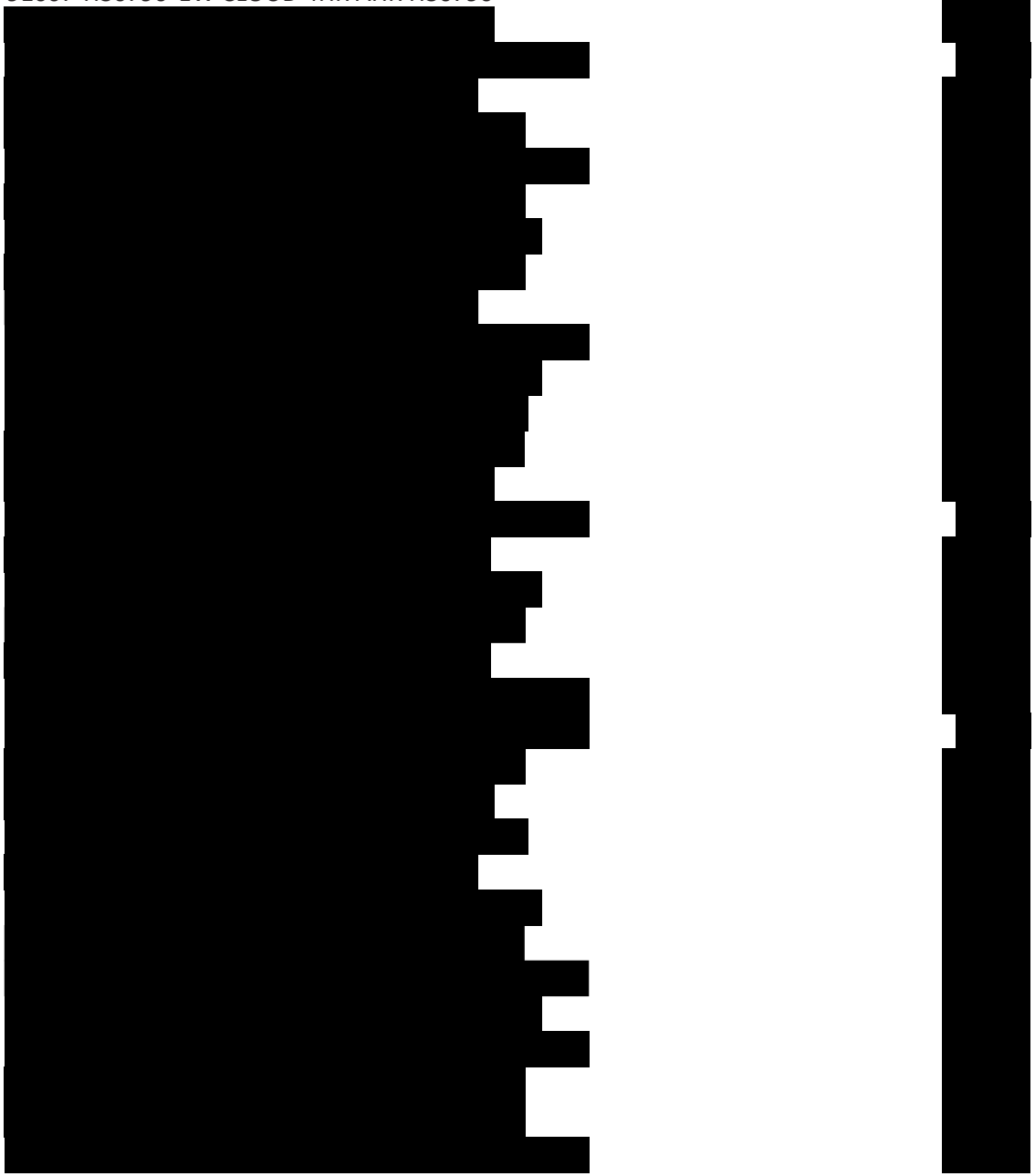
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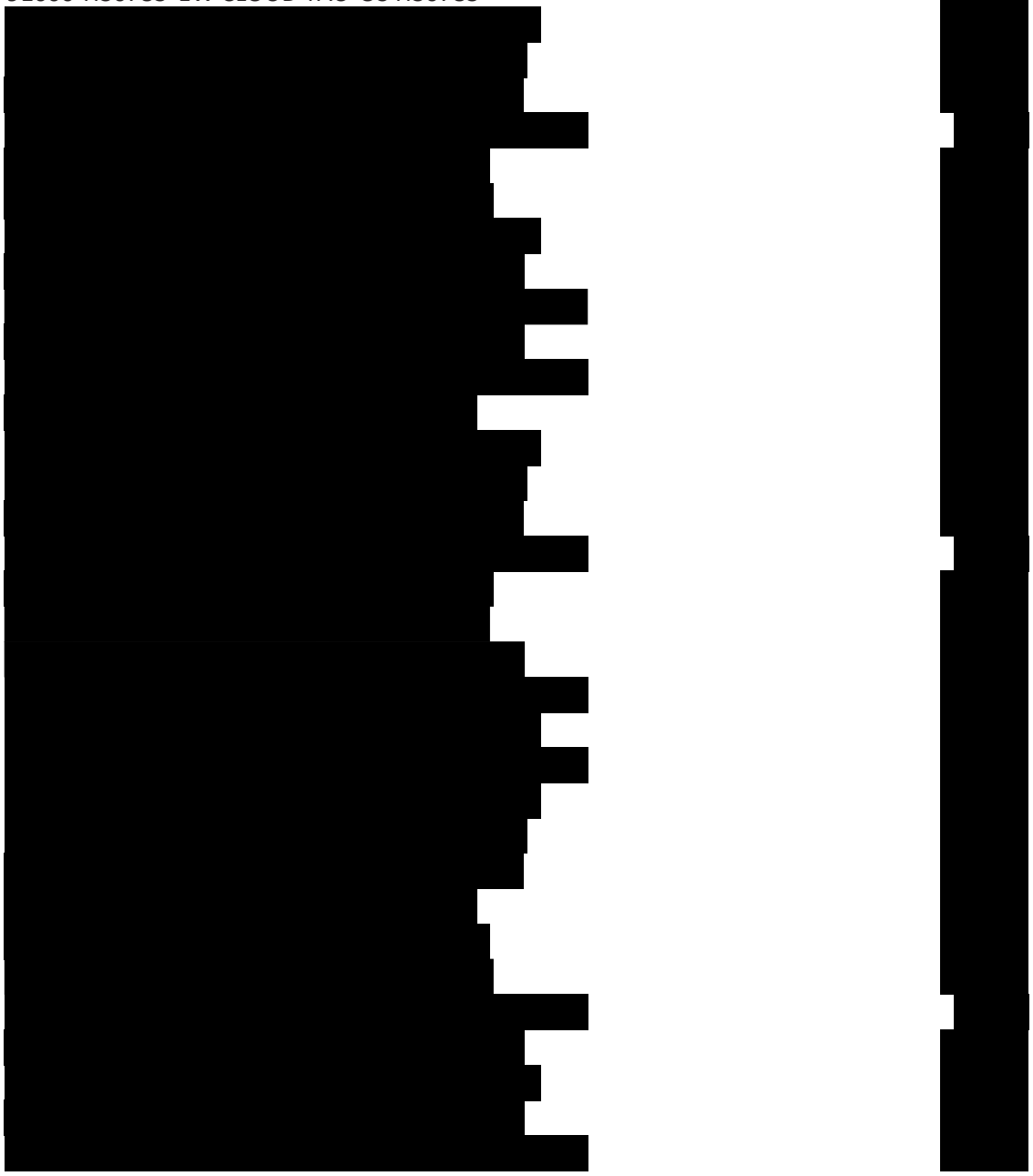
91007-H30790 EW CLOUD 4HR AHR H30790



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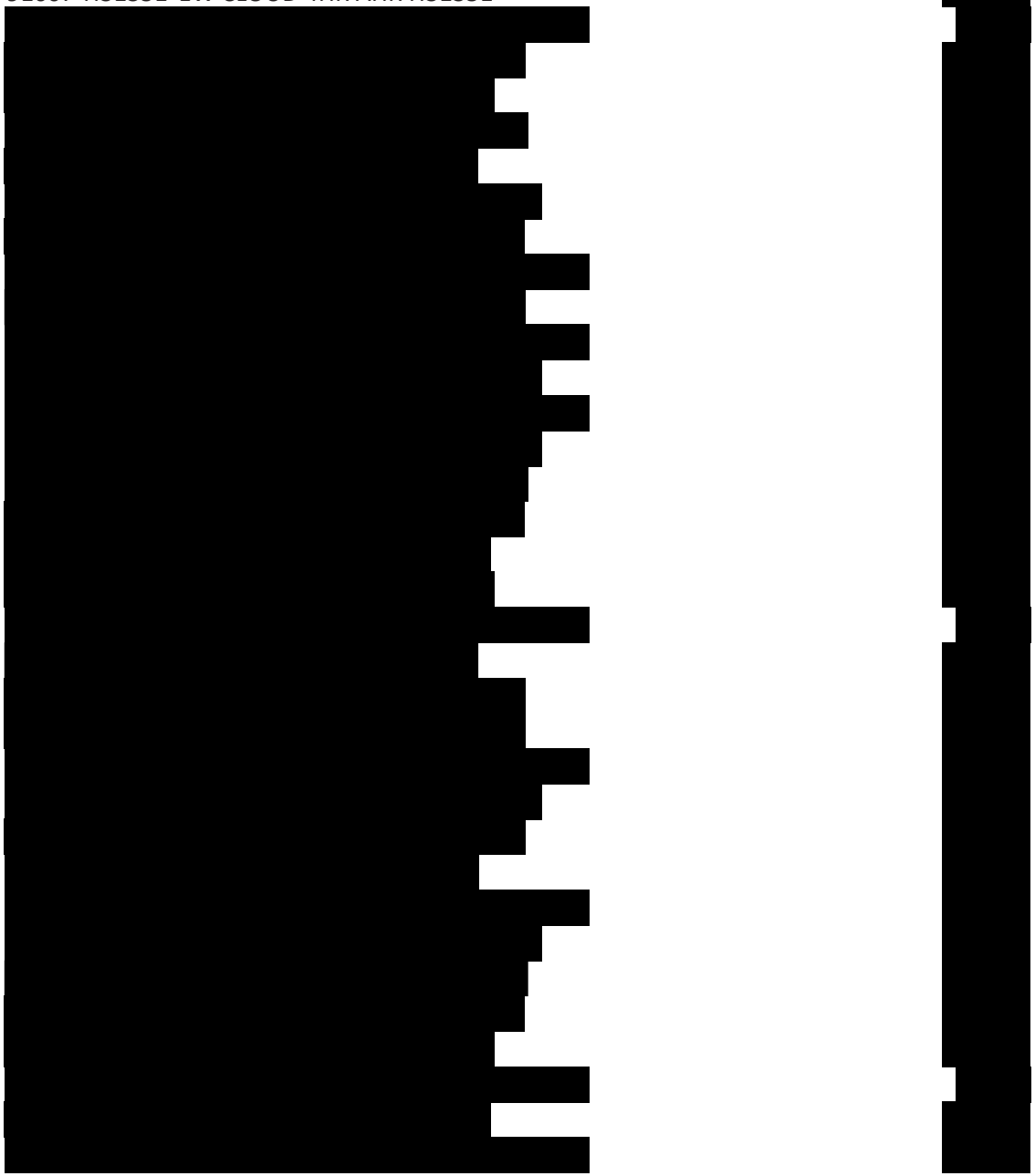
91000-H30783 EW CLOUD TAC OS H30783



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91007-H31351 EW CLOUD 4HR AHR H31351



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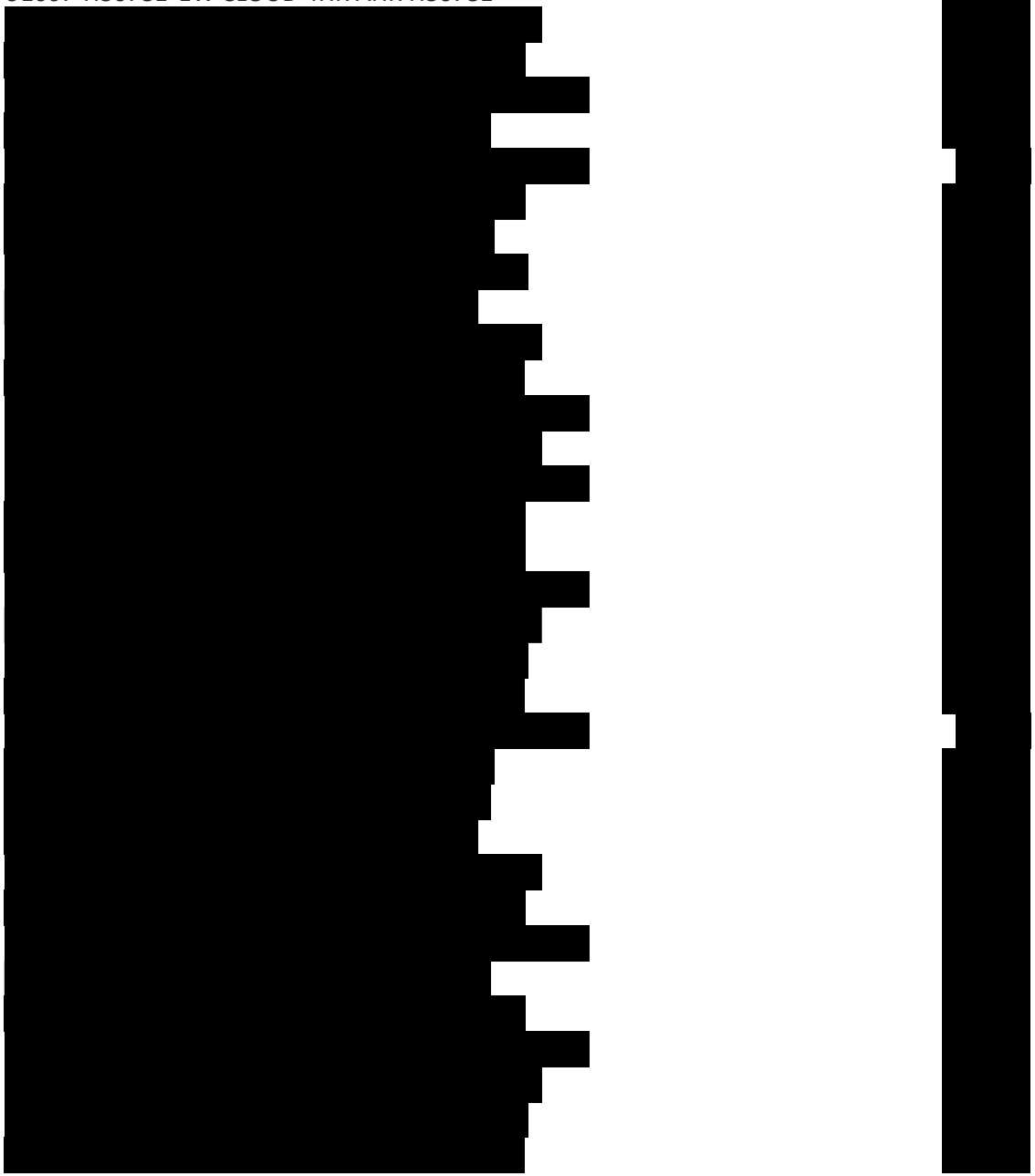
91500-H30787 EW 5YR CLOUD TAC OS H30787

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91007-H30781 EW CLOUD 4HR AHR H30781



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Exhibit B

91101-H30779 EW Edu1YRCLOUDSUBSCRIPT H30779

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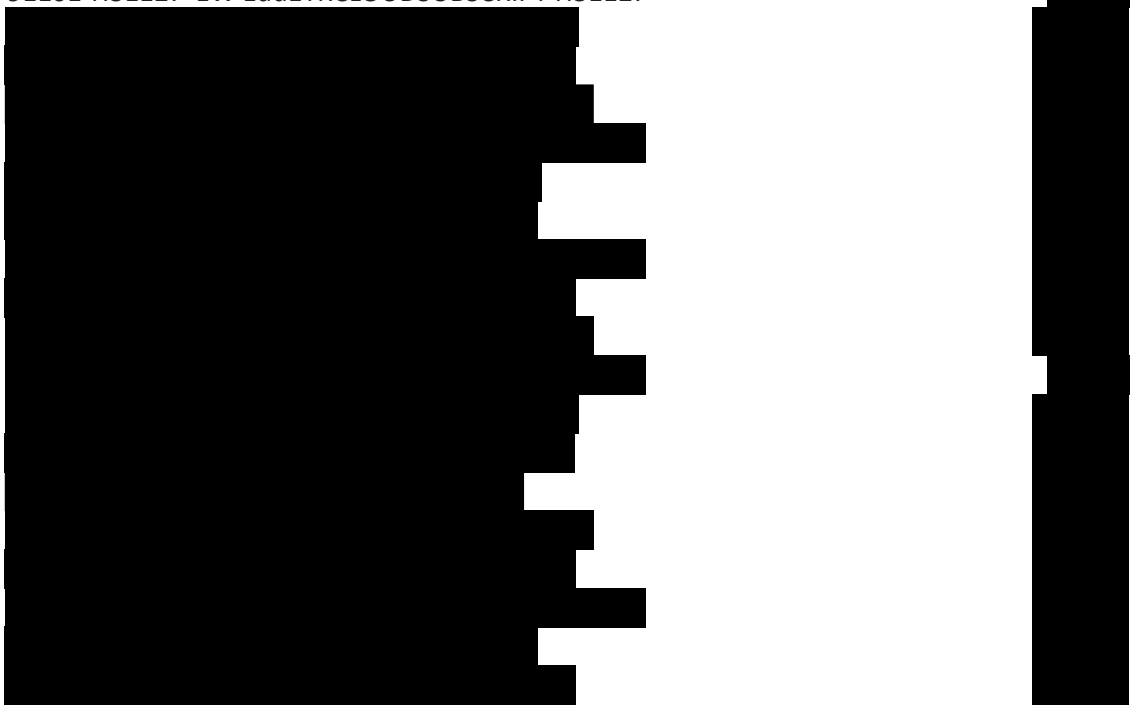
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91304-H30777 EW 3YR CLOUD NBD AHR H30777



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91101-H31127 EW Edu1YRCLOUDSUBSCRIPT H31127



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91301-H30778 EW Edu3YRCLOUDSUBSCRIPT H30778

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91101-H30775 EW Edu1YRCLOUDSUBSCRIPT H30775

