FLORIDA DEPARTMENT of management SERVICES
We serve those who serve Florida

4050 Esplanade Way
Tallahassee, FL 32399-0950
Tel: 850-488-2786 | Fax: 850-922-6149

Ron DeSantis, Governor

Jonathon R. Satter, Secretary

ATTACHMENT A – STATEMENT OF WORK

FOR

SUNCOM COMMUNICATION SERVICES

ITN NO: DMS-17/18-004

INVITATION TO NEGOTIATE

THE STATE OF FLORIDA

DEPARTMENT OF MANAGEMENT SERVICES

Table of Contents

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 - 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 attached to the Request for Best and Final Offer.

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.

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 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:

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. 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.

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. An originating grade of service of Poisson One (P.01) or better in all domestic service areas.
4. Traffic studies on all dedicated State of Florida facilities on a quarterly basis and/or upon DMS request.
5. The capability to route calls to an operator for assistance.
6. Answer supervision and disconnect supervision. The Contractor cannot bill for incomplete or hung calls. Billing must not start until the call is answered.
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.
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.
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.
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.
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.
12. The ability to make and receive fax and modem calls.
13. Provision and activation of long distance services in a timely manner.
14. 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. Toll-free calls originating from a payphone at no charge.
6. A P.01 grade of service or better to all service areas.
7. 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.
8. 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.
9. All routing table information produced during the term of this Contract to DMS within three business days of request.
10. Responsible organization for toll-free numbers used by DMS. The Department will own the numbers and provide them to authorized users.
11. Conversion of toll-free numbers to their services within three (3) days after receipt of a DMS work order from CSAB.
12. Directory assistance listing via the national toll-free calling directory, and made available to the public via a directory assistance inquiry, 800-555-1212.
13. The inclusion of the old number in call announcement services and new number intercepts with message and termination to new number.
14. Code blocking including the ability to block toll-free calls originating from either an area code or exchange code.
15. Emergency call rerouting in the event of a service disruption to a pre-planned number.
16. Dialed Number Identification Service.
17. The number of the calling phone (Automatic Number Identification), if known.
18. 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.
19. Routing service to an announcement for toll-free callers, including the ability for Customers to change the announcement by electronically submitting audio files.
20. 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.

21. 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.
22. Intercept messaging under certain call conditions, as required by the Customer.
23. Route advance to an alternate termination number.
24. Percentage allocation routing.
25. Take back and transfer, a feature which provides the capability to take back an already terminated call and redirect the call to another termination.
26. A management tool with the ability for both DMS and Customers to change the toll-free “ring to” number and other features.
27. Provisioning and activation of services in a timely manner.
28. Restoration of services in a timely manner.
29. 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.
30. 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 in a timely manner at no cost to the State.

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. If the Contractor detects any potential unlawful use of SCS, then it must contact the DMS Contract Manager and the Customer to report the suspected unlawful activity 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.
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. Dedicated IP access may be used as the primary access to Contractor's services when approved by DMS.

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.

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 – Draft 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 – Draft 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 – Draft 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 service 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 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.
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.

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, creation of a meeting agenda developed in conjunction with DMS, preparing of any materials, meeting minutes, and other meeting planning efforts.

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 required.
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.

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.

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.
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, Dashboard 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 SLA Performance Monitoring Dashboard is a web-based portal that DMS and Customers can access to review SLA performance data. This will be operational for any existing Customers (Customers currently receiving similar services under a prior DMS Contract with that Contractor) within ninety (90) days of Contract execution.

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. SLA Performance Monitoring Dashboard features will:
    a. Accept information from the Contractor's SLA Performance Monitoring Service
    b. Provide the performance metrics for each of the SLAs
    c. Provide reasonably customizable viewing options for DMS and Customers
    d. Provide statistics on all SLA events
    e. Function in Microsoft Explorer, Firefox, and Google Chrome without the installation of any plug-ins
    f. Provide a summary status of service and network performance, with the option to drill down to the lower level underlying data within the SLA Performance Monitoring Service

4. 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 second 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 – 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, Dashboard, 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 74-1, 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.

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 74-1, 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 74-1, 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. 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 74-1, 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 74-1, 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 74-1, 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 Project Management 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.

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK.

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 3.42	The Contractor's SLA Performance Monitoring Service is operational.
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 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, 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. 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:
    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).
    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.