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Exhibit B

91011-H30773 EW CLOUD NBD ONSITE H30773
91304-H30773 EW 3YR CLOUD NBD AHR H30773

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Exhibit B

91504-H30966 EW 5YR CLOUD NBD AHR H30966

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Exhibit B

91304-H30968 EW 3YR CLOUD NBD AHR H30968

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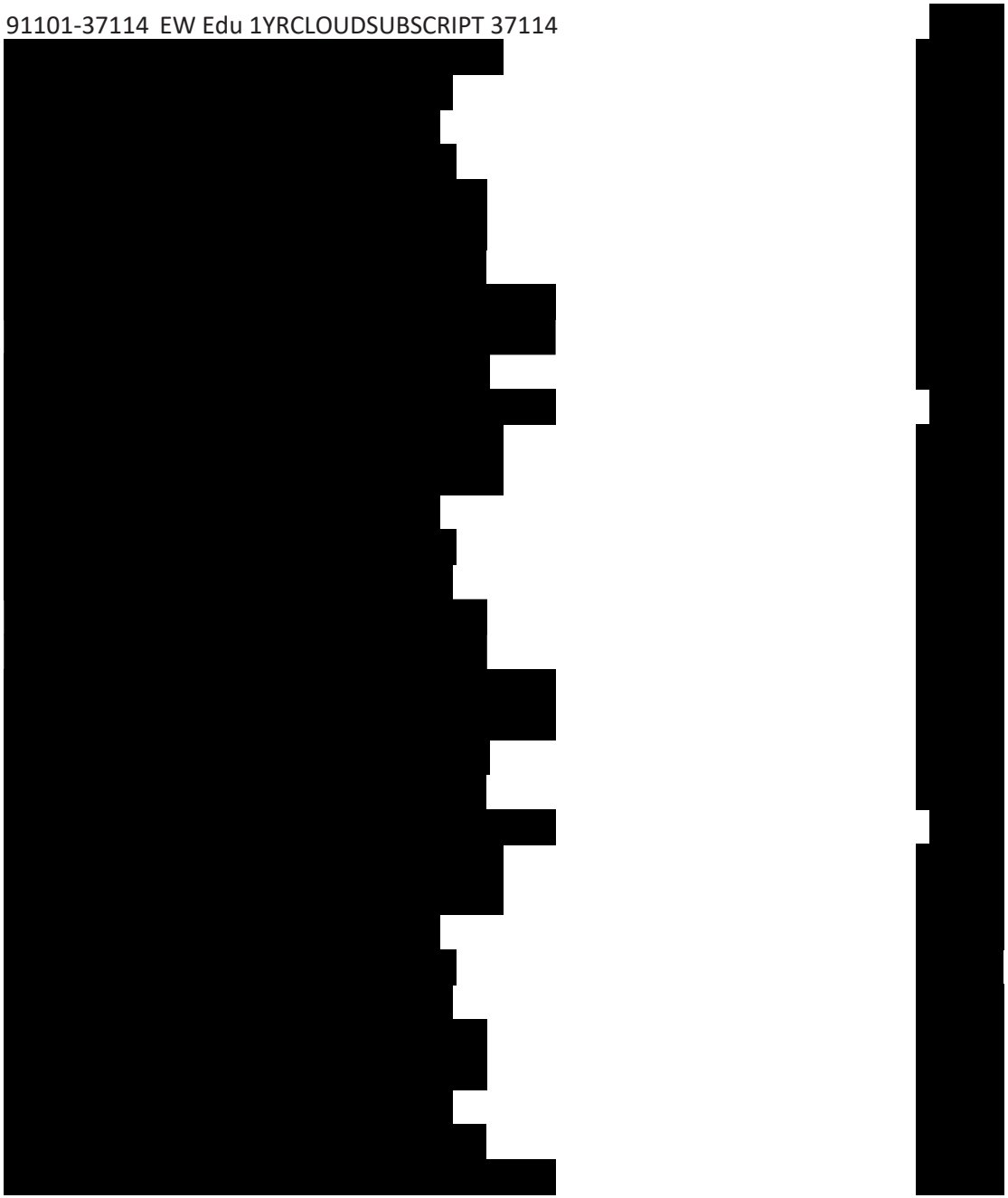
91007-37111 EW CLOUD 4HR AHR 37111



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91101-37114 EW Edu 1YRCLOUDSUBSCRIPT 37114



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Exhibit B

91011-37123 EW CLOUD NBD ONSITE 37123

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91300-H31335 EW 3YR CLOUD TAC OS H31335

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Exhibit B

91007-H30970 EW CLOUD 4HR AHR H30970



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Exhibit B

91000-H31348 EW CLOUD TAC OS H31348

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91004-H30974 EW CLOUD NBD AHR H30974

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91300-H31349 EW 3YR CLOUD TAC OS H31349



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Exhibit B

LBS-CLD-5AP-3YR LBS Cloud Subscrip 5 AP3 yrs

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91501-H35361 EW Edu 5YRCLOUDSUBSCRIPT H35361

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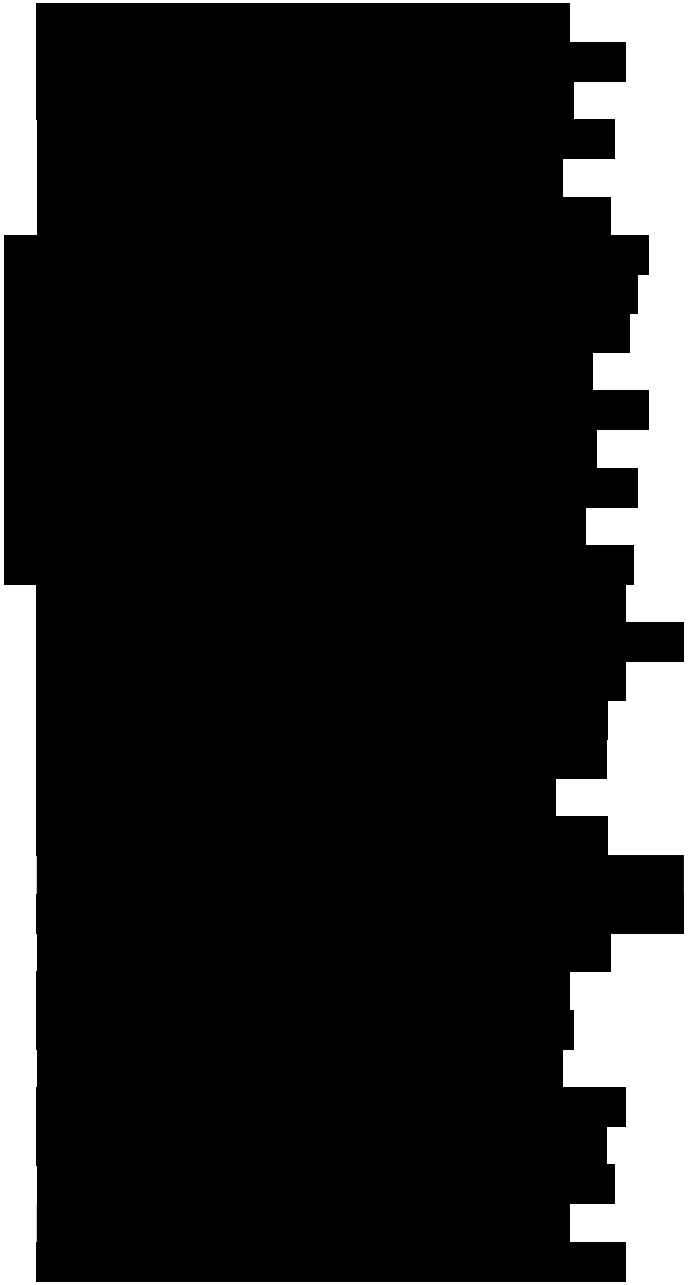
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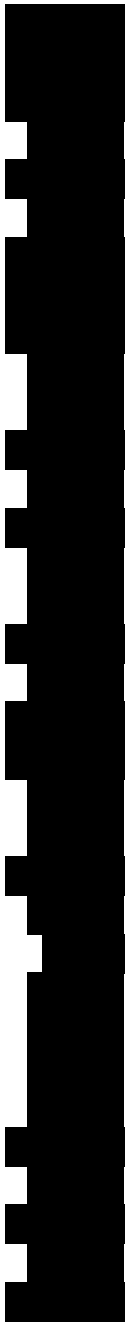
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[redacted] No. DMS-17/18-044B
Exhibit B

91008-H35322 EW CLOUD 4HR ONSITE H35322





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91004-H35318 EW CLOUD NBD AHR H35318

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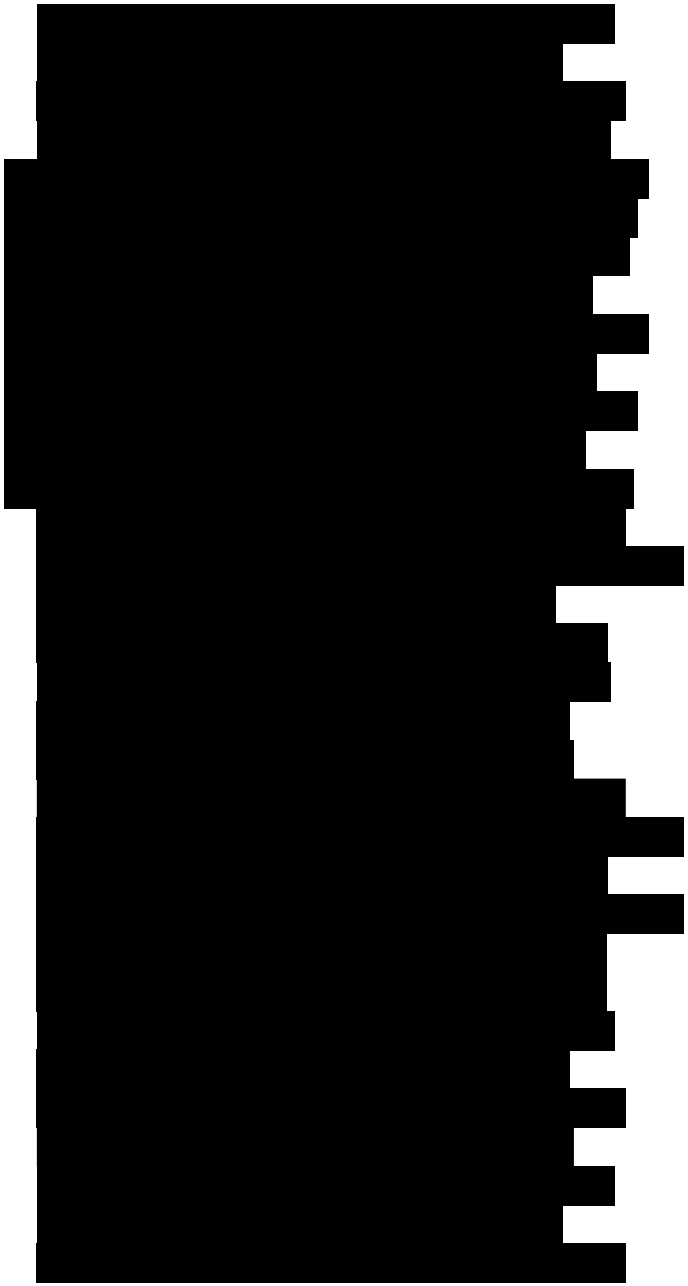
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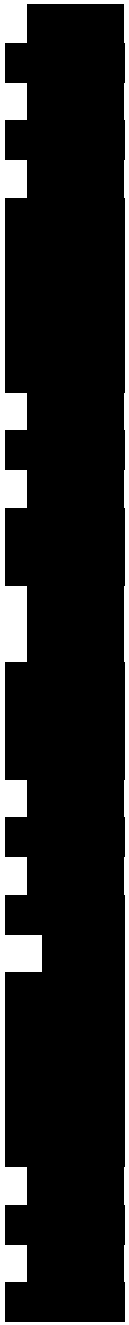
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91004-H35319 EW CLOUD NBD AHR H35319





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[redacted] No. DMS-17/18-044B
Exhibit B

91011-H35321 EW CLOUD NBD ONSITE H35321 [redacted]

[redacted] No. DMS-17/18-044B
Exhibit B

Other Services

Part Number	Description	NRC	MRC
F0001	10M ELAN	[redacted]	[redacted]

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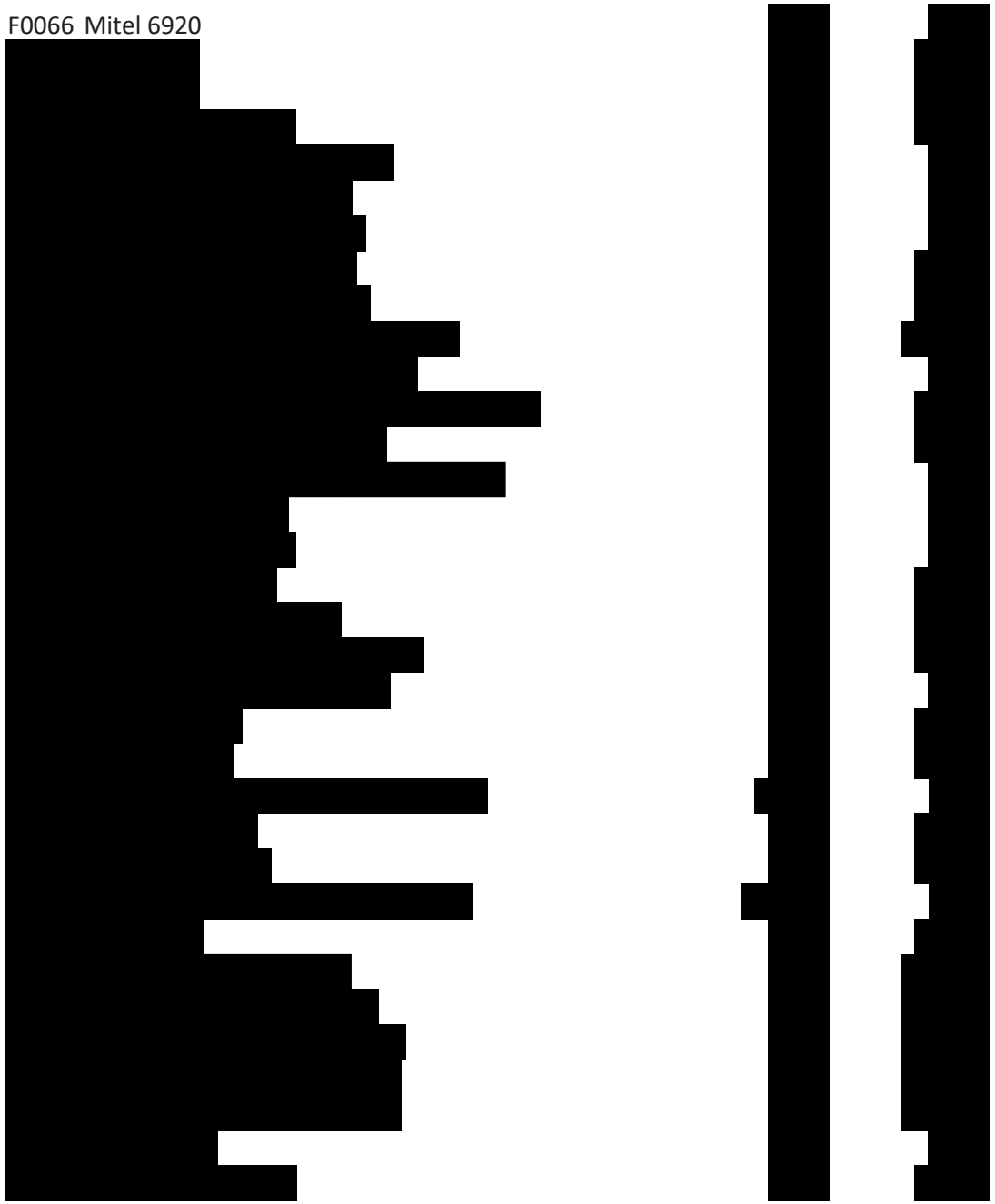
F0032 DSL Static IP up to 18/1



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[redacted] No. DMS-17/18-044B
Exhibit B

F0066 Mitel 6920



F0100 SIP Block of 100 DIDs [redacted] [redacted]

Fees and Surcharges

Note: The MRC and surcharges are not to exceed the price points established in Attachment G and the Vendor Services Catalog.
Note: The MRCs listed here are provided for illustrative purposes. While accurate, the MRCs on Attachment G take precedence.

FL SCS Bid Category	Description of Fee	Fee Percent	MRC	Fees	MRC + Fees
Cat 1 Single, per seat, eqpt included	Universal Connectivity Charge (UCC), Admin Expense Fee (AEF), and Federal Access Recovery Fee (FARF)	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Cat 4, Standard PRI (Vendor Services Catalog)

[redacted]

Excess Line Port Charge (9ZEPR), 9ZR / Access Recovery Charge (ARC) / End User Common Line (EUCL), Federal Universal Service Fund Surcharge (FUJMX)

[redacted]

[redacted]

3.17 - Dedicated IP Access, Public IP, 1.5 Mbps

[redacted]

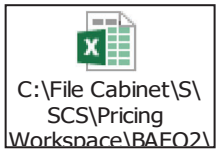
Federal Access Recovery Fee (FARF)

[redacted]

[redacted]

3.17 - Dedicated IP Access, Public IP, 50 Mbps	[redacted]	Federal Access Recovery Fee (FARF)	[redacted]	[redacted]

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INVITATION TO NEGOTIATE

FOR

SUNCOM COMMUNICATION SERVICES

ITN NO: DMS-17/18-004

THE STATE OF FLORIDA

DEPARTMENT OF MANAGEMENT SERVICES

Procurement Officer: Gerri Faircloth
Departmental Purchasing
Florida Department of Management Services
4050 Esplanade Way, Suite 335A
Tallahassee, FL 32399-0950
Phone: (850) 413-7190
Email: dms.purchasing@dms.myflorida.com

Failure to file a protest within the time prescribed in section 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, Florida Statutes. Any protest must be timely filed with the Department of Management Services' Agency Clerk listed at:

http://www.dms.myflorida.com/agency_administration/general_counsel

NOTICE PURSUANT TO SECTION 287.057(23), FLORIDA STATUTES
Respondents to this solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the 72-hour period following the agency posting the notice of intended award, excluding Saturdays, Sundays, and state holidays, any employee or officer of the executive or legislative branch concerning any aspect of this solicitation, except in writing to the procurement officer or as provided in the solicitation documents. Violation of this provision may be grounds for rejecting a response.

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Attachment H – Evaluator Scoring Workbook

Forms:

FORM 1 – CONTACT INFORMATION
FORM 2 – NOTICE OF CONFLICT OF INTEREST
FORM 3 – NON-COLLUSION AFFIDAVIT
FORM 4 – STATEMENT OF NO PRIOR DISQUALIFYING INVOLVEMENT
FORM 5 – ADDENDUM ACKNOWLEDGEMENT
FORM 6 – SUBCONTRACTING
FORM 7 – MANDATORY RESPONSIVENESS REQUIREMENTS

SECTION 1. INTRODUCTION

1.1 Solicitation Objective

The State of Florida, Department of Management Services (Department) is seeking to establish through this Invitation to Negotiate (ITN), a contract or contracts (Contract) for a collection of voice services, including Unified Communication Services, Session Initiation Protocol (SIP) Trunking Services, Contact Center Services, Legacy Local Access (Centrex) Services, and other related communication services and features collectively referred to herein as SUNCOM Communication Services (SCS).

The Department reserves the right to award a contract by Service Category to one (1) or more vendors, or no vendors at all, for all or part of the work contemplated by this solicitation that will provide a cost-efficient and high-quality solution for SCS. Through this single procurement, the Department intends to amalgamate the SCS contracts under one (1) procurement and add new voice service features now available in the telecommunications marketplace. The resulting Contract, if any, will be used by State of Florida agencies and other authorized entities, in accordance with Chapter 282, Part III, Communication Information Technology Services, Florida Statutes, collectively referred to as “Customers”.

If more than one (1) Contract is awarded, then the use of the terms “Contract,” “Contractor,” “Response,” and “Respondent,” include the plural when applicable.

1.2 Background

Prior to issuance of this solicitation, the Department contracted with a private vendor to develop a business case for SCS, in accordance with section 287.0571, Florida Statutes. The business case examined options for the future path of SCS and recommended that the Department issue an ITN for the services. That Enterprise Voice Services Business Case is incorporated into this procurement as Attachment D – Business Case, for background information purposes only, and does not contain specifications for this solicitation.

The Department has estimated that the annual total enterprise expenditures on the Contract resulting from this solicitation will be approximately $56 million. This estimate is for informational purposes only. Under no circumstances should this estimate be construed as representing actual, guaranteed, or minimum spend under any new Contract. This procurement is conducted in accordance with Specific Appropriation 2845, Chapter 2018-9, Laws of Florida.

1.3 Term

It is anticipated that the term of the Contract will be five (5) years with up to five (5) renewal years. The Contract may only be renewed in accordance with section 287.057(13), Florida Statutes.

1.4 Goals of the ITN

The goals of this ITN are to establish a Contract or Contracts as follows:

a) That promotes the delivery of cost-efficient and high-quality SCS;

b) That collectively provides statewide coverage for SCS;

c) That provides combinations of services to meet a variety of Customers’ needs while ensuring competitive pricing through this procurement and through a subsequent Specific Service

Request Process, for the services throughout the initial and any renewal years of the Contract, and;

d) That achieves the service objectives stated in Attachment A - Statement of Work (SOW), subsection 1.4.

1.5 Special Accommodations

Any person requiring a special accommodation due to a disability should contact the Department's Americans with Disabilities Act (ADA) Coordinator at (850) 922-7535. Requests for accommodation for meetings must be made at least five (5) business days prior to the meeting. A person who is hearing or speech impaired can contact the ADA Coordinator by using the Florida Relay Service at (800) 955-8771 (TDD).

1.6 Procurement Officer

The Procurement Officer is the **sole point of contact** for this procurement. Direct all contact with the Department to the procurement officer in writing by email.

Gerri Faircloth
Departmental Purchasing
Florida Department of Management Services
4050 Esplanade Way, Suite 335A
Tallahassee, FL 32399-0950
Phone: (850) 413-7190
Email: dms.purchasing@dms.myflorida.com

*****PLACE THE SOLICITATION NUMBER IN THE SUBJECT LINE OF ALL EMAILS TO THE PROCUREMENT OFFICER*****

If a Respondent is claiming that any portion of an email is trade secret under section 812.081, Florida Statutes, or otherwise confidential under Florida or Federal Law, the Respondent is to place the word "Confidential" in the subject line. (See also subsection 3.8.4 of this ITN for more information on confidential information.)

Respondents to this solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the 72-hour period following the agency posting the notice of intended award, excluding Saturdays, Sundays, and State holidays, any employee or officer of the executive or legislative branch concerning any aspect of this solicitation, except in writing to the procurement officer or as provided in the solicitation documents. **Violation of this provision may be grounds for rejecting a Reply.**

Any such contact by an affiliate, a person with a relevant business relationship with a Respondent, or an existing or prospective subcontractor to a Respondent is assumed to be on behalf of a Respondent unless shown otherwise.

SECTION 2. SOLICITATION PROCESS

2.1 General Overview

The ITN is a method of competitively soliciting contractual services under Chapter 287, Florida Statutes. This solicitation will be administered through the Vendor Bid System (VBS). Vendors interested in submitting a Reply are to comply with all terms and conditions described in this

solicitation. The Department will hold a public opening of the Replies at the date, time, and location provided in the Timeline of Events.

The ITN process is divided into two (2) phases: the evaluation phase (phase one) and the negotiation phase (phase two). The evaluation phase involves the Department's evaluation of Replies in accordance with subsections 4.1 - 4.3 of the ITN. During this phase, the Department evaluates all responsive Replies using the assessment scale against all evaluation criteria to establish a competitive range of replies reasonably susceptible of award. The Department then selects one or more Respondents within the competitive range with which to commence negotiations.

The negotiation phase involves negotiations by the Department with the Respondent or Respondents whose evaluated Replies were determined to be within the competitive range. During this phase, the Department may request revised Replies and best and final offers (BAFOs) based on the negotiations.

Final contract terms will be established during the negotiation phase. Once negotiations have concluded and BAFO(s) have been received and reviewed, the Department will hold a Negotiation Team public meeting to recommend Contract award(s). The Department intends to post a notice of intent to award Contract(s), identifying the responsive and responsible vendor(s) that provide the best value to the state based on the selection criteria set forth in subsection 4.5 of the ITN.

The Department reserves the right to accept or reject or waive any minor irregularity, technicality, or omission if the Department determines that doing so will serve the best interest of the state. At its option, the Department may allow a Respondent to correct minor irregularities but is under no obligation to do so. In doing so, the Department may request a Respondent to provide clarifying information to correct the irregularity.

Any reservation or listing of reservations of the Department's rights provided in this ITN is not intended to be exhaustive and shall not be construed to limit the rights of the Department in conducting this procurement.

2.2 Questions and Answers

Respondents will submit all questions during the Question and Answer period in writing to the Procurement Officer via email. The deadline for submission of questions is reflected in the Timeline of Events, subsection 2.3.

The Department requests that all questions have the solicitation number in the subject line of the email. Questions are requested to be submitted in the following format:

Question #	Respondent Name	Section	Page #	Question

Questions will not constitute a formal protest of the specifications of the solicitation. Department answers to written questions will be issued by addendum via the VBS.

2.3 Timeline of Events

The table below contains the anticipated Timeline of Events for this solicitation. The dates and times within the Timeline of Events are subject to change. It is the Respondent's responsibility to check the VBS for any changes. The Respondent is responsible for ensuring the Department receives all required documentation by the dates and times (Eastern Time) specified below (or as revised by addenda).

TIMELINE OF EVENTS		
Events	**Event Time (ET)**	**Event Date**
ITN posted on the VBS.		February 12, 2019
Deadline to submit questions to the Procurement Officer.	3:00 PM	March 15, 2019
Department's anticipated posting of answers to Respondent's questions on the VBS.		April 19, 2019
Deadline to submit Reply and all required documents to the Procurement Officer.	2:00 PM	June 7, 2019
Public Opening. Room 101 4050 Esplanade Way, Tallahassee, Florida 32399-0950	2:30 PM	June 7, 2019
Evaluation Phase.		June 17, 2019 to July 29, 2019
Evaluators' Public Meeting to confirm scores Room 101 4050 Esplanade Way, Tallahassee, Florida 32399-0950 Conference call # 1-888-585-9008 Participant code: 982866470#	10:00 AM	July 29, 2019
Negotiations Phase.		August 5, 2019 to January 8, 2020
Negotiation Team Public Meeting Room 101 4050 Esplanade Way, Tallahassee, Florida 32399-0950 Conference call # 1-888-585-9008 Participant code: 982866470#	10:00 AM	January 8, 2020
Post Notice of Intent to Award on the VBS.		January 14, 2020
Contract Execution.		TBD

2.4 Addendum to the solicitation

The Department reserves the right to modify this solicitation by issuing an addendum posted on the VBS. It is the responsibility of the Respondent to check the VBS for information and updates.

2.5 Receipt of Replies

2.5.1 Reply Deadline

The Respondent is responsible for ensuring the Department receives the Reply no later than the date and time provided in subsection 2.3 of this ITN (or as revised by addenda). Address Reply to the Procurement Officer at:

Gerri Faircloth
Departmental Purchasing
Florida Department of Management Services
4050 Esplanade Way, Suite 335A
Tallahassee, FL 32399-0950
Phone: (850) 413-7190
Email: dms.purchasing@dms.myflorida.com

All methods of delivery or transmittal to the procurement officer are exclusively the responsibility of Respondents and the risk of non-receipt or delayed receipt shall be borne exclusively by the Respondents.

2.5.2 Clarifications to Replies

No changes, modifications, or additions to the Replies will be allowed after the Replies have been opened, except as negotiated during the negotiation phase. However, the Department reserves the right to seek clarifications from any Respondent at any time.

2.6 Respondent Firm Offer

The Department may enter into a Contract within three hundred sixty-five (365) calendar days after the date of the Notice of Intent to Award, during which period Replies shall remain firm and shall not be withdrawn. If a Contract is not executed within three hundred sixty-five (365) calendar days, the Replies shall remain firm until either the Contract is executed or the Department receives from a Respondent written notice that a Reply is withdrawn. Any Reply that expresses a shorter duration may, in the Departments' sole discretion, be accepted or rejected.

SECTION 3. GENERAL INSTRUCTIONS

3.1 Introduction

This section contains the Instructions to Respondents.

3.2 MFMP Registration

The awarded Respondent, if any, must have completed this process prior to Contract execution. For additional information, please visit: https://Respondent.myfloridamarketplace.com/.

The awarded Respondent will be required to pay the required MFMP transaction fee(s) as specified in subsection 3.9 of Attachment B - Draft Contract, unless an exemption has been requested and approved pursuant to Rule 60A-1.031, Florida Administrative Code.

3.3 Florida Substitute Form W-9 Process

A State of Florida Contractor ***must*** have registered and completed an electronic Florida Substitute Form W-9. The Internal Revenue Service (IRS) receives and validates the information Respondents provide on the Form W-9.

For instructions on how to complete the Florida Substitute Form W-9, please visit: http://www.myfloridacfo.com/Division/AA/StateAgencies/W-9Instructions022212.pdf

The awarded Respondent must have completed this process prior to Contract execution.

3.4 Website References

Do not incorporate or reference dynamic links that are external to the document. Provide screen shots in lieu of references to websites. References to dynamic links (Universal Resource Locators) will not be considered as part of the Respondent's Reply.

3.5 How to Submit a Reply

Respondents are responsible for submitting their Replies by the date and time specified in the Timeline of Events of this solicitation. Respondents are to submit the Reply in a sealed box(es) indicating the Respondent's name, the ITN number, and the Procurement Officer containing the following:

3.5.1 One (1) original, un-redacted bound version of the Reply with the Vendor's Service Catalog in separate sealed envelope and the Attachment G – Component Price Sheet in a separate sealed envelope, and nine (9) un-redacted bound paper copies, with the Vendor's Service Catalog and the Attachment G – Component Price Sheet each in separate sealed envelopes.

3.5.2 One (1) electronic copy of the entire Reply in Adobe (.pdf) on a USB flash drive (CD/DVD format is also acceptable). Large files should be scanned as separate files, and;

3.5.3 If applicable, one (1) electronic redacted copy of the entire Reply on a USB flash drive, as described in subsection 3.8 of this ITN. Large files should be scanned as separate files.

All electronic documents are to be searchable to the fullest extent practicable. Paper and electronic copies of Replies are to consist of identical information. In the event of a conflict between the copies, the original paper Reply controls.

Clearly mark on the outside of the sealed package the solicitation number, company name, and Procurement Officer Name.

Submit Replies to the Procurement Officer at the address listed in subsection 1.6, Procurement Officer.

Prepare Replies simply and economically, providing a straightforward, concise delineation of the Respondent's capabilities to satisfy the requirements of this solicitation. The emphasis of each Reply should be on completeness and clarity of content.

Replies that are not timely submitted with all required information may be deemed nonresponsive.

3.6 Mandatory Responsiveness Requirements

The Department will not evaluate Replies that do not meet the minimum mandatory requirements listed below. Responses to Attachment A - Statement of Work will be scored at the evaluation phase. Responses to Attachment A - Statement of Work and Evaluator scores will not be used to determine the responsiveness of the Replies.

The certifications required in subsections 3.6.1 through 3.6.5 are to be accomplished through the execution of Form 7. A Reply will be deemed nonresponsive if it fails to contain a signed Form 7 and the documentation required in subsections 3.6.6 and 3.6.7.

3.6.1 The person submitting the Reply must certify that the person is authorized to respond to this solicitation on behalf of the Respondent.

3.6.2 The Respondent must certify that it is in compliance with the requirements of this ITN, including subsection 3.9.

3.6.3 The Respondent must certify that that neither it, nor its affiliates, is a convicted vendor or a discriminatory vendor as described in section 287.133 and section 287.134, Florida Statutes, respectively.

3.6.4 The Respondent must certify that the Respondent is not on the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or the Scrutinized Companies that Boycott Israel List, and is not participating in a boycott of Israel.

3.6.5 The Respondent must certify that the Respondent is currently authorized to do business with the State, or will attain authorization through the Department of State, Division of Corporations, should the Respondent be awarded the Contract. Website: www.sunbiz.org

NOTE: The certifications required in subsections 3.6.1 through 3.6.5 are to be accomplished through the execution of Form 7. For subsections 3.6.6 and 3.6.7, Respondent must provide the required documents.

3.6.6 The Respondent must provide the Department with an Attachment G – Component Price Sheet.

3.6.7 The Respondent must provide a Vendor's Service Catalog with detailed pricing for all services Respondent proposes in this procurement that is not otherwise provided for in Attachment G – Component Price Sheet.

3.7 Contents of Reply

All Replies are to be organized in sections as directed below. The Department reserves the right to waive any minor irregularity, technicality, or omission if the Department determines that doing so will serve the best interest of the state. Submit the following sections of the Reply in one (1), sealed package to the Procurement Officer. In Tab 3, submit the Attachment G – Component Price Sheet and Vendor's Service Catalog in separate sealed envelopes, within the sealed Reply package.

Organize the Reply as follows:

Tab 1 A cover letter on the Respondent's letterhead with the following information:

a. Company name and physical address;
b. Primary location from where the work will be performed;
c. Contact information for primary point of contact, including phone and email address; and
d. Federal Employer Identification (FEID) Number.

Tab 2 Completed FORMS and Attachments:

FORM 1 – CONTACT INFORMATION
FORM 2 – NOTICE OF CONFLICT OF INTEREST
FORM 3 – NON-COLLUSION STATEMENT
FORM 4 – STATEMENT OF NO PRIOR DISQUALIFYING INVOLVEMENT
FORM 5 – ADDENDUM ACKNOWLEDGEMENT
FORM 6 – SUBCONTRACTING

Tab 3 **Mandatory Responsiveness Requirements**:

- A signed FORM 7 – MANDATORY RESPONSIVENESS REQUIREMENTS.
- The Respondent's Attachment G – Component Price Sheet **in a separate sealed envelope.**
- The Respondent's proposed Vendor's Service Catalog **in a separate sealed envelope.**

Tab 4 **Respondent's Reply to the Statement of Work**
A response to each subsection in the Attachment A - Statement of Work, where it is requested and where the subsection is applicable to the Respondent's proposed solution, by either inserting a narrative in the response blocks below the text of the numbered subsection or attaching a narrative with a reference to the corresponding Statement of Work subsection.

Note: It is the Respondent's responsibility to ensure responses are properly aligned with the corresponding Statement of Work sections. The Department will not be responsible for evaluating portions of responses that are improperly aligned with the Statement of Work subsections. If the Respondent is not seeking to provide one of the Service Categories, it should respond "N/A" to those response blocks and will receive a score of zero for those responses. See subsection 1.2, Instructions for Replies, of the Statement of Work.

Use a font color for narrative that is different than the Statement of Work font color.

Tab 5 **Letter of Bondability**
A letter, signed on or after February 1, 2019, from a surety company or bonding agent authorized to do business in the State of Florida and written on company letterhead indicating the Respondent's ability to obtain a performance bond in the amount of at least ten million dollars.

3.8 Public Records, Respondent's Confidential Information, and Redacted Replies

The following subsections supplement section 19 of the PUR 1001. By submitting a Reply, the Respondent agrees to protect, defend, and indemnify the Department for any and all claims arising from or relating to the Respondent's determination that the redacted portions of its Reply are confidential, proprietary, trade secret or otherwise not subject to disclosure. **If the Respondent fails to mark material exempt, or fails to submit a redacted copy of information it claims is confidential, the Department is authorized to produce, in their entirety, all documents, data, or records submitted to the Department in answer to a public records request for these records.**

3.8.1 Public Records

All electronic and written communications pertaining to this ITN, whether sent from or received by the Department, are subject to Florida's public records law, Chapter 119, Florida Statutes. Subsection 3.8.4 below addresses the submission of trade secret and other information exempted from public inspection.

3.8.2 Replies are Public Records

All materials submitted as part of a Reply to this ITN will be a public record subject to the provisions of Chapter 119, Florida Statutes. Selection or rejection of a Reply does not affect the public record status of the materials.

3.8.3 Replies will be Subject to Public Inspection

Unless exempted by law, all public records are subject to public inspection and copying under Florida's public records law, Chapter 119, Florida Statutes. A time-limited exemption from public inspection is provided for the contents of replies pursuant to subsection 119.071(1)(b), Florida Statutes. Once that exemption expires, all contents of replies become subject to public inspection unless another exemption applies. Any claim of trade secret exemption for any information contained in Respondent's Reply will be waived upon submission of the Reply to the Department, unless the claimed trade secret information is submitted in accordance with subsection 3.8.4. This waiver includes any information included in the Respondent's Reply outside of the separately bound document described below.

3.8.4 How to Claim Trade Secret or Other Exemptions

If a Respondent considers any portion of materials made or submitted in the course of replying to this ITN to be trade secret under section 812.081, Florida Statutes, or otherwise confidential under Florida or Federal Law, in order to preserve the confidentiality of the material, the Respondent must clearly designate that portion of the materials as "confidential" when submitted to the Department. The Respondent must submit all such information as a separately bound, *unredacted* document clearly labeled "Confidential, Unredacted Reply" together with a brief written description of the grounds for claiming exemption from the public records law, including the specific statutory citation for such exemption.

Respondent is to also simultaneously provide the Department with a separate, electronic *redacted* copy of its Reply. The file name of the electronic redacted copy is to contain the name of Respondent, the ITN number, and redacted copy (e.g., Respondent Name DMS ITN _redacted copy.pdf). Prominently display the phrase "Redacted Copy" on the first page of the electronic redacted copy and each page on which information is redacted.

This is to be submitted no later than the Reply submittal deadline. Where such information is part of material already required to be submitted as a separately bound or enclosed portion of the Reply, further segregate it and separately bind or enclose and clearly label it as set forth above in addition to any other labeling required for the material.

If Respondent is invited into negotiations, it will be incumbent upon the Respondent to identify, in real-time, portions of the Respondent's negotiation sessions which include references to materials and/or information Respondent claims are confidential, proprietary, trade secret, or otherwise not subject to disclosure. The Respondent is responsible for defending its determination that the portions of the negotiation sessions are exempt and not subject to disclosure.

3.8.5 Public Records Request

If a Respondent fails to mark any materials submitted to the Department as exempt or fails to submit a redacted copy as provided in this section or fails to claim, in real-time, portions of the negotiations sessions as exempt, the Respondent **waives** the exemption, and the Department may produce all of Respondent's documents, data or records or Department's recordings of negotiation sessions to any person requesting a copy under Chapter 119, Florida Statutes. The Respondent exclusively bears the burden of complying with subsection 3.8 to ensure its exempt information is appropriately marked and protected. If a requestor asserts a right to the Confidential Information, the Department will notify the Respondent that such an assertion has been made. It is the Respondent 's responsibility to assert that the information in question is exempt from disclosure under Chapter 119 or other applicable law. If the Department becomes subject to a demand for discovery or disclosure of the Confidential Information of the Respondent in a legal proceeding, the Department will give the Respondent prompt notice of the demand prior to releasing the information (unless otherwise prohibited by applicable law). The Respondent is responsible for defending its determination that the redacted portions of its Reply are confidential, proprietary, trade secret or otherwise not subject to disclosure.

3.8.6 Department Not Obligated to Defend Respondent's Claims

The Department is not obligated to agree with a Respondent's claim of exemption and, by submitting a Reply, the Respondent agrees to defend its claim that each and every portion of the redactions is exempt from inspection and copying under Florida's Public Records Law. Further, by submitting a Reply, the Respondent agrees to protect, defend, indemnify and hold harmless the Department for any and all claims and litigation (including litigation initiated by the Department), including attorney's fees and costs, arising from or in any way relating to Respondent's assertion that the redacted portions of its Reply or portions of the negotiation sessions are trade secrets or otherwise exempt from public disclosure under Chapter 119, Florida Statutes. The Department may use counsel of its choosing to defend any such claims, and the Respondent shall promptly pay the Department's invoices for legal services on a monthly basis for all costs and expenses, including legal fees, incurred in defending such claims.

3.9 General Instructions to Vendors (PUR 1001 Form) and General Contract Conditions (PUR 1000 Form).

In accordance with Rule 60A-1.002(5), F.A.C., Form PUR 1000 is included herein by reference, but is superseded in its entirety by Attachment B – Draft Contract. Form PUR 1001 is also included herein by reference, but is superseded to the extent set forth herein.

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The PUR 1001 and the PUR 1000 forms can be found at:

http://www.dms.myflorida.com/business_operations/state_purchasing/documents_forms_references_resources/purchasing_forms.

Sections 3, 5, 9, and 14 of the PUR 1001 (General Instructions) are inapplicable and are replaced as follows:

Section 3. Electronic Submission of Offers
Replies shall be submitted in accordance with Section 3.5, How to Submit a Reply.

Section 5. Questions
Submit questions in accordance with Section 2.2, Questions and Answers.

Section 9. Respondent's Representation and Authorization.
In submitting a Reply, each Respondent understands, represents, and acknowledges the following:

- The Respondent is not currently under suspension or debarment by the State or any other governmental authority.
- The Respondent, its affiliates, subsidiaries, directors, officers, and employees are not currently under investigation by any governmental authority and have not in the last ten (10) years been convicted or found liable for any act prohibited by law in any jurisdiction, involving conspiracy or collusion with respect to bidding on any public contract.
- Respondent currently has no delinquent obligations to the State, including a claim by the State for liquidated damages under any other contract.
- The submission is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive Reply.
- The prices and amounts have been arrived at independently and without consultation, communication, or agreement with any other Respondent or potential Respondent; neither the prices nor amounts, actual or approximate, have been disclosed to any Respondent or potential Respondent, and they will not be disclosed before the solicitation opening.
- The Respondent has fully informed the Department in writing of all convictions of the firm, its affiliates (as defined in section 287.133(1)(a), Florida Statutes), and all directors, officers, and employees of the firm and its affiliates for violation of state or federal antitrust laws with respect to a public contract for violation of any state or federal law involving fraud, bribery, collusion, conspiracy or material misrepresentation with respect to a public contract. This includes disclosure of the names of current employees who were convicted of contract crimes while in the employ of another company.
- Neither the Respondent nor any person associated with it in the capacity of owner, partner, director, officer, principal, investigator, project director, manager, auditor, or a position involving the administration of funds:
    - Has within the preceding three years been convicted of or had a civil judgment rendered against them or is presently indicted for or otherwise criminally or civilly charged for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state, or local government transaction or public contract; violation of federal or state antitrust statutes; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; or

- Has within a three-year period preceding this certification had one (1) or more federal, state, or local government contracts terminated for cause or reason of default that would impair the Respondent's ability to deliver the commodities or contractual services of the resultant contract.

- The commodities or contractual services offered by the Respondent will conform to the specifications without exception.
- The Respondent has read and understands the Contract terms and conditions, and the submission is made in conformance with those terms and conditions.
- If an award is made to the Respondent, the Respondent agrees that it intends to be legally bound to the Contract that is formed with the State.
- The Respondent has made a diligent inquiry of its employees and agents responsible for preparing, approving, or submitting the Reply, and has been advised by each of them that he or she has not participated in any communication, consultation, discussion, agreement, collusion, act or other conduct inconsistent with any of the statements and representations made in the Reply.
- The Respondent shall indemnify, defend, and hold harmless the Department and Customers, and their employees against any cost, damage, or expense which may be incurred or be caused by any error in the Respondent's Reply.
- All information provided by, and representations made by, the Respondent are material and important and will be relied upon by the Department in awarding the Contract. Any misstatement shall be treated as fraudulent concealment from the Department of the true facts relating to submission of the bid. A misrepresentation shall be punishable under law, including, but not limited to, Chapter 817, Florida Statutes.
- If at any point during the course of the procurement, circumstances change so that any of the above acknowledgements are no longer true, Respondent will notify the procurement officer as soon as practicable.

Section 14 – Firm Response
The offer will be held firm in accordance with Section 2.6, Respondent Firm Offer.

3.10 Additional Information

By submitting a Reply, the Respondent certifies that it agrees to and satisfies all criteria specified in this solicitation. The Department reserves the right to seek written clarification from a Respondent, and to request supporting information or documentation. Failure to supply clarifying or supporting information or documentation as requested may result in the Reply being deemed nonresponsive.

3.11 Vendor's Pricing

3.11.1 Vendor's Service Catalog

The Respondent must submit a Vendor's Service Catalog of Respondent's proposed services and associated equipment and pricing, which will become part of the final Contract, as modified during negotiations. The Respondent will provide the Vendor's Service Catalog as if the terms and conditions of the Draft Contract are final. The Vendor's Service Catalog should contain component pricing that contemplates fulfillment of all minimum requirements, with the understanding that there is no guaranteed minimum spend from the Department or the Customers. The Respondent must provide detailed pricing for all services Respondent proposes in this procurement that is not otherwise provided for in Attachment G – Component Price Sheet. Respondents are instructed to only submit pricing for services that are within the contemplated scope of this procurement, including additional options or features proposed by the Respondent that are responsive to the Statement of Work. Services outside of the scope of this procurement will not be evaluated. If a

Vendor's Service Catalog in the final executed Contract includes services outside of the scope of the Contract, those services will not be considered part of the Contract, and will neither be included in the Communications Service Authorization and Billing System nor be offered to Customers.

Prices will be the same for each year of the initial and renewal periods. Pricing must be uniform with no variation for geographic location of service delivery. Respondents are encouraged to provide the best possible pricing at all times. This may include offering bundled pricing including services across multiple Service Categories. Prices listed in the Vendor's Service Catalog are inclusive of all charges and fees necessary to deliver the proposed services, unless otherwise separately identified in the Vendor's Service Catalog in accordance with Section 3.10. Under no circumstances will the Respondent submit pricing for items described in the Statement of Work as being provided at no cost to the State.

3.11.1.1 Vendor's Service Catalog should contain, at a minimum, the following items:

- Reference numbers (also referred to as part numbers) for all services and associated equipment.
- Descriptions of all services and associated equipment, indicating which features are or are not included with the listed prices.
- Ceiling prices for all services and associated equipment, with individual pricing for a la carte features.
- Information on any discounts for volume or term lengths (extended pricing plans) with proposed tiers and discount percentages.

3.11.1.2 Vendor's Service Catalog should address all items below, where applicable:

- Specify prices as monthly recurring charges (MRC) or non-recurring charges (NRC).
- List all separate fees and/or charges.
- Services may be shown with a variety of packages, with detailed pricing and descriptions of associated services, equipment and / or features. Any services, equipment and / or features provided at no cost should be identified as $0.00.
- There will be no charge for services, features, or equipment where prices are not reflected in the Vendor's Service Catalog or the Attachment G – Component Price Sheet.
- For equipment, a Manufacturer's Suggested Retail Price (MSRP) and the percentage off this price, which also may be stated as an overall percentage off of MSRP.
- For Monthly Maintenance Support Services:
    - If Customers rent equipment, monthly rental pricing should be bundled to include monthly support services maintenance.
    - Provide the cost of recording conference and text chats in audio and web conferencing.
    - If offering, provide pricing and descriptions of Local Area Network services.

3.11.1.3 Vendor's Service Catalog may also contain the following items as individual chargeable items, or bundled with other services.

- Professional Services
- Customer Trainings
- Operator Assistance Charges
- Expedited Service Charge

- Vendor Management for Category 1, Unified Communications Services, and Category 3, Contact Center
- Site Survivability
- Helpdesk Services; may be proposed with tiered service levels and pricing

3.12 Component Price Sheet

The Respondent must submit an Attachment G – Component Price Sheet of Respondent's proposed pricing, which will become part of the final Contract, as modified during negotiations. The Respondent will provide pricing in the Attachment G – Component Price Sheet as if the terms and conditions of the Draft Contract are final. The Respondent should be consistent to the greatest extent possible with pricing contained in the Vendor's Service Catalog. Attachment G– Component Price Sheet must contain component pricing that contemplates fulfillment of all minimum requirements, with the understanding that there is no guaranteed minimum spend from the Department or the Customers. Prices listed in the Attachment G – Component Price Sheet are inclusive of all charges and fees necessary to deliver the proposed services, unless otherwise separately identified in the Attachment G – Component Price Sheet.

If there is a discrepancy between the Vendor's Service Catalog and Attachment G – Component Price Sheet, Attachment G – Component Price Sheet will control except when lower pricing is offered in the Vendor's Service Catalog. Prices will be the same for each year of the initial and renewal periods. Pricing must be uniform with no variation for geographic location of service delivery. Respondents are encouraged to provide the best possible pricing at all times. Respondent shall not submit, and the Department will not consider, prices for items which the Statement of Work requires to be provided at no cost.

3.12.1 All pricing submitted is considered the ceiling pricing for any given service item within the Vendor's Service Catalog and Attachment G - Component Price Sheet. Prices submitted for all items in the Vendor's Service Catalog and Attachment G - Component Price Sheet cannot be raised, but may be reduced, in the BAFO pricing submittal or during the term of the Contract. Notwithstanding the foregoing, during the negotiation process, the Department reserves the right to negotiate bundled service components or subcomponents to achieve best value.

3.12.2 The Department reserves the right to request additional information relating to pricing during this procurement.

3.12.3 Submitted prices shall not include pricing for Tier Two (2) Service Level Agreements (SLAs). While there is no separate line item for pricing Tier Two (2) SLAs, for those Customers who request the Contractor comply with an optional Tier Two (2) SLA(s), Contractors will have the ability to charge up to an additional 25% for the applicable service(s) subject to the optional Tier Two (2) SLAs.

3.13 Subcontracting

The Contractor will be fully responsible for all work performed under the Contract. The Contractor is solely responsible for ensuring that its subcontractor performs. Any Contractor shall use only those subcontractors properly and specifically identified in the subcontracting Form 6 of the Reply, and approved by the Department, except as permitted below. The Department has final approval authority of proposed subcontractors.

3.13.1 Subcontracting after Contract Execution

To subcontract any services to a subcontractor not originally identified in the Reply, a Contractor must submit a written request to the Department's Contract Manager identified in the Contract. Submit the written request using Form 6 and a narrative including the following:

- The name, address, and other information identifying the subcontractor;
- Type of services to be performed by the subcontractor;
- Time of performance for the identified service;
- How the Contractor plans to monitor the subcontractor's performance of the identified services;
- How the Contractor will ensure that required Background Screening is completed by the identified subcontractor's employees.
- Certification that the subcontractor has all licenses and county authority, as applicable, and/or has satisfied all legal requirements to provide the services to the Department. Also, the Contractor shall certify that the subcontractor is approved by the Florida Department of State to transact business in the State of Florida. If the subcontractor is an out-of-state company, it must have a Florida Certificate of Authority from the Department of State, Division of Corporations, to transact business in the State of Florida. For additional information, please visit the following website: www.sunbiz.org
- A copy of the written subcontract agreement; and
- Acknowledgement from the subcontractor of the Contractor's contractual obligation to the Department and that the subcontractor agrees to comply with all terms and conditions of the resulting Contract.

By execution of a Contract resulting from this solicitation, the Contractor will acknowledge that it will not be released of its contractual obligations to the Department because of any subcontract. The Contractor will be solely responsible for ensuring the subcontractor maintains the insurance as required. The Contractor's use of a subcontractor not contained herein and/or approved by the Department will be considered a breach of Contract.

SECTION 4. SELECTION METHODOLOGY

4.1 Reply Disqualification

The Department reserves the right to determine which Replies meet the requirements of this solicitation and which Respondents are Responsive and Responsible.

4.2 Phase One – Evaluation Process – General Overview

The Department will appoint an evaluation team for the evaluation and scoring of the responsive replies for the evaluation phase (phase one). Each evaluator will be provided a copy of each Respondent's Reply that is deemed responsive.

The evaluators will evaluate and score Replies against the evaluation criteria set forth in Attachment H – Evaluator Scoring Workbook, in order to establish a competitive range of Replies reasonably susceptible of award.

See subsection 4.4 for information on the negotiation phase of the ITN. All Replies that meet the Mandatory Responsiveness Requirements and are determined to be responsive will be evaluated as described in this section.

4.3 Evaluation of the Reply

The evaluators will independently review and evaluate the responsive Replies. Using the assessment scale below, the evaluators will assign scores 0 to 4 based on the quality of each response to the Statement of Work in accordance with Attachment H - Evaluator Scoring Workbook. In determining the quality of the Respondent's responses, the evaluators will use the following guiding questions:

- How well does the Respondent's response demonstrate an understanding of the services/technology requested?
- How well does the Respondent's response demonstrate the Respondent's ability to provide the services/technology requested?
- How well does the Respondent's response address the requested services/technology?

Assessment	Evaluator Score
Unacceptable	0
Poor	1
Adequate	2
Good	3
Exceptional	4

4.3.1 Scoring of Response to the Statement of Work –

Scoring will be of the Respondent's scores for SOW sections two (2), three (3), and nine (9), and the Respondent's highest three (3) scores for SOW sections five (5) [Service Category 1], six (6) [Service Category 2], seven (7) [Service Category 3], and eight (8) [Service Category 4]. Note: completing two Service Categories or fewer will result in a score of 0 for those Service Categories not proposed by the Respondent.

Example of a response to all four (4) Service Categories

For example, if a Respondent's scores are 100 points for Service Category 1, 80 points for Service Category 2, 50 points for Service Category 3, 100 points for Service Category 4, the Service Category score would be (100 + 80 + 100) = 280, which would then be combined with the scores from SOW sections two (2), three (3), and nine (9).

Example of a response to three (3) Service Categories

For example, if a Respondent's scores are 100 points for Service Category 1, 90 points for Service Category 2, 75 points for Service Category 3, and zero (0) for not offering Service Category 4, the Service Category score would be (100 + 90 + 75) = 265, which would then be combined with the scores from SOW sections two (2), three (3), and nine (9).

Example of a response to two (2) Service Categories
For example, if a Respondent's scores are 100 points for Service Category 1, 75 points for Service Category 2, zero (0) points for not offering Service Category 3, and zero (0) for not offering Service Category 4, the Service Category score would be (100 + 75 + 0) = 175, which would then be combined with the scores from SOW sections two (2), three (3), and nine (9).

Instructions for replying to the SOW, see SOW subsection 1.2.

4.3.2 Other Department Rights for Evaluation

The Department reserves the right at any time during the Evaluation Process to:

1. Conceal pricing information from evaluators or provide an instruction to evaluators to disregard pricing information in their evaluation of a responsive Reply.
2. Redact, omit, or provide instruction to evaluators to disregard any portions of a proposed offering which the Department determines are outside of the scope of this procurement.

4.4 Negotiations

4.4.1 Phase 2 – Negotiations Process – General Overview

After the evaluation of replies based on the criteria, the Department will establish a competitive range of replies reasonably susceptible of award, and will select one or more Respondents within the competitive range to commence negotiations.

The evaluator scoring does not carry forward into the negotiations.

The Department will establish a negotiation team to conduct the negotiations. The negotiation team will make a recommendation of (an) award(s) to the Respondent(s) that will provide best value based on the selection criteria in the ITN. The negotiation team will not be bound by evaluator scoring.

The Department reserves the right to negotiate different terms, additional terms, and related price adjustments if the Department determines that such changes would provide the best value to the State. Additional operational requirements may be defined and clarifications required.

The Department may require additional technical detail, diagrams, demonstrations, and documentation. The negotiation team may request proposed alternative terms or deliverables during negotiations, but it is under no obligation to accept proposed alternative terms or deliverables.

The Department reserves the right to negotiate concurrently or sequentially with competing Respondent(s). Negotiations will not be open to the public, but will be recorded.

Negotiation meetings will be conducted in Tallahassee, Florida. The Department reserves the right to schedule negotiations at a different location in the State. The Department may distribute an

agenda in advance of any negotiation session. Representatives for each Respondent should plan to be available, at least by telephone, without interruptions, for the entirety of the Respondent's scheduled negotiation meeting(s).

Negotiations will continue as determined by the negotiation team, until acceptable terms and conditions are agreed upon through a Best and Final Offer (BAFO), if applicable, or it is determined that an acceptable agreement cannot be reached. The Department reserves the right to conclude negotiations at any time and proceed to contract award.

4.4.2 Respondent Attendance at Negotiations

The Department reserves the right to limit the number of representatives permitted to attend the negotiation sessions in person.

4.4.3 Revised Replies and Best and Final Offers

During the negotiation phase, the Department may request clarification and revisions to replies (including BAFOs) and identify information to be submitted to the Department until it is satisfied that it has achieved the best value for the State. Failure to provide information requested by the Department during the Negotiation Phase may result in termination of negotiations with the Respondent.

It is anticipated that the Department will use language in the Request for BAFO expressing contractual requirements within the procurement documents where the language was previously permissive. For example, the word 'should' may be replaced by the word 'must' in the final Statement of Work attached to the Request for BAFO.

4.4.4 Other Department Rights During Negotiations

The Department reserves the right at any time during the negotiation process to**:**

a) Schedule additional negotiation sessions with any or all Respondents.
b) Require any or all Respondents to provide additional, revised or final written replies addressing specific topics, including, but not limited to, modifications to the solicitation specifications, terms or conditions, or business references.
c) Require any or all Respondents to provide revised replies and written Best and Final Offer(s).
d) Require any or all Respondents to address services, prices, or conditions offered by any other Respondent.
e) Pursue a Contract with one (1) or more Respondents for the services encompassed by this solicitation, including any addendums thereto and any request for additional, revised, or final written replies or request for Best and Final Offers.
f) Pursue the division of contracts between Respondents by type of service or geographic area, or both.
g) Finalize Contract terms and conditions with any Respondent at any time.
h) End negotiations with any or all Respondents at any time, regardless of the status of or schedule of negotiations, and to continue with other Respondents, or not continue with any Respondents.
i) Conclude negotiations at any time and proceed to Contract award.
j) Re-open negotiations with any responsive Respondent.
k) Take any additional, administrative steps deemed necessary in determining the final award, including conducting demonstrations, additional fact-finding, evaluation, or negotiation where necessary and consistent with the terms of this solicitation.

l) Request the assistance of and use subject matter experts for any portion of the procurement or throughout the procurement.
m) Review and rely on relevant information contained in the Replies.
n) Request pricing options different from the initial pricing provided in the Vendor's Service Catalog or Component Price Sheet. This information may be used in negotiations.
o) Request business references and materials related to a reference check. If requested, the following guidelines will apply:
    - References should be directly relevant to the services in the solicitation.
    - References will not be accepted from:
        - Current employees of the Department.
        - Former employees of the Department within the past three (3) years.
        - Persons currently or formerly employed by the Respondent's organization.
        - Board members of the Respondent's organization.
        - Relatives of Respondent's employees or Board members.
        - Corporations based solely in a foreign country.
        - Members of the Respondent's organization who have written, completed, and submitted the form on behalf of the reference.
p) Contact Respondent's Customers or other entities with information relevant to the Respondent's responsibility, experience, and/or ability.

The Department has sole discretion in deciding whether and when to take any of the foregoing actions, the scope and manner of such actions, the Respondent affected, and whether to provide concurrent public notice of such action.

4.4.5 Negotiation Meetings Not Open to Public

In accordance with section 286.0113, Florida Statutes, negotiations between the Department and Respondents are exempt from Chapter 286, Florida Statutes, and s. 24(b), Art. I of the State Constitution. Also, any portion of a team meeting at which negotiation strategies are discussed are exempt from section 286.011, Florida Statutes.

The Department will record all meetings of the negotiation team and all negotiation meetings between the Department and Respondents, as required by law, and such recordings will eventually become public record pursuant to Chapter 286, Florida Statutes. During negotiations, Respondents must inform the Department if any portion of the meetings should be considered confidential, proprietary, trade secret, or otherwise not subject to disclosure pursuant to Chapter 119, Florida Statutes, the Florida Constitution, or other authority, so that the Department can make appropriate arrangements for the segregation of the recording. If the Respondent fails to inform the Department that any portion of the negotiation meetings should be considered confidential, proprietary, trade secret or otherwise not subject to disclosure, the Department is authorized to produce the audio recording in answer to a public records request for these records.

4.5 Final Selection and Notice of Intent to Award Contract

4.5.1 Award Selection

If a Contract is awarded, the Contract will be awarded to the responsive and responsible vendor whose BAFO is assessed as providing the best value to the State in accordance with the selection criteria of this ITN.

4.5.2 Selection Criteria

The following award selection criteria will apply for this ITN:

a) The Respondent's demonstration of its prior relevant experience, including track record, and the overall professional experience of the Respondent at providing the proposed services;
b) The Respondent's technical ability and approach to meeting the goals of the ITN, as stated in Section 1.4;
c) The Respondent's technical ability and approach to providing the services sought in the SOW; and
d) The Respondent's pricing.

4.5.3 Department's Negotiation Team Recommendation

The Department's negotiation team will develop a recommendation as to the Contract award(s) that will provide the best value to the state based on the selection criteria.

SECTION 5. AWARD

5.1 Rights for Award

The Department reserves the right to:

- Select one (1) or more Respondents for the services encompassed by this solicitation, any addenda thereto and any request for additional or revised detailed written replies.
- Select one (1) or more Respondents by type of service, geographic area, and/or both.
- Award contracts for less than the entire service area.
- Award a contract by Service Category to one or more Respondents, or no Respondents at all.
- Award and contract with other responsive Respondents in the event that the Department is unable to contract with the initially awarded Respondent(s).
- Reject all Replies, and determine whether to reissue a competitive solicitation.
- Withdraw or cancel the procurement and make no award.

5.2 Agency Decision

The Department will post a Notice of Intent to Award to enter into one or more contracts with the Respondents(s) identified therein, on the VBS website: http://vbs.dms.state.fl.us/vbs/main_menu.

If the Department decides to reject all Replies, it will post its notice on the VBS website: http://vbs.dms.state.fl.us/vbs/main_menu.

5.3 Other Reserved Rights

- The Department has the right to use any or all ideas or adaptations of the ideas presented in any Reply. Selection or rejection of a Reply will not affect this right.
- The Department reserves the right, after posting a Notice of Intent to Award, to withdraw or cancel the procurement, or amend its notice of intent to award and re-open negotiations with any Respondent at any time prior to execution of a Contract.

5.4 No Contract until Execution

A notice of intent to award under this ITN shall not constitute or form any contract between the Department and a Respondent. No contract shall be formed until such time as a Respondent and the Department formally execute a contract with requisite written signatures.

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FORM 1 – CONTACT INFORMATION

	For solicitation purposes, the Respondent's contact person will be:	Should the Respondent be awarded the Contract, the Account Manager's contact information will be:
Name		
Title		
Company Name		
Address		
Telephone		
Fax		
E-mail		
FEID #		

Name of Respondent's Organization

Signature of Authorized Representative and Date

Print Name

FORM 2 - NOTICE OF CONFLICT OF INTEREST

Company Name _____

For the purpose of participating in the solicitation process and complying with the provisions of Chapter 112, Florida Statutes, the company states the following conflict(s) of interest exists as noted below (if none, write N/A in the applicable section(s) below):

The persons listed below are corporate officers, directors or agents and are currently employees of the State of Florida or one of its agencies:

_____ _____

_____ _____

_____ _____

The persons listed below are current State of Florida employees who own an interest of five percent (5%) or more in the company named above:

_____ _____

_____ _____

_____ _____

_____ _____

Name of Respondent's Organization Signature of Authorized Representative and Date

_____

Print Name

FORM 3 - NON-COLLUSION STATEMENT

I state that I _____ of _____,
(Name and Title) (Name of Firm)
am authorized to make this statement on behalf of my firm and its owner, directors and officers. I am the person responsible in my firm for the price(s) and amount(s) of this Reply, and the preparation of the Reply. I state that:

1. The price(s) and amount(s) of this Reply have been arrived at independently and without consultation, communication or agreement with any other Provider, potential provider, Reply, or potential Reply.

2. Neither the price(s) nor the amount(s) of this Reply, and neither the approximate price(s) nor approximate amount(s) of this Reply, have been disclosed to any other firm, vendor, Respondent, or potential Respondent, and they will not be disclosed before Reply opening.

3. No attempt has been made or will be made to induce any firm or persons to refrain from submitting a Reply for this contract, or to submit a price(s) higher that the prices in this Reply, or to submit any intentionally high or noncompetitive price(s) or other form of complementary Reply.

4. The Reply of my firm is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive Reply.

5. _____, its affiliates, subsidiaries, officers, director, and employees
(Name of Firm)
are not currently under investigation, by any governmental agency and have not in the last ten years been convicted or found liable for any act prohibited by state or federal law in any jurisdiction, involving conspiracy or collusion with respect to Reply, on any public contract, except as follows:

I state that I and the named firm understand and acknowledge that the above representations are material and important, and will be relied on by the State of Florida for which this Reply is submitted. I understand and my firm understands that any misstatement in this statement is, and will be treated as, fraudulent concealment from the State of Florida of the true facts relating to the submission of Replies for this contract.

Dated this _____ day of _____

Name of Firm: _____

Signed by: _____

Print Name _____

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FORM 4 - STATEMENT OF NO PRIOR DISQUALIFYING INVOLVEMENT

I, as an authorized representative of the Respondent, certify that nothing in section 287.057(17)(c), Florida Statutes (below), prohibits the Respondent's entry into any Contract resulting from this solicitation.

287.057 Procurement of commodities or contractual services. —

(17)(c) A person who receives a contract that has not been procured pursuant to subsections (1)-(3) [of s. 287.057, F.S.] to perform a feasibility study of the potential implementation of a subsequent contract, who participates in the drafting of a solicitation or who develops a program for future implementation, is not eligible to contract with the agency for any other contracts dealing with that specific subject matter, and any firm in which such person has any interest is not eligible to receive such contract. However, this prohibition does not prevent a Respondent who responds to a request for information from being eligible to contract with an agency.

Name of Respondent's Organization	Signature of Authorized Representative and Date
	Print Name

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FORM 5 – ADDENDUM ACKNOWLEDGEMENT FORM

This acknowledgment form serves to confirm that the Respondent has reviewed and accepted all Addendum(s) to the solicitation posted on the Respondent Bid System.

Please list all Addendum(s) below.

_____

_____

_____

_____

_____

_____

_____ _____

Name of Respondent's Organization | Signature of Authorized Representative and Date

_____

Print Name

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FORM 6 – SUBCONTRACTING

Complete the information below on all subcontractors that will provide services to the Respondent to meet the requirements of the resultant contract, should the Respondent be awarded. Submission of this form does not indicate the Department's approval, but provides the Department with information on proposed subcontractors for review.

Please complete a separate sheet for each subcontractor.

There will be subcontractors for this solicitation YES ____ NO ____ (place a checkbox where applicable). If not, Respondents are not required to complete the remainder of this form.

Service: _____

Company Name: _____

Contact: _____

Address: _____

Telephone: _____

Fax: _____

Current Office of Supplier Diversity certification of woman-, veteran, or minority-owned small business enterprise Yes _____ No _____

W-9 verification: Yes _____ No _____

In a job description format, describe below the responsibilities and duties of the subcontractor based on the technical specifications or statement of work outlined in this solicitation.

_____

_____

_____

_____

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SCS FORM 7 – MANDATORY RESPONSIVENESS REQUIREMENTS

The person submitting the Reply certifies that the person is authorized to respond to this solicitation on behalf of the Respondent.
The Respondent certifies that it is in compliance with the requirements of this ITN, including subsection 3.9.
The Respondent certifies that that neither it, nor its affiliates, is a convicted vendor or a discriminatory vendor as described in section 287.133 and section 287.134, Florida Statutes, respectively.
The Respondent certifies that the Respondent is not on the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or the Scrutinized Companies that Boycott Israel List, and is not participating in a boycott of Israel.
The Respondent certifies that the Respondent is currently authorized to do business with the State, or will attain authorization through the Department of State, Division of Corporations, should the Respondent be awarded the Contract. Website: www.sunbiz.org
The Respondent certifies it has provided the Department with an Attachment G – Component Price Sheet.
The Respondent certifies it has provided the Department with a Vendor's Service Catalog.

Signature below certifies that the signatory has the authority to respond to this solicitation on the Offeror's behalf, and certifies conformance with all Responsiveness Requirements listed above.

_____
Name of Respondent's Organization

_____
Printed Name of Organization's Authorized Representative

_____ _____
Signature of Organization's Authorized Representative Date

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ITN No.: DMS-17/18-004
SCS Attachment F – Definitions and Acronyms

All personal pronouns used in the Contract, whether used in the masculine, feminine, or gender-neutral, shall include all other genders; the singular shall include the plural; and the plural shall include the singular. The following definitions and acronyms apply to the Contract in addition to the definitions in Chapter 287, Florida Statutes (F.S.) (2018), and Chapter 60FF-1, Florida Administrative Code (F.A.C.):

ACD	Automatic Call Distribution
ANI	Automatic Number Identification
API	Application Program Interface
Business Days	Monday, Tuesday, Wednesday, Thursday, and Friday, excluding weekends and State of Florida paid holidays as set forth in section 110.117, Florida Statutes.
Centrex	A partitioned Central Office based switching system programmed to meet the business needs of a specific customer group.
Central Office	A building to which subscriber phone lines are connected on a local loop. This location has telephone switches to switch calls locally or to a long-distance carrier office.
Contractor	The Responsive and Responsible Respondent(s), awarded a Contract, if any, pursuant to this ITN.
CPI	Cost Performance Index
CPN	Calling Party Number
CSAB	Communications Service Authorization and Billing system, more information can be found here: https://www.dms.myflorida.com/business_operations/telecommunications/place_suncom_orders
Dashboard	A user interface feature of a web portal that organizes and displays easy to read information about key performance indicators with the option to drilldown to lower level data for verification.
Degradation	The deterioration in quality, level, or standard of performance of a system, service, feature, or functionality. Quality, levels, and standards are provided in the SOW and SLAs.
DID	Direct Inward Dial
DTMF	Dual-Tone Multi-Frequency

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End-of-Life	The date identified by the original equipment manufacturer that a product or service will no longer be supported.
End-of-Sale	The date identified by the original equipment manufacturer when a product or service can no longer be ordered.
ESF-2	Emergency Support Function 2
GETS	Government Emergency Telecommunications Service
Highly-available and Highly-reliable (HA/HR)	Systems, services, and implementations designed to eliminate planned downtime and prevent unplanned downtime; methods utilize specific hardware, software, and processes; typically implemented in mission critical services. HA/HR systems are to have redundant (or backup) systems, components, and communication pathways such that they are highly resistant to failure.
IETF	Internet Engineering Task Force
ISDN	Integrated Services Digital Network comes in two types – BRI, which is 144,000 bits per second and is designed for the desktop, and PRI, which is 1,544,000 bits per second. PRI is designed for telephone switches, computer telephony, and voice processing systems. ISDN BRI Service offers 2B + D or two bearer channels and one D (data) channel.
ITN	Invitation To Negotiate
ITU	International Telecommunications Union
IVR	Interactive Voice Response
LAN	Local Area Network
MACD	Move, Add, Change, and Delete
Mean Opinion Score	A rating method representing the user perception of overall call quality.
MFN-2	MyFloridaNet-2
MFN	MyFloridaNet
Multi-tenant	An architecture in which a communication system provides service for more than one Customer group. Each group is logically separated within the system and can view and administer their group only.
NANP	North American Numbering Plan
NAT	Network Address Translation
NGN-PS	Next Generation Network Priority Service
NOC	Network Operations Center
NPA	Number Plan Area which identifies the three (3) digit area code.
NXX	A three-digit code in which N is any digit 2 through 9 and X is any digit 0 through 9. Describes the “Exchange Code” fields of a North American Numbering Plan telephone number.
On-net	SCS sessions which only traverse the Internet Protocol network.

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Poisson One (P.01)	The grade of service reflecting the probability that, at most, only one call out of one hundred calls could be blocked.
PBX	Private Branch Exchange
PRI	Primary Rate Interface is an enhanced T-1 which provides fast out-of-band signaling. PRI has 24 channels each of which is 64,000 bits per second, one of which is typically used to carry signaling for the other 23 channels.
PSTN	Public Switched Telephone Network
PSAP	Public Safety Answering Point
Reply	A formal response to this ITN.
RFO	Reason For Outage
Respondent	An entity who submits a Reply to this ITN.
RFC	Request For Comments (an official publication channel for the International Engineering Task Force).
SBC	Session Border Controller
Single-tenant	An architecture in which a communication system provides service for a single customer.
SIP	Session Initiation Protocol
SIP Trunking	A service offered by many Service Providers that connects a company's PBX to the PSTN via Internet using the SIP VoIP standard.
SLA	Service Level Agreement
SOC	Security Operations Center
SOW	Statement of Work
SPI	Schedule Performance Index
State	The State of Florida
TDM	Time-Division Multiplexing
TSP	Telecommunications Service Priority
UC	Unified Communication
VoIP	Voice over IP
VoIP R-Factor	A number or score that is used to quantitatively express the subjective speech quality in VoIP systems.
WebRTC	Web Real-Time Communications
WPS	Wireless Priority Services

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ADDENDUM NO. 4

INVITATION TO NEGOTIATE (ITN)

SUNCOM COMMUNICATION SERVICES

ITN NO: DMS-17/18-004

Date: August 1, 2019

To: Prospective Respondents to ITN No: DMS-17/18-004

From: Jesse Marks, Procurement Officer

Subject: Revision to the Procurement Officer

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1. The Invitation to Negotiate, DMS-17/18-004, is hereby amended as follows and Section 1.6 Procurement Officer is replaced in its entirety:

   The Procurement Officer is the **sole point of contact** for this procurement. Direct all contact with the Department to the procurement officer in writing by email.

   Jesse Marks
   State Purchasing
   Florida Department of Management Services
   4050 Esplanade Way, Suite 360G
   Tallahassee, FL 32399-0950
   Phone: (850) 487-3977
   Email: Jesse.Marks@dms.myflorida.com

   *****PLACE THE SOLICITATION NUMBER IN THE SUBJECT LINE OF ALL EMAILS TO THE PROCUREMENT OFFICER*****

   If a Respondent is claiming that any portion of an email is trade secret under section 812.081, Florida Statutes, or otherwise confidential under Florida or Federal Law, the Respondent is to place the word “Confidential” in the subject line. (See also subsection 3.8.4 of this ITN for more information on confidential information.)

   Respondents to this solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the 72-hour period following the agency posting the notice of intended award, excluding Saturdays, Sundays, and State holidays,

any employee or officer of the executive or legislative branch concerning any aspect of this solicitation, except in writing to the procurement officer or as provided in the solicitation documents. **Violation of this provision may be grounds for rejecting a Reply.**

Any such contact by an affiliate, a person with a relevant business relationship with a Respondent, or an existing or prospective subcontractor to a Respondent is assumed to be on behalf of a Respondent unless shown otherwise.

Failure to file a protest within the time prescribed in section 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under chapter 120, Florida Statutes. Any protest must be timely filed with the Agency Clerk. Protests may be filed by courier, hand delivery, or U.S. mail at Department of Management Services, Office of the General Counsel, Attention: Agency Clerk, 4050 Esplanade Way, Suite 160, Tallahassee, FL 32399-0950. Protests may also be filed by fax at 850-922-6312 or by email at agencyclerk@dms.myflorida.com It is the filing party's responsibility to meet all filing deadlines.

The Procurement Officer should be copied on such filings.

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ADDENDUM NO. 2 TO THE FOLLOWING INVITATION TO NEGOTIATE (ITN):

SUNCOM COMMUNICATION SERVICES

ITN NO: DMS-17/18-004

Date: May 21, 2019

To: Prospective Respondents to ITN No: DMS-17/18-004

From: Gerri Faircloth, Procurement Officer

Subject: Updates to the ITN, Timeline Revision, and Correction to Department Answers

---

1. The Invitation to Negotiate (ITN) No.: DMS-17/18-004, is hereby amended as follows:

1.1. Subsection 2.3, Timeline of Events, is hereby amended as follows:

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TIMELINE OF EVENTS		
Events	**Event Time (ET)**	**Event Date**
ITN posted on the VBS.		February 11, 2019
Deadline to submit questions to the Procurement Officer.	3:00 PM	March 15, 2019
Department's anticipated posting of answers to Respondent's questions on the VBS.		April 19, 2019
Deadline to submit Reply and all required documents to the Procurement Officer.	2:00 PM	~~June 7, 2019~~ **June 21, 2019**
Public Opening. Room 101 4050 Esplanade Way, Tallahassee, Florida 32399-0950	2:30 PM	~~June 7, 2019~~ **June 21, 2019**
Evaluation Phase.		~~June 17, 2019 to July 29, 2019~~ **June 26, 2019 to August 16, 2019**
Evaluators' Public Meeting to confirm scores Room 101 4050 Esplanade Way, Tallahassee, Florida 32399-0950 Conference call # 1-888-585-9008 Participant code: 982866470#	10:00 AM	~~July 29, 2019~~ **August 22, 2019**
Negotiations Phase.		~~August 5, 2019~~ **August 26, 2019** to January 8, 2020
Negotiation Team Public Meeting Room 101 4050 Esplanade Way, Tallahassee, Florida 32399-0950 Conference call # 1-888-585-9008 Participant code: 982866470#	10:00 AM	~~January 8, 2020~~ **January 10, 2019**
Post Notice of Intent to Award on the VBS.		January 14, 2020
Contract Execution.		TBD

2. The Department's proposed amendments to ITN No.: DMS-17/18-004, Addendum No.1, issued on April 22, 2019 is hereby amended as follows:

2.1 Item 1.a. of Addendum No.1, which amended ITN No: DMS-17/18-004, subsection 3.5, How to Submit a Reply, unintentionally omitted the first and last paragraphs from the original ITN No: DMS-17/18-004, subsection 3.5, How to Submit a Reply. These two paragraphs are now reinstated as part of ITN subsection 3.5, How to Submit a Reply, and are shown below in underlined text.

Respondents are responsible for submitting their Replies by the date and time specified in the Timeline of Events of this solicitation. Respondents are to submit the Reply in a sealed box(es) indicating the Respondent's name, the ITN number, and the Procurement Officer containing the following:

3.5.1 One (1) original, un-redacted bound paper version of the Reply, excluding the Vendor's Service Catalog, and a paper copy of the Attachment G – Component Price Sheet in a separate sealed envelope.
Also provide two (2) un-redacted bound paper copies of the Reply, excluding the Vendor's Service Catalog and two (2) paper copies of the Attachment G – Component Price Sheet in a separate sealed envelope.

3.5.2 One (1) electronic original un-redacted version of the Vendor's Service Catalog and one (1) electronic original un-redacted version of Attachment G - Component Price Sheet on a USB flash drive (CD/DVD format is also acceptable) in a separate sealed envelope.

3.5.3 Nine (9) electronic un-redacted copies of the Reply in Adobe (.pdf) on a USB flash drive (CD/DVD format is also acceptable) excluding the Vendor's Service Catalog and Attachment G - Component Price Sheet. Large files should be scanned as separate files, and;

3.5.4 If applicable, one (1) electronic redacted copy of the entire Reply on a USB flash drive, as described in subsection 3.8 of this ITN. Large files should be included as separate files.

All electronic documents are to be searchable to the fullest extent practicable. Paper and electronic copies of Replies are to consist of identical information. In the event of a conflict between the copies, the original paper Reply controls.

2.2 Item 2.e. of Addendum No. 1, which amended Attachment A: Statement of Work, ITN No: DMS-17/18-004, subsection 8.2, Additional Centrex Services, item 1, unintentionally omitted the words "or less". These words have been struck from the Statement of Work, subsection 8.2, Additional Centrex Services, item 1 as shown below.

A minimum Customer order of five (5) lines ~~or less~~ ~~in order~~ is required to establish a new Centrex system. The monthly recurring line charge will be inclusive of all service cost components.

2.3 Item 4 of Addendum No. 1, which amended Attachment G: Component Price Sheet, is hereby deleted in its entirety and replaced with the Second Revised Attachment G: Component Price Sheet, attached to this addendum. This Second Revised Attachment G: Component Price Sheet unlocks the rows within the Assumptions section allowing Respondents to insert additional lines in conformance with the Component Price Sheet instructions.

3. The Department's responses to Questions #6, #69, and #92 of Addendum No.1, issued on April 22, 2019, are hereby revised as follows:

Question Number	Section	Page Number	Question	Response
6	Attachment A, Section 2.1, Item 3	12	Can you clarify what a thorough training would require, and for which products	~~See Attachment A, SOW subsection 3.43, Training.~~ The training requirement for Contractor's staff will vary according to the Service Categories being delivered by the Contractor, and the individual staff member's responsibilities. The training provided by the Contractor will ensure that staff members working on the Contract are knowledgeable of the contractual requirements and are thoroughly capable of delivering the service(s) contemplated in the Contract.
69	5.2	84-86	What type of Single Sign On solution is being used?	~~See response to Question #69.~~ The Department does not have this information as Customers make their own decisions related to their business needs.
92	7	93	Is the state interested Quality Management for Rep Performance ect?	Yes, Respondents may propose additional features as part of their Reply to this procurement. See ~~Attachment A, SOW,~~ ITN, subsection 3.11.1 Vendor's Service Catalog.

FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SECTION 120.57(3), FLORIDA STATUTES, OR FAILURE TO POST THE BOND OR OTHER SECURITY REQUIRED BY LAW WITHIN THE TIME ALLOWED FOR FILING A BOND SHALL CONSTITUTE A WAIVER OF PROCEEDINGS UNDER CHAPTER 120, FLORIDA STATUTES.

End of Addendum No. 2

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ADDENDUM NO. 1 TO THE FOLLOWING INVITATION TO NEGOTIATE (ITN):

SUNCOM COMMUNICATION SERVICES

ITN NO: DMS-17/18-004

Date: April 22, 2019

To: Prospective Respondents to ITN No: DMS-17/18-004

From: Gerri Faircloth, Procurement Officer

Subject: Updates to the ITN and Respondent Questions and Department Answers

---

1. The Invitation to Negotiate, ITN No: DMS-17/18-004, is hereby amended as follows:

a. Subsection 3.5, How to Submit a Reply, is hereby deleted in its entirety and replaced with the following:

3.5.1 One (1) original, un-redacted bound paper version of the Reply, excluding the Vendor's Service Catalog, and a paper copy of the Attachment G – Component Price Sheet in a separate sealed envelope.
Also provide two (2) un-redacted bound paper copies of the Reply, excluding the Vendor's Service Catalog and two (2) paper copies of the Attachment G – Component Price Sheet in a separate sealed envelope.

3.5.2 One (1) electronic original un-redacted version of the Vendor's Service Catalog and one (1) electronic original un-redacted version of Attachment G - Component Price Sheet on a USB flash drive (CD/DVD format is also acceptable) in a separate sealed envelope.

3.5.3 Nine (9) electronic un-redacted copies of the Reply in Adobe (.pdf) on a USB flash drive (CD/DVD format is also acceptable) excluding the Vendor's Service Catalog and Attachment G - Component Price Sheet. Large files should be scanned as separate files, and;

3.5.4 If applicable, one (1) electronic redacted copy of the entire Reply on a USB flash drive, as described in subsection 3.8 of this ITN. Large files should be included as separate files.

b. Subsection 3.6.7 is hereby amended as follows:

3.6.7 The Respondent must provide a Vendor's Service Catalog with detailed pricing for all services <u>and associated equipment</u> Respondent proposes in this procurement<u>.</u> ~~that is not otherwise provided for in Attachment G – Component Price Sheet.~~

c. Subsection 3.11.1, Vendor's Service Catalog, is hereby amended as follows:

3.11.1 Vendor's Service Catalog

The Respondent must submit a Vendor's Service Catalog of Respondent's proposed services and associated equipment and pricing, which will become part of the final Contract, as modified during negotiations. The Respondent will provide the Vendor's Service Catalog as if the terms and conditions of the Draft Contract are final. The Vendor's Service Catalog should contain component pricing that contemplates fulfillment of all minimum requirements, with the understanding that there is no guaranteed minimum spend from the Department or the Customers. The Respondent must provide detailed pricing for all services and associated equipment Respondent proposes in this procurement. ~~that is not otherwise provided for in Attachment G – Component Price Sheet.~~ Respondents are instructed to only submit pricing for services that are within the contemplated scope of this procurement, including additional options or features proposed by the Respondent that are responsive to the Statement of Work. Services outside of the scope of this procurement will not be evaluated. If a Vendor's Service Catalog in the final executed Contract includes services outside of the scope of the Contract, those services will not be considered part of the Contract, and will neither be included in the Communications Service Authorization and Billing System nor be offered to Customers.

d. The sentence below is added to Subsection 3.12.4 as follows:

Pricing in the Component Price Sheet and Vendor's Service Catalog shall not include state of Florida and federal taxes.

e. Subsection 4.4.4, Other Department Rights During Negotiations, is hereby amended as follows:

d) ~~Require any or all Respondents to address services, prices, or conditions offered by any other Respondent~~. Intentionally left blank.

2. Attachment A: Statement of Work, ITN No: DMS-17/18-004, is hereby amended as follows:

a. Subsection 3.34, Online Portal for Self-Management, item 5, is hereby added as follows:

5. Add, change, and delete licenses as requested by the Customer.

b. Subsection 3.44.1, item 4., the first sentence is hereby amended as follows:

4. Communications Management Plan is a deliverable subject to final acceptance by DMS.

c. Subsection 5.1, Unified Communications System and Services – General Features, item 3. oo., is hereby amended as follows:

oo. Call Center ~~(basic, standard, and premium)~~

d. Subsection 6.2, SIP Trunking Features, item 3 is deleted in its entirety and replaced with the following:

3. Offer the capability to intercept calls and play announcement for any SIP Trunk phone number.

e. Subsection 8.2, Additional Centrex Services, item 1 is hereby amended as follows:

1. A minimum Customer order of five (5) lines ~~in order~~ is required to establish a new Centrex system. The monthly recurring line charge will be inclusive of all service cost components.

3. Attachment B: Draft Contract, ITN No: DMS-17/18-004, is hereby amended as follows:

a. Section 1.4.1, Suspension of Work, is hereby amended as follows:

1.4.1 Suspension of Work

~~The Department may, at its sole discretion, suspend any or all activities under the Contract, at any time, when it is in the best interest of the State of Florida to do so.~~ The Department may, at its sole discretion, suspend the Contract at any time, when in the best interest of the Department or Customer to do so. The Department or the Customer will provide the Contractor written notice outlining the particulars of suspension and the effective date of the suspension. After receiving a suspension notice, the Contractor must comply with the notice and will cease the activities associated with the Contract~~,~~ . Within ninety (90) days, or any longer period agreed to by the Contractor, the Department will either (1) issue a notice authorizing resumption of work, at which time activity will resume, or (2) terminate the Contract.~~.~~ Suspension of work will not entitle the Contractor to any additional compensation.

b. Section 3.5, Payment Invoicing, is hereby amended as follows:

3.5 Payment Invoicing

~~The Contractor will be paid upon submittal of an invoice to the Department after delivery and acceptance of commodities or contractual services is confirmed, and the invoice is accepted by the Customer.~~ The Contractor shall submit invoices for fees or other compensation for services or expenses in detail sufficient enough for a proper pre-audit and post-audit and contain the Contract Number and the Contractor's Federal Employer Identification Number. The Department reserves the right to request additional documentation as needed and Contractor will follow all invoice directives in the Statement of Work.

c. Section 10.3, Remedial Measures, is hereby amended as follows:

~~Upon becoming aware of an alleged security breach, Contractor's Contract Manager must set up a conference call with the Department's Contract Manager. The conference call invitation must contain a brief description of the nature of the event. When possible, a thirty (30) minute notice will be given to allow Department personnel to be available for the call. If the designated time is not practical for the Department, an alternate time for the call will be scheduled. All available information must be shared on the call. The Contractor must answer all questions based on the information known at that time and answer additional questions as additional information becomes known.~~

~~The Contractor must provide the Department with final documentation of the incident including all actions that took place. If the Contractor becomes aware of a security breach or security incident outside of normal business hours, the Contractor must notify the Department's Contract Manager and in all events, within one (1) business day.~~ Intentionally left blank.

d. Section 19, Performance Bond, the first paragraph is hereby amended as follows:

SECTION 19. PERFORMANCE BOND
Within thirty (30) days of Contract execution, Contractor will deliver to the Department's Contract Manager a Performance Bond in the amount of ~~$60~~ $10 million. The bond shall be used to guarantee satisfactory performance by the Contractor throughout the term of the Contract.

4. Attachment G: Component Price Sheet, ITN No: DMS-17/18-004, is hereby revised in accordance with the amendments set forth in the Revised Attachment G: Component Price Sheet attached as part of this addendum.

Enclosure:
Addendum No 1, Questions and Answers Exhibit
Revised Attachment G: Component Price Sheet

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Invitation to Negotiate

SUNCOM Communication Services

ITN NO: DMS-17/18-004

Addendum No. 1 Questions and Answers Exhibit

The Department's responses to timely submitted questions are below.

Question Number	Section	Page Number	Question	Response
1	NA	NA	What is the actual timeline for product implementation for whomever earns this bid?	See Attachment A, Statement of Work (SOW) subsection 3.44.2, Project Management Implementation Phase and subsection 3.45, Services Infrastructure Checklist.
2	Attachment A, Section 1.4	9	If a vendor is provided an award, will existing services under that vendor which are already in place, continue as is?	If the vendor is provided an award, Customers can continue to receive services from that same vendor.
3	Attachment A, Section 1.4	9	If a new vendor is provided an award, how will the agencies be communicated of the award and services the said vendor provides?	DMS provides information to SUNCOM customers.
4	Attachment A, Section 1.4	9	If the agencies do not wish to procure from the awarded agreement, will they be able to procure the same services outside the award?	Refer to section 282.703, Florida Statutes.
5	Attachment A, Section 1.4	9	If a vendor is provided an award, can you please describe the process if a vendor has changes to their business (ie: legal name change), how amendments be addressed?	The Department's processes for handling a contractor's changes to their business and possible contract amendments are reviewed and addressed on a case- by- case basis.

Question Number	Section	Page Number	Question	Response
6	Attachment A, Section 2.1, Item 3	12	Can you clarify what a thorough training would require, and for which products?	See Attachment A, SOW subsection 3.43, Training.
7	Attachment A, Section 3.5	27	Can you please describe the bandwidth requirements of the MPLS network connection required.	Attachment A, SOW subsection 3.15, Connection with MyFloridaNet, describes the amount of bandwidth required for the interconnection.
8	Attachment A, Section 3.5	27	Is awarded vendor allowed to procure the bandwidth requirements in this section from any supplier of the awarded vendor's choice.	Yes.
9	Attachment A, Section 3.22	31	Contractor WebPage – Is this a mandatory requirement of all awarded vendors? Bas [sic]	Yes, see Attachment A, SOW subsection 3.22, Contractor Webpage.
10	Attachment A, Section 5.2.2, Item C	85	Can you provide an example of voice activation?	For example, allowing the subscriber to dial a phone number using speech instead of entering the digits in the UC user interface.
11	Attachment A, Section 5.2.2, Item J	85	In regards to calandering [sic], update status based off of calander [sic], is there a calander [sic] that is widely adopted throughout the State?	The Department does not have this information as Customers make their own decisions related to their business needs.
12	Attachment A, Section 7.1, Item 1 - 15	93	CRM Integration- Is there a CRM that is widely adopted?	No.
13	Attachment A, Section 7.1	92/101	Can the premises equipment required (phones, gateways, monitoring equipment, and SBCs) be satisfied by a response in Section 5, or must they be explicitly listed in the Section 7 catalog?	If the Respondent is seeking to provide a Service Category, a response should be provided to each subsection in the Attachment A, SOW where applicable to the Respondent's proposed solution. It is the Respondent's responsibility to ensure responses are properly aligned with the corresponding Statement of Work sections. The Respondent must provide the Department with an Attachment G – Component Price Sheet

Question Number	Section	Page Number	Question	Response
				and must provide a Vendor's Service Catalog with detailed pricing for all services Respondent proposes to provide in its Reply to this procurement.
14	ITN 3.11.1 and Attachment A, Section 4.5	5/30 & 71/101	What is the difference between the Vendor's Service Catalog and the CSAB Service Catalog?	The Vendor's Service Catalog contains detailed pricing for all services Respondent proposes to provide in its Reply to this procurement. See Item # 1.b. and 1.c. of this addendum. See also ITN subsection 3.11, Vendor's Pricing. The CSAB Service Catalog will contain the catalog of services, approved by the Department, and entered into the CSAB system available for ordering by Customers.
15	Attachment A, Sections 3.30, 3.30.1, 3.30.2, and 3.44	41/101 & 55/101	These sections do not indicate whether the respondent is to provide a response. Will the Department please clarify whether we are to provide a response to these sections?	For Attachment A, SOW subsection 3.30, Contractor Meetings with DMS, which includes 3.30, 3.30.1, 3.30.2, and 3.30.3, no response is required to these sections. For Attachment A, SOW subsection 3.44, Project Management, which includes 3.44 and 3.44.1 through 3.44.5, the response block listed on page 60 of the ITN applies to all of subsection 3.44, Project Management.
16	Attachment A, Section 6.2, Item 3	91/101	*Item 3. Offer call transfer intercept announcement which routes calls to a phone number with informative announcements.* Can you clarify the difference between standard intercept announcement and call transfer intercept announcement?	See Item # 2.d. of this addendum.

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17	Attachment A, Section 8.2, Item 1	99/101	*Item 1. A minimum Customer order of five lines or less in order to establish a new Centrex system. The monthly recurring line charge will be inclusive of all service cost components.* Please confirm the words “or less” are supposed to be “or less” and not “or more”.	See Item # 2.e. of this addendum.
18	Attachment G	Category 1	On the Category 1 Single tab the pricing is all based on the number of lines. Will DMS please define what a line is?	A line is equivalent to a licensed subscriber with a unique number or extension that has a monthly recurring charge.
19	Attachment A, Section 5.1, Item 1	82/101	Will DMS please confirm local, long distance, and toll-free access are to be included in all single-tenant and multi-tenant solutions?	Confirmed.
20	NA	NA	Will an eligible or required user be able to purchase off this new SUNCOM contract using the Services Catalog to either expand their existing system or buy a brand-new premise-based system (HW/SW and services)?	Yes.
21	NA	NA	In a single-tenant environment (premise-based), will there be a fixed term (i.e. 36 or 48 months) for these specific products and services?	The Department has not specified the term for single-tenant systems. Vendors are permitted, but not required, to include pricing information on terms. See ITN, subsection 3.11.1.1. The Customer, Department, and SCS Contractor will agree upon the term in the CSAB work order.
22	NA	NA	Is the State / DMS looking for a single vendor to support all of the existing voice systems in order to provide the same level of service statewide, also enabling	DMS is seeking to establish through this ITN a contract or contracts (Contract) for a collection of voice services. See ITN, subsection 1.1, Solicitation Objective, subsection 1.4, Goals of

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			a phased approach migration to a Cloud environment?	the ITN, and subsection 5.1, Rights for Award, regarding one or multiple contracts.
23	NA	NA	Can the selected vendor add or change services within the service catalog once on the State contract? For example, add a new device, an application or solution in order to meet the specific requirements of an agency; add new Cloud services that are not currently available; or update the service catalog with a new release to an existing application?	Changes in services, features, equipment, or technology in the same, alternative, or equivalent form within the scope of the Contract are permissible updates and are subject to prior DMS approval and inclusion of the services in CSAB is solely within DMS's discretion. See Attachment A, SOW subsection 1.5, Updates to Services or Equipment and subsection 4.5, Communications Service Authorization and Billing Service Catalog.
24	NA	NA	Is the end customer responsible for the cost of the MFN connection between their core sites and remote sites?	Yes.
25	Attachment G – Component Price Sheet (Service Category 1 – UC – Single-tenant)	1	Based upon the State's definition of a single-tenant vs. multi-tenant on page 82 of Attachment A: Statement of Work, single-tenant implementations are premises-based at a customer specified location. However, the pricing worksheet asks for a monthly price for the various system capacities identified. Monthly pricing typically applies to a cloud-based environment. Is it the State's intent to have this single-tenant premise-based solution a Cloud solution? Or should it be a purchase price of HW/SW plus any applicable monthly recurring services?	Monthly pricing applies to single-tenant and multi-tenant service offerings. This statement, however, does not restrict Respondents from proposing other price structures, or solutions, in the Vendor's Service Catalog.
26	NA	NA	Is it the State's intent to migrate all premise-based solutions to Cloud offerings?	Please see Attachment A, SOW subsection 1.4, Service Objectives.

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27	Attachment G - Component Price Sheet (Service Category 1 - UC - Single-tenant)	1	The capacities identified for a single-tenant (i.e. 50 or 200 users) appear to be fairly small in size. Are we to assume that this is an entirely new agency / customer or could it potentially be a remote site to a larger / existing entity?	The capacity was not intended to be associated with any particular customer.
28	NA	NA	What will be the SUNCOM service fees for Cloud services between DMS and the end customer?	The Department cost recovery fees for SCS, established by the Department, have not yet been determined.
29	1.2	7	Will the state choose providers based on geography covered by that particular provider or are they looking for a single source provider?	Selection criteria for award selection is set forth in ITN subsection 4.5.2, Selection Criteria. See ITN, subsection 1.1, Solicitation Objective, subsection 1.4, Goals of the ITN, and subsection 5.1, Rights for Award, regarding one or multiple contracts.
30	1.2.1	9	Can providers partner together based on geography to provide a more comprehensive solution?	Yes, see ITN subsection 3.13, Subcontracting.
31	1.4	11	Is the State of FL preference ala carte pricing or a tiered pricing table?	The state does not have a preference and Respondents may propose any rate structure.
32	2.1.6	15	What is the estimated total number of call paths that will be needed?	The Department does not have this information as Customers make their own decisions related to their business needs. Currently, there are approximately 10,000 SIP trunk call paths ordered by SUNCOM customers. Under no circumstances should this estimate be construed as representing actual, guaranteed, or minimum orders under any new Contract.
33	4.14.5	64	Confirmation Needed: The state is requesting a minimum of 80Kbps per voice path?	The Respondent must propose solutions which provide the appropriate call quality and conform with the minimum requirements set forth in

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				Attachment A, SOW subsection 6.1., SIP Trunking Minimum Requirements.
34	14.1.2	99	Is it possible to have a list of all locations in Excel format?	This question is unclear. Information may be provided during the Negotiation Phase of the ITN.
35	Attachment A, Section 3.28	39-40	For security and backup purposes, would the State accept both on-premise and cloud solutions in a hybrid configuration?	Yes.
36	Attachment A, Section 7.2	93-94	Approximately, how many call center agents does the State currently utilize?	These are Customer specific applications and the Department does not have access to this information.
37	Attachment A, Section 2	12	Does the manpower requirement change if the Contractor does not reply to all four categories in the pricing option?	This question is unclear. The staffing and personnel levels may vary depending on service categories offered. However, key staff requirements apply to all vendors.
38	Attachment A, Section 3.30.3	42	At what point does the State want to the Contractor to provide the manpower, circuits etc.?	See Attachment A, SOW subsection 3.44 Project Management.
39	Attachment A, Section 1.6	11	Can you provide the address of the data centers where we will be terminating circuits from our cloud data centers to the State?	The MFN-2 core nodes are in Tallahassee, Miami, Jacksonville, Tampa and Orlando.
40	Attachment A, Section 6	89	What will the Data Circuits from our cloud data centers to the state data center terminate on – a demarc router provided by the contractor or by the State?	The Respondent should propose their design for consideration, which may include termination of the circuit on a Contractor managed router in the MFN node. Contractor access circuits will eventually be terminated on a MFN core router.
41	Attachment A, Section 5.1	82	Please describe how the state plans to use Operator assistance.	Customers call an Operator for assistance when they have questions or concerns about placing calls.

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42	Attachment A, Section 5.1	84	Can the State provide an estimate of toll free numbers or DIDs associated with contact center.	The Department currently has over 2,000 toll free numbers. It is unknown how many of these numbers are associated with a contact center. Under no circumstances should this estimate be construed as representing actual, guaranteed, or minimum orders under any new Contract.
43	Draft Contract, Section 1.1 & 1.2	3	Is the Initial Term and the Term Renewal language negotiable?	Contract renewal terms are subject to section 287.057(13), Florida Statutes, and Rule 60A-1.048, Florida Administrative Code. See ITN subsections 4.4.1, Phase 2 – Negotiations Process – General Overview, and 4.4.4, Other Department Rights During Negotiations. However, no such modifications are guaranteed and replies should be submitted as if the current draft contract terms apply. See ITN subsection 3.9, General Instructions to Vendors, and Form 7 – Mandatory Responsiveness Requirements.
44	Draft Contract, Section 3.5	6	What constitutes invoice acceptance?	See Item # 3.b. of this addendum and Attachment A, SOW Section 4, Business Operations.
45	Draft Contract, Section 3.10	6	Is the State exempt from federal taxes?	Yes, see Attachment A, SOW subsection 4.6, Taxes and Government Sanctioned Fees in the Communications Service Authorization and Billing Service Catalog.
46	Draft Contract, Section 8.3	13	If the indemnification terms are accepted, can this be limited to US IP protection only?	See ITN subsections 4.4.1, Phase 2 – Negotiations Process – General Overview, and 4.4.4, Other Department Rights During Negotiations.

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				However, no such modifications are guaranteed and replies should be submitted as if the current draft contract terms apply. See also ITN subsection 3.9, General Instructions to Vendors, and Form 7 – Mandatory Responsiveness Requirements.
47	Draft Contract, Section 9.4	15	Development is not contemplated under this agreement. What Work Product does the State think might be included?	This is standard contract language in the Department's contracts.
48	Draft Contract, Section 10.5	17	What type of certificate is required? Is cyber insurance COI acceptable?	The Department does not have a template for this certification. Contractor must annually demonstrate to the Department's satisfaction that it is in compliance with the Warranty of Security in Attachment B, Draft Contract subsection 10.2, Warranty of Security.
49	Draft Contract, Section 12.3	19	If liquidated damages would be accepted, can they be on a prorated basis for the value of services?	See Attachment B, Draft Contract subsections 3.6 Service Level Agreement, 10.2 Warranty of Security, and 14.4 Data Access for the application of liquidated damages.
50	Draft Contract, Section 19	25	Will this amount be prorated for the actual amount of categories Contractor responds?	See Item # 3.d. of this addendum and see response to Question # 46.
51	Invitation to Negotiate, Section 3.12	17	Regarding the Component Price Sheet (Attachment G), do the charges and fees indicated exclude taxes?	See Item #1.d. of this addendum.
52	Invitation to Negotiate, Section 2.2	6	Will the State allow for additional clarifying questions once they release the initial response to questions?	No. Vendors invited to participate in phase two, negotiation phase, are permitted to ask additional questions.
53	Invitation to Negotiate, Section 3.5.1	9	In the spirit of economically prepared responses, would the State consider increasing the number of electronic copies (CD/DVD/Flash) and reducing the	Yes, see Item #1.a. of this ITN.

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			number of additional printed paper copies (9)?	
54	F963 SLA	3	Can you please define in more detail what is requested when stating call will be answered within 11 seconds for Operator Assistance?	Customer calls to the Operator shall be answered within eleven (11) seconds of the call being setup.
55	Invitation to Negotiate, Section 3.7 and Draft Contract Section 19	ITN – 11 Draft Contract - 25	In the Invitation to Negotiate, Section 3.7, a requirement is listed for a letter of bondability for a performance bond in the amount of $10 million. However, in the draft contract, Section 19, a bid bond in the amount of $60 million is listed. Can you please clarify?	See Item #3.d. of this addendum.
56	Invitation to Negotiate, Section 3.11 & 3.12	15 of 30 & 17 of 30	If all submitted pricing must be provided as if the terms and conditions of the Draft Contract are final, with no guaranteed minimum spend from the Department or the Customers, then will the evaluation process include the understanding that unit prices on the Component Price Sheets may seem artificially high due to Performance Bond and other cost recovery for what might be very low volume quantities, and that those unit prices would be expected to be lowered during the negotiation phase? Would the Department like to suggest any guidance for clear and accurate presentation in this regard?	The evaluation phase of the ITN does not contemplate the evaluation of a Respondent's submitted Component Price Sheet or the Vendor's Service Catalog. Please refer to ITN Section 4.3, Evaluation of the Reply, and Attachment H – Evaluator Scoring Workbook.
57	Invitation to Negotiate, Section 3.11 & 3.12	15 of 30 & 17 of 30	Regarding the text, "…the final Contract, as modified during negotiations", will the Department please provide a list of any and all service specific terms and	Response to questions 1 through 3: See response to Question #46.

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			conditions, and contractual terms and conditions, that would be entirely excluded from any negotiations at all? 1. Will the State allow Vendors to provide service specific terms and conditions for the State's consideration? 2. Will the State allow Vendors to take exception, request clarification, or provide redlines to terms and conditions of the bid during Phase 1 and/or Phase 2 of the ITN? 3. Will the State negotiate contractual terms and conditions during Phase 2 of the ITN? 4. Will the State provide all policies, protocols, and procedures the State deems applicable to this ITN?	Response to question 4: The Department does not have this information as Customers have their own unique policies, protocols, and procedures.
58	Invitation to Negotiate, Section 4.4.4	21	If any or all Respondents are required to address services, prices, or conditions offered by any other Respondent(s), does that mean submitted proposals or portions of proposals will be shared among competitors? What will be the rules and guidelines for providing information from one Respondent with another?	See Item # 1.e. of this addendum.
59	Attachment A: Statement of Work	83	oo: Contact Center (Basic, Standard and Premium)	See Item #2.c. of this addendum and the Revised Attachment G – Component Price Sheet attached as part of this addendum.

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			Can you define the functionality that should be included in the 3 contact center options?	
60	Attachment A: Statement of Work	83	oo: Contact Center (Basic, Standard and Premium) Can you more clearly define the SLA requirements for the 3 contact center levels?	This question cites to page 83, subsection oo. but incorrectly refers to this subsection as relating to Contact Center. Attachment A, SOW subsection 5.1, Unified Communications Systems and Services – General Features, 3.oo. on page 83 relates to Call Centers. There are SLAs for Service Category 3 – Contact Centers, which apply to both single-tenant and multi-tenant Contract Centers. The Call Center SLAs are in Service Category 1. See response to Question #59.
61	Attachment A: Statement of Work	83	pp. Call Center desktop client Can you define the functionality for the desktop client?	It is up to the vendor to describe the functionality of the desktop client.
62	Attachment A: Statement of Work	83	pp. Call Center desktop client Can you define the SLAs for the desktop client?	The Call Center SLAs are in Category 1.
63	Attachment A: Statement of Work	83	Contact Center functionality and the respective SLAs are defined in Category-3, why is it also included in Category-1?	Contact Centers are not included in Service Category 1.
64	ITN No.: DMS-17/18-004	Document	There is no mention of FedRAMP compliancy which has become a requirement for hosted and managed services for State programs that receive partial or full federal funding. Does the State expect the hosted and multi-tenant options for Cat-1 and Cat-3 to comply with the FedRAMP?	The Department expects the Contractor(s) to comply with any applicable federal requirements. See Attachment B, Draft Contract subsection 6.1, Conduct of Business.

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65	Attachment A: Statement of Work	92	Will the Department please provide a summary list of contact center minutes of use per Agency and per primary call center number, for each of the past twelve months?	This information is not available to the Department.
66	5.1	82 - 84	What is meant for Multi-Tenant Environments? Is this to allow for different SoFL divisions to share the same call processing platform or is this for a Centralized Hub/Spoke arrangement of multiple sites of same SoFL division?	Multi-tenant is defined in Attachment F – Definitions and Acronyms.
67	5.1	82 - 84	Is the Toll Free requirement for individual sites or will all Toll Free be handled in a Call Center Environment?	Toll-free is not limited to Call Center environments.
68	5.2, #2c.	85	Bullet C Supports Voice Activation that integrates seamlessly with other business communications systems. What type of other business communications systems will need to be integrated with any proposed solution.	The Department does not have this information as Customers make their own decisions related to their business needs.
69	5.2	84 - 86	What type of Single Sign On solution is being used?	See response to Question #69.
70	2	5	The Department has opted to solicit using an Invitation to Negotiate (ITN). In order to provide the best value to the Department, vendor would like to offer its solutions and pricing under contract and Service Level Agreement (SLA) terms that, in some cases, differ from the Draft Contract and SLAs referenced in the	See response to Question #46.

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			ITN. Please confirm whether bidder should submit proposed alternative contract and SLA terms with its submission and that, if down-selected, vendor and Department will engage in negotiations to reach agreeable terms prior to any award.	
71	1.4.2 - Termination for Convenience	4	The language in the Department's contract does not require any advance notice to terminate for convenience and vendor would like to request a reasonable amount of advance notice. Would the Department consider adding a 30 day advance notice requirement to terminate any particular service and a 180 day advance notice requirement to terminate the agreement? The Department has agreed to the 180 day advance notice to terminate the agreement in a previously negotiated agreement, so we would like to request the same language for this agreement.	See response to Question #46.
72	3.3(b) Preferred Pricing	5	Vendor's product offerings to its public sector customers are competitively priced and provide a great value to our customers. In a previously negotiated agreement, the Department did not require a guaranteed maximum price nor did it require pricing not to exceed pricing offered under comparable contracts that are similar in size, scope and terms. Given this, would the Department consider similarly removing these two	See response to Question #46.

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			obligations from the Draft Contract? Alternately, vendor would recommend the Department instead limit the definition of comparable contracts with the State of Florida or its localities.	
73	7.8 Time is of the Essence	12	This language is written fairly broadly and we've noted that this language does not appear in a previously negotiated agreement with the Deparatment [sic]. Given this, would the Department be agreeable to removing this section from the Draft Contract? If this is not possible, since the Service Level Agreements included with the ITN provide very specific timelines and performance metrics, would the Department instead consider tying this Time is of the Essence language specifically to the SLA requirements?	See response to Question #46.
74	8.3 Indemnification	13 - 14	The indemnification language is written fairly broadly and does not exclude instances resulting from the negligence of the Department or an end user (which the Department has agreed to in a previously negotiated agreement). Would the Department consider clarifying that the indemnification obligation only apply to third party claims, be limited to direct personal and property damages only and not apply to any loss caused by the negligence of the Department or an end user?	See response to Question #46.

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75	10.1 Duty to Provide Secure Data	15 - 16	Does the Department anticipate that any Protected Health Information ("PHI") will need to be received, maintained or transmitted in the provision of the services requested under this ITN?	There may be instances where a Contractor will receive PHI. The Department expects the Contractor(s) to comply with any applicable federal requirements. See Attachment B, Draft Contract subsection 6.1, Conduct of Business.
76	10.2 Warranty of Security	16	This language includes a general prohibition that vendor will not perform any services from outside of the United States. A portion of vendor's services require some offshore support. If vendor provides a list of those services that require offshore support and information on the type of offshore support to be provided, would the Department consider waiving or clarifying this provision for the identified services?	See response to Question #46.
77	19 Performance Bond	25 - 26	The $60M amount of the performance bond appears to correspond to the estimated annual total expenditures on the contract. If selected, can this amount be revised to the amount of business actually awarded (since the ITN states that an award can be made to multiple vendors)?	See response to Questions #46 and #55.
78	PUR 1000 Limitation of Liability		The Draft Contract does not include a Limitation of Liability provision, so it is our understanding that the Limitation of Liability language in PUR 1000 will apply. Would the Department consider revising the dollar amount of the contract or purchase order to be no more than the	See response to Question #46.

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			total 12 preceding months of annual revenue?	
79			The State mandates connectivity between MFN and the Contractors network. What are the physical addresses that this would take place at?	See response to Question #39.
80			Are the minimum requirements listed by section the Statement of Work absolute or can the respondent discuss alternative ways to address these based on product details?	See response to Question #46.
81			How does the required Service Catalog correlate to the Attachment G – Component Price Sheet? Is the Service Catalog meant only for pricing items outside of or in addition to Attachment G? Or, if the Service Catalog must contain all items from Attachment G, can the respondent add other necessary pricing elements to the catalog and reference these in the assumptions sections of Attachment G?	See Item # 1.b. and 1.c. of this addendum and the Revised Attachment G – Component Price Sheet attached as part of this addendum.
82			What format is required for the Vendor Service Catalog?	There is no required format, but Vendor's Service Catalog must comply with the terms in ITN subsection 3.11, Vendor's Pricing.
83	7.2 Question 5	93	The ability to build not-ready codes and the ability to automatically interrupt any not-ready code, which allows an agent to temporarily not receive calls, as call volumes increase, excluding break	This is a Customer preference for a specific feature which will be requested by Customers. Customers will select their desired functionality from the functionality proposed in the CSAB Service Catalog, so Respondents should

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			codes (when an agent is on break). Would you prefer through Workforce Intelligence have rules that add other agents for those times and then release them back to the skills they were working once your Calls are within your defined SLA?	propose a suite of services with features and corresponding pricing.
84	7.1 Question 13	93	Through Voice Recognition or by entering numeric digits?	The Respondent should provide all options which are offered for verifying caller identity if submitting a Reply which proposes to provide Contact Centers.
85	7.3 Question 1	94	What languages are required?	This is a Customer preference, for a specific feature, which will be requested by Customers.
86	7.3 Question 4	94	Please list the CRM, DB's, ERP, ect that you would like integrations with.	These are Customer specific applications and the Department does not have access to this information.
87	7.3 Question 11	94	Please describe what you mean by retrieval recall.	Retrieval/recall means the ability to retrieve Customer interaction with the IVR.
88	7	93	How many call centers does the state have across all agencies and special districts?	See response to Question #86.
89	7	93	Approximately how many total agents	See response to Question #86.
90	7	93	Can you list the agencies, with total agents at each location, supervisors/Managers and the systems at each that would need to be integrated with per location. Also the intent of the integration? To provide Screen Pop, Memorialization of transactions in CRM/DB/ERP/Ticketing systems at each agency?	See response to Question #86.

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91	7	93	Can you provide; Max Busy Hour, Average Handle Time, Avg Time in Queue, Avg Post Wrap work time by each contact center?	These are Customer specific statistics and the Department does not have access to this information.
92	7	93	Is the state interested Quality Management for Rep Performance ect?	Yes, Respondents may propose additional features as part of their Reply to this procurement. See Attachment A, SOW, subsection 3.11.1 Vendor's Service Catalog.
93	7	93	Does the State take any payments such that a PCI level 1 is required?	The Department and its Customers do not take payments that require a PCI level 1 at this time.
94	7	93	Does the State have any agencies that require FEDRAMP environment?	The Department is not aware of any agencies that require FEDRAMP environment.
95	7	93	Does the state have outbound dialing (agent, agentless voice, SMS) campaigns? How many Agencies and what do the ones that have the need require from the outbound?	Yes. These are Customer specific applications and the Department does not have access to this information.
96	7	93	Are most of the centers inbound and outbound (besides campaigns)	Most of the Contact Centers are inbound.
97	7	93	Will you have Click to Talk entry points on your websites for customers to click on and then have the system prompt them for a phone number for an agent to call back on when there is an available agent?	Attachment A, SOW subsection 1.4, Service Objectives, states "SCS Customers range from small to very large with a wide diversity of communications requirements to meet their business needs." Customers will select their desired functionality from the functionality proposed in the Service Catalogs, so Respondents should propose a suite of services with features and corresponding pricing. If a feature is offered and meets the Customer's needs, then it could be ordered.
98	7	93	Will any of your departments require Voice or Chat bots to answer questions	The specifics of how Customers utilize current products, and how those will be used in the

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			like "what is the status of my case" "How much is my check". Do you have Departments with long wait times usually for the same few questions?	future is not known. Customers will select their desired functionality from the functionality proposed in the CSAB Service Catalog, so Respondents should propose a suite of services with features and corresponding pricing. If a feature is offered and meets the Customer's business needs, then it could be ordered.
99	7	93	Does the state require the ability to esculate a chat into a call?	No. Customers will select their desired functionality from the functionality proposed in the Service Catalogs, so Respondents should propose a suite of services with features and corresponding pricing. If a feature is offered and meets the Customer's business needs, then it could be ordered.
100	7	93	Does the State need the ability to add and subtract agent licenses as needed?	Yes, see item #2.a. of this addendum.
101			In the SLA attachment, will consideration be given in the timelines for new locations that require the vendor to build out their network if it does not already exist to the client's premises?	See response to Question #46.
102			While we realize that the deadline for questions is today, should the answers to any questions cause us to have more, will there be a later period where we can ask for clarification?	Not prior to the negotiation phase. Vendors invited to participate in phase two, negotiation phase, are permitted to ask additional questions
103			Will you be open to answering additional questions after today's date?	Not prior to the negotiation phase. Vendors invited to participate in phase two, negotiation phase, are permitted to ask additional questions.

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104	Attachment A, 3.16	28	Describe the Interoperability needed with MyFloridaNet.	Contractors shall interconnect with MFN as described in Attachment A, SOW Section 3.15, Connection with MyFloridaNet.
105	Attachment A, 3.16	28	Where are the two locations where the Interoperability is needed with MyFloridaNet?	See response to Question #39. Vendor may propose connection to any two of these core nodes.
106	Attachment G, pricing sheet	Cat 1, single	Can the pricing be broken down to just include phone features instead of including call center features, PC-based receptionist, etc. since these features are addressed in other tabs?	Please follow the instructions in the Revised Attachment G- Component Price Sheet attached as part of this addendum. Each tab has areas for Respondents to provide assumptions upon which the proposed pricing is based. Vendor-proposed breakdown of prices can be included in the Vendor's Service Catalog.
107	Attachment G, pricing sheet	Cat 4, row 9	Describe what the size of system is that you would like pricing for.	See Revised Attachment G – Component Price Sheet attached as part of this addendum. The Centrex Establishment Charge is independent of the number of main stations which will be served by the Vendor's Central Office switch.
108	Attachment G, pricing sheet	Cat 4, row 14	Define "Mainstation."	Mainstation means any Centrex line terminated on a Contractor's Centrex switch.
109	Attachment A		Can we opt out of the SOC requirement? If not can we subcontract it?	Opting out is not possible. Subcontracting is an option.
110	ITN, 4.5.1	22	Confirm whether this is single or multi-award – this Section suggests single, Section 5.1 reserves the right to multiple, Section 5.2 suggests multiple.	See ITN subsection 1.1, Solicitation Objective.
111	ITN, 4.5.2	22	If we don't bid ALL services, will we be rated lower?	See ITN, subsection 4.3.1, Scoring of Response to the Statement of Work.

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112	Attachment B, 1.3	3	Can the State please describe the circumstances (other than Termination under Section 1.4) under which such Transition Services would be required DURING the 5-year Contract term?	Customers may request a transition to new or changed services during the Contract term.
113	Attachment B, 1.4	4	Would the State/Department/Customer permit CLECs (which are registered resellers of telecommunication services pursuant to agreements with underlying carriers for the services) to pass through to them the Early Termination Fee they are charged by the underlying carrier(s) due to the early contract termination?	No.
114	Attachment B, 3.3	5	Will the State/Department/Customer allow for price increases should economic/market conditions so dictate	See Draft Contract, Section 3, Payment and Fees, and PUR 1000 Section 4, Price Changes Applicable only to Term Contracts.
115	Attachment B, 3.6	6	Will the State/Department/Customer consider using Awardee-provided SLAs in lieu of Attachment C – Service Level Agreements?	See response to Question #46.
116	Attachment B, 6.6, 13	10	Will the State/Department/Customer consider entering into an NDA if and when Contractor is asked to provide information under Section 6.6 or Section 13?	No.
117	Attachment B, 14.2.1	22	In lieu of refresh screening every 5 years, given that the term of the Contract is 5 years, will the State/Department/Customer accept an annual certification as to the clean criminal background of Contractor's personnel?	No.

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118	Attachment B, 14.3	22	In lieu of this audit and inspection, will the State/Department/Customer accept an annual certification as to the clean criminal background of Contractor's personnel?	No.
119	Attachment B, 14.4	23	In lieu of creating a new policy for protection of State of Florida Data, will the State/Department/Customer accept a company's general data protection policy, provided that it meets the substantive requirements of Section 14.4?	See response to Question #46.
120	Attachment B, 19	25	Will the State please explain the basis for the amount of the bond? Will the state consider tying the bond amount to the award amount? Will the State consider waiving the performance bond requirement?	See response to Questions #46 and #55.
121	Attachment A, 3.19	30	In the event that bandwidth upgrades are desired, upgrading/downgrading of a service/bandwidth is usually subject to availability and may be require additional construction, equipment, and/or a change in the rates set forth in the Proposal. If such additional costs are involved, will the State be willing to issue a change order or modification accordingly?	No.
122	Attachment A. Staffing. 2.5 Engineering and Design Manager	15/101	The State will always have support from an Engineering and Design Manager, can the exclusivity requirement be discussed?	See response to Question #46.

Question Number	Section	Page Number	Question	Response
123	Attachment A. Staffing. 2.6 Operations and Security Manager	16/101	The State will always have support from an Operations and Security Manager, can the exclusivity requirement be discussed?	See response to Question #46.
124	Attachment A. 2.8 Network Operations Center and Security Operations Center Staffing	17/101	Can the SOC services be covered from the NOC?	This question is not clear. The NOC and SOC can be in the same facility. See Attachment A, SOW subsection 3.23, Network Operations Center.
125	Attachment A. 3.15 Connection with MyFloridaNet. #1	27/101	Please provide a list of locations (physical addresses) that could be use for interconnects with MFN	See response to Question #39.
126	Attachment A. 3.15 Connection with MyFloridaNet. #1	27/101	Are this locations state's Data Center or Hosting Facilities operated by somebody else - If the latter who is the operator of these facilities	The MFN nodes are managed by Harris Corporation and operated by Harris Corporation subcontractors.
127	Attachment A. 3.15 Connection with MyFloridaNet. #4	27/101	Please provide details about the State's IP addressing plan and overall network architecture	Please refer to the MFN-2 User Guide: https://www.dms.myflorida.com/content/download/132643/825368/MFN-2_49_User_Guide_RevC.docx
128	Attachment A. 3.15 Connection with MyFloridaNet. #7	27/101	Please provide details about the Quality of Service schema currently used by MFN	See response to Question #127.

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129	Attachment A. Effectiveness within Customer-Specific Domains. #3	29/101	Please provide examples of customizations to be required/requested but the Customer	An example of a customization that may be requested would be to allow a specific Customer to focus on their specific performance parameters as referenced in Attachment A, SOW subsections 3.31, Management Service, Systems, and Associated Dashboards, and 3.32, Tools. Another example is a Customer may want to see the MAC address and device name assigned to a subscriber while another Customer only wants to see the device name.
130	Attachment A. 3.23 Network Operations Center	32/101	Can the exclusivity requirement be discussed?	See response to Question #46.
131	Attachment A. 3.30.3 Project Implementation Phase – Project Kickoff Meeting	42/101	Can the 15 days be negotiated?	See response to Question #46.
132	Attachment A. 3.42 Service Level Agreement Performance Monitoring, Dashboard and Reporting	53/101	Will the SLAs be negotiated during the negotiation period?	See response to Question #46.
133	Attachment A. 5.1 Unified Communications System and Services –	83/101	Please provide details about the desired IP Faxing and UC Faxing features/capabilities - inbound / outbound / single number /	The Department serves many Customers who have a wide range of fax requirements and currently use different fax equipment. Respondents should describe the various fax options offered with the proposed service.

Question Number	Section	Page Number	Question	Response
	General Features #3		client/integrations / Multi-function integration / MFP model and maker	
134	Attachment A. 5.1 Unified Communications System and Services – General Features #3	83/101	Please provide details about Professional Services to be included	Professional services include any activities required to provision services for a Customer. Respondents must describe the Professional Services they propose to offer that corresponds to items in their Vendor Service Catalog.
135	Attachment A. 5.1 Unified Communications System and Services – General Features #3	84/101	What email system and clients are currently in use by the state	The Department does not have this information as Customers make their own decisions related to their business needs. The majority of state agencies use Microsoft Outlook.
136	Attachment A. 5.1 Unified Communications System and Services – General Features #3	84/101	Is Unified Messaging defined as simply access to and management of voicemail and email through the same client or would this also require a full 2-way sync with the users email inbox (deletion of voicemail on email client deletes the item from the voicemail platform and vice versa)	Respondents should describe all options available with the services proposed. Customers will then select the option which meets their business requirements.
137	Attachment A. 5.2. Unified Communications System and Services – Integration and Interface – General Features #1	84/101	Which Mobile OS / Devices would we need to provide support for?	Respondents should indicate the mobile devices and operating systems supported by their proposed services.

Question Number	Section	Page Number	Question	Response
138	Attachment A. 5.2. Unified Communications System and Services – Integration and Interface – General Features #1	84/101	#1/d refers to Fixed/Mobile Convergence (FMC) - Is this service currently being provided to the state by a carrier? If so can you please provide details about the architecture / integration currently in place?	The state's single-tenant and multi-tenant service providers offer FMC as a feature. This information is currently not available to the Department.
139	Attachment A. 5.2. Unified Communications System and Services – Integration and Interface – General Features #2	85/101	Which OS would we need to provide support for?	Respondents should indicate which operating systems are supported by their proposed services.
140	Attachment A. 5.2. Unified Communications System and Services – Integration and Interface – General Features #2	85/101	Would the client need to be supported on virtual desktop environments?	Respondents should describe all options available with the services proposed. Customers will then select the option which meets their business requirements.
141	Attachment A. 5.2. Unified Communications System and Services – Integration and	85/101	p. Which Identity Providers (IdP) would we need to support for SSO?	The Department offers services to many Customers who utilize a variety of SSO solutions. Respondents should indicate which solutions they can interoperate with.

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	Interface – General Features #2			
142	Attachment A. 5.4 LAN Support Services	88/101	LAN Support Service - Please provide current LAN standards for equipment (model/maker)	The Department does not have existing LAN standards.
143	Attachment A. Section 7.1. Contact Center – General. #15	93/101	Please describe the different types / brands of CRM applications we may need to integrate with. Are they all Webbased or will some of them be Thick Clients (PC Based)? Any Terminial Services Screens (Green Screens)?	These are Customer specific applications which are unknown.
144	Attachment A. Section 7.2. Contact Center – Automatic Call Distribution (ACD). #1	93/101	What type of Omni-Channel Services are you anticipating using? Email? Chat? SMS? Social? Other Task level Omni-Channels?	Respondents should describe all options available with the services proposed. Customers will then select the option which meets their business requirements.
145	Attachment A. Section 7.2. Contact Center – Automatic Call Distribution (ACD). #7	93/101	Please provide a use case for this Whisper function? Do you use it today?	An example of use of the whisper feature is to allow a Contact Center agent to coach another agent during a live call. The caller, however, does not hear the agent interaction. Yes, the whisper function is currently used.
146	Attachment A. Section 5.4 LAN Support Services	88/101	This section states that we may provide option pricing for different LAN services under Category 1 but I don't see a section in Attachment G Component Price Sheet to provide pricing for these services. Where should we provide pricing for these optional services?	If the Reply proposes to provide LAN services, pricing must be included in the Vendor's Service Catalog. The Vendor's Service Catalog contains detailed pricing for all services and equipment Respondent proposes to provide in its Reply. See Item # 1.b. of this addendum. See also ITN subsection 3.11, Vendor's Pricing.

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147	Attachment G. Cat 1 Single Tab		What should be included with the "Monthly Price for System Capacity"? Is this only the systems needed (hosted app servers, SBC, Connectivity)? Or should that include the costs of the user/device subscriptions? If the cost of subscriptions should be separate can you please add another section for those?	Prices listed in the Revised Attachment G – Component Price Sheet are inclusive of all charges and fees necessary to deliver the proposed services, unless otherwise separately identified in the Revised Attachment G – Component Price Sheet. Each tab has areas for Respondents to provide assumptions upon which the proposed pricing is based. See also Item #1.d. of this addendum.
148	Attachment G. Cat 1 Single Tab and Cat 1 Multi Tab		Can we provide the cost to purchase as well as rent/lease phones for a monthly fee?	Please follow the instructions in the Revised Attachment G- Component Price Sheet. Each tab has areas for Respondents to provide assumptions upon which the proposed pricing is based. Vendor-proposed pricing options are to be shown in the Vendor's Service Catalog, which includes all of Respondent's proposed services, associated equipment, and pricing for all services and equipment Respondent proposes to provide in its Reply to this procurement. See Items #1.b. and #1.c. of this addendum.
149	Attachment G. all tabs		Can we include any one-time fees? If yes, where should we put them?	See response to Question #147. Pricing listed in the Vendor's Service Catalog should be provided in accordance with ITN subsection 3.11, Vendor's Service Catalog. See Items #1.b. and #1.c. of this addendum.
150	Attachment G. Cat 1 Single Tab		Are we allowed to provide "pricing plans" like there are for the Cat 1 Multi Option?	See response to Question #148.
151	Attachment G. all tabs		Should we include add on services like call recording, emergency notifications,	The Respondent must submit a Vendor's Service Catalog which contains detailed pricing for all

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			local survivability and other features/applications that are not included in the packages defined in the RFP. If yes, where should we include the pricing for those options.	services and equipment Respondent proposes to provide in its Reply to this procurement. See Items #1.b. and #1.c. of this addendum. See also ITN subsection 3.11, Vendor's Pricing.
152	Attachment A. General Question for Minimum requirements		In order to provide the best value solution and to be able to work across all agencies, can the bidder provide a range of solutions that meet the State's needs but allowing a degree of flexibility in the minimum requirements?	See response to Question #46.
153	ITN NO: DMS-17/18-004, Section 3.5.1	30	The Department instructs respondents to submit "One (1) original, un-redacted bound version of the Reply … and nine (9) un-redacted bound paper copies". We believe environmental sustainability is critical for economies and for all global citizens. Will the Department reconsider and require only an electronic submission?	See Item #1.a. of this addendum.
154	ITN NO: DMS-17/18-004, Section 3.4, Website References	30	The Department instructs respondents "Do not incorporate or reference dynamic links that are external to the document. Provide screen shots in lieu of references to websites. References to dynamic links (Universal Resource Locators) will not be considered as part of the Respondent's Reply". Can respondents add an attachment made up of all links "For further	No.

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			information" even though it wouldn't be scored?	
155	ITN NO: DMS-17/18-004, Section 3.5.1	30	The Department instructs respondents to provide "Vendor's Service Catalog" in printed format. The broad nature of a manufacturer's product offerings and the extremely high number of products (more than 1.6M) preclude the ability to provide a publicly available Price List. Fore [sic] example, a global rice list could be 10,000 pages in length. With the number of copies requested, that would amount to over 100,000 pages. Will the Department consider revising the instruction to include electronic access to a pricelist?	See Item #1.a. of this addendum.
156	ITN NO: DMS-17/18-004, Section 3.7, Tab 5; also Attachment B, Draft Contract, Section 19, Performance Bond	31 25	The Department instructs respondents to provide a "Letter of Bondability". Also Attachment B asks for a Performance Bond in the amount of $60 million. We typically do not see this type of requirement on an IT RFP, especially for IDIQ contracts, which this ITN is, since there are no volume commitments to purchase. As you are aware, securing a Performance Bond can be very costly depending on the contract price.	See response to Questions #46 and #55.

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			Would the Department consider removing this requirement?	
157	Statement of Work Section 1.4	10	The first paragraph notes that respondents are encouraged to offer more than one manufacturer (system) option, should these presented as separate component price sheets and service catalogs only or separate proposals to distinctly capture the variances across platforms?	Please submit a complete Revised Attachment G – Component Price Sheet, and a Vendor's Service Catalog which contains detailed pricing for all services and equipment Respondent proposes to provide in its Reply to this procurement. The Vendor should submit 1 (one) version of their complete Reply. See Items #1.b. and #1.c. of this addendum. See also ITN subsection 3.11, Vendor's Pricing.
158	ComponentPrice Sheet.xls Tab 1 "Cat 1 Single" for Unified Communications	Tab 1	The single tenant price sheet is presented as a simple seemingly all inclusive bundled price with or without phones for lower end system capacities. The quantities are not specific, for example only system capacity of "up to x lines" is presented in the table. In addition, the System Requirements column lists features such as call center (basic, standard, premium) or PC based receptionist which appear to be nonspecific with regard to quantity (how many are to be included-it is not realistic that every user on a system would need a receptionist console or be contact center user) or nonspecific in general (are the respondents, basic, standard, or	The system capacity listed in Revised Attachment G- Component Price Sheet for Service Category 1 – Unified Communications – Single Tennant applies to all listed system requirements. The Department will not provide more detail. See response to Question #106.

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			premium contact center capabilities being requested). On-premise systems continue to be the solution of choice for larger environments with capacities above 1000 and are built custom to the requirements for the scenario regardless of size. Can you provide more detail on the scenario you are expecting to be priced for on premise examples?	
159	ComponentPrice Sheet.xls Tab 1 "Cat 1 Single" for Unified Communications	Tab 1	The single tenant price sheet for Unified Communication, the multi-tenant price sheet for Unified Communication, and Statement of Work 5.1 all reference Call Center (basic, standard, and premium) and contact center desktop client. Are the contact or call center feature options in the Unified Communications offerings expected to be different from those in the Contact Center offerings since the name and feature descriptions do not match?	This question incorrectly refers to Attachment A, SOW subsection 5.1, Unified Communications System and Services – General Features, and Revised Attachment G – Component Price Sheet, tabs 1 and 2 for Service Category 1 – Unified Communications, as including a reference to “contact center desktop client”. These sections refer to Call Center desktop client. Service Category 1 does not include a feature option for contact centers. Contract Centers are referenced in Service Category 3 – Contact Centers. See Item #2.c. of this addendum and the Revised Attachment G – Component Price Sheet.
160	Statement of Work Section 3.37	48	What ticketing system does DMS currently use? Can the vendor integrate with this system?	The Department has developed a customized ticketing system module within CSAB (SUNCOM Incident Management System or SIMS). Respondents should assume there is no single ticketing standard in use by Customers. Integration with DMS or other Customer systems will be at the discretion of the Customer.

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161	Statement of Work Section 3.24	34	Can the vendor off a SIEM service for security purpses [sic] as an option for the proposed solution?	Yes, a SIEM service may be offered as an option, however, the response must provide a comprehensive solution.
162	ITN, Section 3.6, tab 5	11	Mandatory requirements state a performance bond in the amount of $10M yet Attachment B, Paragraph 19, page 25 states $60M. What is the amount of performance bond that will be required within 30 days of contract execution?	See response to Question #55.
163	ITN, Section 3.13.1	18	Changes to subcontractors after contract execution requires a copy of the written subcontract agreement to be provided to the Department's Contract Manager. Please remove this requirement. A Contractor's subcontract with any specific subcontractor may contain information that is not specific to the State of Florida or is confidential between the subcontracting parties e.g. pricing and payment and therefore should not be released to the State.	See response to Question #46.
164	Attachment A, 2.2	14	The requirements for Account manager are "dedicated, but not necessarily exclusive" and "full-time". Please expand on the requirements. Can the Account Manager support other Contractor customers?	Yes, the Account Manager may support other customers, unless DMS determines an exclusive Account Manager is in DMS's best interest. This determination is solely with DMS's discretion and may be based on the volume of orders the Contractor receives from Customers, among other factors. If DMS determines an exclusive Account Manager is in DMS's best interest, the Account Manager will be dedicated to DMS and

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				Customers and will not support any other customers not contemplated in the awarded Contract.
165	Attachment, Paragraph 9.4	15	Where within the ITN response is a Contractor to include their software licensing terms?	See ITN, subsection 3.7, Contents of Reply, Tab 4.

FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SECTION 120.57(3), FLORIDA STATUTES, OR FAILURE TO POST THE BOND OR OTHER SECURITY REQUIRED BY LAW WITHIN THE TIME ALLOWED FOR FILING A BOND SHALL CONSTITUTE A WAIVER OF PROCEEDINGS UNDER CHAPTER 120, FLORIDA STATUTES.