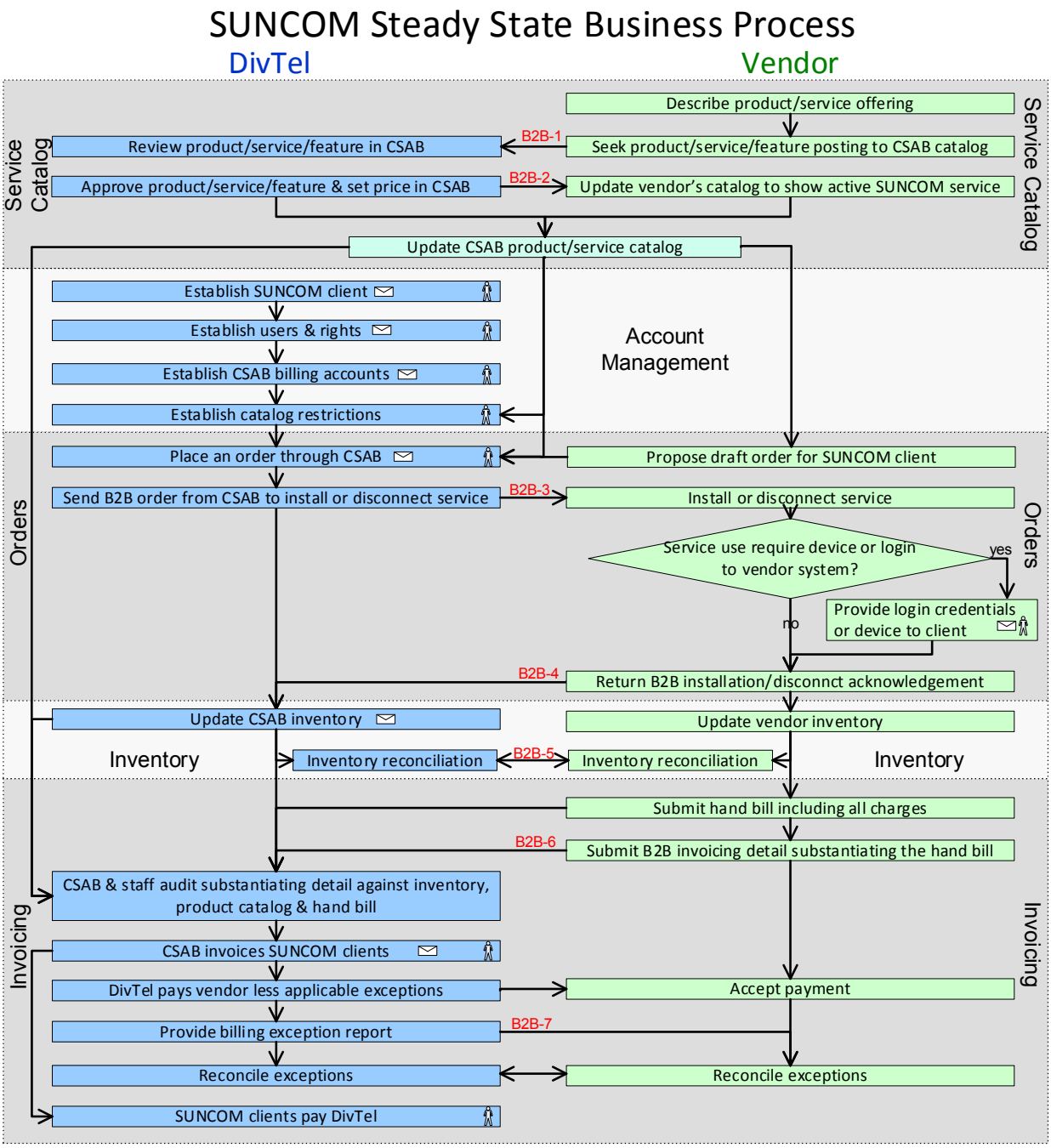
The Contractor will bill DMS monthly for services rendered to all Customers and provide DMS with substantiating details in electronic files (for example comma delimited). The Contractor will include in the substantiating detail charges with unique identifiers for each transaction (for metered services)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

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

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK.

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. 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.

Surcharges and fees approved by DMS as part of the Contract are bundled in the rates. After Contract execution, any new or modified government-sanctioned surcharge or fee must be provided to DMS for review. The Contractor must provide a complete explanation describing the basis for the new or modified surcharge or fee and 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 these are approved by DMS, a Contract Amendment will be prepared to include the new or modified government-sanctioned surcharge or fee. Any such Amendment must be fully executed before the Contractor submits 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 government-sanctioned surcharge or fee.
2. The description field provided by the Contractor must clearly identify the surcharge or fee.
3. 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 amendment.
4. The surcharge or fee must be billed at the inventory ID level, and not billed as a lump sum.

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 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.

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 will invoice DMS monthly for all SCS and fulfilled orders based on a calendar month with invoices and electronic details submitted to DMS within ten (10) calendar days of each month for services in arrears. 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 month; and 2) electronic detail files that substantiates all billable services. The total of substantiated detail charges must match the payment requests on each of the handbills.

The invoice will include detailed service credits 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 one (1) 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.

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. 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. 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 installation 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 effective bill date on the Contractor's invoice must be after the completion date entered into CSAB. If the Contractor's invoice reflects billing prior to the 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. Orders must be closed out no later than ten (10) calendar days after completion.
8. Billing starts once the Service Acceptance Checklist is complete, unless a live test period applies.

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

4.17 Long Distance Billing

The Contractor is required to maintain a historical record for long distance billing call details for six (6) months. 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.

4.18 Toll-Free Billing

The Contractor is required to maintain a historical record for toll-free billing of call details for six (6) months. 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.

4.19 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.

4.20 Service Level Agreement Operational Process

1. Credits must be applied to the appropriate account within the target time window provided within the SLA listed in Attachment C – Service Level Agreements.
2. SLAs are calculated, measured, and paid per incident.
3. SLA credits restart each month based on the review process and monthly 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 – Service Level Agreements, are applicable if performance metrics are not met. Assessed service credits are to be applied as credits toward the Customer's monthly invoice, or to DMS as appropriate. Service credits will be explicitly identified as a line item for each impacted Customer on the Contractor's monthly invoice.
8. Customers have the option to order Tier Two (2) SLAs listed in Attachment C – Service Level Agreements, which are offered in addition to the Tier One (1) SLAs. See ITN section 3.11.5 for information on Tier Two (2) SLA pricing.
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 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.
    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.
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 and will be applied to 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 premises-based at a Customer specified location, and Multi-tenant systems are cloud-based at a Contractor location. 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 and a live operator will timely respond to calls; Operator Assistance in both English and Spanish is required.
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. Toll free
oo. Call Center (basic, standard, and premium)
pp. Call Center desktop client
qq. Hoteling
rr. IP fax
ss. Mobility
tt. UC faxing
uu. Instant group call / paging
vv. Operator Assistance

ww. Long Distance (domestic and international)
xx. Instant messaging
yy. Notification
zz. Team collaboration
aaa. Audio conferencing
bbb. Web conferencing
ccc. Video conferencing
ddd. Professional services
eee. Intercom dialing
fff. 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. 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.

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.
    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.

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, and a live operator must timely respond to calls; Operator Assistance in both English and Spanish is required.
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 call transfer intercept announcement which routes calls to a phone number with informative announcements.
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 premises-based at a Customer specified location, and Multi-tenant systems are cloud-based 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.
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. P.01 grade of service and conduct quarterly assessments to adjust sizing as needed.
2. A trunking functionality that can be shared between Customers but should not impact performance of individual Contact Centers.
3. Dedicated IP access.
4. Tools for assessing bandwidth usage and voice quality performance.
5. The ability to program network-based routing.
6. The ability to configure call prompters to meet Customers' needs.
7. The ability to configure advanced call routing to meet Customers' needs.
8. 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.
9. The ability to develop and maintain routing tables which map inbound numbers to centers and within centers to appropriate queues.
10. 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.
11. User application testing and product lifecycle management.
12. Implemented procedures for re-routing calls in the event of Contact Center outages, emergencies, and unexpected call volume.
13. Compliance with DMS and each Customer's data integrity and privacy policies.
14. 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 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 or less in order 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. A P.01 or better grade of service within all proposed service areas.
6. Centrex systems configured with sufficient quantities of network access registers at no additional cost.
7. Mask dialed numbers when requested by DMS.
8. 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.
9. Provide directory assistance services.
10. 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.

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]

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK.