



## 2018 Florida Statutes

[Title XIX](#)  
PUBLIC BUSINESS

[Chapter 282](#)  
COMMUNICATIONS AND DATA PROCESSING

**SECTION 703**  
SUNCOM Network; exemptions from the required use.

[Entire Chapter](#)

### 282.703 SUNCOM Network; exemptions from the required use.—

(1) The SUNCOM Network is established within the department as the state enterprise telecommunications system for providing local and long-distance communications services to state agencies, political subdivisions of the state, municipalities, and nonprofit corporations pursuant to this part. The SUNCOM Network shall be developed to transmit all types of telecommunications signals, including, but not limited to, voice, data, video, image, and radio. State agencies shall cooperate and assist in the development and joint use of telecommunications systems and services.

(2) The department shall design, engineer, implement, manage, and operate through state ownership, commercial leasing, contracted services, or some combination thereof, the facilities, equipment, and contracts providing SUNCOM Network services, and shall develop a system of equitable billings and charges for telecommunications services.

(3) The department shall own, manage, and establish standards for the telecommunications addressing and numbering plans for the SUNCOM Network. This includes distributing or revoking numbers and addresses to authorized users of the network and delegating or revoking the delegation of management of subsidiary groups of numbers and addresses to authorized users of the network.

(4) The department shall maintain a directory of information and services which provides the names, phone numbers, and e-mail addresses for employees, agencies, and network devices that are served, in whole or in part, by the SUNCOM Network. State agencies and political subdivisions of the state shall cooperate with the department by providing timely and accurate directory information in the manner established by the department.

(5) All state agencies shall use the SUNCOM Network for agency telecommunications services as the services become available; however, an agency is not relieved of responsibility for maintaining telecommunications services necessary for effective management of its programs and functions. The department may provide such communications services to a state university if requested by the university.

(a) If a SUNCOM Network service does not meet the telecommunications requirements of an agency, the agency must notify the department in writing and detail the requirements for that service. If the department is unable to meet an agency's requirements by enhancing SUNCOM Network service, the department may grant the agency an exemption from the required use of specified SUNCOM Network services.

(b) Unless an exemption has been granted by the department, effective October 1, 2010, all customers of a state primary data center, excluding state universities, must use the shared SUNCOM Network telecommunications services connecting the state primary data center to SUNCOM services for all telecommunications needs in accordance with department rules.

1. Upon discovery of customer noncompliance with this paragraph, the department shall provide the affected customer with a schedule for transferring to the shared telecommunications services provided by the SUNCOM Network and an estimate of all associated costs. The state primary data centers and their customers shall cooperate with the department to accomplish the transfer.

2. Customers may request an exemption from this paragraph in the same manner as authorized in paragraph (a).

(6) This section may not be construed to require a state university to use SUNCOM Network communication services.

History.—s. 22, ch. 69-106; s. 13, ch. 87-137; s. 3, ch. 91-171; s. 222, ch. 92-279; s. 55, ch. 92-326; s. 10, ch. 96-390; s. 66, ch. 98-279; s. 6, ch. 2000-164; s. 12, ch. 2001-261; s. 935, ch. 2002-387; s. 19, ch. 2007-105; s. 18, ch. 2009-80; s. 6, ch. 2010-78; s. 11, ch. 2010-148.

Note.—Former s. 287.27; s. 282.103.

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Ron DeSantis, Governor

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**CONTRACT**  
**FOR**  
**SUNCOM COMMUNICATIONS SERVICES**  
**CONTRACT NO: DMS-17/18-004D**  
**BETWEEN**  
**THE STATE OF FLORIDA**  
**DEPARTMENT OF MANAGEMENT SERVICES**  
**AND**  
**NWN CORPORATION**

# CONTRACT

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## Exhibits:

Exhibit A – Request for Best and Final Offer to ITN DMS-17/18-004;

Exhibit B – Contractor's Best and Final Offer to ITN DMS-17/18-004 and Contractor's Forms 1-7 submitted in response to ITN DMS-17/18-004;

Exhibit C – Invitation to Negotiate for ITN DMS-17/18-004, Attachment F for ITN DMS-17/18-004, and addenda 1, 2, and 4 for ITN DMS-17/18-004 in reverse order of issuance

This Contract is between the STATE OF FLORIDA, DEPARTMENT OF MANAGEMENT SERVICES (Department), an agency of the State of Florida with offices at 4050 Esplanade Way, Tallahassee, Florida 32399-0950, and NWN Corporation (Contractor) with offices at 1015 Aviation Pkwy, Suite 100, Morrisville, North Carolina 27560, each a "Party" and collectively referred to herein as the "Parties".

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

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

## **SECTION 1. CONTRACT TERM AND TERMINATION**

### **1.1 Initial Term**

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

### **1.2 Renewal**

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

### **1.3 Transition Services**

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

As part of transition services, the Contractor shall:

- i) Provide sufficient efforts and cooperation to ensure an orderly and efficient transition of services to any replacement contract.
- ii) Deliver to the Department upon request, whether or not previously made available, the following on an as-needed basis:
  - a. Current operations guides and procedures the Contractor follows to provide the services; and
  - b. A disclosure of the equipment, software, and third-party contract services required to perform the services.
- iii) Assist the Department with migration of databases of information as needed in a format, method, and timeline acceptable to the Department that is consistent with current industry practices and standards.
- iv) Assist the Department with the installation of network-to-network connections to facilitate continuity for SUNCOM Communication Services (SCS) sites. Network-to-network connections shall be paid for by the Department at the current contract pricing.



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

## **1.4 Suspension of Work and Termination**

### **1.4.1 Suspension of Work**

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

### **1.4.2 Termination for Convenience**

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

### **1.4.3 Termination for Cause**

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

### **1.4.4 Termination Assistance**

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

## **SECTION 2. CONTRACT DOCUMENTS AND HIERACHY**

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

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

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

### **SECTION 3. PAYMENT AND FEES**

#### **3.1 Pricing**

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

#### **3.2 Price Adjustments**

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

#### **3.3 Price Decreases**

The following price decrease terms will apply to the Contract:

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

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

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

#### **3.4 Purchase Order (CSA)**

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

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

### **3.5 Payment Invoicing**

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

### **3.6 Service Level Agreement**

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

### **3.7 Travel**

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

### **3.8 Annual Appropriation**

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

### **3.9 Transaction Fees**

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

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

### **3.10 Taxes**

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

### **3.11 Return of Funds**

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

## **SECTION 4. CONTRACT ADMINISTRATION**

### **4.1 Department's Contract Administrator**

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

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

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

### **4.2 Department's Contract Manager**

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

Camila Hornung  
Division of Telecommunications  
4030 Esplanade Way, Suite 180-D  
Tallahassee, Florida 32399-0950  
Telephone: (850) 487-1805



Email: [camila.hornung@dms.myflorida.com](mailto:camila.hornung@dms.myflorida.com)

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

#### **4.3 Contractor's Contract Manager**

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

Chris Ludwig  
NWN Corporation  
1015 Aviation Pkwy, Suite 100,  
Morrisville, North Carolina 27560  
Telephone: (919) 795-5958  
Email: [cludwig@nwnit.com](mailto:cludwig@nwnit.com)

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

#### **4.4 Contractor's Account Manager**

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

Greg Syer  
NWN Corporation  
1015 Aviation Pkwy, Suite 100,  
Morrisville, North Carolina 27560  
Telephone: (919) 653-4477  
Email: [suncom@nwnit.com](mailto:suncom@nwnit.com)

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

### **SECTION 5. CONTRACT MANAGEMENT**

#### **5.1 Composition and Priority**

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

#### **5.2 Notices**

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

### 5.3 Operational Changes

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

### 5.4 Diversity Reporting

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

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

### 5.5 RESPECT

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

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

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

### 5.6 PRIDE

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

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

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

## **SECTION 6. COMPLIANCE WITH LAWS**

### **6.1 Conduct of Business**

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

### **6.2 Dispute Resolution, Governing Law and Venue**

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

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

### **6.3 Department of State, Registration**

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

### **6.4 Suspended, Convicted, and Discriminatory Vendor Lists**

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

### **6.5 Scrutinized Companies—Termination by the Department**

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

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

### **6.6 Cooperation with Inspector General and Records Retention**

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

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

## **6.7 Inspection**

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

## **SECTION 7. MISCELLANEOUS**

### **7.1 Warranty of Contractor's Ability to Perform**

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

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

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

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

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

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

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

of Florida. For additional information, please visit the following website: [www.sunbiz.org](http://www.sunbiz.org); and

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

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

### **7.3 Assignment**

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

### **7.4 Independent Contractor**

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

### **7.5 Risk of Loss**

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

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



**7.6 Safety Standards**

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

**7.7 Ombudsman**

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

**7.8 Time is of the Essence**

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

**7.9 Waiver**

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

**7.10 Modification and Severability**

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

**7.11 Impact of State Performance on Contractor**

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

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

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

### **8.1 Insurance**

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

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

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

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

#### **8.1.1 Workers' Compensation Insurance**

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

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

#### **8.1.2 Commercial General Liability Insurance**

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

### **8.2 Indemnification**

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

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

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

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

### **9.1 Public Records**

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

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

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

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

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

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

### **9.2 Protection of Trade Secrets or Confidential Information.**

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

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

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

### **9.3 Document Management**

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

### **9.4 Intellectual Property.**

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

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

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

## **SECTION 10. DATA SECURITY**

### **10.1 Duty to Provide Secure Data**

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

### **10.2 Warranty of Security**

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

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

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

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



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

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

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

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

### **10.3 Indemnification (Breach of Warranty of Security)**

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

### **10.4 Annual Certification**

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

## **SECTION 11. GRATUITIES AND LOBBYING**

### **11.1 Gratuities**

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

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

## **11.2 Lobbying**

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

## **SECTION 12. CONTRACT MONITORING**

### **12.1 Performance Standards**

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

### **12.2 Performance Deficiencies and Financial Consequences**

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

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

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

**12.3 Liquidated Damages**

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

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

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

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

## **SECTION 13. CONTRACT AUDITS**

### **13.1 Performance or Compliance Audits**

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

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

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

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

### **13.2 Payment Audit**

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

## **SECTION 14. BACKGROUND SCREENING AND SECURITY**

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

### **14.1 Background Screening**

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

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

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

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

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

### **14.2 Disqualifying Offenses**

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

(a) Computer related crimes

(b) Information technology crimes;

- (c) Fraudulent practices;
- (d) False pretenses;
- (e) Frauds;
- (f) Credit card crimes;
- (g) Forgery;
- (h) Counterfeiting;
- (i) Violations involving checks or drafts;
- (j) Misuse of medical or personnel records; and
- (k) Felony theft.

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

#### **14.2.1 Refresh Screening**

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

#### **14.2.2 Annual Certification**

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

#### **14.2.3 Self-Disclosure**

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



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

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

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

#### **14.4 Data Access**

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

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

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

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

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

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

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

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

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

Failure to retain and disclose the written policy and information as required in this subsection shall be considered a breach of the Contract. The resulting damages to the Department and Customers from a breach of this subsection are by their nature impossible

to ascertain presently and will be difficult to ascertain in the future. The issues involved in determining such damages will be numerous, complex, and unreasonably burdensome to prove. The parties acknowledge that these financial consequences are liquidated damages, exclusive of any other right to damages, not intended to be a penalty and solely intended to compensate for unknown and unascertainable damages. The Contractor therefore agrees to credit the Department the sum of \$10,000 for each breach of this subsection.

#### **14.5 Indemnification**

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

### **SECTION 15. E-VERIFY**

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

### **SECTION 16. COMMUNICATIONS AND CONFIDENTIALITY**

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

The Contractor must maintain confidentiality of all confidential data, files, and records related to the services and commodities provided pursuant to the Contract and must comply with all state and federal laws, including, but not limited to Chapter 119, F.S., and sections 381.004, 384.29, 392.65, and 456.057, F.S. The Contractor's confidentiality procedures must be consistent with the most recent version of the Department security policies, protocols, and procedures. The

Contractor must also comply with any applicable professional standards with respect to confidentiality of information.

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

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

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

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

## **SECTION 17. LICENSING**

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

## **SECTION 18. BOND**

### **18.1 Performance Bond**

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

- A. The Performance Bond shall be maintained throughout the term of the Customer's specific order, naming the Customer as the beneficiary. The Performance Bond must be issued by an acceptable surety company, as determined by the Customer, and which surety must

be licensed to do business in the State of Florida. The insurer or bonding company shall pay losses suffered by the State directly to the Customer.

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

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

### **18.2 Letter of Bondability**

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

### **SECTION 19. CUSTOMER OF RECORD**

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

### **SECTION 20. SPECIFIC APPROPRIATION**

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

General Appropriations Act (Florida Law)  
2909 SPECIAL CATEGORIES  
CENTREX AND SUNCOM PAYMENTS  
FROM COMMUNICATIONS WORKING  
CAPITAL TRUST FUND

## **SECTION 21. LIMITATION OF LIABILITY**

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

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

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

**FLORIDA DEPARTMENT OF MANAGEMENT SERVICES**

DocuSigned by:



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**Jonathan Satter, Secretary**

7/18/2020 | 10:20 AM EDT

**Date**

**NWN CORPORATION**

DocuSigned by:



94C3A196B31A48D...

**Signature**

Matt Curran

Chief Financial officer.

**Print Name and Title**

7/17/2020

**Date**

**STATE OF FLORIDA**  
**DEPARTMENT OF MANAGEMENT SERVICES**  
**ITN NO: DMS 17/18-004 – SUNCOM COMMUNICATION SERVICES**  
**REQUEST FOR BEST AND FINAL OFFER**  
**DUE: MAY 13, 2020 BY 11:59 PM ET**

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

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

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

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

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

**A. ATTACHMENT A – FINAL STATEMENT OF WORK**

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

**B. ATTACHMENT B – FINAL CONTRACT**

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

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

**C. ATTACHMENT C – FINAL SERVICE LEVEL AGREEMENTS**

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

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

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

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

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

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

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

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

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

**E. SUPPLEMENTAL INFORMATION**

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

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

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

**ATTACHMENT A – FINAL STATEMENT OF WORK  
FOR  
SUNCOM COMMUNICATION SERVICES  
ITN NO: DMS-17/18-004  
INVITATION TO NEGOTIATE  
THE STATE OF FLORIDA  
DEPARTMENT OF MANAGEMENT SERVICES**

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# 1. Statement of Work

## 1.1 Introduction

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

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

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

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

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

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

## 1.2 Instructions for Replies

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

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

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

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

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

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

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

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

### 1.3 Terminology

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

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

### 1.4 Service Objectives

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

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

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

The following are SCS objectives:

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

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

## 1.5 Updates to Services or Equipment

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

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

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

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

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

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

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

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

## 1.6 MyFloridaNet

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

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

## 1.7 Current SUNCOM Voice Services

DMS currently manages the portfolio of voice services listed below.

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

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

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

## 2. Staffing

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

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

### 2.1 Contractor Staffing Responsibilities

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



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

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

Given the statements in this subsection:

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

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

[Enter response here – 1,500 words]

## 2.2 Account Manager

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

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

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

The Account Manager shall possess the following minimum qualifications:

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

## 2.3 Project Manager

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

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

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

The Project Manager will participate in various SCS workgroups.

The Project Manager shall possess the following minimum qualifications:

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

## 2.4 Business Operations Manager

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

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

The Business Operations Manager will participate in various SCS workgroups.

The Business Operations Manager shall possess the following minimum qualifications:

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

## 2.5 Engineering and Design Manager

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

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

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

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

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

## 2.6 Operations and Security Manager

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

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

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

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

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

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

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

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

## 2.7 Customer Support Team

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

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

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

## 2.8 Network Operations Center and Security Operations Center Staffing

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

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

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

Given the statements in 2.2 through 2.8:

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

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

### 3. General Services and Features for SUNCOM Communication Services

#### 3.1 Applicability of Subsections

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

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

#### 3.2 Operating In a Production Environment

The following are minimum requirements:

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

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

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

### 3.3 Flexibility to Quickly Modify Services

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

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

Given the statements in this subsection:

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

[Enter the response here - 250 words]

### 3.4 Completeness of Proposed Solutions

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

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

### 3.5 Technology Refresh

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

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

The following is a minimum requirement:

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

Given the statements in this subsection:

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

[Enter the response here – 1,000 words]

### 3.6 Standards

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

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

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



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

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

### 3.7 Emergency Services

Emergency services are a crucial aspect of SCS.

#### 3.7.1 911 / E911

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

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

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

Given the statements in this subsection:

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

[Enter the response here – 250 words]

### 3.7.2 Department of Homeland Security Programs

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

The following are minimum requirements:

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

Given the statements in this subsection:

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

[Enter the response here – 500 words]

### 3.7.3 Emergency Support Function 2

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

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

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

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

### 3.8 Long Distance Services

The following are minimum requirements for long distance service components:

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

Given the statements in this subsection:

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

[Enter the response here - 1,000 words]

### 3.9 Toll-Free Services

The following are minimum requirements;

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

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

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

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

Given the requirements in this subsection:

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

[Enter the response here - 1,000 words]

### 3.10 Call Quality

The following are minimum requirements:

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

Given the statements in this subsection:

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

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

### 3.11 Telephone Number Portability

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

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

### 3.12 Temporary Suspension of Service

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

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

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

### 3.13 Intercept Messages

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

Intercept messages may include the following:

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

Given the statements in this subsection:

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

[Enter the response here - 100 words]

### 3.14 Unlawful Activities

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

Given the statements in this subsection:

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

[Enter the response here - 500 words]

### 3.15 Connection with MyFloridaNet

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

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

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

The following are minimum requirements:

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

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

### 3.16 Service Interoperability

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

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

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

The following are minimum requirements:

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



Given the statements in this subsection:

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

[Enter the response here - 2,000 words]

### 3.17 Dedicated IP Access

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

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

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

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

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

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

Given the statements in this subsection:

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

[Enter the response here - 250 words]

### 3.18 Effectiveness within Customer-Specific Domains

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

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

The following are minimum requirements:

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

Given the statements in this subsection:

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

### 3.19 Infrastructure Costs

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

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

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

### 3.20 Testing Hardware and Software

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

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

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

### 3.21 Inspection Process

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

The following are minimum requirements:

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

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

Given the statements in this subsection:

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

[Enter the response here – 250 words]

### 3.22 Contractor Webpage

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

The following are minimum requirements:

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

The Contractor's webpage may include the following:

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

definitions/specifications, maintenance information related to supplied equipment, product configurations, and applicable diagrams.

3. Other information approved in writing by the DMS Contract Manager.

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

### 3.23 Network Operations Center

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

The following are minimum requirements:

Contractor must have a NOC which provides the following:

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

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

Given the statements in the subsection:

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

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

### 3.24 Security Operations Center

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

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

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

The following are minimum requirements:

Contractor must have a SOC which provides the following:

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



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

Given the statements in this subsection:

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

- e. Remediation support
  - f. Proactive monitoring
  - g. Full-time monitoring
  - h. Coordination with all affected parties
  - i. SCS branding
  - j. Public Safety Customer precedence
  - k. Responses with resolution and updates
  - l. Geographic redundancy
  - m. Testing
  - n. Proactive alarms
  - o. Escalation processes
  - p. Monitoring and analysis from all sources
  - q. Working directly with Customer staff
  - r. Availability without limitation for operations, design and ad hoc tasks
  - s. Continuous monitoring and threat mitigation
  - t. Real-time changes
  - u. Security service tuning
  - v. Scope of service, proactive resolution, security incident ticketing and tracking
  - w. Alerts, distribution lists, and security operational processes
5. As part of the response, discuss the use of:
- a. Geo blocking (ability to monitor and block traffic originating from specific locations throughout the world)
  - b. Reputation-based (detection and blocking of traffic from sites known to be “bad actors”; based on near real-time database updates)
  - c. Application blocking (blocking of undesired applications)
6. The Respondent's Response must include the following operational processes which will be finalized in the implementation phase:
- a. Alert levels and corresponding notifications
  - b. Interactions between the SOC, DMS, and Customers
  - c. Tailored notifications
  - d. Use of and construction of distributions lists

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

### 3.25 Highly Available and Highly Reliable Design Characteristics

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

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

The design characteristics for HA/HR are as follows:

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

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

### 3.26 Cooperation with Other Contractors

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

Given the statements in this subsection:

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

[Enter the response here - 100 words]

### 3.27 Monitoring and Operational Management

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

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

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

The following are minimum requirements:

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

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

Given the statements in this subsection:

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

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

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

### 3.29 Authentication Server

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

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

Given the statements in this subsection:

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

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

### 3.30 Contractor Meetings with DMS

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

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

#### 3.30.1 Monthly Operational Meetings

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

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

### 3.30.2 Project Management Monthly Review Meetings

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

### 3.30.3 Project Implementation Phase – Project Kickoff Meeting

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

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

## 3.31 Management Service, Systems, and Associated Dashboards

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

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

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

The following are minimum requirements:

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

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



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

Given the statements in this subsection:

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

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

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

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

### 3.32 Tools

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

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

The following are minimum requirements:

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

Given the statements in this subsection:

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

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

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

### 3.33 Temporary Service Increase

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

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

### 3.34 Online Portal for Self-Management

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

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

The following are minimum requirements:

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

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

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

Given the statements in this subsection:

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

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

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

### 3.35 Logging and Archival

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

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

The following are minimum requirements:

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

Given the statements in this subsection:

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

[Enter the response here - 500 words]

### 3.36 Review of Archived Information

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

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

The following are minimum requirements:

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

Given the statements in this subsection:

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

[Enter the response here - 1,500 words]

### 3.37 Trouble Ticketing Service

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

The following are minimum requirements:

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

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

Informational	As appropriate	Contractor NOC will respond to information requests within 72 hours.
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Given the statements in this subsection:

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

[Enter the response here - 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 the site is operating in site survivability mode.

[Enter the response here - 500 words]

### 3.42 Service Level Agreement Performance Monitoring and Reporting

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

The following are minimum requirements:

1. DMS and its Customers must have access to the SLA performance metrics of the Contractor-provided services. Contractor must provide DMS access to 100% of the raw data upon request.
2. SLA Performance Monitoring Service functionality will:
  - a. Accept information from the Contractor's management system and trouble ticketing system
  - b. Collect data on outages, Degradation, timely closure of CSAB entries, and other SLA requirements on a real-time basis
3. The SLA Compliance Report is a deliverable due to DMS on a monthly basis. The compliance report is the sole responsibility of the Contractor. The SLA Compliance Reports will:
  - a. Provide to the DMS Contract Manager within ten (10) days from the start of the calendar month, reporting on the prior calendar month. The first report is due within ten (10) days of the third full month after Contract execution. The final acceptance of this report is at the sole discretion of the DMS Contract Manager
  - b. Include all categories of applicable SLAs in Attachment C – Final Service Level Agreements

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

Given the statements in this subsection:

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

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

### 3.43 Training

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

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

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

The following are minimum requirements:

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

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

Given the statements in this subsection:

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

[Enter the response here - 750 words]

### 3.44 Project Management

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

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

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

#### 3.44.1 Project Charter and Project Management Plan

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

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

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

3. Readiness Plan is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Readiness Plan within six weeks of the Contract execution.
  - a. Minimum Acceptance Criteria: The Contractor must deliver a detailed organizational readiness strategy and associated plans that outline a readiness methodology, approach, activities, dependencies, and assumptions for key stakeholders to successfully support project activities.
4. Communications Management Plan is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Communications Plan within six weeks of the Contract execution.
  - a. Minimum Acceptance Criteria: The Contractor must develop a Communications Management Plan that defines all communication touch points between the Project and all impacted stakeholders. The deliverable must meet the Project Risk and Complexity Category 4 requirements of Chapter 60GG-1.002, F.A.C.
5. Risk Management Plan is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Risk Management Plan within six weeks of the Contract execution.
6. The Contractor must submit an acceptable Requirements Management Plan within six weeks of the Contract execution.
  - a. Minimum Acceptance Criteria: The Contractor is responsible for managing all business requirements, including confirmation, design, development, testing, and validating that they are ultimately met during implementation. The Contractor's Project Manager will work with DMS to develop and administer a plan to effectively manage requirements throughout the Project.
7. The Disaster Recovery Plan is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Disaster Recovery Plan within three months of the Contract execution.
  - a. Minimum Acceptance Criteria: The Contractor must deliver a detailed Disaster Recovery Plan and associated plans that outline a disaster recovery methodology, backup procedures, recovery plan, restoration plan, rebuilding process, testing of

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

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

### 3.44.2 Project Management Implementation Phase

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

#### Project Management Implementation Phase - Schedule

1. Project Management Implementation Phase Schedule is a deliverable subject to final acceptance by the Department. Contractor must submit an acceptable Project Management Implementation Phase Schedule to the DMS Project Manager every two weeks by noon ET on Fridays. The document must be baselined, be resource loaded with predecessors, successors, durations, costs, and calculated earned value metrics Cost Performance Index (CPI) and Schedule Performance Index (SPI) and updated every two weeks as needed until the completion of the Project Implementation Phase. This should be accompanied with a narrative which includes the current status of the project, actions that have taken place in the last two weeks, any new risks and their associated risk mitigation plans, any new issues, and any tasks more than ten percent (10%) behind schedule and a plan to complete the task.
  - a. Minimum Acceptance Criteria: Create and maintain a Microsoft Project 2016 (or higher) schedule to incorporate all project activities to the agreed upon work breakdown structure level. The schedule must include at a minimum: task durations, start and finish dates (baseline and actual), predecessors and successors, resources, deliverables, and milestones, and must calculate CPI and SPI earned value metrics. The deliverable must meet the Project Risk and Complexity Category 4 requirements of Chapter 60GG-1.002, F.A.C.
2. Project Management Tracking Logs (Risks, Issues, Action Items, Decisions, and Operational Changes requested) are deliverables that are first due two weeks following the Project Kickoff Meeting, and shall be due every two weeks thereafter, until the completion of the Project Implementation Phase. These are updated as necessary, as determined by the Contractor and DMS.

- a. Minimum Acceptance Criteria: The Contractor must identify, assess, document, and recommend mitigation strategies by updating and submitting to DMS the tracking logs at a minimum of bi-weekly to reduce project risks and issues. The deliverable must meet the Project Risk and Complexity Category 4 requirements of Chapter 60GG-1.002, F.A.C.
3. Project Status Report is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Project Status Report to DMS. This deliverable is first due within two weeks of the Project Kickoff Meeting after Contract execution, and shall be due weekly thereafter, until completion of the Implementation Phase.
  - a. Minimum Acceptance Criteria: The Contractor must provide weekly Project Status Reports which are due via email to the DMS Contract Manager each Thursday by 5 PM Eastern time, and must include:
    - i. A narrative description of significant project activities that have been conducted or are underway.
    - ii. The progress-to-date on project activities.
    - iii. An explanation of any tasks/activities that are behind schedule and a plan to bring them current.
    - iv. Notification of issues or risks that have been encountered and their resolution or plan for future resolution.
    - v. Upcoming deadlines.

### 3.44.3 Project Management - Guides

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

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

### 3.44.4 Project Management - Closure

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



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

### 3.44.5 Project Management Implementation and Migration Plans

1. Implementation Plan is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Implementation Plan to DMS within six weeks of the Contract execution. The Implementation Plan will address all activities in the Project Implementation Phase, which starts after the acceptance of the Project Charter and ends with the DMS acceptance of a completed Services Infrastructure Checklist.
  - a. Minimum Acceptance Criteria: The Contractor must deliver a detailed Implementation Plan that outlines an implementation, approach, activities, dependencies, and assumptions for key stakeholders to support a successful project implementation. Furthermore, the Implementation Plan shall include at a minimum:
    - i. Schedule of activities.
    - ii. Resource allocation.
    - iii. Implementation and migration preparation planning and impact analysis.
    - iv. System build out.
    - v. Acceptance.
    - vi. Migration cutover.
    - vii. Fallback to previous service.
    - viii. Interface with CSAB for billing and ordering.
    - ix. Interface with MFN (Network-to-Network Interface, day-to-day operations, and security).
    - x. Network support.
    - xi. Operations Centers (NOC and SOC).
    - xii. Day-to-day operational support services.
    - xiii. Training – cross reference training section.
2. Individual Customer Specific Migration Plans: The Contractor will be responsible for creating Individual Customer Specific Migration Plans as each existing and new Customer migrates to SCS. Additionally, a migration plan may be required if a Customer undertakes a significant or complex change in how it operates under SCS. The Individual Customer Specific Migration Plans are deliverables that must be developed in coordination with the Customer, and are subject to the acceptance of DMS and the Customer. These Individual Customer Specific Migration Plans will vary based on the proposed service and the complexity of the service migration. Contractor must submit plans acceptable to DMS and the Customer within four (4) weeks of Contractor's receipt of a written notification of the plan's requirement from DMS to the Contractor. Furthermore, the Individual Customer Specific Migration Plans shall include at a minimum:
  - i. Schedule of activities, which is consistent with the Project Implementation Phase schedule.
  - ii. Resource allocation.

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

Given the statements in subsection:

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

[Enter the response here - 500 words]

### 3.45 Services Infrastructure Checklist

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

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

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

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

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

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

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

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

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

### 3.46 Transition

This subsection is applicable to all proposed functionality.

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

The following are minimum requirements:

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

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

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

### 3.47 Equipment and Licenses

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

The following are minimum requirements:

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

Given the statements in this subsection:

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

[Enter the response here - 150 words]

## 4. Business Operations

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

### 4.1 General Description of the SUNCOM Business Model



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

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

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

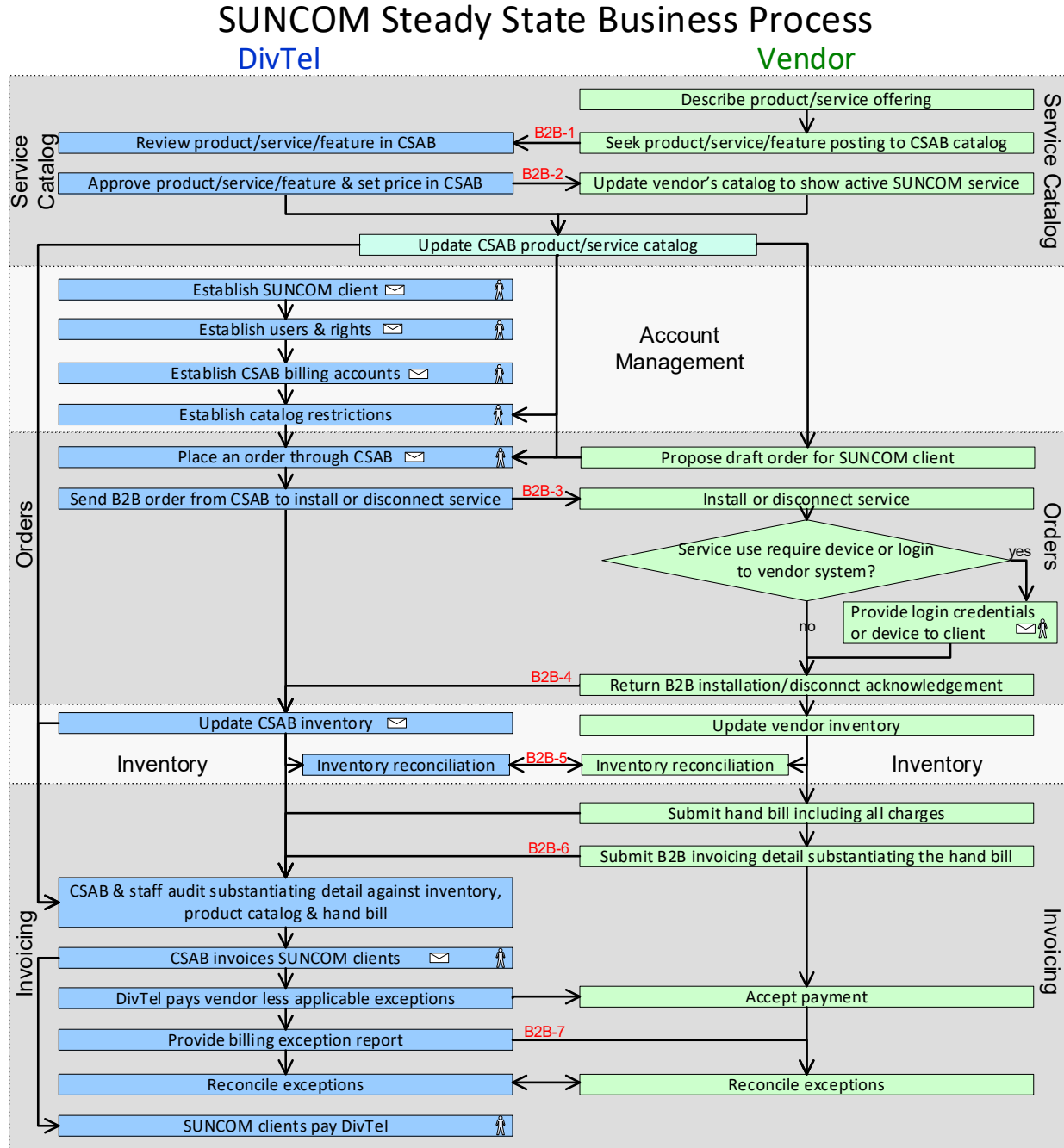
The Contractor will bill DMS monthly for services rendered to all Customers and provide DMS with substantiating details in electronic files (for example comma delimited). The Contractor will include in the substantiating detail charges with unique identifiers for each transaction (for metered services)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

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

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## 4.2 SUNCOM Communications Service Authorization and Billing Transaction Flowchart

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



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

SUNCOM Client action required

SUNCOM Client notified

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

#### 4.3 Communications Service Authorization and Billing – Official Record

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

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

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

#### 4.4 Communications Service Authorization and Billing - Interfaces with Contractors

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

##### 4.4.1 Application Programming Interfaces

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

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

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

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

#### 4.4.2 Batch Routines

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

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

#### 4.4.3 Manual Review and Data Entry by Contractor Staff

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

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

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

#### 4.5 Communications Service Authorization and Billing Service Catalog

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

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

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

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

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

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

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

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

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

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

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

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

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

#### 4.7 Communications Service Authorization and Billing Account and User Management

##### 4.7.1 Contractor User Communications Service Authorization and Billing Access Privileges

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

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

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

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

##### 4.7.2 Work Orders

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

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

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

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

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

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

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

#### 4.7.3 Credential Request Orders

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

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

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

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

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

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

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

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



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

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

#### 4.9 Invoicing Requirements

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

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

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

#### 4.10 Electronic Substantiating Detail File

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

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

#### 4.11 Audit of Contractor Invoices

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

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

#### 4.12 Mandatory Interface with Communications Service Authorization and Billing

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

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

#### 4.13 Mandatory Communications Service Authorization and Billing Order

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

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

#### 4.14 Specific Service Requests

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

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

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

#### 4.15 General Billing Requirements

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

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

#### 4.16 Criteria for Installation Signoff and Billing Start

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

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

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

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

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

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

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

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

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

#### 4.18 Long Distance Billing

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

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

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

#### 4.19 Toll-Free Billing

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

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

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

#### 4.20 Direct Billing

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

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

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

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

#### 4.21 Service Level Agreement Operational Process

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

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

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

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



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

## 5. SERVICE CATEGORY 1 - UNIFIED COMMUNICATION

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

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

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

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

### 5.1 Unified Communications System and Services – General Features

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

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

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

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

- rr. Mobility
  - ss. UC faxing
  - tt. Instant group call / paging
  - uu. Operator Assistance
  - vv. Instant messaging
  - ww. Notification
  - xx. Team collaboration
  - yy. Audio conferencing
  - zz. Web conferencing
  - aaa. Video conferencing
  - bbb. Professional services
  - ccc. Intercom dialing
  - ddd. Message waiting indicator
4. Unified Messaging services which, at a minimum, include:
- a. User access to, and management of, voicemail, email, and fax messages through the same inbox or interface.
  - b. Modular messaging with access to messages from phones and PCs via various interfaces, including browsers.
5. Voicemail service which, at a minimum, includes:
- a. Storage of a minimum of 30 messages of 2 minutes in length or equivalent to 60 minutes of memory storage space for each mailbox.
  - b. Ability to program for the following conditions: busy, out of office, and no answer.
  - c. Audible and/or visual message waiting indicator.
  - d. Out-dial notification and ability to dial out to an attendant using "0".
  - e. Ability to broadcast messages within specified Customer groups.
  - f. Extended/Guest mailbox allowing multiple users voice messaging capabilities.
  - g. Access to the voicemail service internally or externally using a local number and toll-free number.
  - h. The ability to select a single or multiple level password protection.
6. Provides the capability to port telephone numbers to the Contractor's UC service at no additional charge to the State.

Given the statements in subsection:

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

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

## 5.2 Unified Communications System and Services – Integration and Interface

The following are minimum requirements:

1. Integration with mobile devices as described below:
  - a. Users have a single identity that lets them handle business calls via their desk and mobile phones.
  - b. Allows calls to or from mobile devices to take place anywhere and anytime as if they are going to or coming from the desk phone numbers.
  - c. Users will have the ability to have calls forwarded to any phone and to use a single number for making and receiving all calls.
  - d. Supports handing off calls from cellular to Wi-Fi connections and vice versa on smart devices.
  - e. Enables users to initiate phone calls, retrieve voicemail and corporate directories, access instant messaging, and participate in video conferencing.
2. UC user interface as described below:
  - a. Allows users to access UC capabilities from a variety of devices in a variety of ways.
  - b. Offers access to features and services such as presence, instant messaging, integrated soft phones, voice conferencing, video calling, and conferencing.
  - c. Supports voice activation that integrates seamlessly with other business communication systems.
  - d. Supports real-time communications – instant messaging, presence that identifies which participant is speaking, voice calls to video, voice calls to email.
  - e. Supports non-real-time communications – email, text messaging, fax, voicemail.
  - f. Offers collaboration and data sharing – electronic bulletin boards, e-Calendar, Audio/Video/Web conferencing.
  - g. Provides users ability to access messages from the following: IP phones, mobile phones, web browsers, email clients, desktop clients, PCs, tablets.
  - h. Allows instant messaging between two users or multiparty (up to a Customer-defined number of participants).
  - i. Supports the ability for users to display their presence status (e.g., “Available,” “Away,” “Do Not Disturb,” “Busy,” or “Offline”) to let others know their availability for communication.
  - j. Offers presence integration with Customer collaboration applications, such as calendaring, that automatically updates presence when users are in a meeting.
  - k. Supports audio and video conversations between two users or multiparty (up to a Customer-defined number of participants), using web cameras, speakers and microphones.
  - l. Supports file transfer capabilities to send files between users, if requested by the Customer.
  - m. Supports scheduled and ad hoc web conferencing for conducting online presentations including audio, video, screen sharing, and a virtual whiteboard. PC-to-PC and multiparty data sharing capabilities including desktop sharing, application sharing, presentations, virtual whiteboard, annotations, and polling.
  - n. Supports contact groups that allow users to organize their contacts.

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

Given the statements in subsection:

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

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

### 5.3 Unified Communications System and Services – Conferencing

The following are minimum requirements:

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

- f. Provides the capability for the conference host to record the conference. The host should have the capability to download the conference recording at no additional cost. Recordings should be retained by Contractor a minimum of 30 calendar days after the conference ends, and in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State. When a Customer orders additional retention services from the Contractor, the Customer shall have the capability to classify a record and designate the timeframe for retention of such a record based on its classification. Contractor must confirm with the Customer the retention period for the applicable record prior to any deletion of the recording by the Contractor.
  - g. Provides DMS and Customers the ability to ensure audio recordings are able to be done in a manner that does not violate section 934.03, F.S.
  - h. Provides operator assisted conferences where an operator provides live assistance with the conference.
    - i. Provides a capacity of at least 1,000 participants.
    - ii. Available twenty-four hours a day, 365 days of the year.
    - iii. DMS and the Customers are not charged for no shows, cancellation, or setup fees.
    - iv. Operators can dial out to participants, if requested.
    - v. Provides question and answer administration.
    - vi. Provides continuous conference monitoring and manage any special requests from the conference host during the conference.
    - vii. Provides reports on conference attendees.
- 2. Offer a Web Conferencing Service which:
  - a. Provides an integrated audio conference service allowing participants to listen to and speak with the host and other participants.
  - b. Provides a graphical user interface control panel for the host to administer, monitor, and control the web conference.
  - c. Provides the capability for participants to join the conference via a Universal Resource Locator address or a desktop client.
  - d. Provides the capability to traverse and successfully interoperate with firewalls and security layers using standard ports such as https port 443 and http port 80.
  - e. Provides compatibility with commercially available browser software.
  - f. Allows participants to join the conference using tablets and smart devices.
  - g. Supports document sharing, which is the ability to open and share a document with conference participants.
  - h. Supports desktop sharing, which is a common name for technologies and products that allow remote access and remote collaboration on a person's computer desktop with conference participants.
  - i. Supports remote control of a participant's desktop. The participant should be notified if remote control of their desktop is requested and should have the capability to accept or reject the request.
  - j. Allows the host to promote any other conference participant to presenter.
  - k. Provides drawing, annotation, and pointer tools.
  - l. Provides conference host the capability to record the conference and text chats. Recordings should be retained by Contractor in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State. Recordings can be download by the conference host at no additional cost. When a Customer orders

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

Given the statements in this subsection:

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

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

#### 5.4 LAN Support Services

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

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

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

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

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

Given the statements in this subsection:

1. Describe the proposed LAN support services.

[Enter the response here -1,000 words]

## 6. SERVICE CATEGORY 2 - SIP TRUNKING

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

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

### 6.1 SIP Trunking Minimum Requirements

The following are minimum requirements:

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



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

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

Given the statements in this subsection:

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

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

## 6.2 SIP Trunking Features

The following are minimum requirements:

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

Given the statements in this subsection:

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

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

## 7. SERVICE CATEGORY 3 - CONTACT CENTER

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

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

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

## 7.1 Contact Center – General

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

The following are minimum requirements for Contact Center service components:

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

Given the statements in this subsection:

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

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

## 7.2 Contact Center – Automatic Call Distribution (ACD)

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

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

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

Given the statements in this subsection:

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

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

### 7.3 Contact Center – Auto-Attendant and Interactive Voice Response

The following are minimum requirements for IVR components:

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

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

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

Given the statements in this subsection:

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

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

#### 7.4 Contact Center - Reporting and Analytics

The following are minimum requirements for Reporting and Analytics components:

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

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

Given the statements in this subsection:

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

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

## 7.5 Contact Center Recording

The following are minimum requirements:

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

Given the statements in this subsection:

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

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

## 7.6 Contact Center – Workforce Management

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

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

Given the statements in this subsection:

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

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

## 7.7 Contact Center – Miscellaneous

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

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



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

Given the statements in this subsection:

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

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

## 8. SERVICE CATEGORY 4 – CENTREX SERVICES

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

### 8.1 Centrex Services Minimum Requirements

The following are minimum requirements:

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

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

## 8.2 Additional Centrex Services

The following are minimum requirements:

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

Given the statements in this subsection:

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

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

### 8.3 Centrex Features

The following are minimum requirements:

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

Given the statements in this subsection:

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

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

## 9. Experience and Ability

### 9.1 Contractor's Experience and Ability

SCS Contractors will be expected to possess the following:

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

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

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

Given the statements in this subsection, provide the following:

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

[Enter the response here – 1,500 words]

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

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

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



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

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

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

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

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

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



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Ron DeSantis, Governor

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**ATTACHMENT A – FINAL STATEMENT OF WORK**

**FOR**

**SUNCOM COMMUNICATION SERVICES**

**ITN NO: DMS-17/18-004**

**INVITATION TO NEGOTIATE**

**THE STATE OF FLORIDA**

**DEPARTMENT OF MANAGEMENT SERVICES**

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# 1. Statement of Work

## 1.1 Introduction

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

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

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

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

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

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

## 1.2 Instructions for Replies

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

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

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

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

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

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

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

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

### 1.3 Terminology

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

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

### 1.4 Service Objectives

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



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

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

The following are SCS objectives:

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

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

## 1.5 Updates to Services or Equipment

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

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

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

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

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

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

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

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

## 1.6 MyFloridaNet

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

## **NWN Response:**

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

Our successful experience with advanced technology projects and supplemental engineering services augmentation programs, demonstrates our high-level abilities to assess our client's needs and to provide a solutions approach that begins with providing dedicated and experienced personnel. We will apply this experience to support DMS with additional project and engineering resources as necessary. We successfully and quickly solves all IT project objectives with highly qualified resources.

Our experiences and successes fulfilling task order supplemental engineering requirements are driven through a team approach. Our methodology has proven effective and is designed to emphasize reliability of personnel and performance, responsiveness to varying workload levels, low-risk solutions to technical requirements, effective application of project resources, and the ability to deploy rapidly both within the continental United States. This approach to engineering solutions services will provide maximum flexibility to respond with quality and timeliness to changes in DMS' requirements.

Within each large contract, and subsequent task order awards, there are always challenges and concerns with providing the right mix of personnel to meet requirements. Our broad and deep team provides the necessary coverage to ensure sufficient flexibility and redundancy of knowledgeable personnel across these task orders.

If a specific client task order requires us to augment our current bench of industry-recognized engineers, we have demonstrated the ability to recruit the required quantity and quality of professionals to ensure successful solutions delivery.

The foundation for our successful approach starts with an accurate understanding of these task orders. Our recruiters, industry-certified engineers, and team partners work in concert to define these skills requirements to source quality candidates successfully. After the requirements are identified, we use a three-phased screening process to provide the level of diligence needed to evaluate the key qualities and skills in our candidates:

- **Candidate Sourcing:** vet the basic technical skills, personal acumen, and background suitability of the candidate.
- **Candidate Screening:** perform a meticulous technical screening to validate the functional capability of candidate, provided the candidate's fit suitability and personality requirements.
- **Candidate Confirmation:** validate candidate through a final peer interview process to ensure all parties understand and accept the roles and responsibilities presented in the sourcing and screening phases, prior to formal presentation to DMS.

The crux of our approach is based on our ability to accurately vet IT requirements and deliver IT resources to our clients like DMS quickly and efficiently. These resources are

pre-screened for quality skill-set(s) by industry-certified professionals, reducing the expense, delay, and/or inconvenience of “recruitment and replacement” processes.

Our employee retention trends on state and commercial programs far exceed industry average. Comparable team benefits, a single-mission focus, and commitment to employee growth through our Continuous Training Program, documented within our Human Resources policy, are key to this retention success. Our high-retention rate means we maintain qualified and certified personnel, such as those already serving DMS ensuring continuity in our service delivery excellence, not only with our technical expertise, but also from a client-familiarity perspective.

We offer challenging, meaningful work and the opportunity to bring the best IT solutions and new possibilities to our clients. We know our people are our greatest asset, which is why we provide a competitive, valuable benefits package that enhances quality of life and supports career development.

**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; Respondent’s orientation and training for Respondent’s staff assigned to this Contract;**
- c. 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**
- d. Respondent’s recruitment process for Respondent’s staff assigned to this Contract.**

NWN is recognized as an industry-leader and award-winning provider of Unified Communications as a Service (UCaaS) and Cloud Collaboration Solutions. As a top provider and partner for leading technology vendors, NWN has the resources and technology to empower your IT operations. We have over 490 skilled collaborators, 350+ of them are delivery engineers. Our team of engineering experts collaborate with multiple Global Leading OEM Platforms and achieve the highest certifications, holding over 100 different certifications for different technologies and solutions. Our engineering team is familiar with every application, potential hazard, and every step required for successful implementation. NWN offers the depth and knowledge of a large IT solutions provider, coupled with the personal service of a neighborhood firm.

From the beginning of the project and during its initiation phase, NWN will assign a local/dedicated team to DMS that includes the positions detailed in question 2.8. Network Operations Center and Security Operations Center Staffing and will define of their respective roles, responsibilities and time allocations. This ensures the experience and consistency required to assist the Department in meeting your strategic goals and that there is a clear escalation path. From this initial phase until the last transition phase, NWN commits to keeping all the positions required fully staffed and we have the delivery team member required.

In the event where a position/role cannot be covered or replaced with our delivery engineers NWN is ready and fully capable to staff the position in the period of time the DMS required. NWN has the distinct advantage of having our own Talent Acquisition and Staff Augmentation Service Unit (TAS). TAS has been is an integral part of NWN’s Technology Solutions and because we specialize in IT, we are better able to understand your IT personnel needs and find candidates who fit into your environment, helping meet

your business objectives. The fact that most IT professionals prefer to work for a technology company such as NWN, not a staffing firm, NWN provides a unique benefit in recruiting high-caliber individuals to our team.

As described in item 1, the candidates NWN selects are already pre-screened, pre-trained and are knowledgeable in the solutions similar to those proposed for DMS. This resources will go through the DMS and administrative trainings described in Question 3.43 in order to familiarize themselves with the operational details.

Our documented and proven recruitment process starts with the local NWN account executive and project team and the definition of a task order as described in the Proposed Offering above. The Account executive and Project Manager will engage our national TAS recruiting and staffing organization that will collaborate with the DMS IT staff and business decision makers throughout the process, to ensure sustainable, high impact results. This methodology comprises the following activities:

- **Assess** the current environment and needs as well as technical skills required.
- **Plan** the overall staffing strategy with the customer.
- **Select and Screen** the best technical resources with the right skills and culture fit.
- **Provide** training if appropriate.
- **Manage** the engagement as required by the customer.

From Start to finish, NWN's Staffing Services include staff augmentation, contract, contract-to-hire and direct placement.

## 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.

#### **NWN Response:**

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

The Command Center, also referred to as the NOC/SOC teams, is staffed 24 hours a day, 7 days a week, 365 days a year in redundant locations including Waltham, MA, Sacramento, CA, Raleigh, NC, and Houston TX. All technical resources on our teams are specialized in a focused technology set and hold certifications, commensurate with the level of service they provide.

The Command Center receives new tickets/incidents either through our monitoring platform or directly from the customer in the form of an email, phone call, or web-based customer portal and delivers tiered technical support based on the customers escalation and SLA requirements. When an incident reaches the Command Center, the team has complete ownership of service restoration through the following:

NWN Customer Experience Manager's meet with their assigned customers monthly to review incident status, system health, custom reports, and identifying improvements. In between monthly reviews the Command Center or CEM will directly alert customer personnel of targeted alerts or incidents, depending on severity.

**2. Provide resumes of the required key staff positions. Resumes for the Customer Support Team and NOC and SOC are not required;**

Resumes can be found in the NWN Staffing Organization Document.

**3. Provide a detailed description of how the Contractor will staff the Customer Support**

### **Team, the NOC, and the SOC.**

NWN consistently reviews the following items for the purposes of projecting staffing levels for the proposed support team, NOC and SOC:

- New device counts coming under our management umbrella.
- New device make/model coming under our management umbrella.
- Messages per second (SOC specific) being reviewed by our SOC.

Based on the results of the above projects, NWN will either flex the team capacity, through both headcount and product specific training, to ensure each of our customers continue to receive service in line with agreed upon service level objectives.

Refer to Item 2 in question 2.1. Contractor Staffing Responsibilities for details regarding our staffing process and capabilities.

#### **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.**

NWN has successfully delivered over 100k voice and contact center subscriptions to Public Sector entities. NWN's staffing methodology is a combination of centralized and local resources to help each State achieve their needs. On average, NWN has one employee within a State for each 500 subscriptions. The remaining employees are nationally assigned across our 13 offices or remote workers.

NWN plans to build a team in Florida over the course of this contract aligned with the business growth projections.

Greg Syer will be your assigned Account Executive. He is responsible for face to face customer meetings, and acts as a single point of contact for service issues, questions and escalations, driving them to a quick solution.

NWN's Project Management Office is responsible for the success of the project and will leverage our Project Delivery Methodology. Mike Alvarez is your assigned Project Manager.

A Customer Experience Manager will be assigned to ensure effective Support throughout the life of the projects.

The resumes and rest of the teams organizational structure can be found in the NWN Staffing Organization Document, attached under Tab 5.

#### **5. Describe Respondent's Proposed Customer Support Team model, including staffing levels, minimum qualifications, and average years of experience of the team.**

Outside of the NOC and SOC, which would have consistently fluctuating staffing levels, the managed services resources tied to this account would be the assigned Customer Experience Manager (CEM) and Assigned Solution Engineer (ASE).

NWN's CEMs and Project Managers (PMs) are senior level professionals with more than five years of experience in an IT related or Account Management role. NWN's CEMs and PMs hold undergraduate degrees and ITIL and/or PMP certifications. Our Managers have excellent communication skill, both written and oral, are poised, and affable with senior level executives, including NWN management.

A Solution Engineer is a level 2 engineer with a broad set of experiences. For all levels of support, a Solution Engineer is assigned to your environment to facilitate a deeper understanding of your environment to assist in troubleshooting issues. Also, they represent

an additional point of contact into the managed services organization and a single point of escalation.

Specific experience and can be found in the NWN Staffing Organization Document, attached under Tab 5.

### 3. General Services and Features for SUNCOM Communication Services

#### 3.1 Applicability of Subsections

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

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

#### 3.2 Operating In a Production Environment

The following are minimum requirements:

With the exception of the interfaces to CSAB and MFN, all proposed services, must be operating in a production environment. Any new services proposed by the Contractor after the completion of the Implementation Phase must be operating in a production environment. A production environment is a setting where the Contractor can demonstrate their services in operation and are able to be viewed by or demonstrated to DMS' satisfaction. This will be provided at no cost to the State. There is no requirement that these proposed services be operating in the same (single) production network.

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

#### 3.3 Flexibility to Quickly Modify Services

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

1. A flexible administration of SCS services.
2. Prompt service updates, maintenance, modifications, and customizations.
3. Technically flexible designs, systems, and services

4. Mitigation of performance issues in real-time, using all technical and administrative modifications necessary, and will respond to DMS direction in doing so for customers.
5. Mitigation of security issues in real-time, using all technical and administrative modifications necessary, and will respond to DMS direction in doing so for customers.
6. The Contractor shall provide the Department with written notification of required maintenance a minimum of ten (10) calendar days before scheduled maintenance is to take place.

Given the statements in this subsection:

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

**NWN Response:**

The NWN CEM will work with customers to define maintenance windows. Notifications will be sent through EMP alerts and bots via team messaging or email.

NWN's specific approach to maintenance windows, notification of maintenance, updates, performance and security issues, customer concerns, and customer requests can be found in the NWN Service Description Documents posted on NWN's website.

NWN's overall approach is to maintain a highly available, current and secure solution while providing prompt and knowledgeable customer service.

### 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 ITN No.: DMS-17/18-004

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

The following is a minimum requirement:

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

Given the statements in this subsection:

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

#### **NWN Response:**

##### **1. Describe how technology refresh will be provided, including software and hardware**

NWN's solutions offerings are hosted or cloud-based, therefore the responsibility of NWN or the cloud provider to ensure that all hardware and applications are refreshed in a timely manner as to avoid original equipment manufacturer End-of-Life.

In addition to the hardware refreshes, NWN provides regular maintenance and major software upgrades to guarantee the supportability and compliance of the environment with the manufacturer software support policies, validated architecture and best practices.

##### **2. Propose a process for technology refresh, which includes a description of ensuring a timely refresh of hardware and software**

NWN will perform maintenance on the NWN System components and supported client devices in order to keep the system healthy, backed up, and functioning optimally. Should a scheduled system maintenance activity result in system unavailability, NWN will perform that maintenance during an off-hours window and will provide a minimum of 1 week notice to Customer's designated contacts.

NWN has industry standard defined and documented change windows. These windows are subject to change but can be reviewed with the customer at any time during the term of this SOW.

NWN reserves the right to perform emergency maintenance on the NWN System components and supported client devices in order to keep the system operational and functioning optimally. Should an emergency maintenance activity be required to either prevent or resolve an emergency, NWN will notify the appropriate customer contacts as soon as possible before actions are taken.

NWN will schedule to upgrade the Cloud Infrastructure supporting the Customer environment for Major Releases within 18 months of release. Allowances may be made for 3rd party applications that are integrated with the Customer environment. Customers will upgrade integrated Customer environments to compatibility to major OEM releases within 24 months.

Given the multi-customer nature of the NWN Architecture, each customer has a dedicated

environment. This allows the NWN Support team to work with the customer on the timing and frequency of any patching, minor upgrade or any other activity that may impact services.

Please refer to the NWN Service Level Agreement found at section DSS-4 of the NWN Enterprise Deployment and Support Services document, for NWN Enterprise and refer to NWN Cloud Service Level Objectives document for NWN Cloud, attached under Tab 5.

### 3.6 Standards

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

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

1. Real-Time Transport Protocol (RTP)
2. RTP Control Protocol
3. H.323
4. Transmission Control Protocol/Internet Protocol
5. Simple Mail Transfer Protocol
6. Post Office Protocol (version 3)
7. Internet Message Access Protocol (version 4)
8. Lightweight Directory Access Protocol
9. Resource Reservation Protocol (RSVP)
10. Session Initiation Protocol
11. Session Description Protocol
12. Secure Real-Time Transport Protocol
13. ITU-T standards for G.711/G.722/G.729 (Audio Codecs)
14. H.263/H.264 (Video Encapsulation)
15. Internet Engineering Task Force (IETF) Request For Comment (RFC) 6716
16. Distributed Services Code Point
17. Link Layer Discovery Protocol
18. Transport Layer Security
19. Network Address Translation (NAT)
20. Interactive Connectivity Establishment, Session Traversal Utilities for NAT (STUN), and Traversal Using Relays around NAT
21. Web Real-Time Communications (WebRTC)
22. All standards for any application underlying SCS access and transport services
23. SIPconnect Version 2.0 and updates.
24. National Institute for Standards and Technology SP 800-58: Security Considerations for Voice Over IP Systems
25. 21st Century Communications and Video Accessibility Act of 2010
26. Institute of Electrical and Electronic Engineers 802.3



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

### 3.7 Emergency Services

Emergency services are a crucial aspect of SCS.

#### 3.7.1 911 / E911

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

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

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

Given the statements in this subsection:

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

#### **NWN Response:**

NWN provides Enhanced 911 Service and/or Basic 911 Service call routing to the appropriate PSAP. NWN will route Customer's End User's E911 calls to the proper PSAP, designated statewide default answering point, or appropriate local emergency authority serving the End User's location.

NWN provides emergency call support service to permit NWN to (i) provision its subscribers and their respective location data for accurate routing of 911 calls to the most geographically appropriate PSAP by means of the existing 911 infrastructure, and (ii) deliver Customer's subscriber or End User Call Back Number and valid address to the PSAP during an emergency call using existing 911 infrastructure. The 911 calling party waives any privacy afforded by non-listed and non-published service to the extent that the TN, address and name associated with the originating access line location are furnished to the PSAP.

Prior to the initial activation of NWN services at any Site, Customer must provide NWN the correct Registered Location information for each User. If NWN is unable to validate the Customer-provided Registered Location, the device used with the Service cannot be used at that location because 911 may not route properly.

When 911 is dialed, the Registered Location is used for PSAP routing (it determines which PSAP will receive the 911/E911 call) and forms the basis of the ALI delivered to the PSAP that the PSAP uses to identify the calling party's actual location and routes the 911 call to a PSAP based on the Registered Location information provided by Customer.

Customer must provide the correct Registered Location information for each User.

Customers update the Registered Location in the EMP Control portal or can open a ticket to have NWN update the location.

There may be delay between the time that a new Registered Location is provided by Customer and the time that the new Registered Location populates into the appropriate databases. The duration of such delay will vary with the service, and can range from the typical minutes to hours. These request for modifications or new registration follow our MACD process.

When a User without a dialable 10-digit number (extension only User) originates a 911 call, NWN through Bandwidth directly routes the call to the appropriate local PSAP associated with the User's provisioned Location, however, the caller ID information presented to the PSAP is the Customer-designated location caller ID number for the provisioned location of the User. The User's extension number will NOT be passed to the PSAP. Customer must advise Users of the importance of providing their name and exact location to the emergency operator. It is also important that the location caller ID for the Customer location be a telephone number that is answered by someone who can immediately assist the PSAP in identifying the caller needing emergency services. Therefore the location caller ID can never be: (1) an Auto Attendant telephone number; or, (2) the lead number of a Contact Center queue; or, (3) an "unmanned" station; or, (4) a telephone number that is used to access voicemail.

Customer or Customer's User, as applicable, is responsible for updating the Registered Location. Customer is solely and continuously responsible for ensuring the accuracy of the Registered Location information to ensure emergency calls are routed to the appropriate PSAP. Customer is fully liable, and shall indemnify NWN, for all losses, claims and damages that may result from any inaccurate Registered Location information.

### 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.

### NWN Response:

NWN's SIP provider, Bandwidth.com, runs a congestion free network which does not block or de-prioritize any calls. This provides another option for blocked mobile devices with wifi access by ITN No.: DMS-17/18-004

utilizing NWN's soft-client application to route through the State's data network to NWN's PSTN service and thus bypassing the mobile carrier network. NWN provisions GETS enhanced routing services from our data centers to the largest mobile carriers (SPRINT, AT&T and Verizon) for customers with GETS and WPS requirements. This service is currently being leveraged by other State governments. NWN does not provide wireless (mobile) services and therefore does not participate in WPS directly. NWN will configure routing for calls utilizing TSP and GETS authorization codes. A one-time charge is applied for all TSP configurations which are valid for three years if not renewed. A per minute rate charged by mobile carriers for GETS service is passed through to the customer.

### 3.7.3 Emergency Support Function 2

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

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

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

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

### 3.8 Long Distance Services

The following are minimum requirements for long distance service components:

1. The ability to dial domestic long distance in conformance with the 10-digit North American Dialing Plan.
2. International long distance service that conforms to the international dialing plan of the International Telecommunications Union (ITU) for all international calls.
3. Traffic studies on all dedicated State of Florida facilities on a quarterly basis and/or upon DMS request.
4. The capability to route calls to an operator for assistance.
5. Answer supervision and disconnect supervision. The Contractor cannot bill for incomplete or hung calls. Billing must not start until the call is answered.
6. The capability to use authorization codes, whereby a Customer may place a long distance call from a different State line and charge that call to his or her line or account.

7. The addition of new Number Plan Area (NPA) codes and local Exchange Code (NXXs) within 24 hours. NPA and NXX changes must be made to the routing database prior to actual change.
8. The ability to block calls system-wide by NPA. DMS will not be liable for any charges associated with calls made to blocked NPAs and/or NXXs that DMS has requested. All calls to the 700 and 900 NPA and the 976 NXX group must be blocked by the Contractor, unless DMS requests otherwise.
9. The capability to drop all calls in excess of 299 minutes. The State will not be liable for charges associated with long duration calls in excess of 299 minutes. All calls are subject to further investigation for their validity. If proven to be invalid, the cost will be borne by the Contractor.
10. The ability to block calls with an invalid Automatic Number Identification (ANI). Contractor may screen and block such calls or modify the call setup to provide a main billing number which can be used by DMS for rebilling. The State will not pay the Contractor for calls that are made from an invalid ANI.
11. The ability to make and receive fax and modem calls.
12. Provision and activation of long distance services in a timely manner.
13. Restoration of services in a timely manner.

Given the statements in this subsection:

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

#### **NWN Response:**

The ability to dial domestic long distance in conformance with the 10-digit North American Dialing Plan is supported as a part of NWN's offering. Domestic long distance calls outside of the local calling area of the calling party will be billed to the customer at an incremental rate.

International long distance service conforming to the international dialing plan of the International Telecommunications Union (ITU) will also be offered as a part of NWN's offering. International long distance calls outside of the local calling area of the calling party will be billed to the customer at an incremental rate.

NWN will provide an originating grade of service of Poisson One (P.01) or better in all domestic service areas, as well as reporting on consumption of service on a quarterly basis for all billable entities to which services are contractually provided. NWN does NOT provide operator assistance as part of its offering.

Billing will start upon the call being answered per the underlying signaling.

NWN currently only supports the use of authorization codes within a single customer. NWN will leverage its upstream providers to provide dialability of new NPAs and NXXs as they are released. NWN phones will provide blocking of these call types by default. SIP trunking services to customer-owned IP/PBXs and Soft Switches will be provided as is and it will be up to customer to implement and call blocking within their equipment.

NWN can set a maximum call duration on a per-customer basis, but NWN does not currently provide this capability of prove a call's validity but will provide this capability at a future date as an

add-on feature.

Fax and modem calls are supported on a best-effort basis and may require the installation of an analog line to support the endpoint.

Long distances service will be provisioned and activated as part of the bundled service.

Outages will be tracked and resolved in a timely manner per the negotiated Service Level Agreements (SLAs).

### 3.9 Toll-Free Services

The following are minimum requirements;

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

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

terminating number.

17. Routing service to an announcement for toll-free callers, including the ability for Customers to change the announcement by electronically submitting audio files.
18. Redirection service. For example, the toll-free caller reaches a State terminating number and discovers that they have called the wrong agency. The terminating agency will have the ability to forward the caller to another agency's toll-free number. Toll-free charges will accrue to the number the call is transferred to and not the originally dialed number. It is understood that this requirement is limited by network capabilities and therefore will only apply when such capabilities permit this service.
19. Custom call routing. This service will allow the Customer to route calls from their local exchange to another number or exchange or message based upon area code of the caller, time of day, day of week, holiday, and exchange code.
20. Intercept messaging under certain call conditions, as required by the Customer.
21. Route advance to an alternate termination number.
22. Percentage allocation routing.
23. Take back and transfer, a feature which provides the capability to take back an already terminated call and redirect the call to another termination.
24. A management tool with the ability for both DMS and Customers to change the toll-free "ring to" number and other features.
25. Provisioning and activation of services in a timely manner.
26. Restoration of services in a timely manner.
27. Completion of toll-free calls in a timely manner. This includes the peak busy hours and is applicable on the inbound leg of the call once within the SCS infrastructure.
28. Listing of the DMS and Customer toll-free numbers in a timely manner within the toll-free directory listing.

Given the requirements in this subsection:

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

### **NWN Response:**

As part of our offering, NWN supports toll-free services. This includes offering termination of toll-free service into all domestic exchanges with all current and future toll-free NPAs as they become available as well as the acquisition of vanity numbers as they are available.

NWN supports toll-free service originated from any domestic exchange. Toll-free calls originating from a payphone will be billed to the customer at negotiated toll-free rates. NWN will provide a P.01 grade of service for toll-free services and billing will start upon the call being answered per the underlying signaling.

NWN support is reachable twenty-four hours per day, 365 days per year and upon being awarded a contract will have a defined escalation procedure for emergency contact.

NWN offers the option to block incoming calls by calling party number on a customer-wide basis or on a per-did basis, but not the inclusion of the old number in call announcement services and new number intercepts with message and termination to new number. NWN can also re-route calls to a pre-planned number for the duration of any service outage. Services will be provisioned and

activated in a timely manner. In the event of a service outage, services will be restored as quickly as possible.

NWN provides Dialed Number Identification Service and will display the Automatic Number Identification if known.

For Routing service to an announcement for toll-free callers NWN offering provides auto-attendant capabilities to offer the calling choices and then route the call accordingly. Greetings can be updated via electronically submitted audio files via the opening of a MACD ticket with NWN support.

NWN will allow 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 via a MACD ticket to NWN support. NWN supports advanced routing options to an alternate termination number.

NWN does not support take back and transfer.

Changing a toll-free “ring to” number requires opening a MACD ticket with the NWN support desk.

Toll-free calls will be completed in a timely manner and NWN will proactively increase resources and trunk sizes to prevent congestion.

### 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.

#### **NWN Response:**

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

The preferred transport option for NWN Services are NWN Managed Private connections provided by NWN's primary connectivity partners.

For Third-Party transport, Customer and the Customer's Transport provider are responsible for contracting, managing and providing the WAN transport services.

##### **2. Describe the process for monitoring and reporting on call quality for all proposed**

## **services**

NWN will provide the Customers with a dashboard to proactively monitor Call Quality for all calls and associated Mean Opinion Score (MOS). This will allow NWN support personnel and the Customer to identify any trends or issues that may require additional attention by the provider of the transport.

The underlying Transport Service should have DSCP based QoS enabled. If Customer uses transport service that lacks QoS support for certain network segments, Customer may experience service defects (such as periodic garbled voice communications or phone resets) caused by delayed or discarded NWN Service voice packets over non-QoS based. NWN is not responsible for degradations in service association with such transport issues. In these cases, the Customer will need to procure QoS aware network transport for the affected site or sites.

### **3.11 Telephone Number Portability**

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

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

### **3.12 Temporary Suspension of Service**

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

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

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

### **3.13 Intercept Messages**

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

Intercept messages may include the following:

ITN No.: DMS-17/18-004

Attachment A: Final Statement of Work



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.

**NWN Response:**

In order to implement intercept or referrals an authorized user from the customer would open up a ticket with NWN's NOC. The NOC will contact the customer to review the requirements and implement the message intercept or referral.

### 3.14 Unlawful Activities

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

Given the statements in this subsection:

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

**NWN Response:**

**1. Provide a plan for the prevention of unlawful use of SCS**

Through our partnership with Redshift Networks, NWN delivers all of the key components of unlawful usage monitoring and threat defense targeting real-time VoIP and Video communication attacks. Unified Communications Thread Management (UCTM) feature benefits include:

- Protection against 40,000 VoIP attacks:
  - VoIP, presence, conferencing, collaboration, unified messaging, telepresence, video and chat/IM (SIP) applications
  - Call servers, softswitches, voice mail, devices (SIP), subscriber data
- Complete UC-aware stateful & Deep Packet Inspection (DPI) against SIP Trunks
- Protection against data threats and software vulnerabilities
- Protection against toll fraud, Voice/UC Denial of Service attacks, SPIT, war-dialing, botnet scanning, number harvesting, protocol fuzzing or anomaly based attacks, endpoint discovery, caller-ID spoofing threats
- Protection against RTP based threats -- flooding, spoofing, teardown, mixing and replay attacks
- Terminates and validates encrypted signaling (SIP/TLS) packets

- Terminates and validates encrypted media (SRTP) packets
- Automatic Device fingerprinting detection and tracking
- Topology hiding to anonymize user information & privacy
- Track and detect misbehaved endpoints and users
- Blacklist and Whitelist (manual and automatic)
- Easy VOIP/UC network segmentation, zoning, NW/VOIP and UC Service admission controls
- Enforce VOIP/non-VOIP traffic, policing & rate limiting

In addition to the tool above NWN will implement best practices to prevent unlawful activities when implement customer system. The following is an example of some of those best practices.

- Class of service (CoS)
- Voice gateway class of restriction (CoR)
- Provide segmentation and control to the number that can be called, or vice versa. As a leading practice recommendation, either disable Call Forward All or limit it to an extension within your network. Call Forward Busy and Call Forward No Answer should also be limited to internal partitions only.
- Time-of-Day Routing
  - Allows certain partitions to be active during a preset time period during a day and after this period; these partitions become inactive automatically. Helps restrain calls made to national and international numbers after business hours.
- Forced Authorization Code (FAC) and Client Matter Code (CMC)
  - Used to control the access to international and long distance calls. FAC/CMC forces a user to enter a predetermined code to proceed with a call hitting a route pattern that has FAC enabled. Both FAC- and CMC-processed calls are logged to CUCM Call Detail Records (CDR).
- Block off-net to off-net Transfers
- Voice Gateway Toll-Fraud Prevention
  - This feature is known as Call Source Authentication, which is the default behavior of a toll-fraud prevention feature.
- Class of restriction (CoR)

**2. Describe the Respondent's proposed process for monitoring, detecting, and remediating unlawful activity**

The systems in place will not only identify these threads but immediately create incidents in our ITSM alerting the support teams so they can proceed with remediation. DMS notification would follow a defined escalation and communications process for this type of incidents.

**3. Describe the Respondent's proposed process for notifications to DMS and its Customers of potential unlawful activity**

The command center will notify Customers of potential unlawful activity based upon the escalation matrix constructed during the implementation phase of this project.

### 3.15 Connection with MyFloridaNet

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

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

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

The following are minimum requirements:

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

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

### 3.16 Service Interoperability

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

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

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

The following are minimum requirements:

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

Given the statements in this subsection:

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

#### **NWN Response:**

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

Our solution is a suite of unified communications services hosted and managed by NWN. The NWN solution is a feature-rich, cloud-based Internet Protocol (IP) telephony solution that provides easy-to-use, Enterprise-ready Voice and Unified Communications features as a service. It employs the Cisco Hosted Collaboration Solution (HCS) platform as the core of this service allowing NWN to offer:

- **Enterprise telephony:** A cloud-hosted PBX based on Cisco Unified Communications Manager for full-featured, enterprise-grade IP telephony for any size organization.
- **Unified communications:** Enjoy voice and video calling, mobility, instant messaging, and presence on any desktop or mobile device with Cisco Jabber.
- **Conferencing and Team Collaboration:** Add Cisco Webex or Webex Teams to your NWN solution to engage your co-workers, customers, and partners and experience better meetings with high-definition video and screen sharing.
- **Customer care:** Run your contact center completely in the cloud and create differentiated omni-channel customer experiences by adding NWN Care.
- **Endpoints for every occasion:** Select from a wide range of Cisco IP phones to suit any requirement and choose award-winning desktop and room systems that can transform your workplace.

The NWN Services portfolio is comprised of the following foundational services:

- NWN Voice/Video
- NWN Team Collaboration
- NWN Care

- EMP Control, Reporting and Analytics

The following Standard Enterprise Features are included with each of the User Subscription Packages:

- Multi-customer architecture for NWN Enterprise & Multi-tenant architecture for NWN Cloud
- End-to-end Cisco Platform
- Geographically Redundant Data Centers for Service Continuity
- Local and LD Services
- Centralized PSTN Access via SIP with up to 3,000 mins of Local/LD per call path
- Call path to user ratio of 20:1
- Number Porting and DID Services
- 24 x 7 Support
- Backed by 99.99% availability Service Level Agreement
- Version Upgrades to leverage latest features
- Streamlined Administration and Self-care Portals (EMP Control)
- Call Reporting and Billing (EMP Reporting)

NWN transport options as described in the NWN Enterprise Service Description Document SD-6.1, attached under Tab 5.

The preferred transport option for NWN Services are AT&TVPN (AVPN) or TPX MPLS. Other transport types that are considered on a special case basis are:

- AT&T or equivalent MIS with MPLS Private Network Transport Feature (MPLS PNT)
- SD-WAN Solutions
- AT&T or equivalent Ethernet MPLS Private Network Transport (MPLS PNT)
- NWN Enhanced VPN (EVPN)
- AT&T MLPPP (NxT1)
- Third-Party MPLS, Ethernet, SD-WAN or QoS capable VPN Transport
- Third-Party Internet based VPN tunneling
- Internet Only "Over the Top" (OTT) for both NWN Enterprise & Cloud

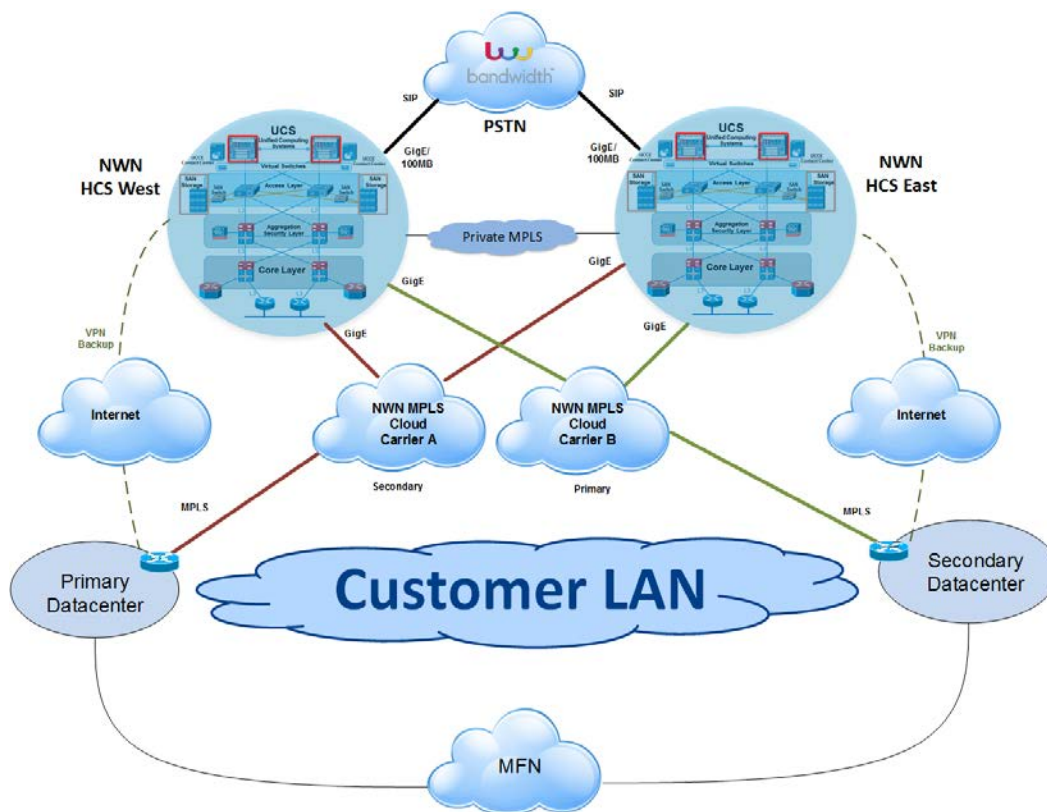
NWN PSTN options as described in the NWN Enterprise Service Description Document SD-2.4 – 2.5.1

The preferred PSTN connectivity option is NWN centralized SIP Service. Other third-party compatible PSTN services require:

- IP/SIP, ISDN, PRI, ISDN BRI/PRI, or analog POTS functionality
- Compatible with standard Cisco IP telephony-based technology
- Cooperation from third-party provider that includes written configuration guides for general Cisco IP telephony environments (IP/SIP services only) and technical configuration assistance to facilitate the service build-out as well as help troubleshoot service interruptions after the service has been configured (IP/SIP service only)
- Compliance with on-net/off-net rules, including technical and logical partitioning of off-net call streams from on-net call streams

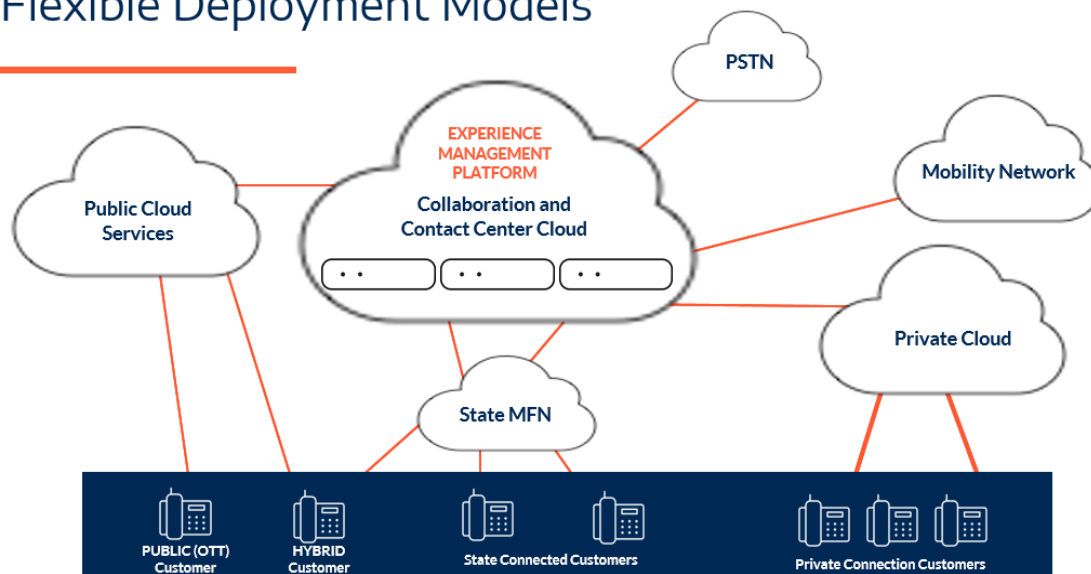
## **2. Provide diagrams, accompanied with relevant descriptions, illustrating proposed**

services' connectivity with PSTN, MFN, and the internet  
 NWN Enterprise



NWN Cloud

## Flexible Deployment Models



3. Describe options available for securely accessing proposed services via the internet  
 for remote workers

NWN Enterprise & NWN Cloud both offer solutions for securely accessing the proposed services via the internet. NWN Enterprise uses a feature called Collaboration Edge and since NWN Cloud's is an internet "Over the Top" (OTT) service, secure internet accessibility is the default mode of connectivity for desk phone, soft phone and mobile devices. Additional information can be found in the NWN Enterprise Service Description document section SD-2.13.

**4. Provide options for interoperability between SUNCOM Customers so sessions remain On-net**

NWN Enterprise can offer interoperability via SIP Trunking or other standards-based connections. NWN Cloud will offer interoperability via a local gateway in conjunction with SIP Trunking.

**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.**

Please refer to item 4 within this question.

### 3.17 Dedicated IP Access

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

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

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

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

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

For a Customer order of a bandwidth speeds above 12Mbps, all special construction will be handled on a case-by-case basis with a Customer service request quote. The Contractor may be required to provide additional details about the special construction to the Department



including, but not limited to, a cost breakdown. Special construction must be provided at no more than the Contractor's cost.

Given the statements in this subsection:

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

**NWN Response:**

NWN transport options as described in the NWN Enterprise Service Description Document SD-6.1, attached under Tab 5.

The preferred transport option for NWN Services are AT&TVPN (AVPN) or TPX MPLS. Other transport types that are considered on a special case basis are:

- AT&T MIS with MPLS Private Network Transport Feature (MPLS PNT)
- AT&T Ethernet MPLS Private Network Transport (MPLS PNT)
- AT&T NWN Enhanced VPN (EVPN)
- AT&T MLPPP (NxT1)
- Third-Party MPLS or QoS capable VPN Transport
- Third-Party Internet based VPN tunneling
- Internet Only "Over the Top" (OTT) for both NWN Enterprise & Cloud.

### 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.

**NWN Response:**

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

NWN Enterprise and NWN Cloud both support Active Directory integration as well as local accounts. This allows roles-based access via unique accounts for customer administration and operation. The multi-customer architecture of NWN Enterprise and multi-tenant architecture of NWN Cloud both provide separation methodologies to ensure that Customers are not able to view each other's environments or data.

**2. Describe any limitations which encumber the overall effectiveness, of Customer-specific domains**

The limitations for Customer-specific domains can be found in the NWN Enterprise Service Description document Section SD-2.14, attached under Tab 5.

### 3.19 Infrastructure Costs

Contractor shall be financially responsible for its connection to SUNCOM, including network-to-network connection facilities, circuits, and infrastructure component costs, including, but not limited to, bandwidth upgrades, equipment, software, trouble ticketing services, NOC and SOC, tools, SLA services, interfacing to CSAB, and infrastructure connections; the State will not compensate Contractor for any of these costs.

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

### 3.20 Testing Hardware and Software

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

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

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

### 3.21 Inspection Process

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

The following are minimum requirements:

1. Contractor will provide staff familiar with the equipment supporting the proposed services.
2. Contractor will provide DMS with full access to all equipment and applicable areas of the facilities.
3. When DMS has a legitimate SCS business need, upon request, Contractor will provide pictures of facilities and systems, and electronic versions of those pictures.
4. Full cooperation with inspections scheduled by DMS.
5. DMS may randomly select sites to be inspected.
6. DMS may conduct inspections prior to the initial migration of any Customers onto the Contractor's service.
7. Prior to migrating Customers onto the proposed service, the Contractor and DMS may develop a plan for inspections. The plan may include the areas to be inspected, a timeline for the inspections, and other administrative details such as Contractor staff available for the process.
8. After each inspection, DMS will provide results of the inspection to the Contractor.
9. The Contractor's trouble ticketing service will be the administrative record for inspections. After each inspection, DMS will notify the Contractor's NOC and close the trouble ticket indicating that the inspection has been completed.
10. Contractor will timely take corrective actions in accordance with Attachment B – Final Contract sections 13.2 and 13.3.

Given the statements in this subsection:

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

**NWN Response:**

NWN provides highly trained and professional resources in support of all proposed services.

NWN will host and escort any DMS staff within the facilities that house the NWN equipment, NOC and other staff as outlined in NWNs SOC auditing requirements. These inspections shall be at the coordination and scheduling of both NWN and DMS resources. This coordination will be handled via individual plans that will be established prior to migrating customers onto the NWN service offerings. All visits and inspections shall be tracked within the NWN trouble ticketing system for recording purposes and to document any outcomes and actions items.

### 3.22 Contractor Webpage

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

The following are minimum requirements:

1. An SCS service description with details including, but not limited to, services, features, activation codes, training, service ordering, trouble reporting, DMS rates, and Customer services information.
2. Web links to the CSAB order entry web page and ordering information.
3. All service options and not-to-exceed pricing for each option/features.
4. The Contractor's webpage must include a link to the SUNCOM webpage [https://www.dms.myflorida.com/business\\_operations/telecommunications/suncom2](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

**NWN Response:**

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

NWNs NOC is physically located in Waltham MA at the company headquarters and is staffed 24x7x365. All security requirements, both physical and virtual are governed by our SOC 1 Type II compliance, which is audited annually. All operations, including continuous system and application monitoring as well as management of customer initiated trouble tickets is handled within this NOC also in a 24x7x365 capacity.

**2. Describe the existence of a production implementation of the proposed NOC. Indicate the size and scope of the implementation**

The NOC services all customers across all support service offerings with a large, highly trained staff of engineers. There are presently thousands of devices and services supported by the NWN NOC for hundreds of existing customers.

**3. Describe the proposed service including the interface with the SOC, DMS, MFN, and the Customers**

All system and application level monitoring events are first triaged by the NOC to determine the appropriate resource assignment for resolution.

The same methodology is employed for all customer initiated trouble tickets. In the event there are any issues deemed necessary for escalation beyond the NOC, the engineers involved will coordinate the escalation as necessary to the NWN Assigned Solution Engineering (ASE) team. These escalations will be thoroughly documented within the NWN trouble ticketing system as to inform all parties from the customer as well as the NWN team. The customer also has the authority to request an issue be escalated outside of the NOC to higher-level resources by contacting the Customer Experience Manager (CEM) at any time. All communications with respects to trouble tickets will include the customer.

When necessary, NWN will work directly with the customer to diagnose, test and resolve issues. The resolution of trouble tickets will be at the agreement of both NWN and the customer. The resolution of the trouble tickets will include a detailed explanation of the resolution. The customer can also request a RFO for any major impacting incidents. This root cause will be presented to the customer from NWN in the form of a Post Incident Review (PIR). During the enablement phase of services, NWN and the customer will work together to determine if there are any circumstances (business units, VIP users, etc.) that would need to be deemed critical and therefore require that trouble tickets be handled with heightened priority. As part of the services provided by NWN, there will be a monthly operational meeting that will encompass numerous metrics to include, but not limited to:

- **Ticket metrics:** open tickets, resolved tickets.
- **Call metrics:** call volumes, answered calls, abandoned calls, average speed of answer.

NWN also has the ability to brand the service offering for SCS to include a dedicated 800 number and response by the NWN staff. NWN also has the capability to brand various technical and administrative components at the discretion of SCS.

**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**

The NOC is the initial and central point of contact for all issues. The NOC services all customers across all support service offerings with a large, highly trained staff of engineers. There are presently thousands of devices and services supported by the NWN NOC for hundreds of existing customers. All system and application level monitoring events (proactive alarms) are first triaged by the NOC to determine the appropriate resource assignment for resolution. The same methodology is employed for all customer initiated trouble tickets. In the event there are any issues deemed necessary for escalation beyond the NOC, the engineers involved will coordinate the escalation as necessary to the NWN Assigned Solution Engineering (ASE) team. These escalations will be thoroughly documented within the NWN trouble ticketing system as to inform all parties from the customer as well as the NWN team. The customer also has the authority to request an issue be escalated outside of the NOC to higher level resources by contacting the Customer Experience Manager (CEM) at any time. All communications with respects to trouble tickets (updates, requests for information, resolution information) will include the customer. When necessary, NWN will work directly with the customer to diagnose, test and resolve issues. The resolution of trouble tickets will be at the agreement of both NWN and the customer. The resolution of the trouble tickets will include a detailed explanation of the resolution. The customer can also request a RFO for any major impacting incidents. This root cause will be presented to the customer from NWN in the form of a Post Incident Review (PIR). During the enablement phase of services, NWN and the customer will work together to determine if there are any circumstances (business units, VIP users, Public Safety, etc.) that would need to be deemed critical and therefore require that trouble tickets be handled with heightened priority. As part of the services provided by NWN, there will be a monthly operational meeting that will encompass numerous metrics to include, but not limited to:

Ticket metrics – open tickets, resolved tickets

Call metrics - call volumes, answered calls, abandoned calls, average speed of answer

NWN also has the ability to brand the service offering for SCS to include a dedicated 800 number and response by the NWN staff. NWN also has the capability to brand various technical and administrative components at the discretion of SCS.

### 3.24 Security Operations Center

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

DMS is seeking a SOC in the Contractor's organization dedicated to dealing solely with security issues, as detailed below. The SOC receives Customer requests for assistance via the NOC. The SOC does not receive calls from Customers. The SOC location does not have to be dedicated to SCS; and can be implemented in a single facility which may also include Contractor's NOC.

The following are minimum requirements:

Contractor must have a SOC which provides the following:

1. A facility located within the United States of America which is physically secured to permit entry of only authorized personnel, as determined by the Contractor.

2. SOC staff who must be available, without limitation, to DMS and MFN Contractors (including MFN Contractor's SOC and NOC staff) for day-to-day operations, design discussions, and other ad hoc tasks.
3. A sufficiently staffed facility twenty-four (24) hours a day, 365 days of the year, will respond to alarms, and receive and manage security related trouble ticket requests from the NOC.
4. Staff will continuously monitor the services the Contractor provides.
5. A central point of control, responsible for coordination of all SCS affecting security issues. Managing issues will routinely involve at a minimum opening tickets and escalations as needed.
6. Unlimited remediation support and consultation for Customers from operation experts at the SOC.
7. Proactive monitoring of security functionality using centralized monitoring tools and a group of technical personnel.
8. Full-time operational monitoring and analysis of security events from any sources.
9. Staff who will continuously coordinate with all affected parties during resolution of service affecting events by monitoring the service affecting events until performance is restored.
10. A process which allows Public Safety Customers to take precedence within the Contractor's queue.
11. Resolutions and updates to any incoming phone calls and emails twenty-four hours a day, 365 days of the year, for all services and components.
12. Primary and backup geographically redundant SOC's which proactively monitor and protect network and data twenty-four hours a day, 365 days of the year.
13. Testing for all services and facilities as necessary to resolve the problem.
14. Proactive alarm checks.
15. Proactive escalation of trouble tickets through the various levels of technical support and as necessary to senior support, including the Contractor's Account Manager.
16. Escalation of troubles to higher-level support upon the Customer's request.
17. Full-time operational monitoring and analysis of events from any sources.
18. SOC staff who will be required to work directly with the Customer when necessary for resolution of trouble tickets, including working together to perform testing and diagnostics.
19. SOC staff who must be available, without limitation, to DMS and MFN Contractors (including MFN Contractor's SOC and NOC staff) for day-to-day operations, design discussions, and other ad hoc tasks.
20. Continuous monitoring support of all services and network security components being managed and will respond and assist effectively to mitigate any threats.
21. SOC staff with the ability to make security changes in real-time in response to proactive and reactive security concerns.
22. Ongoing security service tuning as part of the SCS security service, including updates to attack signatures, thresholds, hardware, software, and procedures (day-to-day production implementation).
23. Address security threats originating within the State intranet, as well as from the internet, and be both proactive and reactive for both intranet and external connections. Upon receipt of an alert from equipment, or active verification by SOC personnel of a cyber-attack, the SOC opens an incident ticket to track the event through the mitigation process. An audio conference bridge may be established by the SOC and used during the

mitigation process.

24. An alerting process, signaling an attack is in process. Alerts, distribution lists, and processes are related to the specific security service proposed by the Respondent; therefore final, detailed, operational procedures are to be developed during the implementation phase with DMS and Customers. Completed documented processes are required before Customers are migrated to SCS. Operational procedures will include but are not limited to the following:
- a. A matrix of alert levels and corresponding notifications, including members of email distribution lists, subject to final approval by DMS.
  - b. Alert processes dependent on attack severity and type.
  - c. Various interactions between the SOC, DMS, and Customers depending on attack severity and type.
  - d. Notifications tailored to the type and severity of the attack and will be sent to various distribution lists.
  - e. Distribution lists to send information to specific individual staff informing them of attack types and severity.
  - f. Updated alert processes dependent on Customer needs, as agreed in writing by the Contractor and DMS.

Given the statements in this subsection:

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

- e. Remediation support
  - f. Proactive monitoring
  - g. Full-time monitoring
  - h. Coordination with all affected parties
  - i. SCS branding
  - j. Public Safety Customer precedence
  - k. Responses with resolution and updates
  - l. Geographic redundancy
  - m. Testing
  - n. Proactive alarms
  - o. Escalation processes
  - p. Monitoring and analysis from all sources
  - q. Working directly with Customer staff
  - r. Availability without limitation for operations, design and ad hoc tasks
  - s. Continuous monitoring and threat mitigation
  - t. Real-time changes
  - u. Security service tuning
  - v. Scope of service, proactive resolution, security incident ticketing and tracking
  - w. Alerts, distribution lists, and security operational processes
5. As part of the response, discuss the use of:
- a. Geo blocking (ability to monitor and block traffic originating from specific locations throughout the world)
  - b. Reputation-based (detection and blocking of traffic from sites known to be “bad actors”; based on near real-time database updates)
  - c. Application blocking (blocking of undesired applications)
6. The Respondent’s Response must include the following operational processes which will be finalized in the implementation phase:
- a. Alert levels and corresponding notifications
  - b. Interactions between the SOC, DMS, and Customers
  - c. Tailored notifications
  - d. Use of and construction of distributions lists

### **NWN Response:**

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

#### **Command Center**

The Command Center is the central point-of-contact to NWN’s Managed Services for daily support activity. The command center follows the same methodology as the Service Desk outlined in the response to question 3.23.

#### **Security Incident Management**

NWN provides 24x7x365 monitoring and commercially reasonable efforts are made to identify attacks promptly and reliably. The methodology applied by the Intelligent Security Command Center analysts includes the following steps:

1. **Preparation:** Get ready to handle the Security Incident.
2. **Identification:** Detect the Security Incident.
3. **Containment:** Limit the impact of the Security Incident.
4. **Remediation:** Remove the threat.
5. **Recovery:** Recover to a normal posture.
6. **Aftermath:** Document and improve the process.

General actions to take for each step is determined on the type of security incident that has indications of occurring in the near future, is currently occurring, or has occurred.

#### **Detect, Identify, Validate Incident**

Logs are scrutinized by our trained security analysts to detect security incidents. When they find something suspicious, they compare it to other known threats, investigate the authenticity and check our intelligence sources including US-CERT and various Threat Intelligence feeds.

When an analyst finds something that threatens your organization, the following schema will be analyzed:

1. Client name
2. Point of contact information including name, telephone, and email address
3. Incident Category Type (Utilize Category table)
4. Incident date and time, including time zone
5. Source IP, port, and protocol
6. Destination IP, port, and protocol
7. Operating System, including version, patches, etc.
8. System Function (e.g., DNS/web server, workstation, etc.)
9. Antivirus software installed, including version, and latest updates
10. Location of the system(s) involved in the incident (e.g., Washington DC, Los Angeles, CA)
11. Method used to identify the incident (e.g., IDS, audit log analysis, system administrator)
12. Assess impact to agency
13. Provide steps for resolution to specified customer point of contact

#### **Security Incident Category Table**

Category	Name	Description
CAT 0	Exercise/Network Defense Testing	Used during exercises and approved activity testing of internal/external network defenses or responses.
CAT 1	Unauthorized Access	An individual gains logical or physical access without permission to the network, system, application, data, or other resource
CAT 2	Denial of Service (DoS)	An attack that successfully prevents or impairs the normal authorized functionality of networks, systems or applications by exhausting resources. This activity includes being the victim or

		participating in the DoS.
CAT 3	Malicious Code	Successful installation of malicious software (e.g., virus, worm, Trojan horse, or other code-based malicious entity) that infects an operating system or application.
CAT 4	Improper Usage	A person violates acceptable computing use policies.
CAT 5	Scans/Probes/Attempted Access	Any activity that seeks to access or identify a computer, open ports, protocols, service, or any combination for later exploit. This activity does not directly result in a compromise or denial of service.
CAT 6	Investigation	Unconfirmed incidents that are potentially malicious or anomalous activity deemed to warrant further review.

### Incident Priority Level

If the analyst determines that the incident is a valid threat, it is assigned a severity level based upon the potential impact and urgency. Incident response will be managed based on the priority of the incident. This will determine who manages the security incident, the timing and extent of the response. Security Incident criteria are defined as follows:

### Impact

Impact	Description
<b>Severe</b>	<p>The severity of a security incident will be considered "Severe" if any of the following conditions exist:</p> <ul style="list-style-type: none"> <li>• Threatens to have a significant adverse impact on a large number of systems and/or people (for example, the entire enterprise is affected)</li> <li>• Poses a potential large financial risk or legal liability</li> <li>• A high likelihood of compromise exhibiting characteristics associated with a targeted attack or an Advanced Persistent Threat</li> <li>• A suspected or confirmed compromise by an intruder</li> <li>• Validated successful attacks from an external host</li> <li>• Vulnerability requires few resources to exploit, with significant potential for loss.</li> <li>• Vulnerability affects a majority of systems or edge devices.</li> <li>• Extreme global network security incident activity is in progress.</li> <li>• Increased monitoring is required after the incident.</li> <li>• Adversely impacts an enterprise system or service critical to the operation of a major portion of the customer (for example, e-</li> </ul>

	<p>mail, financial systems, human resources information system, etc.).</p> <ul style="list-style-type: none"> <li>• Has a high probability of propagating to other systems within the client and may cause significant damage or disruption to those systems.</li> <li>• Planning for the re-deployment and/or re-configuration of affected security systems is recommended.</li> </ul>
<b>High</b>	<p>The severity of a security incident will be considered “High” if any of the following conditions exist:</p> <ul style="list-style-type: none"> <li>• Adversely impacts a moderate number of systems and/or people, such as an individual department, location, or building.</li> <li>• Adversely impacts a non-critical enterprise system or service.</li> <li>• A high-risk infection of an internal host</li> <li>• A suspected aggressive external attack that shows a deliberate attempt to access your environment</li> <li>• An internal host exhibiting suspect activity (such as aggressive port scans or attempts against internal assets)</li> <li>• An attack targeting a documented vulnerability</li> <li>• A suspected outbreak of internal infections</li> <li>• Vulnerability requires trivial resources to exploit with significant potential for devices or network to be exploited</li> <li>• Isolated threat to the computing infrastructure is currently underway or malicious code has been activated</li> <li>• Adversely impacts a departmental service, such as Marketing or Training.</li> <li>• Has a moderate probability of propagating to other systems within the client and may cause significant damage or disruption to those systems.</li> </ul>
<b>Moderate</b>	<p>The severity of a security incident will be considered “Moderate” if any of the following conditions exist:</p> <ul style="list-style-type: none"> <li>• Adversely impacts a very small number of systems or individuals</li> <li>• Suspicious traffic between two hosts; requires further scrutiny; analyst is unable to determine malicious intent based on available information</li> <li>• Limited exploitation attempts against internal hosts with no secondary indication of compromise</li> <li>• Summary incident involving peer-to-peer (P2P) or spyware activity</li> <li>• A suspected infection of an internal host</li> <li>• Disrupts a very small number of network devices or segments</li> <li>• Vulnerability is in the wild and exploitable with little potential for success</li> <li>• Exploitation increases the probability of additional vulnerabilities being exploited</li> <li>• Has little or no risk of propagation or causes only minimal disruption or damage in the attempt to propagate</li> <li>• Exposed systems should be examined to ensure current</li> </ul>

	signatures and /or rules are implemented <ul style="list-style-type: none"> <li>Careful monitoring of logs is recommended</li> </ul>
<b>Low</b>	The severity of a security incident will be considered “Low” if any of the following conditions exist: <ul style="list-style-type: none"> <li>Routine Alerts</li> <li>Summary incident with a list of attackers that scanned your perimeter for open FTP servers</li> <li>Summary incident with all privileged logons from host IDS sources</li> <li>Summary incident listing IRC activity</li> <li>Pre-authorized vulnerability scans</li> <li>Traffic was dropped and no further action is required</li> <li>Carries a very low probability of any type of intrusion</li> <li>No discernible network security incident activity to report other than dropped traffic or “white noise”</li> </ul>

#### Urgency

Urgency is the extent to which the Security Incident’s resolution can bear delay. The initial urgency will be pre-defined from the alerting tool based on the type of alarm received.

- 1 – High:** Full service outage of a critical system or VIP is affected.
- 2 – Medium:** Ability to function is partially impacted.
- 3 – Low:** No Impact on the ability to function.

#### Priority

Priority identifies the relative impact of a Security Incident and how quickly NWN Managed Services personnel should address the Security Incident. Priority is based on the combined Severity and Impact assignments as illustrated below:

		Impact			
		S	H	M	L
Urgency	H	1	1	2	3
	M	2	2	3	4
	L	2	3	4	4

Standard Service Level Parameters are listed as follows:

Standard Contact and Response Times by Priority			
	Client Contact	NWN MS Contact	Response Notification
4	Service Desk	Service Delivery via ServiceNow	8 Hours
3	Infosecurity Team	Security Analyst	4 Hours



2	Manager	Senior Security Analyst	1 Hour
1	Director	Director, Managed Security Operations	15 Minutes

### Severe Incident Escalation

When an analyst determines that an incident is severe or high, we open an incident in ServiceNow and telephone your authorized Point of Contact. If you have more than one Point of Contact, we will use the information provided in your escalation path to contact the appropriate person for this incident.

### Customer Severity rules

The severity of a security incident is based on how it is classified by the analysis team. If the severity needs to change to better suit unique processes or security posture needs this can be done by speaking to the ISCC manager who will involve your senior analysts to review the expected results of any changes.

An administrator can create a custom severity rule based on either the incident type or the assets involved in the incident. This will apply to all new incidents matching the rule. Currently custom severity rules must be applied across your whole organization. Custom severity rules can also be used to control which incidents are escalated.

### Missed Incident Notification

If a Customer suspects a missed incident, the customer can initiate an investigation by calling NWN's command center. NWN will complete a formal review that will allow us to understand the cause and refine the service if needed.

A missed attack may be attributed to:

- Vulnerability scan of unmonitored network segment
- Upstream filtering blocked the attack
- Activity assessed against available data and determined to be a false positive
- Configuration issue with an IDS or firewall

To initiate an investigation for a missed incident, the following information is required:

- Date/time of the alleged missed incident/attack
- Source IP of the attacker
- Target(s) of the attack (if applicable)
- Nature of the activity (if known)
- How the attack was detected

A senior security analyst will review all logs associated with the attack from all reporting sources. This activity is compared with the activity that was available to the analyst at the time of the suspected attack. Based on the results of this investigation, the senior analyst determines if there was actually an attack that we missed. If an incident was indeed missed, we will identify the root cause and determine the remediation steps. Your service delivery manager may ask you for assistance in completing an After-Action Report (AAR). This procedure allows us to identify the root cause and improve our services.

## 2. Describe the existence of a production implementation of the proposed SOC. Indicate the size and scope of the implementation.

This SOC currently supports multiple customers and monitors over 2 MM security events daily.

**3. Describe the proposed security service including the interface with the NOC, DMS, MFN, and the Customers.**

In addition to establishing and following an explicit communications plan between NWN and DMS/MFN/Customers, NWN can provide integration services between the platform and that of the Customer.

**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**

See response to question 2.8.

**b. Monitoring capabilities.**

See "Security Incident Management" section in point 1 above.

NWN will reviews logs and security messages through the implemented SIEM which will encompass all identified equipment during the implementation phase of this program.

**c. Management of trouble reporting**

See "Security Incident Management" section in point 1 above.

**d. Central point of control**

See "Service Desk" section in point 1 above.

**e. Remediation support**

NWN will work with Customer IT and the NWN command center to address security items.

**f. Proactive monitoring**

See "Security Incident Management" section in point 1 above.

NWN will reviews logs and security messages through the implemented SIEM which will encompass all identified equipment during the implementation phase of this program.

**g. Full-time monitoring**

See "Security Incident Management" section in point 1 above.

NWN will reviews logs and security messages through the implemented SIEM which will encompass all identified equipment during the implementation phase of this program.

**h. Coordination with all affected parties**

The SDC and SDM ensures coordination to all impacted parties. This is completed using but not limited to the following: automated messages from the ITSM, individual correspondence, regular status reports. All communications will adhere to the escalation plan created during the implementation phase of this program.

**i. SCS branding**

The web-based customer portal is specific to each customer, however the Service Desk is not customer specific.

**j. Public Safety Customer precedence**

The SDC assigns priority based on the impact and urgency of an individual ticket.

**k. Responses with resolution and updates**

The SDC provides updates, both automated and direct from the resource(s), throughout the incident remediation process, including resolution notes upon completion.

**l. Geographic redundancy**

See "Service Desk" section in point 1 above

**m. Testing**

The SDC will provide testing service tied to incident remediation. Additional testing services would need to be coordinated through the SDM.

**n. Proactive alarms**

See "Security Incident Management" section in point 1 above.

**o. Escalation processes**

See "Incident Priority Level" and "Sever Incident Escalation" sections in point 1 above.

**p. Monitoring and analysis from all sources**

See item g of in point 2 above.

**q. Working directly with Customer staff**

The SDC is available 24x7x365 to receive incidents from customer IT and other authorized staff.

**r. Availability without limitation for operations, design and ad hoc tasks**

The SDC is available 24x7x365 to receive incidents from customer IT and other authorized staff.

Tasks not specifically tied incident management would need to be scheduled through the SDM.

**s. Continuous monitoring and threat mitigation**

See "Security Incident Management" section in point 1 above.

**t. Real-time changes**

Recommended changes to the customer environment will follow Change Management protocols outlined in the implementation phase of this program. As part of that process, some changes may require scheduling through the SDM.

**u. Security service tuning**

Recommended changes to the customer environment will follow Change Management protocols outlined in the implementation phase of this program. As part of that process, some changes may require scheduling through the SDM.

**v. Scope of service, proactive resolution, security incident ticketing and tracking**

Please see "Service Desk" and "Security Incident Management" sections in item 1 above.

Recommended changes/resolutions to the customer environment will follow Change Management protocols outlined in the implementation phase of this program.

Regardless of the specific change to address the issue, the SDC will take immediate action to alleviate threats from impacting the wider system.

As part of that process, some changes may require scheduling through the SDM.

**w. Alerts, distribution lists, and security operational processes**

NWN works with the customer to create a matrix of alert types mapped to distribution list per the customer's 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)**

NWN can implement a suite of tools designed specifically block specific applications and can monitor within the SOC.

**b. Reputation-based (detection and blocking of traffic from sites known to be "bad actors"; based on near real-time database updates)**

NWN can implement a suite of tools designed specifically block specific applications and can monitor within the SOC.

**c. Application blocking (blocking of undesired applications)**

NWN can implement a suite of tools designed specifically block specific applications and can monitor within the SOC.

**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**

Please see "Security Incident Category Table" in point 1 above.

**b. Interactions between the SOC, DMS, and Customers**

See response to 4.h above.

**c. Tailored notifications**

NWN supports customized notifications at an hourly rate.

**d. Use of and construction of distributions lists**

NWN will utilize distribution lists for communication purposes based on input delivered by Customer during the implementation phase of this program.

### 3.25 Highly Available and Highly Reliable Design Characteristics

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

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

The design characteristics for HA/HR are as follows:

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

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

### 3.26 Cooperation with Other Contractors

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

Given the statements in this subsection:

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

**NWN Response:**

NWN is committed to work with other SUNCOM contractors and subcontractors to achieve the best solutions for DMS and the State of Florida entities. NWN currently works with contractors such as CenturyLink, AT&T, Verizon and TPX to deliver similar solutions for State of CA, NC, SC and VT.

### 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.

### **NWN Response:**

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

Security policies are strictly enforced. With real-time notifications, event tracking and anomaly detection, multiple levels of security are deployed throughout the service offering to protect, prevent and respond to service availability and security concerns.

Deep packet inspection of tenant traffic takes place at multiple ingress and egress points, providing Cloud Operations with insight into traffic payloads for security and performance management.

Tenant resources are deployed within secured isolated environments. Access is restricted according to the least privilege principal, with changes following a rigorous approval process. Proactive penetration scans are performed to test designs and responses for internal and external security.

Logs are aggregated to the local resources for centralized review and monitoring. Standard maintenance and operational policies are followed for all managed resources – this includes proactive and reactive security hardening along with patch remediation and lifecycle management.

Cloud Operations and engineering teams can provide assistance investigating incidents and help remediate issues with engagement from our security and forensic partners. A detailed response and notification plan is followed when these activities are performed.

Notifications related to security are addressed by following the maintenance process in which announcements are conveyed to the customer for visibility when applicable.

#### **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**

Events, incidents and requests are managed through both the ticketing and monitoring systems. Performance metrics, events and real-time reports are viewed through live dashboards. Reports are summarized monthly which are presented by the Customer Experience Manager to the tenant.

#### **3. Describe how the MFN NOC and SOC, and Customers, will interface with these fully managed security services**

The Customer Experience Manager and Network Operations Center handles the tenant's requests.

#### **4. Describe options for the various security notifications to DMS and Customers**

Events, incidents and requests are tracked and managed through both the ticketing and monitoring systems with notifications sent to a customer for all created incidents.

#### **5. Describe both the proactive and reactive methods of security efforts for both intranet and external connections**

Events are tracked in real-time in addition to being aggregated and archived within the monitoring system. Anomalous activities are proactively addressed with comparison to the



dynamic thresholds contained within the monitoring system. Standard health checks are conducted by the NOC, engineering and Operations teams.

**6. Describe how the services and processes are refreshed to mitigate the constantly changing threat environment**

All devices are inventoried and the life cycle managed through centralized CMDB. All devices within the CMDB are monitored and managed – all events are logged allowing trend lines and dynamic thresholds to be established.

**7. Describe options to collect Layer 7 application payloads, for example using deep packet inspection technology**

Ingress and egress traffic is captured in real-time to provide operations with insight into all layers of communication.

**8. Describe any proposed support for SIP signaling using Transport Layer Security**

SIP/TLS signaling between managed client endpoints and call control resources is supported. SIP/TLS signaling to upstream providers for off-net calling is not currently supported.

**9. Describe how encryption for media streams is offered**

SRTP encryption for media streams is offered for on-net calling between managed client endpoints including voicemail services.

### 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.

**NWN Response:**

The service offering enables authentication to be integrated into the customer's existing LDAP servers, providing the tenant with customer-level self-service and management capabilities. End-to-end authentication channels must be encrypted. Tenant management portals are web-based, and single sign-on capabilities are expected in future releases.

### 3.30 Contractor Meetings with DMS

Contractor is required to attend all meetings referenced in this subsection. Meetings will be held at the DMS office in Tallahassee, Florida. DMS may, at its sole discretion, require the Account

Manager and other Contractor's staff attend the meeting in person, or allow remote attendance via a mutually agreed upon conferencing service.

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

### 3.30.1 Monthly Operational Meetings

The Contractor is required to meet at least monthly with DMS to review and audit, at least, NOC, SOC, security, and SLA reporting services. These meetings may include, but are not limited to, discussions of the network and all of its services, review of operational concerns (review of NOC / SOC tickets), technical updates/changes, SLA compliance, security, policy, design, and administrative topics. While there will be discussions of current and future services, these meetings are not sales meetings. Agendas for these meetings will include operational and administrative items including, but not limited to, review of operational concerns (review of NOC / SOC tickets), review of NOC Activity Report, reviewing and auditing phone tree accuracy, updates to the staff notification process, and any proposed Operational Changes.

### 3.30.2 Project Management Monthly Review Meetings

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

### 3.30.3 Project Implementation Phase – Project Kickoff Meeting

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

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.
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## 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. Provides views and reports which include real-time and historical information, and provides quality assurance.
2. The management system has multiple levels of security access. Management and configuration functions are password protected and logs are kept of all access and changes. Two-factor authentication is preferable.
3. 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.
4. 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.
5. 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.
6. Contractor is responsible for monitoring all components provided as part of SCS.
7. Provides read-only access to all management and system-level information about SCS services in its various forms.
8. The management system provides alerts for any down or degraded service via email with a description of the issue.
9. 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.
10. Thresholds can be set in advance; both for general use, as specific by Customers, and for those thresholds which are an SLA violation.
11. The management system can tie in directly to other tools, such as performance tools, by clicking on the network object icon.
12. 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.
13. The management system is capable of doing analysis and severity summary of

- performance data (for example, system log).
14. The management system can provide web accessible view functionality from mobile devices.
  15. 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.
  16. 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.
  17. There will be no limitation on the number of licenses to access the management system.
  18. Each sign-on access requires a unique account and single sign-on.
  19. 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.
  20. The management systems should have the ability for DMS and Customers to perform system performance tests.
  21. Provides Customers flexible email distribution list functionality. For example each Customer has the ability to develop their own distribution list.
  22. 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.
  23. 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.
  24. 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.

#### **NWN Response:**

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

NWN provides a robust set of system level monitoring and management dashboards. These dashboards provide real-time and historical information regarding the health, status and functionality of all associated systems for DMS and any customers of DMS. These dashboards are graphical in nature, utilizing an easy to read and comprehend set of customizable display options.

**2. Describe how access to the management system will be provided to DMS and Customers via different levels detail**

All dashboards are accessible over the top without any need for private connectivity or specialized applications, browsers or plugins, including mobile device connectivity.

**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**

Please refer to Item 1 within this question.

**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**

Security is of paramount importance. Thusly, these dashboards are secured via two-factor authentication with all access and changes documented, logged and stored for review as

necessary. To further aid in securing critical information, access to these dashboards will be read-only. All access and connectivity will be role based and allow for a very granular level of authority. NWN will work with DMS and their customers to identify key personnel to allow for read-only access to the interfaces.

**5. List the monitoring functionality for different devices such as SIP gateways and SBCs**

The NWN monitoring and management system also provides for real-time alerting and event correlation. The monitoring and management system receives inputs from various different systems and via many different industry standard protocols, depending on the systems and devices being monitored. The various inputs are automatically assimilated, validated and correlated via an analytics engine. As an example, alerting for gateway, SBCs, or other routers is a combination of SNMP traps, syslogging and polling. Alerting for more application centric devices such as any unified communications servers is based on the same type of SNMP traps and polls, syslogging events as well as standards-based SOAP and other API connections. These alerts are threshold based and any and all specialized configuration is agreed upon by both NWN and DMS. These alerting thresholds can be configured during the enablement of monitoring services and/or changed as necessary. These alerts are configured as part of the monitoring and management dashboards to provide DMS and customers access in real-time.

**6. Describe where read-only access will be permitted**

Please refer to Item 4 within this question.

**7. Describe the reporting, screen view, and web accessible view functionality to be provided. Describe options for distribution of reports**

There are also reporting capabilities within the NWN systems to allow for performance analytics, traffic analysis, system health checks, etc. Like the dashboards, these reports are accessible over the top without any need for private connectivity or specialized applications, browsers or plugins, including mobile device connectivity. Reports can be delivered in real-time, via email or in a scheduled, dashboard fashion. Email report delivery will be at the discretion of DMS and its customers and can be via single distribution of distribution list(s). NWN will work with DMS to establish these methods. All dashboards and reports will encompass all systems and devices that are presently under contract between NWN, DMS and their customers. Any changes to the scope (device adds/deletions, etc.) will be reflected in the dashboards and reports immediately upon any change.

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

The NWN management system will also allow DMS and their customers the ability to maintain QA standards via many of the mechanisms outlined above. The monitoring platform provides for a robust, proactive alerting system to ensure the highest quality of service provided. Additionally, NWN will be able to utilize the management system to invoke various changes and tests within the underlying architecture to ensure the highest quality of service is provided to DMS and their customers. Via the role based interface, DMS and their customers will also have the capability to perform these changes and tests.

### 3.32 Tools

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

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

The following are minimum requirements:

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

Given the statements in this subsection:

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

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

#### **NWN Response:**

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

The EMP Web-based management portal provides the customer with the ability to fulfill MACD requests for any user or phone, including services such as single number reach, voicemail and line modification.

The monitoring portal provides performance and service availability metrics to the customer in real-time with actionable events integrated into the ticketing portal for an end to end audit trail of alert, escalation, action and remediation.

**2. Describe the proposed tools including licensing**

Licensing reports are visible within the management portal for tenant level administrators and are also included on the monthly reported provided by Customer Experience Manager.

**3. Describe the existence of a production implementation of the proposed tool suite. Indicate the size and scope of the implementation**

These services are dynamic and scalable in scope, multiple data collectors are deployed to gather real-time events and performance metrics that aggregate the data back to a centralized source.

**4. Describe how access to the tools will be provided via a standard web browser**

Dashboards that provide management, reporting and monitoring capabilities are accessed through secured web portals.

**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**

Access levels are controlled and managed within the various portals to limit the view and scope of tenant individuals based on their role responsibilities.

**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**

There are no known issues preventing the monitoring and detection of 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**

Performance metrics and events are captured and aggregated within the centralized monitoring portal. Metrics directly relating to the above requirements are listed below and also captured within the Cisco Unified Real-Time Monitoring Tool Administration Guide. Due to the number of metrics that are monitored and for formatting purposes, a reference document is provided - "NWN - DOC - CUCM Available Performance Metrics - 1.0" or refer to the vendor's resource for what additional metrics may be made available on the portal.

**Required Metrics**

1. Call Throughput
  - a. Calls Attempted
  - b. Video Calls Completed
  - c. Calls Completed
2. Active Calls
  - a. Incoming Calls from Peer
  - b. Outgoing Calls to Peer
  - c. Outgoing Max Calls
  - d. Incoming Max Calls
3. Inbound Call Rates From Peer
  - a. Accepted
  - b. Refused
4. Outbound Calls Rates to Peer
  - a. Successful
  - b. Failed
5. Inbound Failure Predictive Threshold
  - a. Refused
  - b. Dial CTL Peer Refused Calls Failed Predicated Value
  - c. Dial CTL Peer Refused Calls Upper Bound
  - d. Dial CTL Peer Refused Calls Lower Bound
6. Outbound Failure Predictive Threshold
  - a. Refused
  - b. Dial CTL Peer Refused Calls Failed Predicated Value
  - c. Dial CTL Peer Refused Calls Upper Bound
  - d. Dial CTL Peer Refused Calls Lower Bound
7. Total Active Voice Calls
8. Total Active Voice Call Legs
  - a. Total Connections
9. SIP Connection Rate

- a. TCP
- b. UDP
- 10. SIP Timeouts
  - a. Client Request Timeout Ins - 408
  - b. Client Request Timeout Outs - 408
- 11. SIP Layer 4 Failures
- 12. SIP Server Errors
  - a. 500 – Server internal Error Outs
  - b. 500 – Server Internal Error Ins
  - c. 502 – Bad Gateway Outs502 – Bad Gateway Ins
  - d. 503 – Service Unavailable Ins
  - e. 503 – Service Unavailable Outs
  - f. 504 – Server Gateway Timeout Ins
  - g. 504 – Server Gateway Timeout Outs
- 13. SIP Client Loops Detected
- 14. SIP Client Errors
  - a. 404 – Client Not Found Ins
  - b. 404 – Client Not Found Outs
- 15. SIP Global Failures
  - a. 600 – Busy Everywhere Ins
  - b. 600 – Busy Everywhere Outs
  - c. 603 – Global Decline Ins
  - d. 603 – Global Decline Outs
  - e. 604 – Global Not Anywhere Ins
  - f. 604 – Global Not Anywhere Outs
  - g. 606 – Global Not Anywhere Ins
  - h. 606 – Global Not Anywhere Outs
- 16. SIP Client Failure Responses
  - a. Sip Client Not Accept Here Ins
  - b. Sip Client Not Accept Here Outs
- 17. PRI Usage
  - a. PRI Spans in Service
  - b. PRI Channels Active
- 18. Hunt Lists in Service
- 19. Conferences Active
  - a. MCU Conferences Active
  - b. Hardware Conferences Active
  - c. Software conferences Active
  - d. Video Conference Bridge Conferences Active
- 20. Calls Active and in Progress
  - a. Calls in Progress
  - b. Video Calls Active
  - c. Encrypted Calls Active
  - d. Calls Active
  - e. Max Calls Active

- f. Authenticated Calls Active
- 21. Interface Utilization Percentage
  - a. RX
  - b. TX
- 22. Interface Throughput Data
  - a. RX
  - b. TX
- 23. Interface Throughput Packets
  - a. RX Unicast
  - b. RX Broadcast
  - c. RX Multicast
  - d. TX Unicast
  - e. TX Broadcast
  - f. TX Multicast
- 24. Interface Errors
  - a. RX Errors
  - b. RX Discards
  - c. TX Errors
  - d. TX Discards
- 25. ICMP Latency
  - a. Average Latency
  - b. Max Latency
  - c. Min Latency
  - d. Standard Deviation
- 26. ICMP Availability Percentage
- 27. ICMP Uptime
- 28. Ping Packet Loss
- 29. OS Class Maps Throughput
  - a. Limit – Interface
  - b. Limit – Guarantee
  - c. Limit – Shaped
  - d. Limit – Policed
  - e. Pre-Policy
  - f. Post Policy
  - g. Drop
  - h. Fragment
- 30. Class Map Packet Rate
  - a. Drop
  - b. Fragment
  - c. Drop – No Buffer
  - d. Pre-Policy
- 31. Shaping – Queue Depth
- 32. Shaping Throughput
  - a. Delay
  - b. Drop

### 33. Shaping Packet Rates

- a. Delay
- b. Drop

## 8. Provide information on the required options for traffic analysis, and any other options for traffic analysis

All traffic related metrics are gathered, stored and visible in within the monitoring system.

## 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

The metrics collected in relation to traffic patterns and performance provide the necessary details needed to proactively response to any alerts that may impact services.

## 10. Describe how tools provide various tests that can be accomplished by the NOC/SOC personnel, DMS staff, and Customer staff

These tools provide the ability to validate service availability with functions specific to individual resources. Commands can be executed remotely from the monitoring portal to verify system and service uptime on demand. These tools perform these service validation tests continuously in an automated fashion with events being escalated and ticketed for customer visibility. Service related events within the monitoring portal contain the ticket ID to provide a complete audit trail of service monitoring, response time and remediation activities.

### 3.33 Temporary Service Increase

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

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

### 3.34 Online Portal for Self-Management

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

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

The following are minimum requirements:

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

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

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

Given the statements in this subsection:

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

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

#### **NWN Response:**

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

NWN Enterprise provides EMP Control and NWN Cloud provides Control Hub featuring the Webex Administration Portal for Customers to self-manage their environments. Both are web-based portals that allow the Customer to manage and monitor their service. EMP Control can be found at Section SD-8 of the NWN Enterprise Service Description document.

**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.

NWN's online administration portals for both NWN Enterprise and NWN Cloud can accomplish requirements a-g via web-based, menu driven settings that allow easy administration of these types of changes. For requirements h-k, there is no direct integration today between NWN and CSAB but with the availability of CSAB's API, integration may be available for implementation after further research. More information regarding the online portals can be found at Section SD-8 of the NWN Enterprise Service Description document, attached under Tab 5.

### **3.35 Logging and Archival**

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

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

The following are minimum requirements:

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

Given the statements in this subsection:

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

#### **NWN Response:**

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

NWN has the ability to track, correlate and report on traffic patterns throughout the solution offering in order to provide a high level of insight into the performance and trend lines of the traffic flows. Resources that are part of the solution offering log traps, syslog events and alarms into the centralized monitoring system which is can be viewed from a web based dashboard – this bidirectional design provides for deeper insight into the health and metrics of the environment along.

- 2. Describe in detail the logging and archival components.**

Core network devices archive their configurations off in a real time manner and securely stored for the required retention period. Logs within the application services layer are stored locally as well as having the ability to offload to a centralized location which can then be ingested into a data analytics platform for secure web based viewing.

- 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.**

Access to those logs are not provided to tenants for security purposes and are only visible to the engineering and operations teams; however, this capability could be enabled.

**4. Discuss the service, systems, and processes Respondent proposes to use to log and archive information. Provide specifics of the logging and retention of archived information, including equipment specifications.**

Resources as part of the managed offering all have the capability to log events, traps, and alerts to multiple locations. SIP signaling logs are archived and visible through a web based dashboard that is tenant available, media logging is only available as part of a call-recording add-on feature. Media logging and playback is available through the applications secure web service portals.

**5. Describe how backups of archived information are accomplished.**

The logging and archival process are separately managed yet linked. Local retention policies with the application services layer are defined and stored internally to the system with the logs securely offloaded to external resources for long term retention and protection. These processes are automated and occur in both real-time and in an asynchronous manner at different times within the workflow. The local retention period is designated to a ratio of the long term retention requirement. The proposed systems that are integral to these requirements are virtual to allow management flexibility and additional levels of protection capabilities. The primary logging services are hosted in multiple locations to ensure data integrity and logging retention requirements are met. The backup and data protection process of the logged information is achieved in a multitude of ways – external off loading, file backup, virtual machine backup, application level database backups and asynchronous replication of the complete virtual machine. If longer term retention periods are required, further levels of protection and archival capabilities is achieved by using offline media to guarantee complete data availability. This process is automated and occurs on scheduled basis with real time alerts. If the tenant requires access to this level of archived data, a request needs to be made and the data can then be brought online or provided. Backups of the local resources are encrypted to ensure complete data protection. The management of the encryption keys that protect this data follows a strict and secure process to ensure data availability and confidentiality.

**6. Describe options to log and archive media and signaling traffic.**

The archiving and data protection of media is managed by the process outlined above. This same process is used to ensure SIP signals logging protection.

### 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.

#### **NWN Response:**

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

As part of the overall solution offering, the tenant is provided access with the EMP management portal which contains provisioning audit logs related to MACD's.

**2. Explain how real-time access is provided.**

These logs are retained for the required retention period and can be securely access through an encrypted web portal. Access to this level of information is available through any internet connected device. The tenant will be able to view all activities that have taken place within the portal in real-time.

**3. Explain how batch access is provided.**

Batch access features allow for logs to be queried in bulk, filter, aggregated and downloaded for reviewing purposes, the format of the output can vary based on destination needs and the request type. Logging of events, traps, alarms and polling actions are visible through the centralized monitoring portal with download capabilities. Batch access to these events are available through the same web portal. Access is provided through use of unique credentials secured by multi-factor authentication.

**4. Describe how backups of archived information are accomplished.**

The backup and data protection process of the logged information is achieved in a multitude of ways – external off loading, file backup, virtual machine backup, application level database backups and asynchronous replication of the complete virtual machine. If longer term retention periods are required, further levels of protection and archival capabilities is achieved by using offline media to guarantee complete data availability.

**5. Provide information regarding how review of archived information will be managed when variances are necessary for viewing different types of data.**

Reviewing infrastructure level logs is not provided to tenants for security purposes and are only visible to the engineering and operations teams; however, this capability could be enabled. The ability to access and review difference types of log files and data can be accomplished by either opening up a ticket request or through the Customer Experience Manager. These logs are aggregated within multiple systems and regardless of log file type, the data is available for review. As part of the solution offering, engineering and Cloud Operation teams actively work with the customer to review logs and interrupted traffic flows for all managed devices.

**6. Explain how active assistance to review logs and interpret traffic flows is provided.**

Active assistance can be request through a number of methods – ticket requests, calling into the Network Operations Center or reaching out directly to the Customer Experience Manager along with the Engineering and Operations teams.

**7. Explain the operational processes which limit access to archived data.**

Access to archived data is limited to assigned support engineers and specific members on the Cloud Operations teams following the principal of least privileged access. Specific workflows and approval lists are developed at the time of enablement to ensure only the proper individuals with authorization can access this media; any change to these pre-defined and approved lists are tracked, ticketed and reviewed by Cloud Operations Management along with the authorized contacts from the tenant. Tenant level access levels are reviewed on a scheduled basis with the customer to ensure the authorization list is up to date.

### 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.

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

NWN utilizes an ITIL standards based trouble ticketing system. This ticketing system is utilized for all of NWNs managed services customers.

**2. Describe in detail the ticketing components**

Customers can create tickets via email, web portal or phone 24x7x365. Customers can also access existing tickets via the web portal 24x7x365. Individual customers will have access to their tickets within the portal and DMS will have the ability to see tickets for all customers within the system.

**3. Describe the existence of a production implementation of the proposed ticketing service. Indicate the size and scope of the implementation**

This ticketing system is utilized for all of NWNs managed services customers. There are presently thousands of devices and services supported for hundreds of existing customers.

**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**

The NWN ticketing system utilizes the idea of priorities for the tickets. These priorities are a combination of impact and urgency. NWN will generally determine the priority of an incident. However, NWN will also work with the DMS and/or the customer to identify any areas where adjustments to priorities would be necessary (i.e. Public Safety tickets).

Along with priority, tickets will be classified in numerous other ways. Any and all service types will be identified along with various ticket categories and case types (Incident, Functional Change, Preventative Maintenance, etc. Along with this granular categorization of tickets within the system, other ITIL best practices are followed as well. As an example, ticket updates, pending reasons, resolution vs. closure, etc. are all key features of the system.

**5. Describe Reporting options.**

The NWN ticketing system also utilizes a robust reporting tool that allows for the creation and distribution of reports based on several key metrics such as open tickets, closed tickets, priority of tickets, etc.

**6. Describe the proposed process for notifications to the SUNCOM NOC and all affected Customers**

The NWN ticketing system allows for notifications. Notifications directly from the ticketing system will be in the form of email and can include a phone call as deemed necessary by NWN, DMS or the customer.

**7. Describe how public safety-affecting trouble tickets will be prioritized**

Please refer to item 4 within this question.

### 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.

#### **NWN Response:**

##### **1. Describe in detail the proposed offering for this section, addressing all monthly maintenance support service components**

In addition to diagnostics from the NOC, we can provide repair options for each Customer based on the following parameters:

- Device Make/Model
- Manufacturer support status (end of support, end of sales, end of life)
- Device swap and repair offsite or repair onsite
- Desired repair window

Beyond NOC helpdesk support, we can provide end user support solutions based on the following parameters:

- Call count
- Ticket count
- Type of support (L1, 2, 3)

- Devices supported

#### Software Upgrades

- We can utilize our Professional Services team to scope and deliver upgrade services on a per project basis

Equipment maintenance, which must ensure that all equipment meets the applicable service standards, beyond NOC diagnostics

- See answer to first bullet above

Service will be available for the length of any rental terms

- We agree in principal

Extension of service past the initial rental term, which may include reduced monthly support services beyond the initial rental term at a reduced price

- We agree in principal

## **2. Describe options for annual preventative maintenance check and tune-up**

Options for annual preventative maintenance check and tune-up

- We can utilize our Professional Services team to scope and deliver upgrade services on a per project basis

Options for on-site maintenance and service depot maintenance. We can provide maintenance for each Customer based on the following parameters:

- Device Make/Model
- Manufacturer support status (end of support, end of sales, end of life)
- Desired maintenance schedule

Options for multiple service depots within the State of Florida

- We do not have multiple service depots within the State of Florida but we utilize Cisco depot centers to provide break/fix services for hardware.

## **3. Describe options for on-site and service depot maintenance, including locations of service depots and on-site maintenance policies**

We can provide onsite service and repairs beginning with a same day, four-hour window.

- Service windows are based primarily on the location of the targeted device
- Repair times are based primarily on repair to be completed and type of device
- Pricing will be impacted by a combination of the first two items

## **4. Describe typical service and repair times, including how shipping will affect service and repair times**

See question 3 above

### **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.

#### **NWN Response:**

NWN will provide management of and support for the Solution. The assigned Customer Experience Manager (CEM) will work to transition the responsibility for ensuring that NWN provides 24/7 system support services for the solution. The Customer may request support services by email or by calling the Network Operations Center. NWN will provide the customer with contact information as well as a list of description of who is authorized to open support cases with NWN. NWN will assign a CEM to take ownership for all activities associated with the Customer account. Their role will be to manage the change request process, SLA Reporting, Customer communications and will act as the Customer's advocate.

The following outlines the roles and responsibilities of the NWN CEM:

- Schedules monthly meetings which include the following:
  - Review SLA reports
  - Review all tickets that have been open and closed during a month
  - Review any tickets that remain open

- Review changes to the “Customer’s” environment that may affect our service
  - Review upcoming upgrades and new features/functionality they may provide
  - Review upcoming scheduled maintenance or upgrades
- Manage new customer orders
- Program management of the contact between the “Customer” and NWN
- Manages change orders and completion sign-offs
- Manages customer relationship
- Provides overall service/support management

A Solution Engineer is a level 2 engineer with a broad set of experiences. For all levels of support, a Solution Engineer is assigned to your environment to facilitate a deeper understanding of your environment to assist in troubleshooting issues. Also, they represent an additional point of contact into the managed services organization and a single point of escalation.

### **Service Desk Services**

End-user service desk implementations provide our customers with a number of service benefits that are targeted to help manage costs, time to respond, and first call resolution rates. We want to remove the stress and complication of managing the end-user experience for our customers while improving the end customer satisfaction levels.

These areas of focus include;

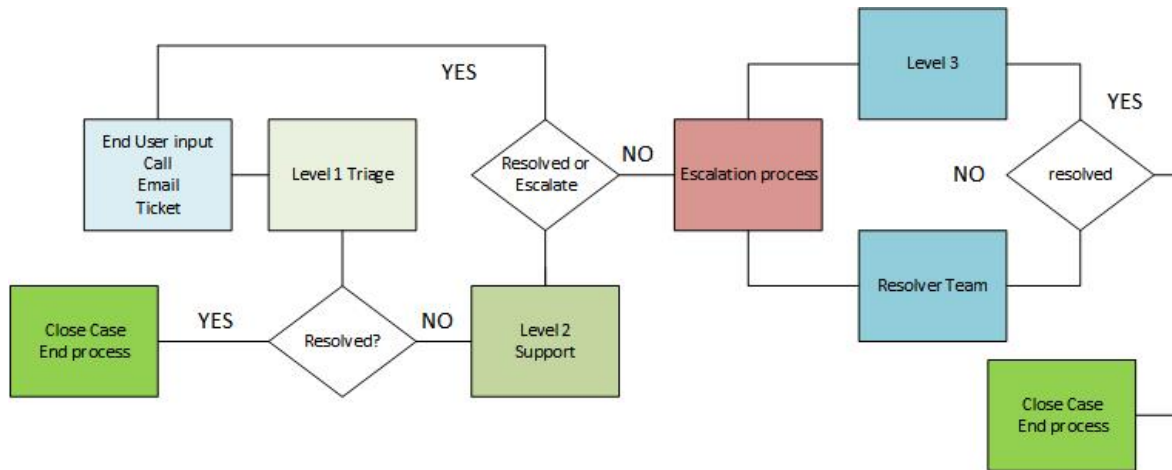
- Assigned resources
  - US-based Help Desk Team
  - Team Lead
  - Subject Matter Expert (SME)
  - Customer Experience Manager (CEM)
- Robust back-office structure used to support your account including;
  - Contact Center platform
  - Voice call recording
  - Skills based routing
  - Hosted Voice platform including DID/IVR/ACD
  - Training and certification tracks for all service desk personnel
  - Endpoint monitoring and management platform
  - Root Cause Analysis (RCA) program and process
  - ITIL Based service management delivery methodology
- The service outcome for our customers provides;
  - US Based 24 x 7 x 365 End-user service desk
  - Focus on first call resolution
  - Application level support
  - High touch end-user experience
  - VIP programs with enhanced support
  - Assigned or designated resources
  - ITIL Service management processes
  - Escalation process

The following sections outline the key service elements that NWN provides in delivering this capability to our customers.



## End-user Service Desk

The service provides multi-level support to a customer's end-user community, whether it is level 1, Level 2 or deskside support, we follow a standards based approach to responding to incidents. Inbound contacts for the desk include phone calls, emails, or tickets and are managed in the similar manner. All contact points become tickets in the case management system, resulting on a per-case approach to the service. A structured routing, resolution, and escalation processes are a critical component of service delivery, and will be reviewed and collaborated on in the service initiation phase. A high level view of the ticket/case workflow is depicted below:



The workflow steps above follow the standard stages of the NWN case management process. NWN provides the service desk customers with access to its instance of ServiceNow for ticketing and reporting. In some cases, the customer's instance of ServiceNow can be integrated into the NWN instance via a connector. This connector is scoped and sold as a separate engagement. A brief description of NWN's best practice is described below:

- 1) **Level 1 & Level 2; Calls/emails/ticket:** The client's end users either enter tickets, call or email NWN's End-user service desk for end-user support issues.
- 2) **NWN Desk:** The service desk will triage the call/email/ticket within the case management system and create the case, log the information. The desk assigns a Priority to the case utilizing the pre-defined schedule to each case, based on issue impact to the end user. The desk will resolve the issue if possible (utilizing scripts created with the client where appropriate) or escalate the issue to the appropriate level 2 / 3 resource as outlined in the service matrix.

- 3) **Escalate:** Escalations are based on the incident type as defined in the service initiation phase (enablement) from the escalation matrix. The client and NWN are managing cases in the same case management system, assignments are made based on the assigned team that has responsibility in the system (resolver team).

Priority is a factor in the escalation process. For P1s a direct hand-off is performed to the appropriate resolver team. For P2s and P3s the cases are reassigned to the appropriate engineer and an email places the case in their work queue.

- 4) **Execution:** Having the appropriate resolver team taking the responsibility for resolution to the incident or triage and reassigning as required.
- 5) **Close:** This is the step to capture the resolution to the case in the case management system and change the status to "closed".

### Weekly/Monthly Service Meetings

Tracking and reporting are key components of the end-user support services. Starting on a weekly basis, CUSTOMER and NWN will meet to review the status of the engagement. NWN will provide a summary report of the work performed on the CUSTOMERS's behalf. This will include:

- Case Review (Open and Closed)
- Tactical Service Delivery Review
- Upcoming Changes to Infrastructure or Process
- Open Action Item Review

The customer has the option of moving from weekly to bi-monthly or monthly frequency depending on the case counts, complexity, service level or comfort with workflow. This is a collaborative decision.

### Quarterly Business Reviews

On a quarterly basis, the CUSTOMER and NWN will conduct a review of the engagement. NWN will provide a summary report of the work performed on the customer's behalf to include:

- Monthly Review
- Service Level Agreement Performance
- Survey Review
- Billing True-Up (as necessary)

## 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.

### **NWN Response:**

The professional services team will engage the customer business and technical staff to discuss our offering for each proposed solution. From the initial discussion, our engineers will be mapped to customer requirements based on appropriate technology. After we identify requirements, our Engineering team will work closely with customer technical staff to proceed with a detailed bill of materials.

Our experience with large, complex system integration and refresh projects suggests the key to success begins with staffing dedicated and experienced personnel. We have the depth and breadth of personnel for these engagements because 50% of our more than employees are skilled

and certified engineers.

Other high-level responsibilities of our engineering department include:

- Engaging the customer's technical staff to discuss our capabilities within our Cisco Technology Practice (e.g., LAN switching, IP communications, and contact center).
- Identifying and mapping the customer requirements based on technology.
- Working closely with the customer's technical staff and our PM team to proceed with detailed project plan.

A Solutions Architect/Lead Consulting Engineer will be assigned for the customer effort. In addition to the PM team, their responsibilities for each project include:

- Coordinating installation activities and replacements.
- Providing onsite engineering resource and project management services.
- Facilitating onsite team meetings.
- Organizing onsite work, including being responsible for quality workmanship.
- Tracking and communicating service order and delivery issues to Project Manager (PM).

We have more than 1,000 engineering professionals focused on Advanced Technology Solutions. We have far-reaching, in-depth experience providing products and delivering solutions as a master integrator for small-, medium-, and large-scale enterprise.

Additional personnel who will be responsible for specific activities and tasks related to this deployment will report directly to our PM. All personnel will be comprised of staff dedicated to providing the customer with the support necessary to execute daily operations in the fulfillment of this contract. The appropriate level of additional staffing will be determined during the project planning phase of the deployment. For example, during site deployments, additional resources may be necessary to help rack and stack the equipment. Furthermore, we may call certain Subject Matter Experts (SMEs) occasionally to provide assistance with tasks within their area of knowledge, such as network management or security.

### 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.

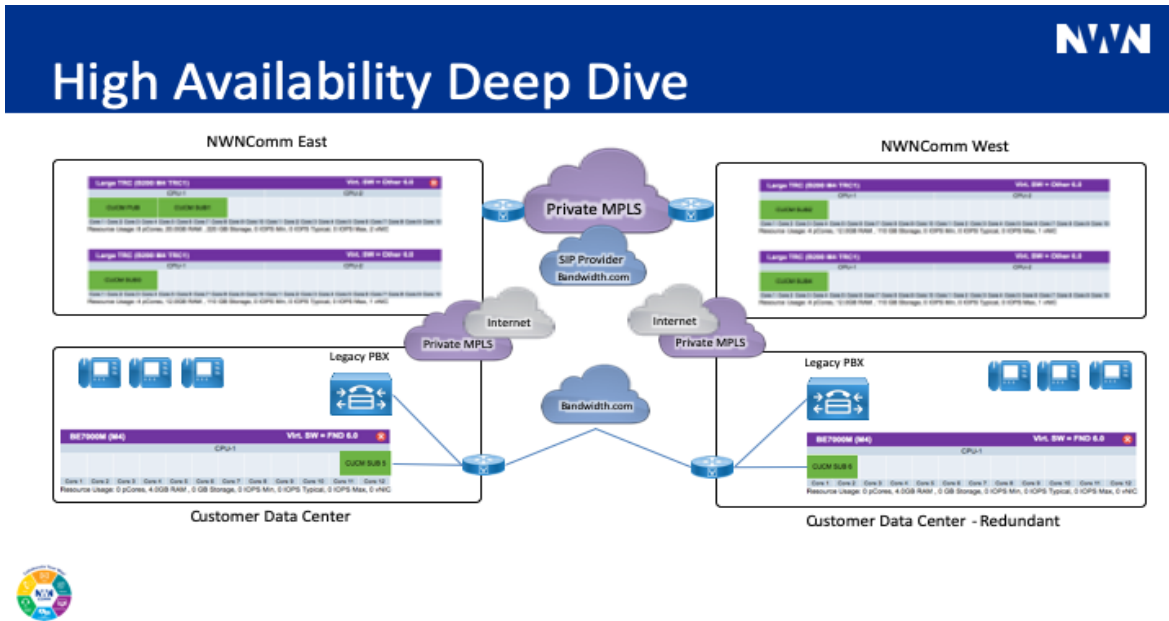
**NWN Response:**

**1. Describe in detail the proposed offering for this section, addressing the topics listed above**

Within the NWN Architecture, all Unified Communications (UC) applications are deployed with application level redundancy to protect against any complete failure of a Unified Communications application. In addition, NWN deploys Unified Communications applications in a geo-redundant fashion, using well known techniques called clustering over the WAN.

**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**

All NWN solutions are designed with the Customer's survivability as the first priority. This is achieved by NWN's redundancy and geographically diverse design for both the private & public clouds used to provide NWN Enterprise and Cloud solutions. In a NWN Enterprise deployment, a customer has the option to deploy local voice gateways for 3rd Party PSTN termination and IP phone registration in the event of a PSTN or network outage. This provides survivability from an outbound dial perspective. NWN's centralized SIP service will provide dial-tone survivability from an inbound perspective. Once calls arrive inbound via NWN's centralized SIP, configurations to the customer's environment allow for those calls to be directed to a number or location that is suitable during the outage. NWN also allows for "Over the Top" (OTT) registration of devices which makes survivability a little easier in that, as long as you have power and an internet connection, NWComm services will be accessible. This coverage of both inbound and outbound provides a unique advantage in that handling calls during a customer's site outage that can be deliberate yet flexible.



### 3. Discuss both the administrative issues and technical issues

From an administrative standpoint, the planning and understanding of survivability requirements are the main issues that customers face. Customers must focus on critical communications first and then the survivability of non-essential communications. With regard to technical, the main issue is understanding what is technically possible from a NWN connected site during an outage. The intent of the NWN survivability design is to minimize the effect of the outage to the end user while setting the correct expectation of being in an outage.

### 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

The list of services/functions available during an outage highly depends on the selected NWN solution, the connectivity options available to the user during the time of the outage, and the survivability requirements of the site. For example, a NWN Cloud user that has the mobile client on a smart device during an outage at their site, can use the mobile client via their mobile carrier data network to maintain PSTN and voicemail access during the outage.

## 3.42 Service Level Agreement Performance Monitoring and Reporting

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

The following are minimum requirements:

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

data upon request.

2. SLA Performance Monitoring Service functionality will:
  - a. Accept information from the Contractor's management system and trouble ticketing system
  - b. Collect data on outages, Degradation, timely closure of CSAB entries, and other SLA requirements on a real-time basis
3. The SLA Compliance Report is a deliverable due to DMS on a monthly basis. The compliance report is the sole responsibility of the Contractor. The SLA Compliance Reports will:
  - a. Provide to the DMS Contract Manager within ten (10) days from the start of the calendar month, reporting on the prior calendar month. The first report is due within ten (10) days of the third full month after Contract execution. The final acceptance of this report is at the sole discretion of the DMS Contract Manager
  - b. Include all categories of applicable SLAs in Attachment C – Final Service Level Agreements
  - c. Include N/A for SLAs where no services have been delivered during the project management Implementation Phase
  - d. Be in a Microsoft Excel format, and shall not be locked or password protected
  - e. Include adequate documentation to demonstrate the Contractor's reported monitoring

Given the statements in this subsection:

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

#### **NWN Response:**

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

DMS and its customers will have access to data and metrics around the SLA performance for the duration of the contract. SLAs will be calculated based on data input from NWNs trouble ticketing as well as management systems. Data collected will be related to any and all SLA obligations between NWN, DMS and its customers.

The format and delivery of these reports shall be agreed upon by NWN and DMS. The monthly meeting and report delivery shall be within 10 calendar days of the current month with data reflective of the previous month's performance. Along with the delivery of this data in a meeting format, NWN will also provide the same information in a dashboard format that is accessible over the top without any need for private connectivity or specialized applications, browsers or plugins. The dashboards will be customizable as agreed upon between NWN and DMS.

**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**

This data along with associated metrics are presented and available to all NWN customers across our service offerings. We have customers that range from 50 phones to 17,000 phones.

### 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.

### **NWN Response:**

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

##### **DMS Training**

Training will be conducted for all necessary DMS personnel. Training sessions are expected to be a minimum of two hours in length and may include live onsite or remote instructor based training along with continually updated on-demand training materials.

Training plans will be updated in cooperation with DMS to determine the appropriate technical skills and baseline knowledge of its staff and tailor the program material and content accordingly.

##### **Administrative Training**

New customer installations will include a live onsite or remote instructor based hands-on administrator training class using the core products deployed for the new system installation. The class(es) will consist of navigating through the administration screens of the administrative components explaining the existing configuration, how to perform adds moves, and changes, and other day to day management activities. A review of the overall architecture of the system will also be provided.

Classes or other ad-hoc training materials may also be offered on an as needed basis to review significant changes in security procedures, products or managed offerings.

##### **End User Training**

End user training will be customized and delivered with each new system installation. Training may be offered as train-the-trainer up to comprehensive onsite training classes for every user depending on the options chosen.

At the completion of each training session the end-user will have a good orientation of the display, soft-keys, menu buttons, and other aspects of the telephone. The user will be confident in the use of all basic features for daily use. More advanced and customized training will also be offered for specialized users such as contact center agents.

All training materials will be electronically provided for future reference. Live training classes are typically limited to approximately 15 users in order to provide a better one-on-one experience with the trainer.



Web Based Training (CBT/Self-Paced) – NWN provides interactive training programs designed for users of our collaboration and voice endpoints and software. The training modules feature animated walkthroughs of the product hardware, software, setup and more to reduce IT support issues associated with new deployments. The web based training will allow the users to familiarize with their phone model on their own time and pace.

**2. Discuss the process for providing training and detail on the potential suite of instructional topics that will be provided on an ongoing basis.**

Ongoing training sessions can be live or remote sessions and are expected to be a minimum of two hours in length depending on the audience and specific requirements.

Live training classes are typically limited to approximately 15 users in order to provide a better one-on-one experience with the trainer.

All training materials will be electronically provided for future reference.

**3. Discuss SCS related topics such as best practices, and the equipment utilized in SCS.**

NWN's technical team on the project will conduct a solution orientation session and knowledge transfer with the DMS staff. This provides a solid overview of how NWN has integrated the solution, equipment that is utilized and best practices.

**4. Discuss the potential suite of training topics, general scope, delivery method, and timing of the classes.**

DMS training will include topics focused on the overall management tools, architecture, and security of the solution offerings in addition to the customer focused administrative and end user training.

Classes may also be offered on an as needed basis to review significant changes in security procedures, products or managed offerings.

Training can be delivered onsite, remote via WebEx, on demand interactive web based training or train the trainer.

**5. Provide specific detail on training for security, and SCS tools.**

NWN's technical team on the project will conduct a solution orientation session and knowledge transfer with the DMS staff on how we secure our solutions, tools available to DMS and our overall security posture.

**6. Describe the distinctions between the training provided to DMS operations staff and the more generalized training for Customers.**

Please refer to item 1 above for the different types of trainings to be provided.

### 3.44 Project Management

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

All Project Management documents must be submitted as either a Microsoft Word 2016 (or higher) document, or Adobe pdf. The Project Management Implementation Schedule shall be submitted as a Microsoft Project document. All project management documents will be submitted to the DMS Contract Manager and are subject to approval and acceptance by the Department.

Any deliverables submitted but not accepted by the Department will be subject to the applicable financial consequences until the Department accepts the deliverable.

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

### 3.44.1 Project Charter and Project Management Plan

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

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

3. Readiness Plan is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Readiness Plan within six weeks of the Contract execution.
  - a. Minimum Acceptance Criteria: The Contractor must deliver a detailed organizational readiness strategy and associated plans that outline a readiness methodology, approach, activities, dependencies, and assumptions for key stakeholders to successfully support project activities.
4. Communications Management Plan is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Communications Plan within six weeks of the Contract execution.
  - a. Minimum Acceptance Criteria: The Contractor must develop a Communications Management Plan that defines all communication touch points between the Project and all impacted stakeholders. The deliverable must meet the Project Risk and Complexity Category 4 requirements of Chapter 60GG-1.002, F.A.C.
5. Risk Management Plan is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Risk Management Plan within six weeks of the Contract execution.

6. The Contractor must submit an acceptable Requirements Management Plan within six weeks of the Contract execution.
  - a. Minimum Acceptance Criteria: The Contractor is responsible for managing all business requirements, including confirmation, design, development, testing, and validating that they are ultimately met during implementation. The Contractor's Project Manager will work with DMS to develop and administer a plan to effectively manage requirements throughout the Project.
7. The Disaster Recovery Plan is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Disaster Recovery Plan within three months of the Contract execution.
  - a. Minimum Acceptance Criteria: The Contractor must deliver a detailed Disaster Recovery Plan and associated plans that outline a disaster recovery methodology, backup procedures, recovery plan, restoration plan, rebuilding process, testing of the disaster recovery plan and record of plan changes. The plan will include the following at minimum:
    1. Plan Objectives.
    2. Assumptions.
    3. Definition of Disaster.
    4. Recovery Teams.
    5. Team Responsibilities.
    6. Internal and External Communications.
    7. Federal, State, Local Roles and Responsibilities.
    8. Services Restoration.
    9. Support Timeline.

### 3.44.2 Project Management Implementation Phase

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

#### Project Management Implementation Phase - Schedule

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

- a. Minimum Acceptance Criteria: Create and maintain a Microsoft Project 2016 (or higher) schedule to incorporate all project activities to the agreed upon work breakdown structure level. The schedule must include at a minimum: task durations, start and finish dates (baseline and actual), predecessors and successors, resources, deliverables, and milestones, and must calculate CPI and SPI earned value metrics. The deliverable must meet the Project Risk and Complexity Category 4 requirements of Chapter 60GG-1.002, F.A.C.
2. Project Management Tracking Logs (Risks, Issues, Action Items, Decisions, and Operational Changes requested) are deliverables that are first due two weeks following the Project Kickoff Meeting, and shall be due every two weeks thereafter, until the completion of the Project Implementation Phase. These are updated as necessary, as determined by the Contractor and DMS.
  - a. Minimum Acceptance Criteria: The Contractor must identify, assess, document, and recommend mitigation strategies by updating and submitting to DMS the tracking logs at a minimum of bi-weekly to reduce project risks and issues. The deliverable must meet the Project Risk and Complexity Category 4 requirements of Chapter 60GG-1.002, F.A.C.
3. Project Status Report is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Project Status Report to DMS. This deliverable is first due within two weeks of the Project Kickoff Meeting after Contract execution, and shall be due weekly thereafter, until completion of the Implementation Phase.
  - a. Minimum Acceptance Criteria: The Contractor must provide weekly Project Status Reports which are due via email to the DMS Contract Manager each Thursday by 5 PM Eastern time, and must include:
    - i. A narrative description of significant project activities that have been conducted or are underway.
    - ii. The progress-to-date on project activities.
    - iii. An explanation of any tasks/activities that are behind schedule and a plan to bring them current.
    - iv. Notification of issues or risks that have been encountered and their resolution or plan for future resolution.
    - v. Upcoming deadlines.

### 3.44.3 Project Management - Guides

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

1. SCS Operations Guide. The Contractor shall create a SCS Operations Guide. This will include engineering, operational, and business processes for service delivery. At a

minimum, the guide includes ordering, trouble reporting, SLA monitoring, and invoicing processes.

2. SCS User Guide. The Contractor shall create a SCS User Guide, intended to provide a set of instructions for the Customer on how to use the services.
3. SCS System Administration Guide. The Contractor shall create a SCS Administration Guide for Customers and describe all administration processes for service delivery.

#### 3.44.4 Project Management - Closure

1. The Contractor shall create a project closure documentation. This is a deliverable due to DMS one (1) month from the close of the Project Implementation Phase.
  - a. Minimum Acceptance Criteria: The project closure documentation must include a lessons learned document, final schedule, and retrospective of the project.

#### 3.44.5 Project Management Implementation and Migration Plans

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

a significant or complex change in how it operates under SCS. The Individual Customer Specific Migration Plans are deliverables that must be developed in coordination with the Customer, and are subject to the acceptance of DMS and the Customer. These Individual Customer Specific Migration Plans will vary based on the proposed service and the complexity of the service migration. Contractor must submit plans acceptable to DMS and the Customer within four (4) weeks of Contractor's receipt of a written notification of the plan's requirement from DMS to the Contractor. Furthermore, the Individual Customer Specific Migration Plans shall include at a minimum:

- i. Schedule of activities, which is consistent with the Project Implementation Phase schedule.
- ii. Resource allocation.
- iii. Migration and preparation planning.
  1. Impact analysis.
  2. Stakeholder communications plan.
- iv. Migration management.
- v. Engineering.
- vi. System build out.
- vii. Acceptance (phase/final).
- viii. Migration cutover.
- ix. Fallback to previous service.
- x. Day-to-day operational support services.
- xi. Training – cross reference training section.

Given the statements in subsection:

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

## **NWN Response:**

### **Project Management**

#### Project Management Methodology

NWN manages projects with a documented and proven methodology that aligns with our customer's specific needs. Our project delivery methodology is consistent with the Project Management Institutes PMBOK guidelines.

#### *Assigned Project Manager*

NWN will assign a project management resource to manage all aspects of project delivery. The NWN Project Manager will leverage the NWN project methodology, to ensure the successful delivery of the project. The following outlines the roles and responsibilities of the NWN Project Manager:

- Act as a single point-of-contact
- Conduct project kick-off activities and ensure thorough project communication with project stakeholders and team members

- Schedule and facilitate weekly project status meetings with all relevant parties and stakeholders
- Prepare, distribute & communicate weekly status reports, action item, opened and closed issues, critical paths and related project reports
- Develop & maintain a detailed project plan, task plan, schedule & communications plan
- Manage project scope and respond to change requests through the Project Change Request (PCR) process
- Define and manage the escalation process
- Review all project documentation and deliverables
- Oversee knowledge transfer

The assigned Project Manager will be in contact with the customer following contract award with the intent of coordinating project kickoff activities within two weeks of contract award.

The Project Manager will deliver:

- Project Plan
- Project Schedule
- Communications Plan
- Scope Document
- Project Change Request Template
- Meeting Minutes
- Risk Matrix

## **Scope Management Plan**

### Scope Management Process

To deliver the highest quality project implementation, NWN brings a tightly controlled, comprehensive project methodology that emphasizes detailed up-front discovery and design to help avoid costly, time-consuming missteps later in the deployment cycle. This approach has a proven track record of success.

### *Major Milestones /Deliverables*

Our documented and proven methodology includes:

- Initiate Project Kick Off meetings to review the scope with the project team and develop the project management plan
- Assess the current target infrastructure
- Design, validate, test and pilot the new environment
- Prepare Proof of Concept and build the initial unit
- Execute phased deployment, integrations, and cut over
- Transition to the new platform

### *Project Work Breakdown Structure and Timeline*

The Project work breakdown structure and timeline is planned and managed in Microsoft Project and is included in the Microsoft Project Task Plan.

## **Readiness Plan**

Readiness ensures that project teams have the right skills and assets to successfully complete

work on a project.

As a component of the overall project plan, a Readiness Management Plan provides the disciplined, systematic, process-driven project management practice required to ensure project teams are ready to perform tasks, deliver products, provide services, or implement new processes for Customers.

## Requirements Management Plan

### Requirements Management Process

The overall requirements management process is focused on handling the requirements after they have been initially approved. This includes maintaining changes or additions to the requirements throughout the entire project and tracking the requirements throughout the lifecycle.

### *Roles and Responsibilities*

Name	Risk Management Responsibilities
NWN Project Manager	Manages scope change requirements through leadership of the effort to communicate project requirements, documents adjustments to project requirements and facilitates Scope change management activities for all approved changes to requirements.
Project Team	Contributes to the identification of project requirements.

## Risk Management Plan

### Risk Management Process

The methodology utilized by NWN for risk management includes a progressive approach. As a project begins there are many elements of the project that are unknown. As the project progresses, more information is gained and project risks become more visible. Performing an initial Risk Assessment will be the responsibility of the Project Manager. The Project Manager will determine the most appropriate method for executing the initial risk assessment. Identified Risks are tracked reviewed throughout project execution.

Funding for risk management is contained in the overall project budget. Changes in Scope due to risk mitigation activities will require change management.

### *Roles and Responsibilities*

Name	Risk Management Responsibilities
NWN Project Manager	Identifies project related risk, documents project risks, leads the effort to mitigate risk, and leads the effort to communicate project risk.
Project Team	Contributes to the identification of project risks. Assist in the mitigation of risks.

### *Rules and Procedures*

- **Communication:** Communication regarding risk will follow the project communications plan.



- **Tracking:** Tracking of risk elements and activities should be documented in the Risk Management Worksheet.

#### *Risk Impact Analysis Approach*

The assigned Project Manager will utilize the initial Risk Assessment to determine the appropriate next steps in analyzing the project risk. The PM will document details regarding the project risks, the probability of occurrence, the anticipated impact to the project, the likely exposure and an agreed upon mitigation plan.

## **Change Control Management Plan**

### Change Management Process

The NWN Project Manager will utilize the Change Management Process to manage the lifecycle of all changes. All Change Requests will be documented, assigned and tracked for progress.

#### *Roles and Responsibilities*

Name	Risk Management Responsibilities
NWN Project Manager	Documents project change requests, facilitate change request review and decision making, leads the effort to communicate change request and their status, escalates if change cannot be resolved by the review team and supports re-baselining activities if necessary
Project Team	Contributes to the identification of project risks. Assist in the mitigation of risks.

#### *Rules/Procedures*

Any team member may submit a change request to the Project Manager. The requested change will be clearly documented and will explain any impact that the change will have on the project and associated deliverables. The project manager will review the request and determine if the change is appropriate. If so, it will be forwarded to the project sponsor for final decision.

#### *Change Impact Analysis Approach*

Analysis of all requested changes will be performed to identify the impact of the change on the Project Costs, Risks, Schedule and Resources. The results of this analysis will be documented in the NWN Change Control Worksheet.

## **Communications Management Plan**

### Communications Management Process

Properly communicating on a project is a critical success factor for managing the expectations of all stakeholders. This includes reporting from the project team to the Project Manager and reporting from the Project Manager to all stakeholders. The assigned Project Manager is the project communication steward for all project related information exchanges.

The sample Communications Matrix below provides an example of a project's communications. To keep the communications relevant and timely, we also include plans for collecting and responding to feedback.

Communication Item	Description / Purpose	Frequency	Audience
Project Kick-off Meeting	Meeting to describe a high level view of project, introduce project team members & their roles, communicate project structure & initial high-level business needs & setup future meetings	One-time	Customer, NWN
Project Team Status Meetings	Review project plan, progress & status, log & prioritize Constraints / Assumptions / Issues / Risks items, Critical Path (determine if any obstacles to completing critical tasks, escalate obstacles for resolution), share completed deliverables, discuss topics	Weekly throughout Implementation	Customer, NWN
Design Review Meetings	Team review of specification or technical design, satisfy that all issues are resolved & deliverable contents are complete	As Needed	Customer, NWN
Turnover Meetings	Formal handoff among NWN departments / disciplines	As Required	Project Stakeholders
Lessons Learned Meeting	Review opportunities for improvement & reinforcement of best practices	One-time	Project Stakeholders

## Time Management & Migration Plan

The time management plan must describe the process for controlling the proposed schedule and how the achievement of tasks and milestones will be identified and reported. The plan must also detail the process to identify, resolve, and report resolution of problems such as schedule slippage. The time management plan will include:

### Time Management Process

The NWN Project Manager is responsible for breaking down the implementation into measurable tasks and milestones. The work breakdown structure is applied to the project schedule and allows the Project Manager to closely monitor project timelines to avoid schedule overruns. Project Timeline health is reviewed in weekly status meetings to allow for timely identification of schedule slippage. If schedule slippage occurs, The Project Manager is responsible for planning steps for resolution with the Project Team and communicating the plan and progress.

### *Role and Responsibilities*

Name	Risk Management Responsibilities
NWN Project Manager	Responsible for Time Management during the implementation phase of the contract.

### 3.45 Services Infrastructure Checklist

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

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

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

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

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

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

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

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

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

### 3.46 Transition

This subsection is applicable to all proposed functionality.

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

The following are minimum requirements:

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



- g. Responding promptly and completely to questions related to the transition on an as-needed basis.
- h. Providing the services and functions necessary for a complete, smooth, and expedient transition.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

### 3.47 Equipment and Licenses

This subsection is applicable to all proposed functionality, except Service Category 4, Centrex Services.

The following are minimum requirements:

1. Contractor must not propose equipment that is End-of-Sale by the equipment manufacturer.
2. Contractor will allow Customers who have purchased compatible equipment to transfer and reuse this equipment.
3. Contractor will allow Customers who have purchased compatible software licensing to transfer and reuse these licenses.
4. Contractor will allow Customers to transfer licenses and equipment between users.

Given the statements in this subsection:

1. Describe in detail how the Respondent will provide the proposed offering in accordance with the minimum requirements listed above.
2. Describe how the Respondent will ensure that equipment proposed is not End-of-Sale.
3. Describe how the Respondent will allow Customers to transfer and reuse existing compatible equipment.
4. Describe how the Respondent will allow Customers to leverage existing compatible software licenses.

#### **NWN Response:**

##### **1. Describe in detail how the Respondent will provide the proposed offering in accordance with the minimum requirements listed above**

NWN solutions are designed with the intent of supportability and because of this, End-of-Sale equipment cannot be considered as a part of any design. This stance ensures that customers subscribe to a NWN solution that can be fully supported for the duration of their contract. Any customer premise equipment that reaches End-of-Life during the contract period, will be reviewed and negotiated with the customer for replacement.

##### **2. Describe how the Respondent will ensure that equipment proposed is not End-of-Sale**

All equipment will be reviewed for End-of-Sale notices from the manufacturer prior to proposal

to the customer. End-of-Sale notices can be provided for customer review upon request.

**3. Describe how the Respondent will allow Customers to transfer and reuse existing compatible equipment.**

A compatibility analysis of components, including hardware or software, currently owned by a customer will be completed to identify the potential for reuse on the new solution offering under this contract. Any previously owned solution components by the customer and not provided by the new offering may be exempt from warranty, maintenance, and service level agreement term or subject to reinstatement fees by the respondent or manufacturer if applicable. All newly provided and currently owned hardware and software allowed for reuse will be subject to the licensing terms of the respective manufacturer.

**4. Describe how the Respondent will allow Customers to leverage existing compatible software licenses.**

Existing compatible software can be leveraged as long as it complies with the licensing terms of the respective manufacturer.

## 4. Business Operations

The following subsections contain the minimum requirements for SCS Business Operations:

### 4.1 General Description of the SUNCOM Business Model

In accordance with subsection 282.703(2), F.S., DMS has developed a system of equitable billings and charges for SCS. The Communications Service Authorization and Billing (CSAB) system is the ordering, billing, incident management, and inventory system referred to in Chapter 60FF-2, F.A.C., that the Contractor will be required to utilize.

When Customers log-in to CSAB, they can perform the following functions:

1. Establish and maintain Customer accounts.
2. Manage billing accounts.
3. View a comprehensive list of available SCS.
4. Place orders.
5. View their complete inventory of services and invoices with associated and detailed charges.

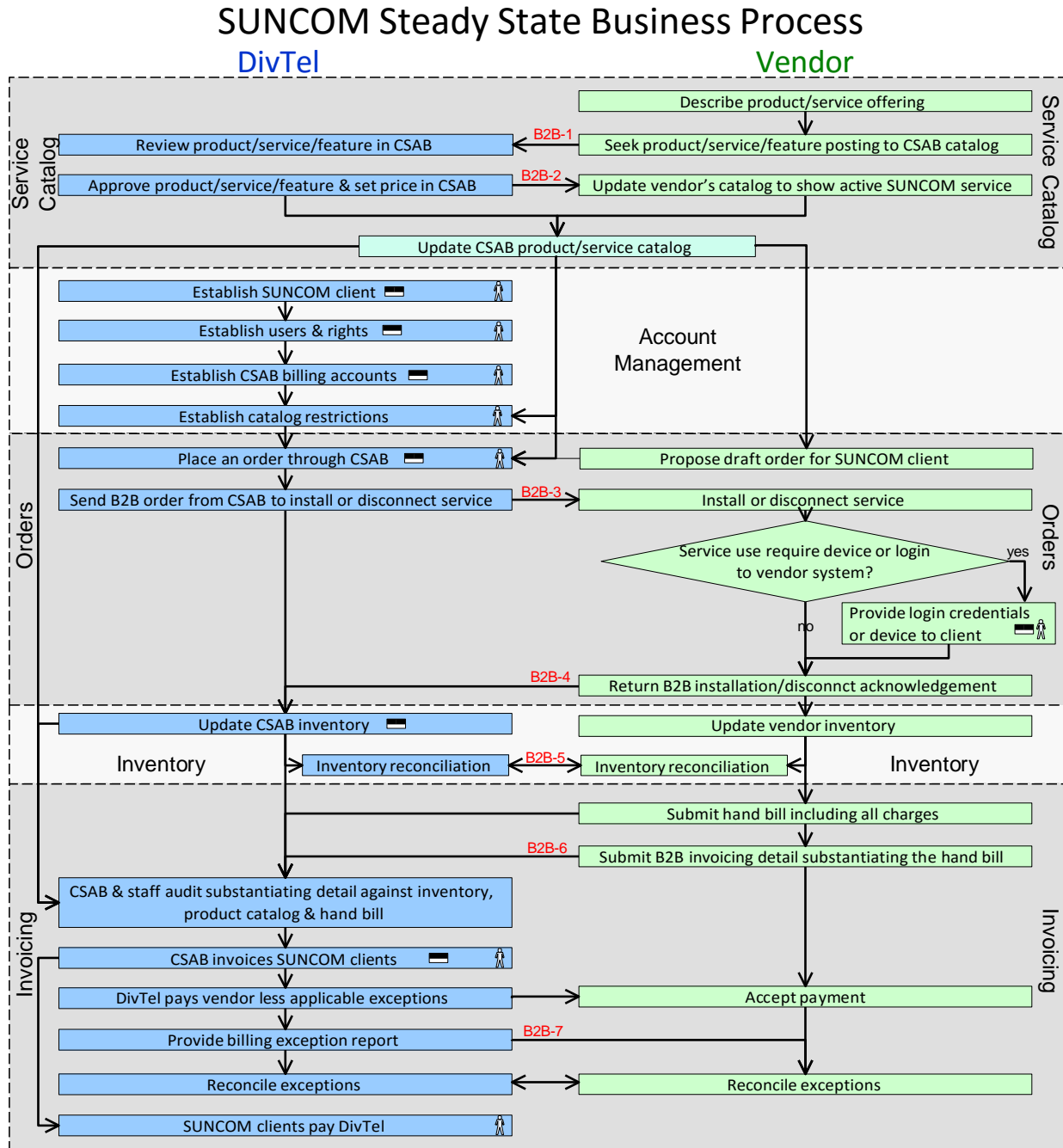
The Contractor will bill DMS monthly for services rendered to all Customers and provide DMS with substantiating details in electronic files (for example comma delimited). The Contractor will include in the substantiating detail charges with unique identifiers for each transaction (for metered services) and service account.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

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## 4.2 SUNCOM Communications Service Authorization and Billing Transaction Flowchart

The Contractor will use seven Business-to-Business (B2B) transactions between DMS and Contractor, as depicted below:



**B2B** means a Business to Business electronic messages, batch files and/or Application Program Interfaces (APIs) exchanging all of the electronic data necessary to the transaction. At DMS discretion, CSAB will provide alternative manual input options to the vendor for low volume transactions, but will not manually input any data on behalf of the vendor.

SUNCOM Client action required      SUNCOM Client notified

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

#### 4.3 Communications Service Authorization and Billing – Official Record

Communications Service Authorization and Billing (CSAB) is the authoritative source of all data. CSAB is the official record of the inventory and costs of SUNCOM services. If inaccuracies are found in the CSAB data, it will be considered accurate unless substantially proven otherwise, at DMS' sole determination.

The Contractor shall not propose as part of their response or instruct Customers to place orders or receive billing information from any system that is not CSAB without prior written authorization from the Department. Contractors shall not enable or ask DMS or Customers to input ordering and / or invoicing data into CSAB on behalf of Contractor.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

#### 4.4 Communications Service Authorization and Billing - Interfaces with Contractors

There are three primary ways to implement transactions between CSAB and the Contractor. The method of implementation used by the Contractor will be at DMS' sole discretion, which Contractor is required to use.

##### 4.4.1 Application Programming Interfaces

The Contractors will utilize Application Programming Interfaces (APIs) with CSAB, that will have the following functions:

1. The Contractor's API enables data transfer between CSAB and the Contractor's system.
2. When data is sent from CSAB, the Contractor's API will send back an acknowledgement to CSAB.
3. The Contractor's API will perform functions automatically at near real-time.
4. The Contractor shall develop and maintain functional crosswalks between the Contractor's system and CSAB, which maps the data elements in CSAB to equivalent data elements in the Contractor's system. The Contractor will also support DMS' efforts to create functional crosswalks.
5. It is the Contractor responsibility to ensure data has been received by CSAB, including resending data that has not been acknowledged by CSAB.

6. The Contractor shall provide a testing environment for quality assurance, accessible by DMS.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

#### 4.4.2 Batch Routines

A second way to implement transactions with CSAB is through batch routines which are periodic exchanges of data files containing a large number of records. An example of a batch routine is monthly delivery of invoicing substantiation files (B2B-6), due to the large volume of data.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

#### 4.4.3 Manual Review and Data Entry by Contractor Staff

The third method to implement transactions within CSAB is by manual review and data entry. Contractor can use CSAB screens to view a submitted order from a Customer and mark that order as fulfilled rather than use B2B-3 and B2B-4 transactions.

The Contractor shall only use manual review and data entry as a method of last resort, and only with prior written approval by DMS Contract Manager. Contractors shall not use manual review and data entry for invoicing substantiation (B2B-6).

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

### 4.5 Communications Service Authorization and Billing Service Catalog

SUNCOM services must be approved by DMS and entered into the CSAB Service Catalog prior to making them available for use or purchase by any Customer. DMS will have sole discretion over the CSAB Service Catalog and any updates.

There are currently three different types of charges Contractors use for the billing of SUNCOM services:

1. One-time charge: a single payment for a service or item, e.g. hardware installation.
2. Subscription charge: monthly fixed and recurring charge for the right to use something without regard to how much it is used (such as local phone service).

3. Metered charge: incremental charge based strictly on how much the service is used (such as toll-free phone minutes).

See Chapter 60FF-2, F.A.C., for the Contractor's responsibilities related to CSAB.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

#### 4.6 Taxes and Government Sanctioned Fees in the Communications Service Authorization and Billing Service Catalog

The Department and SUNCOM Customers do not pay State of Florida and Federal taxes. Taxes are defined here to include payments that the Contractor is required to collect by law and pay to public entities. Taxes do not include government-sanctioned surcharges and fees collected by the Contractor which are not remitted to the government.

The Department reserves the right to verify and substantiate all government-sanctioned surcharges and fees listed in the Vendor's Service Catalog prior to Contractor delivering any services to Customers. The Department reserves the right to dispute the applicability of or listed amounts for such surcharges or fees. Surcharges and fees approved by DMS as part of the Contract should be separately listed in a Customer's invoice. After Contract execution, any new or modified government-sanctioned surcharge or fee must be provided to DMS for review. The phrase "new or modified government-sanctioned surcharge or fee" does not include a change in the amount of fee or surcharge that is identified as variable based on pre-defined criteria set by a government entity. The Contractor must provide a complete explanation describing the basis for the new or modified surcharge or fee, whether the surcharge or fee is discretionary or required, and, if applicable, an affirmation that SUNCOM Customers are not exempt from payment. This explanation must be sufficient for DMS to determine whether the surcharge or fee is Contractor-specific. If the new or modified government-sanctioned surcharge or fee is approved by DMS, a Contract Amendment will be prepared to include the new or modified government-sanctioned surcharge or fee. Any such written approval or fully executed amendment must be provided to the Contractor before submitting a request to update the CSAB Service Catalog. The standard process whereby the Contractor submits a request for inclusion of services in the catalog and DMS approves them must be implemented for a new or modified surcharge or fee with the additional requirements:

1. The catalog item must be tagged as a new or modified government-sanctioned surcharge or fee.
2. The description field provided by the Contractor must clearly identify the new or modified surcharge or fee.

3. The Contractor must provide information sufficient for DMS to verify if the new or modified surcharge or fee is discretionary or required and whether it is in line with the surcharge or fee set by the governmental entity.
4. The Contractor must provide information sufficient for DMS to develop formulas that replicate the charges through calculations against invoicing substantiation data. The DMS product manager will approve the Contractor request if the update to the catalog is in accord with the proposed amendment.
5. The new or modified government-sanctioned surcharge or fee must be billed at the inventory ID level, and not billed as a lump sum.

After Contract execution, Contractor shall provide the Department with notice of any change in the amount of a government sanctioned surcharge or fee that is variable based on pre-defined criteria set by a government entity. Supporting documentation must be provided to the Department upon request.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

#### 4.7 Communications Service Authorization and Billing Account and User Management

##### 4.7.1 Contractor User Communications Service Authorization and Billing Access Privileges

Contractor User CSAB access privileges must be approved and monitored by a Contractor-assigned CSAB Administrator. User access privileges allow the following functions:

1. Manually receive and close out orders to the Contractor.
2. Review past orders submitted to the Contractor.
3. Review a robust set of inventory data for services provided by the Contractor.
4. Other access as allowed by DMS.

DMS reserves the right to terminate the CSAB user access privileges of any Contractor staff without cause or notice.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

##### 4.7.2 Work Orders



Customer work orders are sent to Contractors as B2B-3 transactions. Contractor can log-on to CSAB as prompted by a CSAB email to see submitted orders. Contractor is required to timely respond to the Customer work order by rejecting the work order in CSAB or beginning to work the order. Where Contractor is working the order, Contractor is required to respond to the Customer with distinct B2B-4 fulfillment data for each item, or service, in a work order. Multiple item orders with only a single order number are not fulfilled until every item is delivered.

Some key data elements in addition to the CSAB-assigned Inventory ID are:

1. Order ID – identifies a request for one or more items. This ID is associated with everything in a “shopping cart” when a Customer “checks-out”.
2. Work Order ID – is associated with each item request within an Order that can be fulfilled separately from the rest of the Order, and requests action for one (1) Service Installation ID.
3. Installed Option ID – identifies the service, feature or hardware from the CSAB Service Catalog that was requested in the work order.
4. Service Installation ID – identifies the service account resulting from Order fulfillment. It is the unique inventory entry in CSAB and is equivalent to, but not the same as, distinct IDs used by Contractor to track status, usage and charges (e.g. circuit ID, phone number, hardware serial number, etc.).

Contractor is required to provide all of the required fulfillment data in CSAB.

DMS cannot invoice its Customers without associating key fields from orders to Customer invoicing accounts in CSAB, and therefore, will not pay for any services where such key fields data is missing or incorrect. Installation and disconnect dates are also critical to the inventory, as these dates are used during audits to verify that a service was active, or should not have been, during an invoicing period. The effective bill date cannot be more than 45 days from the date the order is closed. Orders must be closed in CSAB out no later than five (5) business days after installation and acceptance of the work performed by the Customer. Invoicing will not begin until the Customer work order is closed.

Some orders will include configuration data including IP addresses to enable establishing closed user groups on the State network.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

#### 4.7.3 Credential Request Orders

Some of the orders submitted to the Contractor will require granting Customer password/PIN protected access to Contractor services. These are services that require Customers to log-in (or be electronically certified) to Contractor's systems before using a service. These services may be metered.

Like all other services, the right to access credentialed services will be ordered with B2B-3 transactions from CSAB providing the Contractor with necessary data to enable that access. Contractor is expected to respond by confirming to CSAB that the Customer has been provided access the credentialed services. However, CSAB will not hold user passwords and PINs for access to Contractor's systems; the Contractor is expected to provide the passwords and PINs to users directly using email addresses provided in the CSAB order. PIN and password changes will be handled outside of CSAB, as well.

SUNCOM Conferencing services are examples of credential request orders. Users of the service must login to a Contractor's system to reserve or initiate a conference. Thus, the Contractor issues login credentials to those users that were obtained after an order for them (B2B-3) was placed in CSAB. The order is fulfilled by the Contractor supplying a user ID and Personal Identification Number via email to the user, then confirming fulfillment to CSAB with a B2B-4 transaction. These transactions enable CSAB to have a complete inventory of all of the users of the service, which is periodically confirmed through B2B-5 transactions with the Contractor. The Contractor's system tracks usage that is attributable to each user, which is compiled in a B2B-6 monthly batch file of invoicing substantiation.

In all cases, the total cost of the proposed order must be defined and approved prior to submittal.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

## 4.8 Inventory

Every order and many other actions related to SUNCOM services are permanently logged into CSAB. This inventory is a basis for DMS audits of Contractor charges, i.e. if a billed service is not in the inventory or the inventory shows it was not active during the invoicing period, DMS will dispute the charge. The CSAB inventory is also a useful tool for DMS, Customers, and Contractor to see what has been ordered, its status, where its located, its cost, any associated comments, etc.

CSAB inventory is structured around key data elements. Inventory records are not valid without these key fields. CSAB by default has primacy when there are discrepancies between the inventories of the Contractor and CSAB.

Contractor is required to maintain a corresponding inventory as a basis for invoicing DMS. Periodic reconciliation may be implemented between CSAB and the Contractor's inventory

through B2B-5 transactions, at DMS' sole discretion. This will avoid waiting until the Contractor invoices DMS to discover these inconsistencies and having to resolve them through billing disputes. DMS will provide for an exchange of inventory data throughout the month using transaction B2B-4. There is no manual substitute for this process.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

#### 4.9 Invoicing Requirements

Contractor shall submit invoices and electronic details to DMS monthly for all SCS and fulfilled orders within the agreed upon timeframe(s). DMS will make the final determination on the invoice submission timeframes. Contractor may only submit one invoice per Service Category, unless otherwise agreed to in writing by the Department, and the invoice will include the applicable Service Category billing information and credits. Invoices will consist of: 1) invoices for payment on unchangeable format (e.g. paper) (aka a "hand bill") which reflects the total charges for the applicable Service Category for the month; and 2) electronic detail files that substantiates all billable services for the applicable Service Category. The total of substantiated detail charges must match the payment requests on each of the handbills.

The invoice will include detailed service credits for the applicable Service Category uniquely identified by the applicable SLA. These credits will be audited by DMS through review of SLA reporting and invoice auditing. Since credits are applied retroactively, the Contractor is required to indicate on the invoice the actual month in which the service level violation occurred.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

#### 4.10 Electronic Substantiating Detail File

The invoice substantiation file consists of electronic detail listing all billable services and activities with all unique IDs necessary to be auditable bases for all charges. The detail file must include all charge data on one-time purchases, active subscription periods, and incremental activities. All charges must be attributable to distinct identifiers from the services as negotiated in the CSAB Service Catalog, and each discrete charge must be distinguished by a service identifier. Metered charges must also include date/time stamps for each billing event, and the dates of the billing cycle (start and end). The file must be provided to DMS using a mutually agreed upon secured delivery method and mutually agreed upon format.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

#### 4.11 Audit of Contractor Invoices

DMS will audit the invoice to match all charges against the current inventory of provided services and the prices associated with the CSAB Service Catalog. If the electronic substantiating detail provided by the Contractor contains some errors but is: a) complete (i.e. contains all of the required data elements); b) substantially corresponds with the CSAB inventory and CSAB Service Catalog; and c) matches the hand bill, then DMS will send an audit exception report (B2B-7) to the Contractor detailing any disputed charges. At this time this is a manual process. At any time during the Contract term this may become an electronic process, at DMS' sole discretion. DMS staff will request credits/debits for any audit exceptions on the current invoice and work with Contractor staff to reconcile charges and system data to resolve the exceptions within one (1) billing cycle. If Contractor has not resolved audit exceptions within the next billing cycle, the charges will be finalized as determined by DMS.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

#### 4.12 Mandatory Interface with Communications Service Authorization and Billing

All work orders will be submitted to the Contractor via the CSAB or similar system as deployed by DMS. Only changes approved via a NOC ticket and not impacting invoicing charges may be an exception to the foregoing.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

#### 4.13 Mandatory Communications Service Authorization and Billing Order

No SCS service will be provisioned unless the Contractor has a properly authorized work order submitted by DMS through the CSAB except for those Customers utilizing the Contractor's online portal approved by the Department. Customer orders submitted through the Contractor's online portal will have a work order automatically generated by CSAB.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

#### 4.14 Specific Service Requests

DMS will work with Contractors and Customers to establish service request quotes when Customer requests require specific service configurations, combinations, security, or quantities. In such situations, DMS will, as needed, receive service availability and pricing quotes to fulfill the specific Customer service needs.

The format of each service request quote will be left to the discretion of DMS and Customers have the option to request custom terms and conditions to meet Customer specific needs which includes, but is not limited to, security standards set forth in Chapter 60GG, Florida Administrative Code. In all cases, the total cost of the proposed service must be well defined and the prices will not exceed those in the CSAB Service Catalog with reasonable adjustments as necessary to accommodate the specific agency service needs that substantially increase the Contractor's contractual requirements. An adjustment in price for a Customer specific service should be commensurate with the Contractor's additional obligations but shall not result in an increase in pricing greater than 25% of the listed CSAB Service Catalog price(s). The service request quote must be accepted by DMS in writing before any implementation. The quote must contain all data needed for DMS to review and approve the service, including but not limited to, all support implementation requirements target installation dates, locations, configuration data, effective date, and documents containing diagrams as necessary. The quotes will contain sufficient detail necessary for audit processes.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

#### 4.15 General Billing Requirements

Contractor will maintain a detailed database that uniquely identifies each pricing component. The CSAB Service Catalog contains unit prices, and all qualifiers that are applied to unit prices in order to create an unambiguous database of SCS billable line items. A tariff code shall have only one unit amount.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

#### 4.16 Criteria for Installation Signoff and Billing Start

The Service Acceptance Checklist is used during the migration to SCS, and during production (steady-state), to certify when a service is accepted.

The following criteria must be met before an order is considered complete.

1. Contractor completes all requirements detailed in the work order.
2. The Customer and Contractor will certify acceptance by utilizing a Service Acceptance Checklist, as jointly developed by the Customer and DMS. It is the Contractor's responsibility to obtain the Customer's acceptance of the checklist at the time of turn-up.
3. The signed copy of the Service Acceptance Checklist is inserted into the CSAB.
4. Services requested by the work order have been provisioned by the Contractor.
5. The work order has been closed by the Contractor in CSAB by entering a completion date and effective bill date.
6. The Contractor's invoice must be provided after the completion date entered into CSAB. If the Contractor's invoice reflects billing prior to the acceptance date entered into CSAB, the charges will be deducted.
7. All dates in CSAB must be entered by the Contractor in real-time. CSAB does not permit a date entry to be backdated.
8. Orders must be closed out in CSAB no later than five (5) business days after installation and acceptance of the work by the Customer.

Invoicing will not begin until the Customer work order is closed in CSAB.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

#### 4.17 Local Call Billing

If the Contractor charges Customers for Local calling, it is required to maintain a historical record for local billing call details for a minimum of twelve (12) months and in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State record retention schedules, or longer if required by Federal law. The Contractor is required to be able to deliver this information upon DMS request. Local call billing will adhere to the following:

1. Special Accounts: In certain cases, numbers will be grouped and billed on a separate special account and based on total usage per end-user/phone number.
2. Clearly differentiate between recurring and non-recurring charges.
3. Contractor is required to provide call details for all local calls.
4. Calls should be billed in six (6) second increments. Initial periods up to eighteen (18) seconds are acceptable.
5. Calls can be rounded to the next six (6) second increment at any point within the six (6) second increment. For example, a 31 second call can be round to 6/10th of a minute.

6. The Contractor is required to provide call details with the monthly invoices to support fees charged for all surcharges.
7. The Contractor is required to provide detailed call records upon written request by DMS or the Customer within ten (10) business days.
8. The minimum information required for detailed call records includes, but is not limited to: calling party number, called party number, call end and start time, call date, and trunk group (if applicable).

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

#### 4.18 Long Distance Billing

The Contractor is required to maintain a historical record for long distance billing call details for a minimum of twelve (12) months and in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State record retention schedules, or longer if required by Federal law. The Contractor is required to be able to deliver this information upon DMS request. Long distance billing will adhere to the following:

1. Special Accounts: In certain cases, numbers will be grouped and billed on a separate special account and based on total usage per end-user/phone number.
2. DMS will not pay any charges for long distance calling that takes place on a phone line without an assigned long distance carrier or if no calling plan has been designated, referred to as "casual billing."
3. Clearly differentiate between recurring and non-recurring charges.
4. Contractor is required to provide domestic and international call details for all long distance calls.
5. Calls should be billed in six (6) second increments. Initial periods up to eighteen (18) seconds are acceptable.
6. Calls can be rounded to the next six (6) second increment at any point within the six (6) second increment. For example, a 31 second call can be round to 6/10<sup>th</sup> of a minute.
7. If the rate for terminating an international call to a landline is not equal to the rate for terminating the call to a wireless line, the call details must indicate the number of minutes for both cases. A marker must be included in the file by call record indicating whether a call is terminated to a landline or wireless number.
8. The Contractor is required to provide call details with the monthly invoices to support fees charged for all surcharges.
9. The Contractor is required to provide detailed call records upon written request by DMS or the Customer within ten (10) business days.
10. The minimum information required for detailed call records includes, but is not limited to: calling party number, called party number, call end and start time, call date, and trunk group (if applicable).

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

#### 4.19 Toll-Free Billing

The Contractor is required to maintain a historical record for toll-free billing of call details for a minimum of twelve (12) months and in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State record retention schedules, or longer if required by Federal law. The Contractor is required to be able to deliver this information upon DMS request. Toll-free billing will adhere to the following:

1. Calls are to be billed in six-second increments (tick).
2. Contractor is required to provide domestic and international call detail records for all toll-free calls.
3. Calls can be rounded up to the next six-second increment at any point within the six (6) second increment. For example, a 31 second call can be round to 6/10<sup>th</sup> of a minute.
4. For each toll-free call, the associated billing record must indicate if the call was an Intrastate or Interstate call.
5. The Contractor is required to bill each toll-free number separately and not under a subaccount number or under a different billing number, unless requested by DMS.
6. The Contractor is required to provide detailed call records upon written request by DMS or the Customer within ten (10) business days.
7. The minimum information required for detailed call records includes, but is not limited to: calling party number, called toll-free number, call end and start time, call date, and trunk group (if applicable).

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

#### 4.20 Direct Billing

Under Chapter 60FF-2, F.A.C., all SUNCOM services will be billed through DMS. Contractor, however, is required to offer the ability to provide direct billing to Customers if requested by the Customer and approved by DMS. If approved by DMS, direct billing shall be provided in accordance with Chapter 60FF-2, F.A.C., and must be provided at no additional cost.

1. An administration fee for DMS overhead will be factored into the billing amount directly billed to Customers.
2. Customers will review their direct bill invoices; however, DMS retains audit authority for all services provided.



3. The monthly bill for Customers who request direct billing must provide the following information: service order numbers, account numbers, bill number and/or invoice number, information to substantiate the charges, CSAB inventory ID, bill date, due date, bill remittance address and a summary record, which includes payments applied since the last monthly bill, adjustments, sub-total of current charges, and net amount due.
4. A summary record must be provided and identified by phone number, CSAB Inventory ID, and/or circuit number as identified by the Customer.
5. Contractor will collect the administration fee through their monthly invoiced payments from Customers, and remit the fee to DMS. This is submitted by check monthly to and made payable to DMS. Supporting documentation needs to be provided as a hardcopy with the check in the same envelope, and also by email to the DMS Contract Manager.
6. Contractor will electronically supply DMS with complete and accurate detail substantiating all of the charges to Customers in accordance with Chapter 60FF-2, F.A.C
7. Contractor will confirm with DMS any SLA credits due to a SUNCOM Customer prior to invoicing the Customer following DMS confirmation of the credits due.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

#### 4.21 Service Level Agreement Operational Process

The terms regarding SLAs set forth herein shall apply to all SLAs listed in Attachment C – Final Service Level Agreements.

1. Credits must be applied to the appropriate account within the target time window provided within the SLA listed in Attachment C – Final Service Level Agreements.
2. SLAs are calculated, measured, and paid per incident.
3. SLA credits restart based on the review process and billing cycle.
4. Unless there is an explicit reference to “weekdays” or “business days”, all SLA credits are applicable based on calendar days. A calendar day starts at 12:00 AM and ends at 11:59 PM, Eastern Time.
5. The time between the start of an issue and before opening the trouble ticket is counted towards the SLA restoral time. For example, if an outage occurred at 1:00 PM (based on the alert data) and the trouble ticket was opened at 1:30 PM, the SLA clock starts at 1:00 PM.
6. Each month, the Contractor, any subcontractor, and DMS participate in a review and scrubbing of all data related to SLAs. Based on this review, credits are provided to DMS. DMS is not required to explicitly request or otherwise initiate the SLA review and validation process in order to receive SLA credits.
7. Service credits defined in Attachment C – Final Service Level Agreements, are applicable if performance metrics are not met by either the Contractor or subcontractor. Assessed service credits are to be applied as credits toward the impacted service on the Customer’s applicable Service Category invoice, or to DMS as appropriate. Service credits will be

explicitly identified as a line item for each impacted Customer on the Contractor's applicable Service Category invoice. Business and Operational SLAs apply to all Service Categories provided by the Contractor and these SLA credits will be assessed for the impacted service and applied to the applicable Service Category invoice.

8. Customers have the option to request custom SLAs to meet Customer's specific needs, which the Contractor may offer in addition to the Attachment C – Final Service Level Agreements. Contractors is permitted to equitably adjust the price in correlation with such need up to an additional 25% for the applicable service(s) subject to the applicable custom SLAs.
9. For SLAs where time is a factor in the calculation of the credit, the SLA clock must not restart but can be suspended (hold time) for the reasons below. In order to qualify for an SLA suspension (hold time), one of the listed reasons must be documented in the Contractor's NOC ticketing system by the Contractor. For Operational MACD, the reason must be documented by the Contractor in the CSAB. The SLA hold times apply only when:
  - a. Incorrect information in Customer order, including incorrect address provided by the Customer.
  - b. Customer did not attend an agreed upon scheduled appointment.
  - c. Customer unresponsive to calls or emails placed to the appropriate Customer contact person, including onsite contact person not available.
  - d. Site readiness requirement not fulfilled by the Customer, including onsite contact not available.
10. The Contractor's NOC will troubleshoot to the fullest extent feasible even if the SLA clock is suspended; for example, on a dispatch where the site readiness requirement has not been fulfilled by the Customer (onsite contact is not available).
11. Contractor SLA Accountability:
  - a. SLAs will be applicable, whether or not the violation was a result of human error, poor engineering design, tardy dispatch, dispatch without required repair or diagnostic tools, exceeding the scope of an approved maintenance change request that causes performance Degradation, or any other reason. SLAs will be applicable where advance written notice of a repair is not provided to, and approved by, the Department.
  - b. SLAs will not apply during scheduled upgrade or maintenance windows (including emergency scheduled maintenance) for the service elements listed in the DMS-approved maintenance window request. SLAs will apply for all other service element impacts during and after the scheduled maintenance window and for any maintenance performed without advance notice to, and approval by, the Department.
12. DMS will make the final determination on the Contractor's compliance with SLAs.
13. The billing reconciliation for SLA violations takes place once final determination of SLA credits has been completed by the Department and will be applied to applicable invoices in a timely manner.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

## 5. SERVICE CATEGORY 1 - UNIFIED COMMUNICATION

The Department is seeking Responses demonstrating how Unified Communication (UC) services will be delivered. This category includes both Single-tenant and Multi-tenant UC services. Generally Single-tenant implementations are deployed through a private cloud model, as described in Special Publication 800-145 issued by the National Institute for Standards and Technology (NIST), at a Customer specified location. Multi-tenant systems are generally deployed through a public cloud model, as described in Special Publication 800-145 issued by NIST. UC is an evolving set of services providing an integration of real-time communication services, such as instant messaging (chat), presence information, voice, conferencing, data sharing, call control, and speech recognition, with non-real-time communication services, such as unified messaging (integrated voicemail, email, short message service, and fax. UC provides a consistent unified user-interface across multiple devices and media types. UC services are delivered over an IP network.

Unified Communications combines independently-run communications subsystems in order to streamline how Customers communicate and collaborate regardless of location.

Text provided within this section is intended to guide Respondents in understanding the desired UC scope. None of the information is intended to limit the Respondent in its effort to provide a solution for UC services and features.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

### 5.1 Unified Communications System and Services – General Features

Respondents should propose UC services for Single-tenant and Multi-tenant environments. For a Single-tenant environment, the system will be hosted at a location agreed upon by Contractor, DMS, and Customer. For Multi-tenant environments, Respondent will propose the location of the system in its response to this subsection.

Respondents submitting a response to Service Category One will demonstrate how the following minimum required SCS services or features will be delivered:

1. Provision of local, long distance, and toll-free access.

2. Operator Assistance services are required on a twenty-four hour a day, 365 days of the year, including holidays; Operator Assistance in both English and Spanish is required. Automated operator assistance is permissible.
3. Provision of the following features with Respondent's Multi-tenant and Single-tenant service offerings:
  - a. Caller ID
  - b. Three-way calling
  - c. Do Not Disturb
  - d. Call Forward (All, Busy, No Answer, Not Reachable)
  - e. Call Pickup
  - f. Class of Service Restriction
  - g. Call Hold
  - h. Conference Calling
  - i. Call Park
  - j. Distinctive Ringing
  - k. Directory Assistance
  - l. Call Transfer (blind, with consultation, and recall)
  - m. Call Waiting
  - n. Speed Dial
  - o. Call Number Suppression
  - p. Specific Call Rejection
  - q. Last Number Dialed
  - r. Call logs (missed, received, dialed)
  - s. Call Trace
  - t. Hunt Group
  - u. Remote access
  - v. Auto attendant
  - w. Busy Camp On
  - x. Busy Lamp Field
  - y. Call forward selective
  - z. Call notify
  - aa. Call screening
  - bb. Directed call pick-up with barge in
  - cc. Diversion inhibitor
  - dd. Music on hold
  - ee. Priority alert / ringing
  - ff. Push-To-Talk (intercom)
  - gg. Remote office
  - hh. Sequential ring
  - ii. Shared call appearance
  - jj. Simultaneous ring
  - kk. PC-based receptionist
  - ll. Voice mail
  - mm. Unified messaging
  - nn. Call Center
  - oo. Call Center desktop client
  - pp. Hoteling
  - qq. IP fax

- rr. Mobility
  - ss. UC faxing
  - tt. Instant group call / paging
  - uu. Operator Assistance
  - vv. Instant messaging
  - ww. Notification
  - xx. Team collaboration
  - yy. Audio conferencing
  - zz. Web conferencing
  - aaa. Video conferencing
  - bbb. Professional services
  - ccc. Intercom dialing
  - ddd. Message waiting indicator
4. Unified Messaging services which, at a minimum, include:
- a. User access to, and management of, voicemail, email, and fax messages through the same inbox or interface.
  - b. Modular messaging with access to messages from phones and PCs via various interfaces, including browsers.
5. Voicemail service which, at a minimum, includes:
- a. Storage of a minimum of 30 messages of 2 minutes in length or equivalent to 60 minutes of memory storage space for each mailbox.
  - b. Ability to program for the following conditions: busy, out of office, and no answer.
  - c. Audible and/or visual message waiting indicator.
  - d. Out-dial notification and ability to dial out to an attendant using "0".
  - e. Ability to broadcast messages within specified Customer groups.
  - f. Extended/Guest mailbox allowing multiple users voice messaging capabilities.
  - g. Access to the voicemail service internally or externally using a local number and toll-free number.
  - h. The ability to select a single or multiple level password protection.
6. Provides the capability to port telephone numbers to the Contractor's UC service at no additional charge to the State.

Given the statements in subsection:

- 1. Describe in detail the proposed offering addressing the minimum requirements listed above.
- 2. Describe the Contractor's system location(s).
- 3. Describe the Respondent's basic and enhanced offerings.

#### **NWN Response:**

- 1. Describe in detail the proposed offering addressing the minimum requirements listed above**

NWN services in conjunction with Cisco Webex and Webex Teams can accommodate the detailed requirements above. For a detailed description of features please refer to the attachment of NWN Enterprise Service Description, NWN Cloud Service Description, and the Webex Suite Comparison Chart.

**2. Describe the Contractor's system location(s).**

NWN datacenters are located at the following addresses:

**NWN East Datacenter**

5301 Departure Drive

Raleigh, NC 27607

**NWN West Datacenter**

4650 Old Ironsides Drive

Santa Clara, CA 95054

Webex Datacenters can be found at the attached cisco-webex-meetings-privacy-data-sheet.pdf, under Tab 5. Attachments.

**3. Describe the Respondent's basic and enhanced offerings.**

**NWN Enterprise**

To help customers find the right service at the right price, a range of User Subscription Packages (User Bundles) is offered by NWN. Organizations can select those User Subscription packages that best meet their needs. Every voice and video endpoint connected to the service must be assigned to an end user and will consume one of the following subscriptions. The current subscriptions (user packages) are:

- **Essential**
  - Includes voice and basic call processing
  - Support for traditional analog phones
  - Includes basic E911 services
  - Voicemail is not available with this package
  - Ad-hoc and Meet-me Audio Conferencing
  - Supported endpoints:
    - Analog devices/fax
    - ATA190
    - Cisco IP Phone Series 3905, 69xx, 78xx and 88xx Single device subscription
    - Generally used for common areas such as break rooms, hallways and lobby areas
- **Standard**
  - Includes voice and basic call processing
  - Mobility and Single Number Reach (SNR) Extension Mobility
  - Voicemail (unified messaging or voicemail-only)
  - Ad-hoc and Meet-me Audio Conferencing

- Point-to-Point HD Video Calls
- Supported endpoints and clients include:
  - Analog devices/fax, ATA 190
  - Cisco IP Phone models 3905, 69xx, 78xx and 88xx
  - Cisco Collaboration Desk Endpoints models DX80
  - Cisco Jabber Desktop and Mobile clients
- Subscription for up to ten endpoints registered to a single user (any combination of hard phones and Jabber clients)
- Collaboration Edge (Pair of Cisco Expressway-C/E for B2B and MRA)
- Webex Teams Collaboration (Team Messaging and Team Meetings)

The NWN Enterprise Standard User subscription is provided under the Cisco Collaboration Flex Named User Agreement.

- Optional Add-ons:
  - Common Area -NWN-User-STD+COM
  - UCM Session Manager -NWN-User-STD+SME
  - Emergency Responder -NWN-User-STD+ER
  - Rich Media Session Licenses - NWN-User-STD+RMS

Generally used for users requiring Unified Communications features, Mobility and Rich Collaboration endpoints with Video and Multi-line support.

- **Enhanced**
  - Includes voice and basic call processing
  - Mobility and Single Number Reach (SNR)
  - Extension Mobility
  - Voicemail (unified messaging or voicemail only)
  - Ad-hoc and Meet-me Audio Conferencing
  - Point-to-Point HD Video Calls
  - Supported endpoints and clients include:
    - Analog devices/fax, ATA 190
    - Cisco IP Phone models 3905, 69xx, 78xx and 88xx
    - Cisco Collaboration Desk Endpoints models DX70 and DX80
    - Cisco Jabber client (desktop or mobile)
    - Collaboration Desk Endpoints
  - Subscription for up to ten endpoints registered to a single user (any combination of hard phones and Jabber clients)
  - Collaboration Edge (Pair of Cisco Expressway-C/E for B2B and MRA)
  - Webex Teams Collaboration (Team Messaging and Team Meetings)
  - Cisco Webex Hybrid Services (Directory, Calendar, Calling)

The NWN Enterprise Enhanced subscription is provided under the Cisco Collaboration Flex Enterprise Agreement (EA).

- **Premium**

- Includes voice and basic call processing
- Mobility and Single Number Reach (SNR)
- Extension Mobility
- Voicemail (unified messaging or voicemail only)
- Ad-hoc and Meet-me Audio Conferencing
- Point-to-Point HD Video Calls
- Supported endpoints and clients include:
  - Analog devices/fax, ATA 190
  - Cisco IP Phone models 3905, 69xx, 78xx and 88xx
  - Cisco Collaboration Desk Endpoints models DX70 and DX80
  - Cisco Jabber client (desktop or mobile)
  - Collaboration Desk Endpoints
- Subscription for up to ten endpoints registered to a single user (any combination of hard phones and Jabber clients)
- Collaboration Edge (Pair of Cisco Expressway-C/E for B2B and MRA)
- Cisco Webex Team Collaboration (Webex TeamsMessaging and Webex Teams Meetings)
- Cisco Webex Meetings with Collaboration Meeting Rooms (CMR)
- Cisco Webex Hybrid Services (Directory, Calendar, Calling)

The NWN Enterprise Enhanced subscription is provided under the Cisco Collaboration Flex Enterprise Agreement (EA).

The Cisco Collaboration Flex Enhanced Agreement (EA) based subscriptions require a minimum of 250 users/seats. EA subscriptions allow the addition of up to 50% of the Knowledge Worker subscription seats for Common Area devices, free of subscription fees –PSTN and support charges still apply. EA also allows for 20% Knowledge Worker growth over the term of the contract.

### **NWN Cloud Packaging and Subscription Types**

The NWN Cloud services are packaged in the form of subscriptions that are designed to support a variety of business user profiles including executives, receptionists, office and mobile workers, conference rooms, common areas and more.

Businesses can select from a variety of user packages, referred to as Subscriptions. Each subscription comes with centralized SIP trunking for PSTN access, local and domestic long-distance calling, as well as E911, and allows customers to maintain their existing phone numbers.

- **NWN Cloud EA (Calling + Meeting) Subscription:** Includes features as shown in the subscription feature matrix below, including mobile integration and the full suite of Collaboration applications; NWN Desktop and Mobile clients, Webex Meetings and



Webex Teams. Designed to meet the collaboration and mobility needs of “power users” requiring constant availability and needing to collaborate in real-time. The NWN Cloud EA subscription is provided under the Cisco Collaboration Flex Enterprise Agreement.

- **NWN Cloud Named User (Calling) Subscription:** Includes features as shown in the station feature matrix below, including NWN Desktop and Mobile clients and Webex Teams. Webex Meetings may be purchased as optional add-ons to this subscription. Designed to meet the mobility and feature needs of executives and business users or mobile workers requiring constant availability. The NWN Cloud Named User subscription is provided under the Cisco Collaboration Flex Named User Agreement.
- **NWN Cloud Common Area (Calling) Subscription:** This low-cost subscription includes features as shown in the station feature matrix below. The NWN Cloud Common Area subscription provides a complete set of business telephony / PBX user features. Designed for users requiring basic business telephony services without voicemail or unified messaging. This subscription is typically used in lobbies, conference rooms, and other common area phones. The NWN Cloud Common Area subscription is provided under the Cisco Collaboration Flex Common Area Agreement.

The EA requires a minimum of 250 Knowledge Worker users/seats per subscription. EA subscriptions allow the addition of up to 50% of the Knowledge Worker subscription seats for Common Area devices, free of subscription fees—PSTN and support charges still apply. EA also allows for 20% Knowledge Worker growth over the term of the contract. Under the NU subscription, Common Area devices are available as an add-on option and any new users must be added to the subscription.

NWN hereby grants Customer the non-exclusive, non-transferable (except as provided herein) right to access and use the Subscription Services ordered by Customer, together with all related components of the NWN Cloud Platform, during the term of the applicable Service Contract, for Customer’s own internal business purposes, subject to the terms and conditions of the Customer Agreement.

## 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.

#### **NWN Response:**

- 1. Describe in detail the proposed offering addressing the minimum requirements listed above.**

The proposed NWN offering can meet the minimum requirements as listed above and the detail can be found the attached NWN Enterprise Service Description and NWN Cloud Service Description document.

**2. Describe the system location(s).**

NWN datacenters are located at the following addresses:

**NWN East Datacenter**

5301 Departure Drive  
Raleigh, NC 27607

**NWN West Datacenter**

4650 Old Ironsides Drive  
Santa Clara, CA 95054

Webex Datacenters can be found at the attached cisco-webex-meetings-privacy-data-sheet.pdf, under Tab 5. Attachments.

**3. Describe the interconnections with MFN.**

Interconnection to MFN can be accomplished via NWN preferred transport options as described in the NWN Enterprise Service Description Document SD-6.1:

The preferred transport option for NWN Services are AT&TVPN (AVPN) or TPX MPLS. Other transport types that are considered on a special case basis are:

- AT&T MIS with MPLS Private Network Transport Feature (MPLS PNT)
- AT&T Ethernet MPLS Private Network Transport (MPLS PNT)
- AT&T NWN Enhanced VPN (EVPN)
- AT&T MLPPP (NxT1)
- Third-Party MPLS or QoS capable VPN Transport
- Third-Party Internet based VPN tunneling
- Internet Only "Over the Top" (OTT) for both NWN Enterprise & Cloud

### 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 addition to the conference code that participants should input before entering the conference.
  - f. Provides the capability for the conference host to record the conference. The host should have the capability to download the conference recording at no additional cost. Recordings should be retained by Contractor a minimum of 30 calendar days after the conference ends, and in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State. When a Customer orders additional retention services from the Contractor, the Customer shall have the capability to classify a record and designate the timeframe for retention of such a record based on its classification. Contractor must confirm with the Customer the retention period for the applicable record prior to any deletion of the recording by the Contractor.
  - g. Provides DMS and Customers the ability to ensure audio recordings are able to be done in a manner that does not violate section 934.03, F.S.
  - h. Provides operator assisted conferences where an operator provides live assistance with the conference.
    - i. Provides a capacity of at least 1,000 participants.
    - ii. Available twenty-four hours a day, 365 days of the year.
    - iii. DMS and the Customers are not charged for no shows, cancellation, or setup fees.
    - iv. Operators can dial out to participants, if requested.
    - v. Provides question and answer administration.
    - vi. Provides continuous conference monitoring and manage any special requests from the conference host during the conference.
    - vii. Provides reports on conference attendees.
2. Offer a Web Conferencing Service which:
- a. Provides an integrated audio conference service allowing participants to listen to and speak with the host and other participants.
  - b. Provides a graphical user interface control panel for the host to administer, monitor, and control the web conference.
  - c. Provides the capability for participants to join the conference via a Universal Resource Locator address or a desktop client.
  - d. Provides the capability to traverse and successfully interoperate with firewalls and security layers using standard ports such as https port 443 and http port 80.
  - e. Provides compatibility with commercially available browser software.
  - f. Allows participants to join the conference using tablets and smart devices.
  - g. Supports document sharing, which is the ability to open and share a document with conference participants.
  - h. Supports desktop sharing, which is a common name for technologies and products that allow remote access and remote collaboration on a person's computer desktop with conference participants.

- i. Supports remote control of a participant's desktop. The participant should be notified if remote control of their desktop is requested and should have the capability to accept or reject the request.
- j. Allows the host to promote any other conference participant to presenter.
- k. Provides drawing, annotation, and pointer tools.
  - l. Provides conference host the capability to record the conference and text chats. Recordings should be retained by Contractor in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State. Recordings can be download by the conference host at no additional cost. When a Customer orders additional retention services from the Contractor, the Customer shall have the capability to classify a record and designate the timeframe for retention of such a record based on its classification. Contractor must confirm with the Customer the retention period for the applicable record prior to any deletion of the recording by the Contractor.
- m. Provides DMS and Customers the ability to ensure audio recordings are able to be done in a manner that does not violate section 934.03, F.S.
- n. Supports text chats for conference participants. The chat will provide options for public chats for all participants or private chats between selected participants. The host can also disable chat.
- o. Supports polling, which allows the host to pose questions and receive feedback with a variety of different answer sets (multiple choice, open ended, yes/no). Results will be provided to the host in real-time, may be shared in real time with participants, and should be retained by Contractor in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State. Polling results retained by Contractor can be downloaded by the conference host after the meeting at no additional cost. When a Customer orders additional retention services from the Contractor, the Customer shall have the capability to classify a record and designate the timeframe for retention of such a record based on its classification. Contractor must confirm with the Customer the retention period for the applicable record prior to any deletion of the recording by the Contractor.
- p. Supports the delivery of video to participants from sources such as an external USB webcam or embedded camera in the device which connects to the conference.
- q. Allows the host to setup a password which participants should enter to join the conference.
- r. Provides a scheduling system allowing hosts to schedule or cancel web conference for up to one year in advance. Scheduling can be by time and day of the week either as a single event or recurring on a daily, weekly, monthly, or other periodic basis.
- s. Allows the host to initiate a conference with minimal notice.

Given the statements in this subsection:

1. Describe in detail the proposed Conferencing offering addressing the minimum requirements listed above.

**NWN Response:**

Cisco WebEx Meetings is an integrated web conferencing solution that enables online meeting experiences by incorporating audio, video and real-time content sharing. Cisco WebEx Meetings enable people to attend meetings inside and outside corporate firewalls, on a broad variety of platforms – including mobile devices. Cisco WebEx Meetings helps streamline the meeting process by providing a secure, centralized online space for organizing and sharing all meeting-related activities and information. Cisco WebEx Meetings is a software-as-a-service (SaaS) solution delivered through the Cisco Collaboration Cloud.

More information is detailed in the attached Cisco Webex Solution Overview, Cisco Webex Data Sheet and Cisco Webex Comparison, under Tab 5. Attachments.

## 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.

**NWN Response:**

Building off of the Service Delivery Center outlined in Question 3.23, We provide services covering both network and security device management.

**Network Management**

Network Management services provide monitoring and management of a Client's network infrastructure. The Service Offering covers and supports Core Switches, Routers, WAN Accelerators, Data Center Networks, LAN Switches, and Wireless Access Points and Controllers.

### **Security Device Management**

Security Device Management services manage and supports including firewalls, Intrusion Prevention and Detections Systems (IPS/IDS), Access Control Appliances, and Identity Services Engines. Also inclusive in the service is the administration of critical security parameters, including firewall rule set administration, IDS/IPS signature management, and VPN tunnel management.

### **Monitoring Services**

The Network Management and Security Device Management Services include standard device-level monitoring. The following are examples of the standard monitoring elements for the Network and Security Device Management Managed Services. Further content can be provided upon request.

Operational Status\System Uptime

- CPU Statistics
- Memory Statistics
- Hardware Environmental Status
- Interface Statistics
- SNMP Down

### **Standard Reports**

The Customer Portal allows Standard reports to be viewed online. The Standard Reports include four pre-configured reports, and data is retained for 6 months.

## **6. SERVICE CATEGORY 2 - SIP TRUNKING**

DMS is seeking Responses demonstrating how SIP trunking will be delivered. This category is a service which connects an agency's Single-tenant system to the Public Switched Telephone Network (PSTN) using IP transport and SIP as the signaling protocol.

SIP Trunking provides local, long distance, toll-free, and international long distance network access using an IP network for transport, either MyFloridaNet, Customer-provided via the Internet, or Contractor-provided. SIP Trunking is deployed in situations where Customers have premises-based voice (analog phones, key system, PBX equipment. SIP Trunking supports voice traffic, originated from the Customer's voice system or originating from the PSTN.

### **6.1 SIP Trunking Minimum Requirements**

The following are minimum requirements:

1. Provides the capability to interface with the State's existing embedded base of IP-PBX systems (Avaya, Cisco, and Unify).
2. Offers and manages devices which convert SIP signaling to Time-Division Multiplexing

- (TDM) signaling to interface with legacy key systems and TDM-PBXs.
3. Supports On-net and off-net calling. On-net is defined as calls between Customer locations that reside within the Contractor's SIP routing domain. Off-net is defined as calling from an SCS SIP Trunking Customer site to any U.S. or non-U.S. location not included within the Contractor's SIP routing domain.
  4. Supports three categories of off-net calling: Local, Long Distance, and International.
    - a. Local (inbound and outbound) calling with full local service feature/functionality.
    - b. Off-net domestic long distance calling via the Contractor's network-based hop-off gateways, which are connected to the PSTN for calling termination to any location.
    - c. Off-net International calling from the Contractor's network-based hop-off gateways provides International per minute calling.
  5. Supports, at a minimum, the following: G.711, G.729, and G.722.
  6. Supports fax over G.711 and T.38 fax relay.
  7. Supports Dual-Tone Multi-Frequency (DTMF).
  8. SUNCOM Customers configure their CPE at each VoIP site to transmit a Calling Party Number (CPN) for all outbound calls placed over their SIP trunk. The CPN should be one of the valid Contractor provided telephone numbers associated with the physical location of the VoIP site. If the Customer sends a CPN that is not valid, or has not been provisioned for the SIP Trunk, the Contractor must insert a valid main billing number for the Customer's SIP Trunk into the diversion header of the SIP Invite. This main billing number will appear in the call details records for all outbound local and long distance calls where an invalid CPN is sent. Respondents may propose alternate methods to this function.
  9. Provides the capability to block numbers, including but not limited to:
    - a. 611.
    - b. 811.
    - c. 5XX.
    - d. 7XX.
    - e. NPA 555-XXXX (except NPA 555-1212).
    - f. 900/NPA 976-XXXX.
    - g. 08YY XXX-XXXX.
    - h. 0N11.
    - i. 0NPA 555-1212.
    - j. 0976 NXX-XXXX.
    - k. 0500 XXX-XXXX.
    - l. 0700 XXX-XXXX.
    - m. 0900 XXX-XXXX.
    - n. All 1010 dialing.
  10. Provides 911/E911 calling capability. For E911 calling, provides calling capabilities where the physical address for the SIP Trunking site is within the area where Contractor has the ability to provide E911 service. E911 calls are to be routed to the Public Safety Answering Point (PSAP). All E911 service is based on the SIP Trunking Site Registered Location information provided to Contractor by the Customer. Customers are required to specify a physical address per telephone number to be used for 911 purposes. When a 911 or E911 call is made, the Contractor should, where technically feasible, provide the Site Registered Location information to the appropriate PSAP.



11. Provides the capability to port telephone numbers to the Contractor's SIP Trunking service at no additional charge.
12. Supports the capability to port out numbers from the Contractor to another carrier.
13. If a N11 number (211, 311, 511, and 711) is supported in the particular local area in which the Customer is located, the Contractor completes the call via the local network switch.
14. Provides DMS new telephone numbers upon request.
15. Cooperates with DMS requests for numbers to fit logically within the Customer's dial plan, to the extent feasible.
16. Allows access to directory assistance. All directory assistance calls are to be handled via the local network switch (local to the Customer site).
17. Allows access to operator services. All operator services calls are handled via the local network switch (local to the Customer site). Operator Assistance services are required on a twenty-four hour a day, 365 days of the year,; Operator Assistance in both English and Spanish is required. Automated operator assistance is permissible.
18. Supports toll-free termination on SIP Trunking telephone numbers.
19. Supports privacy suppression of Calling Party Number, which allows caller information to be withheld when a number is called.
20. Provides directory assistance listings at no additional cost.
21. Supports Customers who have more than one voice core by configuring the SIP trunking service to failover between the Customer's primary and backup core(s). If the trunk to the Customer's primary core fails, the service should automatically start routing calls to the Customer's backup core(s).

Given the statements in this subsection:

1. Describe in detail the proposed SIP trunking offering addressing the minimum requirements listed above.
2. Provides the list of IP-PBXs, IP-PBX clusters, and Session Border Controllers (SBC) which are for use with the proposed service.
3. Provides a description of how E911 calls will be routed to the Public Safety Answering Point (PSAP).
4. Describe telephone number porting process with timeframes.
5. Identify all supported Codecs.
6. Identify areas of the state where SIP Trunking service is provided. Explain how DMS will be able to determine if SIP Trunking service is available at a specific location and/or address.
7. Provide service and configuration guides.
8. Discuss SIP methods and if they are allowed and denied per network.
9. Discuss authentication and if it is allowed or disallowed per network and per SIP method.
10. For SIP messages, discuss whether it is possible to filter on content type and how it is accomplished.

**NWN Response:**

**1. Describe in detail the proposed SIP trunking offering addressing the minimum requirements listed above**

NWN will provide SIP trunking services for voice calling to any SIP-enabled Standards-compliant (RFC 3261 and related RFCs). TDM for legacy key system and TDM-PBXs is provided via a locally placed, managed gateway that provides the conversion from SIP trunks to TDM-based trunks. The NWN defines On-net as any voice calls where both the calling and called parties are DIDs that are associated with trunking services provided by NWN for those customers and those calls will remain On-net. All Off-net calls (calls destined for external parties) both domestic and long distance, will traverse to NWN's upstream providers based on a combination of least cost routing (LCR) and the level of service negotiated with NWN Customers. Off-net calls will be billed at a per-minute rate. Codecs support are G.711, G.729 and G.722, with G.711 being strongly encouraged to provide maximum compatibility and minimize transcoding requirements and complexity. Both Fax over G.711 and T.38 fax relay are supported as best effort. DTMF is supported for both inband and RFC2833 (preferred). Currently there is no option for validation of Calling Party Numbers. This optional service will be released at a future date.

**2. Provides the list of IP-PBXs, IP-PBX clusters, and Session Border Controllers (SBC) which are for use with the proposed service.**

NWN has deployed MetaSwitch Perimeta SBCs for all customer SIP trunking (2 datacenters, each with an HA pair of SBCs).

**3. Provides a description of how E911 calls will be routed to the Public Safety Answering Point (PSAP).**

For SIP trunking, NWN maintains static E911 information for all CPNs for which for which the customer has purchased the E911 feature. This information is pushed up to the National PSAP Database every 24 hours. It is the Customer's responsibility to ensure that the CPN is formatted to at least 10 digits and is a valid DID with the E911 feature enabled. Any CPNs that do not have E911 capability and are not in the National PSAP Database will be routed to the National PSAP.

**4. Describe telephone number porting process with timeframes.**

- Numbers must be requested at least 10 days in advance of the Port Request Date
- The customer must provide a CSR from their current carrier within the last 90 days and a valid LOA (utilizing NWN Template, which is valid for 30 days) to initiate the Port Request. If multiple losing carriers are involved NWN will need a separate LOA for each unique losing carrier.
- Standard porting requests can take up to 2 business days to process and submit. If all information is valid and FOC received from current carrier, porting can be completed within 10 business days of the Port Request
- Complex or Project port requests can take up to 4 business days to process and submit. Complex or Project ports can take at least 15 business days from the Port Request
- Complex or Project ports consist of large quantities of numbers (>200); multiple current carrier accounts or Billing Telephone Numbers; or invalid current carrier rejections requiring formal disputes
- All ports are completed between the hours of 8am – 8pm EST.

**5. Identify all supported Codecs.**

Supported codecs are G.711, G.729, G.722 with G.711 being strongly preferred to minimize

complexity and requirement for transcoders.

**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.**

SIP trunking is provided either via the shared DMS network, dedicated data circuit, or directly over the internet (where and if permitted).

**7. Provide service and configuration guides.**

NWN provides as part of service

**8. Discuss SIP methods and if they are allowed and denied per network.**

NWN supports all SIP methods supported by our SBC platform, MetaSwitch Perimeta.

**9. Discuss authentication and if it is allowed or disallowed per network and per SIP method.**

Authentication is not currently supported. The IP's used for termination of the trunk on the Customer network will be white-listed and all SIP signaling is expected to come from and return to these white-listed IPs.

**10. For SIP messages, discuss whether it is possible to filter on content type and how it is accomplished.**

NWN SBCs can filter on and manipulate different portions of the SIP message via sip profiles as well as filtering on and manipulating SDPs via LUA scripts.

## 6.2 SIP Trunking Features

The following are minimum requirements:

1. Provide maximum Direct Inward Dial (DID) policing which limits the maximum number of inbound concurrent calls to a specific DID.
2. Provide call forwarding not reachable which redirects incoming calls to an alternate phone number if the SIP Trunk DID is not reachable.
3. Offer the capability to intercept calls and play announcement for any SIP Trunk phone number.
4. Allow the use of a virtual phone number which allows Customers to request a local phone number at locations where they do not have physical office.

Given the statements in this subsection:

1. Describe in detail the proposed SIP trunking features addressing the minimum requirements listed above.

**NWN Response:**

NWN can police the maximum number of inbound concurrent calls to a specific DID of the Customer requires it. Inbound calls to a particular DID can be manually redirected to an alternate number.

Virtual phone numbers can be purchased in locations where the Customer does not have a local office. These numbers will be forwarded to the Customer SIP trunk.

NWN does not currently offer custom intercept announcements.

## 7. SERVICE CATEGORY 3 - CONTACT CENTER

DMS is seeking Responses demonstrating how Contact Center services will be delivered. This category includes both Single-tenant and Multi-tenant Contact Center services. Generally Single-tenant implementations are deployed through a private cloud model, as described in Special Publication 800-145 issued by NIST, at a Customer specified location. Multi-tenant systems are generally deployed through a public cloud model, as described in Special Publication 800-145 issued by NIST, at a Contractor location. A Contact Center handles a high volume of incoming calls from callers accessing State agency services. The Customer communication channels are not only voice, but may also include chat, web browser, video, text, email, and mobile apps. Contact centers support inbound, outbound, and self-service customer interactions.

Text provided within this section is intended to guide Respondents in understanding the desired scope of Contact Center services.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

## 7.1 Contact Center – General

Respondents should propose Contact Center services for Single-tenant and Multi-tenant environments. For a Single-tenant environment, the system will be hosted at a location agreed upon by Contractor, DMS, and Customer. For Multi-tenant environments, Respondents will propose the location of the system. If Respondent is offering Contact Center Services, it will offer all Customer premises equipment including, but not limited to, phones, gateways, monitoring equipment, and SBCs that Customer's will use with the proposed service.

The following are minimum requirements for Contact Center service components:

1. The ability to increase or decrease the number of Contractor's Contact Center agents.
2. Support multiple Contact Center partitions. Contractor may use common equipment to support multiple Contact Centers
3. Flexibility to comply with DMS and Customer defined security standards.
4. Contact center agents with the flexibility to interact with other Contact Centers.
5. Redundancy in geographically diverse locations for Multi-tenant Contact Center services.
6. The ability to offer TDM and VoIP as methods for access to agents.
7. The ability to route calls to PSTN for call termination on Customer provided TDM systems.
8. Supports agents using either a VoIP phone, soft phone (software phone), or other approved device.
9. Soft phones that have minimal impact on existing desktop real estate environment.
10. Integrated learning tools and coaching management tools for Customer use.
11. Support Contact Center functionality within the Customer locations and remote teleworker locations.
12. No charges for administrative tasks performed by Customer staff.
13. Options for verifying caller identity.
14. The ability to route calls as required by the Customer.
15. The ability to integrate with a Customer's end-user's Customer Relationship Management system, as required by the Customer.

Given the statements in this subsection:

1. Describe in detail the proposed Contact Center offering addressing the minimum requirements listed above.

**NWN Response:**

NWN is offering a best of breed approach to Florida DMS for contact center. Our NWN contact center solutions includes the top-rated contact center platforms in the industry across multiple deployment options – on premise, hosted, and cloud based. All the proposed platforms adhere to the requirements from Florida DMS as documented above.

The NWN Platform allows for and meets all of the requirements above. Full ACD Routing, Mobile/Remote Agents, integrations with CRM applications are offered.

Each of the NWN platforms will meet the needs of the end customers based on size, scalability, remote worker, and advanced routing technologies required.

The full NWN Suite includes provisioning, data, network, telecom, voice, and contact center services. The full stack in the NWN offering. The NWN offering also allows for Hybrid environments where needed.

## 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.

#### **NWN Response:**

Instead of providing a single solution, NWN has taken a best of breed, multi-platform approach for this proposal to Florida DMS. There are multiple products on the market that meet the requirements as described above. We feel that it is better to listen to the requirements of each individual department, and then recommend the best product that meets those specific needs. The following is a synopsis of the products that are included from a contact center in our proposal.

- Solution offering Omni channel customer care for service providers, outsourcers, and large enterprise companies. This solution offers maximum flexibility and customization. It uses contact information and its deep knowledge of agents and other resources to route each contact to the best source of help. Agents receive a rich set of call and customer data—including context from previous interactions—to provide highly personal, efficient customer service. It comes with a unified intelligence center for comprehensive reporting and a web-based agent desktop for an enhanced, next-generation experience. Web chat and email are included with every agent license. Distributed fault tolerance helps ensure uninterrupted operation.
- Solution that helps businesses and organizations deliver a connected digital experience, enabling you to provide contextual, continuous, and capability-rich journeys for your customers, across time and channels. This solution is easy-to-deploy and easy-to-use solution supports up to 400 agents and is designed for midmarket companies or enterprise branch offices. Secure and highly available, it supports powerful agent-based services and fully integrated self-service applications, including Automatic Call Distributor (ACD), Interactive Voice Response (IVR), Computer Telephony Integration (CTI), and digital channels including email and chat.
- Solution provides sales and service contact centers the ability to improve their customer experience and optimize their performance with dynamic, predictive analytics. By leveraging the data in multiple contact center systems and applying predictive analytics, this platform dynamically predicts each customer's needs and matches the customer with the best agent to handle that need, improving performance, sales, and the customer experience. It is a unified, omnichannel contact center solution that is centrally managed and administered from the cloud to improve operational efficiency and reduce costs.
- Platform provides a next-generation, all-in-one cloud contact center solution that helps you manage and understand omnichannel interactions in a seamless customer journey.

Give your employees a single tool that handles all communications - voice, chat, email, text message and more.

- This application is the only true, all-in-one omnichannel contact center and communications solution recognized as a leader in both cloud and on-premises markets. Get the richest set of capabilities—built from the ground up—to be certain you're operating with maximum reliability, flexibility and control.
- Customer experience is the new frontier for maintaining a competitive advantage. A personalized, customer-centric approach across all channels differentiates your brand and builds loyalty. Deliver superior experiences and drive digital transformation at any scale with this contact center application, the only omnichannel customer engagement solution for large-scale businesses.
- Programmable contact center platform that gives businesses complete control over customer engagement with the speed and flexibility of the cloud.
- A cloud-based contact center solution. Solution makes it easy to set up and manage a customer contact center and provide reliable customer engagement at any scale. You can set up a contact center in just a few steps, add agents from anywhere, and start to engage with your customers right away.

### 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.

#### **NWN Response:**

Interactive Voice Response is an integral part of any contact center platform. Each platform that is being proposed by NWN meets the needs of the requirements as described above. Each platform supports DTMF natively but requires a third-party product such as Nuance to receive spoken input from the caller.

NWN has pricing in our proposal for Nuance speech recognition software and services. This software can be used in conjunction with most platforms that we are proposing with the exception of Cisco CJP, Twilio Flex, and Amazon Connect.

Cisco CJP uses a company called Inference to perform the speech recognition and text to speech for the CJP IVR. Twilio Flex uses a technology called AutoPilot based upon Google and Amazon to perform this functionality. Finally, Amazon uses the same technology (Lex) that is used in its Alexa products to perform this speech recognition.

By providing multiple solutions, Florida DMS has numerous options to meet the demands of its customers.

### **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.

#### **NWN Response:**

Each platform proposed in the response by NWN includes sophisticated reporting and analytics. Each platform comes with a set of standard reports that can be customized to meet the needs of each state department.

In any contact center, reporting is a highly individualized to the specific needs of the customer. NWN is providing multiple options in platforms to ensure that these reporting needs are addressed and met the solution chosen.

### **7.5 Contact Center Recording**

The following are minimum requirements:

1. Capability for a minimum of 25% random call recording with screen capture per agent per day.
2. Online storage to hold at least thirty (30) days of recording per agent. When a Customer orders additional retention services from the Contractor, the Customer shall have the capability to classify a record and designate the timeframe for retention of such a record based on its classification. Contractor must confirm with the Customer the retention period for the applicable record prior to any deletion of the recording by the Contractor.
3. An interface to archive recording to Customer provided storage.
4. A method for appropriately adjusting monthly online storage needs.
5. The ability for a supervisor to join (barge in) a call to coach, conference, or take over a call and record it.
6. The ability to record one agent during a workday and not impact the 25% random call recording time.
7. The ability to listen to recorded calls from any location via web based call recording.
8. The ability to email downloaded recordings, and ensure the emails and attached documents are maintained in accordance with the appropriate State and Federal standards for information security.
9. The ability for an agent to initiate recording their own call.
10. The ability to search recordings by filters.
11. The ability to manage Contact Center recordings on an agent by agent basis.
12. The ability to designate, per agent, the frequency of recording calls, up to 100%.

Given the statements in this subsection:

1. Describe in detail the proposed Contact Center Call Recording services addressing the minimum requirements above.

#### **NWN Response:**

NWN provides multiple options for call and screen recording but our preferred platform is NWN's hosted Verint solution. The following is a synopsis of the capabilities that are provided within our proposal options:

- Enables you to record every call, every time and transform customer interactions into a trove of highly usable data. Guarantee 100% capture and simplify compliance. Quickly search hundreds of hours of calls to prove adherence, settle disputes, and mitigate risks. Connect the voice of your customer with key goals across the business.
- Integrates seamlessly with multiple contact center platforms including: Cisco UCCE & UCCX, Amazon Connect, Microsoft Skype for Business, and AudioCodes(LMR).
- Recording software helps maintain regulatory and compliance requirements that conform with GDPR, PCI DSS, FDCPA, Sarbanes-Oxley (SOX), HIPPA, Telemarketing Sales Rules (TSR) and the Securities Exchange Act.
- Provides comprehensive multi-channel interaction recording to help organizations comply with regulations and gain business insight. It also serves as the foundation of the broad portfolio of offline and real-time applications. Capturing interactions across communication channels, analyzing them to discover valuable insights, and applying these insights in real time, at the decisive moment of customer interactions, for maximum business impact. It enables organizations to improve customer experience, enhance operational efficiency, ensure regulatory compliance and drive revenue growth through unified solutions and best-in-class capabilities.
- Intelligent Call Recording is a single, prepackaged solution that couples call recording with the power of speech processing, helping you realize more value from captured interactions. It can capture, index, archive and retrieve voice, video, and text interactions across multiple channels. Moreover, it can automate call tagging using out-of-the-box call disposition topics, as well as topics that you define.  
An omnichannel interaction player presents all interaction attributes in one place making it easier to listen, view, analyze and take action. Verint Intelligent Call Recording is easy to maintain, with proven reliability, and many redundancy options.

## **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.

#### **NWN Response:**

##### **1. Describe in detail the proposed call center workforce management offerings addressing the minimum requirements above.**

NWN provides best of class solutions for Florida DMS. A synopsis of the WFM solutions that are provided in the proposal options are detailed below:

- Provides smart scheduling and dynamic employee engagement. It's time for a modern approach to workforce management. Hone forecasting streamline scheduling and administration and free managers to focus on adding value. Engage employees with dynamic scheduling, timely feedback and gamification tools. Put the right people in the right places. Empower them to work smarter. Deliver a consistent and outstanding customer experience.
- Offers you the flexibility to fit forecasting and scheduling to your specific environment. The solution puts maximum control in the hands of the WFM professional, so they can enjoy the confidence of precision forecasting. As business needs and customer demands change, this makes it easy to adjust forecasts and service levels in real-time.
- Enterprise workforce management enables organizations to efficiently plan, forecast, and schedule employees to meet service-level goals by leveraging a unified, enterprise workforce management solution. It provides holistic visibility into and manageability of the work, people and processes across customer touch points.

##### **2. Indicate whether Respondent's proposed monitoring can provide:**

###### **a. The ability to review and analyze data of caller interactions with agents.**

This feature is supported in all the solutions provided in this proposal, but will require a combination of workforce management and quality assurance (call recording)

###### **b. The ability to leverage call data to adjust scheduling of agent shift assignments.**

This feature is supported in all the solutions provided in this proposal.

###### **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.**

This feature is supported in all the solutions provided in this proposal.

**d. The ability to create role based score cards with key performance indicators.**

This feature is supported in all the solutions provided in this proposal, but will require a combination of workforce management and quality assurance (call recording)

**e. The ability to perform short-term and long-term forecasting of call volume and agent staffing requirements.**

This feature is supported in all the solutions provided in this proposal.

**f. Options for agent training.**

This feature is supported in all the solutions provided in this proposal.

## 7.7 Contact Center – Miscellaneous

The following are additional components which are minimum requirements for the provision of Contact Center services:

1. A trunking functionality that can be shared between Customers but should not impact performance of individual Contact Centers.
2. Dedicated IP access.
3. Tools for assessing bandwidth usage and voice quality performance.
4. The ability to program network-based routing.
5. The ability to configure call prompts to meet Customers' needs.
6. The ability to configure advanced call routing to meet Customers' needs.
7. The ability to develop and implement call routing processes, including maintaining call routing tables based on criteria defined by the Customers to route calls to agents based on skillsets and availability.
8. The ability to develop and maintain routing tables which map inbound numbers to centers and within centers to appropriate queues.
9. A certified project manager (certification from the Project Management Institute, a Certified Scrum Master from Scrum Alliance, CompTIA Project+ certification from CompTIA, a Lean Six Sigma certification, or other equivalent project management certification approved in writing by the Department) to manage the entire implementation of Customer's Contact Center.
10. User application testing and product lifecycle management.
11. Implemented procedures for re-routing calls in the event of Contact Center outages, emergencies, and unexpected call volume.
12. Compliance with DMS and each Customer's data integrity and privacy policies.
13. The ability to send voice, email, SMS, or fax notifications.

Given the statements in this subsection:

1. Describe in detail the proposed Contact Center services and features addressing the minimum requirements above.
2. Describe how the service will manage and deliver capacity for trunking services such as TDM, SIP, data, and toll-free.
3. Describe how the service protects data for remote, at home agents.
4. In a multi-tenant environment, describe how the service will ensure that Customers will not impact the performance of other Customers during unexpected surges in traffic.
5. Describe the failover design with sufficient detail for DMS to assess the design's ability to obtain the proposed service level commitment.

#### **NWN Response:**

**1. Describe in detail the proposed Contact Center services and features addressing the minimum requirements above**

The services that are described above will be provided by NWN on all of the platforms that NWN is proposing. NWN will be the overall owner of the project and will use our contact center team to perform the services as described above. When necessary, we will work with trusted vendors to perform specific tasks that they are experts. A NWN project manager will have full control of the project and all vendors for a single point of contact. The project will be delivered based upon detailed requirements provided by the end customer, and will meet this specific requirements.

The platforms allow for the end customer to have access to the admin routing portals in which they control. The NWN Support team is also available for any supported routing requirements.

**2. Describe how the service will manage and deliver capacity for trunking services such as TDM, SIP, data, and toll-free**

Each of the solutions will have different requirements around capacity for trunking. In on premise solutions, NWN will assist DMS with calculating and provisioning the correct amount of services to handle traffic at any point during the year. In cloud solutions, this provisioning is done dynamically and DMS is charged per transaction. In either scenario, NWN will guide and advise Florida DMS on the project allocation and provisioning.

The NWN Contact Center Platforms can deliver TDM, SIP, data and toll free services from our hosted datacenter, our cloud providers or via locally terminated circuits.

**3. Describe how the service protects data for remote, at home agents**

Protection of data is of paramount concern in any platform. All platforms will ensure that sensitive data is encrypted throughout the lifecycle of the call. Where exposure is a concern, NWN will guide DMS based upon the specific limitations of the solution selected.

All Remote and at home agents will be required to VPN in to the NWN Network as needed or will connect to the service over SSL. We can block or prevent customer PII from being routed to the agent as necessary.

**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**

All multi-tenant environments are designed to support spikes in traffic due to unforeseen circumstances. Based upon our knowledge of the solutions proposed, we will guide DMS in

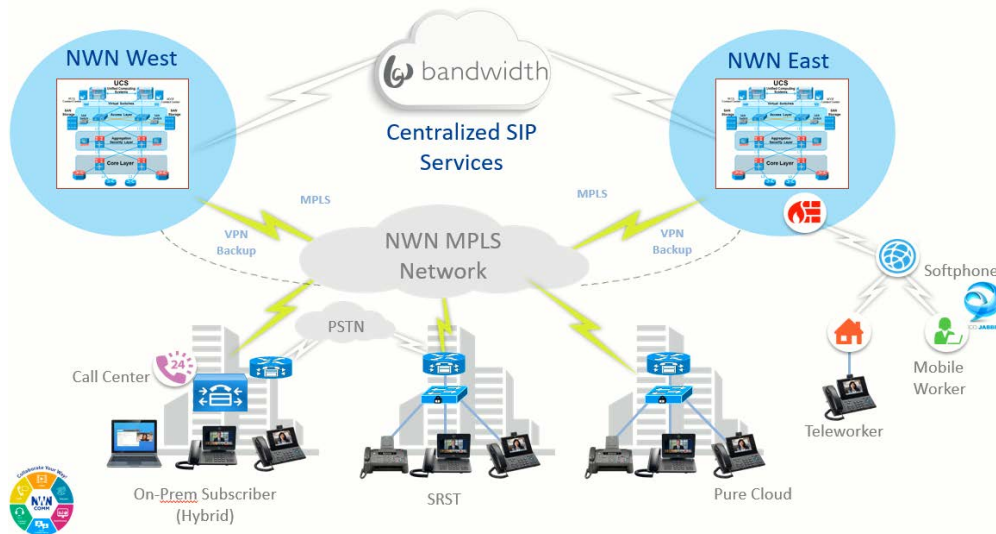
the advantages and disadvantages of the solution to meet your specific needs pertaining to call volumes and multi-tenancy.

All Platforms are Full Redundant, sized and provisioned appropriately based on the customer size, expandability requirements, and desired add-on Feature.

**5. Describe the failover design with sufficient detail for DMS to assess the design's ability to obtain the proposed service level commitment**

All solutions provided in the proposal have high availability and redundancy. NWN will work with DMS to ensure that the system is designed to meet any SLA pertaining to the stability of the system selected.

Sample design for single tenant hosted option:



## 8. SERVICE CATEGORY 4 – CENTREX SERVICES

DMS is seeking proposals for Central Office-based Switching System Local Access Services, referred to within this document as Centrex Services, within the State of Florida. The awarded Contractor will provide Local Exchange Carrier services for Customers within their proposed service areas. DMS is seeking Responses demonstrating how Centrex Services will be delivered. For this procurement, Respondents must provide local, long distance, and toll-free access with their Centrex service offering.

### 8.1 Centrex Services Minimum Requirements

The following are minimum requirements:

1. Customers who receive DMS approval may use a different long distance carrier.
2. 911 calling capability.
3. Routes E911 calls to the Public Safety Answering Point.
4. Provides DMS access to N11 services.
5. Provides call traffic studies to DMS upon request at no additional cost.



6. Provides Presubscribed Interexchange Carrier changes at no additional cost to the State.
7. Operate voice switching facilities in Florida serving Customers with line-side (analog and digital) and trunk-side (analog and digital) facilities.
8. Keep the North American Numbering Plan (NANP) updated, in accordance with Federal Communications Commission requirements.
9. Timely deliver and install Primary Rate Interface (PRI) services.
10. Timely deliver and install a Centrex mainstation (analog or digital).

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

## 8.2 Additional Centrex Services

The following are minimum requirements:

1. A minimum Customer order of five lines is required to establish a new Centrex system. The monthly recurring line charge will be inclusive of all service cost components.
2. Customer access to the ports and local loops on the line side (main station) as well as the trunk side (Centrex PRI).
3. All voice switches will be digital and capable of providing Integrated Services Digital Network (ISDN) PRI services.
4. If the Contractor's Central Office switch is not programmed for ISDN services, the nearest Central Office to the Customer location should be used to provision ISDN service at no additional cost.
5. Centrex systems configured with sufficient quantities of network access registers at no additional cost.
6. Mask dialed numbers when requested by DMS.
7. Provide directory listings in both the general and government sections of phone books. The cost of the listing will be included in the proposed rates. There should be no additional charges for unpublished/private numbers.
8. Provide directory assistance services.
9. Provide operator assisted services. Operator Assistance services are required twenty-four hour a day, 365 days of the year; Operator Assistance in both English and Spanish is required. Automated operator assistance is permissible.
10. Provide required repairs for outages to ensure normal operational functionality. Repairs may be performed remotely, where applicable, but the Department reserves the right to request Contractor dispatch a representative to a specified location to facilitate the repair to the impacted site.



Given the statements in this subsection:

1. Describe in detail the proposed Centrex services and features addressing the minimum requirements above.
2. Describe the Respondent's proposed coverage area.
3. Provide non-proprietary coverage maps of the Centrex service offering.

**NWN Response:**

NWN will not be proposing or offering a Centrex-based solution. The two solutions being offered by NWN will NWN Enterprise and NWN Cloud.

### 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](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.

**NWN Response:**

NWN will not be proposing or offering a Centrex-based solution. The two solutions being offered by NWN will NWN Enterprise and NWN Cloud.

## 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.

#### **NWN Reponses:**

NWN successfully guides our customers through ongoing digital transformation to keep them ahead of the curve. We not only help our customers continuously innovate to support the growing digital dimension and increasing connectivity between people and devices, we also prepare them to support these innovations with modernized, right-sized, tightly integrated IT infrastructures that align to their individual business needs.

NWN has almost 35 years of experience and has continually listened to our customers and technology partners to ensure that we add the right services and solutions to meet their technology needs and business objectives. Today we have over 22 years of Managed Services experience, and over 8 years of Hosted Services experience.

NWN has been serving customers in state and local government for decades, with 60% of our business in the Public Sector Market. Our teams have worked with public servants on solutions ranging from end-user computing modernization and consolidated data centers to hosted communications and 3-1-1 call centers. We recognize the unique challenges and pressures that face government staff and have a track record of successful initiatives in this environment. Currently NWN has 1,200+ active customers, around 700 are Government Customers and 130 are District Government Clients. Our largest active government installations are the State of South Carolina with 9,400 devices and 500 contact center seats, State of Vermont with 7,700 devices, State of California with 23,000 devices and 3,000 contact center seats and Wake County Schools with over 9,500 devices and a population of 159,549 students, while our smallest is Tahoe Conservancy with 59 devices.

What sets NWN apart? We understand the policy environment our Public Sector Customers face. In addition, we know how the contracting and procurement processes work and are fully capable of working within them. NWN is on state contracts in every state in which we do business. We have delivered and currently support solutions in city and county government across the nation.

NWN has over 500 employees in the U.S. serving more than 7,000 customers. Our deep commitment to putting customers first has earned accolades from our clients and NWN has been named:

- CRN: Managed Service Provider (MSP) 500 List 2015-2018,
- CRN: Solution Provider 500 List (formerly VAR 500) 2013 – 2018,
- 20 Most Promising Cloud Solutions Providers 2015 by CIO Review.

With over 2,000 projects per year, our technology professionals have program and project management expertise, business process analysis, organizational change management, facilitation, and strategic consulting skills, many with ITIL v3 and/or PMP certifications. The company has more than 350 engineers, project managers, consultants and technicians, whom have accumulated over 750 certifications in the industry leading technologies necessary for NWN to maintain its elite status with its principal vendor group.

NWN Corporation has over a hundreds of K-12 school systems across the Country. We've helped large districts implement high-impact one-to-one programs. We've worked with others to design and implement network and data center infrastructures they required. Many of our K-12 customers have been collaborating with us for years on everything from storage solutions to hosted voice. And these are just a few examples.

Why do school system IT leaders turn to NWN? We understand the context, planning cycles, and unique pressures of our K-12 education customers. NWN's regional teams stay abreast of federal, state and local policies that influence IT—from common core, to the trend toward one-to-one programs. We are tuned in to the nuances of eRate funding because our hosted voice and video solution is P1 eligible. And we are fully aware of the deployment windows and support levels required to meet students' learning needs across multiple campuses.

NWN has provided Cisco related Product Fulfillment, Professional Services, Managed Service and Cloud Services to clients, as well as many other best of breed partners for over thirty years. That experience of delivery combined with the technical knowledge of our engineering team provides the client the best overall experience. NWN has been implementing and maintaining Cisco Unified Collaboration since its inception in 1998 and providing hosted UC since the

beginning of 2011.

A summary of this experience includes:

- Total Cisco UC Customers: 540+,
- Total Cisco Endpoints Serviced: 602,000+,
- Total Cisco Hosted Subscriptions Sold: 176,000+,
- Total Cisco Annuity (including BroadCloud) Subscriptions Sold: 83,000+.

Customers work with NWN because we are “Fun to work with” and “Trustworthy.” We believe in a collaborative approach and work every day to become your trusted advisor. Rest assured that you can always count us when it’s crunch time! Each of our 550+ employees take on your business challenge as our own and whose passion is to provide smart, sensible IT solutions.

**REMAINDER OF PAGE INTENTIONALLY LEFT BLANK.**

### FORM 1 – CONTACT INFORMATION

For solicitation purposes, the Respondent's contact person will be:

Should the Respondent be awarded the Contract, the Account Manager's contact information will be:

Name Greg Syer

Title Account Manager

Company Name NWN Corporation

Address 1015 Aviation Parkway, Suite 100  
Morrisville, NC 27560

Telephone (919) 653-4477

Fax (781) 996-0252

E-mail GSyer@nwnit.com

FEID # 04-3532235

Greg Syer

Account Manager

NWN Corporation

1015 Aviation Parkway, Suite 100  
Morrisville, NC 27560

(919) 653-4477

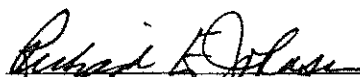
(781) 996-0252

GSyer@nwnit.com

04-3532235

NWN Corporation

Name of Respondent's Organization



06/13/2019

Signature of Authorized Representative and Date

Richard Johnson, CFO

Print Name

**FORM 2 - NOTICE OF CONFLICT OF INTEREST**

**Company Name** NWN Corporation

For the purpose of participating in the solicitation process and complying with the provisions of Chapter 112, Florida Statutes, the company states the following conflict(s) of interest exists as noted below (if none, write N/A in the applicable section(s) below):

The persons listed below are corporate officers, directors or agents and are currently employees of the State of Florida or one of its agencies:

Not Applicable

The persons listed below are current State of Florida employees who own an interest of five percent (5%) or more in the company named above:

Not Applicable

NWN Corporation

Name of Respondent's Organization



06/13/2019

Signature of Authorized Representative and Date

Richard Johnson, CFO

Print Name

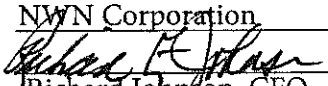
### FORM 3 - NON-COLLUSION STATEMENT

I state that I Richard Johnson, CFO of NWN Corporation,  
(Name and Title) (Name of Firm)

am authorized to make this statement on behalf of my firm and its owner, directors and officers. I am the person responsible in my firm for the price(s) and amount(s) of this Reply, and the preparation of the Reply. I state that:

1. The price(s) and amount(s) of this Reply have been arrived at independently and without consultation, communication or agreement with any other Provider, potential provider, Reply, or potential Reply.
2. Neither the price(s) nor the amount(s) of this Reply, and neither the approximate price(s) nor approximate amount(s) of this Reply, have been disclosed to any other firm, vendor, Respondent, or potential Respondent, and they will not be disclosed before Reply opening.
3. No attempt has been made or will be made to induce any firm or persons to refrain from submitting a Reply for this contract, or to submit a price(s) higher than the prices in this Reply, or to submit any intentionally high or noncompetitive price(s) or other form of complementary Reply.
4. The Reply of my firm is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive Reply.
5. NWN Corporation, its affiliates, subsidiaries, officers, director, and employees  
(Name of Firm)  
are not currently under investigation, by any governmental agency and have not in the last ten years been convicted or found liable for any act prohibited by state or federal law in any jurisdiction, involving conspiracy or collusion with respect to Reply, on any public contract, except as follows:

I state that I and the named firm understand and acknowledge that the above representations are material and important, and will be relied on by the State of Florida for which this Reply is submitted. I understand and my firm understands that any misstatement in this statement is, and will be treated as, fraudulent concealment from the State of Florida of the true facts relating to the submission of Replies for this contract.

Dated this 13 day of June, 2019  
Name of Firm: NWN Corporation  
Signed by:   
Print Name: Richard Johnson, CFO

**FORM 4 - STATEMENT OF NO PRIOR DISQUALIFYING INVOLVEMENT**

I, as an authorized representative of the Respondent, certify that nothing in section 287.057(17)(c), Florida Statutes (below), prohibits the Respondent's entry into any Contract resulting from this solicitation.

287.057 Procurement of commodities or contractual services. —

(17)(c) A person who receives a contract that has not been procured pursuant to subsections (1)-(3) [of s. 287.057, F.S.] to perform a feasibility study of the potential implementation of a subsequent contract, who participates in the drafting of a solicitation or who develops a program for future implementation, is not eligible to contract with the agency for any other contracts dealing with that specific subject matter, and any firm in which such person has any interest is not eligible to receive such contract. However, this prohibition does not prevent a Respondent who responds to a request for information from being eligible to contract with an agency.

NWN Corporation

\_\_\_\_\_  
Name of Respondent's Organization

  
\_\_\_\_\_  
Signature of Authorized Representative and Date

06/13/2019

Richard Johnson, CFO

\_\_\_\_\_  
Print Name



**FORM 5 – ADDENDUM ACKNOWLEDGEMENT FORM**

This acknowledgment form serves to confirm that the Respondent has reviewed and accepted all Addendum(s) to the solicitation posted on the Respondent Bid System.

Please list all Addendum(s) below.

Addendum No. 1

Addendum No. 2

NWN Corporation

Name of Respondent's Organization



06/13/2019

Signature of Authorized Representative and Date

Richard Johnson, CFO

Print Name

**FORM 5 – ADDENDUM ACKNOWLEDGEMENT FORM**


This acknowledgment form serves to confirm that the Respondent has reviewed and accepted all Addendum(s) to the solicitation posted on the Respondent Bid System.

Please list all Addendum(s) below.

Addendum 3

NWN Corporation

Name of Respondent's Organization

 6/19/2019

Signature of Authorized Representative and Date

Greg Syer, Account Manager

Print Name

### FORM 6 – SUBCONTRACTING

Complete the information below on all subcontractors that will provide services to the Respondent to meet the requirements of the resultant contract, should the Respondent be awarded. Submission of this form does not indicate the Department's approval, but provides the Department with information on proposed subcontractors for review.

*Please complete a separate sheet for each subcontractor.*

There will be subcontractors for this solicitation YES ☒ NO ☐ (place a checkbox where applicable). If not, Respondents are not required to complete the remainder of this form.

Service: Professional Services

Company Name: Presidio

Contact: Dustin Caldwell

Address: 124 Marriott Dr, Suite 202, Tallahassee FL 32301

Telephone: 850.294.4111

Fax: 850.270.2980

Current Office of Supplier Diversity  
certification of woman-, veteran, or  
minority-owned small business  
enterprise      Yes ☐      No ☒

W-9 verification:      Yes ☒      No ☐

In a job description format, describe below the responsibilities and duties of the subcontractor based on the technical specifications or statement of work outlined in this solicitation.

Onsite services for Voice and Contact Center which include, but not limited to,

Project Management, installation and configuration of premise equipment, support, and

adoption services.

**FORM 6 – SUBCONTRACTING**

Complete the information below on all subcontractors that will provide services to the Respondent to meet the requirements of the resultant contract, should the Respondent be awarded. Submission of this form does not indicate the Department's approval, but provides the Department with information on proposed subcontractors for review.

*Please complete a separate sheet for each subcontractor.*

There will be subcontractors for this solicitation YES X NO \_\_\_\_ (place a checkbox where applicable). If not, Respondents are not required to complete the remainder of this form.

Service: End User and Administrator User Training

Company Name: B-Lynk, Inc

Contact: Raquel Molina

Address: 309 S. Willow Ave. Tamap, FL 33606

Telephone: 813-356-0382

Fax: N/A

Current Office of Supplier Diversity  
certification of woman-, veteran, or  
minority-owned small business  
enterprise

Yes X

No \_\_\_\_\_

W-9 verification:

Yes X

No \_\_\_\_\_

In a job description format, describe below the responsibilities and duties of the subcontractor based on the technical specifications or statement of work outlined in this solicitation.

B-Lynk will provide end user and administrator technical training services for the Cloud Calling offering.

End user training on phones, software based endpoints, and self service portal

Administration training on applications, location services, and end user configurations of the Calling Admin Portal Applications.

Training services delivered in virtual webinar, custom recordings for posting, and onsite training at any State of Florida location.

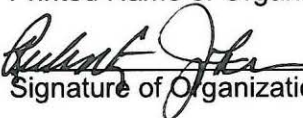
### SCS FORM 7 – MANDATORY RESPONSIVENESS REQUIREMENTS

The person submitting the Reply certifies that the person is authorized to respond to this solicitation on behalf of the Respondent.
The Respondent certifies that it is in compliance with the requirements of this ITN, including subsection 3.9.
The Respondent certifies that that neither it, nor its affiliates, is a convicted vendor or a discriminatory vendor as described in section 287.133 and section 287.134, Florida Statutes, respectively.
The Respondent certifies that the Respondent is not on the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or the Scrutinized Companies that Boycott Israel List, and is not participating in a boycott of Israel.
The Respondent certifies that the Respondent is currently authorized to do business with the State, or will attain authorization through the Department of State, Division of Corporations, should the Respondent be awarded the Contract. Website: <a href="http://www.sunbiz.org">www.sunbiz.org</a>
The Respondent certifies it has provided the Department with an Attachment G – Component Price Sheet.
The Respondent certifies it has provided the Department with a Vendor's Service Catalog.

Signature below certifies that the signatory has the authority to respond to this solicitation on the Offeror's behalf, and certifies conformance with all Responsiveness Requirements listed above.

NWN Corporation  
\_\_\_\_\_  
Name of Respondent's Organization

Richard Johnson, CFO  
\_\_\_\_\_  
Printed Name of Organization's Authorized Representative

  
\_\_\_\_\_  
Signature of Organization's Authorized Representative

06/13/2019  
\_\_\_\_\_  
Date

DMS-17/18-004

Attachment G - Final Component Price Sheet

Service Category 1 - Unified Communications - Single-Tenant

**Instructions:**

Provide a monthly price per line for the system capacities in the yellow cells. Respondents may also detail out any assumptions they have made in the blue cells.

Address other pricing options such as tiered pricing in the service category of the Vendor's Service Catalog. Prices for additional services contemplated in the Final Statement of Work and within the scope of the Final Contract should be shown in the Vendor's Service Catalog. All prices should be in U.S. dollars. Prices can be provided to the fourth decimal place.

All submitted prices will be considered ceiling pricing. Surcharges and fees should be separately listed out in the Vendor Service Catalog in accordance with the ITN subsection 3.11.1.2 and the Request for Best and Final Offer. After the initial reply, Respondents may submit only price reductions. However, if revisions are made to aspects of this price sheet during the negotiation process, Respondents will be permitted to make adjustments to their pricing based on the revisions. Respondents are encouraged to demonstrate the best possible pricing at all times, and to further demonstrate price savings opportunities in Vendor's Service Catalog. Any services or features provided at no cost should be identified as \$0.00.

Respondent's proposed prices must comply with the terms in Section 3.12 of the ITN and the Request for Best and Final Offer.

Do not alter any cells in the Component Price Sheet. Do not modify formatting in the Component Price Sheet.

System Requirements	System Capacity (# Lines)	Monthly Price Per Line for System Capacity
Single Unified Communication system with: caller ID, three-way calling, do not disturb, call forward - all, call-forward - busy, call forward - no answer, call forward - not reachable, call pickup, class of service restriction, call hold, distinctive ringing, directory assistance, call transfer (blind), call waiting, speed dial, call number suppression, specific call rejection, last number dialed, call logs (missed, received, dialed), call trace, hunt group, remote access, auto attendant, auto callback, busy camp on, busy lamp field, call forward selective, call notify, call park, call screening, call transfer with recall, call transfer (consultation), distinctive ringing, diversion	up to 10 lines	\$ 112.0000
	up to 50 lines	\$ 82.5000

**DMS-17/18-004**  
**Attachment G - Final Component Price Sheet**  
**Service Category 1 - Unified Communications - Single-Tenant**

**Instructions:**

Provide a monthly price per line for the system capacities in the yellow cells. Respondents may also detail out any assumptions they have made in the blue cells.

Address other pricing options such as tiered pricing in the service category of the Vendor's Service Catalog. Prices for additional services contemplated in the Final Statement of Work and within the scope of the Final Contract should be shown in the Vendor's Service Catalog. All prices should be in U.S. dollars. Prices can be provided to the fourth decimal place.

All submitted prices will be considered ceiling pricing. Surcharges and fees should be separately listed out in the Vendor Service Catalog in accordance with the ITN subsection 3.11.1.2 and the Request for Best and Final Offer. After the initial reply, Respondents may submit only price reductions. However, if revisions are made to aspects of this price sheet during the negotiation process, Respondents will be permitted to make adjustments to their pricing based on the revisions. Respondents are encouraged to demonstrate the best possible pricing at all times, and to further demonstrate price savings opportunities in Vendor's Service Catalog. Any services or features provided at no cost should be identified as \$0.00.

Respondent's proposed prices must comply with the terms in Section 3.12 of the ITN and the Request for Best and Final Offer.

Do not alter any cells in the Component Price Sheet. Do not modify formatting in the Component Price Sheet.

inhibitor, music on hold, conference calling, priority alert / ringing, push-to-talk (intercom), remote office, sequential ring, shared call appearance, simultaneous ring, voice mail, unified messaging, hoteling, operator assistance, instant messaging, notification, team collaboration, audio conferencing, web conferencing, video conferencing, message waiting indicator. <b>Phone equipment included.</b>	up to 200 lines	\$ 40.0000
	up to 500 lines	\$ 26.0000
	up to 1,000 lines	\$ 21.0000

**DMS-17/18-004**  
**Attachment G - Final Component Price Sheet**  
**Service Category 1 - Unified Communications - Single-Tenant**

**Instructions:**

Provide a monthly price per line for the system capacities in the yellow cells. Respondents may also detail out any assumptions they have made in the blue cells.

Address other pricing options such as tiered pricing in the service category of the Vendor's Service Catalog. Prices for additional services contemplated in the Final Statement of Work and within the scope of the Final Contract should be shown in the Vendor's Service Catalog. All prices should be in U.S. dollars. Prices can be provided to the fourth decimal place.

All submitted prices will be considered ceiling pricing. Surcharges and fees should be separately listed out in the Vendor Service Catalog in accordance with the ITN subsection 3.11.1.2 and the Request for Best and Final Offer. After the initial reply, Respondents may submit only price reductions. However, if revisions are made to aspects of this price sheet during the negotiation process, Respondents will be permitted to make adjustments to their pricing based on the revisions. Respondents are encouraged to demonstrate the best possible pricing at all times, and to further demonstrate price savings opportunities in Vendor's Service Catalog. Any services or features provided at no cost should be identified as \$0.00.

Respondent's proposed prices must comply with the terms in Section 3.12 of the ITN and the Request for Best and Final Offer.

Do not alter any cells in the Component Price Sheet. Do not modify formatting in the Component Price Sheet.

Single Unified Communication system with: caller ID, three-way calling, do not disturb, call forward - all, call-forward - busy, call forward - no answer, call forward - not reachable, call pickup, class of service restriction, call hold, distinctive ringing, directory assistance, call transfer (blind), call waiting, speed dial, call number suppression, specific call rejection, last number dialed, call logs (missed, received, dialed), call trace, hunt group, remote access, auto attendant, auto callback, busy camp on, busy lamp field, call forward selective, call notify, call park, call screening, call transfer with recall, call transfer (consultation), distinctive ringing, diversion inhibitor, music on hold, conference calling, priority alert / ringing, push-to-talk (intercom), remote office, sequential ring, shared call appearance, simultaneous ring, voice mail, unified messaging, hoteling, operator assistance, instant messaging, notification, team collaboration, audio conferencing, web conferencing, video conferencing, message waiting indicator. **Phone equipment not included.**

up to 10 lines	\$	108.0000
up to 50 lines	\$	78.5000
up to 200 lines	\$	36.0000
up to 500 lines	\$	22.0000



DMS-17/18-004

Attachment G - Final Component Price Sheet

Service Category 1 - Unified Communications - Single-Tenant

**Instructions:**

Provide a monthly price per line for the system capacities in the yellow cells. Respondents may also detail out any assumptions they have made in the blue cells.

Address other pricing options such as tiered pricing in the service category of the Vendor's Service Catalog. Prices for additional services contemplated in the Final Statement of Work and within the scope of the Final Contract should be shown in the Vendor's Service Catalog. All prices should be in U.S. dollars. Prices can be provided to the fourth decimal place.

All submitted prices will be considered ceiling pricing. Surcharges and fees should be separately listed out in the Vendor Service Catalog in accordance with the ITN subsection 3.11.1.2 and the Request for Best and Final Offer. After the initial reply, Respondents may submit only price reductions. However, if revisions are made to aspects of this price sheet during the negotiation process, Respondents will be permitted to make adjustments to their pricing based on the revisions. Respondents are encouraged to demonstrate the best possible pricing at all times, and to further demonstrate price savings opportunities in Vendor's Service Catalog. Any services or features provided at no cost should be identified as \$0.00.

Respondent's proposed prices must comply with the terms in Section 3.12 of the ITN and the Request for Best and Final Offer.

Do not alter any cells in the Component Price Sheet. Do not modify formatting in the Component Price Sheet.

	up to 1,000 lines	\$17.0000
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Call rates for system access	
Per minute pricing for local calls	0
Per minute pricing for toll-free	0.015
Per minute pricing for domestic long distance	0

DMS-17/18-004

Attachment G - Final Component Price Sheet

Service Category 1 - Unified Communications - Single-Tenant

**Instructions:**

Provide a monthly price per line for the system capacities in the yellow cells. Respondents may also detail out any assumptions they have made in the blue cells.

Address other pricing options such as tiered pricing in the service category of the Vendor's Service Catalog. Prices for additional services contemplated in the Final Statement of Work and within the scope of the Final Contract should be shown in the Vendor's Service Catalog. All prices should be in U.S. dollars. Prices can be provided to the fourth decimal place.

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Respondent's proposed prices must comply with the terms in Section 3.12 of the ITN and the Request for Best and Final Offer.

Do not alter any cells in the Component Price Sheet. Do not modify formatting in the Component Price Sheet.

**Assumptions:** State all assumptions, if any, upon which the proposed pricing is based.

NWN will provide further discounts for systems with over 1,000 and 5,000 devices per the rate chart below

1,000 to 5,000 devices with phone equipment = \$18.50

Over 5,000 devices with phone equipment = \$17.00

1,000 to 5,000 devices without phone equipment = \$14.50

Over 5,000 devices without phone equipment = \$13.00

**DMS-17/18-004**  
**Attachment G - Final Component Price Sheet**  
**Service Category 1 - Unified Communications - Single-Tenant**

**Instructions:**

Provide a monthly price per line for the system capacities in the yellow cells. Respondents may also detail out any assumptions they have made in the blue cells.

Address other pricing options such as tiered pricing in the service category of the Vendor's Service Catalog. Prices for additional services contemplated in the Final Statement of Work and within the scope of the Final Contract should be shown in the Vendor's Service Catalog. All prices should be in U.S. dollars. Prices can be provided to the fourth decimal place.

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Respondent's proposed prices must comply with the terms in Section 3.12 of the ITN and the Request for Best and Final Offer.

Do not alter any cells in the Component Price Sheet. Do not modify formatting in the Component Price Sheet.

No charge for local and long distance up to 250 minutes per device per month. \$0.01 per minute for overages.

**DMS-17/18-004**  
**Attachment G - Final Component Price Sheet**  
**Service Category 1 - Unified Communications - Multi-Tenant**

**Instructions:**

**Mark X in the blue cells if that service is provided as part of the plan indicated by that column; otherwise, leave the blue cell blank. Provide a monthly per line (i.e., per seat) price in the yellow cells, which are provided for a la carte, basic plan, gold plan, and platinum plan pricing. All prices should be in U.S. dollars. Prices can be provided to the fourth decimal place.**

Address other pricing options such as tiered pricing in the service category of the Vendor's Service Catalog. Prices for additional services contemplated in the Final Statement of Work and within the scope of the Final Contract should be shown in the Vendor's Service Catalog. All prices should be in U.S. dollars. Prices can be provided to the fourth decimal place.

All submitted prices will be considered ceiling pricing. Surcharges and fees should be separately listed out in the Vendor Service Catalog in accordance with the ITN subsection 3.11.1.2 and the Request for Best and Final Offer. After the initial reply, Respondents may submit only price reductions. However, if revisions are made to aspects of this price sheet during the negotiation process, Respondents will be permitted to make adjustments to their pricing based on the revisions. Respondents are encouraged to demonstrate the best possible pricing at all times, and to further demonstrate price savings opportunities in Vendor's Service Catalog. Any services or features provided at no cost should be identified as \$0.00.

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Plan Pricing (plan offerings to be indicated below)	
BASIC PLAN PRICE	\$ 12.7500
GOLD PLAN PRICE	\$ 19.5000
PLATINUM PLAN PRICE	\$ 28.5000

**DMS-17/18-004**  
**Attachment G - Final Component Price Sheet**  
**Service Category 1 - Unified Communications - Multi-Tenant**

Service or Feature Name	Services or features included in plans as priced above (Mark X where offered in that plan; otherwise leave blank.):			A la carte price
	Basic Plan	Gold Plan	Platinum Plan	
Caller ID	X	X	X	
Three-way calling		X	X	
Do Not Disturb		X	X	
Call Forward – All		X	X	
Call Forward – Busy		X	X	
Call Forward – No Answer		X	X	
Call Forward - Not reachable		X	X	
Call Pickup		X	X	
Class of Service Restriction	X	X	X	
Call Hold		X	X	
Call Park		X	X	
Distinctive Ringing		X	X	
Directory Assistance	X	X	X	
Call Transfer (Blind, with consultation and recall)		X	X	
Call Waiting	X	X	X	
Speed Dial		X	X	
Call Number Suppression	X	X	X	
Specific Call Rejection		X	X	
Last Number Dialed	X	X	X	
Call logs (Missed, Received, Dialed)		X	X	
Call Trace	X	X	X	
Hunt Group	X	X	X	
Remote Access		X	X	
Auto Attendant	X	X	X	
Auto callback			X	
Busy Camp On		X	X	

**DMS-17/18-004**  
**Attachment G - Final Component Price Sheet**  
**Service Category 1 - Unified Communications - Multi-Tenant**

Busy Lamp Field		X	X	
Call Forward Selective		X	X	
Call Notify		X	X	
Call Screening		X	X	
Intentionally left blank		X	X	
Diversion Inhibitor		X	X	
Music On Hold		X	X	
Conference calling		X	X	
Priority Alert/Ringing		X	X	
Push-to-Talk (Intercom)		X	X	
Remote Office			X	
Sequential Ring		X	X	
Shared Call Appearance			X	
Simultaneous Ring			X	
PC-Based Receptionist		X	X	
Voice Mail		X	X	
Unified Messaging		X	X	
Local Calls	X	X	X	\$ -
Long Distance - Domestic	X	X	X	\$ -
Toll Free	X	X	X	\$ 0.0150
Intentionally left blank				
Intentionally left blank				
Intentionally left blank				
Intentionally left blank				
Hoteling		X	X	
IP Fax		X	X	
Mobility			X	
UC Faxing			X	\$3 / month
Instant Group Call/Paging		X	X	
Operator Assistance			X	
Instant Messaging			X	
Notification		X	X	

**DMS-17/18-004**  
**Attachment G - Final Component Price Sheet**  
**Service Category 1 - Unified Communications - Multi-Tenant**

Team Collaboration			X	\$10 / month
Audio conferencing			X	\$10 / month
Web conferencing			X	\$10 / month
Video conferencing	X	X	X	
Intercom Dialing		X	X	
Message Waiting Indicator		X	X	
Professional Services				\$165 / hr

<b>Assumptions:</b> State all assumptions, if any, upon which the proposed pricing is based.
No charge for local and long distance up to 250 minutes per device per month. \$0.01 per minute for overages.
IP Fax includes receiving of faxes
Toll-Free charged by the minute in addition to subscription fee
Team, Web, and Video conferencing included with same license add-on to Gold

**DMS-17/18-004**  
**Attachment G - Final Component Price Sheet**  
**Service Category 2 - SIP Trunking**

**Instructions:**

Provide a price per unit for all items below in the yellow cells.

Address other pricing options such as tiered pricing in the service category of the Vendor's Service Catalog. Prices for additional services contemplated in the Final Statement of Work and within the scope of the Final Contract should be shown in the Vendor's Service Catalog. All prices should be in U.S. dollars. Prices can be provided to the fourth decimal place.

All submitted prices will be considered ceiling pricing. Surcharges and fees should be separately listed out in the Vendor Service Catalog in accordance with the ITN subsection 3.11.1.2 and the Request for Best and Final Offer. After the initial reply, Respondents may submit only price reductions. However, if revisions are made to aspects of this price sheet during the negotiation process, Respondents will be permitted to make adjustments to their pricing based on the revisions. Respondents are encouraged to demonstrate the best possible pricing at all times, and to further demonstrate price savings opportunities in Vendor's Service Catalog. Any services or features provided at no cost should be identified as \$0.00.

Respondent's proposed prices must comply with the terms in Section 3.12 of the ITN and the Request for Best and Final Offer.

Do not alter any cells in the Component Price Sheet. Do not modify formatting in the Component Price Sheet.

	<b>Unit</b>	<b>Price per unit</b>
Concurrent call path rate	per call path, per month	\$ 21.5000
DID rate	per DID, per month	\$ 0.6500
Local call rate	per minute	\$ 0.0100
Toll free rate	per minute	\$ 0.0150
Long distance rate	per minute	\$ 0.0100
Call forwarding not reachable	per month, per trunk	\$ 1.4000
Intercept announcement	per month, per trunk	\$ 1.2000
Virtual phone number	per month, per trunk	\$ 1.2000
Limit the volume of calls to a specific DID	per month, per trunk	\$ 25.0000



**Assumptions:** State all assumptions, if any, upon which the proposed pricing is based.

Assumes an NWN managed device required for connectivity to customer owned Avaya, Cisco or other solution.

**DMS-17/18-004****Attachment G - Final Component Price Sheet  
Service Category 3 - Contact Center - Single-Tenant**

**Instructions:** Provide a monthly price per agent for the system as described below. Respondents may also detail out any assumptions they have made in the blue cells.

Address other pricing options such as tiered pricing in the service category of the Vendor's Service Catalog. Prices for additional services contemplated in the Final Statement of Work and within the scope of the Final Contract should be shown in the Vendor's Service Catalog. All prices should be in U.S. dollars. Prices can be provided to the fourth decimal place.

All submitted prices will be considered ceiling pricing. Surcharges and fees should be separately listed out in the Vendor Service Catalog in accordance with the ITN subsection 3.11.1.2 and the Request for Best and Final Offer. After the initial reply, Respondents may submit only price reductions. However, if revisions are made to aspects of this price sheet during the negotiation process, Respondents will be permitted to make adjustments to their pricing based on the revisions. Respondents are encouraged to demonstrate the best possible pricing at all times, and to further demonstrate price savings opportunities in Vendor's Service Catalog. Any services or features provided at no cost should be identified as \$0.00.

Respondent's proposed prices must comply with the terms in Section 3.12 of the ITN and the Request for Best and Final Offer.

Do not alter any cells in the Component Price Sheet. Do not modify formatting in the Component Price Sheet.

System Requirements	System Capacity	Monthly Price Per Agent for System Capacity
Single tenant contact center with: skills based routing, IVR with speech recognition with multiple language support (English, Spanish and Creole), IVR with text to speech, call recording with screen capture, 1 terabyte of storage of call recordings, workforce management, Computer Telephony Integration, Multi-channel (omni-channel) (email, web portal, etc), and virtual hold.	up to 50 agents	\$ 214.0000
	up to 100 agents	\$ 185.0000
	up to 300 agents	\$ 146.0000

Call rates for system access	
Per minute pricing for local calls	-
Per minute pricing for toll-free	0.015
Per minute pricing for domestic long distance	-

**Assumptions:** State all assumptions, if any, upon which the proposed pricing is based.

NWN will provide further discounts for systems with over 300, 500, and 1,000 agents per the rate chart below

300 to 500 agents = \$128.00

500 to 1,000 agents = \$121.00

Over 1,000 agents = \$117.00

No charge for local and long distance up to 250 minutes per device per month. \$0.01 per minute for overages.

**DMS-17/18-004**  
**Attachment G - Final Component Price Sheet**  
**Service Category 3 - Contact Center - Multi-Tenant**

**Instructions:** Provide a monthly price per measurement unit for all items below in the yellow cells. For the items below with green cells, provide a monthly price per port or a monthly price per minute, or both a monthly price per port and price per minute. Respondents may also detail out any assumptions they have made in the blue cells.

Address other pricing options such as tiered pricing in the service category of the Vendor's Service Catalog. Prices for additional services contemplated in the Final Statement of Work and within the scope of the Final Contract should be shown in the Vendor's Service Catalog. All prices should be in U.S. dollars. Prices can be provided to the fourth decimal place.

All submitted prices will be considered ceiling pricing. Surcharges and fees should be separately listed out in the Vendor Service Catalog in accordance with the ITN subsection 3.11.1.2 and the Request for Best and Final Offer. After the initial reply, Respondents may submit only price reductions. However, if revisions are made to aspects of this price sheet during the negotiation process, Respondents will be permitted to make adjustments to their pricing based on the revisions. Respondents are encouraged to demonstrate the best possible pricing at all times, and to further demonstrate price savings opportunities in Vendor's Service Catalog. Any services or features provided at no cost should be identified as \$0.00.

Respondent's proposed prices must comply with the terms in Section 3.12 of the ITN and the Request for Best and Final Offer.

Do not alter any cells in the Component Price Sheet. Do not modify formatting in the Component Price Sheet.

Service or Feature Name	Measurement Unit	Monthly Price
Agent	per agent	\$ 98.5000
Supervisor	per supervisor	\$ 126.2500
Interactive Voice Response Dual-Tone Multi-Frequency	per port	\$ 280.0000
Interactive Voice Response Dual-Tone Multi-Frequency	per minute	\$ 0.0870
Interactive Voice Response with speech recognition	per port	\$ 280.0000
Interactive Voice Response with speech recognition	per minute	\$ 0.1400

Interactive Voice Response text to speech	per port	\$ 280.0000
Interactive Voice Response text to speech	per minute	\$ 0.1350
Interactive Voice Response speech recognition with multiple language support	per port	\$ 280.0000
Interactive Voice Response speech recognition with multiple language support	per minute	\$ 0.1950
Computer Telephony Integration	per agent	\$ 12.0000
Skills based routing	per agent	\$ -
Multi-channel (omni-channel) Access	per agent	\$ 25.0000
Virtual Hold	per port	\$ 280.0000
Virtual Hold	per minute	\$ 0.0200
Workforce Management	per agent	\$ 50.0000
Desktop Agent Client	per client	\$ -
Mobile Agent Client	per client	\$ -
Call Recording with Screen Capture	per agent	\$ 35.0000
Storage of Call recordings	per gigabyte	\$ 8.2500
Voice Notifications	per minute	\$ 0.0300
Email Notifications	per email	\$ -
Short Message Service Notifications	per text	\$ 0.0500
Fax Notifications	per fax	\$ 0.0300
Local calls	per minute	\$ -
Long Distance - Domestic	per minute	\$ -
Toll Free	per minute	\$ 0.0150
Professional Services	per hour	\$ 225.0000

**Assumptions:** State all assumptions, if any, upon which the proposed pricing is based.

No charge for local and long distance up to 250 minutes per device per month. \$0.01 per minute for overages.

**DMS-17/18-004**  
**Attachment G - Final Component Price Sheet**  
**Service Category 4 - Centrex**

**Instructions:**

Provide a price per unit for all items below in the yellow cells. Respondents may also detail out any assumptions they have made in the blue cells.

Address other pricing options such as tiered pricing in the service category of the Vendor's Service Catalog. Prices for additional services contemplated in the Final Statement of Work and within the scope of the Final Contract should be shown in the Vendor's Service Catalog. All prices should be in U.S. dollars. Prices can be provided to the fourth decimal place.

All submitted prices will be considered ceiling pricing. Surcharges and fees should be separately listed out in the Vendor Service Catalog in accordance with the ITN subsection 3.11.1.2 and the Request for Best and Final Offer. After the initial reply, Respondents may submit only price reductions. However, if revisions are made to aspects of this price sheet during the negotiation process, Respondents will be permitted to make adjustments to their pricing based on the revisions. Respondents are encouraged to demonstrate the best possible pricing at all times, and to further demonstrate price savings opportunities in Vendor's Service Catalog. Any services or features provided at no cost should be identified as \$0.00.

Respondent's proposed prices must comply with the terms in Section 3.12 of the ITN and the Request for Best and Final Offer.

Do not alter any cells in the Component Price Sheet. Do not modify formatting in the Component Price Sheet.

Service or Feature Name	Measurement Unit	Unit Cost
<b>New System Installation</b>		
System Installation	Entire system installation at one location, non-recurring cost	
Mainstation Installation	Installation of single Centrex line, non-recurring cost	
PRI Installation	Installation of a single PRI, non-recurring cost	
<b>Line access</b>		
Mainstation line charge	per line, per month	
PRI	per PRI, per month	
<b>Call rate</b>		
Local Calls	per minute	
Long Distance - Domestic	per minute	

Toll Free	per minute	
<b>Voice Mail</b>		
Voice Mail Service Charge, Mailbox	per mailbox, per month	
Voice Mail Answer Only Service Charge, Mailbox	per mailbox, per month	
<b>Operator Assistance</b>		
Operator Assistance	per request	
<b>Directory Assistance</b>		
Directory Assistance Service	per request	
<b>Assumptions:</b> State all assumptions, if any, upon which the proposed pricing is based.		

Tax, Surcharges and Fees based on April 2020 rates for Zip Code 32339						
Tax Code	City Tax and Fees	County Tax and Fees	State of FL Tax and Fees	Federal Fees	Total Tax and Fees	Fee Description
010101	6.90%	0.00%	21.99%	14.74%	43.63%	Long Distance
010110	6.90%	0.00%	21.99%	14.74%	43.63%	International
010111	6.90%	0.00%	21.99%	14.74%	43.63%	International
010151	6.90%	0.00%	21.99%	14.74%	43.63%	LD intrastate
010401	6.90%	0.00%	21.99%	14.74%	43.63%	Long Distance
020206	6.90%	0.00%	21.99%	3.01%	31.90%	Local Calling
020208	6.90%	0.00%	21.99%	14.74%	43.63%	DID
020303	6.90%	0.00%	21.99%	0.00%	28.89%	Bundled Service Plan
050101	6.90%	0.00%	21.99%	14.74%	43.63%	Fixed VoIP Service
050112	6.90%	0.00%	21.99%	14.74%	43.63%	Toll Free Charges
050115	6.90%	0.00%	21.99%	14.74%	43.63%	SIP Trunk
050122	0.00%	0.00%	21.99%	0.00%	21.99%	VoIP Features
050155	6.90%	0.00%	21.99%	14.74%	43.63%	Toll Free Charges
060101	0.00%	0.00%	0.00%	0.00%	0.00%	Internet Access
110402	0.00%	1.50%	6.00%	0.00%	7.50%	Telecom Equipment
110602	0.00%	0.00%	21.99%	0.00%	21.99%	Directory Listing
110703	0.00%	1.50%	6.00%	0.00%	7.50%	Web Conferencing
110901	0.00%	1.50%	6.00%	0.00%	7.50%	Phone Equipment
210114	0.00%	0.00%	6.00%	0.00%	6.00%	Software
310108	0.00%	1.50%	6.00%	0.00%	7.50%	IaaS
310110	0.00%	1.50%	6.00%	0.00%	7.50%	SaaS
990101	0.00%	1.50%	6.00%	0.00%	7.50%	General Service
N/A					0.00%	Included with Sell Price



Contract No. DMS-17/18-044D  
Exhibit B

Part Number	Description	Non-Recurring Charge	Monthly Recurring Charge	Item Type	Code	Rate
Category 1 Single Tenant Requested Items						
Single Tenant UC Bundle with Phone						
UC-MSR-NWNFL-BUN1P	Single UC System with Cisco PHONE and features outlined in SUNCOM contract - min 1 subscriptions		\$ 112.00	Subscription	310110	7.50%
UC-MSR-NWNFL-BUN10P	Single UC System with Cisco PHONE and features outlined in SUNCOM contract - min 10 subscriptions		\$ 82.50	Subscription	310110	7.50%
UC-MSR-NWNFL-BUN50P	Single UC System with Cisco PHONE and features outlined in SUNCOM contract - min 50 subscriptions		\$ 40.00	Subscription	310110	7.50%
UC-MSR-NWNFL-BUN200P	Single UC System with Cisco PHONE and features outlined in SUNCOM contract - min 200 subscriptions		\$ 26.00	Subscription	310110	7.50%
UC-MSR-NWNFL-BUN500P	Single UC System with Cisco PHONE and features outlined in SUNCOM contract - min 500 subscriptions		\$ 21.00	Subscription	310110	7.50%
UC-MSR-NWNFL-BUN1000P	Single UC System with Cisco PHONE and features outlined in SUNCOM contract - min 1000 subscriptions		\$ 18.50	Subscription	310110	7.50%
UC-MSR-NWNFL-BUN5000P	Single UC System with Cisco PHONE and features outlined in SUNCOM contract - min 5000 subscriptions		\$ 17.00	Subscription	310110	7.50%
Single Tenant UC BUNdle without Phone						
UC-MSR-NWNFL-BUN1	Single UC System with features outlined in SUNCOM contract - min 1 subscriptions		\$ 108.00	Subscription	310110	7.50%
UC-MSR-NWNFL-BUN10	Single UC System with features outlined in SUNCOM contract - min 10 subscriptions		\$ 78.50	Subscription	310110	7.50%
UC-MSR-NWNFL-BUN50	Single UC System with features outlined in SUNCOM contract - min 50 subscriptions		\$ 36.00	Subscription	310110	7.50%
UC-MSR-NWNFL-BUN200	Single UC System with features outlined in SUNCOM contract - min 200 subscriptions		\$ 22.00	Subscription	310110	7.50%
UC-MSR-NWNFL-BUN500	Single UC System with features outlined in SUNCOM contract - min 500 subscriptions		\$ 17.00	Subscription	310110	7.50%
UC-MSR-NWNFL-BUN1000	Single UC System with features outlined in SUNCOM contract - min 1000 subscriptions		\$ 14.50	Subscription	310110	7.50%
UC-MSR-NWNFL-BUN5000	Single UC System with features outlined in SUNCOM contract - min 5000 subscriptions		\$ 13.00	Subscription	310110	7.50%
Single Tenant UC Telecom						
UC-AAS-CIR-LOCAL	One minute of local service (up to 250 per device)		\$ -	Minute	010401	43.63%
UC-AAS-CIR-LD	One minute of long distance service (up to 250 per device)		\$ -	Minute	010401	43.63%
UC-AAS-CIR-TF1	One minute of inbound toll-free calling		\$ 0.015	Minute	050112	43.63%
Category 1 Single Tenant Additional Items						
Experience Management Platform						
UC-MSN-EMP-CUST	UC EMP Customization	\$ 1,750.00	\$ -		990101	7.50%
UC-MSR-EMP-COM	NWN Offering Knowledge Base, NWN Community, Self-Service Ticketing, SLA Dashboard, UC Administration, UC Reporting and Dashboards	\$ -	\$ 10,120.00		990101	7.50%
UC-MSR-EMP-CORE	NWN Offering Knowledge Base, NWN Community, Self-Service Ticketing, SLA Dashboard, UC Administration, UC Reporting and Dashboards	\$ -	\$ 8,780.00		990101	7.50%
UC-MSR-EMP-CORE2COM	Upgrade from UC EMP Core to Complete	\$ -	\$ 1,340.00		990101	7.50%
UC-MSR-EMP-CUST	UC EMP Customization Maintenance	\$ -	\$ 450.00		990101	7.50%
UC-MSR-EMP-ESS	NWN Offering Knowledge Base, NWN Community, Self-service Ticketing	\$ -	\$ 2,780.00		990101	7.50%
UC-MSR-EMP-ESS2COM	Upgrade from UC EMP Essentials to Complete	\$ -	\$ 6,000.00		990101	7.50%
UC-MSR-EMP-ESS2CORE	Upgrade from UC EMP Essentials to Core	\$ -	\$ 7,340.00		990101	7.50%
UC-BUN-EMP-COMPLETE	UC EMP Complete Bundle	\$ -	\$ -		990101	7.50%
CC-MSR-EMP-ADDON	Contact Center Capability Added to Existing Subscription	\$ -	\$ 2,780.00		990101	7.50%
SEC-MSR-EMP-ADDON	Security Capability Added to Existing Subscription	\$ -	\$ 2,780.00		990101	7.50%
DEV-MSR-EMP-ADDON	Device Capability Added to Existing Subscription	\$ -	\$ 2,780.00		990101	7.50%
ATS-MSR-EMP-ADDON	ATS Capability Added to Existing Subscription	\$ -	\$ 2,780.00		990101	7.50%

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Private Connectivity Options					
ATS-B-EPL-100M	EPL MAE Service Connection 10/100 Mbps			\$ 250.00	050101 43.63%
ATS-B-EPL-100MR	EPL MAE Service Connection 10/100 Mbps with Managed IP Enabled Routing Device	\$ 2,495.00		\$ 445.00	050101 43.63%
ATS-B-EPL-1G	EPL MAE Service Connection Gigabit Ethernet (1 Gbps)			\$ 1,150.00	050101 43.63%
ATS-B-EPL-1GR	EPL MAE Service Connection Gigabit Ethernet (1 Gbps) with Managed IP Enabled Routing Device	\$ 2,495.00		\$ 1,345.00	050101 43.63%
ATS-B-EPL-10GE	EPL MAE Service Connection Gigabit Ethernet (10 GE)			\$ 2,250.00	050101 43.63%
ATS-B-EPL-10GER	EPL MAE Service Connection Gigabit Ethernet (10 GE) with Managed IP Enabled Routing Device	\$ 2,495.00		\$ 2,445.00	050101 43.63%
ATS-B-EVPL-100M	EVPL MAE Service Connection 10/100 Mbps			\$ 250.00	050101 43.63%
ATS-B-EVPL-100MR	EVPL MAE Service Connection 10/100 Mbps with Managed IP Enabled Routing Device	\$ 2,495.00		\$ 445.00	050101 43.63%
ATS-B-EVPL-1G	EVPL MAE Service Connection Gigabit Ethernet (1 Gbps)			\$ 1,150.00	050101 43.63%
ATS-B-EVPL-1GR	EVPL MAE Service Connection Gigabit Ethernet (1 Gbps) with Managed IP Enabled Routing Device	\$ 2,495.00		\$ 1,345.00	050101 43.63%
ATS-B-EVPL-10GE	EVPL MAE Service Connection 10 Gigabit Ethernet (10 GE)			\$ 2,050.00	050101 43.63%
ATS-B-EVPL-10GER	EVPL MAE Service Connection 10 Gigabit Ethernet (10 GE) with Managed IP Enabled Routing Device	\$ 2,495.00		\$ 2,145.00	050101 43.63%
ATS-Pro-AddMac-100	Additional MAE MAC Addresses (51-100)	\$ 175.00		\$ 33.00	990101 7.50%
ATS-Pro-EVC	Ethernet Virtual Connection (EVC) MAE	\$ -		\$ 25.00	990101 7.50%
ATS-B-CIRPre-2M	PREMIUM CIR MAE - 2 Mbps	\$ 795.00		\$ 12.10	990101 7.50%
ATS-B-CIRPre-4M	PREMIUM CIR MAE - 4 Mbps	\$ 795.00		\$ 18.15	990101 7.50%
ATS-B-CIRPre-5M	PREMIUM CIR MAE - 5 Mbps	\$ 795.00		\$ 24.20	990101 7.50%
ATS-B-CIRPre-8M	PREMIUM CIR MAE - 8 Mbps	\$ 795.00		\$ 30.25	990101 7.50%
ATS-B-CIRPre-10M	PREMIUM CIR MAE - 10 Mbps	\$ 795.00		\$ 42.35	990101 7.50%
ATS-B-CIRPre-20M	PREMIUM CIR MAE - 20 Mbps	\$ 795.00		\$ 66.55	990101 7.50%
ATS-B-CIRPre-50M	PREMIUM CIR MAE - 50 Mbps	\$ 795.00		\$ 127.05	990101 7.50%
ATS-B-CIRPre-100M	PREMIUM CIR MAE - 100 Mbps	\$ 795.00		\$ 199.65	990101 7.50%
ATS-B-CIRPre-150M	PREMIUM CIR MAE - 150 Mbps	\$ 795.00		\$ 260.15	990101 7.50%
ATS-B-CIRPre-200M	PREMIUM CIR MAE - 200 Mbps	\$ 795.00		\$ 320.65	990101 7.50%
ATS-B-CIRPre-250M	PREMIUM CIR MAE - 250 Mbps	\$ 795.00		\$ 381.15	990101 7.50%
ATS-B-CIRPre-400M	PREMIUM CIR MAE - 400 Mbps	\$ 795.00		\$ 441.65	990101 7.50%
ATS-B-CIRPre-500M	PREMIUM CIR MAE - 500 Mbps	\$ 795.00		\$ 502.15	990101 7.50%
ATS-B-CIRPre-600M	PREMIUM CIR MAE - 600 Mbps	\$ 795.00		\$ 562.65	990101 7.50%
ATS-B-CIRPre-1G	PREMIUM CIR MAE - 1 Gbps	\$ 795.00		\$ 798.60	990101 7.50%
ATS-B-CIRPre-10G	PREMIUM CIR MAE - 10 Gbps	\$ 795.00		\$ 2,299.00	990101 7.50%
ATS-3PS-DemarcCop	Extended Demarcation -Copper – Regular Hours	\$ 545.00			990101 7.50%
ATS-3PS-DemarcCop-OT	Extended Demarcation -Copper – Overtime Hours	\$ 670.00			990101 7.50%
ATS-3PS-DemarcCop-Wkd	Extended Demarcation -Copper – Sunday and Holiday Hours	\$ 840.00			990101 7.50%
ATS-3PS-DemarcCop25	Extended Demarcation -Copper 25 Pair – Regular Hours	\$ 545.00			990101 7.50%
ATS-3PS-DemarcCop25-OT	Extended Demarcation -Copper 25 Pair – Overtime Hours	\$ 670.00			990101 7.50%
ATS-3PS-DemarcCop25-Wkd	Extended Demarcation -Copper 25 Pair – Sunday and Holiday Hours	\$ 840.00			990101 7.50%
ATS-3PS-DemarcFIB	Extended Demarcation - Optical Fiber Link – Regular Hours	\$ 1,015.00			990101 7.50%
ATS-3PS-DemarcFIB-OT	Extended Demarcation - Optical Fiber Link – Overtime Hours	\$ 1,200.00			990101 7.50%
ATS-3PS-DemarcFIB-Wkd	Extended Demarcation - Optical Fiber Link – Sunday and Holiday Hours	\$ 1,335.00			990101 7.50%
ATS-Pro-ASE	Field Service	\$ 145.00			990101 7.50%
ATS-Pro-ASE-OT	Field Service After Hours	\$ 175.00			990101 7.50%
ATS-Pro-ASE-Wkd	Field Service Weekends	\$ 175.00			990101 7.50%

## Exhibit B

ATS-BUN-MPLS-R1M	MPLS port, access and Layer 3 routing device bundled service at 1 Mbps	\$	375.00	\$	617.00	050101	43.63%
ATS-BUN-MPLS-R3M	MPLS port, access and Layer 3 routing device bundled service at 3 Mbps	\$	375.00	\$	798.00	050101	43.63%
ATS-BUN-MPLS-R4M	MPLS port, access and Layer 3 routing device bundled service at 4 Mbps	\$	575.00	\$	1,192.00	050101	43.63%
ATS-BUN-MPLS-R5M	MPLS port, access and Layer 3 routing device bundled service at 5 Mbps	\$	975.00	\$	1,593.00	050101	43.63%
ATS-BUN-MPLS-R7M	MPLS port, access and Layer 3 routing device bundled service at 7 Mbps	\$	975.00	\$	1,623.00	050101	43.63%
ATS-BUN-MPLS-R9M	MPLS port, access and Layer 3 routing device bundled service at 9 Mbps	\$	975.00	\$	1,715.00	050101	43.63%
ATS-BUN-MPLS-R10M	MPLS port, access and Layer 3 routing device bundled service at 10 Mbps	\$	1,430.00	\$	1,965.00	050101	43.63%
ATS-BUN-MPLS-R12M	MPLS port, access and Layer 3 routing device bundled service at 12 Mbps	\$	1,430.00	\$	1,986.00	050101	43.63%
ATS-BUN-MPLS-R15M	MPLS port, access and Layer 3 routing device bundled service at 15 Mbps	\$	1,430.00	\$	2,010.00	050101	43.63%
ATS-BUN-MPLS-R20M	MPLS port, access and Layer 3 routing device bundled service at 20 Mbps	\$	1,430.00	\$	2,060.00	050101	43.63%
ATS-BUN-MPLS-R30M	MPLS port, access and Layer 3 routing device bundled service at 30 Mbps	\$	1,430.00	\$	2,160.00	050101	43.63%
ATS-BUN-MPLS-R40M	MPLS port, access and Layer 3 routing device bundled service at 40 Mbps	\$	1,430.00	\$	2,200.00	050101	43.63%
ATS-BUN-MPLS-R50M	MPLS port, access and Layer 3 routing device bundled service at 50 Mbps	\$	2,465.00	\$	2,225.00	050101	43.63%
ATS-BUN-MPLS-R60M	MPLS port, access and Layer 3 routing device bundled service at 60 Mbps	\$	2,465.00	\$	2,263.00	050101	43.63%
ATS-BUN-MPLS-R70M	MPLS port, access and Layer 3 routing device bundled service at 70 Mbps	\$	2,465.00	\$	2,281.00	050101	43.63%
ATS-BUN-MPLS-R80M	MPLS port, access and Layer 3 routing device bundled service at 80 Mbps	\$	2,465.00	\$	2,476.00	050101	43.63%
ATS-BUN-MPLS-R90M	MPLS port, access and Layer 3 routing device bundled service at 90 Mbps	\$	2,465.00	\$	2,489.00	050101	43.63%
ATS-BUN-MPLS-R100M	MPLS port, access and Layer 3 routing device bundled service at 100 Mbps	\$	5,735.00	\$	2,540.00	050101	43.63%
ATS-BUN-MPLS-R150M	MPLS port, access and Layer 3 routing device bundled service at 150 Mbps	\$	5,735.00	\$	3,387.00	050101	43.63%
ATS-BUN-MPLS-R200M	MPLS port, access and Layer 3 routing device bundled service at 200 Mbps	\$	5,735.00	\$	3,514.00	050101	43.63%
ATS-BUN-MPLS-R250M	MPLS port, access and Layer 3 routing device bundled service at 250 Mbps	\$	5,735.00	\$	3,568.00	050101	43.63%
ATS-BUN-MPLS-R300M	MPLS port, access and Layer 3 routing device bundled service at 300 Mbps	\$	5,735.00	\$	4,175.00	050101	43.63%
ATS-BUN-MPLS-R400M	MPLS port, access and Layer 3 routing device bundled service at 400 Mbps	\$	5,735.00	\$	4,556.00	050101	43.63%
ATS-BUN-MPLS-R500M	MPLS port, access and Layer 3 routing device bundled service at 500 Mbps	\$	5,735.00	\$	4,975.00	050101	43.63%
ATS-BUN-MPLS-R600M	MPLS port, access and Layer 3 routing device bundled service at 600 Mbps	\$	5,735.00	\$	5,436.00	050101	43.63%
ATS-BUN-MPLS-R700M	MPLS port, access and Layer 3 routing device bundled service at 700 Mbps	\$	5,735.00	\$	5,943.00	050101	43.63%
ATS-BUN-MPLS-R1G	MPLS port, access and Layer 3 routing device bundled service at 1 Gbps	\$	8,340.00	\$	7,147.00	050101	43.63%
ATS-BUN-MPLS-R2G	MPLS port, access and Layer 3 routing device bundled service at 2 Gbps	\$	8,340.00	\$	9,050.00	050101	43.63%
ATS-BUN-MPLS-R3G	MPLS port, access and Layer 3 routing device bundled service at 3 Gbps	\$	8,340.00	\$	9,276.00	050101	43.63%
ATS-BUN-MPLS-R4G	MPLS port, access and Layer 3 routing device bundled service at 4 Gbps	\$	8,340.00	\$	9,390.00	050101	43.63%
ATS-BUN-MPLS-R5G	MPLS port, access and Layer 3 routing device bundled service at 5 Gbps	\$	11,900.00	\$	9,534.00	050101	43.63%
ATS-BUN-MPLS-R6G	MPLS port, access and Layer 3 routing device bundled service at 6 Gbps	\$	11,900.00	\$	10,432.00	050101	43.63%
ATS-BUN-MPLS-R7G	MPLS port, access and Layer 3 routing device bundled service at 7 Gbps	\$	11,900.00	\$	11,420.00	050101	43.63%
ATS-BUN-MPLS-R8G	MPLS port, access and Layer 3 routing device bundled service at 8 Gbps	\$	11,900.00	\$	12,507.00	050101	43.63%
ATS-BUN-MPLS-R9G	MPLS port, access and Layer 3 routing device bundled service at 9 Gbps	\$	11,900.00	\$	13,702.00	050101	43.63%
ATS-BUN-MPLS-R10G	MPLS port, access and Layer 3 routing device bundled service at 10 Gbps	\$	11,900.00	\$	15,017.00	050101	43.63%
ATS-BUN-MPLS-ROBA	Out-of-band access to the managed layer 3 routing device	\$	2,755.00	\$	24.75	990101	7.50%
ATS-B-InFRaM-5M	InFRaM @ 5 Mbps	\$	995.00	\$	764.46	050101	43.63%
ATS-B-InFRaM-10M	InFRaM @ 10 Mbps	\$	995.00	\$	816.09	050101	43.63%
ATS-B-InFRaM-15M	InFRaM @ 15 Mbps	\$	995.00	\$	996.07	050101	43.63%
ATS-B-InFRaM-20M	InFRaM @ 20 Mbps	\$	995.00	\$	1,025.15	050101	43.63%
ATS-B-InFRaM-25M	InFRaM @ 25 Mbps	\$	995.00	\$	1,048.49	050101	43.63%
ATS-B-InFRaM-30M	InFRaM @ 30 Mbps	\$	995.00	\$	1,155.58	050101	43.63%
ATS-B-InFRaM-35M	InFRaM @ 35 Mbps	\$	995.00	\$	1,195.76	050101	43.63%
ATS-B-InFRaM-40M	InFRaM @ 40 Mbps	\$	995.00	\$	1,206.72	050101	43.63%

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ATS-B-InFRaM-45M	InFRaM @ 45 Mbps	\$	995.00	\$	1,293.18	050101	43.63%
ATS-B-InFRaM-50M	InFRaM @ 50 Mbps	\$	995.00	\$	1,391.81	050101	43.63%
ATS-B-InFRaM-55M	InFRaM @ 55 Mbps	\$	995.00	\$	1,476.83	050101	43.63%
ATS-B-InFRaM-60M	InFRaM @ 60 Mbps	\$	995.00	\$	1,588.75	050101	43.63%
ATS-B-InFRaM-100M	InFRaM @ 100 Mbps	\$	995.00	\$	1,611.09	050101	43.63%
ATS-B-InFRaM-150M	InFRaM @ 150 Mbps	\$	2,755.00	\$	2,043.21	050101	43.63%
ATS-B-InFRaM-200M	InFRaM @ 200 Mbps	\$	2,755.00	\$	2,076.29	050101	43.63%
ATS-B-InFRaM-500M	InFRaM @ 500 Mbps	\$	2,755.00	\$	2,672.33	050101	43.63%
ATS-B-InFRaM-1G	InFRaM @ 1 Gbps	\$	2,755.00	\$	3,334.85	050101	43.63%
ATS-B-InFRaM-10G	InFRaM @ 10 Gbps	\$	14,557.00	\$	10,533.19	050101	43.63%
ATS-B-DDoS-10M	DDoS Mitigation 1.544–10 Mbps	\$	1,650.00	\$	2,760.00	990101	7.50%
ATS-B-DDoS-15M	DDoS Mitigation 15 Mbps	\$	1,650.00	\$	3,174.00	990101	7.50%
ATS-B-DDoS-25M	DDoS Mitigation 25 Mbps	\$	1,650.00	\$	3,650.10	990101	7.50%
ATS-B-DDoS-50M	DDoS Mitigation 50 Mbps	\$	1,650.00	\$	4,197.62	990101	7.50%
ATS-B-DDoS-100M	DDoS Mitigation 100 Mbps	\$	1,650.00	\$	4,827.26	990101	7.50%
ATS-B-DDoS-250M	DDoS Mitigation 250 Mbps	\$	1,650.00	\$	5,551.35	990101	7.50%
ATS-B-DDoS-500M	DDoS Mitigation 500 Mbps	\$	1,650.00	\$	6,384.05	990101	7.50%
ATS-B-DDoS-1G	DDoS Mitigation 1 Gbps	\$	1,650.00	\$	7,341.65	990101	7.50%
ATS-B-DDoS-5G	DDoS Mitigation 5 Gbps	\$	1,650.00	\$	8,442.90	990101	7.50%
ATS-AAS-DIAB-1M	Broadband Copper Up to 12 X Up to 1 Mbps	\$	575.00	\$	78.00	050101	43.63%
ATS-AAS-DIAB-1.5M	Broadband Copper Up to 18 X Up to 1.5 Mbps	\$	575.00	\$	78.00	050101	43.63%
ATS-AAS-DIAB-3M	Broadband Copper Up to 24 X Up to 3 Mbps	\$	575.00	\$	78.00	050101	43.63%
ATS-AAS-DIAB-6M	Broadband Copper Up to 45 X Up to 6 Mbps	\$	575.00	\$	108.00	050101	43.63%
ATS-AAS-DIAB-8M	Broadband Copper Up to 75 X Up to 8 Mbps	\$	575.00	\$	137.00	050101	43.63%
ATS-AAS-DIAB-25X5M	Broadband Fiber 25 X 5 Mbps	\$	575.00	\$	78.00	050101	43.63%
ATS-AAS-DIAB-25M	Broadband Fiber 25 X 25 Mbps	\$	575.00	\$	122.00	050101	43.63%
ATS-AAS-DIAB-10M	Broadband Fiber 50 X 10 Mbps	\$	575.00	\$	108.00	050101	43.63%
ATS-AAS-DIAB-50M	Broadband Fiber 50 X 50 Mbps	\$	575.00	\$	219.00	050101	43.63%
ATS-AAS-DIAB-20M	Broadband Fiber 100 X 20 Mbps	\$	575.00	\$	137.00	050101	43.63%
ATS-AAS-DIAB-100M	Broadband Fiber 100 X 100 Mbps	\$	575.00	\$	316.00	050101	43.63%
ATS-AAS-DIAB-40M	Broadband Fiber 200 X 40 Mbps	\$	575.00	\$	268.00	050101	43.63%
ATS-AAS-DIAB-200M	Broadband Fiber 200 X 200 Mbps	\$	575.00	\$	463.00	050101	43.63%
ATS-AAS-DIAB-75M	Broadband Fiber 300 X 75 Mbps	\$	575.00	\$	268.00	050101	43.63%
ATS-AAS-DIAB-300M	Broadband Fiber 300 X 300 Mbps	\$	575.00	\$	462.00	050101	43.63%
ATS-AAS-DIAB-500X100M	Broadband Fiber 500 X 100 Mbps	\$	575.00	\$	268.00	050101	43.63%
ATS-AAS-DIAB-500M	Broadband Fiber 500 X 500 Mbps	\$	575.00	\$	462.00	050101	43.63%
ATS-AAS-DIAB-1GX200M	Broadband Fiber 1 Gbps X 200 Mbps	\$	575.00	\$	316.00	050101	43.63%
ATS-AAS-DIAB-1G	Broadband Fiber 1 X 1 Gbps	\$	575.00	\$	657.00	050101	43.63%
Advanced Technology Solutions							
ATS-BUN-INT-MPLS5M	MPLS Circuit Bundle - Internet AddOn	\$	1,933.75	\$	450.00	N/A	0.00%
ATS-BUN-INT-MPLS10M	MPLS Circuit Bundle - Internet AddOn	\$	2,783.75	\$	475.00	N/A	0.00%
ATS-BUN-INT-MPLS20M	MPLS Circuit Bundle - Internet AddOn	\$	3,633.75	\$	600.00	N/A	0.00%
ATS-BUN-INT-MPLS50M	MPLS Circuit Bundle - Internet AddOn	\$	4,483.75	\$	750.00	N/A	0.00%
ATS-BUN-INT-MPLS100M	MPLS Circuit Bundle - Internet AddOn	\$	5,333.75	\$	1,170.00	N/A	0.00%
ATS-BUN-INT-MPLS200M	MPLS Circuit Bundle - Internet AddOn	\$	6,183.75	\$	1,348.00	N/A	0.00%

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ATS-BUN-INT-MPLS500M	MPLS Circuit Bundle - Internet AddOn	\$ 7,033.75	\$ 1,577.00	N/A	0.00%
ATS-BUN-INT-MPLS1G	MPLS Circuit Bundle - Internet AddOn	\$ 11,390.00	\$ 2,070.00	N/A	0.00%
ATS-BUN-INT-MPLS2G	MPLS Circuit Bundle - Internet AddOn	\$ 19,040.00	\$ 2,443.00	N/A	0.00%
ATS-BUN-INT-MPLS5G	MPLS Circuit Bundle - Internet AddOn	\$ 26,690.00	\$ 3,788.00	N/A	0.00%
ATS-BUN-INT-MPLS10G	MPLS Circuit Bundle - Internet AddOn	\$ 34,340.00	\$ 5,668.00	N/A	0.00%
ATS-B-EPL-100M	Layer 2 Circuit Bundle		\$ 250.00	N/A	0.00%
ATS-B-EPL-100MR	Layer 2 Circuit Bundle	\$ 2,495.00	\$ 445.00	N/A	0.00%
ATS-B-EPL-1G	Layer 2 Circuit Bundle		\$ 1,150.00	N/A	0.00%
ATS-B-EPL-1GR	Layer 2 Circuit Bundle	\$ 2,495.00	\$ 1,345.00	N/A	0.00%
ATS-B-EPL-10GE	Layer 2 Circuit Bundle		\$ 2,250.00	N/A	0.00%
ATS-B-EPL-10GER	Layer 2 Circuit Bundle	\$ 2,495.00	\$ 2,445.00	N/A	0.00%
ATS-B-EVPL-100M	Layer 2 Circuit Bundle		\$ 250.00	N/A	0.00%
ATS-B-EVPL-100MR	Layer 2 Circuit Bundle	\$ 2,495.00	\$ 445.00	N/A	0.00%
ATS-B-EVPL-1G	Layer 2 Circuit Bundle		\$ 1,150.00	N/A	0.00%
ATS-B-EVPL-1GR	Layer 2 Circuit Bundle	\$ 2,495.00	\$ 1,345.00	N/A	0.00%
ATS-B-EVPL-10GE	Layer 2 Circuit Bundle		\$ 2,050.00	N/A	0.00%
ATS-B-EVPL-10GER	Layer 2 Circuit Bundle	\$ 2,495.00	\$ 2,145.00	N/A	0.00%
ATS-PRO-AddMac-100	100 MAC address	\$ 175.00	\$ 33.00	N/A	0.00%
ATS-AAS-MRC	Third Party Monthly Services	\$ -	\$ 100.00	N/A	0.00%
ATS-AAS-NRC	Third Party One-time Services	\$ 100.00	\$ -	N/A	0.00%
ATS-MSN-CUST	NWN Custom Enablement	\$ 100.00		990101	7.50%
ATS-MSN-LAN-MMDNACHA	Cisco DNA Center High Availability Core Support (Enablement)	\$ 3,088.88		990101	7.50%
ATS-MSN-LAN-MMDNACS	Cisco DNA Center Standalone Core Support (Enablement)	\$ 1,544.46		990101	7.50%
ATS-MSN-LAN-MMR	Router Core Support (Enablement)	\$ 550.68		990101	7.50%
ATS-MSN-LAN-MMSWC	Switch Chassis Core Support (Enablement)	\$ 740.58		990101	7.50%
ATS-MSN-LAN-MMSWF	Switch Fixed Port Core Support (Enablement)	\$ 367.27		990101	7.50%
ATS-MSN-LAN-MRouter	Router Essentials Support (Enablement)	\$ 344.97		990101	7.50%
ATS-MSN-LAN-MSWChassis	Switch Chassis Essentials Support (Enablement)	\$ 307.62		990101	7.50%
ATS-MSN-LAN-MSWFixed	Switch Fixed Port Essentials Support (Enablement)	\$ 200.16		990101	7.50%
ATS-MSN-SDWAN-MMCM	SD-WAN Cloud Dashboard Core Support (Enablement)	\$ 1,158.34		990101	7.50%
ATS-MSN-SDWAN-MMEdge	SD-WAN Edge Device Core Support (Enablement)	\$ 439.20		990101	7.50%
ATS-MSN-SDWAN-MMPremM	SD-WAN On-Prem Dashboard Core Support (Enablement)	\$ 1,235.56		990101	7.50%
ATS-MSN-WLAN-MAIRAP	Cisco Wireless Aironet AP Essentials Support (Enablement)	\$ 6.33		990101	7.50%
ATS-MSN-WLAN-MERDASH	Meraki Dashboard Essentials Support (Enablement)	\$ 386.92		990101	7.50%
ATS-MSN-WLAN-MMAAP	Cisco Wireless Aironet AP Core Support (Enablement)	\$ 15.82		990101	7.50%
ATS-MSN-WLAN-MMAWLCHA	Cisco Wireless Lan Controller High Availability Pair Core Support (Enablement)	\$ 550.68		990101	7.50%
ATS-MSN-WLAN-MMAWLCS	Cisco Wireless Lan Controller Stand Alone Core Support (Enablement)	\$ 495.61		990101	7.50%
ATS-MSN-WLAN-MMDash	Meraki Dashboard Core Support (Enablement)	\$ 1,158.34		990101	7.50%
ATS-MSN-WLAN-MMPrime	Cisco Prime Server Core Support (Enablement)	\$ 1,544.44		990101	7.50%
ATS-MSN-WLAN-MMWAP	Meraki Wireless AP Core Support (Enablement)	\$ 7.24		990101	7.50%
ATS-MSN-WLAN-MWAP	Meraki Wireless AP Essentials Support (Enablement)	\$ 5.05		990101	7.50%
ATS-MSN-WLAN-MWLCHA	Cisco Wireless Lan Controller High Availability Pair Essentials Support (Enablement)	\$ 256.35		990101	7.50%
ATS-MSN-WLAN-MWLCS	Cisco Wireless Lan Controller Stand Alone Essentials Support (Enablement)	\$ 230.70		990101	7.50%
ATS-MSR-CUST	NWN Custom Support		\$ 100.00	310110	7.50%

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ATS-MSR-LAN-Assess	Network Assessment using the RISC Tool to deliver a Custom Report	\$	93.00	310110	7.50%
ATS-MSR-LAN-HCKCON	Network Healthcheck for Device Configuration Analysis and Recommendations (includes documentation)	\$	24.77	310110	7.50%
ATS-MSR-LAN-HCKDCRK	Network Healthcheck for an Data Center Rack (include walk-thru, documentation, and Visio)	\$	108.83	310110	7.50%
ATS-MSR-LAN-HCKEDGE	Network Healthcheck for an Edge Closet (include walk-thru, documentation, and Visio)	\$	49.53	310110	7.50%
ATS-MSR-LAN-MMDNACHA	Cisco DNA Center High Availability Core Support	\$	2,574.07	310110	7.50%
ATS-MSR-LAN-MMDNACS	Cisco DNA Center Standalone Core Support	\$	1,287.05	310110	7.50%
ATS-MSR-LAN-MMR	Router Core Support	\$	458.90	310110	7.50%
ATS-MSR-LAN-MMSWC	Switch Chassis Core Support	\$	617.15	310110	7.50%
ATS-MSR-LAN-MMSWF	Switch Fixed Port Core Support	\$	306.07	310110	7.50%
ATS-MSR-LAN-MRouter	Router Essentials Support	\$	287.00	310110	7.50%
ATS-MSR-LAN-MSWChassis	Switch Chassis Essentials Support	\$	256.00	310110	7.50%
ATS-MSR-LAN-MSWFixed	Switch Fixed Port Essentials Support	\$	167.00	310110	7.50%
ATS-MSR-SDWAN-MMCM	SD-WAN Cloud Dashboard Core Support	\$	965.28	310110	7.50%
ATS-MSR-SDWAN-MMEdge	SD-WAN Edge Device Core Support	\$	366.00	310110	7.50%
ATS-MSR-SDWAN-MMPremM	SD-WAN On-Prem Dashboard Core Support	\$	1,029.63	310110	7.50%
ATS-MSR-WLAN-HCKADD	Annual Health Check for Wireless Network - Additional Wireless LAN Controllers	\$	158.07	310110	7.50%
ATS-MSR-WLAN-HCKP	Annual Health check for Wireless Network - Primary WLAN Controller or HA Pair	\$	673.08	310110	7.50%
ATS-MSR-WLAN-MAIRAP	Cisco Wireless Aironet AP Essentials Support	\$	5.00	310110	7.50%
ATS-MSR-WLAN-MERDASH	Meraki Dashboard Essentials Support	\$	322.00	310110	7.50%
ATS-MSR-WLAN-MMAAP	Cisco Wrieless Aironet AP Core Support	\$	13.18	310110	7.50%
ATS-MSR-WLAN-MMAWLCHA	Cisco Wireless Lan Controller High Availability Pair Core Support	\$	458.90	310110	7.50%
ATS-MSR-WLAN-MMAWLCS	Cisco Wireless Lan Controller Stand Alone Core Support	\$	413.01	310110	7.50%
ATS-MSR-WLAN-MMDash	Meraki Dashboard Core Support	\$	965.28	310110	7.50%
ATS-MSR-WLAN-MMPrime	Cisco Prime Server Core Support	\$	1,287.03	310110	7.50%
ATS-MSR-WLAN-MMWAP	Meraki Wireless AP Core Support	\$	6.03	310110	7.50%
ATS-MSR-WLAN-MWAP	Meraki Wireless AP Essentials Support	\$	4.00	310110	7.50%
ATS-MSR-WLAN-MWLCHA	Cisco Wireless Lan Controller High Availability Pair Essentials Support	\$	214.00	310110	7.50%
ATS-MSR-WLAN-MWLCS	Cisco Wireless Lan Controller Stand Alone Essentials Support	\$	192.00	310110	7.50%
ATS-PRO-ASE-AH	NWN Associate Solutions Engineer Hourly Rate (After-hours)	\$	142.50	990101	7.50%
ATS-PRO-ASE-S	NWN Associate Solutions Engineer Hourly Rate	\$	95.00	990101	7.50%
ATS-PRO-CIR-Assess	Circuit Assessment that will analyze the Customer's existing WAN and present alternative options	\$	2,220.98	990101	7.50%
ATS-PRO-CIR-DIA	Provisioning services for installation of a direct internet access circuit (not attaching to NWN DC)	\$	1,409.79	990101	7.50%
ATS-PRO-CIR-MPLS	Provisioning services for installation of a MPLS circuit that connects to the NWN DC Environment	\$	4,830.77	990101	7.50%
ATS-PRO-CIR-Setup	Setup services to facilitate communications between carrier and customer	\$	958.04	990101	7.50%
ATS-PRO-CON-AH	NWN Consultant Hourly Rate (After-hours)	\$	390.00	990101	7.50%
ATS-PRO-CON-S	NWN Consultant Hourly Rate	\$	260.00	990101	7.50%
ATS-PRO-CUST	NWN Custom Professional Services	\$	100.00	990101	7.50%
ATS-PRO-LAN-ADV-Services	Advanced Consulting Services (CCIE-Level) for Network Projects (1-week)	\$	19,860.14	990101	7.50%
ATS-PRO-LAN-Assess	Network Assessment using the RISC Tool to deliver a Custom Report	\$	890.91	990101	7.50%
ATS-PRO-LAN-CATB	Configuration & Installation & Replacement for an existing fixed port Catalyst Switch	\$	1,878.32	990101	7.50%
ATS-PRO-LAN-CATG	Configuration & Installation for a new fixed port Catalyst Switch	\$	1,114.69	990101	7.50%



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ATS-PRO-LAN-CoreUP	Software Upgrade for a Core Switch	\$	6,048.95	990101	7.50%
ATS-PRO-LAN-CSB	Configuration & Installation & Replacement for an existing Chasse Switch	\$	9,493.71	990101	7.50%
ATS-PRO-LAN-CSG	Configuration & Installation for a new Chasse Switch	\$	5,570.63	990101	7.50%
ATS-PRO-LAN-Design	Network Design Session for a LAN New Install Project for up to 10 devices	\$	4,331.47	990101	7.50%
ATS-PRO-LAN-DNACA	Configuration of the Assurance use-case on DNA-Center (includes 20 devices)	\$	14,183.22	990101	7.50%
ATS-PRO-LAN-DNACAAD	Additional device on-boarding for Assurance UseCase (wired or wireless network device)	\$	118.88	990101	7.50%
ATS-PRO-LAN-DNACHA	Configuration & Installation of a Qty (3) DNA-Center Appliances in HA mode	\$	9,454.55	990101	7.50%
ATS-PRO-LAN-DNACS	Configuration & Installation of a single DNA-Center Appliance	\$	4,727.27	990101	7.50%
ATS-PRO-LAN-DNAC-ZTP-SWIM	Configuration of the zero-touch provisioning and software image management use-cases on DNA-Center	\$	7,682.52	990101	7.50%
ATS-PRO-LAN-EdgeUP	Software Upgrade for an Edge Switch	\$	2,634.97	990101	7.50%
ATS-PRO-LAN-HCKCON	Network Healthcheck for Device Configuration Analysis and Recommendations (includes documentation)	\$	237.76	990101	7.50%
ATS-PRO-LAN-HCKDCRK	Network Healthcheck for an Data Center Rack (include walk-thru, documentation, and Visio)	\$	1,044.76	990101	7.50%
ATS-PRO-LAN-HCKEDGE	Network Healthcheck for an Edge Closet (include walk-thru, documentation, and Visio)	\$	475.52	990101	7.50%
ATS-PRO-LAN-KO	Kickoff Meetings (IKO / EKO) to begin a LAN Project & Knowledge Transfer during the project	\$	2,825.17	990101	7.50%
ATS-PRO-LAN-KT	Additional Block of Knowledge Transfer hours for complex projects (block of 4 hours)	\$	1,742.66	990101	7.50%
ATS-PRO-LAN-MERB	Configuration & Installation & Replacement for an existing fixed port Meraki Switch	\$	1,781.82	990101	7.50%
ATS-PRO-LAN-MERG	Configuration & Installation for a new fixed port Meraki Switch	\$	1,019.58	990101	7.50%
ATS-PRO-LAN-RTB	Configuration & Installation & Replacement for an existing Router	\$	6,576.22	990101	7.50%
ATS-PRO-LAN-RTG	Configuration & Installation for a new Router	\$	2,651.75	990101	7.50%
ATS-PRO-PC-AH	NWN Project Coordinator Hourly Rate (After-hours)	\$	195.00	990101	7.50%
ATS-PRO-PC-S	NWN Project Coordinator Hourly Rate	\$	130.00	990101	7.50%
ATS-PRO-PM-AH	NWN Project Manager Hourly Rate (After-hours)	\$	270.00	990101	7.50%
ATS-PRO-PM-S	NWN Project Manager Hourly Rate	\$	180.00	990101	7.50%
ATS-PRO-SDWAN-CMGMGT	Setup & Configuration services the cloud SD-WAN Dashboard	\$	2,363.64	990101	7.50%
ATS-PRO-SDWAN-EDGE	Installation & Configuration services for the SD-WAN Edge Appliance	\$	4,278.32	990101	7.50%
ATS-PRO-SDWAN-PMGMGT	Setup & Configuration services the on-premise SD-WAN appliance	\$	3,545.45	990101	7.50%
ATS-PRO-SE-AH	NWN Solution Engineer Hourly Rate (After-hours)	\$	270.00	990101	7.50%
ATS-PRO-SE-S	NWN Solution Engineer Hourly Rate	\$	180.00	990101	7.50%
ATS-PRO-SRPM-AH	NWN Sr Project Manager Hourly Rate (After-hours)	\$	322.50	990101	7.50%
ATS-PRO-SRPM-S	NWN Sr Project Manager Hourly Rate	\$	215.00	990101	7.50%
ATS-PRO-SRSE-AH	NWN Sr Solution Engineer Hourly Rate (After-hours)	\$	322.50	990101	7.50%
ATS-PRO-SRSE-S	NWN Sr Solution Engineer Hourly Rate	\$	215.00	990101	7.50%
ATS-PRO-WLAN-ADV-Services	Advanced Consulting Services (CCIE-Level) for Wireless Projects (1-week)	\$	19,860.14	990101	7.50%
ATS-PRO-WLAN-AIRB	Wireless Design Session for an adding to an existing Aironet wireless environment (Brownfield)	\$	1,622.38	990101	7.50%
ATS-PRO-WLAN-AIRG	Wireless Design Session for a new Aironet wireless environment (Greenfield)	\$	3,230.77	990101	7.50%
ATS-PRO-WLAN-AIRWLC1	Installation and documentation for a single wireless controller (No HA)	\$	3,874.13	990101	7.50%
ATS-PRO-WLAN-AIRWLC2	Installation and documentation for an HA pair of wireless controllers	\$	7,482.52	990101	7.50%
ATS-PRO-WLAN-AIRWLCUP	Services to Upgrade a Wireless Controller (or HA pair) to a new version of software	\$	2,433.57	990101	7.50%
ATS-PRO-WLAN-AP	Physical Installation of an AP (3rd party based)	\$	76.92	990101	7.50%
ATS-PRO-WLAN-APCON	Access Point configuration for a single AP	\$	69.93	990101	7.50%
ATS-PRO-WLAN-APG	Wireless Prime installation for new wireless environment (Greenfield)	\$	13,426.57	990101	7.50%
ATS-PRO-WLAN-APTUNE	Tuning the wireless coverage of an AP after the installation as occurred	\$	26.57	990101	7.50%

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ATS-PRO-WLAN-APU	Services to Upgrade the Prime to a new version of software	\$	9,692.31	990101	7.50%
ATS-PRO-WLAN-HCKA	Configuration healthcheck/analysis - (WLC, AP, CPI, MSE/CMX, Dashboard, etc.) - Additional WLC	\$	1,517.48	990101	7.50%
ATS-PRO-WLAN-HCKP	Configuration healthcheck/analysis - (WLC, AP, CPI, MSE/CMX, Dashboard, etc.) - primary WLC/Dashboard	\$	6,461.54	990101	7.50%
ATS-PRO-WLAN-KO	Kickoff Meetings (IKO / EKO) to begin a Wireless Project	\$	811.19	990101	7.50%
ATS-PRO-WLAN-MERDASH	Configuration of the Meraki Dashboard	\$	4,041.96	990101	7.50%
ATS-PRO-WLAN-MERDES	Wireless Design Session for a new Meraki wireless environment	\$	1,622.38	990101	7.50%
ATS-PRO-WLAN-MFAP	Add an AP location to floorplan/map in Prime/Meraki Dashboard/DNA	\$	16.78	990101	7.50%
ATS-PRO-WLAN-MFIF	Format & Input of a floorplan/map into Prime/Meraki Dashboard/DNA	\$	699.30	990101	7.50%
ATS-PRO-WLAN-SAEDD	Active Wireless Survey for up to 4000 square feet of Data coverage in an Education space	\$	419.58	990101	7.50%
ATS-PRO-WLAN-SAEDHL	Active Wireless Survey for up to 500 square feet of HyperLocation coverage in an Education space	\$	419.58	990101	7.50%
ATS-PRO-WLAN-SAEDLV	Active Wireless Survey for up to 1800 square feet of Location or Voice coverage in an Education space	\$	419.58	990101	7.50%
ATS-PRO-WLAN-SAEDS	Active Wireless Survey for up to 5500 square feet of Scanner coverage in an Education space	\$	419.58	990101	7.50%
ATS-PRO-WLAN-SAMEDD	Active Wireless Survey for up to 4000 square feet of Data coverage in a Medical space	\$	534.27	990101	7.50%
ATS-PRO-WLAN-SAMEDHL	Active Wireless Survey for up to 500 square feet of HyperLocation coverage in a Medical space	\$	534.27	990101	7.50%
ATS-PRO-WLAN-SAMEDLV	Active Wireless Survey for up to 1800 square feet of Location or Voice coverage in a Medical space	\$	534.27	990101	7.50%
ATS-PRO-WLAN-SAMEDS	Active Wireless Survey for up to 5500 square feet of Scanner coverage in a Medical space	\$	534.27	990101	7.50%
ATS-PRO-WLAN-SAOFFD	Active Wireless Survey for up to 4000 square feet of Data coverage in an Office space	\$	369.23	990101	7.50%
ATS-PRO-WLAN-SAOFFHL	Active Wireless Survey for up to 500 square feet of HyperLocation coverage in an Office space	\$	369.23	990101	7.50%
ATS-PRO-WLAN-SAOFFLV	Active Wireless Survey for up to 1800 square feet of Location or Voice coverage in an Office space	\$	369.23	990101	7.50%
ATS-PRO-WLAN-SAOFFS	Active Wireless Survey for up to 5500 square feet of Scanner coverage in an Office space	\$	369.23	990101	7.50%
ATS-PRO-WLAN-SAWHDELV	Active Wireless Survey for up to 1800 square feet of Location or Voice coverage in a Warehouse space	\$	601.40	990101	7.50%
ATS-PRO-WLAN-SAWHSED	Active Wireless Survey for up to 4000 square feet of Data coverage in a Warehouse space	\$	601.40	990101	7.50%
ATS-PRO-WLAN-SAWHSEHL	Active Wireless Survey for up to 500 square feet of HyperLocation coverage in a Warehouse space	\$	601.40	990101	7.50%
ATS-PRO-WLAN-SAWHSES	Active Wireless Survey for up to 5500 square feet of Scanner coverage in a Warehouse space	\$	601.40	990101	7.50%
ATS-PRO-WLAN-SFF	Format floorplan/map for Ekahau Pro	\$	405.59	990101	7.50%
ATS-PRO-WLAN-SP3k	Predictive Wireless Survey for up to 3000 square feet (excludes warehouse/manufacturing/hyperlocation)	\$	139.86	990101	7.50%
ATS-PRO-WLAN-SPEDMED	Passive Wireless Survey for up to 16000 square feet in an Education or Medical space	\$	576.22	990101	7.50%
ATS-PRO-WLAN-SPOFF	Passive Wireless Survey for up to 25000 square feet in an Office space	\$	606.99	990101	7.50%
ATS-PRO-WLAN-SPWHSE	Passive Wireless Survey for up to 82000 square feet in a Warehouse or Manufacturing space	\$	886.71	990101	7.50%
ATS-PRO-WLAN-SR	Services to review the Site Survey Results with the Customer	\$	811.19	990101	7.50%
Security Services					
SEC-3PN-DETECT-100G	Deepwatch vSOC Detect Analytics Services Enablement One Time for 100GB	\$	30,000.00	990101	7.50%
SEC-3PN-DETECT-100G1Y	Deepwatch vSOC Detect Analytics 100G Tier 1 YR Services (Requires Splunk Cloud License for 100GB)		\$ 27,000.00	990101	7.50%
SEC-3PN-DETECT-175G	Deepwatch vSOC Detect Analytics Services Enablement One Time for 175GB	\$	30,000.00	990101	7.50%
SEC-3PN-DETECT-175G1Y	Deepwatch vSOC Detect Analytics 175G Tier 1 YR Services (Requires Splunk Cloud License for 175GB)		\$ 32,000.00	990101	7.50%



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SEC-3PN-DETECT-250G	Deepwatch vSOC Detect Analytics Services Enablement One Time for 250GB	\$	30,000.00		990101	7.50%
SEC-3PN-DETECT-250G1Y	Deepwatch vSOC Detect Analytics 250G Tier 1 YR Services (Requires Splunk Cloud License for 250GB)			\$ 40,000.00	990101	7.50%
SEC-3PN-DETECT-50G	Deepwatch vSOC Detect Analytics Services Enablement One Time for 50GB	\$	30,000.00		990101	7.50%
SEC-3PN-DETECT-50G1Y	Deepwatch vSOC Detect Analytics 50G Tier 1 YR Services (Requires Splunk Cloud License for 50GB)			\$ 16,000.00	990101	7.50%
SEC-3PN-DETECT-MODIFY	Deepwatch vSOC Detect Analytics Modification for SOAR or Ticketing Integration (Per)	\$	10,000.00		990101	7.50%
SEC-3PN-EPENTEST-100	External Penetration Testing Guidepoint 3rd Party - 51-100 External Hosts	\$	26,675.00		990101	7.50%
SEC-3PN-EPENTEST-400	External Penetration Testing Guidepoint 3rd Party - 100-400 External Hosts	\$	52,250.00		990101	7.50%
SEC-3PN-EPENTEST-50	External Penetration Testing Guidepoint 3rd Party - <50 External Hosts	\$	17,325.00		990101	7.50%
SEC-3PN-EVULN-100	External Vulnerability Assessment Guidepoint 3rd Party - 51-100 External Hosts	\$	9,900.00		990101	7.50%
SEC-3PN-EVULN-400	External Vulnerability Assessment Guidepoint 3rd Party - 101-400 External Hosts	\$	12,925.00		990101	7.50%
SEC-3PN-EVULN-50	External Vulnerability Assessment Guidepoint 3rd Party - <50 External Hosts	\$	7,700.00		990101	7.50%
SEC-3PN-IPENTEST-1500	Internal Penetration Testing Guidepoint 3rd Party - 501-1500 Internal Hosts	\$	34,650.00		990101	7.50%
SEC-3PN-IPENTEST-4000	Internal Penetration Testing Guidepoint 3rd Party - 1501-4000 Internal Hosts	\$	54,725.00		990101	7.50%
SEC-3PN-IPENTEST-500	Internal Penetration Testing Guidepoint 3rd Party - <500 Internal Hosts	\$	23,100.00		990101	7.50%
SEC-3PN-IR-200	Incident Response Retainer Guidepoint 3rd Party - 200 Hours for IR + NWN PM	\$	80,050.00		990101	7.50%
SEC-3PN-IR-40	Incident Response Retainer Guidepoint 3rd Party - 40 Hours for IR + NWN PM	\$	17,600.00		990101	7.50%
SEC-3PN-IR-80	Incident Response Retainer Guidepoint 3rd Party - 80 Hours for IR + NWN PM	\$	33,000.00		990101	7.50%
SEC-3PN-IVULN-1500	Internal Vulnerability Assessment Guidepoint 3rd Party - 501-1500 Internal Hosts	\$	12,375.00		990101	7.50%
SEC-3PN-IVULN-4000	Internal Vulnerability Assessment Guidepoint 3rd Party - 1501-4000 External Hosts	\$	15,950.00		990101	7.50%
SEC-3PN-IVULN-500	Internal Vulnerability Assessment Guidepoint 3rd Party - <500 Internal Hosts	\$	9,625.00		990101	7.50%
SEC-MSN-AMPEP-1000	Cisco Amp for Endpoint Security Support - 501-1000 users (Enablement)	\$	2,194.00		990101	7.50%
SEC-MSN-AMPEP-10000	Cisco Amp for Endpoint Security Support - 9501-10000 users (Enablement)	\$	7,119.00		990101	7.50%
SEC-MSN-AMPEP-1500	Cisco Amp for Endpoint Security Support - 1001-1500 users (Enablement)	\$	2,773.43		990101	7.50%
SEC-MSN-AMPEP-2000	Cisco Amp for Endpoint Security Support - 1501-2000 users (Enablement)	\$	3,236.43		990101	7.50%
SEC-MSN-AMPEP-2500	Cisco Amp for Endpoint Security Support - 2001-2500 users (Enablement)	\$	3,632.03		990101	7.50%
SEC-MSN-AMPEP-3000	Cisco Amp for Endpoint Security Support - 2501-3000 users (Enablement)	\$	3,982.38		990101	7.50%
SEC-MSN-AMPEP-3500	Cisco Amp for Endpoint Security Support - 3001-3500 users (Enablement)	\$	4,299.72		990101	7.50%
SEC-MSN-AMPEP-4000	Cisco Amp for Endpoint Security Support - 3501-4000 users (Enablement)	\$	4,591.59		990101	7.50%
SEC-MSN-AMPEP-4500	Cisco Amp for Endpoint Security Support - 4001-4500 users (Enablement)	\$	4,863.06		990101	7.50%
SEC-MSN-AMPEP-500	Cisco Amp for Endpoint Security Support - 1-500 users (Enablement)	\$	1,325.89		990101	7.50%
SEC-MSN-AMPEP-5000	Cisco Amp for Endpoint Security Support - 4501-5000 users (Enablement)	\$	5,117.74		990101	7.50%
SEC-MSN-AMPEP-5500	Cisco Amp for Endpoint Security Support - 5001-5500 users (Enablement)	\$	5,358.32		990101	7.50%
SEC-MSN-AMPEP-6000	Cisco Amp for Endpoint Security Support - 5501-6000 users (Enablement)	\$	5,586.73		990101	7.50%
SEC-MSN-AMPEP-6500	Cisco Amp for Endpoint Security Support - 6001-6500 users (Enablement)	\$	5,804.70		990101	7.50%
SEC-MSN-AMPEP-7000	Cisco Amp for Endpoint Security Support - 6501-7000 users (Enablement)	\$	6,013.41		990101	7.50%
SEC-MSN-AMPEP-7500	Cisco Amp for Endpoint Security Support - 7001-7500 users (Enablement)	\$	6,213.90		990101	7.50%
SEC-MSN-AMPEP-8000	Cisco Amp for Endpoint Security Support - 7501-8000 users (Enablement)	\$	6,407.06		990101	7.50%
SEC-MSN-AMPEP-8500	Cisco Amp for Endpoint Security Support - 8001-8500 users (Enablement)	\$	6,593.57		990101	7.50%
SEC-MSN-AMPEP-9000	Cisco Amp for Endpoint Security Support - 8501-9000 users (Enablement)	\$	6,774.04		990101	7.50%
SEC-MSN-AMPEP-9500	Cisco Amp for Endpoint Security Support - 9001-9500 users (Enablement)	\$	6,949.02		990101	7.50%
SEC-MSN-CES-Cloud	Cisco Email Security - Cloud Deployment (# of Instances) (Enablement)	\$	839.16		990101	7.50%
SEC-MSN-CUST	NWN Custom Enablement	\$	100.00		990101	7.50%
SEC-MSN-ESA-HAPair	Email Security (HA Nodes, Up to 10 Policies (Enablement)	\$	1,208.39		990101	7.50%
SEC-MSN-ESA-STAND	Email Security (1 Node, Up to 10 Policies (Enablement)	\$	1,006.99		990101	7.50%

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SEC-MSN-FWHA	Firewall: Standard - HA Pair (Enablement)	\$	1,234.28	990101	7.50%
SEC-MSN-FWS	Firewall: Standard - Standalone (Enablement)	\$	822.87	990101	7.50%
SEC-MSN-ISE-NODE	Additional ISE nodes if the environment contains more than 2 nodes (Enablement)	\$	1,159.09	990101	7.50%
SEC-MSN-ISE-WIRED	Management Services for ISE Wired Access (includes 2 Nodes) (Enablement)	\$	1,236.01	990101	7.50%
SEC-MSN-ISE-WLANVPN	Management Services for ISE Wireless & VPN Use Case (includes 2 Nodes) (Enablement)	\$	1,543.71	990101	7.50%
SEC-MSN-MER-MXHA	Meraki MX Firewall HA Pair (Enablement)	\$	789.94	990101	7.50%
SEC-MSN-MER-MXSTAND	Meraki MX Firewall Standalone (Enablement)	\$	658.29	990101	7.50%
SEC-MSN-MFA	Cisco DUO Support (Enablement)	\$	1,234.00	990101	7.50%
SEC-MSN-MSOC-100	Managed SOC Response for 51 up to 100 GB of log volume per day (Enablement)	\$	7,851.00	990101	7.50%
SEC-MSN-MSOC-175	Managed SOC Response for 101 up to 175 GB of log volume per day (Enablement)	\$	13,740.00	990101	7.50%
SEC-MSN-MSOC-250	Managed SOC Response for 176 up to 250 GB of log volume per day (Enablement)	\$	19,628.00	990101	7.50%
SEC-MSN-MSOC-50	Managed SOC Response for up to 50 GB of log volume per day (Enablement)	\$	3,925.00	990101	7.50%
SEC-MSN-NGFW-FMCHA	Firepower Management Console HA Pair (Enablement)	\$	906.29	990101	7.50%
SEC-MSN-NGFW-FMCSTAND	Firepower Management Console (Enablement)	\$	755.24	990101	7.50%
SEC-MSN-NGFW-FWHA	Firepower Next-Gen Firewall (FTD or NG-ASA) - HA Pair (Enablement)	\$	1,234.27	990101	7.50%
SEC-MSN-NGFW-FWSTAND	Firepower Next-Gen Firewall (FTD or NG-ASA) - Standalone (Enablement)	\$	821.68	990101	7.50%
SEC-MSN-NLB-HA	Network Load Balancer: HA Pair (Enablement)	\$	1,234.28	990101	7.50%
SEC-MSN-NLB-STA	Network Load Balancer: Standalone (Enablement)	\$	822.87	990101	7.50%
SEC-MSN-Router	Router: Standard (Enablement)	\$	496.87	990101	7.50%
SEC-MSN-SMA	Support Services for a Security Management Appliance (1 Node, Device ) (Enablement)	\$	906.00	990101	7.50%
SEC-MSN-SRVR-AD	Application: Active Directory Domain Controller (Enablement)	\$	1,028.58	990101	7.50%
SEC-MSN-SRVR-EX	Application: Exchange - Exchange Servers (Enablement)	\$	1,544.46	990101	7.50%
SEC-MSN-SRVR-OS	Server: Operating System (Enablement)	\$	935.05	990101	7.50%
SEC-MSN-SRVR-SPAM	Application: Mail Filtering (Enablement)	\$	1,234.28	990101	7.50%
SEC-MSN-SRVR-WF	Application: Web Filtering (Websense, Barracuda, Symantec) (Enablement)	\$	1,234.28	990101	7.50%
SEC-MSN-UMB-1000	Cisco Umbrella Support - 501-1000 users (Enablement)	\$	1,518.24	990101	7.50%
SEC-MSN-UMB-10000	Cisco Umbrella Support - 9501-10000 users (Enablement)	\$	2,621.52	990101	7.50%
SEC-MSN-UMB-1500	Cisco Umbrella Support - 1001-1500 users (Enablement)	\$	1,692.66	990101	7.50%
SEC-MSN-UMB-2000	Cisco Umbrella Support - 1501-2000 users (Enablement)	\$	1,818.37	990101	7.50%
SEC-MSN-UMB-2500	Cisco Umbrella Support - 2001-2500 users (Enablement)	\$	1,918.34	990101	7.50%
SEC-MSN-UMB-3000	Cisco Umbrella Support - 2501-3000 users (Enablement)	\$	2,002.09	990101	7.50%
SEC-MSN-UMB-3500	Cisco Umbrella Support - 3001-3500 users (Enablement)	\$	2,074.60	990101	7.50%
SEC-MSN-UMB-4000	Cisco Umbrella Support - 3501-4000 users (Enablement)	\$	2,138.80	990101	7.50%
SEC-MSN-UMB-4500	Cisco Umbrella Support - 4001-4500 users (Enablement)	\$	2,196.58	990101	7.50%
SEC-MSN-UMB-500	Cisco Umbrella Support - 0-500 users (Enablement)	\$	1,201.30	990101	7.50%
SEC-MSN-UMB-5000	Cisco Umbrella Support - 4501-5000 users (Enablement)	\$	2,249.24	990101	7.50%
SEC-MSN-UMB-5500	Cisco Umbrella Support - 5001-5500 users (Enablement)	\$	2,297.70	990101	7.50%
SEC-MSN-UMB-6000	Cisco Umbrella Support - 5501-6000 users (Enablement)	\$	2,342.65	990101	7.50%
SEC-MSN-UMB-6500	Cisco Umbrella Support - 6001-6500 users (Enablement)	\$	2,384.62	990101	7.50%
SEC-MSN-UMB-7000	Cisco Umbrella Support - 6501-7000 users (Enablement)	\$	2,424.03	990101	7.50%
SEC-MSN-UMB-7500	Cisco Umbrella Support - 7001-7500 users (Enablement)	\$	2,461.21	990101	7.50%
SEC-MSN-UMB-8000	Cisco Umbrella Support - 7501-8000 users (Enablement)	\$	2,496.42	990101	7.50%
SEC-MSN-UMB-8500	Cisco Umbrella Support - 8001-8500 users (Enablement)	\$	2,529.88	990101	7.50%
SEC-MSN-UMB-9000	Cisco Umbrella Support - 8501-9000 users (Enablement)	\$	2,561.79	990101	7.50%
SEC-MSN-UMB-9500	Cisco Umbrella Support - 9001-9500 users (Enablement)	\$	2,592.29	990101	7.50%

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SEC-MSN-UMB-VAP	Cisco Umbrella Virtual Appliance Security Support (qty 2) (Enablement)	\$	287.71	990101	7.50%
SEC-MSN-WSA-APPHAR	Cisco Web Security - Appliance HA Pair (Enablement)	\$	1,544.44	990101	7.50%
SEC-MSN-WSA-APPSTAND	Cisco Web Security - Appliance Standalone (Enablement)	\$	1,235.54	990101	7.50%
SEC-MSR-AMP-ADP1Y	Adoption Services for existing AMP for Endpoints - Annual	\$	451.63	990101	7.50%
SEC-MSR-AMPEP-1000	Cisco Amp for Endpoint Security Support - 501-1000 users	\$	1,828.34	990101	7.50%
SEC-MSR-AMPEP-10000	Cisco Amp for Endpoint Security Support - 9501-10000 users	\$	5,932.50	990101	7.50%
SEC-MSR-AMPEP-1500	Cisco Amp for Endpoint Security Support - 1001-1500 users	\$	2,311.19	990101	7.50%
SEC-MSR-AMPEP-2000	Cisco Amp for Endpoint Security Support - 1501-2000 users	\$	2,697.03	990101	7.50%
SEC-MSR-AMPEP-2500	Cisco Amp for Endpoint Security Support - 2001-2500 users	\$	3,026.70	990101	7.50%
SEC-MSR-AMPEP-3000	Cisco Amp for Endpoint Security Support - 2501-3000 users	\$	3,318.65	990101	7.50%
SEC-MSR-AMPEP-3500	Cisco Amp for Endpoint Security Support - 3001-3500 users	\$	3,583.09	990101	7.50%
SEC-MSR-AMPEP-4000	Cisco Amp for Endpoint Security Support - 3501-4000 users	\$	3,826.33	990101	7.50%
SEC-MSR-AMPEP-4500	Cisco Amp for Endpoint Security Support - 4001-4500 users	\$	4,052.55	990101	7.50%
SEC-MSR-AMPEP-500	Cisco Amp for Endpoint Security Support - 1-500 users	\$	1,104.91	990101	7.50%
SEC-MSR-AMPEP-5000	Cisco Amp for Endpoint Security Support - 4501-5000 users	\$	4,264.79	990101	7.50%
SEC-MSR-AMPEP-5500	Cisco Amp for Endpoint Security Support - 5001-5500 users	\$	4,465.26	990101	7.50%
SEC-MSR-AMPEP-6000	Cisco Amp for Endpoint Security Support - 5501-6000 users	\$	4,655.61	990101	7.50%
SEC-MSR-AMPEP-6500	Cisco Amp for Endpoint Security Support - 6001-6500 users	\$	4,837.26	990101	7.50%
SEC-MSR-AMPEP-7000	Cisco Amp for Endpoint Security Support - 6501-7000 users	\$	5,011.17	990101	7.50%
SEC-MSR-AMPEP-7500	Cisco Amp for Endpoint Security Support - 7001-7500 users	\$	5,178.25	990101	7.50%
SEC-MSR-AMPEP-8000	Cisco Amp for Endpoint Security Support - 7501-8000 users	\$	5,339.21	990101	7.50%
SEC-MSR-AMPEP-8500	Cisco Amp for Endpoint Security Support - 8001-8500 users	\$	5,494.63	990101	7.50%
SEC-MSR-AMPEP-9000	Cisco Amp for Endpoint Security Support - 8501-9000 users	\$	5,645.03	990101	7.50%
SEC-MSR-AMPEP-9500	Cisco Amp for Endpoint Security Support - 9001-9500 users	\$	5,790.86	990101	7.50%
SEC-MSR-AMP-HCK1Y	Healthcheck Services for existing AMP Deployment - Annual	\$	451.63	990101	7.50%
SEC-MSR-CES-Cloud	Cisco Email Security - Cloud Deployment (# of Instances)	\$	699.30	990101	7.50%
SEC-MSR-CES-ESA-ADP1Y	Adoption Services for existing Next Gen Firewall Deployment - Annual	\$	677.45	990101	7.50%
SEC-MSR-CES-ESA-HCK1Y	Adoption Services for existing Next Gen Firewall Deployment - Annual	\$	1,467.07	990101	7.50%
SEC-MSR-ESA-HA	Email Security (HA Nodes, Up to 10 Policies)	\$	1,006.99	990101	7.50%
SEC-MSR-ESA-STAND	Email Security (1 Node, Up to 10 Policies)	\$	839.16	990101	7.50%
SEC-MSR-FWHA	Firewall: Standard - HA Pair	\$	1,028.57	990101	7.50%
SEC-MSR-FWS	Firewall: Standard - Standalone	\$	685.72	990101	7.50%
SEC-MSR-ISE-ADP1Y	Adoption Services for existing Identity Services Engine- Annual	\$	1,016.90	990101	7.50%
SEC-MSR-ISE-HCK1Y	Healthcheck Services for existing ISE Deployment - Annual	\$	563.81	990101	7.50%
SEC-MSR-ISE-NODE	Additional ISE nodes if the environment contains more than 2 nodes	\$	965.03	990101	7.50%
SEC-MSR-ISE-WIRED	Management Services for ISE Wired Access (includes 2 Nodes)	\$	1,029.72	990101	7.50%
SEC-MSR-ISE-WLANVPN	Management Services for ISE Wireless & VPN Use Case (includes 2 Nodes)	\$	1,286.71	990101	7.50%
SEC-MSR-MER-MXHA	Meraki MX Firewall HA Pair	\$	658.29	990101	7.50%
SEC-MSR-MER-MXSTAND	Meraki MX Firewall Standalone	\$	548.57	990101	7.50%
SEC-MSR-MFA	Cisco DUO Support	\$	1,028.00	990101	7.50%
SEC-MSR-MSOC-100	Managed SOC Response for 51 up to 100 GB of log volume per day	\$	6,542.00	990101	7.50%
SEC-MSR-MSOC-175	Managed SOC Response for 101 up to 175 GB of log volume per day	\$	11,449.00	990101	7.50%
SEC-MSR-MSOC-250	Managed SOC Response for 176 up to 250 GB of log volume per day	\$	16,357.00	990101	7.50%
SEC-MSR-MSOC-50	Managed SOC Response for up to 50 GB of log volume per day	\$	3,271.00	990101	7.50%

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SEC-MSR-NGFW-ADP1Y	Adoption Services for existing Next Generation Firewall Deployment (Per HA Pair) - Annual	\$	451.63	990101	7.50%
SEC-MSR-NGFW-FMCHA	Firepower Management Console HA Pair	\$	755.24	990101	7.50%
SEC-MSR-NGFW-FMCSTAND	Firepower Management Console	\$	629.37	990101	7.50%
SEC-MSR-NGFW-FWHA	Firepower Next-Gen Firewall (FTD or NG-ASA) - HA Pair	\$	1,027.97	990101	7.50%
SEC-MSR-NGFW-FWSTAND	Firepower Next-Gen Firewall (FTD or NG-ASA) - Standalone	\$	685.31	990101	7.50%
SEC-MSR-NGFW-HCK1Y	Healthcheck Services for existing Next Gen Firewall Deployment (Per HA Pair) - Annual	\$	903.26	990101	7.50%
SEC-MSR-NLB-HA	Network Load Balancer: HA Pair	\$	1,028.57	990101	7.50%
SEC-MSR-NLB-STA	Network Load Balancer: Standalone	\$	685.72	990101	7.50%
SEC-MSR-Router	Router: Standard	\$	414.06	990101	7.50%
Sec-MSR-SMA	Support Services for a Security Management Appliance (1 Node, Device )	\$	755.00	990101	7.50%
SEC-MSR-SRVR-AD	Application: Active Directory Domain Controller	\$	857.15	990101	7.50%
SEC-MSR-SRVR-EX	Application: Exchange - Exchange Servers	\$	1,287.05	990101	7.50%
SEC-MSR-SRVR-OS	Server: Operating System	\$	779.21	990101	7.50%
SEC-MSR-SRVR-SPAM	Application: Mail Filtering	\$	1,028.57	990101	7.50%
SEC-MSR-SRVR-WF	Application: Web Filtering (Websense, Barracuda, Symantec)	\$	1,028.57	990101	7.50%
SEC-MSR-SW-ADP1Y	Adoption Services for existing StealthWatch - Annual	\$	903.26	990101	7.50%
SEC-MSR-SW-HCK1Y	Healthcheck Services for existing Stealthwatch Deployment- Annual	\$	1,467.07	990101	7.50%
SEC-MSR-TH-MONTH	Consulting Services to Perform Cisco Based Threat Hunt (Blocks of 12 for Annual) (Project Coordination Only)	\$	5,419.58	990101	7.50%
SEC-MSR-THREAT-1Y	Consulting Services to Perform Cisco Based Threat Hunt One Day - Quarterly	\$	1,806.52	990101	7.50%
SEC-MSR-UMB-1000	Cisco Umbrella Support - 501-1000 users	\$	1,265.20	990101	7.50%
SEC-MSR-UMB-10000	Cisco Umbrella Support - 9501-10000 users	\$	2,184.60	990101	7.50%
SEC-MSR-UMB-1500	Cisco Umbrella Support - 1001-1500 users	\$	1,410.55	990101	7.50%
SEC-MSR-UMB-2000	Cisco Umbrella Support - 1501-2000 users	\$	1,515.31	990101	7.50%
SEC-MSR-UMB-2500	Cisco Umbrella Support - 2001-2500 users	\$	1,598.62	990101	7.50%
SEC-MSR-UMB-3000	Cisco Umbrella Support - 2501-3000 users	\$	1,668.41	990101	7.50%
SEC-MSR-UMB-3500	Cisco Umbrella Support - 3001-3500 users	\$	1,728.84	990101	7.50%
SEC-MSR-UMB-4000	Cisco Umbrella Support - 3501-4000 users	\$	1,782.34	990101	7.50%
SEC-MSR-UMB-4500	Cisco Umbrella Support - 4001-4500 users	\$	1,830.49	990101	7.50%
SEC-MSR-UMB-500	Cisco Umbrella Support - 0-500 users	\$	1,001.08	990101	7.50%
SEC-MSR-UMB-5000	Cisco Umbrella Support - 4501-5000 users	\$	1,874.36	990101	7.50%
SEC-MSR-UMB-5500	Cisco Umbrella Support - 5001-5500 users	\$	1,914.75	990101	7.50%
SEC-MSR-UMB-6000	Cisco Umbrella Support - 5501-6000 users	\$	1,952.21	990101	7.50%
SEC-MSR-UMB-6500	Cisco Umbrella Support - 6001-6500 users	\$	1,987.19	990101	7.50%
SEC-MSR-UMB-7000	Cisco Umbrella Support - 6501-7000 users	\$	2,020.03	990101	7.50%
SEC-MSR-UMB-7500	Cisco Umbrella Support - 7001-7500 users	\$	2,051.01	990101	7.50%
SEC-MSR-UMB-8000	Cisco Umbrella Support - 7501-8000 users	\$	2,080.35	990101	7.50%
SEC-MSR-UMB-8500	Cisco Umbrella Support - 8001-8500 users	\$	2,108.23	990101	7.50%
SEC-MSR-UMB-9000	Cisco Umbrella Support - 8501-9000 users	\$	2,134.82	990101	7.50%
SEC-MSR-UMB-9500	Cisco Umbrella Support - 9001-9500 users	\$	2,160.24	990101	7.50%
SEC-MSR-UMB-ADP1Y	Adoption Services for existing Umbrella Deployment- Annual	\$	339.46	990101	7.50%
SEC-MSR-UMB-HCK1Y	Healthcheck Services for existing Umbrella Deployment - Annual	\$	903.26	990101	7.50%
SEC-MSR-UMB-VAP	Cisco Umbrella Virtual Appliance Security Support (qty 2)	\$	239.76	990101	7.50%
SEC-MSR-WSA-ADP1Y	Adoption Services for existing Next Gen Firewall Deployment - Annual	\$	451.63	990101	7.50%
SEC-MSR-WSA-APPHA	Cisco Web Security - Appliance HA Pair	\$	1,287.03	990101	7.50%

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SEC-MSR-WSA-APPSTAND	Cisco Web Security - Appliance Standalone	\$	1,029.62	990101	7.50%
SEC-MSR-WSA-HCK1Y	Adoption Services for existing Next Gen Firewall Deployment - Annual	\$	1,129.08	990101	7.50%
SEC-PRO-AMP-Add500	Installation & Configuration Services for an additional 500 user licenses of AMP for Endpoints	\$	3,496.50	990101	7.50%
SEC-PRO-AMP-ADP	Adoption Services for existing AMP for Endpoints	\$	4,335.66	990101	7.50%
SEC-PRO-AMP-AVS	Installation & Configuration Services for an Antivirus AMP Server	\$	6,979.02	990101	7.50%
SEC-PRO-AMP-Base500	Installation & Configuration Services for up to 500 user licenses of AMP for Endpoint Clients	\$	15,230.77	990101	7.50%
SEC-PRO-AMP-HCK	Healthcheck Services for existing AMP Deployment	\$	4,335.66	990101	7.50%
SEC-PRO-ASE-AH	NWN Associate Solutions Engineer Hourly Rate (After-hours)	\$	142.50	990101	7.50%
SEC-PRO-ASE-S	NWN Associate Solutions Engineer Hourly Rate	\$	95.00	990101	7.50%
SEC-PRO-CES-AMPTGCL	Configuration Services to add AMP/Threatgrid licensing/policy to existing CES Environment	\$	4,013.99	990101	7.50%
SEC-PRO-CES-BSE	Installation & Configuration Services for Cloud Email Security (Up to 5 Inbound and 5 Outbound Policies, Cutover and Support)	\$	22,755.24	990101	7.50%
SEC-PRO-CESESA-ADP	Adoption Services for Email Security	\$	6,503.50	990101	7.50%
SEC-PRO-CESESA-HCK	Healthcheck Services for existing CES or ESA Deployment	\$	14,083.92	990101	7.50%
SEC-PRO-CES-POLICY	Installation & Configuration Services for a single Outbound and Inbound Policy and Testing	\$	2,391.61	990101	7.50%
SEC-PRO-CON-AH	NWN Consultant Hourly Rate (After-hours)	\$	390.00	990101	7.50%
SEC-PRO-CON-ARCH	Security Architecture Review and Presentation of Findings	\$	14,081.82	990101	7.50%
SEC-PRO-CON-EA	Enterprise Agreement workshop to tie the security technologies/framework into the Customer's business outcomes	\$	22,727.27	990101	7.50%
SEC-PRO-CON-FRAME	Consulting Services to Develop a Security Framework Architecture and Strategy	\$	14,081.82	990101	7.50%
SEC-PRO-CON-S	NWN Consultant Hourly Rate	\$	260.00	990101	7.50%
SEC-PRO-CUST	NWN Custom Professional Services	\$	-	990101	7.50%
SEC-PRO-ESA-AMPTGCL	Configuration Services to add AMP/Threatgrid licensing to existing ESA environment	\$	4,013.99	990101	7.50%
SEC-PRO-ESA-APL	Installation & Configuration Services to add an additional appliance to a ESA Cluster	\$	3,496.50	990101	7.50%
SEC-PRO-ESA-BSE	Installation & Configuration Services for Cloud Email Security (Up to 5 Inbound and 5 Outbound Policies, Cutover and Support)	\$	34,811.19	990101	7.50%
SEC-PRO-ESA-POLICY	Installation & Configuration Services for a 1 Outbound and Inbound Policy and Testing	\$	2,391.61	990101	7.50%
SEC-PRO-ESA-UP	Services for Upgrade of ESA (Per Node/Per Major Upgrade - 9.x to 10.x, 10.x to 11.x, etc)	\$	2,279.72	990101	7.50%
SEC-PRO-FMC-BASE	Installation & Configuration of a Single Firepower Management Console	\$	5,888.11	990101	7.50%
SEC-PRO-FMC-BASE-HA	Installation & Configuration of a High Availability Pair of Firepower Management Consoles	\$	6,755.24	990101	7.50%
SEC-PRO-ISE-ADP	Adoption Services for existing Identity Services Engine	\$	9,762.24	990101	7.50%
SEC-PRO-ISE-CUST	Additional CCIE-level ISE Services per week (ie. - additional uses, posture, 3rd party integrations, etc....)	\$	21,678.32	990101	7.50%
SEC-PRO-ISE-HCK	Healthcheck Services for existing ISE Deployment	\$	5,412.59	990101	7.50%
SEC-PRO-ISE-MDM	Configuration Services to add MDM Functionality to an ISE Deployment	\$	9,972.03	990101	7.50%
SEC-PRO-ISE-Node	Configuration Services to add an additional Node to the Base Installation	\$	4,363.64	990101	7.50%
SEC-PRO-ISE-POLICY	Configuration and Testing of 1 Authorization Policy	\$	1,636.36	990101	7.50%
SEC-PRO-ISE-PROFILE	Configuration and Testing of 1 Custom Device Profile	\$	1,090.91	990101	7.50%
SEC-PRO-ISE-RTC	Configuration Services to add Rapid Threat Containment to an ISE Deployment (includes 10 switches and all wireless clients)	\$	15,166.43	990101	7.50%
SEC-PRO-ISE-SGT	Configuration Services to add an additional 10 Security Group Tags to an ISE deployment	\$	9,762.24	990101	7.50%
SEC-PRO-ISE--WIRED	Configuration Services to add additional 50 switches to an ISE 802.1x deployment	\$	8,741.26	990101	7.50%
SEC-PRO-ISE-TACACS+	Configuration Services to add additional 50 switches to an ISE TACACS+/SGT deployment	\$	6,979.02	990101	7.50%
SEC-PRO-ISE-TCN	Configuration Services to add Threat Centric NAC to an ISE Deployment (includes up to 10 switches)	\$	11,916.08	990101	7.50%

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SEC-PRO-ISE-UP	Configuration Services to upgrade a pair of ISE appliances (per 2 nodes)	\$	12,167.83	990101	7.50%
SEC-PRO-ISE-WLANVPN	Installation & Configuration Services for ISE Wireless & VPN Deployment (includes 2 Nodes up to 10 Policies/50 TACACS+ Switches + 1 Cutover/Support Day)	\$	33,944.06	990101	7.50%
SEC-PRO-ISE-WWIRED	Configuration Services to add Wired ISE to an existing WLAN/VPN ISE deployment (50 Switches/3 Cutover/Support Windows - 10 Profiles/Policies)	\$	33,832.17	990101	7.50%
SEC-PRO-MER-FWGW	Installation & Configuration Services for a Meraki MX Appliance for a new install	\$	15,678.32	990101	7.50%
SEC-PRO-MER-FWHAG	Installation & Configuration Services for a High Availabilty pair of Meraki MX Appliance for a new install	\$	16,545.45	990101	7.50%
SEC-PRO-MER-FWMIG	Configuration Services to migrate an existing configuration to a new Meraki MX Appliance for a new install	\$	12,195.80	990101	7.50%
SEC-PRO-MFA-ACCESS	Configuration and Installation of Access Control Policies to limit external and internal connectivty	\$	1,748.25	990101	7.50%
SEC-PRO-MFA-BSE	Configuration and Installation Services for Basic Setup of MFA Portal and Adminstration	\$	3,496.50	990101	7.50%
SEC-PRO-MFA-BYODD	Configuration and Installation of BYOD and Differentiated Services, Policy for Securing Remote Access to SSH/Internal Hosts, and Policy to Secure remote access to AWS/Azure.	\$	3,496.50	990101	7.50%
SEC-PRO-MFA-DAG	Configuration and installation of Duo Access Gateway	\$	1,748.25	990101	7.50%
SEC-PRO-MFA-O365	Configuration and Installation of Secure Office 365 Feature	\$	1,748.25	990101	7.50%
SEC-PRO-MFA-POLICY	Configuration and Installation Services for up to 3 SSO Applications and 1 x Directory Integration (Active Directory/Azure AD)	\$	2,615.38	990101	7.50%
SEC-PRO-MFA-RAVPNASA	Configuration and Installation services for MFA and Cisco ASA Remote Access VPN	\$	1,748.25	990101	7.50%
SEC-PRO-MFA-RAVPNFTD	Configuration and Installation services for MFA and Cisco FirePower Threat Defense Remote Access VPN	\$	1,748.25	990101	7.50%
SEC-PRO-MFA-RDP	Configuration and Installation of Secure RDP Feature	\$	1,748.25	990101	7.50%
SEC-PRO-NGFW-ADP	Adoption Services for existing Next Generation Firewall Deployment (Per HA Pair)	\$	4,335.66	990101	7.50%
SEC-PRO-NGFW-BASE	Installation & Configuration of a Single Next Gen Firewall	\$	15,230.77	990101	7.50%
SEC-PRO-NGFW-BASE-HA	Installation & Configuration of a High Availability Pair of Next Gen Firewalls	\$	17,398.60	990101	7.50%
SEC-PRO-NGFW-HA-Upgrade	Major Version Software Upgrade for a High Availability Pair of Next Gen Firewalls (includes FMC Upgrade)	\$	6,979.02	990101	7.50%
SEC-PRO-NGFW-HCK	Healthcheck Services for existing Next Gen Firewall Deployment (Per HA Pair)	\$	8,671.33	990101	7.50%
SEC-PRO-NGFW-Migration	Migration Services to Prepare Firewall Config from ASA to NGFW (requires BASE SKU as well)	\$	26,937.06	990101	7.50%
SEC-PRO-NGFW-RAVPN	Installation and Configuration of a Single Remote Access VPN Porfile on NGFW	\$	1,972.03	990101	7.50%
SEC-PRO-NGFW-S2SVPN	Installation and Configuration of a single Site to Site VPN Profile on NGFW	\$	1,532.87	990101	7.50%
SEC-PRO-NGFW-TI	Threat Intelligence Services to be added to existing Next Gen Firewalls	\$	5,426.57	990101	7.50%
SEC-PRO-NGFW-Upgrade	Major Version Software Upgrade for a Single Next Gen Firewall (includes FMC Upgrade)	\$	4,349.65	990101	7.50%
SEC-PRO-PC-AH	NWN Project Coordinator Hourly Rate (After-hours)	\$	195.00	990101	7.50%
SEC-PRO-PC-S	NWN Project Coordinator Hourly Rate	\$	130.00	990101	7.50%
SEC-PRO-PM-AH	NWN Project Manager Hourly Rate (After-hours)	\$	270.00	990101	7.50%
SEC-PRO-PM-S	NWN Project Manager Hourly Rate	\$	180.00	990101	7.50%
SEC-PRO-PROJ-CUT	Standard Cutover Window (Overtime)	\$	2,195.80	990101	7.50%
SEC-PRO-PROJ-KO	Customer Kickoff and Project Closure	\$	3,258.74	990101	7.50%
SEC-PRO-PROJ-NEXTDAY	Standard Next Day Support	\$	1,748.25	990101	7.50%
SEC-PRO-SE-AH	NWN Solution Engineer Hourly Rate (After-hours)	\$	270.00	990101	7.50%
SEC-PRO-SE-S	NWN Solution Engineer Hourly Rate	\$	180.00	990101	7.50%
SEC-PRO-SMA-BSE	Installation & Configuration Services for a Security Management Appliance (1 Node, Device Reg/Policy Sync, Centralized Report Config,, Testing/Documentation)	\$	8,265.73	990101	7.50%
SEC-PRO-SrPM-AH	NWN Sr Project Manager Hourly Rate (After-hours)	\$	322.50	990101	7.50%
SEC-PRO-SrPM-S	NWN Sr Project Manager Hourly Rate	\$	215.00	990101	7.50%
SEC-PRO-SRSE-AH	NWN Sr Solution Engineer Hourly Rate (After-hours)	\$	322.50	990101	7.50%
SEC-PRO-SrSE-S	NWN Sr Solution Engineer Hourly Rate	\$	215.00	990101	7.50%



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SEC-PRO-SW-ADP	Adoption Services for existing StealthWatch	\$	8,671.33	990101	7.50%
SEC-PRO-SW-BASE	Installation & Configuration Services for a Stealthwatch deployment (includes 3 nodes (SMC, Flow Collector and Flow Sensor), 25 host groups, 3 alarms, 5 use cases)	\$	44,615.38	990101	7.50%
SEC-PRO-SW-ETA	Configuration Services to Encrypted Traffic Analytics to a Stealthwatch deployment (includes 10 switches and Sensor/FC Setup)	\$	10,839.16	990101	7.50%
SEC-PRO-SW-HCK	Healthcheck Services for existing Stealthwatch Deployment	\$	14,083.92	990101	7.50%
SEC-PRO-SW-ISECTD	Configuration Services to add Cisco Threat Defense to the Stealthwatch-ISE integration	\$	8,671.33	990101	7.50%
SEC-PRO-SW-NETFLOW	Configuration Services to deploy netflow on up to 25 switches and create 10 additional host groups	\$	5,440.56	990101	7.50%
SEC-PRO-SW-NODE	Installation & Configuration Services to add an additional node (either SMC, Flow Collector, or Flow Sensor)	\$	3,496.50	990101	7.50%
SEC-PRO-SW-UDP	Configuration Services to add a UDP Director	\$	9,594.41	990101	7.50%
SEC-PRO-SW-UP	Configuration Services to perform a software upgrade (per node) to a Stealthwatch Deployment	\$	3,496.50	990101	7.50%
SEC-PRO-SW-USECASE	Configuration Services to add an additional use case	\$	8,671.33	990101	7.50%
SEC-PRO-TH1D	Consulting Services to Perform Cisco Based Threat Hunt One Day	\$	4,335.66	990101	7.50%
SEC-PRO-THREAT-1Q	Consulting Services to Perform Cisco Based Threat Hunt (Quarterly Period) (Project Coordination Only)	\$	11,272.73	990101	7.50%
SEC-PRO-UMB-2VA	Installation & Configuration Services for an additional 2 Virtual Appliances	\$	2,615.38	990101	7.50%
SEC-PRO-UMB-ADP	Adoption Services for existing Umbrella Deployment	\$	3,258.74	990101	7.50%
SEC-PRO-UMB-API	Configuration Services and Testing for Umbrella Advanced Reporting and Enforcement API with 3rd Party (Umbrella Only)	\$	1,748.25	990101	7.50%
SEC-PRO-UMB-BSE	Installation & Configuration Services for Umbrella Implementation (includes 100 Roaming Clients and 2 Virtual Appliances)	\$	15,006.99	990101	7.50%
SEC-PRO-UMB-HCK	Healthcheck Services for existing Umbrella Deployment	\$	8,671.33	990101	7.50%
SEC-PRO-UMB-POLICY	Configuration Services for additional 3 Policies and 10 Internal Networks- Testing and Validation	\$	2,181.82	990101	7.50%
SEC-PRO-UMB-ROAM100	Installation & Configuration Services for an additional 100 Roaming Clients	\$	2,181.82	990101	7.50%
SEC-PRO-WSA-ADP	Adoption Services for Web Security	\$	4,335.66	990101	7.50%
SEC-PRO-WSA-AMPTGCL	Configuration Services to add AMP/Threatgrid licensing to existing WSA environment	\$	4,363.64	990101	7.50%
SEC-PRO-WSA-APL	Installation & Configuration Services to add an additional appliance to a WSA Cluster	\$	3,496.50	990101	7.50%
SEC-PRO-WSA-BASE	Installation & Configuration Services for a Web Security (2 Node, Up to 10 Policies, AD Integration, Cutover and Support 1 Day, Testing/Documentation)	\$	17,398.60	990101	7.50%
SEC-PRO-WSA-HCK	Healthcheck Services for existing WSA Deployment	\$	10,839.16	990101	7.50%
SEC-PRO-WSA-MIG	Planning Services to migrate a configuration from Zscaler to WSA	\$	17,342.66	990101	7.50%
SEC-PRO-WSA-POLICY	Installation & Configuration Services to Policies to Environment and Testing	\$	1,860.14	990101	7.50%
<b>UC Services</b>					
UC-3PN-BLynk-CAdmin	Webex Calling Administration Portal Training	\$	725.00	990101	7.50%
UC-3PN-BLynk-CRUser	Webex Calling Receptionist Console Training	\$	725.00	990101	7.50%
UC-3PN-BLynk-CUser	Webex Calling or Meeting End User Training Session	\$	725.00	990101	7.50%
UC-3PN-BLynk-MAdmin	Webex Meeting Administration Training	\$	725.00	990101	7.50%
UC-3PN-Maestri-OFAdd	Additional Full-day Onsite Training/Support	\$	2,625.00	990101	7.50%
UC-3PN-Maestri-OFull	Full-day Onsite Training/Support	\$	3,375.00	990101	7.50%
UC-3PN-Maestri-ORHalf	Half-day Onsite Training	\$	2,500.00	990101	7.50%
UC-3PN-Maestri-RFull	Full-day, WebEx Distance Learning Training	\$	1,500.00	990101	7.50%
UC-3PN-Maestri-RHalf	Half-day, WebEx Distance Learning Training	\$	875.00	990101	7.50%
UC-3PN-Maestri-RHour	One hour Individual Distance Learning Session	\$	500.00	990101	7.50%
UC-AAS-BWUS-CX1000	1,000 Minutes of Agent	\$	5.83	050101	43.63%
UC-AAS-BWUS-CX10k	10,000 Minutes of Agent	\$	56.45	050101	43.63%

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UC-AAS-BWUS-DIDE911	E911 DID		\$ 0.90	020208	43.63%
UC-AAS-BWUS-DIDSpere	Additional DID		\$ 0.25	020208	43.63%
UC-AAS-BWUS-Intl1000	1,000 Minutes of International		\$ 100.00	010110	43.63%
UC-AAS-BWUS-Intl10k	10,000 Minutes of International		\$ 1,000.00	010110	43.63%
UC-AAS-BWUS-STDC	Standard Calling		\$ 2.50	010101	43.63%
UC-AAS-BWUS-TF1	1 Minute of Toll-Free		\$ 0.03	050155	43.63%
UC-AAS-BWUS-TF1000	1,000 Minutes of Toll-Free		\$ 9.00	050155	43.63%
UC-AAS-BWUS-TF10k	10,000 Minutes of Toll-Free		\$ 87.50	050155	43.63%
UC-AAS-BWUS-TFDID	Toll Free DID		\$ 1.00	050155	43.63%
UC-AAS-BWUS-Unl	Unlimited Calling within Acceptable Use Policy		\$ 2.50	010101	43.63%
UC-AAS-HYBRID-APU	UC Hybrid Advanced Paging User		\$ 0.94	210114	6.00%
UC-AAS-HYBRID-ARcrdU	UC Hybrid Advanced On Demand Voice Recording User		\$ 16.09	210114	6.00%
UC-AAS-HYBRID-FPU	UC Hybrid Fusion Paging User		\$ 0.94	210114	6.00%
UC-AAS-HYBRID-SCR	UC Hybrid Standard Always On Call Recording User		\$ 6.48	210114	6.00%
UC-AAS-HYBRID-VMU	UC Hybrid Voicemail Transcription User		\$ 0.56	210114	6.00%
UC-AAS-MRC	Third Party Monthly Services		\$ 100.00	990101	7.50%
UC-AAS-NRC	Third Party One-time Services	\$ 100.00		990101	7.50%
UC-AAS-OEM-CTrade	Trade In Credit for Perpetual Licenses (Prem or Cloud)		\$ (1.50)	990101	7.50%
UC-AAS-OEM-HTrade	Trade In Credit for Perpetual Licenses (Hosted)		\$ (0.83)	990101	7.50%
UC-AAS-PRIVATE-APU	UC Private Advanced Paging User		\$ 0.94	210114	6.00%
UC-AAS-PRIVATE-ARcrdU	UC Private Advanced On Demand Voice Recording User		\$ 16.09	210114	6.00%
UC-AAS-PRIVATE-FPU	UC Private Fusion Paging User		\$ 0.94	210114	6.00%
UC-AAS-PRIVATE-SCR	UC Private Standard Always On Call Recording User		\$ 6.48	210114	6.00%
UC-AAS-PRIVATE-VMU	UC Private Voicemail Transcription User		\$ 0.56	210114	6.00%
UC-MSN-CUST	NWN Custom Enablement	\$ 100.00		990101	7.50%
UC-MSN-HYBRID-CoreL	Services Enablement for UC Large Hybrid Bundle	\$ 18,038.68		310108	7.50%
UC-MSN-HYBRID-CoreM	Services Enablement for UC Medium Hybrid Bundle	\$ 13,795.00		310108	7.50%
UC-MSN-HYBRID-CoreS	Services Enablement for UC Small Hybrid Bundle	\$ 10,512.82		310108	7.50%
UC-MSN-HYBRID-CoreXL	Services Enablement for UC XL Hybrid Bundle	\$ 21,103.44		310108	7.50%
UC-MSN-MACD	Support MACD	\$ 95.00		990101	7.50%
UC-MSN-PRIVATE-CoreL	Services Enablement for UCaaS Large Private Bundle	\$ 18,038.68		310108	7.50%
UC-MSN-PRIVATE-CoreM	Services Enablement for UCaaS Medium Private Bundle	\$ 13,795.00		310108	7.50%
UC-MSN-PRIVATE-CoreS	Services Enablement for UCaaS Small Private Bundle	\$ 10,512.82		310108	7.50%
UC-MSN-PRIVATE-CoreXL	Services Enablement for UCaaS XL Private Bundle	\$ 21,103.44		310108	7.50%
UC-MSR-CLOUD-COMMON	Common Area Support Package		\$ 3.56	990101	7.50%
UC-MSR-CLOUD-NU	Named User Support Package		\$ 7.22	990101	7.50%
UC-MSR-CLOUD-NU+M	Named User plus Meetings Support Package		\$ 10.00	990101	7.50%
UC-MSR-CLOUD-Sitemtr	Standard Site Monitoring		\$ 50.00	990101	7.50%
UC-MSR-CUST	NWN Custom Support		\$ 100.00	990101	7.50%
UC-MSR-HYBRID-ARcrd	UC Hybrid Advanced On Demand Voice Recording Infrastructure Support		\$ 667.78	310108	7.50%
UC-MSR-HYBRID-AttConAdv	UC Hybrid Advanced Attendant Console Support		\$ 442.81	310108	7.50%
UC-MSR-HYBRID-CERCore	UC Hybrid CER Infrastructure Support		\$ 1,277.32	310108	7.50%
UC-MSR-HYBRID-CoreL	UC Large Hybrid Bundle Support		\$ 7,736.12	310108	7.50%
UC-MSR-HYBRID-CoreM	UC Medium Hybrid Bundle Support		\$ 5,967.92	310108	7.50%
UC-MSR-HYBRID-CoreS	UC Small Hybrid Bundle Support		\$ 4,600.34	310108	7.50%



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UC-MSR-HYBRID-CoreXL	UC XL Hybrid Bundle Support	\$	9,013.10	310108	7.50%
UC-MSR-HYBRID-PG	UC Hybrid Paging Server Support	\$	703.40	310108	7.50%
UC-MSR-HYBRID-SRST	UC Hybrid Survivable Remote Site Telephony/VGW Support	\$	216.00	310108	7.50%
UC-MSR-HYBRID-UAC	User & Common Area Support	\$	2.00	310108	7.50%
UC-MSR-PRIVATE-ARcrd	UC Private Advanced On Demand Voice Recording Infrastructure Support	\$	667.78	310108	7.50%
UC-MSR-PRIVATE-AttCon	UC Private Advanced Attendant Console Support	\$	442.81	310108	7.50%
UC-MSR-PRIVATE-CERCORE	UC Private CER Infrastructure Support	\$	1,277.32	310108	7.50%
UC-MSR-PRIVATE-CoreL	UCaaS Large Private Bundle Support	\$	7,736.12	310108	7.50%
UC-MSR-PRIVATE-CoreM	UCaaS Medium Private Bundle Support	\$	5,967.92	310108	7.50%
UC-MSR-PRIVATE-CoreS	UCaaS Small Private Bundle Support	\$	4,600.34	310108	7.50%
UC-MSR-PRIVATE-CoreXL	UCaaS XL Private Bundle Support	\$	9,013.10	310108	7.50%
UC-MSR-PRIVATE-PG	UC Private Paging Server Support	\$	703.40	310108	7.50%
UC-MSR-PRIVATE-SRST	UC Private Survivable Remote Site Telephony/VGW Support	\$	216.00	310108	7.50%
UC-MSR-PRIVATE-UAC	User & Common Area Support	\$	2.00	310108	7.50%
UC-PRO-ASE-AH	Hourly PS Engagement - Associate Solutions Engineer Overtime	\$	189.30	990101	7.50%
UC-PRO-ASE-S	Hourly PS Engagement - Associate Solutions Engineer	\$	126.20	990101	7.50%
UC-PRO-CON-AH	Hourly PS Engagement - Consultant Overtime	\$	406.86	990101	7.50%
UC-PRO-Con-S	Hourly PS Engagement - Consultant	\$	269.24	990101	7.50%
UC-PRO-CLOUD-AOP	Advanced User Onboarding Package	\$	86.92	990101	7.50%
UC-PRO-CLOUD-SiteSC	Standard Site Configuration	\$	604.00	990101	7.50%
UC-PRO-CLOUD-SOP	Standard User Onboarding Package	\$	35.88	990101	7.50%
UC-PRO-CUST-A	NWN Custom Professional Services	\$	100.00	990101	7.50%
UC-PRO-DID-ACT	New DID Activation Request (Enter total # of New/Port Requests)	\$	363.00	990101	7.50%
UC-PRO-DLCNAM	Directory Listing and CNAM	\$	363.00	990101	7.50%
UC-PRO-ENTR-Assess	Collaboration Infrastructure Assessment	\$	2,470.00	990101	7.50%
UC-PRO-ENTR-CallHand2	Additional Call Handlers - 2x5 options	\$	650.00	990101	7.50%
UC-PRO-ENTR-CallHand4	Additional Call Handlers - 4x5 options	\$	1,150.00	990101	7.50%
UC-PRO-ENTR-Consult	Hourly PS Engagement - Consultant	\$	269.24	990101	7.50%
UC-PRO-ENTR-Cut1k	Additional Cutover (251-1,000 users) + Remote Day1 support	\$	9,510.00	990101	7.50%
UC-PRO-ENTR-Cut1k+	Additional Cutover (1,000+ users) + Remote Day1 Support	\$	13,110.00	990101	7.50%
UC-PRO-ENTR-Cut200	Additional Cutover (up to 250 users) + Remote Day1 support	\$	5,310.00	990101	7.50%
UC-PRO-ENTR-Day1Supp	Onsite Day1 Support - Full Day	\$	1,920.00	990101	7.50%
UC-PRO-ENTR-HistRpt	Historical Data Load Report	\$	2,950.00	990101	7.50%
UC-PRO-ENTR-Site	Additional Site - SmartComm Control Deployment	\$	2,910.00	990101	7.50%
UC-PRO-ENT-WXP	Webex Provisioning	\$	353.36	990101	7.50%
UC-PRO-HYBRID-ARcrd	UC Hybrid Advanced On Demand Voice Recording Installation	\$	1,540.50	990101	7.50%
UC-PRO-HYBRID-AttCon	UC Hybrid Standard Attendant Console Installation	\$	454.32	990101	7.50%
UC-PRO-HYBRID-AttConAdv	UC Hybrid Advanced Attendant Console Installation	\$	1,135.80	990101	7.50%
UC-PRO-HYBRID-CERCORE	UC Hybrid CER Infrastructure Installation	\$	2,823.44	990101	7.50%
UC-PRO-HYBRID-CERL	UC Hybrid CER Location (Emergency Response Location)	\$	6.00	990101	7.50%
UC-PRO-HYBRID-CoreL	UC Hybrid Large Infrastructure Bundle >= 5,000 users)	\$	351,963.77	990101	7.50%
UC-PRO-HYBRID-CoreM	UC Hybrid Medium Infrastructure Bundle >= 1,500 users)	\$	123,889.06	990101	7.50%
UC-PRO-HYBRID-CoreS	UC Hybrid Small Infrastructure Bundle >= 500 users)	\$	67,899.86	990101	7.50%
UC-PRO-HYBRID-CoreXL	UC Hybrid XL Infrastructure Bundle >= 7,500 users)	\$	526,328.80	990101	7.50%
UC-PRO-HYBRID-EXCE	UC Hybrid Add-on Expressway-C/E Pair	\$	1,468.13	990101	7.50%

## Exhibit B

UC-PRO-HYBRID-JIMP	UC Hybrid Add-on Jabber/IM&P Cluster	\$	1,013.81	990101	7.50%
UC-PRO-HYBRID-PG	UC Hybrid Paging Server Installation & Config	\$	1,599.00	990101	7.50%
UC-PRO-HYBRID-SCR	UC Hybrid Standard Always On Call Recording Installation	\$	908.64	990101	7.50%
UC-PRO-HYBRID-SOP	User & Common Area Enablement	\$	2.00	990101	7.50%
UC-PRO-HYBRID-SRST	UC Hybrid Survivable Remote Site Telephony/VGW Installation	\$	960.00	990101	7.50%
UC-PRO-HYBRID-UCMN	UC Hybrid Add-on UCM Node	\$	681.48	990101	7.50%
UC-PRO-HYBRID-UCNN	UC Hybrid Add-on UCxN Node (Unity Connection)	\$	681.48	990101	7.50%
UC-PRO-HYBRID-UEACIP	UC Hybrid Upgrade - Execute Attendant Console (In-Place)	\$	1,808.87	990101	7.50%
UC-PRO-HYBRID-UEACRF	UC Hybrid Upgrade - Execute Attendant Console (HW Refresh)	\$	1,013.81	990101	7.50%
UC-PRO-HYBRID-UECERIP	UC Hybrid Upgrade - Execute Emergency Responder (In-Place)	\$	1,127.39	990101	7.50%
UC-PRO-HYBRID-UECERRF	UC Hybrid Upgrade - Execute Emergency Responder (HW Refresh)	\$	1,468.13	990101	7.50%
UC-PRO-HYBRID-UEEXCEIP	UC Hybrid Upgrade - Execute Expressway-C/E Pair (In-Place)	\$	1,720.61	990101	7.50%
UC-PRO-HYBRID-UEEXCERF	UC Hybrid Upgrade - Execute Expressway-C/E Pair (HW Refresh)	\$	786.65	990101	7.50%
UC-PRO-HYBRID-UEGL	UC Hybrid Upgrade - Execute Go-live (Turn-up and Day-one support)	\$	5,754.80	990101	7.50%
UC-PRO-HYBRID-UEJIMPIP	UC Hybrid Upgrade - Execute Jabber/IM&P Cluster (In-Place)	\$	2,831.09	990101	7.50%
UC-PRO-HYBRID-UEJIMPRF	UC Hybrid Upgrade - Execute Jabber/IM&P Cluster (HW Refresh)	\$	1,922.45	990101	7.50%
UC-PRO-HYBRID-UEUCM2IP	UC Hybrid Upgrade - Execute UCM Cluster - 2 additional nodes (In-Place)	\$	1,127.39	990101	7.50%
UC-PRO-HYBRID-UEUCM2RF	UC Hybrid Upgrade - Execute UCM Cluster - 2 additional nodes (HW Refresh)	\$	559.49	990101	7.50%
UC-PRO-HYBRID-UEUCM3IP	UC Hybrid Upgrade - Execute UCM Cluster - up to 3 nodes (In-Place)	\$	1,808.87	990101	7.50%
UC-PRO-HYBRID-UEUCM3RF	UC Hybrid Upgrade - Execute UCM Cluster - up to 3 nodes (HW Refresh)	\$	2,149.61	990101	7.50%
UC-PRO-HYBRID-UEUCNIP	UC Hybrid Upgrade - Execute UCxN Cluster (In-Place)	\$	1,468.13	990101	7.50%
UC-PRO-HYBRID-UEUCNRF	UC Hybrid Upgrade - Execute UCxN Cluster (HW Refresh)	\$	2,831.09	990101	7.50%
UC-PRO-HYBRID-UI	UC Hybrid Upgrade - Initiate	\$	1,918.32	990101	7.50%
UC-PRO-HYBRID-UPAPD	UC Hybrid Upgrade - Assess, Plan and Design	\$	5,300.64	990101	7.50%
UC-PRO-HYBRID-UPPF	UC Hybrid Upgrade - Prepare Phone Firmware - 200 Phones	\$	664.66	990101	7.50%
UC-PRO-HYBRID-UPSSHW	UC Hybrid Upgrade - Prepare Server Staging (HW Refresh)	\$	1,013.81	990101	7.50%
UC-PRO-HYBRID-UPVGUR	UC Hybrid Upgrade - Prepare Voice Gateway IOS Upgrade or HW Refresh	\$	437.50	990101	7.50%
UC-PRO-HYBRID-UPVMHIP	UC Hybrid Upgrade - Prepare VMWare ESXi Host Upgrade (In-Place)	\$	2,431.48	990101	7.50%
UC-PRO-HYBRID-UT	UC Hybrid Upgrade - Transition	\$	4,351.81	990101	7.50%
UC-PRO-HYBRID-VM	UC Hybrid Advanced Voicemail Server Config	\$	908.64	990101	7.50%
UC-PRO-PC-AH	Hourly PS Engagement - Project Coordinator Overtime	\$	151.44	990101	7.50%
UC-PRO-PC-S	Hourly PS Engagement - Project Coordinator	\$	100.96	990101	7.50%
UC-PRO-PM-AH	Hourly PS Engagement - Project Manager Overtime	\$	239.79	990101	7.50%
UC-PRO-PM-S	Hourly PS Engagement - Project Manager	\$	159.86	990101	7.50%
UC-PRO-PRIVATE-ARcrd	UC Private Advanced On Demand Voice Recording Installation	\$	1,540.50	990101	7.50%
UC-PRO-PRIVATE-AttCon	UC Private Standard Attendant Console Installation	\$	454.32	990101	7.50%
UC-PRO-PRIVATE-AttConAdv	UC Private Advanced Attendant Console Installation	\$	1,135.80	990101	7.50%
UC-PRO-PRIVATE-CERCore	UC Private CER Infrastructure Installation	\$	2,823.44	990101	7.50%
UC-PRO-PRIVATE-CERL	UC Private CER Location (Emergency Response Location)	\$	6.00	990101	7.50%
UC-PRO-PRIVATE-CoreL	UCaaS Private Large Infrastructure Bundle >= 5,000 users)	\$	351,963.77	990101	7.50%
UC-PRO-PRIVATE-CoreM	UCaaS Private Medium Infrastructure Bundle >= 1,500 users)	\$	123,889.06	990101	7.50%
UC-PRO-PRIVATE-CoreS	UCaaS Private Small Infrastrucutre Bundle >= 500 users)	\$	67,899.86	990101	7.50%
UC-PRO-PRIVATE-CoreXL	UCaaS Private XL Infrastructure Bundle >= 7,500 users)	\$	526,328.80	990101	7.50%
UC-PRO-PRIVATE-EXCE	UC Private Add-on Expressway-C/E Pair	\$	1,468.13	990101	7.50%
UC-PRO-PRIVATE-JIMP	UC Private Add-on Jabber/IM&P Cluster	\$	1,013.81	990101	7.50%

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UC-PRO-PRIVATE-PG	UC Private Paging Server Installation & Config	\$	1,599.00		990101	7.50%
UC-PRO-PRIVATE-SCR	UC Private Standard Always On Call Recording Installation	\$	908.64		990101	7.50%
UC-PRO-PRIVATE-SOP	User & Common Area Enablement	\$	2.00		990101	7.50%
UC-PRO-PRIVATE-SRST	UC Private Survivable Remote Site Telephony/VGW Installation	\$	960.00		990101	7.50%
UC-PRO-PRIVATE-UCMN	UC Private Add-on UCM Node	\$	681.48		990101	7.50%
UC-PRO-PRIVATE-UCNN	UC Private Add-on UCxN Node (Unity Connection)	\$	681.48		990101	7.50%
UC-PRO-PRIVATE-VM	UC Private Advanced Voicemail Server Config	\$	908.64		990101	7.50%
UC-PRO-Con-S	Hourly PS Engagement - Enterprise Consultant	\$	269.24		990101	7.50%
UC-PRO-Con-AH	Hourly PS Engagement - Enterprise Consultant Overtime	\$	403.86		990101	7.50%
UC-PRO-SE-AH	Hourly PS Engagement - Solutions Engineer Overtime	\$	227.16		990101	7.50%
UC-PRO-SE-S	Hourly PS Engagement - Solutions Engineer	\$	151.44		990101	7.50%
UC-PRO-SIPT	SIP Service - Trunk	\$	27.00		990101	7.50%
UC-PRO-SITED	Four Hours On-Site Phone Deployment up to 50 devices	\$	605.76		990101	7.50%
UC-PRO-SrPM-AH	Hourly PS Engagement - Strategic Project Manager Overtime	\$	315.51		990101	7.50%
UC-PRO-SrPM-S	Hourly PS Engagement - Strategic Project Manager	\$	210.34		990101	7.50%
UC-PRO-SrSE-S	Hourly PS Engagement - Senior Solutions Engineer	\$	227.16		990101	7.50%
UC-PRO-SrSE-AH	Hourly PS Engagement - Senior Solutions Engineer Overtime	\$	340.74		990101	7.50%
<b>Endpoints</b>						
UC-3PN-CO-Headset	Wired or Wireless + USB Cisco Headset	\$	315.00	Device	110901	7.50%
UC-3PN-CO-7811	Cisco Phone	\$	100.68	Device	110901	7.50%
UC-3PN-CO-7821	Cisco Phone	\$	126.24	Device	110901	7.50%
UC-3PN-CO-7832	Cisco Phone	\$	578.84	Device	110901	7.50%
UC-3PN-CO-7841	Cisco Phone	\$	173.10	Device	110901	7.50%
UC-3PN-CO-7861	Cisco Phone	\$	185.88	Device	110901	7.50%
UC-3PN-CO-8811	Cisco Phone	\$	217.75	Device	110901	7.50%
UC-3PN-CO-8821	Cisco Phone	\$	470.58	Device	110901	7.50%
UC-3PN-CO-8821Pack	Cisco Phone	\$	530.22	Device	110901	7.50%
UC-3PN-CO-8831	Cisco Phone	\$	735.50	Device	110901	7.50%
UC-3PN-CO-8831WrIsMic	Cisco Phone	\$	368.47	Device	110901	7.50%
UC-3PN-CO-8831WiredMic	Cisco Phone	\$	149.11	Device	110901	7.50%
UC-3PN-CO-8832	Cisco Phone	\$	834.45	Device	110901	7.50%
UC-3PN-CO-8841	Cisco Phone	\$	249.33	Device	110901	7.50%
UC-3PN-CO-8845	Cisco Phone	\$	276.65	Device	110901	7.50%
UC-3PN-CO-8851	Cisco Phone	\$	297.22	Device	110901	7.50%
UC-3PN-CO-8851+	Cisco Phone	\$	523.57	Device	110901	7.50%
UC-3PN-CO-8861	Cisco Phone	\$	346.86	Device	110901	7.50%
UC-3PN-CO-8861+	Cisco Phone	\$	573.22	Device	110901	7.50%
UC-3PN-CO-8865	Cisco Phone	\$	382.70	Device	110901	7.50%
UC-3PN-CO-8865+	Cisco Phone	\$	609.06	Device	110901	7.50%
UC-3PN-CO-DX80	Cisco 23" Desktop Video Device	\$	2,474.52	Device	110901	7.50%
UC-3PN-CO-DX80SPK	Cisco 23" Desktop Video Device - Webex Registration	\$	1,185.54	Device	110901	7.50%
UC-3PN-CO-W55	Cisco Webex Board 55" include Wall Mount Kit	\$	12,111.67	Device	110901	7.50%
UC-3PN-CO-W55F	Cisco Webex Board 55" include Floor Stand Kit	\$	13,513.26	Device	110901	7.50%
UC-3PN-CO-W55W	Cisco Webex Board 55" include Wall Stand Kit	\$	12,789.03	Device	110901	7.50%
UC-3PN-CO-W70	Cisco Webex Board 70" include Wall Mount Kit	\$	22,139.38	Device	110901	7.50%

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UC-3PN-CO-W70F	Cisco Webex Board 70" include Floor Stand Kit	\$	23,839.18	Device	110901	7.50%
UC-3PN-CO-WRm55	Cisco Webex Room 55" with Touch10	\$	6,087.46	Device	110901	7.50%
UC-3PN-CO-WRm70S	Cisco Webex Room 70" Single with Touch 10	\$	20,868.12	Device	110901	7.50%
UC-3PN-CO-WRm70D	Cisco Webex Room 70" Double with Touch 10	\$	30,734.62	Device	110901	7.50%
Endpoints as a Service (based on minimum 3 year commitment)						
UC-AAS-DVC-7811	Cisco Phone	\$	4.20	Device	110901	7.50%
UC-AAS-DVC-7821	Cisco Phone	\$	5.26	Device	110901	7.50%
UC-AAS-DVC-7832	Cisco Phone	\$	24.12	Device	110901	7.50%
UC-AAS-DVC-7841	Cisco Phone	\$	7.21	Device	110901	7.50%
UC-AAS-DVC-7861	Cisco Phone	\$	7.75	Device	110901	7.50%
UC-AAS-DVC-8811	Cisco Phone	\$	9.07	Device	110901	7.50%
UC-AAS-DVC-8821	Cisco Phone	\$	19.61	Device	110901	7.50%
UC-AAS-DVC-8821Pack	Cisco Phone	\$	22.09	Device	110901	7.50%
UC-AAS-DVC-8831	Cisco Phone	\$	30.65	Device	110901	7.50%
UC-AAS-DVC-8831Wrls	Cisco Phone	\$	15.35	Device	110901	7.50%
UC-AAS-DVC-8831Wire	Cisco Phone	\$	6.21	Device	110901	7.50%
UC-AAS-DVC-8832	Cisco Phone	\$	34.77	Device	110901	7.50%
UC-AAS-DVC-8841	Cisco Phone	\$	10.39	Device	110901	7.50%
UC-AAS-DVC-8845	Cisco Phone	\$	11.53	Device	110901	7.50%
UC-AAS-DVC-8851	Cisco Phone	\$	12.38	Device	110901	7.50%
UC-AAS-DVC-8851+	Cisco Phone	\$	21.82	Device	110901	7.50%
UC-AAS-DVC-8861	Cisco Phone	\$	14.45	Device	110901	7.50%
UC-AAS-DVC-8861+	Cisco Phone	\$	23.88	Device	110901	7.50%
UC-AAS-DVC-8865	Cisco Phone	\$	15.95	Device	110901	7.50%
UC-AAS-DVC-8865+	Cisco Phone	\$	25.38	Device	110901	7.50%
UC-AAS-DVC-DX80	Cisco 23" Desktop Video Device	\$	103.11	Device	110901	7.50%
UC-AAS-DVC-DX80BRD	Cisco 23" Desktop Video Device - Webex Registration	\$	49.40	Device	110901	7.50%
UC-AAS-DVC-BRD55	Team Board 55" include Wall Mount Kit	\$	504.65	Device	110901	7.50%
UC-AAS-DVC-BRD55F	Team Board 55" include Floor Stand Kit	\$	563.05	Device	110901	7.50%
UC-AAS-DVC-BRD55W	Team Board 55" include Wall Stand Kit	\$	532.88	Device	110901	7.50%
UC-AAS-DVC-BRD70	Team Board 70" include Wall Mount Kit	\$	922.47	Device	110901	7.50%
UC-AAS-DVC-BRD70F	Team Board 70" include Floor Stand Kit	\$	993.30	Device	110901	7.50%
UC-AAS-DVC-BRDRm55	Team Room 55" with Touch10	\$	253.64	Device	110901	7.50%
UC-AAS-DVC-BRDRm70S	Team Room 70" Single with Touch 10	\$	869.51	Device	110901	7.50%
UC-AAS-DVC-BRDRm70D	Team Room 70" Double with Touch 10	\$	1,280.61	Device	110901	7.50%
Feature Enhancements						
UC-AAS-NWNFL-Page	NWNComm Paging Infrastructure incl Server Config and Support	\$	538.07	Core	310110	7.50%
UC-AAS-NWNFL-Page	Paging Users	\$	0.87	User Profile	310110	7.50%
UC-AAS-NWNFL-PageGW	Paging Gateway - 1 per site (incl config disty list for site)	\$	134.23	Gateway	310110	7.50%
UC-AAS-NWNFL-CER	NWNComm CER Infrastructure incl Server Config and Support	\$	1,063.69	Core	310110	7.50%
UC-AAS-NWNFL-ERL	CER ERL (Emergency Response Locations) - includes 2 DID per ERL	\$	5.73	Location	310110	7.50%
UC-AAS-NWNFL-A2	Voice Analog Gateway -2 port	\$	34.31	Gateway	110901	7.50%
UC-AAS-NWNFL-A4	Voice Analog Gateway -4 port	\$	46.12	Gateway	110901	7.50%
UC-AAS-NWNFL-A24	Voice Analog Gateway -24 port	\$	381.33	Gateway	110901	7.50%

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UC-AAS-NWNFL-A48	Voice Analog Gateway -48 port		\$	510.20	Gateway	110901	7.50%	
UC-AAS-NWNFL-A144	Voice Analog Gateway -144 port		\$	822.04	Gateway	110901	7.50%	
UC-AAS-NWNFL-ACO4	Customer Owned Voice Analog Gateway - 2 or 4 port		\$	12.84	Gateway	110901	7.50%	
UC-AAS-NWNFL-ACO24	Customer Owned and Managed Voice Analog Gateway - 24 port		\$	252.54	Gateway	110901	7.50%	
UC-AAS-NWNFL-Toll+	*Only Available to attach to NWNComm-User-Pre* -- Includes Free Callback (Local and Long Distance)		\$	5.23	User Profile	110901	7.50%	
UC-AAS-NWNFL-MPLSR	MPLS Router with redudant Pwr Supply up to 1 Gb Throughput	\$	3,250.00	\$	741.86	Router	110901	7.50%
UC-AAS-NWNFL-Phone50	Certified Phone Purchase Price	\$	50.00	\$	-	Unit	110901	7.50%
UC-AAS-NWNFL-PDeploy	Professional Services Phone Deplyment Services (per 50 phones)		\$	32.51	50 Phones	990101	7.50%	
UC-AAS-NWNFL-SCAP	Voice Recording Add On - Screen Capture		\$	13.50	User Profile	310110	7.50%	
UC-AAS-NWNFL-Speech	Voice Recording Add On - Speech Analytics		\$	42.00	User Profile	310110	7.50%	
UC-AAS-NWNFL-QM	Voice Recording Add On - QM		\$	11.50	User Profile	310110	7.50%	
UC-AAS-NWNFL-Record	NWNComm Basic Recording Infrastructure for Always On Voice recording of PSTN calls only, 90 day retention policy		\$	45.34	Core	310110	7.50%	
UC-AAS-NWNFL-RecordAdv	NWNComm Advanced Recording Infrastructure for Always On and On Demand Voice reocrding of PSTN and Extension to Extension calls, 90 day retention policy		\$	532.23	Core	310110	7.50%	
UC-AAS-NWNFL-OnD	On Demand Voice Recording Users including HA recording		\$	6.02	User Profile	310110	7.50%	
UC-AAS-NWNFL-AO	Always On Voice Recording Users including Redundant Voice Recording		\$	14.97	User Profile	310110	7.50%	
UC-AAS-NWNFL-ACA	NWNComm Attendant Console Advanced Infrastructure to support Advanced Licensing		\$	529.14	Core	310110	7.50%	
UC-AAS-NWNFL-ACS	Attendant Consolde Standard 10.x OR 11.x		\$	34.46	User Profile	310110	7.50%	
UC-AAS-NWNFL-ACADV	Attendant Consolde Advanced 10.x OR 11.x		\$	83.09	User Profile	310110	7.50%	
UC-AAS-NWNFL-ACQ	Attendant Consolde Queue		\$	2.20	Call Queues	310110	7.50%	
UC-PRO-NWNFL-ACT	Attendant Console Training Session - Train the Trainer - 120min	\$	750.00	\$	-	2Hr Session	990101	7.50%
UC-PRO-NWNFL-RT	Verba Recording Training Session - Train the Trainer - 120min	\$	750.00	\$	-	2Hr Session	990101	7.50%
UC-PRO-NWNFL-HR	Historical Data Load Report	\$	2,550.00	\$	-	Customer	990101	7.50%
UC-PRO-NWNFL-A	Collaboration Infrastructure Assessment	\$	10,000.00	\$	-	Assessment	990101	7.50%
UC-PRO-NWNFL-NBLOCK	Nblock of funds available for future use	\$	1,000.00	\$	-	NBLOCK	990101	7.50%
UC-PRO-NWNFL-MACD	Ncare MACD	\$	150.00	\$	-	MACD	990101	7.50%
UC-PRO-NWNFL-SITE	Additional Site - SmartComm Control Deployment - NWN running Scenarios (incl Creation of Site Loader, CUCM/CUC Site specific configuration)	\$	1,875.00	\$	-	Site	990101	7.50%
UC-PRO-NWNFL-CUT200	Additional Cutover (up to 250 users) + Remote Day1 support	\$	4,500.00	\$	-	Cutover	990101	7.50%
UC-PRO-NWNFL-CUT1K	Additional Cutover (251-1,000 users) + Remote Day1 support	\$	3,500.00	\$	-	Cutover	990101	7.50%
UC-PRO-NWNFL-CUT1K+	Additional Cutover (1,000+ users) + Remote Day1 Support	\$	3,000.00	\$	-	Cutover	990101	7.50%
UC-PRO-NWNFL-DAY1S	Onsite Day1 Support - Full Day	\$	1,800.00	\$	-	Days	990101	7.50%
UC-PRO-NWNFL-CH2	Additional Call Handlers - 2x5 options	\$	150.00	\$	-	Call Handler	990101	7.50%
UC-PRO-NWNFL-CH4	Additional Call Handlers - 4x5 options	\$	250.00	\$	-	Call Handler	990101	7.50%
UC-AAS-NWNFL-LLDOVR	SIP Service - Overage Local & LD			\$	0.01	Minute	050101	43.63%
UC-3PN-UT12	Private User Training Session for up to 12 users	\$	1,850.00			Session	990101	7.50%
UC-3PN-UT25	Private User Training Session for up to 25 users	\$	2,750.00			Session	990101	7.50%
UC-3PN-ATC	Calling Administration Portal Training	\$	1,850.00			Session	990101	7.50%
UC-3PN-AdminTT	Webex Administration Training	\$	1,850.00			Session	990101	7.50%

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Part Number	Description	Non-Recurrring Charge	Monthly Recurring Charge	Item Type	Code	Rate
Category 1 Multi-Tenant Requested Items						
Multi-Tenant Subscriptions						
UC-MSR-NWNFL-BASIC	Multi-Tenant Basic Plan Subscription		\$ 12.75	Subscription	310110	7.50%
UC-MSR-NWNFL-GOLD	Multi-Tenant Gold Plan Subscription		\$ 19.50	Subscription	310110	7.50%
UC-MSR-NWNFL-PLAT	Multi-Tenant Platinum Plan Subscription		\$ 28.50	Subscription	310110	7.50%
Multi-Tenant Features						
UC-AAS-NWNFL-WEBCONF	Web conference add-on to Gold subscription		\$ 10.00	Subscription	310110	7.50%
UC-AAS-NWNFL-TEAMCONF	Team conference add-on to Gold subscription		\$ 10.00	Subscription	310110	7.50%
UC-MSR-NWNFL-UCFAX	UC Faxing add-on to Basic or Gold subscription		\$ 3.00	Subscription	310110	7.50%
UC-MSR-NWNFL-AUDCONF	Audio conference add-on to Gold subscription		\$ 10.00	Subscription	310110	7.50%
Multi-Tenant UC Telecom						
UC-AAS-CIR-LOCAL	One minute of local service (up to 250 per device)		\$ -	Minute	010401	43.63%
UC-AAS-CIR-LD	One minute of long distance service (up to 250 per device)		\$ -	Minute	010401	43.63%
UC-AAS-BWUS-TF1	One minute of inbound toll-free calling		\$ 0.015	Minute	050112	43.63%
Multi-Tenant Professional Services						
UC-PRO-NWNFL-SE	Pro Engagement - Solutions Engineer	\$ 165.00	\$ -	Hour	990101	7.50%
Category 1 Multi-Tenant Additional Items						
Endpoints						
CP-6821-3PCC-K9=	Cisco IP Phone 6821 with Multiplatform Phone firmware	\$ 80.00		Device	110901	7.50%
CON-SNT-CP68213C	SNTC-8X5XNBD Cisco 6821 Phone for MPP Systems	\$ 20.00		1 Year SNT	110901	7.50%
CP-6841-3PW-NA-K9=	Cisco IP Phone 6841 with Multiplatform Phone firmware	\$ 95.00		Device	110901	7.50%
CONT-SNT-CPN68413	SNTC-8X5XNBD Cisco 6841 phone for MPP Systems with NA	\$ 20.00		1 Year SNT	110901	7.50%
CP-6851-3PCC-K9=	Cisco IP Phone 6851 with Multiplatform Phone firmware	\$ 115.00		Device	110901	7.50%
CON-SNT-CPP68513	SNTC-8X5XNBD Cisco 6851 Phone for MPP Systems	\$ 20.00		1 Year SNT	110901	7.50%
CP-7811-3PCC-K9=	Cisco IP Phone 7811 with Multiplatform Phone firmware	\$ 85.00		Device	110901	7.50%
CON-SNT-CP78113H	SNTC-8X5XNBD Cisco IP Phone 8811 with MPP firmware	\$ 21.00		1 Year SNT	110901	7.50%
CP-7821-3PCC-K9=	Cisco IP Phone 7821 with Multiplatform Phone firmware	\$ 105.00		Device	110901	7.50%
CON-SNT-CP78213T	SNTC-8X5XNBD Cisco UC Phone 7821 for 3rd party call	\$ 21.00		1 Year SNT	110901	7.50%
CP-7832-3PCC-K9=	Cisco IP Phone 7832 with Multiplatform Phone firmware	\$ 385.00		Device	110901	7.50%
CON-SNT-CP78323K	SNTC-8X5XNBD Cisco 7832 Conference Phone for MPP	\$ 48.00		1 Year SNT	110901	7.50%
CP-7841-3PCC-K9=	Cisco IP Phone 7841 with Multiplatform Phone firmware	\$ 145.00		Device	110901	7.50%
CON-SNT-CP78413Y	SNTC-8X5XNBD Cisco UC Phone 7841 for 3rd party call	\$ 21.00		1 Year SNT	110901	7.50%
CP-7861-3PCC-K9=	Cisco IP Phone 7861 with Multiplatform Phone firmware	\$ 160.00		Device	110901	7.50%
CON-SNT-CP78613K	SNTC-8X5XNBD Cisco UC Phone 7861 for 3rd party call	\$ 21.00		1 Year SNT	110901	7.50%
CP-8811-3PCC-K9=	Cisco IP Phone 8811 with Multiplatform Phone firmware	\$ 195.00		Device	110901	7.50%
CON-SNT-CP88113P	SNTC-8X5XNBD Cisco IP Phone 8811 for 3rd party call	\$ 21.00		1 Year SNT	110901	7.50%
CP-8841-3PCC-K9=	Cisco IP Phone 8841 with Multiplatform Phone firmware	\$ 210.00		Device	110901	7.50%
CON-SNT-CP88413W	SNTC-8X5XNBD Cisco IP Phone 8841 for 3rd party call	\$ 21.00		1 Year SNT	110901	7.50%
CP-8845-3PCC-K9=	Cisco IP Phone 8845 with Multitplatform Phone firmware	\$ 225.00		Device	110901	7.50%
CON-SNT-CP884539	SNTC-8X5XNBD Cisco IP Phone 8845 with MPP Firmware	\$ 22.00		1 Year SNT	110901	7.50%
CP-8851-3PCC-K9=	Cisco IP Phone 8851 with Multiplatform Phone firmware	\$ 255.00		Device	110901	7.50%

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CON-SNT-CP88513C	SNTC-8X5XNBD Cisco IP Phone 8851 for 3rd party call	\$	21.00	1 Year SNT	110901	7.50%
CP-8861-3PCC-K9=	Cisco IP Phone 8861 with Multiplatform Phone firmware	\$	280.00	Device	110901	7.50%
CON-SNT-CP88613J	SNTC-8X5XNBD Cisco IP Phone 8861 for 3rd Party call	\$	21.00	1 Year SNT	110901	7.50%
CP-BEKEM-3PCC=	Cisco IP Key Expansion Module with Multiplatform Phone FW	\$	220.00	Device	110901	7.50%
CON-SNT-CPBE3PCC	SNTC-8X5XNBD Cisco IP Key Expansion Module with MPP	\$	30.00	1 Year SNT	110901	7.50%
CP-HS-W-521-USB=	Headset 521 Wired Single 3.5mm + USB Headset Adapter	\$	190.00	Device	110901	7.50%
CON-SNT-CPHSW5US	SNTC-8X5XNBD Headset 521 Wired Single 3.5mm + USB Headset	\$	18.00	1 Year SNT	110901	7.50%
CP-HS-W-522-USB=	Headset 522 Wired Dual 3.5mm + USB Headset Adapter	\$	215.00	Device	110901	7.50%
CON-SNT-CPHSW522	SNTC-8X5XNBD Headset 522 Wired Dual 3.5mm + US Headset	\$	20.00	1 Year SNT	110901	7.50%
CP-HS-W-531-USBA=	Headset 531 Wired Single + USB Headset Adapter	\$	285.00	Device	110901	7.50%
CON-SNT-CPHSW5SB	SNTC-8X5XNBD Headset 531 Wired Single + USB Headset	\$	26.00	1 Year SNT	110901	7.50%
CP-HS-W-531-RJ=	Headset 531 Wired Single + QD RJ Headset Cable	\$	190.00	Device	110901	7.50%
CON-SNT-CP-HS-W5	SNTC-8X5XNBD Headset 531 Wired Single	\$	18.00	1 Year SNT	110901	7.50%
CP-HS-W-532-USBA=	Headset 532 Wired Dual + USB Headset Adapter	\$	315.00	Device	110901	7.50%
CON-SNT-CPHSW5BA	SNTC-8X5XNBD Headset 532 Wired Dual + USB Headset Ada	\$	28.00	1 Year SNT	110901	7.50%
CP-HS-W-532-RJ=	Headset 532 Wired Dual + QD RJ Headset Cable	\$	225.00	Device	110901	7.50%
CON-SNT-CPHSW5RJ	SNTC-8X5XNBD Headset 532 Wired Dual + QD RJ Headset C	\$	20.00	1 Year SNT	110901	7.50%
ATA191-3PW-K9	2-Port Analog Telephone Adapter for Multiplatform	\$	120.00	Device	110901	7.50%
CON-SNT-ATA19WK3	SNTC-8X5XNBD 2-Port Analog Telephone Adapter for Mult	\$	15.00	1 Year SNT	110901	7.50%
ATA192-3PW-K9	2-Port Analog Telephone Adapter for Multiplatform (Router)	\$	120.00	Device	110901	7.50%
CON-SNT-ATAWK923	SNTC-8X5XNBD 2-Port Analog Telephone Adapter for Mult	\$	15.00	1 Year SNT	110901	7.50%
CP-6800-PWR-NA=	CISCO 6800 NA POWER ADAPTER	\$	35.00	Device	110901	7.50%
CP-PWR-CUBE-3=	IP Phone power transformer for the 7900 phone series	\$	40.00	Device	110901	7.50%
CP-PWR-CORD-NA=	Power Cord, North America	\$	8.00	Device	110901	7.50%
CP-PWR-CUBE-4=	IP Phone power transformer for the 89/9900 phone series	\$	60.00	Device	110901	7.50%
Endpoints as a Service (based on minimum 3 year commitment)						
UC-AAS-DVC-7811	Cisco Phone	\$	4.20	Device	110901	7.50%
UC-AAS-DVC-7821	Cisco Phone	\$	5.26	Device	110901	7.50%
UC-AAS-DVC-7832	Cisco Phone	\$	24.12	Device	110901	7.50%
UC-AAS-DVC-7841	Cisco Phone	\$	7.21	Device	110901	7.50%
UC-AAS-DVC-7861	Cisco Phone	\$	7.75	Device	110901	7.50%
UC-AAS-DVC-8811	Cisco Phone	\$	9.07	Device	110901	7.50%
UC-AAS-DVC-8821	Cisco Phone	\$	19.61	Device	110901	7.50%
UC-AAS-DVC-8821Pack	Cisco Phone	\$	22.09	Device	110901	7.50%
UC-AAS-DVC-8831	Cisco Phone	\$	30.65	Device	110901	7.50%
UC-AAS-DVC-8831WrIs	Cisco Phone	\$	15.35	Device	110901	7.50%
UC-AAS-DVC-8831Wire	Cisco Phone	\$	6.21	Device	110901	7.50%
UC-AAS-DVC-8832	Cisco Phone	\$	34.77	Device	110901	7.50%
UC-AAS-DVC-8841	Cisco Phone	\$	10.39	Device	110901	7.50%
UC-AAS-DVC-8845	Cisco Phone	\$	11.53	Device	110901	7.50%
UC-AAS-DVC-8851	Cisco Phone	\$	12.38	Device	110901	7.50%
UC-AAS-DVC-8851+	Cisco Phone	\$	21.82	Device	110901	7.50%
UC-AAS-DVC-8861	Cisco Phone	\$	14.45	Device	110901	7.50%
UC-AAS-DVC-8861+	Cisco Phone	\$	23.88	Device	110901	7.50%
UC-AAS-DVC-8865	Cisco Phone	\$	15.95	Device	110901	7.50%



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UC-AAS-DVC-8865+	Cisco Phone	\$	25.38	Device	110901	7.50%
UC-AAS-DVC-DX80	Cisco 23" Desktop Video Device	\$	103.11	Device	110901	7.50%
UC-AAS-DVC-DX80BRD	Cisco 23" Desktop Video Device - Webex Registration	\$	49.40	Device	110901	7.50%
UC-AAS-DVC-BRD55	Team Board 55" include Wall Mount Kit	\$	504.65	Device	110901	7.50%
UC-AAS-DVC-BRD55F	Team Board 55" include Floor Stand Kit	\$	563.05	Device	110901	7.50%
UC-AAS-DVC-BRD55W	Team Board 55" include Wall Stand Kit	\$	532.88	Device	110901	7.50%
UC-AAS-DVC-BRD70	Team Board 70" include Wall Mount Kit	\$	922.47	Device	110901	7.50%
UC-AAS-DVC-BRD70F	Team Board 70" include Floor Stand Kit	\$	993.30	Device	110901	7.50%
UC-AAS-DVC-BRDRm55	Team Room 55" with Touch10	\$	253.64	Device	110901	7.50%
UC-AAS-DVC-BRDRm70S	Team Room 70" Single with Touch 10	\$	869.51	Device	110901	7.50%
UC-AAS-DVC-BRDRm70D	Team Room 70" Double with Touch 10	\$	1,280.61	Device	110901	7.50%
<b>UC Services</b>						
UC-3PN-BLynk-CAdmin	Webex Calling Administration Portal Training	\$	725.00		990101	7.50%
UC-3PN-BLynk-CRUser	Webex Calling Receptionist Console Training	\$	725.00		990101	7.50%
UC-3PN-BLynk-CUser	Webex Calling or Meeting End User Training Session	\$	725.00		990101	7.50%
UC-3PN-BLynk-MAdmin	Webex Meeting Administration Training	\$	725.00		990101	7.50%
UC-3PN-Maestri-OFAdd	Additional Full-day Onsite Training/Support	\$	2,625.00		990101	7.50%
UC-3PN-Maestri-OFull	Full-day Onsite Training/Support	\$	3,375.00		990101	7.50%
UC-3PN-Maestri-OHalf	Half-day Onsite Training	\$	2,500.00		990101	7.50%
UC-3PN-Maestri-RFull	Full-day, WebEx Distance Learning Training	\$	1,500.00		990101	7.50%
UC-3PN-Maestri-RHalf	Half-day, WebEx Distance Learning Training	\$	875.00		990101	7.50%
UC-3PN-Maestri-RHour	One hour Individual Distance Learning Session	\$	500.00		990101	7.50%
UC-AAS-ARC	Third Party Annual Services	\$	-		990101	7.50%
UC-AAS-NWNFL-LLDOVR	SIP Service - Overage Local & LD	\$	0.01	Minute	050101	43.63%
UC-AAS-BWUS-CX1000	1,000 Minutes of Agent	\$	5.83		050101	43.63%
UC-AAS-BWUS-CX10k	10,000 Minutes of Agent	\$	56.45		050101	43.63%
UC-AAS-BWUS-DIDE911	E911 DID	\$	0.90		020208	43.63%
UC-AAS-BWUS-DIDSpare	Additional DID	\$	0.25		020208	43.63%
UC-AAS-BWUS-Intl1000	1,000 Minutes of International	\$	100.00		010110	43.63%
UC-AAS-BWUS-Intl10k	10,000 Minutes of International	\$	1,000.00		010110	43.63%
UC-AAS-BWUS-STDC	Standard Calling	\$	2.50		010101	43.63%
UC-AAS-BWUS-TF1	1 Minute of Toll-Free	\$	0.03		050155	43.63%
UC-AAS-BWUS-TF1000	1,000 Minutes of Toll-Free	\$	9.00		050155	43.63%
UC-AAS-BWUS-TF10k	10,000 Minutes of Toll-Free	\$	87.50		050155	43.63%
UC-AAS-BWUS-TFDID	Toll Free DID	\$	1.00		050155	43.63%
UC-AAS-BWUS-Unl	Unlimited Calling within Acceptable Use Policy	\$	2.50		010101	43.63%
UC-AAS-HYBRID-APU	UC Hybrid Advanced Paging User	\$	0.94		210114	6.00%
UC-AAS-HYBRID-ARcrdU	UC Hybrid Advanced On Demand Voice Recording User	\$	16.09		210114	6.00%
UC-AAS-HYBRID-FPU	UC Hybrid Fusion Paging User	\$	0.94		210114	6.00%
UC-AAS-HYBRID-SCR	UC Hybrid Standard Always On Call Recording User	\$	6.48		210114	6.00%
UC-AAS-HYBRID-VMU	UC Hybrid Voicemail Transcription User	\$	0.56		210114	6.00%
UC-AAS-MRC	Third Party Monthly Services	\$	100.00		990101	7.50%
UC-AAS-NRC	Third Party One-time Services	\$	100.00		990101	7.50%
UC-AAS-OEM-CTrade	Trade In Credit for Perpetual Licenses (Prem or Cloud)	\$	(1.50)		990101	7.50%
UC-AAS-OEM-HTrade	Trade In Credit for Perpetual Licenses (Hosted)	\$	(0.83)		990101	7.50%



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UC-AAS-PRIVATE-APU	UC Private Advanced Paging User		\$ 0.94	210114	6.00%
UC-AAS-PRIVATE-ARcrdU	UC Private Advanced On Demand Voice Recording User		\$ 16.09	210114	6.00%
UC-AAS-PRIVATE-FPU	UC Private Fusion Paging User		\$ 0.94	210114	6.00%
UC-AAS-PRIVATE-SCR	UC Private Standard Always On Call Recording User		\$ 6.48	210114	6.00%
UC-AAS-PRIVATE-VMU	UC Private Voicemail Transcription User		\$ 0.56	210114	6.00%
UC-MSN-CUST	NWN Custom Enablement	\$ 100.00		990101	7.50%
UC-MSN-HYBRID-CoreL	Services Enablement for UC Large Hybrid Bundle	\$ 18,038.68		310108	7.50%
UC-MSN-HYBRID-CoreM	Services Enablement for UC Medium Hybrid Bundle	\$ 13,795.00		310108	7.50%
UC-MSN-HYBRID-CoreS	Services Enablement for UC Small Hybrid Bundle	\$ 10,512.82		310108	7.50%
UC-MSN-HYBRID-CoreXL	Services Enablement for UC XL Hybrid Bundle	\$ 21,103.44		310108	7.50%
UC-MSN-MACD	Support MACD	\$ 95.00		990101	7.50%
UC-MSN-PRIVATE-CoreL	Services Enablement for UCaaS Large Private Bundle	\$ 18,038.68		310108	7.50%
UC-MSN-PRIVATE-CoreM	Services Enablement for UCaaS Medium Private Bundle	\$ 13,795.00		310108	7.50%
UC-MSN-PRIVATE-CoreS	Services Enablement for UCaaS Small Private Bundle	\$ 10,512.82		310108	7.50%
UC-MSN-PRIVATE-CoreXL	Services Enablement for UCaaS XL Private Bundle	\$ 21,103.44		310108	7.50%
UC-MSR-CLOUD-COMMON	Common Area Support Package		\$ 3.56	990101	7.50%
UC-MSR-CLOUD-NU	Named User Support Package		\$ 7.22	990101	7.50%
UC-MSR-CLOUD-NU+M	Named User plus Meetings Support Package		\$ 10.00	990101	7.50%
UC-MSR-CLOUD-Sitemtr	Standard Site Monitoring		\$ 50.00	990101	7.50%
UC-MSR-CUST	NWN Custom Support		\$ 100.00	990101	7.50%
UC-MSR-HYBRID-ARcrd	UC Hybrid Advanced On Demand Voice Recording Infrastructure Support		\$ 667.78	310108	7.50%
UC-MSR-HYBRID-AttConAdv	UC Hybrid Advanced Attendant Console Support		\$ 442.81	310108	7.50%
UC-MSR-HYBRID-CERCore	UC Hybrid CER Infrastructure Support		\$ 1,277.32	310108	7.50%
UC-MSR-HYBRID-CoreL	UC Large Hybrid Bundle Support		\$ 7,736.12	310108	7.50%
UC-MSR-HYBRID-CoreM	UC Medium Hybrid Bundle Support		\$ 5,967.92	310108	7.50%
UC-MSR-HYBRID-CoreS	UC Small Hybrid Bundle Support		\$ 4,600.34	310108	7.50%
UC-MSR-HYBRID-CoreXL	UC XL Hybrid Bundle Support		\$ 9,013.10	310108	7.50%
UC-MSR-HYBRID-PG	UC Hybrid Paging Server Support		\$ 703.40	310108	7.50%
UC-MSR-HYBRID-SRST	UC Hybrid Survivable Remote Site Telephony/VGW Support		\$ 216.00	310108	7.50%
UC-MSR-HYBRID-UAC	User & Common Area Support		\$ 2.00	310108	7.50%
UC-MSR-PRIVATE-ARcrd	UC Private Advanced On Demand Voice Recording Infrastructure Support		\$ 667.78	310108	7.50%
UC-MSR-PRIVATE-AttCon	UC Private Advanced Attendant Console Support		\$ 442.81	310108	7.50%
UC-MSR-PRIVATE-CERCore	UC Private CER Infrastructure Support		\$ 1,277.32	310108	7.50%
UC-MSR-PRIVATE-CoreL	UCaaS Large Private Bundle Support		\$ 7,736.12	310108	7.50%
UC-MSR-PRIVATE-CoreM	UCaaS Medium Private Bundle Support		\$ 5,967.92	310108	7.50%
UC-MSR-PRIVATE-CoreS	UCaaS Small Private Bundle Support		\$ 4,600.34	310108	7.50%
UC-MSR-PRIVATE-CoreXL	UCaaS XL Private Bundle Support		\$ 9,013.10	310108	7.50%
UC-MSR-PRIVATE-PG	UC Private Paging Server Support		\$ 703.40	310108	7.50%
UC-MSR-PRIVATE-SRST	UC Private Survivable Remote Site Telephony/VGW Support		\$ 216.00	310108	7.50%
UC-MSR-PRIVATE-UAC	User & Common Area Support		\$ 2.00	310108	7.50%
UC-PRO-ASE-AH	Hourly PS Engagement - Associate Solutions Engineer Overtime	\$ 189.30		990101	7.50%
UC-PRO-ASE-S	Hourly PS Engagement - Associate Solutions Engineer	\$ 126.20		990101	7.50%
UC-PRO-CON-AH	Hourly PS Engagement - Consultant Overtime	\$ 406.86		990101	7.50%
UC-PRO-Con-S	Hourly PS Engagement - Consultant	\$ 269.24		990101	7.50%
UC-PRO-CLOUD-AOP	Advanced User Onboarding Package	\$ 86.92		990101	7.50%

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UC-PRO-CLOUD-SiteSC	Standard Site Configuration	\$	604.00	990101	7.50%
UC-PRO-CLOUD-SOP	Standard User Onboarding Package	\$	35.88	990101	7.50%
UC-PRO-CUST-A	NWN Custom Professional Services	\$	100.00	990101	7.50%
UC-PRO-DID-ACT	New DID Activation Request (Enter total # of New/Port Requests)	\$	363.00	990101	7.50%
UC-PRO-DLCNAM	Directory Listing and CNAM	\$	363.00	990101	7.50%
UC-PRO-ENTR-Assess	Collaboration Infrastructure Assessment	\$	2,470.00	990101	7.50%
UC-PRO-ENTR-CallHand2	Additional Call Handlers - 2x5 options	\$	650.00	990101	7.50%
UC-PRO-ENTR-CallHand4	Additional Call Handlers - 4x5 options	\$	1,150.00	990101	7.50%
UC-PRO-ENTR-Consult	Hourly PS Engagement - Consultant	\$	269.24	990101	7.50%
UC-PRO-ENTR-Cut1k	Additional Cutover (251-1,000 users) + Remote Day1 support	\$	9,510.00	990101	7.50%
UC-PRO-ENTR-Cut1k+	Additional Cutover (1,000+ users) + Remote Day1 Support	\$	13,110.00	990101	7.50%
UC-PRO-ENTR-Cut200	Additional Cutover (up to 250 users) + Remote Day1 support	\$	5,310.00	990101	7.50%
UC-PRO-ENTR-Day1Supp	Onsite Day1 Support - Full Day	\$	1,920.00	990101	7.50%
UC-PRO-ENTR-HistRpt	Historical Data Load Report	\$	2,950.00	990101	7.50%
UC-PRO-ENTR-Site	Additional Site - SmartComm Control Deployment	\$	2,910.00	990101	7.50%
UC-PRO-ENT-WXP	Webex Provisioning	\$	353.36	990101	7.50%
UC-PRO-HYBRID-ARcd	UC Hybrid Advanced On Demand Voice Recording Installation	\$	1,540.50	990101	7.50%
UC-PRO-HYBRID-AttCon	UC Hybrid Standard Attendant Console Installation	\$	454.32	990101	7.50%
UC-PRO-HYBRID-AttConAdv	UC Hybrid Advanced Attendant Console Installation	\$	1,135.80	990101	7.50%
UC-PRO-HYBRID-CERCore	UC Hybrid CER Infrastructure Installation	\$	2,823.44	990101	7.50%
UC-PRO-HYBRID-CERL	UC Hybrid CER Location (Emergency Response Location)	\$	6.00	990101	7.50%
UC-PRO-HYBRID-CoreL	UC Hybrid Large Infrastructure Bundle >= 5,000 users)	\$	351,963.77	990101	7.50%
UC-PRO-HYBRID-CoreM	UC Hybrid Medium Infrastructure Bundle >= 1,500 users)	\$	123,889.06	990101	7.50%
UC-PRO-HYBRID-CoreS	UC Hybrid Small Infrastructure Bundle >= 500 users)	\$	67,899.86	990101	7.50%
UC-PRO-HYBRID-CoreXL	UC Hybrid XL Infrastructure Bundle >= 7,500 users)	\$	526,328.80	990101	7.50%
UC-PRO-HYBRID-EXCE	UC Hybrid Add-on Expressway-C/E Pair	\$	1,468.13	990101	7.50%
UC-PRO-HYBRID-JIMP	UC Hybrid Add-on Jabber/IM&P Cluster	\$	1,013.81	990101	7.50%
UC-PRO-HYBRID-PG	UC Hybrid Paging Server Installation & Config	\$	1,599.00	990101	7.50%
UC-PRO-HYBRID-SCR	UC Hybrid Standard Always On Call Recording Installation	\$	908.64	990101	7.50%
UC-PRO-HYBRID-SOP	User & Common Area Enablement	\$	2.00	990101	7.50%
UC-PRO-HYBRID-SRST	UC Hybrid Survivable Remote Site Telephony/VGW Installation	\$	960.00	990101	7.50%
UC-PRO-HYBRID-UCMN	UC Hybrid Add-on UCM Node	\$	681.48	990101	7.50%
UC-PRO-HYBRID-UCNN	UC Hybrid Add-on UCxN Node (Unity Connection)	\$	681.48	990101	7.50%
UC-PRO-HYBRID-UEACIP	UC Hybrid Upgrade - Execute Attendant Console (In-Place)	\$	1,808.87	990101	7.50%
UC-PRO-HYBRID-UEACRF	UC Hybrid Upgrade - Execute Attendant Console (HW Refresh)	\$	1,013.81	990101	7.50%
UC-PRO-HYBRID-UECERIP	UC Hybrid Upgrade - Execute Emergency Responder (In-Place)	\$	1,127.39	990101	7.50%
UC-PRO-HYBRID-UECERRF	UC Hybrid Upgrade - Execute Emergency Responder (HW Refresh)	\$	1,468.13	990101	7.50%
UC-PRO-HYBRID-UEEXCEIP	UC Hybrid Upgrade - Execute Expressway-C/E Pair (In-Place)	\$	1,720.61	990101	7.50%
UC-PRO-HYBRID-UEEXCERF	UC Hybrid Upgrade - Execute Expressway-C/E Pair (HW Refresh)	\$	786.65	990101	7.50%
UC-PRO-HYBRID-UEGL	UC Hybrid Upgrade - Execute Go-live (Turn-up and Day-one support)	\$	5,754.80	990101	7.50%
UC-PRO-HYBRID-UEJIMPIP	UC Hybrid Upgrade - Execute Jabber/IM&P Cluster (In-Place)	\$	2,831.09	990101	7.50%
UC-PRO-HYBRID-UEJIMPRF	UC Hybrid Upgrade - Execute Jabber/IM&P Cluster (HW Refresh)	\$	1,922.45	990101	7.50%
UC-PRO-HYBRID-UEUCM2IP	UC Hybrid Upgrade - Execute UCM Cluster - 2 additional nodes (In-Place)	\$	1,127.39	990101	7.50%
UC-PRO-HYBRID-UEUCM2RF	UC Hybrid Upgrade - Execute UCM Cluster - 2 additional nodes (HW Refresh)	\$	559.49	990101	7.50%
UC-PRO-HYBRID-UEUCM3IP	UC Hybrid Upgrade - Execute UCM Cluster - up to 3 nodes (In-Place)	\$	1,808.87	990101	7.50%

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UC-PRO-HYBRID-UEUCM3RF	UC Hybrid Upgrade - Execute UCM Cluster - up to 3 nodes (HW Refresh)	\$	2,149.61		990101	7.50%
UC-PRO-HYBRID-UEUCNIP	UC Hybrid Upgrade - Execute UCxN Cluster (In-Place)	\$	1,468.13		990101	7.50%
UC-PRO-HYBRID-UEUCNRF	UC Hybrid Upgrade - Execute UCxN Cluster (HW Refresh)	\$	2,831.09		990101	7.50%
UC-PRO-HYBRID-UI	UC Hybrid Upgrade - Initiate	\$	1,918.32		990101	7.50%
UC-PRO-HYBRID-UPAPD	UC Hybrid Upgrade - Assess, Plan and Design	\$	5,300.64		990101	7.50%
UC-PRO-HYBRID-UPPF	UC Hybrid Upgrade - Prepare Phone Firmware - 200 Phones	\$	664.66		990101	7.50%
UC-PRO-HYBRID-UPSSHW	UC Hybrid Upgrade - Prepare Server Staging (HW Refresh)	\$	1,013.81		990101	7.50%
UC-PRO-HYBRID-UPVGUR	UC Hybrid Upgrade - Prepare Voice Gateway IOS Upgrade or HW Refresh	\$	437.50		990101	7.50%
UC-PRO-HYBRID-UPVMHIP	UC Hybrid Upgrade - Prepare VMWare ESXi Host Upgrade (In-Place)	\$	2,431.48		990101	7.50%
UC-PRO-HYBRID-UT	UC Hybrid Upgrade - Transition	\$	4,351.81		990101	7.50%
UC-PRO-HYBRID-VM	UC Hybrid Advanced Voicemail Server Config	\$	908.64		990101	7.50%
UC-PRO-PC-AH	Hourly PS Engagement - Project Coordinator Overtime	\$	151.44		990101	7.50%
UC-PRO-PC-S	Hourly PS Engagement - Project Coordinator	\$	100.96		990101	7.50%
UC-PRO-PM-AH	Hourly PS Engagement - Project Manager Overtime	\$	239.79		990101	7.50%
UC-PRO-PM-S	Hourly PS Engagement - Project Manager	\$	159.86		990101	7.50%
UC-PRO-PRIVATE-ARcrd	UC Private Advanced On Demand Voice Recording Installation	\$	1,540.50		990101	7.50%
UC-PRO-PRIVATE-AttCon	UC Private Standard Attendant Console Installation	\$	454.32		990101	7.50%
UC-PRO-PRIVATE-AttConAdv	UC Private Advanced Attendant Console Installation	\$	1,135.80		990101	7.50%
UC-PRO-PRIVATE-CERCORE	UC Private CER Infrastructure Installation	\$	2,823.44		990101	7.50%
UC-PRO-PRIVATE-CERL	UC Private CER Location (Emergency Response Location)	\$	6.00		990101	7.50%
UC-PRO-PRIVATE-CoreL	UCaaS Private Large Infrastructure Bundle >= 5,000 users)	\$	351,963.77		990101	7.50%
UC-PRO-PRIVATE-CoreM	UCaaS Private Medium Infrastructure Bundle >= 1,500 users)	\$	123,889.06		990101	7.50%
UC-PRO-PRIVATE-CoreS	UCaaS Private Small Infrastrucutre Bundle >= 500 users)	\$	67,899.86		990101	7.50%
UC-PRO-PRIVATE-CoreXL	UCaaS Private XL Infrastructure Bundle >= 7,500 users)	\$	526,328.80		990101	7.50%
UC-PRO-PRIVATE-EXCE	UC Private Add-on Expressway-C/E Pair	\$	1,468.13		990101	7.50%
UC-PRO-PRIVATE-JIMP	UC Private Add-on Jabber/IM&P Cluster	\$	1,013.81		990101	7.50%
UC-PRO-PRIVATE-PG	UC Private Paging Server Installation & Config	\$	1,599.00		990101	7.50%
UC-PRO-PRIVATE-SCR	UC Private Standard Always On Call Recording Installation	\$	908.64		990101	7.50%
UC-PRO-PRIVATE-SOP	User & Common Area Enablement	\$	2.00		990101	7.50%
UC-PRO-PRIVATE-SRST	UC Private Survivable Remote Site Telephony/VGW Installation	\$	960.00		990101	7.50%
UC-PRO-PRIVATE-UCMN	UC Private Add-on UCM Node	\$	681.48		990101	7.50%
UC-PRO-PRIVATE-UCNN	UC Private Add-on UCxN Node (Unity Connection)	\$	681.48		990101	7.50%
UC-PRO-PRIVATE-VM	UC Private Advanced Voicemail Server Config	\$	908.64		990101	7.50%
UC-PRO-Con-S	Hourly PS Engagement - Enterprise Consultant	\$	269.24		990101	7.50%
UC-PRO-Con-AH	Hourly PS Engagement - Enterprise Consultant Overtime	\$	403.86		990101	7.50%
UC-PRO-SE-AH	Hourly PS Engagement - Solutions Engineer Overtime	\$	227.16		990101	7.50%
UC-PRO-SE-S	Hourly PS Engagement - Solutions Engineer	\$	151.44		990101	7.50%
UC-PRO-SIPT	SIP Service - Trunk	\$	27.00		990101	7.50%
UC-PRO-SITED	Four Hours On-Site Phone Deployment up to 50 devices	\$	605.76		990101	7.50%
UC-PRO-SrPM-AH	Hourly PS Engagement - Strategic Project Manager Overtime	\$	315.51		990101	7.50%
UC-PRO-SrPM-S	Hourly PS Engagement - Strategic Project Manager	\$	210.34		990101	7.50%
UC-PRO-SrSE	Hourly PS Engagement - Senior Solutions Engineer	\$	227.16		990101	7.50%
UC-PRO-SrSE-AH	Hourly PS Engagement - Senior Solutions Engineer Overtime	\$	340.74		990101	7.50%
<b>Experience Management Platform</b>						
UC-MSN-EMP-CUST	UC EMP Customization	\$	1,750.00	\$ -	990101	7.50%

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UC-MSR-EMP-COM	NWN Offering Knowledge Base, NWN Community, Self-Service Ticketing, SLA Dashboard, UC Administration, UC Reporting and Dashboards	\$	-	\$ 10,120.00	990101	7.50%
UC-MSR-EMP-CORE	NWN Offering Knowledge Base, NWN Community, Self-Service Ticketing, SLA Dashboard, UC Administration, UC Reporting and Dashboards	\$	-	\$ 8,780.00	990101	7.50%
UC-MSR-EMP-CORE2COM	Upgrade from UC EMP Core to Complete	\$	-	\$ 1,340.00	990101	7.50%
UC-MSR-EMP-CUST	UC EMP Customization Maintenance	\$	-	\$ 450.00	990101	7.50%
UC-MSR-EMP-ESS	NWN Offering Knowledge Base, NWN Community, Self-service Ticketing	\$	-	\$ 2,780.00	990101	7.50%
UC-MSR-EMP-ESS2COM	Upgrade from UC EMP Essentials to Complete	\$	-	\$ 6,000.00	990101	7.50%
UC-MSR-EMP-ESS2CORE	Upgrade from UC EMP Essentials to Core	\$	-	\$ 7,340.00	990101	7.50%
CC-MSR-EMP-ADDON	Contact Center Capability Added to Existing Subscription	\$	-	\$ 2,780.00	990101	7.50%
SEC-MSR-EMP-ADDON	Security Capability Added to Existing Subscription	\$	-	\$ 2,780.00	990101	7.50%
DEV-MSR-EMP-ADDON	Device Capability Added to Existing Subscription	\$	-	\$ 2,780.00	990101	7.50%
ATS-MSR-EMP-ADDON	ATS Capability Added to Existing Subscription	\$	-	\$ 2,780.00	990101	7.50%
Private Connectivity Options						
ATS-B-EPL-100M	EPL MAE Service Connection 10/100 Mbps			\$ 250.00	050101	43.63%
ATS-B-EPL-100MR	EPL MAE Service Connection 10/100 Mbps with Managed IP Enabled Routing Device	\$	2,495.00	\$ 445.00	050101	43.63%
ATS-B-EPL-1G	EPL MAE Service Connection Gigabit Ethernet (1 Gbps)			\$ 1,150.00	050101	43.63%
ATS-B-EPL-1GR	EPL MAE Service Connection Gigabit Ethernet (1 Gbps) with Managed IP Enabled Routing Device	\$	2,495.00	\$ 1,345.00	050101	43.63%
ATS-B-EPL-10GE	EPL MAE Service Connection Gigabit Ethernet (10 GE)			\$ 2,250.00	050101	43.63%
ATS-B-EPL-10GER	EPL MAE Service Connection Gigabit Ethernet (10 GE) with Managed IP Enabled Routing Device	\$	2,495.00	\$ 2,445.00	050101	43.63%
ATS-B-EVPL-100M	EVPL MAE Service Connection 10/100 Mbps			\$ 250.00	050101	43.63%
ATS-B-EVPL-100MR	EVPL MAE Service Connection 10/100 Mbps with Managed IP Enabled Routing Device	\$	2,495.00	\$ 445.00	050101	43.63%
ATS-B-EVPL-1G	EVPL MAE Service Connection Gigabit Ethernet (1 Gbps)			\$ 1,150.00	050101	43.63%
ATS-B-EVPL-1GR	EVPL MAE Service Connection Gigabit Ethernet (1 Gbps) with Managed IP Enabled Routing Device	\$	2,495.00	\$ 1,345.00	050101	43.63%
ATS-B-EVPL-10GE	EVPL MAE Service Connection 10 Gigabit Ethernet (10 GE)			\$ 2,050.00	050101	43.63%
ATS-B-EVPL-10GER	EVPL MAE Service Connection 10 Gigabit Ethernet (10 GE) with Managed IP Enabled Routing Device	\$	2,495.00	\$ 2,145.00	050101	43.63%
ATS-Pro-AddMac-100	Additional MAE MAC Addresses (51-100)	\$	175.00	\$ 33.00	990101	7.50%
ATS-Pro-EVC	Ethernet Virtual Connection (EVC) MAE	\$	-	\$ 25.00	990101	7.50%
ATS-B-CIRPre-2M	PREMIUM CIR MAE - 2 Mbps	\$	795.00	\$ 12.10	990101	7.50%
ATS-B-CIRPre-4M	PREMIUM CIR MAE - 4 Mbps	\$	795.00	\$ 18.15	990101	7.50%
ATS-B-CIRPre-5M	PREMIUM CIR MAE - 5 Mbps	\$	795.00	\$ 24.20	990101	7.50%
ATS-B-CIRPre-8M	PREMIUM CIR MAE - 8 Mbps	\$	795.00	\$ 30.25	990101	7.50%
ATS-B-CIRPre-10M	PREMIUM CIR MAE - 10 Mbps	\$	795.00	\$ 42.35	990101	7.50%
ATS-B-CIRPre-20M	PREMIUM CIR MAE - 20 Mbps	\$	795.00	\$ 66.55	990101	7.50%
ATS-B-CIRPre-50M	PREMIUM CIR MAE - 50 Mbps	\$	795.00	\$ 127.05	990101	7.50%
ATS-B-CIRPre-100M	PREMIUM CIR MAE - 100 Mbps	\$	795.00	\$ 199.65	990101	7.50%
ATS-B-CIRPre-150M	PREMIUM CIR MAE - 150 Mbps	\$	795.00	\$ 260.15	990101	7.50%
ATS-B-CIRPre-200M	PREMIUM CIR MAE - 200 Mbps	\$	795.00	\$ 320.65	990101	7.50%
ATS-B-CIRPre-250M	PREMIUM CIR MAE - 250 Mbps	\$	795.00	\$ 381.15	990101	7.50%
ATS-B-CIRPre-400M	PREMIUM CIR MAE - 400 Mbps	\$	795.00	\$ 441.65	990101	7.50%
ATS-B-CIRPre-500M	PREMIUM CIR MAE - 500 Mbps	\$	795.00	\$ 502.15	990101	7.50%
ATS-B-CIRPre-600M	PREMIUM CIR MAE - 600 Mbps	\$	795.00	\$ 562.65	990101	7.50%
ATS-B-CIRPre-1G	PREMIUM CIR MAE - 1 Gbps	\$	795.00	\$ 798.60	990101	7.50%

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ATS-B-CIRPre-10G	PREMIUM CIR MAE - 10 Gbps	\$	795.00	\$	2,299.00	990101	7.50%
ATS-3PS-DemarcCop	Extended Demarcation -Copper – Regular Hours	\$	545.00			990101	7.50%
ATS-3PS-DemarcCop-OT	Extended Demarcation -Copper – Overtime Hours	\$	670.00			990101	7.50%
ATS-3PS-DemarcCop-Wkd	Extended Demarcation -Copper – Sunday and Holiday Hours	\$	840.00			990101	7.50%
ATS-3PS-DemarcCop25	Extended Demarcation -Copper 25 Pair – Regular Hours	\$	545.00			990101	7.50%
ATS-3PS-DemarcCop25-OT	Extended Demarcation -Copper 25 Pair – Overtime Hours	\$	670.00			990101	7.50%
ATS-3PS-DemarcCop25-Wkd	Extended Demarcation -Copper 25 Pair – Sunday and Holiday Hours	\$	840.00			990101	7.50%
ATS-3PS-DemarcFIB	Extended Demarcation - Optical Fiber Link – Regular Hours	\$	1,015.00			990101	7.50%
ATS-3PS-DemarcFIB-OT	Extended Demarcation - Optical Fiber Link – Overtime Hours	\$	1,200.00			990101	7.50%
ATS-3PS-DemarcFIB-Wkd	Extended Demarcation - Optical Fiber Link – Sunday and Holiday Hours	\$	1,335.00			990101	7.50%
ATS-Pro-ASE	Field Service	\$	145.00			990101	7.50%
ATS-Pro-ASE-OT	Field Service After Hours	\$	175.00			990101	7.50%
ATS-Pro-ASE-Wkd	Field Service Weekends	\$	175.00			990101	7.50%
ATS-BUN-MPLS-R1M	MPLS port, access and Layer 3 routing device bundled service at 1 Mbps	\$	375.00	\$	617.00	050101	43.63%
ATS-BUN-MPLS-R3M	MPLS port, access and Layer 3 routing device bundled service at 3 Mbps	\$	375.00	\$	798.00	050101	43.63%
ATS-BUN-MPLS-R4M	MPLS port, access and Layer 3 routing device bundled service at 4 Mbps	\$	575.00	\$	1,192.00	050101	43.63%
ATS-BUN-MPLS-R5M	MPLS port, access and Layer 3 routing device bundled service at 5 Mbps	\$	975.00	\$	1,593.00	050101	43.63%
ATS-BUN-MPLS-R7M	MPLS port, access and Layer 3 routing device bundled service at 7 Mbps	\$	975.00	\$	1,623.00	050101	43.63%
ATS-BUN-MPLS-R9M	MPLS port, access and Layer 3 routing device bundled service at 9 Mbps	\$	975.00	\$	1,715.00	050101	43.63%
ATS-BUN-MPLS-R10M	MPLS port, access and Layer 3 routing device bundled service at 10 Mbps	\$	1,430.00	\$	1,965.00	050101	43.63%
ATS-BUN-MPLS-R12M	MPLS port, access and Layer 3 routing device bundled service at 12 Mbps	\$	1,430.00	\$	1,986.00	050101	43.63%
ATS-BUN-MPLS-R15M	MPLS port, access and Layer 3 routing device bundled service at 15 Mbps	\$	1,430.00	\$	2,010.00	050101	43.63%
ATS-BUN-MPLS-R20M	MPLS port, access and Layer 3 routing device bundled service at 20 Mbps	\$	1,430.00	\$	2,060.00	050101	43.63%
ATS-BUN-MPLS-R30M	MPLS port, access and Layer 3 routing device bundled service at 30 Mbps	\$	1,430.00	\$	2,160.00	050101	43.63%
ATS-BUN-MPLS-R40M	MPLS port, access and Layer 3 routing device bundled service at 40 Mbps	\$	1,430.00	\$	2,200.00	050101	43.63%
ATS-BUN-MPLS-R50M	MPLS port, access and Layer 3 routing device bundled service at 50 Mbps	\$	2,465.00	\$	2,225.00	050101	43.63%
ATS-BUN-MPLS-R60M	MPLS port, access and Layer 3 routing device bundled service at 60 Mbps	\$	2,465.00	\$	2,263.00	050101	43.63%
ATS-BUN-MPLS-R70M	MPLS port, access and Layer 3 routing device bundled service at 70 Mbps	\$	2,465.00	\$	2,281.00	050101	43.63%
ATS-BUN-MPLS-R80M	MPLS port, access and Layer 3 routing device bundled service at 80 Mbps	\$	2,465.00	\$	2,476.00	050101	43.63%
ATS-BUN-MPLS-R90M	MPLS port, access and Layer 3 routing device bundled service at 90 Mbps	\$	2,465.00	\$	2,489.00	050101	43.63%
ATS-BUN-MPLS-R100M	MPLS port, access and Layer 3 routing device bundled service at 100 Mbps	\$	5,735.00	\$	2,540.00	050101	43.63%
ATS-BUN-MPLS-R150M	MPLS port, access and Layer 3 routing device bundled service at 150 Mbps	\$	5,735.00	\$	3,387.00	050101	43.63%
ATS-BUN-MPLS-R200M	MPLS port, access and Layer 3 routing device bundled service at 200 Mbps	\$	5,735.00	\$	3,514.00	050101	43.63%
ATS-BUN-MPLS-R250M	MPLS port, access and Layer 3 routing device bundled service at 250 Mbps	\$	5,735.00	\$	3,568.00	050101	43.63%
ATS-BUN-MPLS-R300M	MPLS port, access and Layer 3 routing device bundled service at 300 Mbps	\$	5,735.00	\$	4,175.00	050101	43.63%
ATS-BUN-MPLS-R400M	MPLS port, access and Layer 3 routing device bundled service at 400 Mbps	\$	5,735.00	\$	4,556.00	050101	43.63%
ATS-BUN-MPLS-R500M	MPLS port, access and Layer 3 routing device bundled service at 500 Mbps	\$	5,735.00	\$	4,975.00	050101	43.63%
ATS-BUN-MPLS-R600M	MPLS port, access and Layer 3 routing device bundled service at 600 Mbps	\$	5,735.00	\$	5,436.00	050101	43.63%
ATS-BUN-MPLS-R700M	MPLS port, access and Layer 3 routing device bundled service at 700 Mbps	\$	5,735.00	\$	5,943.00	050101	43.63%
ATS-BUN-MPLS-R1G	MPLS port, access and Layer 3 routing device bundled service at 1 Gbps	\$	8,340.00	\$	7,147.00	050101	43.63%
ATS-BUN-MPLS-R2G	MPLS port, access and Layer 3 routing device bundled service at 2 Gbps	\$	8,340.00	\$	9,050.00	050101	43.63%
ATS-BUN-MPLS-R3G	MPLS port, access and Layer 3 routing device bundled service at 3 Gbps	\$	8,340.00	\$	9,276.00	050101	43.63%
ATS-BUN-MPLS-R4G	MPLS port, access and Layer 3 routing device bundled service at 4 Gbps	\$	8,340.00	\$	9,390.00	050101	43.63%
ATS-BUN-MPLS-R5G	MPLS port, access and Layer 3 routing device bundled service at 5 Gbps	\$	11,900.00	\$	9,534.00	050101	43.63%
ATS-BUN-MPLS-R6G	MPLS port, access and Layer 3 routing device bundled service at 6 Gbps	\$	11,900.00	\$	10,432.00	050101	43.63%

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ATS-BUN-MPLS-R7G	MPLS port, access and Layer 3 routing device bundled service at 7 Gbps	\$	11,900.00	\$	11,420.00	050101	43.63%
ATS-BUN-MPLS-R8G	MPLS port, access and Layer 3 routing device bundled service at 8 Gbps	\$	11,900.00	\$	12,507.00	050101	43.63%
ATS-BUN-MPLS-R9G	MPLS port, access and Layer 3 routing device bundled service at 9 Gbps	\$	11,900.00	\$	13,702.00	050101	43.63%
ATS-BUN-MPLS-R10G	MPLS port, access and Layer 3 routing device bundled service at 10 Gbps	\$	11,900.00	\$	15,017.00	050101	43.63%
ATS-BUN-MPLS-ROBA	Out-of-band access to the managed layer 3 routing device	\$	2,755.00	\$	24.75	990101	7.50%
ATS-B-InFRaM-5M	InFRaM @ 5 Mbps	\$	995.00	\$	764.46	050101	43.63%
ATS-B-InFRaM-10M	InFRaM @ 10 Mbps	\$	995.00	\$	816.09	050101	43.63%
ATS-B-InFRaM-15M	InFRaM @ 15 Mbps	\$	995.00	\$	996.07	050101	43.63%
ATS-B-InFRaM-20M	InFRaM @ 20 Mbps	\$	995.00	\$	1,025.15	050101	43.63%
ATS-B-InFRaM-25M	InFRaM @ 25 Mbps	\$	995.00	\$	1,048.49	050101	43.63%
ATS-B-InFRaM-30M	InFRaM @ 30 Mbps	\$	995.00	\$	1,155.58	050101	43.63%
ATS-B-InFRaM-35M	InFRaM @ 35 Mbps	\$	995.00	\$	1,195.76	050101	43.63%
ATS-B-InFRaM-40M	InFRaM @ 40 Mbps	\$	995.00	\$	1,206.72	050101	43.63%
ATS-B-InFRaM-45M	InFRaM @ 45 Mbps	\$	995.00	\$	1,293.18	050101	43.63%
ATS-B-InFRaM-50M	InFRaM @ 50 Mbps	\$	995.00	\$	1,391.81	050101	43.63%
ATS-B-InFRaM-55M	InFRaM @ 55 Mbps	\$	995.00	\$	1,476.83	050101	43.63%
ATS-B-InFRaM-60M	InFRaM @ 60 Mbps	\$	995.00	\$	1,588.75	050101	43.63%
ATS-B-InFRaM-100M	InFRaM @ 100 Mbps	\$	995.00	\$	1,611.09	050101	43.63%
ATS-B-InFRaM-150M	InFRaM @ 150 Mbps	\$	2,755.00	\$	2,043.21	050101	43.63%
ATS-B-InFRaM-200M	InFRaM @ 200 Mbps	\$	2,755.00	\$	2,076.29	050101	43.63%
ATS-B-InFRaM-500M	InFRaM @ 500 Mbps	\$	2,755.00	\$	2,672.33	050101	43.63%
ATS-B-InFRaM-1G	InFRaM @ 1 Gbps	\$	2,755.00	\$	3,334.85	050101	43.63%
ATS-B-InFRaM-10G	InFRaM @ 10 Gbps	\$	14,557.00	\$	10,533.19	050101	43.63%
ATS-B-DDoS-10M	DDoS Mitigation 1.544–10 Mbps	\$	1,650.00	\$	2,760.00	990101	7.50%
ATS-B-DDoS-15M	DDoS Mitigation 15 Mbps	\$	1,650.00	\$	3,174.00	990101	7.50%
ATS-B-DDoS-25M	DDoS Mitigation 25 Mbps	\$	1,650.00	\$	3,650.10	990101	7.50%
ATS-B-DDoS-50M	DDoS Mitigation 50 Mbps	\$	1,650.00	\$	4,197.62	990101	7.50%
ATS-B-DDoS-100M	DDoS Mitigation 100 Mbps	\$	1,650.00	\$	4,827.26	990101	7.50%
ATS-B-DDoS-250M	DDoS Mitigation 250 Mbps	\$	1,650.00	\$	5,551.35	990101	7.50%
ATS-B-DDoS-500M	DDoS Mitigation 500 Mbps	\$	1,650.00	\$	6,384.05	990101	7.50%
ATS-B-DDoS-1G	DDoS Mitigation 1 Gbps	\$	1,650.00	\$	7,341.65	990101	7.50%
ATS-B-DDoS-5G	DDoS Mitigation 5 Gbps	\$	1,650.00	\$	8,442.90	990101	7.50%
ATS-AAS-DIAB-1M	Broadband Copper Up to 12 X Up to 1 Mbps	\$	575.00	\$	78.00	050101	43.63%
ATS-AAS-DIAB-1.5M	Broadband Copper Up to 18 X Up to 1.5 Mbps	\$	575.00	\$	78.00	050101	43.63%
ATS-AAS-DIAB-3M	Broadband Copper Up to 24 X Up to 3 Mbps	\$	575.00	\$	78.00	050101	43.63%
ATS-AAS-DIAB-6M	Broadband Copper Up to 45 X Up to 6 Mbps	\$	575.00	\$	108.00	050101	43.63%
ATS-AAS-DIAB-8M	Broadband Copper Up to 75 X Up to 8 Mbps	\$	575.00	\$	137.00	050101	43.63%
ATS-AAS-DIAB-25X5M	Broadband Fiber 25 X 5 Mbps	\$	575.00	\$	78.00	050101	43.63%
ATS-AAS-DIAB-25M	Broadband Fiber 25 X 25 Mbps	\$	575.00	\$	122.00	050101	43.63%
ATS-AAS-DIAB-10M	Broadband Fiber 50 X 10 Mbps	\$	575.00	\$	108.00	050101	43.63%
ATS-AAS-DIAB-50M	Broadband Fiber 50 X 50 Mbps	\$	575.00	\$	219.00	050101	43.63%
ATS-AAS-DIAB-20M	Broadband Fiber 100 X 20 Mbps	\$	575.00	\$	137.00	050101	43.63%
ATS-AAS-DIAB-100M	Broadband Fiber 100 X 100 Mbps	\$	575.00	\$	316.00	050101	43.63%
ATS-AAS-DIAB-40M	Broadband Fiber 200 X 40 Mbps	\$	575.00	\$	268.00	050101	43.63%
ATS-AAS-DIAB-200M	Broadband Fiber 200 X 200 Mbps	\$	575.00	\$	463.00	050101	43.63%



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ATS-AAS-DIAB-75M	Broadband Fiber 300 X 75 Mbps	\$	575.00	\$	268.00	050101	43.63%
ATS-AAS-DIAB-300M	Broadband Fiber 300 X 300 Mbps	\$	575.00	\$	462.00	050101	43.63%
ATS-AAS-DIAB-500X100M	Broadband Fiber 500 X 100 Mbps	\$	575.00	\$	268.00	050101	43.63%
ATS-AAS-DIAB-500M	Broadband Fiber 500 X 500 Mbps	\$	575.00	\$	462.00	050101	43.63%
ATS-AAS-DIAB-1GX200M	Broadband Fiber 1 Gbps X 200 Mbps	\$	575.00	\$	316.00	050101	43.63%
ATS-AAS-DIAB-1G	Broadband Fiber 1 X 1 Gbps	\$	575.00	\$	657.00	050101	43.63%
<b>Advanced Technology Solutions</b>							
ATS-BUN-Int-MPLS5M	MPLS Circuit Bundle - Internet AddOn	\$	1,933.75	\$	450.00	N/A	0.00%
ATS-BUN-Int-MPLS10M	MPLS Circuit Bundle - Internet AddOn	\$	2,783.75	\$	475.00	N/A	0.00%
ATS-BUN-Int-MPLS20M	MPLS Circuit Bundle - Internet AddOn	\$	3,633.75	\$	600.00	N/A	0.00%
ATS-BUN-Int-MPLS50M	MPLS Circuit Bundle - Internet AddOn	\$	4,483.75	\$	750.00	N/A	0.00%
ATS-BUN-Int-MPLS100M	MPLS Circuit Bundle - Internet AddOn	\$	5,333.75	\$	1,170.00	N/A	0.00%
ATS-BUN-Int-MPLS200M	MPLS Circuit Bundle - Internet AddOn	\$	6,183.75	\$	1,348.00	N/A	0.00%
ATS-BUN-Int-MPLS500M	MPLS Circuit Bundle - Internet AddOn	\$	7,033.75	\$	1,577.00	N/A	0.00%
ATS-BUN-Int-MPLS1G	MPLS Circuit Bundle - Internet AddOn	\$	11,390.00	\$	2,070.00	N/A	0.00%
ATS-BUN-Int-MPLS2G	MPLS Circuit Bundle - Internet AddOn	\$	19,040.00	\$	2,443.00	N/A	0.00%
ATS-BUN-Int-MPLS5G	MPLS Circuit Bundle - Internet AddOn	\$	26,690.00	\$	3,788.00	N/A	0.00%
ATS-BUN-Int-MPLS10G	MPLS Circuit Bundle - Internet AddOn	\$	34,340.00	\$	5,668.00	N/A	0.00%
ATS-B-EPL-100M	Layer 2 Circuit Bundle			\$	250.00	N/A	0.00%
ATS-B-EPL-100MR	Layer 2 Circuit Bundle	\$	2,495.00	\$	445.00	N/A	0.00%
ATS-B-EPL-1G	Layer 2 Circuit Bundle			\$	1,150.00	N/A	0.00%
ATS-B-EPL-1GR	Layer 2 Circuit Bundle	\$	2,495.00	\$	1,345.00	N/A	0.00%
ATS-B-EPL-10GE	Layer 2 Circuit Bundle			\$	2,250.00	N/A	0.00%
ATS-B-EPL-10GER	Layer 2 Circuit Bundle	\$	2,495.00	\$	2,445.00	N/A	0.00%
ATS-B-EVPL-100M	Layer 2 Circuit Bundle			\$	250.00	N/A	0.00%
ATS--B-EVPL-100MR	Layer 2 Circuit Bundle	\$	2,495.00	\$	445.00	N/A	0.00%
ATS-B-EVPL-1G	Layer 2 Circuit Bundle			\$	1,150.00	N/A	0.00%
ATS-B-EVPL-1GR	Layer 2 Circuit Bundle	\$	2,495.00	\$	1,345.00	N/A	0.00%
ATS-B-EVPL-10GE	Layer 2 Circuit Bundle			\$	2,050.00	N/A	0.00%
ATS-B-EVPL-10GER	Layer 2 Circuit Bundle	\$	2,495.00	\$	2,145.00	N/A	0.00%
ATS-Pro-AddMac-100	100 MAC address	\$	175.00	\$	33.00	N/A	0.00%
ATS-AAS-MRC	Third Party Monthly Services	\$	-	\$	100.00	N/A	0.00%
ATS-AAS-NRC	Third Party One-time Services	\$	100.00	\$	-	N/A	0.00%
ATS-MSN-CUST	NWN Custom Enablement	\$	100.00			990101	7.50%
ATS-MSN-LAN-MMDNACHA	Cisco DNA Center High Availability Core Support (Enablement)	\$	3,088.88			990101	7.50%
ATS-MSN-LAN-MMDNACS	Cisco DNA Center Standalone Core Support (Enablement)	\$	1,544.46			990101	7.50%
ATS-MSN-LAN-MMR	Router Core Support (Enablement)	\$	550.68			990101	7.50%
ATS-MSN-LAN-MMSWC	Switch Chassis Core Support (Enablement)	\$	740.58			990101	7.50%
ATS-MSN-LAN-MMSWF	Switch Fixed Port Core Support (Enablement)	\$	367.27			990101	7.50%
ATS-MSN-LAN-MRouter	Router Essentials Support (Enablement)	\$	344.97			990101	7.50%
ATS-MSN-LAN-MSWChassis	Switch Chassis Essentials Support (Enablement)	\$	307.62			990101	7.50%
ATS-MSN-LAN-MSWFixed	Switch Fixed Port Essentials Support (Enablement)	\$	200.16			990101	7.50%
ATS-MSN-SDWAN-MMCM	SD-WAN Cloud Dashboard Core Support (Enablement)	\$	1,158.34			990101	7.50%
ATS-MSN-SDWAN-MMEge	SD-WAN Edge Device Core Support (Enablement)	\$	439.20			990101	7.50%
ATS-MSN-SDWAN-MMPremM	SD-WAN On-Prem Dashboard Core Support (Enablement)	\$	1,235.56			990101	7.50%

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ATS-MSN-WLAN-MAIRAP	Cisco Wireless Aironet AP Essentials Support (Enablement)	\$	6.33	990101	7.50%
ATS-MSN-WLAN-MERDASH	Meraki Dashboard Essentials Support (Enablement)	\$	386.92	990101	7.50%
ATS-MSN-WLAN-MMAAP	Cisco Wireless Aironet AP Core Support (Enablement)	\$	15.82	990101	7.50%
ATS-MSN-WLAN-MMAWLCHA	Cisco Wireless Lan Controller High Availability Pair Core Support (Enablement)	\$	550.68	990101	7.50%
ATS-MSN-WLAN-MMAWLCS	Cisco Wireless Lan Controller Stand Alone Core Support (Enablement)	\$	495.61	990101	7.50%
ATS-MSN-WLAN-MMDash	Meraki Dashboard Core Support (Enablement)	\$	1,158.34	990101	7.50%
ATS-MSN-WLAN-MMPPrime	Cisco Prime Server Core Support (Enablement)	\$	1,544.44	990101	7.50%
ATS-MSN-WLAN-MMWAP	Meraki Wireless AP Core Support (Enablement)	\$	7.24	990101	7.50%
ATS-MSN-WLAN-MWAP	Meraki Wireless AP Essentials Support (Enablement)	\$	5.05	990101	7.50%
ATS-MSN-WLAN-MWLCHA	Cisco Wireless Lan Controller High Availability Pair Essentials Support (Enablement)	\$	256.35	990101	7.50%
ATS-MSN-WLAN-MWLCS	Cisco Wireless Lan Controller Stand Alone Essentials Support (Enablement)	\$	230.70	990101	7.50%
ATS-MSR-CUST	NWN Custom Support	\$	100.00	310110	7.50%
ATS-MSR-LAN-Assess	Network Assessment using the RISC Tool to deliver a Custom Report	\$	93.00	310110	7.50%
ATS-MSR-LAN-HCKCON	Network Healthcheck for Device Configuration Analysis and Recommendations (includes documentation)	\$	24.77	310110	7.50%
ATS-MSR-LAN-HCKDCRK	Network Healthcheck for an Data Center Rack (include walk-thru, documentation, and Visio)	\$	108.83	310110	7.50%
ATS-MSR-LAN-HCKEDGE	Network Healthcheck for an Edge Closet (include walk-thru, documentation, and Visio)	\$	49.53	310110	7.50%
ATS-MSR-LAN-MMDNACHA	Cisco DNA Center High Availability Core Support	\$	2,574.07	310110	7.50%
ATS-MSR-LAN-MMDNACS	Cisco DNA Center Standalone Core Support	\$	1,287.05	310110	7.50%
ATS-MSR-LAN-MMR	Router Core Support	\$	458.90	310110	7.50%
ATS-MSR-LAN-MMSWC	Switch Chassis Core Support	\$	617.15	310110	7.50%
ATS-MSR-LAN-MMSWF	Switch Fixed Port Core Support	\$	306.07	310110	7.50%
ATS-MSR-LAN-MRouter	Router Essentials Support	\$	287.00	310110	7.50%
ATS-MSR-LAN-MSWChassis	Switch Chassis Essentials Support	\$	256.00	310110	7.50%
ATS-MSR-LAN-MSWFixed	Switch Fixed Port Essentials Support	\$	167.00	310110	7.50%
ATS-MSR-SDWAN-MMCM	SD-WAN Cloud Dashboard Core Support	\$	965.28	310110	7.50%
ATS-MSR-SDWAN-MMEdge	SD-WAN Edge Device Core Support	\$	366.00	310110	7.50%
ATS-MSR-SDWAN-MMPremM	SD-WAN On-Prem Dashboard Core Support	\$	1,029.63	310110	7.50%
ATS-MSR-WLAN-HCKADD	Annual Health Check for Wireless Network - Additional Wireless LAN Controllers	\$	158.07	310110	7.50%
ATS-MSR-WLAN-HCKP	Annual Health check for Wireless Network - Primary WLAN Controller or HA Pair	\$	673.08	310110	7.50%
ATS-MSR-WLAN-MAIRAP	Cisco Wireless Aironet AP Essentials Support	\$	5.00	310110	7.50%
ATS-MSR-WLAN-MERDASH	Meraki Dashboard Essentials Support	\$	322.00	310110	7.50%
ATS-MSR-WLAN-MMAAP	Cisco Wrieless Aironet AP Core Support	\$	13.18	310110	7.50%
ATS-MSR-WLAN-MMAWLCHA	Cisco Wireless Lan Controller High Availability Pair Core Support	\$	458.90	310110	7.50%
ATS-MSR-WLAN-MMAWLCS	Cisco Wireless Lan Controller Stand Alone Core Support	\$	413.01	310110	7.50%
ATS-MSR-WLAN-MMDash	Meraki Dashboard Core Support	\$	965.28	310110	7.50%
ATS-MSR-WLAN-MMPPrime	Cisco Prime Server Core Support	\$	1,287.03	310110	7.50%
ATS-MSR-WLAN-MMWAP	Meraki Wireless AP Core Support	\$	6.03	310110	7.50%
ATS-MSR-WLAN-MWAP	Meraki Wireless AP Essentials Support	\$	4.00	310110	7.50%
ATS-MSR-WLAN-MWLCHA	Cisco Wireless Lan Controller High Availability Pair Essentials Support	\$	214.00	310110	7.50%
ATS-MSR-WLAN-MWLCS	Cisco Wireless Lan Controller Stand Alone Essentials Support	\$	192.00	310110	7.50%
ATS-PRO-ASE-AH	NWN Associate Solutions Engineer Hourly Rate (After-hours)	\$	142.50	990101	7.50%
ATS-PRO-ASE-S	NWN Associate Solutions Engineer Hourly Rate	\$	95.00	990101	7.50%



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ATS-PRO-CIR-Assess	Circuit Assessment that will analyze the Customer's existing WAN and present alternative options	\$	2,220.98	990101	7.50%
ATS-PRO-CIR-DIA	Provisioning services for installation of a direct internet access circuit (not attaching to NWN DC)	\$	1,409.79	990101	7.50%
ATS-PRO-CIR-MPLS	Provisioning services for installation of a MPLS circuit that connects to the NWN DC Environment	\$	4,830.77	990101	7.50%
ATS-PRO-CIR-Setup	Setup services to facilitate communications between carrier and customer	\$	958.04	990101	7.50%
ATS-PRO-CON-AH	NWN Consultant Hourly Rate (After-hours)	\$	390.00	990101	7.50%
ATS-PRO-CON-S	NWN Consultant Hourly Rate	\$	260.00	990101	7.50%
ATS-PRO-CUST	NWN Custom Professional Services	\$	100.00	990101	7.50%
ATS-PRO-LAN-ADV-Services	Advanced Consulting Services (CCIE-Level) for Network Projects (1-week)	\$	19,860.14	990101	7.50%
ATS-PRO-LAN-Assess	Network Assessment using the RISC Tool to deliver a Custom Report	\$	890.91	990101	7.50%
ATS-PRO-LAN-CATB	Configuration & Installation & Replacement for an existing fixed port Catalyst Switch	\$	1,878.32	990101	7.50%
ATS-PRO-LAN-CATG	Configuration & Installation for a new fixed port Catalyst Switch	\$	1,114.69	990101	7.50%
ATS-PRO-LAN-CoreUP	Software Upgrade for a Core Switch	\$	6,048.95	990101	7.50%
ATS-PRO-LAN-CSB	Configuration & Installation & Replacement for an existing Chasse Switch	\$	9,493.71	990101	7.50%
ATS-PRO-LAN-CSG	Configuration & Installation for a new Chasse Switch	\$	5,570.63	990101	7.50%
ATS-PRO-LAN-Design	Network Design Session for a LAN New Install Project for up to 10 devices	\$	4,331.47	990101	7.50%
ATS-PRO-LAN-DNACA	Configuration of the Assurance use-case on DNA-Center (includes 20 devices)	\$	14,183.22	990101	7.50%
ATS-PRO-LAN-DNACAAD	Additional device on-boarding for Assurance UseCase (wired or wireless network device)	\$	118.88	990101	7.50%
ATS-PRO-LAN-DNACHA	Configuration & Installation of a Qty (3) DNA-Center Appliances in HA mode	\$	9,454.55	990101	7.50%
ATS-PRO-LAN-DNACS	Configuration & Installation of a single DNA-Center Appliance	\$	4,727.27	990101	7.50%
ATS-PRO-LAN-DNAC-ZTP-SWIM	Configuration of the zero-touch provisioning and software image management use-cases on DNA-Center	\$	7,682.52	990101	7.50%
ATS-PRO-LAN-EdgeUP	Software Upgrade for an Edge Switch	\$	2,634.97	990101	7.50%
ATS-PRO-LAN-HCKCON	Network Healthcheck for Device Configuration Analysis and Recommendations (includes documentation)	\$	237.76	990101	7.50%
ATS-PRO-LAN-HCKDCRK	Network Healthcheck for an Data Center Rack (include walk-thru, documentation, and Visio)	\$	1,044.76	990101	7.50%
ATS-PRO-LAN-HCKEDGE	Network Healthcheck for an Edge Closet (include walk-thru, documentation, and Visio)	\$	475.52	990101	7.50%
ATS-PRO-LAN-KO	Kickoff Meetings (IKO / EKO) to begin a LAN Project & Knowledge Transfer during the project	\$	2,825.17	990101	7.50%
ATS-PRO-LAN-KT	Additional Block of Knowledge Transfer hours for complex projects (block of 4 hours)	\$	1,742.66	990101	7.50%
ATS-PRO-LAN-MERB	Configuration & Installation & Replacement for an existing fixed port Meraki Switch	\$	1,781.82	990101	7.50%
ATS-PRO-LAN-MERG	Configuration & Installation for a new fixed port Meraki Switch	\$	1,019.58	990101	7.50%
ATS-PRO-LAN-RTB	Configuration & Installation & Replacement for an existing Router	\$	6,576.22	990101	7.50%
ATS-PRO-LAN-RTG	Configuration & Installation for a new Router	\$	2,651.75	990101	7.50%
ATS-PRO-PC-AH	NWN Project Coordinator Hourly Rate (After-hours)	\$	195.00	990101	7.50%
ATS-PRO-PC-S	NWN Project Coordinator Hourly Rate	\$	130.00	990101	7.50%
ATS-PRO-PM-AH	NWN Project Manager Hourly Rate (After-hours)	\$	270.00	990101	7.50%
ATS-PRO-PM-S	NWN Project Manager Hourly Rate	\$	180.00	990101	7.50%
ATS-PRO-SDWAN-CMGMGT	Setup & Configuration services the cloud SD-WAN Dashboard	\$	2,363.64	990101	7.50%
ATS-PRO-SDWAN-EDGE	Installation & Configuration services for the SD-WAN Edge Appliance	\$	4,278.32	990101	7.50%
ATS-PRO-SDWAN-PMGMGT	Setup & Configuration services the on-premise SD-WAN appliance	\$	3,545.45	990101	7.50%
ATS-PRO-SE-AH	NWN Solution Engineer Hourly Rate (After-hours)	\$	270.00	990101	7.50%
ATS-PRO-SE-S	NWN Solution Engineer Hourly Rate	\$	180.00	990101	7.50%

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ATS-PRO-SRPM-AH	NWN Sr Project Manager Hourly Rate (After-hours)	\$	322.50	990101	7.50%
ATS-PRO-SRPM-S	NWN Sr Project Manager Hourly Rate	\$	215.00	990101	7.50%
ATS-PRO-SRSE-AH	NWN Sr Solution Engineer Hourly Rate (After-hours)	\$	322.50	990101	7.50%
ATS-PRO-SRSE-S	NWN Sr Solution Engineer Hourly Rate	\$	215.00	990101	7.50%
ATS-PRO-WLAN-ADV-Services	Advanced Consulting Services (CCIE-Level) for Wireless Projects (1-week)	\$	19,860.14	990101	7.50%
ATS-PRO-WLAN-AIRB	Wireless Design Session for an adding to an existing Aironet wireless environment (Brownfield)	\$	1,622.38	990101	7.50%
ATS-PRO-WLAN-AIRG	Wireless Design Session for a new Aironet wireless environment (Greenfield)	\$	3,230.77	990101	7.50%
ATS-PRO-WLAN-AIRWLC1	Installation and documentation for a single wireless controller (No HA)	\$	3,874.13	990101	7.50%
ATS-PRO-WLAN-AIRWLC2	Installation and documentation for an HA pair of wireless controllers	\$	7,482.52	990101	7.50%
ATS-PRO-WLAN-AIRWLCUP	Services to Upgrade a Wireless Controller (or HA pair) to a new version of software	\$	2,433.57	990101	7.50%
ATS-PRO-WLAN-AP	Physical Installation of an AP (3rd party based)	\$	76.92	990101	7.50%
ATS-PRO-WLAN-APCON	Access Point configuration for a single AP	\$	69.93	990101	7.50%
ATS-PRO-WLAN-APG	Wireless Prime installation for new wireless environment (Greenfield)	\$	13,426.57	990101	7.50%
ATS-PRO-WLAN-APTUNE	Tuning the wireless coverage of an AP after the installation as occurred	\$	26.57	990101	7.50%
ATS-PRO-WLAN-APU	Services to Upgrade the Prime to a new version of software	\$	9,692.31	990101	7.50%
ATS-PRO-WLAN-HCKA	Configuration healthcheck/analysis - (WLC, AP, CPI, MSE/CMX, Dashboard, etc.) - Additional WLC	\$	1,517.48	990101	7.50%
ATS-PRO-WLAN-HCKP	Configuration healthcheck/analysis - (WLC, AP, CPI, MSE/CMX, Dashboard, etc.) - primary WLC/Dashboard	\$	6,461.54	990101	7.50%
ATS-PRO-WLAN-KO	Kickoff Meetings (IKO / EKO) to begin a Wireless Project	\$	811.19	990101	7.50%
ATS-PRO-WLAN-MERDASH	Configuration of the Meraki Dashboard	\$	4,041.96	990101	7.50%
ATS-PRO-WLAN-MERDES	Wireless Design Session for a new Meraki wireless environment	\$	1,622.38	990101	7.50%
ATS-PRO-WLAN-MFAP	Add an AP location to floorplan/map in Prime/Meraki Dashboard/DNA	\$	16.78	990101	7.50%
ATS-PRO-WLAN-MFIF	Format & Input of a floorplan/map into Prime/Meraki Dashboard/DNA	\$	699.30	990101	7.50%
ATS-PRO-WLAN-SAEDD	Active Wireless Survey for up to 4000 square feet of Data coverage in an Education space	\$	419.58	990101	7.50%
ATS-PRO-WLAN-SAEDHL	Active Wireless Survey for up to 500 square feet of HyperLocation coverage in an Education space	\$	419.58	990101	7.50%
ATS-PRO-WLAN-SAEDLV	Active Wireless Survey for up to 1800 square feet of Location or Voice coverage in an Education space	\$	419.58	990101	7.50%
ATS-PRO-WLAN-SAEDS	Active Wireless Survey for up to 5500 square feet of Scanner coverage in an Education space	\$	419.58	990101	7.50%
ATS-PRO-WLAN-SAMEDD	Active Wireless Survey for up to 4000 square feet of Data coverage in a Medical space	\$	534.27	990101	7.50%
ATS-PRO-WLAN-SAMEDHL	Active Wireless Survey for up to 500 square feet of HyperLocation coverage in a Medical space	\$	534.27	990101	7.50%
ATS-PRO-WLAN-SAMEDLV	Active Wireless Survey for up to 1800 square feet of Location or Voice coverage in a Medical space	\$	534.27	990101	7.50%
ATS-PRO-WLAN-SAMEDS	Active Wireless Survey for up to 5500 square feet of Scanner coverage in a Medical space	\$	534.27	990101	7.50%
ATS-PRO-WLAN-SAOFFD	Active Wireless Survey for up to 4000 square feet of Data coverage in an Office space	\$	369.23	990101	7.50%
ATS-PRO-WLAN-SAOFFHL	Active Wireless Survey for up to 500 square feet of HyperLocation coverage in an Office space	\$	369.23	990101	7.50%
ATS-PRO-WLAN-SAOFFLV	Active Wireless Survey for up to 1800 square feet of Location or Voice coverage in an Office space	\$	369.23	990101	7.50%
ATS-PRO-WLAN-SAOFFS	Active Wireless Survey for up to 5500 square feet of Scanner coverage in an Office space	\$	369.23	990101	7.50%
ATS-PRO-WLAN-SAWHDELV	Active Wireless Survey for up to 1800 square feet of Location or Voice coverage in a Warehouse space	\$	601.40	990101	7.50%
ATS-PRO-WLAN-SAWHSED	Active Wireless Survey for up to 4000 square feet of Data coverage in a Warehouse space	\$	601.40	990101	7.50%

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ATS-PRO-WLAN-SAWHSEHL	Active Wireless Survey for up to 500 square feet of HyperLocation coverage in a Warehouse space	\$	601.40		990101	7.50%
ATS-PRO-WLAN-SAWHSES	Active Wireless Survey for up to 5500 square feet of Scanner coverage in a Warehouse space	\$	601.40		990101	7.50%
ATS-PRO-WLAN-SFF	Format floorplan/map for Ekahau Pro	\$	405.59		990101	7.50%
ATS-PRO-WLAN-SP3k	Predictive Wireless Survey for up to 3000 square feet (excludes warehouse/manufacturing/hyperlocation)	\$	139.86		990101	7.50%
ATS-PRO-WLAN-SPEDMED	Passive Wireless Survey for up to 16000 square feet in an Education or Medical space	\$	576.22		990101	7.50%
ATS-PRO-WLAN-SPOFF	Passive Wireless Survey for up to 25000 square feet in an Office space	\$	606.99		990101	7.50%
ATS-PRO-WLAN-SPWHSE	Passive Wireless Survey for up to 82000 square feet in a Warehouse or Manufacturing space	\$	886.71		990101	7.50%
ATS-PRO-WLAN-SR	Services to review the Site Survey Results with the Customer	\$	811.19		990101	7.50%
<b>Security Services</b>						
SEC-3PN-DETECT-100G	Deepwatch vSOC Detect Analytics Services Enablement One Time for 100GB	\$	30,000.00		990101	7.50%
SEC-3PN-DETECT-100G1Y	Deepwatch vSOC Detect Analytics 100G Tier 1 YR Services (Requires Splunk Cloud License for 100GB)			\$ 27,000.00	990101	7.50%
SEC-3PN-DETECT-175G	Deepwatch vSOC Detect Analytics Services Enablement One Time for 175GB	\$	30,000.00		990101	7.50%
SEC-3PN-DETECT-175G1Y	Deepwatch vSOC Detect Analytics 175G Tier 1 YR Services (Requires Splunk Cloud License for 175GB)			\$ 32,000.00	990101	7.50%
SEC-3PN-DETECT-250G	Deepwatch vSOC Detect Analytics Services Enablement One Time for 250GB	\$	30,000.00		990101	7.50%
SEC-3PN-DETECT-250G1Y	Deepwatch vSOC Detect Analytics 250G Tier 1 YR Services (Requires Splunk Cloud License for 250GB)			\$ 40,000.00	990101	7.50%
SEC-3PN-DETECT-50G	Deepwatch vSOC Detect Analytics Services Enablement One Time for 50GB	\$	30,000.00		990101	7.50%
SEC-3PN-DETECT-50G1Y	Deepwatch vSOC Detect Analytics 50G Tier 1 YR Services (Requires Splunk Cloud License for 50GB)			\$ 16,000.00	990101	7.50%
SEC-3PN-DETECT-MODIFY	Deepwatch vSOC Detect Analytics Modification for SOAR or Ticketing Integration (Per)	\$	10,000.00		990101	7.50%
SEC-3PN-EPENTEST-100	External Penetration Testing Guidepoint 3rd Party - 51-100 External Hosts	\$	26,675.00		990101	7.50%
SEC-3PN-EPENTEST-400	External Penetration Testing Guidepoint 3rd Party - 100-400 External Hosts	\$	52,250.00		990101	7.50%
SEC-3PN-EPENTEST-50	External Penetration Testing Guidepoint 3rd Party - <50 External Hosts	\$	17,325.00		990101	7.50%
SEC-3PN-EVULN-100	External Vulnerability Assessment Guidepoint 3rd Party - 51-100 External Hosts	\$	9,900.00		990101	7.50%
SEC-3PN-EVULN-400	External Vulnerability Assessment Guidepoint 3rd Party - 101-400 External Hosts	\$	12,925.00		990101	7.50%
SEC-3PN-EVULN-50	External Vulnerability Assessment Guidepoint 3rd Party - <50 External Hosts	\$	7,700.00		990101	7.50%
SEC-3PN-IPENTEST-1500	Internal Penetration Testing Guidepoint 3rd Party - 501-1500 Internal Hosts	\$	34,650.00		990101	7.50%
SEC-3PN-IPENTEST-4000	Internal Penetration Testing Guidepoint 3rd Party - 1501-4000 Internal Hosts	\$	54,725.00		990101	7.50%
SEC-3PN-IPENTEST-500	Internal Penetration Testing Guidepoint 3rd Party - <500 Internal Hosts	\$	23,100.00		990101	7.50%
SEC-3PN-IR-200	Incident Response Retainer Guidepoint 3rd Party - 200 Hours for IR + NWN PM	\$	80,050.00		990101	7.50%
SEC-3PN-IR-40	Incident Response Retainer Guidepoint 3rd Party - 40 Hours for IR + NWN PM	\$	17,600.00		990101	7.50%
SEC-3PN-IR-80	Incident Response Retainer Guidepoint 3rd Party - 80 Hours for IR + NWN PM	\$	33,000.00		990101	7.50%
SEC-3PN-IVULN-1500	Internal Vulnerability Assessment Guidepoint 3rd Party - 501-1500 Internal Hosts	\$	12,375.00		990101	7.50%
SEC-3PN-IVULN-4000	Internal Vulnerability Assessment Guidepoint 3rd Party - 1501-4000 External Hosts	\$	15,950.00		990101	7.50%
SEC-3PN-IVULN-500	Internal Vulnerability Assessment Guidepoint 3rd Party - <500 Internal Hosts	\$	9,625.00		990101	7.50%
SEC-AAS-ARC	Third Party Annual Services	\$	-	\$ 100.00	990101	7.50%
SEC-AAS-MRC	Third Party Monthly Services	\$	-	\$ 100.00	990101	7.50%
SEC-AAS-NRC	Third Party One-time Services	\$	100.00		990101	7.50%
SEC-MSN-AmpEP-1000	Cisco Amp for Endpoint Security Support - 501-1000 users (Enablement)	\$	2,194.00		990101	7.50%
SEC-MSN-AmpEP-10000	Cisco Amp for Endpoint Security Support - 9501-10000 users (Enablement)	\$	7,119.00		990101	7.50%
SEC-MSN-AmpEP-1500	Cisco Amp for Endpoint Security Support - 1001-1500 users (Enablement)	\$	2,773.43		990101	7.50%
SEC-MSN-AmpEP-2000	Cisco Amp for Endpoint Security Support - 1501-2000 users (Enablement)	\$	3,236.43		990101	7.50%

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SEC-MSN-AmpEP-2500	Cisco Amp for Endpoint Security Support - 2001-2500 users (Enablement)	\$ 3,632.03	990101	7.50%
SEC-MSN-AmpEP-3000	Cisco Amp for Endpoint Security Support - 2501-3000 users (Enablement)	\$ 3,982.38	990101	7.50%
SEC-MSN-AmpEP-3500	Cisco Amp for Endpoint Security Support - 3001-3500 users (Enablement)	\$ 4,299.72	990101	7.50%
SEC-MSN-AmpEP-4000	Cisco Amp for Endpoint Security Support - 3501-4000 users (Enablement)	\$ 4,591.59	990101	7.50%
SEC-MSN-AmpEP-4500	Cisco Amp for Endpoint Security Support - 4001-4500 users (Enablement)	\$ 4,863.06	990101	7.50%
SEC-MSN-AmpEP-500	Cisco Amp for Endpoint Security Support - 1-500 users (Enablement)	\$ 1,325.89	990101	7.50%
SEC-MSN-AmpEP-5000	Cisco Amp for Endpoint Security Support - 4501-5000 users (Enablement)	\$ 5,117.74	990101	7.50%
SEC-MSN-AmpEP-5500	Cisco Amp for Endpoint Security Support - 5001-5500 users (Enablement)	\$ 5,358.32	990101	7.50%
SEC-MSN-AmpEP-6000	Cisco Amp for Endpoint Security Support - 5501-6000 users (Enablement)	\$ 5,586.73	990101	7.50%
SEC-MSN-AmpEP-6500	Cisco Amp for Endpoint Security Support - 6001-6500 users (Enablement)	\$ 5,804.70	990101	7.50%
SEC-MSN-AmpEP-7000	Cisco Amp for Endpoint Security Support - 6501-7000 users (Enablement)	\$ 6,013.41	990101	7.50%
SEC-MSN-AmpEP-7500	Cisco Amp for Endpoint Security Support - 7001-7500 users (Enablement)	\$ 6,213.90	990101	7.50%
SEC-MSN-AmpEP-8000	Cisco Amp for Endpoint Security Support - 7501-8000 users (Enablement)	\$ 6,407.06	990101	7.50%
SEC-MSN-AmpEP-8500	Cisco Amp for Endpoint Security Support - 8001-8500 users (Enablement)	\$ 6,593.57	990101	7.50%
SEC-MSN-AmpEP-9000	Cisco Amp for Endpoint Security Support - 8501-9000 users (Enablement)	\$ 6,774.04	990101	7.50%
SEC-MSN-AmpEP-9500	Cisco Amp for Endpoint Security Support - 9001-9500 users (Enablement)	\$ 6,949.02	990101	7.50%
SEC-MSN-CES-Cloud	Cisco Email Security - Cloud Deployment (# of Instances) (Enablement)	\$ 839.16	990101	7.50%
SEC-MSN-CUST	NWN Custom Enablement	\$ 100.00	990101	7.50%
SEC-MSN-ESA-HAPair	Email Security (HA Nodes, Up to 10 Policies (Enablement)	\$ 1,208.39	990101	7.50%
SEC-MSN-ESA-STAND	Email Security (1 Node, Up to 10 Policies (Enablement)	\$ 1,006.99	990101	7.50%
SEC-MSN-FWHA	Firewall: Standard - HA Pair (Enablement)	\$ 1,234.28	990101	7.50%
SEC-MSN-FWS	Firewall: Standard - Standalone (Enablement)	\$ 822.87	990101	7.50%
SEC-MSN-ISE-NODE	Additional ISE nodes if the environment contains more than 2 nodes (Enablement)	\$ 1,159.09	990101	7.50%
SEC-MSN-ISE-WIRED	Management Services for ISE Wired Access (includes 2 Nodes) (Enablement)	\$ 1,236.01	990101	7.50%
SEC-MSN-ISE-WLANVPN	Management Services for ISE Wireless & VPN Use Case (includes 2 Nodes) (Enablement)	\$ 1,543.71	990101	7.50%
SEC-MSN-MER-MXHA	Meraki MX Firewall HA Pair (Enablement)	\$ 789.94	990101	7.50%
SEC-MSN-MER-MXSTAND	Meraki MX Firewall Standalone (Enablement)	\$ 658.29	990101	7.50%
SEC-MSN-MFA	Cisco DUO Support (Enablement)	\$ 1,234.00	990101	7.50%
SEC-MSN-MSOC-100	Managed SOC Response for 51 up to 100 GB of log volume per day (Enablement)	\$ 7,851.00	990101	7.50%
SEC-MSN-MSOC-175	Managed SOC Response for 101 up to 175 GB of log volume per day (Enablement)	\$ 13,740.00	990101	7.50%
SEC-MSN-MSOC-250	Managed SOC Response for 176 up to 250 GB of log volume per day (Enablement)	\$ 19,628.00	990101	7.50%
SEC-MSN-MSOC-50	Managed SOC Response for up to 50 GB of log volume per day (Enablement)	\$ 3,925.00	990101	7.50%
SEC-MSN-NGFW-FMCHA	Firepower Management Console HA Pair (Enablement)	\$ 906.29	990101	7.50%
SEC-MSN-NGFW-FMCSTAND	Firepower Management Console (Enablement)	\$ 755.24	990101	7.50%
SEC-MSN-NGFW-FWHA	Firepower Next-Gen Firewall (FTD or NG-ASA) - HA Pair (Enablement)	\$ 1,234.27	990101	7.50%
SEC-MSN-NGFW-FWSTAND	Firepower Next-Gen Firewall (FTD or NG-ASA) - Standalone (Enablement)	\$ 821.68	990101	7.50%
SEC-MSN-NLB-HA	Network Load Balancer: HA Pair (Enablement)	\$ 1,234.28	990101	7.50%
SEC-MSN-NLB-STA	Network Load Balancer: Standalone (Enablement)	\$ 822.87	990101	7.50%
SEC-MSN-Router	Router: Standard (Enablement)	\$ 496.87	990101	7.50%
SEC-MSN-SMA	Support Services for a Security Management Appliance (1 Node, Device ) (Enablement)	\$ 906.00	990101	7.50%
SEC-MSN-SRVR-AD	Application: Active Directory Domain Controller (Enablement)	\$ 1,028.58	990101	7.50%
SEC-MSN-SRVR-EX	Application: Exchange - Exchange Servers (Enablement)	\$ 1,544.46	990101	7.50%
SEC-MSN-SRVR-OS	Server: Operating System (Enablement)	\$ 935.05	990101	7.50%
SEC-MSN-SRVR-SPAM	Application: Mail Filtering (Enablement)	\$ 1,234.28	990101	7.50%

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SEC-MSN-SRVR-WF	Application: Web Filtering ( Websense, Barracuda, Symantec) (Enablement)	\$	1,234.28	990101	7.50%
SEC-MSN-UMB-1000	Cisco Umbrella Support - 501-1000 users (Enablement)	\$	1,518.24	990101	7.50%
SEC-MSN-UMB-10000	Cisco Umbrella Support - 9501-10000 users (Enablement)	\$	2,621.52	990101	7.50%
SEC-MSN-UMB-1500	Cisco Umbrella Support - 1001-1500 users (Enablement)	\$	1,692.66	990101	7.50%
SEC-MSN-UMB-2000	Cisco Umbrella Support - 1501-2000 users (Enablement)	\$	1,818.37	990101	7.50%
SEC-MSN-UMB-2500	Cisco Umbrella Support - 2001-2500 users (Enablement)	\$	1,918.34	990101	7.50%
SEC-MSN-UMB-3000	Cisco Umbrella Support - 2501-3000 users (Enablement)	\$	2,002.09	990101	7.50%
SEC-MSN-UMB-3500	Cisco Umbrella Support - 3001-3500 users (Enablement)	\$	2,074.60	990101	7.50%
SEC-MSN-UMB-4000	Cisco Umbrella Support - 3501-4000 users (Enablement)	\$	2,138.80	990101	7.50%
SEC-MSN-UMB-4500	Cisco Umbrella Support - 4001-4500 users (Enablement)	\$	2,196.58	990101	7.50%
SEC-MSN-UMB-500	Cisco Umbrella Support - 0-500 users (Enablement)	\$	1,201.30	990101	7.50%
SEC-MSN-UMB-5000	Cisco Umbrella Support - 4501-5000 users (Enablement)	\$	2,249.24	990101	7.50%
SEC-MSN-UMB-5500	Cisco Umbrella Support - 5001-5500 users (Enablement)	\$	2,297.70	990101	7.50%
SEC-MSN-UMB-6000	Cisco Umbrella Support - 5501-6000 users (Enablement)	\$	2,342.65	990101	7.50%
SEC-MSN-UMB-6500	Cisco Umbrella Support - 6001-6500 users (Enablement)	\$	2,384.62	990101	7.50%
SEC-MSN-UMB-7000	Cisco Umbrella Support - 6501-7000 users (Enablement)	\$	2,424.03	990101	7.50%
SEC-MSN-UMB-7500	Cisco Umbrella Support - 7001-7500 users (Enablement)	\$	2,461.21	990101	7.50%
SEC-MSN-UMB-8000	Cisco Umbrella Support - 7501-8000 users (Enablement)	\$	2,496.42	990101	7.50%
SEC-MSN-UMB-8500	Cisco Umbrella Support - 8001-8500 users (Enablement)	\$	2,529.88	990101	7.50%
SEC-MSN-UMB-9000	Cisco Umbrella Support - 8501-9000 users (Enablement)	\$	2,561.79	990101	7.50%
SEC-MSN-UMB-9500	Cisco Umbrella Support - 9001-9500 users (Enablement)	\$	2,592.29	990101	7.50%
SEC-MSN-UMB-VAP	Cisco Umbrella Virtual Appliance Security Support (qty 2) (Enablement)	\$	287.71	990101	7.50%
SEC-MSN-WSA-APPHar	Cisco Web Security - Appliance HA Pair (Enablement)	\$	1,544.44	990101	7.50%
SEC-MSN-WSA-APPSTAND	Cisco Web Security - Appliance Standalone (Enablement)	\$	1,235.54	990101	7.50%
SEC-MSR-AMP-ADP1Y	Adoption Services for existing AMP for Endpoints - Annual	\$	451.63	990101	7.50%
SEC-MSR-AmpEP-1000	Cisco Amp for Endpoint Security Support - 501-1000 users	\$	1,828.34	990101	7.50%
SEC-MSR-AmpEP-10000	Cisco Amp for Endpoint Security Support - 9501-10000 users	\$	5,932.50	990101	7.50%
SEC-MSR-AmpEP-1500	Cisco Amp for Endpoint Security Support - 1001-1500 users	\$	2,311.19	990101	7.50%
SEC-MSR-AmpEP-2000	Cisco Amp for Endpoint Security Support - 1501-2000 users	\$	2,697.03	990101	7.50%
SEC-MSR-AmpEP-2500	Cisco Amp for Endpoint Security Support - 2001-2500 users	\$	3,026.70	990101	7.50%
SEC-MSR-AmpEP-3000	Cisco Amp for Endpoint Security Support - 2501-3000 users	\$	3,318.65	990101	7.50%
SEC-MSR-AmpEP-3500	Cisco Amp for Endpoint Security Support - 3001-3500 users	\$	3,583.09	990101	7.50%
SEC-MSR-AmpEP-4000	Cisco Amp for Endpoint Security Support - 3501-4000 users	\$	3,826.33	990101	7.50%
SEC-MSR-AmpEP-4500	Cisco Amp for Endpoint Security Support - 4001-4500 users	\$	4,052.55	990101	7.50%
SEC-MSR-AmpEP-500	Cisco Amp for Endpoint Security Support - 1-500 users	\$	1,104.91	990101	7.50%
SEC-MSR-AmpEP-5000	Cisco Amp for Endpoint Security Support - 4501-5000 users	\$	4,264.79	990101	7.50%
SEC-MSR-AmpEP-5500	Cisco Amp for Endpoint Security Support - 5001-5500 users	\$	4,465.26	990101	7.50%
SEC-MSR-AmpEP-6000	Cisco Amp for Endpoint Security Support - 5501-6000 users	\$	4,655.61	990101	7.50%
SEC-MSR-AmpEP-6500	Cisco Amp for Endpoint Security Support - 6001-6500 users	\$	4,837.26	990101	7.50%
SEC-MSR-AmpEP-7000	Cisco Amp for Endpoint Security Support - 6501-7000 users	\$	5,011.17	990101	7.50%
SEC-MSR-AmpEP-7500	Cisco Amp for Endpoint Security Support - 7001-7500 users	\$	5,178.25	990101	7.50%
SEC-MSR-AmpEP-8000	Cisco Amp for Endpoint Security Support - 7501-8000 users	\$	5,339.21	990101	7.50%
SEC-MSR-AmpEP-8500	Cisco Amp for Endpoint Security Support - 8001-8500 users	\$	5,494.63	990101	7.50%
SEC-MSR-AmpEP-9000	Cisco Amp for Endpoint Security Support - 8501-9000 users	\$	5,645.03	990101	7.50%
SEC-MSR-AmpEP-9500	Cisco Amp for Endpoint Security Support - 9001-9500 users	\$	5,790.86	990101	7.50%

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SEC-MSR-AMP-HCK1Y	Healthcheck Services for existing AMP Deployment - Annual	\$ 451.63	990101	7.50%
SEC-MSR-CES-Cloud	Cisco Email Security - Cloud Deployment (# of Instances)	\$ 699.30	990101	7.50%
SEC-MSR-CES-ESA-ADP1Y	Adoption Services for existing Next Gen Firewall Deployment - Annual	\$ 677.45	990101	7.50%
SEC-MSR-CES-ESA-HCK1Y	Adoption Services for existing Next Gen Firewall Deployment - Annual	\$ 1,467.07	990101	7.50%
SEC-MSR-CUST	NWN Custom Support	\$ -	990101	7.50%
SEC-MSR-ESA-HAPair	Email Security (HA Nodes, Up to 10 Policies	\$ 1,006.99	990101	7.50%
SEC-MSR-ESA-STAND	Email Security (1 Node, Up to 10 Policies	\$ 839.16	990101	7.50%
SEC-MSR-FWHA	Firewall: Standard - HA Pair	\$ 1,028.57	990101	7.50%
SEC-MSR-FWS	Firewall: Standard - Standalone	\$ 685.72	990101	7.50%
SEC-MSR-ISE-ADP1Y	Adoption Services for existing Identity Services Engine- Annual	\$ 1,016.90	990101	7.50%
SEC-MSR-ISE-HCK1Y	Healthcheck Services for existing ISE Deployment - Annual	\$ 563.81	990101	7.50%
SEC-MSR-ISE-NODE	Additional ISE nodes if the environment contains more than 2 nodes	\$ 965.03	990101	7.50%
SEC-MSR-ISE-WIRED	Management Services for ISE Wired Access (includes 2 Nodes)	\$ 1,029.72	990101	7.50%
SEC-MSR-ISE-WLANVPN	Management Services for ISE Wireless & VPN Use Case (includes 2 Nodes)	\$ 1,286.71	990101	7.50%
SEC-MSR-MER-MXHA	Meraki MX Firewall HA Pair	\$ 658.29	990101	7.50%
SEC-MSR-MER-MXSTAND	Meraki MX Firewall Standalone	\$ 548.57	990101	7.50%
SEC-MSR-MFA	Cisco DUO Support	\$ 1,028.00	990101	7.50%
SEC-MSR-MSOC-100	Managed SOC Response for 51 up to 100 GB of log volume per day	\$ 6,542.00	990101	7.50%
SEC-MSR-MSOC-175	Managed SOC Response for 101 up to 175 GB of log volume per day	\$ 11,449.00	990101	7.50%
SEC-MSR-MSOC-250	Managed SOC Response for 176 up to 250 GB of log volume per day	\$ 16,357.00	990101	7.50%
SEC-MSR-MSOC-50	Managed SOC Response for up to 50 GB of log volume per day	\$ 3,271.00	990101	7.50%
SEC-MSR-NGFW-ADP1Y	Adoption Services for existing Next Generation Firewall Deployment (Per HA Pair) - Annual	\$ 451.63	990101	7.50%
SEC-MSR-NGFW-FMCHA	Firepower Management Console HA Pair	\$ 755.24	990101	7.50%
SEC-MSR-NGFW-FMCSTAND	Firepower Management Console	\$ 629.37	990101	7.50%
SEC-MSR-NGFW-FWHA	Firepower Next-Gen Firewall (FTD or NG-ASA) - HA Pair	\$ 1,027.97	990101	7.50%
SEC-MSR-NGFW-FWSTAND	Firepower Next-Gen Firewall (FTD or NG-ASA) - Standalone	\$ 685.31	990101	7.50%
SEC-MSR-NGFW-HCK1Y	Healthcheck Services for existing Next Gen Firewall Deployment (Per HA Pair) - Annual	\$ 903.26	990101	7.50%
SEC-MSR-NLB-HA	Network Load Balancer: HA Pair	\$ 1,028.57	990101	7.50%
SEC-MSR-NLB-STA	Network Load Balancer: Standalone	\$ 685.72	990101	7.50%
SEC-MSR-Router	Router: Standard	\$ 414.06	990101	7.50%
Sec-MSR-SMA	Support Services for a Security Management Appliance (1 Node, Device )	\$ 755.00	990101	7.50%
SEC-MSR-SRVR-AD	Application: Active Directory Domain Controller	\$ 857.15	990101	7.50%
SEC-MSR-SRVR-EX	Application: Exchange - Exchange Servers	\$ 1,287.05	990101	7.50%
SEC-MSR-SRVR-OS	Server: Operating System	\$ 779.21	990101	7.50%
SEC-MSR-SRVR-SPAM	Application: Mail Filtering	\$ 1,028.57	990101	7.50%
SEC-MSR-SRVR-WF	Application: Web Filtering (Websense, Barracuda, Symantec)	\$ 1,028.57	990101	7.50%
SEC-MSR-SW-ADP1Y	Adoption Services for existing StealthWatch - Annual	\$ 903.26	990101	7.50%
SEC-MSR-SW-HCK1Y	Healthcheck Services for existing Stealthwatch Deployment- Annual	\$ 1,467.07	990101	7.50%
SEC-MSR-TH-MONTH	Consulting Services to Perform Cisco Based Threat Hunt (Blocks of 12 for Annual) (Project Coordination Only)	\$ 5,419.58	990101	7.50%
SEC-MSR-THREAT-1Y	Consulting Services to Perform Cisco Based Threat Hunt One Day - Quarterly	\$ 1,806.52	990101	7.50%
SEC-MSR-UMB-1000	Cisco Umbrella Support - 501-1000 users	\$ 1,265.20	990101	7.50%
SEC-MSR-UMB-10000	Cisco Umbrella Support - 9501-10000 users	\$ 2,184.60	990101	7.50%
SEC-MSR-UMB-1500	Cisco Umbrella Support - 1001-1500 users	\$ 1,410.55	990101	7.50%



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SEC-MSR-UMB-2000	Cisco Umbrella Support - 1501-2000 users	\$ 1,515.31	990101	7.50%
SEC-MSR-UMB-2500	Cisco Umbrella Support - 2001-2500 users	\$ 1,598.62	990101	7.50%
SEC-MSR-UMB-3000	Cisco Umbrella Support - 2501-3000 users	\$ 1,668.41	990101	7.50%
SEC-MSR-UMB-3500	Cisco Umbrella Support - 3001-3500 users	\$ 1,728.84	990101	7.50%
SEC-MSR-UMB-4000	Cisco Umbrella Support - 3501-4000 users	\$ 1,782.34	990101	7.50%
SEC-MSR-UMB-4500	Cisco Umbrella Support - 4001-4500 users	\$ 1,830.49	990101	7.50%
SEC-MSR-UMB-500	Cisco Umbrella Support - 0-500 users	\$ 1,001.08	990101	7.50%
SEC-MSR-UMB-5000	Cisco Umbrella Support - 4501-5000 users	\$ 1,874.36	990101	7.50%
SEC-MSR-UMB-5500	Cisco Umbrella Support - 5001-5500 users	\$ 1,914.75	990101	7.50%
SEC-MSR-UMB-6000	Cisco Umbrella Support - 5501-6000 users	\$ 1,952.21	990101	7.50%
SEC-MSR-UMB-6500	Cisco Umbrella Support - 6001-6500 users	\$ 1,987.19	990101	7.50%
SEC-MSR-UMB-7000	Cisco Umbrella Support - 6501-7000 users	\$ 2,020.03	990101	7.50%
SEC-MSR-UMB-7500	Cisco Umbrella Support - 7001-7500 users	\$ 2,051.01	990101	7.50%
SEC-MSR-UMB-8000	Cisco Umbrella Support - 7501-8000 users	\$ 2,080.35	990101	7.50%
SEC-MSR-UMB-8500	Cisco Umbrella Support - 8001-8500 users	\$ 2,108.23	990101	7.50%
SEC-MSR-UMB-9000	Cisco Umbrella Support - 8501-9000 users	\$ 2,134.82	990101	7.50%
SEC-MSR-UMB-9500	Cisco Umbrella Support - 9001-9500 users	\$ 2,160.24	990101	7.50%
SEC-MSR-UMB-ADP1Y	Adoption Services for existing Umbrella Deployment- Annual	\$ 339.46	990101	7.50%
SEC-MSR-UMB-HCK1Y	Healthcheck Services for existing Umbrella Deployment - Annual	\$ 903.26	990101	7.50%
SEC-MSR-UMB-VAP	Cisco Umbrella Virtual Appliance Security Support (qty 2)	\$ 239.76	990101	7.50%
SEC-MSR-WSA-ADP1Y	Adoption Services for existing Next Gen Firewall Deployment - Annual	\$ 451.63	990101	7.50%
SEC-MSR-WSA-APPHA	Cisco Web Security - Appliance HA Pair	\$ 1,287.03	990101	7.50%
SEC-MSR-WSA-APPSTAND	Cisco Web Security - Appliance Standalone	\$ 1,029.62	990101	7.50%
SEC-MSR-WSA-HCK1Y	Adoption Services for existing Next Gen Firewall Deployment - Annual	\$ 1,129.08	990101	7.50%
SEC-PRO-AMP-Add500	Installation & Configuration Services for an additional 500 user licenses of AMP for Endpoints	\$ 3,496.50	990101	7.50%
SEC-PRO-AMP-ADP	Adoption Services for existing AMP for Endpoints	\$ 4,335.66	990101	7.50%
SEC-PRO-AMP-AVS	Installation & Configuration Services for an Antivirus AMP Server	\$ 6,979.02	990101	7.50%
SEC-PRO-AMP-Base500	Installation & Configuration Services for up to 500 user licenses of AMP for Endpoint Clients	\$ 15,230.77	990101	7.50%
SEC-PRO-AMP-HCK	Healthcheck Services for existing AMP Deployment	\$ 4,335.66	990101	7.50%
SEC-PRO-ASE-AH	NWN Associate Solutions Engineer Hourly Rate (After-hours)	\$ 142.50	990101	7.50%
SEC-PRO-ASE-S	NWN Associate Solutions Engineer Hourly Rate	\$ 95.00	990101	7.50%
SEC-PRO-CES-AMPTGCL	Configuration Services to add AMP/Threatgrid licensing/policy to existing CES Environment	\$ 4,013.99	990101	7.50%
SEC-PRO-CES-BSE	Installation & Configuration Services for Cloud Email Security (Up to 5 Inbound and 5 Outbound Policies, Cutover and Support)	\$ 22,755.24	990101	7.50%
SEC-PRO-CESESA-ADP	Adoption Services for Email Security	\$ 6,503.50	990101	7.50%
SEC-PRO-CESESA-HCK	Healthcheck Services for existing CES or ESA Deployment	\$ 14,083.92	990101	7.50%
SEC-PRO-CES-POLICY	Installation & Configuration Services for a single Outbound and Inbound Policy and Testing	\$ 2,391.61	990101	7.50%
SEC-PRO-CON-AH	NWN Consultant Hourly Rate (After-hours)	\$ 390.00	990101	7.50%
SEC-PRO-CON-ARCH	Security Architecture Review and Presentation of Findings	\$ 14,081.82	990101	7.50%
SEC-PRO-CON-EA	Enterprise Agreement workshop to tie the security technologies/framework into the Customer's business outcomes	\$ 22,727.27	990101	7.50%
SEC-PRO-CON-FRAME	Consulting Services to Develop a Security Framework Architecture and Strategy	\$ 14,081.82	990101	7.50%
SEC-PRO-CON-S	NWN Consultant Hourly Rate	\$ 260.00	990101	7.50%

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SEC-PRO-CUST	NWN Custom Professional Services	\$	-	990101	7.50%
SEC-PRO-ESA-AMPTGCL	Configuration Services to add AMP/Threatgrid licensing to existing ESA environment	\$	4,013.99	990101	7.50%
SEC-PRO-ESA-APL	Installation & Configuration Services to add an additional appliance to a ESA Cluster	\$	3,496.50	990101	7.50%
SEC-PRO-ESA-BSE	Installation & Configuration Services for Cloud Email Security (Up to 5 Inbound and 5 Outbound Policies, Cutover and Support)	\$	34,811.19	990101	7.50%
SEC-PRO-ESA-POLICY	Installation & Configuration Services for a 1 Outbound and Inbound Policy and Testing	\$	2,391.61	990101	7.50%
SEC-PRO-ESA-UP	Services for Upgrade of ESA (Per Node/Per Major Upgrade - 9.x to 10.x, 10.x to 11.x, etc)	\$	2,279.72	990101	7.50%
SEC-PRO-FMC-BASE	Installation & Configuration of a Single Firepower Management Console	\$	5,888.11	990101	7.50%
SEC-PRO-FMC-BASE-HA	Installation & Configuration of a High Availability Pair of Firepower Management Consoles	\$	6,755.24	990101	7.50%
SEC-PRO-ISE-ADP	Adoption Services for existing Identity Services Engine	\$	9,762.24	990101	7.50%
SEC-PRO-ISE-CUST	Additional CCIE-level ISE Services per week (ie. - additional uses, posture, 3rd party integrations, etc....)	\$	21,678.32	990101	7.50%
SEC-PRO-ISE-HCK	Healthcheck Services for existing ISE Deployment	\$	5,412.59	990101	7.50%
SEC-PRO-ISE-MDM	Configuration Services to add MDM Functionality to an ISE Deployment	\$	9,972.03	990101	7.50%
SEC-PRO-ISE-Node	Configuration Services to add an additional Node to the Base Installation	\$	4,363.64	990101	7.50%
SEC-PRO-ISE-POLICY	Configuration and Testing of 1 Authorization Policy	\$	1,636.36	990101	7.50%
SEC-PRO-ISE-PROFILE	Configuration and Testing of 1 Custom Device Profile	\$	1,090.91	990101	7.50%
SEC-PRO-ISE-RTC	Configuration Services to add Rapid Threat Containment to an ISE Deployment (includes 10 switches and all wireless clients)	\$	15,166.43	990101	7.50%
SEC-PRO-ISE-SGT	Configuration Services to add an additional 10 Security Group Tags to an ISE deployment	\$	9,762.24	990101	7.50%
SEC-PRO-ISE--SWIRED	Configuration Services to add additional 50 switches to an ISE 802.1x deployment	\$	8,741.26	990101	7.50%
SEC-PRO-ISE-TACACS+	Configuration Services to add additional 50 switches to an ISE TACACS+/SGT deployment	\$	6,979.02	990101	7.50%
SEC-PRO-ISE-TCN	Configuration Services to add Threat Centric NAC to an ISE Deployment (includes up to 10 switches)	\$	11,916.08	990101	7.50%
SEC-PRO-ISE-UP	Configuration Services to upgrade a pair of ISE appliances (per 2 nodes)	\$	12,167.83	990101	7.50%
SEC-PRO-ISE-WLANVPN	Installation & Configuration Services for ISE Wireless & VPN Deployment (includes 2 Nodes up to 10 Policies/50 TACACS+ Switches + 1 Cutover/Support Day)	\$	33,944.06	990101	7.50%
SEC-PRO-ISE-WWIRED	Configuration Services to add Wired ISE to an existing WLAN/VPN ISE deployment (50 Switches/3 Cutover/Support Windows - 10 Profiles/Policies)	\$	33,832.17	990101	7.50%
SEC-PRO-MER-FWG	Installation & Configuration Services for a Meraki MX Appliance for a new install	\$	15,678.32	990101	7.50%
SEC-PRO-MER-FWHAG	Installation & Configuration Services for a High Availability pair of Meraki MX Appliance for a new install	\$	16,545.45	990101	7.50%
SEC-PRO-MER-FWMIG	Configuration Services to migrate an existing configuration to a new Meraki MX Appliance for a new install	\$	12,195.80	990101	7.50%
SEC-PRO-MFA-ACCESS	Configuration and Installation of Access Control Policies to limit external and internal connectivity	\$	1,748.25	990101	7.50%
SEC-PRO-MFA-BSE	Configuration and Installation Services for Basic Setup of MFA Portal and Administration	\$	3,496.50	990101	7.50%
SEC-PRO-MFA-BYODD	Configuration and Installation of BYOD and Differentiated Services, Policy for Securing Remote Access to SSH/Internal Hosts, and Policy to Secure remote access to AWS/Azure.	\$	3,496.50	990101	7.50%
SEC-PRO-MFA-DAG	Configuration and installation of Duo Access Gateway	\$	1,748.25	990101	7.50%
SEC-PRO-MFA-O365	Configuration and Installation of Secure Office 365 Feature	\$	1,748.25	990101	7.50%
SEC-PRO-MFA-POLICY	Configuration and Installation Services for up to 3 SSO Applications and 1 x Directory Integration (Active Directory/Azure AD)	\$	2,615.38	990101	7.50%
SEC-PRO-MFA-RAVPNASA	Configuration and Installation services for MFA and Cisco ASA Remote Access VPN	\$	1,748.25	990101	7.50%
SEC-PRO-MFA-RAVPNFTD	Configuration and Installation services for MFA and Cisco FirePower Threat Defense Remote Access VPN	\$	1,748.25	990101	7.50%



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SEC-PRO-MFA-RDP	Configuration and Installation of Secure RDP Feature	\$	1,748.25	990101	7.50%
SEC-PRO-NGFW-ADP	Adoption Services for existing Next Generation Firewall Deployment (Per HA Pair)	\$	4,335.66	990101	7.50%
SEC-PRO-NGFW-BASE	Installation & Configuration of a Single Next Gen Firewall	\$	15,230.77	990101	7.50%
SEC-PRO-NGFW-BASE-HA	Installation & Configuration of a High Availability Pair of Next Gen Firewalls	\$	17,398.60	990101	7.50%
SEC-PRO-NGFW-HA-Upgrade	Major Version Software Upgrade for a High Availability Pair of Next Gen Firewalls (includes FMC Upgrade)	\$	6,979.02	990101	7.50%
SEC-PRO-NGFW-HCK	Healthcheck Services for existing Next Gen Firewall Deployment (Per HA Pair)	\$	8,671.33	990101	7.50%
SEC-PRO-NGFW-Migration	Migration Services to Prepare Firewall Config from ASA to NGFW (requires BASE SKU as well)	\$	26,937.06	990101	7.50%
SEC-PRO-NGFW-RAVPN	Installation and Configuration of a Single Remote Access VPN Profile on NGFW	\$	1,972.03	990101	7.50%
SEC-PRO-NGFW-S2SVPN	Installation and Configuration of a single Site to Site VPN Profile on NGFW	\$	1,532.87	990101	7.50%
SEC-PRO-NGFW-TI	Threat Intelligence Services to be added to existing Next Gen Firewalls	\$	5,426.57	990101	7.50%
SEC-PRO-NGFW-Upgrade	Major Version Software Upgrade for a Single Next Gen Firewall (includes FMC Upgrade)	\$	4,349.65	990101	7.50%
SEC-PRO-PC-AH	NWN Project Coordinator Hourly Rate (After-hours)	\$	195.00	990101	7.50%
SEC-PRO-PC-S	NWN Project Coordinator Hourly Rate	\$	130.00	990101	7.50%
SEC-PRO-PM-AH	NWN Project Manager Hourly Rate (After-hours)	\$	270.00	990101	7.50%
SEC-PRO-PM-S	NWN Project Manager Hourly Rate	\$	180.00	990101	7.50%
SEC-PRO-PROJ-CUT	Standard Cutover Window (Overtime)	\$	2,195.80	990101	7.50%
SEC-PRO-PROJ-KO	Customer Kickoff and Project Closure	\$	3,258.74	990101	7.50%
SEC-PRO-PROJ-NEXTDAY	Standard Next Day Support	\$	1,748.25	990101	7.50%
SEC-PRO-SE-AH	NWN Solution Engineer Hourly Rate (After-hours)	\$	270.00	990101	7.50%
SEC-PRO-SE-S	NWN Solution Engineer Hourly Rate	\$	180.00	990101	7.50%
SEC-PRO-SMA-BSE	Installation & Configuration Services for a Security Management Appliance (1 Node, Device Reg/Policy Sync, Centralized Report Config,, Testing/Documentation)	\$	8,265.73	990101	7.50%
SEC-PRO-SrPM-AH	NWN Sr Project Manager Hourly Rate (After-hours)	\$	322.50	990101	7.50%
SEC-PRO-SrPM-S	NWN Sr Project Manager Hourly Rate	\$	215.00	990101	7.50%
SEC-PRO-SRSE-AH	NWN Sr Solution Engineer Hourly Rate (After-hours)	\$	322.50	990101	7.50%
SEC-PRO-SrSE-S	NWN Sr Solution Engineer Hourly Rate	\$	215.00	990101	7.50%
SEC-PRO-SW-ADP	Adoption Services for existing StealthWatch	\$	8,671.33	990101	7.50%
SEC-PRO-SW-BASE	Installation & Configuration Services for a Stealthwatch deployment (includes 3 nodes (SMC, Flow Collector and Flow Sensor), 25 host groups, 3 alarms, 5 use cases)	\$	44,615.38	990101	7.50%
SEC-PRO-SW-ETA	Configuration Services to Encrypted Traffic Analytics to a Stealthwatch deployment (includes 10 switches and Sensor/FC Setup)	\$	10,839.16	990101	7.50%
SEC-PRO-SW-HCK	Healthcheck Services for existing Stealthwatch Deployment	\$	14,083.92	990101	7.50%
SEC-PRO-SW-ISECTD	Configuration Services to add Cisco Threat Defense to the Stealthwatch-ISE integration	\$	8,671.33	990101	7.50%
SEC-PRO-SW-NETFLOW	Configuration Services to deploy netflow on up to 25 switches and create 10 additional host groups	\$	5,440.56	990101	7.50%
SEC-PRO-SW-NODE	Installation & Configuration Services to add an additional node (either SMC, Flow Collector, or Flow Sensor)	\$	3,496.50	990101	7.50%
SEC-PRO-SW-UDP	Configuration Services to add a UDP Director	\$	9,594.41	990101	7.50%
SEC-PRO-SW-UP	Configuration Services to perform a software upgrade (per node) to a Stealthwatch Deployment	\$	3,496.50	990101	7.50%
SEC-PRO-SW-USECASE	Configuration Services to add an additional use case	\$	8,671.33	990101	7.50%
SEC-PRO-TH1D	Consulting Services to Perform Cisco Based Threat Hunt One Day	\$	4,335.66	990101	7.50%
SEC-PRO-THREAT-1Q	Consulting Services to Perform Cisco Based Threat Hunt (Quarterly Period) (Project Coordination Only)	\$	11,272.73	990101	7.50%
SEC-PRO-UMB-2VA	Installation & Configuration Services for an additional 2 Virtual Appliances	\$	2,615.38	990101	7.50%

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SEC-PRO-UMB-ADP	Adoption Services for existing Umbrella Deployment	\$	3,258.74	990101	7.50%
SEC-PRO-UMB-API	Configuration Services and Testing for Umbrella Advanced Reporting and Enforcement API with 3rd Party (Umbrella Only)	\$	1,748.25	990101	7.50%
SEC-PRO-UMB-BSE	Installation & Configuration Services for Umbrella Implementation (includes 100 Roaming Clients and 2 Virtual Appliances)	\$	15,006.99	990101	7.50%
SEC-PRO-UMB-HCK	Healthcheck Services for existing Umbrella Deployment	\$	8,671.33	990101	7.50%
SEC-PRO-UMB-POLICY	Configuration Services for additional 3 Policies and 10 Internal Networks- Testing and Validation	\$	2,181.82	990101	7.50%
SEC-PRO-UMB-ROAM100	Installation & Configuration Services for an additional 100 Roaming Clients	\$	2,181.82	990101	7.50%
SEC-PRO-WSA-ADP	Adoption Services for Web Security	\$	4,335.66	990101	7.50%
SEC-PRO-WSA-AMPTGCL	Configuration Services to add AMP/Threatgrid licensing to existing WSA environment	\$	4,363.64	990101	7.50%
SEC-PRO-WSA-APL	Installation & Configuration Services to add an additional appliance to a WSA Cluster	\$	3,496.50	990101	7.50%
SEC-PRO-WSA-BASE	Installation & Configuration Services for a Web Security (2 Node, Up to 10 Policies, AD Integration, Cutover and Support 1 Day, Testing/Documentation)	\$	17,398.60	990101	7.50%
SEC-PRO-WSA-HCK	Healthcheck Services for existing WSA Deployment	\$	10,839.16	990101	7.50%
SEC-PRO-WSA-MIG	Planning Services to migrate a configuration from Zscaler to WSA	\$	17,342.66	990101	7.50%
SEC-PRO-WSA-POLICY	Installation & Configuration Services to Policies to Environment and Testing	\$	1,860.14	990101	7.50%

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Part Number	Description	Non-Recurring Charge	Monthly Recurring Charge	Item Type	Code	Rate
<b>Category 2 SIP Trunking Requested Items</b>						
<b>SIP Trunking</b>						
UC-AAS-BWUS-LLD1	One minute of local or long distance service	\$ -	\$ 0.01	Minute	010401	43.63%
UC-AAS-BWUS-TF1	One minute of inbound toll-free calling	\$ -	\$ 0.015	Minute	050112	43.63%
UC-AAS-BWUS-SIPTrunk	Dedicated SIP Trunk includes 3,000 minutes per month	\$ -	\$ 21.50	Call Path	050115	43.63%
UC-AAS-BWUS-DID	Standard DID	\$ -	\$ 0.65	DID	020208	43.63%
UC-AAS-BWUS-DIDE911	E911 or Virtual DID	\$ -	\$ 1.20	DID	020208	43.63%
UC-AAS-BWUS-DIDLIMIT	Limit call volume on a specific DID	\$ -	\$ 25.00	DID	050122	21.99%
UC-AAS-BWUS-CFNA	Call forwarding not reachable	\$ -	\$ 1.40	DID	050122	21.99%
UC-AAS-BWUS-Intercept	Intercept Announcement	\$ -	\$ 1.20	DID	050122	21.99%
<b>Category 2 SIP Trunking Additional Items</b>						
International Rates as of May 1, 2019 can be found at <a href="https://nwnit.box.com/v/NWNCommCloud-IntlRates">https://nwnit.box.com/v/NWNCommCloud-IntlRates</a>						
<b>Experience Management Platform</b>						
UC-MSN-EMP-CUST	UC EMP Customization	\$ 1,750.00	\$ -		990101	7.50%
UC-MSR-EMP-COM	NWN Offering Knowledge Base, NWN Community, Self-Service Ticketing, SLA Dashboard, UC Administration, UC Reporting and Dashboards	\$ -	\$ 10,120.00		990101	7.50%
UC-MSR-EMP-CORE	NWN Offering Knowledge Base, NWN Community, Self-Service Ticketing, SLA Dashboard, UC Administration, UC Reporting and Dashboards	\$ -	\$ 8,780.00		990101	7.50%
UC-MSR-EMP-CORE2COM	Upgrade from UC EMP Core to Complete	\$ -	\$ 1,340.00		990101	7.50%
UC-MSR-EMP-CUST	UC EMP Customization Maintenance	\$ -	\$ 450.00		990101	7.50%
UC-MSR-EMP-ESS	NWN Offering Knowledge Base, NWN Community, Self-service Ticketing	\$ -	\$ 2,780.00		990101	7.50%
UC-MSR-EMP-ESS2COM	Upgrade from UC EMP Essentials to Complete	\$ -	\$ 6,000.00		990101	7.50%
UC-MSR-EMP-ESS2CORE	Upgrade from UC EMP Essentials to Core	\$ -	\$ 7,340.00		990101	7.50%
UC-BUN-EMP-COMPLETE	UC EMP Complete Bundle	\$ -	\$ -		990101	7.50%
CC-MSR-EMP-ADDON	Contact Center Capability Added to Existing Subscription	\$ -	\$ 2,780.00		990101	7.50%
SEC-MSR-EMP-ADDON	Security Capability Added to Existing Subscription	\$ -	\$ 2,780.00		990101	7.50%
DEV-MSR-EMP-ADDON	Device Capability Added to Existing Subscription	\$ -	\$ 2,780.00		990101	7.50%
ATS-MSR-EMP-ADDON	ATS Capability Added to Existing Subscription	\$ -	\$ 2,780.00		990101	7.50%
<b>Private Connectivity Options</b>						
ATS-B-EPL-100M	EPL MAE Service Connection 10/100 Mbps		\$ 250.00		050101	43.63%
ATS-B-EPL-100MR	EPL MAE Service Connection 10/100 Mbps with Managed IP Enabled Routing Device	\$ 2,495.00	\$ 445.00		050101	43.63%
ATS-B-EPL-1G	EPL MAE Service Connection Gigabit Ethernet (1 Gbps)		\$ 1,150.00		050101	43.63%
ATS-B-EPL-1GR	EPL MAE Service Connection Gigabit Ethernet (1 Gbps) with Managed IP Enabled Routing Device	\$ 2,495.00	\$ 1,345.00		050101	43.63%
ATS-B-EPL-10GE	EPL MAE Service Connection Gigabit Ethernet (10 GE)		\$ 2,250.00		050101	43.63%
ATS-B-EPL-10GER	EPL MAE Service Connection Gigabit Ethernet (10 GE) with Managed IP Enabled Routing Device	\$ 2,495.00	\$ 2,445.00		050101	43.63%
ATS-B-EVPL-100M	EVPL MAE Service Connection 10/100 Mbps		\$ 250.00		050101	43.63%

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ATS--B-EVPL-100MR	EVPL MAE Service Connection 10/100 Mbps with Managed IP Enabled Routing Device	\$	2,495.00	\$	445.00	050101	43.63%
ATS-B-EVPL-1G	EVPL MAE Service Connection Gigabit Ethernet (1 Gbps)			\$	1,150.00	050101	43.63%
ATS-B-EVPL-1GR	EVPL MAE Service Connection Gigabit Ethernet (1 Gbps) with Managed IP Enabled Routing Device	\$	2,495.00	\$	1,345.00	050101	43.63%
ATS-B-EVPL-10GE	EVPL MAE Service Connection 10 Gigabit Ethernet (10 GE)			\$	2,050.00	050101	43.63%
ATS-B-EVPL-10GER	EVPL MAE Service Connection 10 Gigabit Ethernet (10 GE) with Managed IP Enabled Routing Device	\$	2,495.00	\$	2,145.00	050101	43.63%
ATS-Pro-AddMac-100	Additional MAE MAC Addresses (51-100)	\$	175.00	\$	33.00	990101	7.50%
ATS-Pro-EVC	Ethernet Virtual Connection (EVC) MAE	\$	-	\$	25.00	990101	7.50%
ATS-B-CIRPre-2M	PREMIUM CIR MAE - 2 Mbps	\$	795.00	\$	12.10	990101	7.50%
ATS-B-CIRPre-4M	PREMIUM CIR MAE - 4 Mbps	\$	795.00	\$	18.15	990101	7.50%
ATS-B-CIRPre-5M	PREMIUM CIR MAE - 5 Mbps	\$	795.00	\$	24.20	990101	7.50%
ATS-B-CIRPre-8M	PREMIUM CIR MAE - 8 Mbps	\$	795.00	\$	30.25	990101	7.50%
ATS-B-CIRPre-10M	PREMIUM CIR MAE - 10 Mbps	\$	795.00	\$	42.35	990101	7.50%
ATS-B-CIRPre-20M	PREMIUM CIR MAE - 20 Mbps	\$	795.00	\$	66.55	990101	7.50%
ATS-B-CIRPre-50M	PREMIUM CIR MAE - 50 Mbps	\$	795.00	\$	127.05	990101	7.50%
ATS-B-CIRPre-100M	PREMIUM CIR MAE - 100 Mbps	\$	795.00	\$	199.65	990101	7.50%
ATS-B-CIRPre-150M	PREMIUM CIR MAE - 150 Mbps	\$	795.00	\$	260.15	990101	7.50%
ATS-B-CIRPre-200M	PREMIUM CIR MAE - 200 Mbps	\$	795.00	\$	320.65	990101	7.50%
ATS-B-CIRPre-250M	PREMIUM CIR MAE - 250 Mbps	\$	795.00	\$	381.15	990101	7.50%
ATS-B-CIRPre-400M	PREMIUM CIR MAE - 400 Mbps	\$	795.00	\$	441.65	990101	7.50%
ATS-B-CIRPre-500M	PREMIUM CIR MAE - 500 Mbps	\$	795.00	\$	502.15	990101	7.50%
ATS-B-CIRPre-600M	PREMIUM CIR MAE - 600 Mbps	\$	795.00	\$	562.65	990101	7.50%
ATS-B-CIRPre-1G	PREMIUM CIR MAE - 1 Gbps	\$	795.00	\$	798.60	990101	7.50%
ATS-B-CIRPre-10G	PREMIUM CIR MAE - 10 Gbps	\$	795.00	\$	2,299.00	990101	7.50%
ATS-3PS-DemarcCop	Extended Demarcation -Copper – Regular Hours	\$	545.00			990101	7.50%
ATS-3PS-DemarcCop-OT	Extended Demarcation -Copper – Overtime Hours	\$	670.00			990101	7.50%
ATS-3PS-DemarcCop-Wkd	Extended Demarcation -Copper – Sunday and Holiday Hours	\$	840.00			990101	7.50%
ATS-3PS-DemarcCop25	Extended Demarcation -Copper 25 Pair – Regular Hours	\$	545.00			990101	7.50%
ATS-3PS-DemarcCop25-OT	Extended Demarcation -Copper 25 Pair – Overtime Hours	\$	670.00			990101	7.50%
ATS-3PS-DemarcCop25-Wkd	Extended Demarcation -Copper 25 Pair – Sunday and Holiday Hours	\$	840.00			990101	7.50%
ATS-3PS-DemarcFIB	Extended Demarcation - Optical Fiber Link – Regular Hours	\$	1,015.00			990101	7.50%
ATS-3PS-DemarcFIB-OT	Extended Demarcation - Optical Fiber Link – Overtime Hours	\$	1,200.00			990101	7.50%
ATS-3PS-DemarcFIB-Wkd	Extended Demarcation - Optical Fiber Link – Sunday and Holiday Hours	\$	1,335.00			990101	7.50%
ATS-Pro-ASE	Field Service	\$	145.00			990101	7.50%
ATS-Pro-ASE-OT	Field Service After Hours	\$	175.00			990101	7.50%
ATS-Pro-ASE-Wkd	Field Service Weekends	\$	175.00			990101	7.50%
ATS-BUN-MPLS-R1M	MPLS port, access and Layer 3 routing device bundled service at 1 Mbps	\$	375.00	\$	617.00	050101	43.63%
ATS-BUN-MPLS-R3M	MPLS port, access and Layer 3 routing device bundled service at 3 Mbps	\$	375.00	\$	798.00	050101	43.63%
ATS-BUN-MPLS-R4M	MPLS port, access and Layer 3 routing device bundled service at 4 Mbps	\$	575.00	\$	1,192.00	050101	43.63%

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ATS-BUN-MPLS-R5M	MPLS port, access and Layer 3 routing device bundled service at 5 Mbps	\$	975.00	\$	1,593.00	050101	43.63%
ATS-BUN-MPLS-R7M	MPLS port, access and Layer 3 routing device bundled service at 7 Mbps	\$	975.00	\$	1,623.00	050101	43.63%
ATS-BUN-MPLS-R9M	MPLS port, access and Layer 3 routing device bundled service at 9 Mbps	\$	975.00	\$	1,715.00	050101	43.63%
ATS-BUN-MPLS-R10M	MPLS port, access and Layer 3 routing device bundled service at 10 Mbps	\$	1,430.00	\$	1,965.00	050101	43.63%
ATS-BUN-MPLS-R12M	MPLS port, access and Layer 3 routing device bundled service at 12 Mbps	\$	1,430.00	\$	1,986.00	050101	43.63%
ATS-BUN-MPLS-R15M	MPLS port, access and Layer 3 routing device bundled service at 15 Mbps	\$	1,430.00	\$	2,010.00	050101	43.63%
ATS-BUN-MPLS-R20M	MPLS port, access and Layer 3 routing device bundled service at 20 Mbps	\$	1,430.00	\$	2,060.00	050101	43.63%
ATS-BUN-MPLS-R30M	MPLS port, access and Layer 3 routing device bundled service at 30 Mbps	\$	1,430.00	\$	2,160.00	050101	43.63%
ATS-BUN-MPLS-R40M	MPLS port, access and Layer 3 routing device bundled service at 40 Mbps	\$	1,430.00	\$	2,200.00	050101	43.63%
ATS-BUN-MPLS-R50M	MPLS port, access and Layer 3 routing device bundled service at 50 Mbps	\$	2,465.00	\$	2,225.00	050101	43.63%
ATS-BUN-MPLS-R60M	MPLS port, access and Layer 3 routing device bundled service at 60 Mbps	\$	2,465.00	\$	2,263.00	050101	43.63%
ATS-BUN-MPLS-R70M	MPLS port, access and Layer 3 routing device bundled service at 70 Mbps	\$	2,465.00	\$	2,281.00	050101	43.63%
ATS-BUN-MPLS-R80M	MPLS port, access and Layer 3 routing device bundled service at 80 Mbps	\$	2,465.00	\$	2,476.00	050101	43.63%
ATS-BUN-MPLS-R90M	MPLS port, access and Layer 3 routing device bundled service at 90 Mbps	\$	2,465.00	\$	2,489.00	050101	43.63%
ATS-BUN-MPLS-R100M	MPLS port, access and Layer 3 routing device bundled service at 100 Mbps	\$	5,735.00	\$	2,540.00	050101	43.63%
ATS-BUN-MPLS-R150M	MPLS port, access and Layer 3 routing device bundled service at 150 Mbps	\$	5,735.00	\$	3,387.00	050101	43.63%
ATS-BUN-MPLS-R200M	MPLS port, access and Layer 3 routing device bundled service at 200 Mbps	\$	5,735.00	\$	3,514.00	050101	43.63%
ATS-BUN-MPLS-R250M	MPLS port, access and Layer 3 routing device bundled service at 250 Mbps	\$	5,735.00	\$	3,568.00	050101	43.63%
ATS-BUN-MPLS-R300M	MPLS port, access and Layer 3 routing device bundled service at 300 Mbps	\$	5,735.00	\$	4,175.00	050101	43.63%
ATS-BUN-MPLS-R400M	MPLS port, access and Layer 3 routing device bundled service at 400 Mbps	\$	5,735.00	\$	4,556.00	050101	43.63%
ATS-BUN-MPLS-R500M	MPLS port, access and Layer 3 routing device bundled service at 500 Mbps	\$	5,735.00	\$	4,975.00	050101	43.63%
ATS-BUN-MPLS-R600M	MPLS port, access and Layer 3 routing device bundled service at 600 Mbps	\$	5,735.00	\$	5,436.00	050101	43.63%
ATS-BUN-MPLS-R700M	MPLS port, access and Layer 3 routing device bundled service at 700 Mbps	\$	5,735.00	\$	5,943.00	050101	43.63%
ATS-BUN-MPLS-R1G	MPLS port, access and Layer 3 routing device bundled service at 1 Gbps	\$	8,340.00	\$	7,147.00	050101	43.63%
ATS-BUN-MPLS-R2G	MPLS port, access and Layer 3 routing device bundled service at 2 Gbps	\$	8,340.00	\$	9,050.00	050101	43.63%
ATS-BUN-MPLS-R3G	MPLS port, access and Layer 3 routing device bundled service at 3 Gbps	\$	8,340.00	\$	9,276.00	050101	43.63%
ATS-BUN-MPLS-R4G	MPLS port, access and Layer 3 routing device bundled service at 4 Gbps	\$	8,340.00	\$	9,390.00	050101	43.63%

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ATS-BUN-MPLS-R5G	MPLS port, access and Layer 3 routing device bundled service at 5 Gbps	\$	11,900.00	\$	9,534.00	050101	43.63%
ATS-BUN-MPLS-R6G	MPLS port, access and Layer 3 routing device bundled service at 6 Gbps	\$	11,900.00	\$	10,432.00	050101	43.63%
ATS-BUN-MPLS-R7G	MPLS port, access and Layer 3 routing device bundled service at 7 Gbps	\$	11,900.00	\$	11,420.00	050101	43.63%
ATS-BUN-MPLS-R8G	MPLS port, access and Layer 3 routing device bundled service at 8 Gbps	\$	11,900.00	\$	12,507.00	050101	43.63%
ATS-BUN-MPLS-R9G	MPLS port, access and Layer 3 routing device bundled service at 9 Gbps	\$	11,900.00	\$	13,702.00	050101	43.63%
ATS-BUN-MPLS-R10G	MPLS port, access and Layer 3 routing device bundled service at 10 Gbps	\$	11,900.00	\$	15,017.00	050101	43.63%
ATS-BUN-MPLS-ROBA	Out-of-band access to the managed layer 3 routing device	\$	2,755.00	\$	24.75	990101	7.50%
ATS-B-InFRaM-5M	InFRaM @ 5 Mbps	\$	995.00	\$	764.46	050101	43.63%
ATS-B-InFRaM-10M	InFRaM @ 10 Mbps	\$	995.00	\$	816.09	050101	43.63%
ATS-B-InFRaM-15M	InFRaM @ 15 Mbps	\$	995.00	\$	996.07	050101	43.63%
ATS-B-InFRaM-20M	InFRaM @ 20 Mbps	\$	995.00	\$	1,025.15	050101	43.63%
ATS-B-InFRaM-25M	InFRaM @ 25 Mbps	\$	995.00	\$	1,048.49	050101	43.63%
ATS-B-InFRaM-30M	InFRaM @ 30 Mbps	\$	995.00	\$	1,155.58	050101	43.63%
ATS-B-InFRaM-35M	InFRaM @ 35 Mbps	\$	995.00	\$	1,195.76	050101	43.63%
ATS-B-InFRaM-40M	InFRaM @ 40 Mbps	\$	995.00	\$	1,206.72	050101	43.63%
ATS-B-InFRaM-45M	InFRaM @ 45 Mbps	\$	995.00	\$	1,293.18	050101	43.63%
ATS-B-InFRaM-50M	InFRaM @ 50 Mbps	\$	995.00	\$	1,391.81	050101	43.63%
ATS-B-InFRaM-55M	InFRaM @ 55 Mbps	\$	995.00	\$	1,476.83	050101	43.63%
ATS-B-InFRaM-60M	InFRaM @ 60 Mbps	\$	995.00	\$	1,588.75	050101	43.63%
ATS-B-InFRaM-100M	InFRaM @ 100 Mbps	\$	995.00	\$	1,611.09	050101	43.63%
ATS-B-InFRaM-150M	InFRaM @ 150 Mbps	\$	2,755.00	\$	2,043.21	050101	43.63%
ATS-B-InFRaM-200M	InFRaM @ 200 Mbps	\$	2,755.00	\$	2,076.29	050101	43.63%
ATS-B-InFRaM-500M	InFRaM @ 500 Mbps	\$	2,755.00	\$	2,672.33	050101	43.63%
ATS-B-InFRaM-1G	InFRaM @ 1 Gbps	\$	2,755.00	\$	3,334.85	050101	43.63%
ATS-B-InFRaM-10G	InFRaM @ 10 Gbps	\$	14,557.00	\$	10,533.19	050101	43.63%
ATS-B-DDoS-10M	DDoS Mitigation 1.544–10 Mbps	\$	1,650.00	\$	2,760.00	990101	7.50%
ATS-B-DDoS-15M	DDoS Mitigation 15 Mbps	\$	1,650.00	\$	3,174.00	990101	7.50%
ATS-B-DDoS-25M	DDoS Mitigation 25 Mbps	\$	1,650.00	\$	3,650.10	990101	7.50%
ATS-B-DDoS-50M	DDoS Mitigation 50 Mbps	\$	1,650.00	\$	4,197.62	990101	7.50%
ATS-B-DDoS-100M	DDoS Mitigation 100 Mbps	\$	1,650.00	\$	4,827.26	990101	7.50%
ATS-B-DDoS-250M	DDoS Mitigation 250 Mbps	\$	1,650.00	\$	5,551.35	990101	7.50%
ATS-B-DDoS-500M	DDoS Mitigation 500 Mbps	\$	1,650.00	\$	6,384.05	990101	7.50%
ATS-B-DDoS-1G	DDoS Mitigation 1 Gbps	\$	1,650.00	\$	7,341.65	990101	7.50%
ATS-B-DDoS-5G	DDoS Mitigation 5 Gbps	\$	1,650.00	\$	8,442.90	990101	7.50%
ATS-AAS-DIAB-1M	Broadband Copper Up to 12 X Up to 1 Mbps	\$	575.00	\$	78.00	050101	43.63%
ATS-AAS-DIAB-1.5M	Broadband Copper Up to 18 X Up to 1.5 Mbps	\$	575.00	\$	78.00	050101	43.63%
ATS-AAS-DIAB-3M	Broadband Copper Up to 24 X Up to 3 Mbps	\$	575.00	\$	78.00	050101	43.63%
ATS-AAS-DIAB-6M	Broadband Copper Up to 45 X Up to 6 Mbps	\$	575.00	\$	108.00	050101	43.63%
ATS-AAS-DIAB-8M	Broadband Copper Up to 75 X Up to 8 Mbps	\$	575.00	\$	137.00	050101	43.63%
ATS-AAS-DIAB-25X5M	Broadband Fiber 25 X 5 Mbps	\$	575.00	\$	78.00	050101	43.63%

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ATS-AAS-DIAB-25M	Broadband Fiber 25 X 25 Mbps	\$	575.00	\$	122.00	050101	43.63%
ATS-AAS-DIAB-10M	Broadband Fiber 50 X 10 Mbps	\$	575.00	\$	108.00	050101	43.63%
ATS-AAS-DIAB-50M	Broadband Fiber 50 X 50 Mbps	\$	575.00	\$	219.00	050101	43.63%
ATS-AAS-DIAB-20M	Broadband Fiber 100 X 20 Mbps	\$	575.00	\$	137.00	050101	43.63%
ATS-AAS-DIAB-100M	Broadband Fiber 100 X 100 Mbps	\$	575.00	\$	316.00	050101	43.63%
ATS-AAS-DIAB-40M	Broadband Fiber 200 X 40 Mbps	\$	575.00	\$	268.00	050101	43.63%
ATS-AAS-DIAB-200M	Broadband Fiber 200 X 200 Mbps	\$	575.00	\$	463.00	050101	43.63%
ATS-AAS-DIAB-75M	Broadband Fiber 300 X 75 Mbps	\$	575.00	\$	268.00	050101	43.63%
ATS-AAS-DIAB-300M	Broadband Fiber 300 X 300 Mbps	\$	575.00	\$	462.00	050101	43.63%
ATS-AAS-DIAB-500X100M	Broadband Fiber 500 X 100 Mbps	\$	575.00	\$	268.00	050101	43.63%
ATS-AAS-DIAB-500M	Broadband Fiber 500 X 500 Mbps	\$	575.00	\$	462.00	050101	43.63%
ATS-AAS-DIAB-1GX200M	Broadband Fiber 1 Gbps X 200 Mbps	\$	575.00	\$	316.00	050101	43.63%
ATS-AAS-DIAB-1G	Broadband Fiber 1 X 1 Gbps	\$	575.00	\$	657.00	050101	43.63%
<b>UC Services</b>							
UC-3PN-BLynk-CAdmin	Webex Calling Administration Portal Training	\$	725.00			990101	7.50%
UC-3PN-BLynk-CRUser	Webex Calling Receptionist Console Training	\$	725.00			990101	7.50%
UC-3PN-BLynk-CUser	Webex Calling or Meeting End User Training Session	\$	725.00			990101	7.50%
UC-3PN-BLynk-MAdmin	Webex Meeting Administration Training	\$	725.00			990101	7.50%
UC-3PN-Maestri-OFAdd	Additional Full-day Onsite Training/Support	\$	2,625.00			990101	7.50%
UC-3PN-Maestri-OFull	Full-day Onsite Training/Support	\$	3,375.00			990101	7.50%
UC-3PN-Maestri-ORHalf	Half-day Onsite Training	\$	2,500.00			990101	7.50%
UC-3PN-Maestri-RFull	Full-day, WebEx Distance Learning Training	\$	1,500.00			990101	7.50%
UC-3PN-Maestri-RHalf	Half-day, WebEx Distance Learning Training	\$	875.00			990101	7.50%
UC-3PN-Maestri-RHour	One hour Individual Distance Learning Session	\$	500.00			990101	7.50%
UC-AAS-BWUS-CX1000	1,000 Minutes of Agent			\$	5.83	050101	43.63%
UC-AAS-BWUS-CX10k	10,000 Minutes of Agent			\$	56.45	050101	43.63%
UC-AAS-BWUS-DIDE911	E911 DID			\$	0.90	020208	43.63%
UC-AAS-BWUS-DIDSPare	Additional DID			\$	0.25	020208	43.63%
UC-AAS-BWUS-Intl1000	1,000 Minutes of International			\$	100.00	010110	43.63%
UC-AAS-BWUS-Intl10k	10,000 Minutes of International			\$	1,000.00	010110	43.63%
UC-AAS-BWUS-STDC	Standard Calling			\$	2.50	010101	43.63%
UC-AAS-BWUS-TF1	1 Minute of Toll-Free			\$	0.03	050155	43.63%
UC-AAS-BWUS-TF1000	1,000 Minutes of Toll-Free			\$	9.00	050155	43.63%
UC-AAS-BWUS-TF10k	10,000 Minutes of Toll-Free			\$	87.50	050155	43.63%
UC-AAS-BWUS-TFDID	Toll Free DID			\$	1.00	050155	43.63%
UC-AAS-BWUS-Unl	Unlimited Calling within Acceptable Use Policy			\$	2.50	010101	43.63%
UC-AAS-HYBRID-APU	UC Hybrid Advanced Paging User			\$	0.94	210114	6.00%
UC-AAS-HYBRID-ARcdU	UC Hybrid Advanced On Demand Voice Recording User			\$	16.09	210114	6.00%
UC-AAS-HYBRID-FPU	UC Hybrid Fusion Paging User			\$	0.94	210114	6.00%
UC-AAS-HYBRID-SCR	UC Hybrid Standard Always On Call Recording User			\$	6.48	210114	6.00%
UC-AAS-HYBRID-VMU	UC Hybrid Voicemail Transcription User			\$	0.56	210114	6.00%
UC-AAS-MRC	Third Party Monthly Services			\$	100.00	990101	7.50%
UC-AAS-NRC	Third Party One-time Services	\$	100.00			990101	7.50%



## Exhibit B

UC-AAS-OEM-CTrade	Trade In Credit for Perpetual Licenses (Prem or Cloud)	\$	(1.50)	990101	7.50%
UC-AAS-OEM-HTrade	Trade In Credit for Perpetual Licenses (Hosted)	\$	(0.83)	990101	7.50%
UC-AAS-PRIVATE-APU	UC Private Advanced Paging User	\$	0.94	210114	6.00%
UC-AAS-PRIVATE-ARcrdU	UC Private Advanced On Demand Voice Recording User	\$	16.09	210114	6.00%
UC-AAS-PRIVATE-FPU	UC Private Fusion Paging User	\$	0.94	210114	6.00%
UC-AAS-PRIVATE-SCR	UC Private Standard Always On Call Recording User	\$	6.48	210114	6.00%
UC-AAS-PRIVATE-VMU	UC Private Voicemail Transcription User	\$	0.56	210114	6.00%
UC-MSN-CUST	NWN Custom Enablement	\$	100.00	990101	7.50%
UC-MSN-HYBRID-CoreL	Services Enablement for UC Large Hybrid Bundle	\$	18,038.68	310108	7.50%
UC-MSN-HYBRID-CoreM	Services Enablement for UC Medium Hybrid Bundle	\$	13,795.00	310108	7.50%
UC-MSN-HYBRID-CoreS	Services Enablement for UC Small Hybrid Bundle	\$	10,512.82	310108	7.50%
UC-MSN-HYBRID-CoreXL	Services Enablement for UC XL Hybrid Bundle	\$	21,103.44	310108	7.50%
UC-MSN-MACD	Support MACD	\$	95.00	990101	7.50%
UC-MSN-PRIVATE-CoreL	Services Enablement for UCaaS Large Private Bundle	\$	18,038.68	310108	7.50%
UC-MSN-PRIVATE-CoreM	Services Enablement for UCaaS Medium Private Bundle	\$	13,795.00	310108	7.50%
UC-MSN-PRIVATE-CoreS	Services Enablement for UCaaS Small Private Bundle	\$	10,512.82	310108	7.50%
UC-MSN-PRIVATE-CoreXL	Services Enablement for UCaaS XL Private Bundle	\$	21,103.44	310108	7.50%
UC-MSR-CLOUD-COMMON	Common Area Support Package	\$	3.56	990101	7.50%
UC-MSR-CLOUD-NU	Named User Support Package	\$	7.22	990101	7.50%
UC-MSR-CLOUD-NU+M	Named User plus Meetings Support Package	\$	10.00	990101	7.50%
UC-MSR-CLOUD-Sitemtr	Standard Site Monitoring	\$	50.00	990101	7.50%
UC-MSR-CUST	NWN Custom Support	\$	100.00	990101	7.50%
UC-MSR-HYBRID-ARcrd	UC Hybrid Advanced On Demand Voice Recording Infrastructure Support	\$	667.78	310108	7.50%
UC-MSR-HYBRID-AttConAdv	UC Hybrid Advanced Attendant Console Support	\$	442.81	310108	7.50%
UC-MSR-HYBRID-CERCore	UC Hybrid CER Infrastructure Support	\$	1,277.32	310108	7.50%
UC-MSR-HYBRID-CoreL	UC Large Hybrid Bundle Support	\$	7,736.12	310108	7.50%
UC-MSR-HYBRID-CoreM	UC Medium Hybrid Bundle Support	\$	5,967.92	310108	7.50%
UC-MSR-HYBRID-CoreS	UC Small Hybrid Bundle Support	\$	4,600.34	310108	7.50%
UC-MSR-HYBRID-CoreXL	UC XL Hybrid Bundle Support	\$	9,013.10	310108	7.50%
UC-MSR-HYBRID-PG	UC Hybrid Paging Server Support	\$	703.40	310108	7.50%
UC-MSR-HYBRID-SRST	UC Hybrid Survivable Remote Site Telephony/VGW Support	\$	216.00	310108	7.50%
UC-MSR-HYBRID-UAC	User & Common Area Support	\$	2.00	310108	7.50%
UC-MSR-PRIVATE-ARcrd	UC Private Advanced On Demand Voice Recording Infrastructure Support	\$	667.78	310108	7.50%
UC-MSR-PRIVATE-AttCon	UC Private Advanced Attendant Console Support	\$	442.81	310108	7.50%
UC-MSR-PRIVATE-CERCore	UC Private CER Infrastructure Support	\$	1,277.32	310108	7.50%
UC-MSR-PRIVATE-CoreL	UCaaS Large Private Bundle Support	\$	7,736.12	310108	7.50%
UC-MSR-PRIVATE-CoreM	UCaaS Medium Private Bundle Support	\$	5,967.92	310108	7.50%
UC-MSR-PRIVATE-CoreS	UCaaS Small Private Bundle Support	\$	4,600.34	310108	7.50%
UC-MSR-PRIVATE-CoreXL	UCaaS XL Private Bundle Support	\$	9,013.10	310108	7.50%
UC-MSR-PRIVATE-PG	UC Private Paging Server Support	\$	703.40	310108	7.50%
UC-MSR-PRIVATE-SRST	UC Private Survivable Remote Site Telephony/VGW Support	\$	216.00	310108	7.50%
UC-MSR-PRIVATE-UAC	User & Common Area Support	\$	2.00	310108	7.50%



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UC-PRO-ASE-AH	Hourly PS Engagement - Associate Solutions Engineer Overtime	\$	189.30	990101	7.50%
UC-PRO-ASE-S	Hourly PS Engagement - Associate Solutions Engineer	\$	126.20	990101	7.50%
UC-PRO-CON-AH	Hourly PS Engagement - Consultant Overtime	\$	406.86	990101	7.50%
UC-PRO-Con-S	Hourly PS Engagement - Consultant	\$	269.24	990101	7.50%
UC-PRO-CLOUD-AOP	Advanced User Onboarding Package	\$	86.92	990101	7.50%
UC-PRO-CLOUD-SiteSC	Standard Site Configuration	\$	604.00	990101	7.50%
UC-PRO-CLOUD-SOP	Standard User Onboarding Package	\$	35.88	990101	7.50%
UC-PRO-CUST-A	NWN Custom Professional Services	\$	100.00	990101	7.50%
UC-PRO-DID-ACT	New DID Activation Request (Enter total # of New/Port Requests)	\$	363.00	990101	7.50%
UC-PRO-DLCNAM	Directory Listing and CNAM	\$	363.00	990101	7.50%
UC-PRO-ENTR-Assess	Collaboration Infrastructure Assessment	\$	2,470.00	990101	7.50%
UC-PRO-ENTR-CallHand2	Additional Call Handlers - 2x5 options	\$	650.00	990101	7.50%
UC-PRO-ENTR-CallHand4	Additional Call Handlers - 4x5 options	\$	1,150.00	990101	7.50%
UC-PRO-ENTR-Consult	Hourly PS Engagement - Consultant	\$	269.24	990101	7.50%
UC-PRO-ENTR-Cut1k	Additional Cutover (251-1,000 users) + Remote Day1 support	\$	9,510.00	990101	7.50%
UC-PRO-ENTR-Cut1k+	Additional Cutover (1,000+ users) + Remote Day1 Support	\$	13,110.00	990101	7.50%
UC-PRO-ENTR-Cut200	Additional Cutover (up to 250 users) + Remote Day1 support	\$	5,310.00	990101	7.50%
UC-PRO-ENTR-Day1Supp	Onsite Day1 Support - Full Day	\$	1,920.00	990101	7.50%
UC-PRO-ENTR-HistRpt	Historical Data Load Report	\$	2,950.00	990101	7.50%
UC-PRO-ENTR-Site	Additional Site - SmartComm Control Deployment	\$	2,910.00	990101	7.50%
UC-PRO-ENT-WXP	Webex Provisioning	\$	353.36	990101	7.50%
UC-PRO-HYBRID-ARcrd	UC Hybrid Advanced On Demand Voice Recording Installation	\$	1,540.50	990101	7.50%
UC-PRO-HYBRID-AttCon	UC Hybrid Standard Attendant Console Installation	\$	454.32	990101	7.50%
UC-PRO-HYBRID-AttConAdv	UC Hybrid Advanced Attendant Console Installation	\$	1,135.80	990101	7.50%
UC-PRO-HYBRID-CERCORE	UC Hybrid CER Infrastructure Installation	\$	2,823.44	990101	7.50%
UC-PRO-HYBRID-CERL	UC Hybrid CER Location (Emergency Response Location)	\$	6.00	990101	7.50%
UC-PRO-HYBRID-CoreL	UC Hybrid Large Infrastructure Bundle >= 5,000 users)	\$	351,963.77	990101	7.50%
UC-PRO-HYBRID-CoreM	UC Hybrid Medium Infrastructure Bundle >= 1,500 users)	\$	123,889.06	990101	7.50%
UC-PRO-HYBRID-CoreS	UC Hybrid Small Infrastructure Bundle >= 500 users)	\$	67,899.86	990101	7.50%
UC-PRO-HYBRID-CoreXL	UC Hybrid XL Infrastructure Bundle >= 7,500 users)	\$	526,328.80	990101	7.50%
UC-PRO-HYBRID-EXCE	UC Hybrid Add-on Expressway-C/E Pair	\$	1,468.13	990101	7.50%
UC-PRO-HYBRID-JIMP	UC Hybrid Add-on Jabber/IM&P Cluster	\$	1,013.81	990101	7.50%
UC-PRO-HYBRID-PG	UC Hybrid Paging Server Installation & Config	\$	1,599.00	990101	7.50%
UC-PRO-HYBRID-SCR	UC Hybrid Standard Always On Call Recording Installation	\$	908.64	990101	7.50%
UC-PRO-HYBRID-SOP	User & Common Area Enablement	\$	2.00	990101	7.50%
UC-PRO-HYBRID-SRST	UC Hybrid Survivable Remote Site Telephony/VGW Installation	\$	960.00	990101	7.50%
UC-PRO-HYBRID-UCMN	UC Hybrid Add-on UCM Node	\$	681.48	990101	7.50%
UC-PRO-HYBRID-UCNN	UC Hybrid Add-on UCxN Node (Unity Connection)	\$	681.48	990101	7.50%
UC-PRO-HYBRID-UEACIP	UC Hybrid Upgrade - Execute Attendant Console (In-Place)	\$	1,808.87	990101	7.50%
UC-PRO-HYBRID-UEACRF	UC Hybrid Upgrade - Execute Attendant Console (HW Refresh)	\$	1,013.81	990101	7.50%
UC-PRO-HYBRID-UECERIP	UC Hybrid Upgrade - Execute Emergency Responder (In-Place)	\$	1,127.39	990101	7.50%
UC-PRO-HYBRID-UECERRF	UC Hybrid Upgrade - Execute Emergency Responder (HW Refresh)	\$	1,468.13	990101	7.50%
UC-PRO-HYBRID-UEEXCEIP	UC Hybrid Upgrade - Execute Expressway-C/E Pair (In-Place)	\$	1,720.61	990101	7.50%

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UC-PRO-HYBRID-UEEXCERF	UC Hybrid Upgrade - Execute Expressway-C/E Pair (HW Refresh)	\$ 786.65	990101	7.50%
UC-PRO-HYBRID-UEGL	UC Hybrid Upgrade - Execute Go-live (Turn-up and Day-one support)	\$ 5,754.80	990101	7.50%
UC-PRO-HYBRID-UEJIMPIP	UC Hybrid Upgrade - Execute Jabber/IM&P Cluster (In-Place)	\$ 2,831.09	990101	7.50%
UC-PRO-HYBRID-UEJIMPRF	UC Hybrid Upgrade - Execute Jabber/IM&P Cluster (HW Refresh)	\$ 1,922.45	990101	7.50%
UC-PRO-HYBRID-UEUCM2IP	UC Hybrid Upgrade - Execute UCM Cluster - 2 additional nodes (In-Place)	\$ 1,127.39	990101	7.50%
UC-PRO-HYBRID-UEUCM2RF	UC Hybrid Upgrade - Execute UCM Cluster - 2 additional nodes (HW Refresh)	\$ 559.49	990101	7.50%
UC-PRO-HYBRID-UEUCM3IP	UC Hybrid Upgrade - Execute UCM Cluster - up to 3 nodes (In-Place)	\$ 1,808.87	990101	7.50%
UC-PRO-HYBRID-UEUCM3RF	UC Hybrid Upgrade - Execute UCM Cluster - up to 3 nodes (HW Refresh)	\$ 2,149.61	990101	7.50%
UC-PRO-HYBRID-UEUCNIP	UC Hybrid Upgrade - Execute UCxN Cluster (In-Place)	\$ 1,468.13	990101	7.50%
UC-PRO-HYBRID-UEUCNRF	UC Hybrid Upgrade - Execute UCxN Cluster (HW Refresh)	\$ 2,831.09	990101	7.50%
UC-PRO-HYBRID-UI	UC Hybrid Upgrade - Initiate	\$ 1,918.32	990101	7.50%
UC-PRO-HYBRID-UPAPD	UC Hybrid Upgrade - Assess, Plan and Design	\$ 5,300.64	990101	7.50%
UC-PRO-HYBRID-UPPF	UC Hybrid Upgrade - Prepare Phone Firmware - 200 Phones	\$ 664.66	990101	7.50%
UC-PRO-HYBRID-UPSSHW	UC Hybrid Upgrade - Prepare Server Staging (HW Refresh)	\$ 1,013.81	990101	7.50%
UC-PRO-HYBRID-UPVGUR	UC Hybrid Upgrade - Prepare Voice Gateway IOS Upgrade or HW Refresh	\$ 437.50	990101	7.50%
UC-PRO-HYBRID-UPVMHIP	UC Hybrid Upgrade - Prepare VMWare ESXi Host Upgrade (In-Place)	\$ 2,431.48	990101	7.50%
UC-PRO-HYBRID-UT	UC Hybrid Upgrade - Transition	\$ 4,351.81	990101	7.50%
UC-PRO-HYBRID-VM	UC Hybrid Advanced Voicemail Server Config	\$ 908.64	990101	7.50%
UC-PRO-PC-AH	Hourly PS Engagement - Project Coordinator Overtime	\$ 151.44	990101	7.50%
UC-PRO-PC-S	Hourly PS Engagement - Project Coordinator	\$ 100.96	990101	7.50%
UC-PRO-PM-AH	Hourly PS Engagement - Project Manager Overtime	\$ 239.79	990101	7.50%
UC-PRO-PM-S	Hourly PS Engagement - Project Manager	\$ 159.86	990101	7.50%
UC-PRO-PRIVATE-ARcrd	UC Private Advanced On Demand Voice Recording Installation	\$ 1,540.50	990101	7.50%
UC-PRO-PRIVATE-AttCon	UC Private Standard Attendant Console Installation	\$ 454.32	990101	7.50%
UC-PRO-PRIVATE-AttConAdv	UC Private Advanced Attendant Console Installation	\$ 1,135.80	990101	7.50%
UC-PRO-PRIVATE-CERCore	UC Private CER Infrastructure Installation	\$ 2,823.44	990101	7.50%
UC-PRO-PRIVATE-CERL	UC Private CER Location (Emergency Response Location)	\$ 6.00	990101	7.50%
UC-PRO-PRIVATE-CoreL	UCaaS Private Large Infrastructure Bundle >= 5,000 users)	\$ 351,963.77	990101	7.50%
UC-PRO-PRIVATE-CoreM	UCaaS Private Medium Infrastructure Bundle >= 1,500 users)	\$ 123,889.06	990101	7.50%
UC-PRO-PRIVATE-CoreS	UCaaS Private Small Infrastrucutre Bundle >= 500 users)	\$ 67,899.86	990101	7.50%
UC-PRO-PRIVATE-CoreXL	UCaaS Private XL Infrastructure Bundle >= 7,500 users)	\$ 526,328.80	990101	7.50%
UC-PRO-PRIVATE-EXCE	UC Private Add-on Expressway-C/E Pair	\$ 1,468.13	990101	7.50%
UC-PRO-PRIVATE-JIMP	UC Private Add-on Jabber/IM&P Cluster	\$ 1,013.81	990101	7.50%
UC-PRO-PRIVATE-PG	UC Private Paging Server Installation & Config	\$ 1,599.00	990101	7.50%
UC-PRO-PRIVATE-SCR	UC Private Standard Always On Call Recording Installation	\$ 908.64	990101	7.50%
UC-PRO-PRIVATE-SOP	User & Common Area Enablement	\$ 2.00	990101	7.50%
UC-PRO-PRIVATE-SRST	UC Private Survivable Remote Site Telephony/VGW Installation	\$ 960.00	990101	7.50%
UC-PRO-PRIVATE-UCMN	UC Private Add-on UCM Node	\$ 681.48	990101	7.50%
UC-PRO-PRIVATE-UCNN	UC Private Add-on UCxN Node (Unity Connection)	\$ 681.48	990101	7.50%

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UC-PRO-PRIVATE-VM	UC Private Advanced Voicemail Server Config	\$	908.64		990101	7.50%
UC-PRO-Con-S	Hourly PS Engagement - Enterprise Consultant	\$	269.24		990101	7.50%
UC-PRO-Con-AH	Hourly PS Engagement - Enterprise Consultant Overtime	\$	403.86		990101	7.50%
UC-PRO-SE-AH	Hourly PS Engagement - Solutions Engineer Overtime	\$	227.16		990101	7.50%
UC-PRO-SE-S	Hourly PS Engagement - Solutions Engineer	\$	151.44		990101	7.50%
UC-PRO-SIPT	SIP Service - Trunk	\$	27.00		990101	7.50%
UC-PRO-SITED	Four Hours On-Site Phone Deployment up to 50 devices	\$	605.76		990101	7.50%
UC-PRO-SrPM-AH	Hourly PS Engagement - Strategic Project Manager Overtime	\$	315.51		990101	7.50%
UC-PRO-SrPM-S	Hourly PS Engagement - Strategic Project Manager	\$	210.34		990101	7.50%
UC-PRO-SrSE-S	Hourly PS Engagement - Senior Solutions Engineer	\$	227.16		990101	7.50%
UC-PRO-SrSE-AH	Hourly PS Engagement - Senior Solutions Engineer Overtime	\$	340.74		990101	7.50%
<b>Advanced Technology Solutions</b>						
ATS-BUN-Int-MPLS5M	MPLS Circuit Bundle - Internet AddOn	\$	1,933.75	\$ 450.00	N/A	0.00%
ATS-BUN-Int-MPLS10M	MPLS Circuit Bundle - Internet AddOn	\$	2,783.75	\$ 475.00	N/A	0.00%
ATS-BUN-Int-MPLS20M	MPLS Circuit Bundle - Internet AddOn	\$	3,633.75	\$ 600.00	N/A	0.00%
ATS-BUN-Int-MPLS50M	MPLS Circuit Bundle - Internet AddOn	\$	4,483.75	\$ 750.00	N/A	0.00%
ATS-BUN-Int-MPLS100M	MPLS Circuit Bundle - Internet AddOn	\$	5,333.75	\$ 1,170.00	N/A	0.00%
ATS-BUN-Int-MPLS200M	MPLS Circuit Bundle - Internet AddOn	\$	6,183.75	\$ 1,348.00	N/A	0.00%
ATS-BUN-Int-MPLS500M	MPLS Circuit Bundle - Internet AddOn	\$	7,033.75	\$ 1,577.00	N/A	0.00%
ATS-BUN-Int-MPLS1G	MPLS Circuit Bundle - Internet AddOn	\$	11,390.00	\$ 2,070.00	N/A	0.00%
ATS-BUN-Int-MPLS2G	MPLS Circuit Bundle - Internet AddOn	\$	19,040.00	\$ 2,443.00	N/A	0.00%
ATS-BUN-Int-MPLS5G	MPLS Circuit Bundle - Internet AddOn	\$	26,690.00	\$ 3,788.00	N/A	0.00%
ATS-BUN-Int-MPLS10G	MPLS Circuit Bundle - Internet AddOn	\$	34,340.00	\$ 5,668.00	N/A	0.00%
ATS-B-EPL-100M	Layer 2 Circuit Bundle			\$ 250.00	N/A	0.00%
ATS-B-EPL-100MR	Layer 2 Circuit Bundle	\$	2,495.00	\$ 445.00	N/A	0.00%
ATS-B-EPL-1G	Layer 2 Circuit Bundle			\$ 1,150.00	N/A	0.00%
ATS-B-EPL-1GR	Layer 2 Circuit Bundle	\$	2,495.00	\$ 1,345.00	N/A	0.00%
ATS-B-EPL-10GE	Layer 2 Circuit Bundle			\$ 2,250.00	N/A	0.00%
ATS-B-EPL-10GER	Layer 2 Circuit Bundle	\$	2,495.00	\$ 2,445.00	N/A	0.00%
ATS-B-EVPL-100M	Layer 2 Circuit Bundle			\$ 250.00	N/A	0.00%
ATS--B-EVPL-100MR	Layer 2 Circuit Bundle	\$	2,495.00	\$ 445.00	N/A	0.00%
ATS-B-EVPL-1G	Layer 2 Circuit Bundle			\$ 1,150.00	N/A	0.00%
ATS-B-EVPL-1GR	Layer 2 Circuit Bundle	\$	2,495.00	\$ 1,345.00	N/A	0.00%
ATS-B-EVPL-10GE	Layer 2 Circuit Bundle			\$ 2,050.00	N/A	0.00%
ATS-B-EVPL-10GER	Layer 2 Circuit Bundle	\$	2,495.00	\$ 2,145.00	N/A	0.00%
ATS-Pro-AddMac-100	100 MAC address	\$	175.00	\$ 33.00	N/A	0.00%
ATS-AAS-MRC	Third Party Monthly Services	\$	-	\$ 100.00	N/A	0.00%
ATS-AAS-NRC	Third Party One-time Services	\$	100.00	\$ -	N/A	0.00%
ATS-MSN-CUST	NWN Custom Enablement	\$	100.00		990101	7.50%
ATS-MSN-LAN-MMDNACHA	Cisco DNA Center High Availability Core Support (Enablement)	\$	3,088.88		990101	7.50%
ATS-MSN-LAN-MMDNACS	Cisco DNA Center Standalone Core Support (Enablement)	\$	1,544.46		990101	7.50%
ATS-MSN-LAN-MMR	Router Core Support (Enablement)	\$	550.68		990101	7.50%
ATS-MSN-LAN-MMSWC	Switch Chassis Core Support (Enablement)	\$	740.58		990101	7.50%

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ATS-MSN-LAN-MMSWF	Switch Fixed Port Core Support (Enablement)	\$	367.27	990101	7.50%
ATS-MSN-LAN-MRouter	Router Essentials Support (Enablement)	\$	344.97	990101	7.50%
ATS-MSN-LAN-MSWChassis	Switch Chassis Essentials Support (Enablement)	\$	307.62	990101	7.50%
ATS-MSN-LAN-MSWFixed	Switch Fixed Port Essentials Support (Enablement)	\$	200.16	990101	7.50%
ATS-MSN-SDWAN-MMCM	SD-WAN Cloud Dashboard Core Support (Enablement)	\$	1,158.34	990101	7.50%
ATS-MSN-SDWAN-MMEdge	SD-WAN Edge Device Core Support (Enablement)	\$	439.20	990101	7.50%
ATS-MSN-SDWAN-MMPremM	SD-WAN On-Prem Dashboard Core Support (Enablement)	\$	1,235.56	990101	7.50%
ATS-MSN-WLAN-MAIRAP	Cisco Wireless Aironet AP Essentials Support (Enablement)	\$	6.33	990101	7.50%
ATS-MSN-WLAN-MERDASH	Meraki Dashboard Essentials Support (Enablement)	\$	386.92	990101	7.50%
ATS-MSN-WLAN-MMAAP	Cisco Wireless Aironet AP Core Support (Enablement)	\$	15.82	990101	7.50%
ATS-MSN-WLAN-MMAWLCHA	Cisco Wireless Lan Controller High Availability Pair Core Support (Enablement)	\$	550.68	990101	7.50%
ATS-MSN-WLAN-MMAWLCS	Cisco Wireless Lan Controller Stand Alone Core Support (Enablement)	\$	495.61	990101	7.50%
ATS-MSN-WLAN-MMDash	Meraki Dashboard Core Support (Enablement)	\$	1,158.34	990101	7.50%
ATS-MSN-WLAN-MMPrime	Cisco Prime Server Core Support (Enablement)	\$	1,544.44	990101	7.50%
ATS-MSN-WLAN-MMWAP	Meraki Wireless AP Core Support (Enablement)	\$	7.24	990101	7.50%
ATS-MSN-WLAN-MWAP	Meraki Wireless AP Essentials Support (Enablement)	\$	5.05	990101	7.50%
ATS-MSN-WLAN-MWLCHA	Cisco Wireless Lan Controller High Availability Pair Essentials Support (Enablement)	\$	256.35	990101	7.50%
ATS-MSN-WLAN-MWLCS	Cisco Wireless Lan Controller Stand Alone Essentials Support (Enablement)	\$	230.70	990101	7.50%
ATS-MSR-CUST	NWN Custom Support	\$	100.00	310110	7.50%
ATS-MSR-LAN-Assess	Network Assessment using the RISC Tool to deliver a Custom Report	\$	93.00	310110	7.50%
ATS-MSR-LAN-HCKCON	Network Healthcheck for Device Configuration Analysis and Recommendations (includes documentation)	\$	24.77	310110	7.50%
ATS-MSR-LAN-HCKDCRK	Network Healthcheck for an Data Center Rack (include walk-thru, documentation, and Visio)	\$	108.83	310110	7.50%
ATS-MSR-LAN-HCKEDGE	Network Healthcheck for an Edge Closet (include walk-thru, documentation, and Visio)	\$	49.53	310110	7.50%
ATS-MSR-LAN-MMDNACHA	Cisco DNA Center High Availability Core Support	\$	2,574.07	310110	7.50%
ATS-MSR-LAN-MMDNACS	Cisco DNA Center Standalone Core Support	\$	1,287.05	310110	7.50%
ATS-MSR-LAN-MMR	Router Core Support	\$	458.90	310110	7.50%
ATS-MSR-LAN-MMSWC	Switch Chassis Core Support	\$	617.15	310110	7.50%
ATS-MSR-LAN-MMSWF	Switch Fixed Port Core Support	\$	306.07	310110	7.50%
ATS-MSR-LAN-MRouter	Router Essentials Support	\$	287.00	310110	7.50%
ATS-MSR-LAN-MSWChassis	Switch Chassis Essentials Support	\$	256.00	310110	7.50%
ATS-MSR-LAN-MSWFixed	Switch Fixed Port Essentials Support	\$	167.00	310110	7.50%
ATS-MSR-SDWAN-MMCM	SD-WAN Cloud Dashboard Core Support	\$	965.28	310110	7.50%
ATS-MSR-SDWAN-MMEdge	SD-WAN Edge Device Core Support	\$	366.00	310110	7.50%
ATS-MSR-SDWAN-MMPremM	SD-WAN On-Prem Dashboard Core Support	\$	1,029.63	310110	7.50%
ATS-MSR-WLAN-HCKADD	Annual Health Check for Wireless Network - Additional Wireless LAN Controllers	\$	158.07	310110	7.50%
ATS-MSR-WLAN-HCKP	Annual Health check for Wireless Network - Primary WLAN Controller or HA Pair	\$	673.08	310110	7.50%
ATS-MSR-WLAN-MAIRAP	Cisco Wireless Aironet AP Essentials Support	\$	5.00	310110	7.50%

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ATS-MSR-WLAN-MERDASH	Meraki Dashboard Essentials Support		\$	322.00	310110	7.50%
ATS-MSR-WLAN-MMAAP	Cisco Wrieless Aironet AP Core Support		\$	13.18	310110	7.50%
ATS-MSR-WLAN-MMAWLCHA	Cisco Wireless Lan Controller High Availability Pair Core Support		\$	458.90	310110	7.50%
ATS-MSR-WLAN-MMAWLCS	Cisco Wireless Lan Controller Stand Alone Core Support		\$	413.01	310110	7.50%
ATS-MSR-WLAN-MMDash	Meraki Dashboard Core Support		\$	965.28	310110	7.50%
ATS-MSR-WLAN-MMPrime	Cisco Prime Server Core Support		\$	1,287.03	310110	7.50%
ATS-MSR-WLAN-MMWAP	Meraki Wireless AP Core Support		\$	6.03	310110	7.50%
ATS-MSR-WLAN-MWAP	Meraki Wireless AP Essentials Support		\$	4.00	310110	7.50%
ATS-MSR-WLAN-MWLCHA	Cisco Wireless Lan Controller High Availability Pair Essentials Support		\$	214.00	310110	7.50%
ATS-MSR-WLAN-MWLCS	Cisco Wireless Lan Controller Stand Alone Essentials Support		\$	192.00	310110	7.50%
ATS-PRO-ASE-AH	NWN Associate Solutions Engineer Hourly Rate (After-hours)	\$	142.50		990101	7.50%
ATS-PRO-ASE-S	NWN Associate Solutions Engineer Hourly Rate	\$	95.00		990101	7.50%
ATS-PRO-CIR-Assess	Circuit Assessment that will analyze the Customer's existing WAN and present alternative options	\$	2,220.98		990101	7.50%
ATS-PRO-CIR-DIA	Provisioning services for installation of a direct internet access circuit (not attaching to NWN DC)	\$	1,409.79		990101	7.50%
ATS-PRO-CIR-MPLS	Provisioning services for installation of a MPLS circuit that connects to the NWN DC Environment	\$	4,830.77		990101	7.50%
ATS-PRO-CIR-Setup	Setup services to facilitate communications between carrier and customer	\$	958.04		990101	7.50%
ATS-PRO-CON-AH	NWN Consultant Hourly Rate (After-hours)	\$	390.00		990101	7.50%
ATS-PRO-CON-S	NWN Consultant Hourly Rate	\$	260.00		990101	7.50%
ATS-PRO-CUST	NWN Custom Professional Services	\$	100.00		990101	7.50%
ATS-PRO-LAN-ADV-Services	Advanced Consulting Services (CCIE-Level) for Network Projects (1-week)	\$	19,860.14		990101	7.50%
ATS-PRO-LAN-Assess	Network Assessment using the RISC Tool to deliver a Custom Report	\$	890.91		990101	7.50%
ATS-PRO-LAN-CATB	Configuration & Installation & Replacement for an existing fixed port Catalyst Switch	\$	1,878.32		990101	7.50%
ATS-PRO-LAN-CATG	Configuration & Installation for a new fixed port Catalyst Switch	\$	1,114.69		990101	7.50%
ATS-PRO-LAN-CoreUP	Software Upgrade for a Core Switch	\$	6,048.95		990101	7.50%
ATS-PRO-LAN-CSB	Configuration & Installation & Replacement for an existing Chasse Switch	\$	9,493.71		990101	7.50%
ATS-PRO-LAN-CSG	Configuration & Installation for a new Chasse Switch	\$	5,570.63		990101	7.50%
ATS-PRO-LAN-Design	Network Design Session for a LAN New Install Project for up to 10 devices	\$	4,331.47		990101	7.50%
ATS-PRO-LAN-DNACA	Configuration of the Assurance use-case on DNA-Center (includes 20 devices)	\$	14,183.22		990101	7.50%
ATS-PRO-LAN-DNACAAD	Additional device on-boarding for Assurance UseCase (wired or wireless network device)	\$	118.88		990101	7.50%
ATS-PRO-LAN-DNACHA	Configuration & Installation of a Qty (3) DNA-Center Appliances in HA mode	\$	9,454.55		990101	7.50%
ATS-PRO-LAN-DNACS	Configuration & Installation of a single DNA-Center Appliance	\$	4,727.27		990101	7.50%
ATS-PRO-LAN-DNAC-ZTP-SWIM	Configuration of the zero-touch provisioning and software image management use-cases on DNA-Center	\$	7,682.52		990101	7.50%
ATS-PRO-LAN-EdgeUP	Software Upgrade for an Edge Switch	\$	2,634.97		990101	7.50%
ATS-PRO-LAN-HCKCON	Network Healthcheck for Device Configuration Analysis and Recommendations (includes documentation)	\$	237.76		990101	7.50%

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ATS-PRO-LAN-HCKDCRK	Network Healthcheck for an Data Center Rack (include walk-thru, documentation, and Visio)	\$	1,044.76	990101	7.50%
ATS-PRO-LAN-HCKEDGE	Network Healthcheck for an Edge Closet (include walk-thru, documentation, and Visio)	\$	475.52	990101	7.50%
ATS-PRO-LAN-KO	Kickoff Meetings (IKO / EKO) to begin a LAN Project & Knowledge Transfer during the project	\$	2,825.17	990101	7.50%
ATS-PRO-LAN-KT	Additional Block of Knowledge Transfer hours for complex projects (block of 4 hours)	\$	1,742.66	990101	7.50%
ATS-PRO-LAN-MERB	Configuration & Installation & Replacement for an existing fixed port Meraki Switch	\$	1,781.82	990101	7.50%
ATS-PRO-LAN-MERG	Configuration & Installation for a new fixed port Meraki Switch	\$	1,019.58	990101	7.50%
ATS-PRO-LAN-RTB	Configuration & Installation & Replacement for an existing Router	\$	6,576.22	990101	7.50%
ATS-PRO-LAN-RTG	Configuration & Installation for a new Router	\$	2,651.75	990101	7.50%
ATS-PRO-PC-AH	NWN Project Coordinator Hourly Rate (After-hours)	\$	195.00	990101	7.50%
ATS-PRO-PC-S	NWN Project Coordinator Hourly Rate	\$	130.00	990101	7.50%
ATS-PRO-PM-AH	NWN Project Manager Hourly Rate (After-hours)	\$	270.00	990101	7.50%
ATS-PRO-PM-S	NWN Project Manager Hourly Rate	\$	180.00	990101	7.50%
ATS-PRO-SDWAN-CMGMT	Setup & Configuration services the cloud SD-WAN Dashboard	\$	2,363.64	990101	7.50%
ATS-PRO-SDWAN-EDGE	Installation & Configuration services for the SD-WAN Edge Appliance	\$	4,278.32	990101	7.50%
ATS-PRO-SDWAN-PMGMT	Setup & Configuration services the on-premise SD-WAN appliance	\$	3,545.45	990101	7.50%
ATS-PRO-SE-AH	NWN Solution Engineer Hourly Rate (After-hours)	\$	270.00	990101	7.50%
ATS-PRO-SE-S	NWN Solution Engineer Hourly Rate	\$	180.00	990101	7.50%
ATS-PRO-SRPM-AH	NWN Sr Project Manager Hourly Rate (After-hours)	\$	322.50	990101	7.50%
ATS-PRO-SRPM-S	NWN Sr Project Manager Hourly Rate	\$	215.00	990101	7.50%
ATS-PRO-SRSE-AH	NWN Sr Solution Engineer Hourly Rate (After-hours)	\$	322.50	990101	7.50%
ATS-PRO-SRSE-S	NWN Sr Solution Engineer Hourly Rate	\$	215.00	990101	7.50%
ATS-PRO-WLAN-ADV-Services	Advanced Consulting Services (CCIE-Level) for Wireless Projects (1-week)	\$	19,860.14	990101	7.50%
ATS-PRO-WLAN-AIRB	Wireless Design Session for an adding to an existing Aironet wireless environment (Brownfield)	\$	1,622.38	990101	7.50%
ATS-PRO-WLAN-AIRG	Wireless Design Session for a new Aironet wireless environment (Greenfield)	\$	3,230.77	990101	7.50%
ATS-PRO-WLAN-AIRWLC1	Installation and documentation for a single wireless controller (No HA)	\$	3,874.13	990101	7.50%
ATS-PRO-WLAN-AIRWLC2	Installation and documentation for an HA pair of wireless controllers	\$	7,482.52	990101	7.50%
ATS-PRO-WLAN-AIRWLCUP	Services to Upgrade a Wireless Controller (or HA pair) to a new version of software	\$	2,433.57	990101	7.50%
ATS-PRO-WLAN-AP	Physical Installation of an AP (3rd party based)	\$	76.92	990101	7.50%
ATS-PRO-WLAN-APCON	Access Point configuration for a single AP	\$	69.93	990101	7.50%
ATS-PRO-WLAN-APG	Wireless Prime installation for new wireless environment (Greenfield)	\$	13,426.57	990101	7.50%
ATS-PRO-WLAN-APTUNE	Tuning the wireless coverage of an AP after the installation as occurred	\$	26.57	990101	7.50%
ATS-PRO-WLAN-APU	Services to Upgrade the Prime to a new version of software	\$	9,692.31	990101	7.50%
ATS-PRO-WLAN-HCKA	Configuration healthcheck/analysis - (WLC, AP, CPI, MSE/CMX, Dashboard, etc.) - Additional WLC	\$	1,517.48	990101	7.50%

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ATS-PRO-WLAN-HCKP	Configuration healthcheck/analysis - (WLC, AP, CPI, MSE/CMX, Dashboard, etc.) - primary WLC/Dashboard	\$	6,461.54	990101	7.50%
ATS-PRO-WLAN-KO	Kickoff Meetings (IKO / EKO) to begin a Wireless Project	\$	811.19	990101	7.50%
ATS-PRO-WLAN-MERDASH	Configuration of the Meraki Dashboard	\$	4,041.96	990101	7.50%
ATS-PRO-WLAN-MERDES	Wireless Design Session for a new Meraki wireless environment	\$	1,622.38	990101	7.50%
ATS-PRO-WLAN-MFAP	Add an AP location to floorplan/map in Prime/Meraki Dashboard/DNA	\$	16.78	990101	7.50%
ATS-PRO-WLAN-MFIF	Format & Input of a floorplan/map into Prime/Meraki Dashboard/DNA	\$	699.30	990101	7.50%
ATS-PRO-WLAN-SAEDD	Active Wireless Survey for up to 4000 square feet of Data coverage in an Education space	\$	419.58	990101	7.50%
ATS-PRO-WLAN-SAEDHL	Active Wireless Survey for up to 500 square feet of HyperLocation coverage in an Education space	\$	419.58	990101	7.50%
ATS-PRO-WLAN-SAEDLV	Active Wireless Survey for up to 1800 square feet of Location or Voice coverage in an Education space	\$	419.58	990101	7.50%
ATS-PRO-WLAN-SAEDS	Active Wireless Survey for up to 5500 square feet of Scanner coverage in an Education space	\$	419.58	990101	7.50%
ATS-PRO-WLAN-SAMEDD	Active Wireless Survey for up to 4000 square feet of Data coverage in a Medical space	\$	534.27	990101	7.50%
ATS-PRO-WLAN-SAMEDHL	Active Wireless Survey for up to 500 square feet of HyperLocation coverage in a Medical space	\$	534.27	990101	7.50%
ATS-PRO-WLAN-SAMEDLV	Active Wireless Survey for up to 1800 square feet of Location or Voice coverage in a Medical space	\$	534.27	990101	7.50%
ATS-PRO-WLAN-SAMEDS	Active Wireless Survey for up to 5500 square feet of Scanner coverage in a Medical space	\$	534.27	990101	7.50%
ATS-PRO-WLAN-SAOFFD	Active Wireless Survey for up to 4000 square feet of Data coverage in an Office space	\$	369.23	990101	7.50%
ATS-PRO-WLAN-SAOFFHL	Active Wireless Survey for up to 500 square feet of HyperLocation coverage in an Office space	\$	369.23	990101	7.50%
ATS-PRO-WLAN-SAOFFLV	Active Wireless Survey for up to 1800 square feet of Location or Voice coverage in an Office space	\$	369.23	990101	7.50%
ATS-PRO-WLAN-SAOFFS	Active Wireless Survey for up to 5500 square feet of Scanner coverage in an Office space	\$	369.23	990101	7.50%
ATS-PRO-WLAN-SAWHDELV	Active Wireless Survey for up to 1800 square feet of Location or Voice coverage in a Warehouse space	\$	601.40	990101	7.50%
ATS-PRO-WLAN-SAWHSED	Active Wireless Survey for up to 4000 square feet of Data coverage in a Warehouse space	\$	601.40	990101	7.50%
ATS-PRO-WLAN-SAWHSEHL	Active Wireless Survey for up to 500 square feet of HyperLocation coverage in a Warehouse space	\$	601.40	990101	7.50%
ATS-PRO-WLAN-SAWHSES	Active Wireless Survey for up to 5500 square feet of Scanner coverage in a Warehouse space	\$	601.40	990101	7.50%
ATS-PRO-WLAN-SFF	Format floorplan/map for Ekahau Pro	\$	405.59	990101	7.50%
ATS-PRO-WLAN-SP3k	Predictive Wireless Survey for up to 3000 square feet (excludes warehouse/manufacturing/hyperlocation)	\$	139.86	990101	7.50%
ATS-PRO-WLAN-SPEDMED	Passive Wireless Survey for up to 16000 square feet in an Education or Medical space	\$	576.22	990101	7.50%
ATS-PRO-WLAN-SPOFF	Passive Wireless Survey for up to 25000 square feet in an Office space	\$	606.99	990101	7.50%
ATS-PRO-WLAN-SPWHSE	Passive Wireless Survey for up to 82000 square feet in a Warehouse or Manufacturing space	\$	886.71	990101	7.50%
ATS-PRO-WLAN-SR	Services to review the Site Survey Results with the Customer	\$	811.19	990101	7.50%
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SEC-3PN-DETECT-100G	Deepwatch vSOC Detect Analytics Services Enablement One Time for 100GB	\$	30,000.00		990101	7.50%
SEC-3PN-DETECT-100G1Y	Deepwatch vSOC Detect Analytics 100G Tier 1 YR Services (Requires Splunk Cloud License for 100GB)		\$	27,000.00	990101	7.50%
SEC-3PN-DETECT-175G	Deepwatch vSOC Detect Analytics Services Enablement One Time for 175GB	\$	30,000.00		990101	7.50%
SEC-3PN-DETECT-175G1Y	Deepwatch vSOC Detect Analytics 175G Tier 1 YR Services (Requires Splunk Cloud License for 175GB)		\$	32,000.00	990101	7.50%
SEC-3PN-DETECT-250G	Deepwatch vSOC Detect Analytics Services Enablement One Time for 250GB	\$	30,000.00		990101	7.50%
SEC-3PN-DETECT-250G1Y	Deepwatch vSOC Detect Analytics 250G Tier 1 YR Services (Requires Splunk Cloud License for 250GB)		\$	40,000.00	990101	7.50%
SEC-3PN-DETECT-50G	Deepwatch vSOC Detect Analytics Services Enablement One Time for 50GB	\$	30,000.00		990101	7.50%
SEC-3PN-DETECT-50G1Y	Deepwatch vSOC Detect Analytics 50G Tier 1 YR Services (Requires Splunk Cloud License for 50GB)		\$	16,000.00	990101	7.50%
SEC-3PN-DETECT-MODIFY	Deepwatch vSOC Detect Analytics Modification for SOAR or Ticketing Integration (Per)	\$	10,000.00		990101	7.50%
SEC-3PN-EPENTEST-100	External Penetration Testing Guidepoint 3rd Party - 51-100 External Hosts	\$	26,675.00		990101	7.50%
SEC-3PN-EPENTEST-400	External Penetration Testing Guidepoint 3rd Party - 100-400 External Hosts	\$	52,250.00		990101	7.50%
SEC-3PN-EPENTEST-50	External Penetration Testing Guidepoint 3rd Party - <50 External Hosts	\$	17,325.00		990101	7.50%
SEC-3PN-EVULN-100	External Vulnerability Assessment Guidepoint 3rd Party - 51-100 External Hosts	\$	9,900.00		990101	7.50%
SEC-3PN-EVULN-400	External Vulnerability Assessment Guidepoint 3rd Party - 101-400 External Hosts	\$	12,925.00		990101	7.50%
SEC-3PN-EVULN-50	External Vulnerability Assessment Guidepoint 3rd Party - <50 External Hosts	\$	7,700.00		990101	7.50%
SEC-3PN-IPENTEST-1500	Internal Penetration Testing Guidepoint 3rd Party - 501-1500 Internal Hosts	\$	34,650.00		990101	7.50%
SEC-3PN-IPENTEST-4000	Internal Penetration Testing Guidepoint 3rd Party - 1501-4000 Internal Hosts	\$	54,725.00		990101	7.50%
SEC-3PN-IPENTEST-500	Internal Penetration Testing Guidepoint 3rd Party - <500 Internal Hosts	\$	23,100.00		990101	7.50%
SEC-3PN-IR-200	Incident Response Retainer Guidepoint 3rd Party - 200 Hours for IR + NWN PM	\$	80,050.00		990101	7.50%
SEC-3PN-IR-40	Incident Response Retainer Guidepoint 3rd Party - 40 Hours for IR + NWN PM	\$	17,600.00		990101	7.50%
SEC-3PN-IR-80	Incident Response Retainer Guidepoint 3rd Party - 80 Hours for IR + NWN PM	\$	33,000.00		990101	7.50%
SEC-3PN-IVULN-1500	Internal Vulnerability Assessment Guidepoint 3rd Party - 501-1500 Internal Hosts	\$	12,375.00		990101	7.50%
SEC-3PN-IVULN-4000	Internal Vulnerability Assessment Guidepoint 3rd Party - 1501-4000 External Hosts	\$	15,950.00		990101	7.50%
SEC-3PN-IVULN-500	Internal Vulnerability Assessment Guidepoint 3rd Party - <500 Internal Hosts	\$	9,625.00		990101	7.50%
SEC-AAS-ARC	Third Party Annual Services	\$	-	\$ 100.00	990101	7.50%
SEC-AAS-MRC	Third Party Monthly Services	\$	-	\$ 100.00	990101	7.50%
SEC-AAS-NRC	Third Party One-time Services	\$	100.00		990101	7.50%
SEC-MSN-AmpEP-1000	Cisco Amp for Endpoint Security Support - 501-1000 users (Enablement)	\$	2,194.00		990101	7.50%



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SEC-MSN-AmpEP-10000	Cisco Amp for Endpoint Security Support - 9501-10000 users (Enablement)	\$ 7,119.00	990101	7.50%
SEC-MSN-AmpEP-1500	Cisco Amp for Endpoint Security Support - 1001-1500 users (Enablement)	\$ 2,773.43	990101	7.50%
SEC-MSN-AmpEP-2000	Cisco Amp for Endpoint Security Support - 1501-2000 users (Enablement)	\$ 3,236.43	990101	7.50%
SEC-MSN-AmpEP-2500	Cisco Amp for Endpoint Security Support - 2001-2500 users (Enablement)	\$ 3,632.03	990101	7.50%
SEC-MSN-AmpEP-3000	Cisco Amp for Endpoint Security Support - 2501-3000 users (Enablement)	\$ 3,982.38	990101	7.50%
SEC-MSN-AmpEP-3500	Cisco Amp for Endpoint Security Support - 3001-3500 users (Enablement)	\$ 4,299.72	990101	7.50%
SEC-MSN-AmpEP-4000	Cisco Amp for Endpoint Security Support - 3501-4000 users (Enablement)	\$ 4,591.59	990101	7.50%
SEC-MSN-AmpEP-4500	Cisco Amp for Endpoint Security Support - 4001-4500 users (Enablement)	\$ 4,863.06	990101	7.50%
SEC-MSN-AmpEP-500	Cisco Amp for Endpoint Security Support - 1-500 users (Enablement)	\$ 1,325.89	990101	7.50%
SEC-MSN-AmpEP-5000	Cisco Amp for Endpoint Security Support - 4501-5000 users (Enablement)	\$ 5,117.74	990101	7.50%
SEC-MSN-AmpEP-5500	Cisco Amp for Endpoint Security Support - 5001-5500 users (Enablement)	\$ 5,358.32	990101	7.50%
SEC-MSN-AmpEP-6000	Cisco Amp for Endpoint Security Support - 5501-6000 users (Enablement)	\$ 5,586.73	990101	7.50%
SEC-MSN-AmpEP-6500	Cisco Amp for Endpoint Security Support - 6001-6500 users (Enablement)	\$ 5,804.70	990101	7.50%
SEC-MSN-AmpEP-7000	Cisco Amp for Endpoint Security Support - 6501-7000 users (Enablement)	\$ 6,013.41	990101	7.50%
SEC-MSN-AmpEP-7500	Cisco Amp for Endpoint Security Support - 7001-7500 users (Enablement)	\$ 6,213.90	990101	7.50%
SEC-MSN-AmpEP-8000	Cisco Amp for Endpoint Security Support - 7501-8000 users (Enablement)	\$ 6,407.06	990101	7.50%
SEC-MSN-AmpEP-8500	Cisco Amp for Endpoint Security Support - 8001-8500 users (Enablement)	\$ 6,593.57	990101	7.50%
SEC-MSN-AmpEP-9000	Cisco Amp for Endpoint Security Support - 8501-9000 users (Enablement)	\$ 6,774.04	990101	7.50%
SEC-MSN-AmpEP-9500	Cisco Amp for Endpoint Security Support - 9001-9500 users (Enablement)	\$ 6,949.02	990101	7.50%
SEC-MSN-CES-Cloud	Cisco Email Security - Cloud Deployment (# of Instances) (Enablement)	\$ 839.16	990101	7.50%
SEC-MSN-CUST	NWN Custom Enablement	\$ 100.00	990101	7.50%
SEC-MSN-ESA-HAPair	Email Security (HA Nodes, Up to 10 Policies (Enablement)	\$ 1,208.39	990101	7.50%
SEC-MSN-ESA-STAND	Email Security (1 Node, Up to 10 Policies (Enablement)	\$ 1,006.99	990101	7.50%
SEC-MSN-FWHA	Firewall: Standard - HA Pair (Enablement)	\$ 1,234.28	990101	7.50%
SEC-MSN-FWS	Firewall: Standard - Standalone (Enablement)	\$ 822.87	990101	7.50%
SEC-MSN-ISE-NODE	Additional ISE nodes if the environment contains more than 2 nodes (Enablement)	\$ 1,159.09	990101	7.50%
SEC-MSN-ISE-WIRED	Management Services for ISE Wired Access (includes 2 Nodes) (Enablement)	\$ 1,236.01	990101	7.50%
SEC-MSN-ISE-WLANVPN	Management Services for ISE Wireless & VPN Use Case (includes 2 Nodes) (Enablement)	\$ 1,543.71	990101	7.50%
SEC-MSN-MER-MXHA	Meraki MX Firewall HA Pair (Enablement)	\$ 789.94	990101	7.50%

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SEC-MSN-MER-MXSTAND	Meraki MX Firewall Standalone (Enablement)	\$	658.29	990101	7.50%
SEC-MSN-MFA	Cisco DUO Support (Enablement)	\$	1,234.00	990101	7.50%
SEC-MSN-MSOC-100	Managed SOC Response for 51 up to 100 GB of log volume per day (Enablement)	\$	7,851.00	990101	7.50%
SEC-MSN-MSOC-175	Managed SOC Response for 101 up to 175 GB of log volume per day (Enablement)	\$	13,740.00	990101	7.50%
SEC-MSN-MSOC-250	Managed SOC Response for 176 up to 250 GB of log volume per day (Enablement)	\$	19,628.00	990101	7.50%
SEC-MSN-MSOC-50	Managed SOC Response for up to 50 GB of log volume per day (Enablement)	\$	3,925.00	990101	7.50%
SEC-MSN-NGFW-FMCHA	Firepower Management Console HA Pair (Enablement)	\$	906.29	990101	7.50%
SEC-MSN-NGFW-FMCASTAND	Firepower Management Console (Enablement)	\$	755.24	990101	7.50%
SEC-MSN-NGFW-FWHA	Firepower Next-Gen Firewall (FTD or NG-ASA) - HA Pair (Enablement)	\$	1,234.27	990101	7.50%
SEC-MSN-NGFW-FWSTAND	Firepower Next-Gen Firewall (FTD or NG-ASA) - Standalone (Enablement)	\$	821.68	990101	7.50%
SEC-MSN-NLB-HA	Network Load Balancer: HA Pair (Enablement)	\$	1,234.28	990101	7.50%
SEC-MSN-NLB-STA	Network Load Balancer: Standalone (Enablement)	\$	822.87	990101	7.50%
SEC-MSN-Router	Router: Standard (Enablement)	\$	496.87	990101	7.50%
SEC-MSN-SMA	Support Services for a Security Management Appliance (1 Node, Device ) (Enablement)	\$	906.00	990101	7.50%
SEC-MSN-SRVR-AD	Application: Active Directory Domain Controller (Enablement)	\$	1,028.58	990101	7.50%
SEC-MSN-SRVR-EX	Application: Exchange - Exchange Servers (Enablement)	\$	1,544.46	990101	7.50%
SEC-MSN-SRVR-OS	Server: Operating System (Enablement)	\$	935.05	990101	7.50%
SEC-MSN-SRVR-SPAM	Application: Mail Filtering (Enablement)	\$	1,234.28	990101	7.50%
SEC-MSN-SRVR-WF	Application: Web Filtering (Websense, Barracuda, Symantec) (Enablement)	\$	1,234.28	990101	7.50%
SEC-MSN-UMB-1000	Cisco Umbrella Support - 501-1000 users (Enablement)	\$	1,518.24	990101	7.50%
SEC-MSN-UMB-10000	Cisco Umbrella Support - 9501-10000 users (Enablement)	\$	2,621.52	990101	7.50%
SEC-MSN-UMB-1500	Cisco Umbrella Support - 1001-1500 users (Enablement)	\$	1,692.66	990101	7.50%
SEC-MSN-UMB-2000	Cisco Umbrella Support - 1501-2000 users (Enablement)	\$	1,818.37	990101	7.50%
SEC-MSN-UMB-2500	Cisco Umbrella Support - 2001-2500 users (Enablement)	\$	1,918.34	990101	7.50%
SEC-MSN-UMB-3000	Cisco Umbrella Support - 2501-3000 users (Enablement)	\$	2,002.09	990101	7.50%
SEC-MSN-UMB-3500	Cisco Umbrella Support - 3001-3500 users (Enablement)	\$	2,074.60	990101	7.50%
SEC-MSN-UMB-4000	Cisco Umbrella Support - 3501-4000 users (Enablement)	\$	2,138.80	990101	7.50%
SEC-MSN-UMB-4500	Cisco Umbrella Support - 4001-4500 users (Enablement)	\$	2,196.58	990101	7.50%
SEC-MSN-UMB-500	Cisco Umbrella Support - 0-500 users (Enablement)	\$	1,201.30	990101	7.50%
SEC-MSN-UMB-5000	Cisco Umbrella Support - 4501-5000 users (Enablement)	\$	2,249.24	990101	7.50%
SEC-MSN-UMB-5500	Cisco Umbrella Support - 5001-5500 users (Enablement)	\$	2,297.70	990101	7.50%
SEC-MSN-UMB-6000	Cisco Umbrella Support - 5501-6000 users (Enablement)	\$	2,342.65	990101	7.50%
SEC-MSN-UMB-6500	Cisco Umbrella Support - 6001-6500 users (Enablement)	\$	2,384.62	990101	7.50%
SEC-MSN-UMB-7000	Cisco Umbrella Support - 6501-7000 users (Enablement)	\$	2,424.03	990101	7.50%
SEC-MSN-UMB-7500	Cisco Umbrella Support - 7001-7500 users (Enablement)	\$	2,461.21	990101	7.50%
SEC-MSN-UMB-8000	Cisco Umbrella Support - 7501-8000 users (Enablement)	\$	2,496.42	990101	7.50%
SEC-MSN-UMB-8500	Cisco Umbrella Support - 8001-8500 users (Enablement)	\$	2,529.88	990101	7.50%
SEC-MSN-UMB-9000	Cisco Umbrella Support - 8501-9000 users (Enablement)	\$	2,561.79	990101	7.50%

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SEC-MSN-UMB-9500	Cisco Umbrella Support - 9001-9500 users (Enablement)	\$	2,592.29	990101	7.50%
SEC-MSN-UMB-VAP	Cisco Umbrella Virtual Appliance Security Support (qty 2) (Enablement)	\$	287.71	990101	7.50%
SEC-MSN-WSA-APPHAr	Cisco Web Security - Appliance HA Pair (Enablement)	\$	1,544.44	990101	7.50%
SEC-MSN-WSA-APPSTAND	Cisco Web Security - Appliance Standalone (Enablement)	\$	1,235.54	990101	7.50%
SEC-MSR-AMP-ADP1Y	Adoption Services for existing AMP for Endpoints - Annual	\$	451.63	990101	7.50%
SEC-MSR-AmpEP-1000	Cisco Amp for Endpoint Security Support - 501-1000 users	\$	1,828.34	990101	7.50%
SEC-MSR-AmpEP-10000	Cisco Amp for Endpoint Security Support - 9501-10000 users	\$	5,932.50	990101	7.50%
SEC-MSR-AmpEP-1500	Cisco Amp for Endpoint Security Support - 1001-1500 users	\$	2,311.19	990101	7.50%
SEC-MSR-AmpEP-2000	Cisco Amp for Endpoint Security Support - 1501-2000 users	\$	2,697.03	990101	7.50%
SEC-MSR-AmpEP-2500	Cisco Amp for Endpoint Security Support - 2001-2500 users	\$	3,026.70	990101	7.50%
SEC-MSR-AmpEP-3000	Cisco Amp for Endpoint Security Support - 2501-3000 users	\$	3,318.65	990101	7.50%
SEC-MSR-AmpEP-3500	Cisco Amp for Endpoint Security Support - 3001-3500 users	\$	3,583.09	990101	7.50%
SEC-MSR-AmpEP-4000	Cisco Amp for Endpoint Security Support - 3501-4000 users	\$	3,826.33	990101	7.50%
SEC-MSR-AmpEP-4500	Cisco Amp for Endpoint Security Support - 4001-4500 users	\$	4,052.55	990101	7.50%
SEC-MSR-AmpEP-500	Cisco Amp for Endpoint Security Support - 1-500 users	\$	1,104.91	990101	7.50%
SEC-MSR-AmpEP-5000	Cisco Amp for Endpoint Security Support - 4501-5000 users	\$	4,264.79	990101	7.50%
SEC-MSR-AmpEP-5500	Cisco Amp for Endpoint Security Support - 5001-5500 users	\$	4,465.26	990101	7.50%
SEC-MSR-AmpEP-6000	Cisco Amp for Endpoint Security Support - 5501-6000 users	\$	4,655.61	990101	7.50%
SEC-MSR-AmpEP-6500	Cisco Amp for Endpoint Security Support - 6001-6500 users	\$	4,837.26	990101	7.50%
SEC-MSR-AmpEP-7000	Cisco Amp for Endpoint Security Support - 6501-7000 users	\$	5,011.17	990101	7.50%
SEC-MSR-AmpEP-7500	Cisco Amp for Endpoint Security Support - 7001-7500 users	\$	5,178.25	990101	7.50%
SEC-MSR-AmpEP-8000	Cisco Amp for Endpoint Security Support - 7501-8000 users	\$	5,339.21	990101	7.50%
SEC-MSR-AmpEP-8500	Cisco Amp for Endpoint Security Support - 8001-8500 users	\$	5,494.63	990101	7.50%
SEC-MSR-AmpEP-9000	Cisco Amp for Endpoint Security Support - 8501-9000 users	\$	5,645.03	990101	7.50%
SEC-MSR-AmpEP-9500	Cisco Amp for Endpoint Security Support - 9001-9500 users	\$	5,790.86	990101	7.50%
SEC-MSR-AMP-HCK1Y	Healthcheck Services for existing AMP Deployment - Annual	\$	451.63	990101	7.50%
SEC-MSR-CES-Cloud	Cisco Email Security - Cloud Deployment (# of Instances)	\$	699.30	990101	7.50%
SEC-MSR-CES-ESA-ADP1Y	Adoption Services for existing Next Gen Firewall Deployment - Annual	\$	677.45	990101	7.50%
SEC-MSR-CES-ESA-HCK1Y	Adoption Services for existing Next Gen Firewall Deployment - Annual	\$	1,467.07	990101	7.50%
SEC-MSR-CUST	NWN Custom Support	\$	-	990101	7.50%
SEC-MSR-ESA-HAPair	Email Security (HA Nodes, Up to 10 Policies)	\$	1,006.99	990101	7.50%
SEC-MSR-ESA-STAND	Email Security (1 Node, Up to 10 Policies)	\$	839.16	990101	7.50%
SEC-MSR-FWHA	Firewall: Standard - HA Pair	\$	1,028.57	990101	7.50%
SEC-MSR-FWS	Firewall: Standard - Standalone	\$	685.72	990101	7.50%
SEC-MSR-ISE-ADP1Y	Adoption Services for existing Identity Services Engine- Annual	\$	1,016.90	990101	7.50%
SEC-MSR-ISE-HCK1Y	Healthcheck Services for existing ISE Deployment - Annual	\$	563.81	990101	7.50%
SEC-MSR-ISE-NODE	Additional ISE nodes if the environment contains more than 2 nodes	\$	965.03	990101	7.50%
SEC-MSR-ISE-WIRED	Management Services for ISE Wired Access (includes 2 Nodes)	\$	1,029.72	990101	7.50%
SEC-MSR-ISE-WLANVPN	Management Services for ISE Wireless & VPN Use Case (includes 2 Nodes)	\$	1,286.71	990101	7.50%
SEC-MSR-MER-MXHA	Meraki MX Firewall HA Pair	\$	658.29	990101	7.50%

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SEC-MSR-MER-MXSTAND	Meraki MX Firewall Standalone	\$	548.57	990101	7.50%
SEC-MSR-MFA	Cisco DUO Support	\$	1,028.00	990101	7.50%
SEC-MSR-MSOC-100	Managed SOC Response for 51 up to 100 GB of log volume per day	\$	6,542.00	990101	7.50%
SEC-MSR-MSOC-175	Managed SOC Response for 101 up to 175 GB of log volume per day	\$	11,449.00	990101	7.50%
SEC-MSR-MSOC-250	Managed SOC Response for 176 up to 250 GB of log volume per day	\$	16,357.00	990101	7.50%
SEC-MSR-MSOC-50	Managed SOC Response for up to 50 GB of log volume per day	\$	3,271.00	990101	7.50%
SEC-MSR-NGFW-ADP1Y	Adoption Services for existing Next Generation Firewall Deployment (Per HA Pair) - Annual	\$	451.63	990101	7.50%
SEC-MSR-NGFW-FMCHA	Firepower Management Console HA Pair	\$	755.24	990101	7.50%
SEC-MSR-NGFW-FMCSTAND	Firepower Management Console	\$	629.37	990101	7.50%
SEC-MSR-NGFW-FWHA	Firepower Next-Gen Firewall (FTD or NG-ASA) - HA Pair	\$	1,027.97	990101	7.50%
SEC-MSR-NGFW-FWSTAND	Firepower Next-Gen Firewall (FTD or NG-ASA) - Standalone	\$	685.31	990101	7.50%
SEC-MSR-NGFW-HCK1Y	Healthcheck Services for existing Next Gen Firewall Deployment (Per HA Pair) - Annual	\$	903.26	990101	7.50%
SEC-MSR-NLB-HA	Network Load Balancer: HA Pair	\$	1,028.57	990101	7.50%
SEC-MSR-NLB-STA	Network Load Balancer: Standalone	\$	685.72	990101	7.50%
SEC-MSR-Router	Router: Standard	\$	414.06	990101	7.50%
Sec-MSR-SMA	Support Services for a Security Management Appliance (1 Node, Device )	\$	755.00	990101	7.50%
SEC-MSR-SRVR-AD	Application: Active Directory Domain Controller	\$	857.15	990101	7.50%
SEC-MSR-SRVR-EX	Application: Exchange - Exchange Servers	\$	1,287.05	990101	7.50%
SEC-MSR-SRVR-OS	Server: Operating System	\$	779.21	990101	7.50%
SEC-MSR-SRVR-SPAM	Application: Mail Filtering	\$	1,028.57	990101	7.50%
SEC-MSR-SRVR-WF	Application: Web Filtering (Websense, Barracuda, Symantec)	\$	1,028.57	990101	7.50%
SEC-MSR-SW-ADP1Y	Adoption Services for existing StealthWatch - Annual	\$	903.26	990101	7.50%
SEC-MSR-SW-HCK1Y	Healthcheck Services for existing Stealthwatch Deployment- Annual	\$	1,467.07	990101	7.50%
SEC-MSR-TH-MONTH	Consulting Services to Perform Cisco Based Threat Hunt (Blocks of 12 for Annual) (Project Coordination Only)	\$	5,419.58	990101	7.50%
SEC-MSR-THREAT-1Y	Consulting Services to Perform Cisco Based Threat Hunt One Day - Quarterly	\$	1,806.52	990101	7.50%
SEC-MSR-UMB-1000	Cisco Umbrella Support - 501-1000 users	\$	1,265.20	990101	7.50%
SEC-MSR-UMB-10000	Cisco Umbrella Support - 9501-10000 users	\$	2,184.60	990101	7.50%
SEC-MSR-UMB-1500	Cisco Umbrella Support - 1001-1500 users	\$	1,410.55	990101	7.50%
SEC-MSR-UMB-2000	Cisco Umbrella Support - 1501-2000 users	\$	1,515.31	990101	7.50%
SEC-MSR-UMB-2500	Cisco Umbrella Support - 2001-2500 users	\$	1,598.62	990101	7.50%
SEC-MSR-UMB-3000	Cisco Umbrella Support - 2501-3000 users	\$	1,668.41	990101	7.50%
SEC-MSR-UMB-3500	Cisco Umbrella Support - 3001-3500 users	\$	1,728.84	990101	7.50%
SEC-MSR-UMB-4000	Cisco Umbrella Support - 3501-4000 users	\$	1,782.34	990101	7.50%
SEC-MSR-UMB-4500	Cisco Umbrella Support - 4001-4500 users	\$	1,830.49	990101	7.50%
SEC-MSR-UMB-500	Cisco Umbrella Support - 0-500 users	\$	1,001.08	990101	7.50%
SEC-MSR-UMB-5000	Cisco Umbrella Support - 4501-5000 users	\$	1,874.36	990101	7.50%
SEC-MSR-UMB-5500	Cisco Umbrella Support - 5001-5500 users	\$	1,914.75	990101	7.50%
SEC-MSR-UMB-6000	Cisco Umbrella Support - 5501-6000 users	\$	1,952.21	990101	7.50%

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SEC-MSR-UMB-6500	Cisco Umbrella Support - 6001-6500 users	\$	1,987.19	990101	7.50%
SEC-MSR-UMB-7000	Cisco Umbrella Support - 6501-7000 users	\$	2,020.03	990101	7.50%
SEC-MSR-UMB-7500	Cisco Umbrella Support - 7001-7500 users	\$	2,051.01	990101	7.50%
SEC-MSR-UMB-8000	Cisco Umbrella Support - 7501-8000 users	\$	2,080.35	990101	7.50%
SEC-MSR-UMB-8500	Cisco Umbrella Support - 8001-8500 users	\$	2,108.23	990101	7.50%
SEC-MSR-UMB-9000	Cisco Umbrella Support - 8501-9000 users	\$	2,134.82	990101	7.50%
SEC-MSR-UMB-9500	Cisco Umbrella Support - 9001-9500 users	\$	2,160.24	990101	7.50%
SEC-MSR-UMB-ADP1Y	Adoption Services for existing Umbrella Deployment- Annual	\$	339.46	990101	7.50%
SEC-MSR-UMB-HCK1Y	Healthcheck Services for existing Umbrella Deployment - Annual	\$	903.26	990101	7.50%
SEC-MSR-UMB-VAP	Cisco Umbrella Virtual Appliance Security Support (qty 2)	\$	239.76	990101	7.50%
SEC-MSR-WSA-ADP1Y	Adoption Services for existing Next Gen Firewall Deployment - Annual	\$	451.63	990101	7.50%
SEC-MSR-WSA-APPHA	Cisco Web Security - Appliance HA Pair	\$	1,287.03	990101	7.50%
SEC-MSR-WSA-APPSTAND	Cisco Web Security - Appliance Standalone	\$	1,029.62	990101	7.50%
SEC-MSR-WSA-HCK1Y	Adoption Services for existing Next Gen Firewall Deployment - Annual	\$	1,129.08	990101	7.50%
SEC-PRO-AMP-Add500	Installation & Configuration Services for an additional 500 user licenses of AMP for Endpoints	\$	3,496.50	990101	7.50%
SEC-PRO-AMP-ADP	Adoption Services for existing AMP for Endpoints	\$	4,335.66	990101	7.50%
SEC-PRO-AMP-AVS	Installation & Configuration Services for an Antivirus AMP Server	\$	6,979.02	990101	7.50%
SEC-PRO-AMP-Base500	Installation & Configuration Services for up to 500 user licenses of AMP for Endpoint Clients	\$	15,230.77	990101	7.50%
SEC-PRO-AMP-HCK	Healthcheck Services for existing AMP Deployment	\$	4,335.66	990101	7.50%
SEC-PRO-ASE-AH	NWN Associate Solutions Engineer Hourly Rate (After-hours)	\$	142.50	990101	7.50%
SEC-PRO-ASE-S	NWN Associate Solutions Engineer Hourly Rate	\$	95.00	990101	7.50%
SEC-PRO-CES-AMPTGCL	Configuration Services to add AMP/Threatgrid licensing/policy to existing CES Environment	\$	4,013.99	990101	7.50%
SEC-PRO-CES-BSE	Installation & Configuration Services for Cloud Email Security (Up to 5 Inbound and 5 Outbound Policies, Cutover and Support)	\$	22,755.24	990101	7.50%
SEC-PRO-CEESA-ADP	Adoption Services for Email Security	\$	6,503.50	990101	7.50%
SEC-PRO-CEESA-HCK	Healthcheck Services for existing CES or ESA Deployment	\$	14,083.92	990101	7.50%
SEC-PRO-CES-POLICY	Installation & Configuration Services for a single Outbound and Inbound Policy and Testing	\$	2,391.61	990101	7.50%
SEC-PRO-CON-AH	NWN Consultant Hourly Rate (After-hours)	\$	390.00	990101	7.50%
SEC-PRO-CON-ARCH	Security Architecture Review and Presentation of Findings	\$	14,081.82	990101	7.50%
SEC-PRO-CON-EA	Enterprise Agreement workshop to tie the security technologies/framework into the Customer's business outcomes	\$	22,727.27	990101	7.50%
SEC-PRO-CON-FRAME	Consulting Services to Develop a Security Framework Architecture and Strategy	\$	14,081.82	990101	7.50%
SEC-PRO-CON-S	NWN Consultant Hourly Rate	\$	260.00	990101	7.50%
SEC-PRO-CUST	NWN Custom Professional Services	\$	-	990101	7.50%
SEC-PRO-ESA-AMPTGCL	Configuration Services to add AMP/Threatgrid licensing to existing ESA environment	\$	4,013.99	990101	7.50%
SEC-PRO-ESA-APL	Installation & Configuration Services to add an additional appliance to a ESA Cluster	\$	3,496.50	990101	7.50%
SEC-PRO-ESA-BSE	Installation & Configuration Services for Cloud Email Security (Up to 5 Inbound and 5 Outbound Policies, Cutover and Support)	\$	34,811.19	990101	7.50%

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SEC-PRO-ESA-POLICY	Installation & Configuration Services for a 1 Outbound and Inbound Policy and Testing	\$	2,391.61	990101	7.50%
SEC-PRO-ESA-UP	Services for Upgrade of ESA (Per Node/Per Major Upgrade - 9.x to 10.x, 10.x to 11.x, etc)	\$	2,279.72	990101	7.50%
SEC-PRO-FMC-BASE	Installation & Configuration of a Single Firepower Management Console	\$	5,888.11	990101	7.50%
SEC-PRO-FMC-BASE-HA	Installation & Configuration of a High Availability Pair of Firepower Management Consoles	\$	6,755.24	990101	7.50%
SEC-PRO-ISE-ADP	Adoption Services for existing Identity Services Engine	\$	9,762.24	990101	7.50%
SEC-PRO-ISE-CUST	Additional CCIE-level ISE Services per week (ie. - additional uses, posture, 3rd party integrations, etc....)	\$	21,678.32	990101	7.50%
SEC-PRO-ISE-HCK	Healthcheck Services for existing ISE Deployment	\$	5,412.59	990101	7.50%
SEC-PRO-ISE-MDM	Configuration Services to add MDM Functionality to an ISE Deployment	\$	9,972.03	990101	7.50%
SEC-PRO-ISE-Node	Configuration Services to add an additional Node to the Base Installation	\$	4,363.64	990101	7.50%
SEC-PRO-ISE-POLICY	Configuration and Testing of 1 Authorization Policy	\$	1,636.36	990101	7.50%
SEC-PRO-ISE-PROFILE	Configuration and Testing of 1 Custom Device Profile	\$	1,090.91	990101	7.50%
SEC-PRO-ISE-RTC	Configuration Services to add Rapid Threat Containment to an ISE Deployment (includes 10 switches and all wireless clients)	\$	15,166.43	990101	7.50%
SEC-PRO-ISE-SGT	Configuration Services to add an additional 10 Security Group Tags to an ISE deployment	\$	9,762.24	990101	7.50%
SEC-PRO-ISE--SWIRED	Configuration Services to add additional 50 switches to an ISE 802.1x deployment	\$	8,741.26	990101	7.50%
SEC-PRO-ISE-TACACS+	Configuration Services to add additional 50 switches to an ISE TACACS+/SGT deployment	\$	6,979.02	990101	7.50%
SEC-PRO-ISE-TCN	Configuration Services to add Threat Centric NAC to an ISE Deployment (includes up to 10 switches)	\$	11,916.08	990101	7.50%
SEC-PRO-ISE-UP	Configuration Services to upgrade a pair of ISE appliances (per 2 nodes)	\$	12,167.83	990101	7.50%
SEC-PRO-ISE-WLANVPN	Installation & Configuration Services for ISE Wireless & VPN Deployment (includes 2 Nodes up to 10 Policies/50 TACACS+ Switches + 1 Cutover/Support Day)	\$	33,944.06	990101	7.50%
SEC-PRO-ISE-WWIRED	Configuration Services to add Wired ISE to an existing WLAN/VPN ISE deployment (50 Switches/3 Cutover/Support Windows - 10 Profiles/Policies)	\$	33,832.17	990101	7.50%
SEC-PRO-MER-FWG	Installation & Configuration Services for a Meraki MX Appliance for a new install	\$	15,678.32	990101	7.50%
SEC-PRO-MER-FWHAG	Installation & Configuration Services for a High Availabilty pair of Meraki MX Appliance for a new install	\$	16,545.45	990101	7.50%
SEC-PRO-MER-FWMIG	Configuration Services to migrate an existing configuration to a new Meraki MX Appliance for a new install	\$	12,195.80	990101	7.50%
SEC-PRO-MFA-ACCESS	Configuration and Installation of Access Control Policies to limit external and internal connectivity	\$	1,748.25	990101	7.50%
SEC-PRO-MFA-BSE	Configuration and Installation Services for Basic Setup of MFA Portal and Adminstration	\$	3,496.50	990101	7.50%
SEC-PRO-MFA-BYODD	Configuration and Installation of BYOD and Differentiated Services, Policy for Securing Remote Access to SSH/Internal Hosts, and Policy to Secure remote access to AWS/Azure.	\$	3,496.50	990101	7.50%
SEC-PRO-MFA-DAG	Configuration and installation of Duo Access Gateway	\$	1,748.25	990101	7.50%
SEC-PRO-MFA-O365	Configuration and Installation of Secure Office 365 Feature	\$	1,748.25	990101	7.50%

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SEC-PRO-MFA-POLICY	Configuration and Installation Services for up to 3 SSO Applications and 1 x Directory Integration (Active Directory/Azure AD)	\$	2,615.38	990101	7.50%
SEC-PRO-MFA-RAVPNASA	Configuration and Installation services for MFA and Cisco ASA Remote Access VPN	\$	1,748.25	990101	7.50%
SEC-PRO-MFA-RAVPNFTD	Configuration and Installation services for MFA and Cisco FirePower Threat Defense Remote Access VPN	\$	1,748.25	990101	7.50%
SEC-PRO-MFA-RDP	Configuration and Installation of Secure RDP Feature	\$	1,748.25	990101	7.50%
SEC-PRO-NGFW-ADP	Adoption Services for existing Next Generation Firewall Deployment (Per HA Pair)	\$	4,335.66	990101	7.50%
SEC-PRO-NGFW-BASE	Installation & Configuration of a Single Next Gen Firewall	\$	15,230.77	990101	7.50%
SEC-PRO-NGFW-BASE-HA	Installation & Configuration of a High Availability Pair of Next Gen Firewalls	\$	17,398.60	990101	7.50%
SEC-PRO-NGFW-HA-Upgrade	Major Version Software Upgrade for a High Availability Pair of Next Gen Firewalls (includes FMC Upgrade)	\$	6,979.02	990101	7.50%
SEC-PRO-NGFW-HCK	Healthcheck Services for existing Next Gen Firewall Deployment (Per HA Pair)	\$	8,671.33	990101	7.50%
SEC-PRO-NGFW-Migration	Migration Services to Prepare Firewall Config from ASA to NGFW (requires BASE SKU as well)	\$	26,937.06	990101	7.50%
SEC-PRO-NGFW-RAVPN	Installation and Configuration of a Single Remote Access VPN Profile on NGFW	\$	1,972.03	990101	7.50%
SEC-PRO-NGFW-S2SVPN	Installation and Configuration of a single Site to Site VPN Profile on NGFW	\$	1,532.87	990101	7.50%
SEC-PRO-NGFW-TI	Threat Intelligence Services to be added to existing Next Gen Firewalls	\$	5,426.57	990101	7.50%
SEC-PRO-NGFW-Upgrade	Major Version Software Upgrade for a Single Next Gen Firewall (includes FMC Upgrade)	\$	4,349.65	990101	7.50%
SEC-PRO-PC-AH	NWN Project Coordinator Hourly Rate (After-hours)	\$	195.00	990101	7.50%
SEC-PRO-PC-S	NWN Project Coordinator Hourly Rate	\$	130.00	990101	7.50%
SEC-PRO-PM-AH	NWN Project Manager Hourly Rate (After-hours)	\$	270.00	990101	7.50%
SEC-PRO-PM-S	NWN Project Manager Hourly Rate	\$	180.00	990101	7.50%
SEC-PRO-PROJ-CUT	Standard Cutover Window (Overtime)	\$	2,195.80	990101	7.50%
SEC-PRO-PROJ-KO	Customer Kickoff and Project Closure	\$	3,258.74	990101	7.50%
SEC-PRO-PROJ-NEXTDAY	Standard Next Day Support	\$	1,748.25	990101	7.50%
SEC-PRO-SE-AH	NWN Solution Engineer Hourly Rate (After-hours)	\$	270.00	990101	7.50%
SEC-PRO-SE-S	NWN Solution Engineer Hourly Rate	\$	180.00	990101	7.50%
SEC-PRO-SMA-BSE	Installation & Configuration Services for a Security Management Appliance (1 Node, Device Reg/Policy Sync, Centralized Report Config,, Testing/Documentation)	\$	8,265.73	990101	7.50%
SEC-PRO-SrPM-AH	NWN Sr Project Manager Hourly Rate (After-hours)	\$	322.50	990101	7.50%
SEC-PRO-SrPM-S	NWN Sr Project Manager Hourly Rate	\$	215.00	990101	7.50%
SEC-PRO-SRSE-AH	NWN Sr Solution Engineer Hourly Rate (After-hours)	\$	322.50	990101	7.50%
SEC-PRO-SrSE-S	NWN Sr Solution Engineer Hourly Rate	\$	215.00	990101	7.50%
SEC-PRO-SW-ADP	Adoption Services for existing StealthWatch	\$	8,671.33	990101	7.50%
SEC-PRO-SW-BASE	Installation & Configuration Services for a Stealthwatch deployment (includes 3 nodes (SMC, Flow Collector and Flow Sensor), 25 host groups, 3 alarms, 5 use cases)	\$	44,615.38	990101	7.50%
SEC-PRO-SW-ETA	Configuration Services to Encrypted Traffic Analytics to a Stealthwatch deployment (includes 10 switches and Sensor/FC Setup)	\$	10,839.16	990101	7.50%



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SEC-PRO-SW-HCK	Healthcheck Services for existing Stealthwatch Deployment	\$	14,083.92	990101	7.50%
SEC-PRO-SW-ISECTD	Configuration Services to add Cisco Threat Defense to the Stealthwatch-ISE integration	\$	8,671.33	990101	7.50%
SEC-PRO-SW-NETFLOW	Configuration Services to deploy netflow on up to 25 switches and create 10 additional host groups	\$	5,440.56	990101	7.50%
SEC-PRO-SW-NODE	Installation & Configuration Services to add an additional node (either SMC, Flow Collector, or Flow Sensor)	\$	3,496.50	990101	7.50%
SEC-PRO-SW-UDP	Configuration Services to add a UDP Director	\$	9,594.41	990101	7.50%
SEC-PRO-SW-UP	Configuration Services to perform a software upgrade (per node) to a Stealthwatch Deployment	\$	3,496.50	990101	7.50%
SEC-PRO-SW-USECASE	Configuration Services to add an additional use case	\$	8,671.33	990101	7.50%
SEC-PRO-TH1D	Consulting Services to Perform Cisco Based Threat Hunt One Day	\$	4,335.66	990101	7.50%
SEC-PRO-THREAT-1Q	Consulting Services to Perform Cisco Based Threat Hunt (Quarterly Period) (Project Coordination Only)	\$	11,272.73	990101	7.50%
SEC-PRO-UMB-2VA	Installation & Configuration Services for an additional 2 Virtual Appliances	\$	2,615.38	990101	7.50%
SEC-PRO-UMB-ADP	Adoption Services for existing Umbrella Deployment	\$	3,258.74	990101	7.50%
SEC-PRO-UMB-API	Configuration Services and Testing for Umbrella Advanced Reporting and Enforcement API with 3rd Party (Umbrella Only)	\$	1,748.25	990101	7.50%
SEC-PRO-UMB-BSE	Installation & Configuration Services for Umbrella Implementation (includes 100 Roaming Clients and 2 Virtual Appliances)	\$	15,006.99	990101	7.50%
SEC-PRO-UMB-HCK	Healthcheck Services for existing Umbrella Deployment	\$	8,671.33	990101	7.50%
SEC-PRO-UMB-POLICY	Configuration Services for additional 3 Policies and 10 Internal Networks-Testing and Validation	\$	2,181.82	990101	7.50%
SEC-PRO-UMB-ROAM100	Installation & Configuration Services for an additional 100 Roaming Clients	\$	2,181.82	990101	7.50%
SEC-PRO-WSA-ADP	Adoption Services for Web Security	\$	4,335.66	990101	7.50%
SEC-PRO-WSA-AMPTGCL	Configuration Services to add AMP/Threatgrid licensing to existing WSA environment	\$	4,363.64	990101	7.50%
SEC-PRO-WSA-APL	Installation & Configuration Services to add an additional appliance to a WSA Cluster	\$	3,496.50	990101	7.50%
SEC-PRO-WSA-BASE	Installation & Configuration Sevices for a Web Security (2 Node, Up to 10 Policies, AD Integration, Cutover and Support 1 Day, Testing/Documentation)	\$	17,398.60	990101	7.50%
SEC-PRO-WSA-HCK	Healthcheck Services for existing WSA Deployment	\$	10,839.16	990101	7.50%
SEC-PRO-WSA-MIG	Planning Services to migrate a configuration from Zscaler to WSA	\$	17,342.66	990101	7.50%
SEC-PRO-WSA-POLICY	Installation & Configuration Services to Policies to Environment and Testing	\$	1,860.14	990101	7.50%



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Part Number	Description	Non-Recurrring Charge	Monthly Recurring Charge	Item Type	Code	Rate
<b>Category 3 Contaact Center Single Tenant Solicited Items</b>						
<b>Single Tenant CC Subscriptions</b>						
CC-MSR-NWNFL-CC1	Contact Center Subscription for Single Tenant with features outlined in SUNCOM contract - Minimum of 1 Agent		\$ 214.00	Agent	310110	7.50%
CC-MSR-NWNFL-CC50	Contact Center Subscription for Single Tenant with features outlined in SUNCOM contract - Minimum of 50 Agents		\$ 185.00	Agent	310110	7.50%
CC-MSR-NWNFL-CC100	Contact Center Subscription for Single Tenant with features outlined in SUNCOM contract - Minimum of 100 Agents		\$ 146.00	Agent	310110	7.50%
CC-MSR-NWNFL-CC300	Contact Center Subscription for Single Tenant with features outlined in SUNCOM contract - Minimum of 300 Agents		\$ 128.00	Agent	310110	7.50%
CC-MSR-NWNFL-CC500	Contact Center Subscription for Single Tenant with features outlined in SUNCOM contract - Minimum of 500 Agents		\$ 121.00	Agent	310110	7.50%
CC-MSR-NWNFL-CC1000	Contact Center Subscription for Single Tenant with features outlined in SUNCOM contract - Minimum of 1,000 Agents		\$ 117.00	Agent	310110	7.50%
<b>Single Tenant CC Telecom</b>						
UC-AAS-CIR-LOCAL	One minute of local service (up to 250 per device)		\$ -	Minute	010401	43.63%
UC-AAS-CIR-LD	One minute of long distance service (up to 250 per device)		\$ -	Minute	010401	43.63%
UC-AAS-BWUS-TF1	One minute of inbound toll-free calling		\$ 0.015	Minute	050112	43.63%
<b>Category 3 Contaact Center Single Tenant Unsolicited Items</b>						
<b>Endpoints as a Service (based on minimum 3 year commitment)</b>						
UC-AAS-DVC-7811	Cisco Phone		\$ 4.20	Device	110901	7.50%
UC-AAS-DVC-7821	Cisco Phone		\$ 5.26	Device	110901	7.50%
UC-AAS-DVC-7832	Cisco Phone		\$ 24.12	Device	110901	7.50%
UC-AAS-DVC-7841	Cisco Phone		\$ 7.21	Device	110901	7.50%
UC-AAS-DVC-7861	Cisco Phone		\$ 7.75	Device	110901	7.50%
UC-AAS-DVC-8811	Cisco Phone		\$ 9.07	Device	110901	7.50%
UC-AAS-DVC-8821	Cisco Phone		\$ 19.61	Device	110901	7.50%
UC-AAS-DVC-8821Pack	Cisco Phone		\$ 22.09	Device	110901	7.50%
UC-AAS-DVC-8831	Cisco Phone		\$ 30.65	Device	110901	7.50%
UC-AAS-DVC-8831WrIs	Cisco Phone		\$ 15.35	Device	110901	7.50%
UC-AAS-DVC-8831Wire	Cisco Phone		\$ 6.21	Device	110901	7.50%
UC-AAS-DVC-8832	Cisco Phone		\$ 34.77	Device	110901	7.50%
UC-AAS-DVC-8841	Cisco Phone		\$ 10.39	Device	110901	7.50%
UC-AAS-DVC-8845	Cisco Phone		\$ 11.53	Device	110901	7.50%
UC-AAS-DVC-8851	Cisco Phone		\$ 12.38	Device	110901	7.50%
UC-AAS-DVC-8851+	Cisco Phone		\$ 21.82	Device	110901	7.50%
UC-AAS-DVC-8861	Cisco Phone		\$ 14.45	Device	110901	7.50%
UC-AAS-DVC-8861+	Cisco Phone		\$ 23.88	Device	110901	7.50%
UC-AAS-DVC-8865	Cisco Phone		\$ 15.95	Device	110901	7.50%
UC-AAS-DVC-8865+	Cisco Phone		\$ 25.38	Device	110901	7.50%
UC-AAS-DVC-DX80	Cisco 23" Desktop Video Device		\$ 103.11	Device	110901	7.50%
UC-AAS-DVC-DX80BRD	Cisco 23" Desktop Video Device - Webex Registration		\$ 49.40	Device	110901	7.50%

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UC-AAS-DVC-BRD55	Team Board 55" include Wall Mount Kit		\$	504.65	Device	110901	7.50%
UC-AAS-DVC-BRD55F	Team Board 55" include Floor Stand Kit		\$	563.05	Device	110901	7.50%
UC-AAS-DVC-BRD55W	Team Board 55" include Wall Stand Kit		\$	532.88	Device	110901	7.50%
UC-AAS-DVC-BRD70	Team Board 70" include Wall Mount Kit		\$	922.47	Device	110901	7.50%
UC-AAS-DVC-BRD70F	Team Board 70" include Floor Stand Kit		\$	993.30	Device	110901	7.50%
UC-AAS-DVC-BRDRm55	Team Room 55" with Touch10		\$	253.64	Device	110901	7.50%
UC-AAS-DVC-BRDRm70S	Team Room 70" Single with Touch 10		\$	869.51	Device	110901	7.50%
UC-AAS-DVC-BRDRm70D	Team Room 70" Double with Touch 10		\$	1,280.61	Device	110901	7.50%
Experience Management Platform							
CC-MSN-EMP-CUST	CC EMP Customization	\$	1,750.00	\$	-	990101	7.50%
CC-MSR-EMP-COM	NWN Offering Knowledge Base, NWN Community, Self-Service Ticketing, SLA Dashboard, CC Administration, CC Reporting and Dashboards	\$	-	\$	10,120.00	990101	7.50%
CC-MSR-EMP-CORE	NWN Offering Knowledge Base, NWN Community, Self-Service Ticketing, SLA Dashboard, CC Administration, CC Reporting and Dashboards	\$	-	\$	8,780.00	990101	7.50%
CC-MSR-EMP-CORE2COM	Upgrade from CC EMP Core to Complete	\$	-	\$	1,340.00	990101	7.50%
CC-MSR-EMP-CUST	CC EMP Customization Maintenance	\$	-	\$	450.00	990101	7.50%
CC-MSR-EMP-ESS	NWN Offering Knowledge Base, NWN Community, Self-service Ticketing	\$	-	\$	2,780.00	990101	7.50%
CC-MSR-EMP-ESS2COM	Upgrade from CC EMP Essentials to Complete	\$	-	\$	6,000.00	990101	7.50%
CC-MSR-EMP-ESS2CORE	Upgrade from CC EMP Essentials to Core	\$	-	\$	7,340.00	990101	7.50%
UC-MSR-EMP-ADDON	Unified Communications Capability Added to Existing Subscription	\$	-	\$	2,780.00	990101	7.50%
SEC-MSR-EMP-ADDON	Security Capability Added to Existing Subscription	\$	-	\$	2,780.00	990101	7.50%
DEV-MSR-EMP-ADDON	Device Capability Added to Existing Subscription	\$	-	\$	2,780.00	990101	7.50%
ATS-MSR-EMP-ADDON	ATS Capability Added to Existing Subscription	\$	-	\$	2,780.00	990101	7.50%
Private Connectivity Options							
ATS-B-EPL-100M	EPL MAE Service Connection 10/100 Mbps		\$	250.00		050101	43.63%
ATS-B-EPL-100MR	EPL MAE Service Connection 10/100 Mbps with Managed IP Enabled Routing Device	\$	2,495.00	\$	445.00	050101	43.63%
ATS-B-EPL-1G	EPL MAE Service Connection Gigabit Ethernet (1 Gbps)		\$	1,150.00		050101	43.63%
ATS-B-EPL-1GR	EPL MAE Service Connection Gigabit Ethernet (1 Gbps) with Managed IP Enabled Routing Device	\$	2,495.00	\$	1,345.00	050101	43.63%
ATS-B-EPL-10GE	EPL MAE Service Connection Gigabit Ethernet (10 GE)		\$	2,250.00		050101	43.63%
ATS-B-EPL-10GER	EPL MAE Service Connection Gigabit Ethernet (10 GE) with Managed IP Enabled Routing Device	\$	2,495.00	\$	2,445.00	050101	43.63%
ATS-B-EVPL-100M	EVPL MAE Service Connection 10/100 Mbps		\$	250.00		050101	43.63%
ATS-B-EVPL-100MR	EVPL MAE Service Connection 10/100 Mbps with Managed IP Enabled Routing Device	\$	2,495.00	\$	445.00	050101	43.63%
ATS-B-EVPL-1G	EVPL MAE Service Connection Gigabit Ethernet (1 Gbps)		\$	1,150.00		050101	43.63%
ATS-B-EVPL-1GR	EVPL MAE Service Connection Gigabit Ethernet (1 Gbps) with Managed IP Enabled Routing Device	\$	2,495.00	\$	1,345.00	050101	43.63%
ATS-B-EVPL-10GE	EVPL MAE Service Connection 10 Gigabit Ethernet (10 GE)		\$	2,050.00		050101	43.63%
ATS-B-EVPL-10GER	EVPL MAE Service Connection 10 Gigabit Ethernet (10 GE) with Managed IP Enabled Routing Device	\$	2,495.00	\$	2,145.00	050101	43.63%
ATS-Pro-AddMac-100	Additional MAE MAC Addresses (51-100)	\$	175.00	\$	33.00	990101	7.50%
ATS-Pro-EVC	Ethernet Virtual Connection (EVC) MAE	\$	-	\$	25.00	990101	7.50%
ATS-B-CIRPre-2M	PREMIUM CIR MAE - 2 Mbps	\$	795.00	\$	12.10	990101	7.50%
ATS-B-CIRPre-4M	PREMIUM CIR MAE - 4 Mbps	\$	795.00	\$	18.15	990101	7.50%

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ATS-B-CIRPre-5M	PREMIUM CIR MAE - 5 Mbps	\$	795.00	\$	24.20	990101	7.50%
ATS-B-CIRPre-8M	PREMIUM CIR MAE - 8 Mbps	\$	795.00	\$	30.25	990101	7.50%
ATS-B-CIRPre-10M	PREMIUM CIR MAE - 10 Mbps	\$	795.00	\$	42.35	990101	7.50%
ATS-B-CIRPre-20M	PREMIUM CIR MAE - 20 Mbps	\$	795.00	\$	66.55	990101	7.50%
ATS-B-CIRPre-50M	PREMIUM CIR MAE - 50 Mbps	\$	795.00	\$	127.05	990101	7.50%
ATS-B-CIRPre-100M	PREMIUM CIR MAE - 100 Mbps	\$	795.00	\$	199.65	990101	7.50%
ATS-B-CIRPre-150M	PREMIUM CIR MAE - 150 Mbps	\$	795.00	\$	260.15	990101	7.50%
ATS-B-CIRPre-200M	PREMIUM CIR MAE - 200 Mbps	\$	795.00	\$	320.65	990101	7.50%
ATS-B-CIRPre-250M	PREMIUM CIR MAE - 250 Mbps	\$	795.00	\$	381.15	990101	7.50%
ATS-B-CIRPre-400M	PREMIUM CIR MAE - 400 Mbps	\$	795.00	\$	441.65	990101	7.50%
ATS-B-CIRPre-500M	PREMIUM CIR MAE - 500 Mbps	\$	795.00	\$	502.15	990101	7.50%
ATS-B-CIRPre-600M	PREMIUM CIR MAE - 600 Mbps	\$	795.00	\$	562.65	990101	7.50%
ATS-B-CIRPre-1G	PREMIUM CIR MAE - 1 Gbps	\$	795.00	\$	798.60	990101	7.50%
ATS-B-CIRPre-10G	PREMIUM CIR MAE - 10 Gbps	\$	795.00	\$	2,299.00	990101	7.50%
ATS-3PS-DemarcCop	Extended Demarcation -Copper – Regular Hours	\$	545.00			990101	7.50%
ATS-3PS-DemarcCop-OT	Extended Demarcation -Copper – Overtime Hours	\$	670.00			990101	7.50%
ATS-3PS-DemarcCop-Wkd	Extended Demarcation -Copper – Sunday and Holiday Hours	\$	840.00			990101	7.50%
ATS-3PS-DemarcCop25	Extended Demarcation -Copper 25 Pair – Regular Hours	\$	545.00			990101	7.50%
ATS-3PS-DemarcCop25-OT	Extended Demarcation -Copper 25 Pair – Overtime Hours	\$	670.00			990101	7.50%
ATS-3PS-DemarcCop25-Wkd	Extended Demarcation -Copper 25 Pair – Sunday and Holiday Hours	\$	840.00			990101	7.50%
ATS-3PS-DemarcFIB	Extended Demarcation - Optical Fiber Link – Regular Hours	\$	1,015.00			990101	7.50%
ATS-3PS-DemarcFIB-OT	Extended Demarcation - Optical Fiber Link – Overtime Hours	\$	1,200.00			990101	7.50%
ATS-3PS-DemarcFIB-Wkd	Extended Demarcation - Optical Fiber Link – Sunday and Holiday Hours	\$	1,335.00			990101	7.50%
ATS-Pro-ASE	Field Service	\$	145.00			990101	7.50%
ATS-Pro-ASE-OT	Field Service After Hours	\$	175.00			990101	7.50%
ATS-Pro-ASE-Wkd	Field Service Weekends	\$	175.00			990101	7.50%
ATS-BUN-MPLS-R1M	MPLS port, access and Layer 3 routing device bundled service at 1 Mbps	\$	375.00	\$	617.00	050101	43.63%
ATS-BUN-MPLS-R3M	MPLS port, access and Layer 3 routing device bundled service at 3 Mbps	\$	375.00	\$	798.00	050101	43.63%
ATS-BUN-MPLS-R4M	MPLS port, access and Layer 3 routing device bundled service at 4 Mbps	\$	575.00	\$	1,192.00	050101	43.63%
ATS-BUN-MPLS-R5M	MPLS port, access and Layer 3 routing device bundled service at 5 Mbps	\$	975.00	\$	1,593.00	050101	43.63%
ATS-BUN-MPLS-R7M	MPLS port, access and Layer 3 routing device bundled service at 7 Mbps	\$	975.00	\$	1,623.00	050101	43.63%
ATS-BUN-MPLS-R9M	MPLS port, access and Layer 3 routing device bundled service at 9 Mbps	\$	975.00	\$	1,715.00	050101	43.63%
ATS-BUN-MPLS-R10M	MPLS port, access and Layer 3 routing device bundled service at 10 Mbps	\$	1,430.00	\$	1,965.00	050101	43.63%
ATS-BUN-MPLS-R12M	MPLS port, access and Layer 3 routing device bundled service at 12 Mbps	\$	1,430.00	\$	1,986.00	050101	43.63%
ATS-BUN-MPLS-R15M	MPLS port, access and Layer 3 routing device bundled service at 15 Mbps	\$	1,430.00	\$	2,010.00	050101	43.63%
ATS-BUN-MPLS-R20M	MPLS port, access and Layer 3 routing device bundled service at 20 Mbps	\$	1,430.00	\$	2,060.00	050101	43.63%
ATS-BUN-MPLS-R30M	MPLS port, access and Layer 3 routing device bundled service at 30 Mbps	\$	1,430.00	\$	2,160.00	050101	43.63%

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ATS-BUN-MPLS-R40M	MPLS port, access and Layer 3 routing device bundled service at 40 Mbps	\$	1,430.00	\$	2,200.00	050101	43.63%
ATS-BUN-MPLS-R50M	MPLS port, access and Layer 3 routing device bundled service at 50 Mbps	\$	2,465.00	\$	2,225.00	050101	43.63%
ATS-BUN-MPLS-R60M	MPLS port, access and Layer 3 routing device bundled service at 60 Mbps	\$	2,465.00	\$	2,263.00	050101	43.63%
ATS-BUN-MPLS-R70M	MPLS port, access and Layer 3 routing device bundled service at 70 Mbps	\$	2,465.00	\$	2,281.00	050101	43.63%
ATS-BUN-MPLS-R80M	MPLS port, access and Layer 3 routing device bundled service at 80 Mbps	\$	2,465.00	\$	2,476.00	050101	43.63%
ATS-BUN-MPLS-R90M	MPLS port, access and Layer 3 routing device bundled service at 90 Mbps	\$	2,465.00	\$	2,489.00	050101	43.63%
ATS-BUN-MPLS-R100M	MPLS port, access and Layer 3 routing device bundled service at 100 Mbps	\$	5,735.00	\$	2,540.00	050101	43.63%
ATS-BUN-MPLS-R150M	MPLS port, access and Layer 3 routing device bundled service at 150 Mbps	\$	5,735.00	\$	3,387.00	050101	43.63%
ATS-BUN-MPLS-R200M	MPLS port, access and Layer 3 routing device bundled service at 200 Mbps	\$	5,735.00	\$	3,514.00	050101	43.63%
ATS-BUN-MPLS-R250M	MPLS port, access and Layer 3 routing device bundled service at 250 Mbps	\$	5,735.00	\$	3,568.00	050101	43.63%
ATS-BUN-MPLS-R300M	MPLS port, access and Layer 3 routing device bundled service at 300 Mbps	\$	5,735.00	\$	4,175.00	050101	43.63%
ATS-BUN-MPLS-R400M	MPLS port, access and Layer 3 routing device bundled service at 400 Mbps	\$	5,735.00	\$	4,556.00	050101	43.63%
ATS-BUN-MPLS-R500M	MPLS port, access and Layer 3 routing device bundled service at 500 Mbps	\$	5,735.00	\$	4,975.00	050101	43.63%
ATS-BUN-MPLS-R600M	MPLS port, access and Layer 3 routing device bundled service at 600 Mbps	\$	5,735.00	\$	5,436.00	050101	43.63%
ATS-BUN-MPLS-R700M	MPLS port, access and Layer 3 routing device bundled service at 700 Mbps	\$	5,735.00	\$	5,943.00	050101	43.63%
ATS-BUN-MPLS-R1G	MPLS port, access and Layer 3 routing device bundled service at 1 Gbps	\$	8,340.00	\$	7,147.00	050101	43.63%
ATS-BUN-MPLS-R2G	MPLS port, access and Layer 3 routing device bundled service at 2 Gbps	\$	8,340.00	\$	9,050.00	050101	43.63%
ATS-BUN-MPLS-R3G	MPLS port, access and Layer 3 routing device bundled service at 3 Gbps	\$	8,340.00	\$	9,276.00	050101	43.63%
ATS-BUN-MPLS-R4G	MPLS port, access and Layer 3 routing device bundled service at 4 Gbps	\$	8,340.00	\$	9,390.00	050101	43.63%
ATS-BUN-MPLS-R5G	MPLS port, access and Layer 3 routing device bundled service at 5 Gbps	\$	11,900.00	\$	9,534.00	050101	43.63%
ATS-BUN-MPLS-R6G	MPLS port, access and Layer 3 routing device bundled service at 6 Gbps	\$	11,900.00	\$	10,432.00	050101	43.63%
ATS-BUN-MPLS-R7G	MPLS port, access and Layer 3 routing device bundled service at 7 Gbps	\$	11,900.00	\$	11,420.00	050101	43.63%
ATS-BUN-MPLS-R8G	MPLS port, access and Layer 3 routing device bundled service at 8 Gbps	\$	11,900.00	\$	12,507.00	050101	43.63%
ATS-BUN-MPLS-R9G	MPLS port, access and Layer 3 routing device bundled service at 9 Gbps	\$	11,900.00	\$	13,702.00	050101	43.63%
ATS-BUN-MPLS-R10G	MPLS port, access and Layer 3 routing device bundled service at 10 Gbps	\$	11,900.00	\$	15,017.00	050101	43.63%
ATS-BUN-MPLS-ROBA	Out-of-band access to the managed layer 3 routing device	\$	2,755.00	\$	24.75	990101	7.50%
ATS-B-InFRaM-5M	InFRaM @ 5 Mbps	\$	995.00	\$	764.46	050101	43.63%
ATS-B-InFRaM-10M	InFRaM @ 10 Mbps	\$	995.00	\$	816.09	050101	43.63%
ATS-B-InFRaM-15M	InFRaM @ 15 Mbps	\$	995.00	\$	996.07	050101	43.63%
ATS-B-InFRaM-20M	InFRaM @ 20 Mbps	\$	995.00	\$	1,025.15	050101	43.63%

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ATS-B-InFRaM-25M	InFRaM @ 25 Mbps	\$	995.00	\$	1,048.49	050101	43.63%
ATS-B-InFRaM-30M	InFRaM @ 30 Mbps	\$	995.00	\$	1,155.58	050101	43.63%
ATS-B-InFRaM-35M	InFRaM @ 35 Mbps	\$	995.00	\$	1,195.76	050101	43.63%
ATS-B-InFRaM-40M	InFRaM @ 40 Mbps	\$	995.00	\$	1,206.72	050101	43.63%
ATS-B-InFRaM-45M	InFRaM @ 45 Mbps	\$	995.00	\$	1,293.18	050101	43.63%
ATS-B-InFRaM-50M	InFRaM @ 50 Mbps	\$	995.00	\$	1,391.81	050101	43.63%
ATS-B-InFRaM-55M	InFRaM @ 55 Mbps	\$	995.00	\$	1,476.83	050101	43.63%
ATS-B-InFRaM-60M	InFRaM @ 60 Mbps	\$	995.00	\$	1,588.75	050101	43.63%
ATS-B-InFRaM-100M	InFRaM @ 100 Mbps	\$	995.00	\$	1,611.09	050101	43.63%
ATS-B-InFRaM-150M	InFRaM @ 150 Mbps	\$	2,755.00	\$	2,043.21	050101	43.63%
ATS-B-InFRaM-200M	InFRaM @ 200 Mbps	\$	2,755.00	\$	2,076.29	050101	43.63%
ATS-B-InFRaM-500M	InFRaM @ 500 Mbps	\$	2,755.00	\$	2,672.33	050101	43.63%
ATS-B-InFRaM-1G	InFRaM @ 1 Gbps	\$	2,755.00	\$	3,334.85	050101	43.63%
ATS-B-InFRaM-10G	InFRaM @ 10 Gbps	\$	14,557.00	\$	10,533.19	050101	43.63%
ATS-B-DDoS-10M	DDoS Mitigation 1.544–10 Mbps	\$	1,650.00	\$	2,760.00	990101	7.50%
ATS-B-DDoS-15M	DDoS Mitigation 15 Mbps	\$	1,650.00	\$	3,174.00	990101	7.50%
ATS-B-DDoS-25M	DDoS Mitigation 25 Mbps	\$	1,650.00	\$	3,650.10	990101	7.50%
ATS-B-DDoS-50M	DDoS Mitigation 50 Mbps	\$	1,650.00	\$	4,197.62	990101	7.50%
ATS-B-DDoS-100M	DDoS Mitigation 100 Mbps	\$	1,650.00	\$	4,827.26	990101	7.50%
ATS-B-DDoS-250M	DDoS Mitigation 250 Mbps	\$	1,650.00	\$	5,551.35	990101	7.50%
ATS-B-DDoS-500M	DDoS Mitigation 500 Mbps	\$	1,650.00	\$	6,384.05	990101	7.50%
ATS-B-DDoS-1G	DDoS Mitigation 1 Gbps	\$	1,650.00	\$	7,341.65	990101	7.50%
ATS-B-DDoS-5G	DDoS Mitigation 5 Gbps	\$	1,650.00	\$	8,442.90	990101	7.50%
ATS-AAS-DIAB-1M	Broadband Copper Up to 12 X Up to 1 Mbps	\$	575.00	\$	78.00	050101	43.63%
ATS-AAS-DIAB-1.5M	Broadband Copper Up to 18 X Up to 1.5 Mbps	\$	575.00	\$	78.00	050101	43.63%
ATS-AAS-DIAB-3M	Broadband Copper Up to 24 X Up to 3 Mbps	\$	575.00	\$	78.00	050101	43.63%
ATS-AAS-DIAB-6M	Broadband Copper Up to 45 X Up to 6 Mbps	\$	575.00	\$	108.00	050101	43.63%
ATS-AAS-DIAB-8M	Broadband Copper Up to 75 X Up to 8 Mbps	\$	575.00	\$	137.00	050101	43.63%
ATS-AAS-DIAB-25X5M	Broadband Fiber 25 X 5 Mbps	\$	575.00	\$	78.00	050101	43.63%
ATS-AAS-DIAB-25M	Broadband Fiber 25 X 25 Mbps	\$	575.00	\$	122.00	050101	43.63%
ATS-AAS-DIAB-10M	Broadband Fiber 50 X 10 Mbps	\$	575.00	\$	108.00	050101	43.63%
ATS-AAS-DIAB-50M	Broadband Fiber 50 X 50 Mbps	\$	575.00	\$	219.00	050101	43.63%
ATS-AAS-DIAB-20M	Broadband Fiber 100 X 20 Mbps	\$	575.00	\$	137.00	050101	43.63%
ATS-AAS-DIAB-100M	Broadband Fiber 100 X 100 Mbps	\$	575.00	\$	316.00	050101	43.63%
ATS-AAS-DIAB-40M	Broadband Fiber 200 X 40 Mbps	\$	575.00	\$	268.00	050101	43.63%
ATS-AAS-DIAB-200M	Broadband Fiber 200 X 200 Mbps	\$	575.00	\$	463.00	050101	43.63%
ATS-AAS-DIAB-75M	Broadband Fiber 300 X 75 Mbps	\$	575.00	\$	268.00	050101	43.63%
ATS-AAS-DIAB-300M	Broadband Fiber 300 X 300 Mbps	\$	575.00	\$	462.00	050101	43.63%
ATS-AAS-DIAB-500X100M	Broadband Fiber 500 X 100 Mbps	\$	575.00	\$	268.00	050101	43.63%
ATS-AAS-DIAB-500M	Broadband Fiber 500 X 500 Mbps	\$	575.00	\$	462.00	050101	43.63%
ATS-AAS-DIAB-1GX200M	Broadband Fiber 1 Gbps X 200 Mbps	\$	575.00	\$	316.00	050101	43.63%
ATS-AAS-DIAB-1G	Broadband Fiber 1 X 1 Gbps	\$	575.00	\$	657.00	050101	43.63%
<b>Contact Center Services</b>							
CC-PRO-Con-S	Hourly PS Engagement - Enterprise Consultant	\$	269.24			990101	7.50%
CC-PRO-Con-AH	Hourly PS Engagement - Enterprise Consultant Overtime	\$	403.86			990101	7.50%

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CC-PRO-SE-AH	Hourly PS Engagement - Solutions Engineer Overtime	\$	227.16	990101	7.50%
CC-PRO-SE-S	Hourly PS Engagement - Solutions Engineer	\$	151.44	990101	7.50%
CC-PRO-SrPM-AH	Hourly PS Engagement - Strategic Project Manager Overtime	\$	315.51	990101	7.50%
CC-PRO-SrPM-S	Hourly PS Engagement - Strategic Project Manager	\$	210.34	990101	7.50%
CC-PRO-SrSE-S	Hourly PS Engagement - Senior Solutions Engineer	\$	227.16	990101	7.50%
CC-PRO-SrSE-AH	Hourly PS Engagement - Senior Solutions Engineer Overtime	\$	340.74	990101	7.50%
CC-AAS-VERINT-ADA	Verint Advanced Desktop Analytics		\$ 12.00	310110	7.50%
CC-AAS-VERINT-AQM	Verint Automated Quality Management - uses Speech Analytics tool for Automation only - good upsell in to SA. Listening and scoring 100% of the calls - automatically		\$2.94	310110	7.50%
CC-AAS-VERINT-CPS	Verint Custom Professional Services - Requires SOW	\$	10,000.00	310110	7.50%
CC-AAS-VERINT-DP	Verint Interaction Data Platform		\$8.56	310110	7.50%
CC-AAS-VERINT-EKMS	Verint Encryption Key Management Server - Server is One time to NWN - \$9000 for 5 Years		\$354.19	310110	7.50%
CC-AAS-VERINT-EM	Verint Encryption Management		\$4.25	310110	7.50%
CC-AAS-VERINT-EWM	Enterprise Workforce Mangement		\$28.38	310110	7.50%
CC-AAS-VERINT-IPM	Verint Intraday Performance Management		\$2.31	310110	7.50%
CC-AAS-VERINT-IR	Verint Voice Interaction Recording		\$9.63	310110	7.50%
CC-AAS-VERINT-PIT	Verint Productivity and Item Tracking		\$5.75	310110	7.50%
CC-AAS-VERINT-PM	Verint Performance Management		\$14.19	310110	7.50%
CC-AAS-VERINT-QM	Verint Quality Management		\$17.00	310110	7.50%
CC-AAS-VERINT-RTSAR	Real Time Speech Analytics Recording - Add On - Per User		\$17.19	310110	7.50%
CC-AAS-VERINT-RTST	Verint Real Time Speech Transcription (Volume Based) - 1000 transcription hours		\$282.50	310110	7.50%
CC-AAS-VERINT-SAAL	Verint Speech Analytics Additional Language - Add-on - per Language user		\$21.56	310110	7.50%
CC-AAS-VERINT-SAT1	Verint Speech Analytics - 1 Language - Transcription		\$35.13	310110	7.50%
CC-AAS-VERINT-SDPA	Verint Strategic Desktop & Process Analytics		\$26.38	310110	7.50%
CC-AAS-VERINT-SIR	Verint Screen Interaction Recording		\$8.56	310110	7.50%
CC-AAS-VERINT-TA	Verint Text analytics - Volume Based - only per 1000 interactions (Email / chat - per Session) - Omni-Channel -		\$47.50	310110	7.50%
CC-BUN-HYBRID	Contact Center Essential Hybrid Bundle		\$0.00	310110	7.50%
CC-BUN-PRIVATE	Contact Center Complete Private Bundle		\$0.00	310110	7.50%
CC-BUN-PUBLIC	Contact Center Core Public Bundle		\$0.00	310110	7.50%
CC-MSN-CUST	NWN Custom Enablement		\$100.00	N/A	0.00%
CC-MSR-CLOUD-PRE	Premium Agent Support Package		\$22.52	990101	7.50%
CC-MSR-CLOUD-STA	Standard Agent Support Package		\$18.76	990101	7.50%
CC-MSR-CLOUD-TradePre	Trade In Credit for Contact Center Premium Perpetual Licenses		(\$12.00)	990101	7.50%
CC-MSR-CLOUD-TradeStd	Trade In Credit for Contact Center Standard Perpetual Licenses		(\$8.00)	990101	7.50%
CC-MSR-CUST	NWN Custom Support		\$100.00	990101	7.50%
CC-MSR-HYBRID-CCE1000	Support for CCE1000 package		\$65,221.16	990101	7.50%
CC-MSR-HYBRID-CCE200	Support for CCE200 package		\$26,094.94	990101	7.50%
CC-MSR-HYBRID-CCE200P	Support for CCE200Plus package		\$26,372.72	990101	7.50%
CC-MSR-HYBRID-CCE500	Support for CCE500 package		\$31,245.40	990101	7.50%
CC-MSR-HYBRID-CCE500P	Support for CCE500Plus package		\$33,312.22	990101	7.50%
CC-MSR-HYBRID-CCX100	Support for CCX100 package		\$5,891.26	990101	7.50%
CC-MSR-HYBRID-CCX25	Support for CCX25 package		\$2,247.62	990101	7.50%

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CC-MSR-HYBRID-CCX25P	Support for CCX25Plus package		\$4,162.38	990101	7.50%
CC-MSR-PRIVATE-CCE1000	Support for CCE1000 package		\$65,221.16	990101	7.50%
CC-MSR-PRIVATE-CCE200	Support for CCE200 package		\$26,094.94	990101	7.50%
CC-MSR-PRIVATE-CCE200P	Support for CCE200Plus package		\$26,372.72	990101	7.50%
CC-MSR-PRIVATE-CCE500	Support for CCE500 package		\$31,245.40	990101	7.50%
CC-MSR-PRIVATE-CCE500P	Support for CCE500Plus package		\$33,312.22	990101	7.50%
CC-MSR-PRIVATE-CCX100	Support for CCX100 package		\$5,891.26	990101	7.50%
CC-MSR-PRIVATE-CCX25	Support for CCX25 package		\$2,247.62	990101	7.50%
CC-MSR-PRIVATE-CCX25P	Support for CCX25Plus package		\$4,162.38	990101	7.50%
CC-PRO-CLOUD-Adv	Up to 100 Named Agents (10 Supervisors), 5 Call Flows, 10 Skills, 5 Dialed Numbers, Multi- Channel Setup	\$	66,504.70	990101	7.50%
CC-PRO-CLOUD-Bas	1 Site of Agents, 20 Agent Minimum up to 50 Named Agents (5 Supervisors), 1 Call Flow, 2 Skills, 2 Dialed Numbers,	\$	35,961.68	990101	7.50%
CC-PRO-CLOUD-Pre	Up to 200 Named Agents (20 Supervisors), 7 Call Flows, 20 Skills, 10 Dialed Numbers, Multi-Channel Setup	\$	78,041.90	990101	7.50%
CC-PRO-CLOUD-STDIP	Up to 50 Named Agents (5 Supervisors), 2 Call Flows, 5 Skills, 5 Dialed Numbers	\$	42,556.70	990101	7.50%
CC-PRO-CUST	NWN Custom Professional Services	\$	-	990101	7.50%
CC-PRO-HYBRID-CCE1000	Contact Center Enterprise (PCCE/UCCE) Bundle <=1,000 Agents/100 Supervisors ; 20 Call Flows, 5 Days Post Cut Support; 5 Teams of Agents; 100 Skills/Precision Queues; Prompt Mgmt Call Flow; Emg Closure Call Flow; 2 HTTP Screen Pop; 2 WebService DB Dip; 2 Chat + 2 Email Queue; 2 Courtesy Call Back Queues; Finesse Silent Monitoring/Barge-in; 2 Post Call Surveys; 4 Custom Reports;	\$	702,103.37	990101	7.50%
CC-PRO-HYBRID-CCE200	Contact Center Enterprise (PCCE/UCCE) Bundle <=200 Agents/20 Supervisors ; 5 Call Flows, 2 Days Post Cut Support; 3 Teams of Agents; 20 Skills/Precision Queues Prompt Mgmt Call Flow; Emg Closure Call Flow; 1 HTTP Screen Pop or App Integration; 1 WebService DB Dip; 1 Chat + 1 Email Queue; 1 Courtesy Call Back Queue; Finesse Silent Monitoring/Barge-in; 1 Post Call Survey; 2 Custom Reports	\$	309,842.55	990101	7.50%
CC-PRO-HYBRID-CCE200P	Contact Center Enterprise (PCCE/UCCE) Bundle <=200 Agents/20 Supervisors ; 7 Call Flows, 3 Days Post Cut Support; 3 Teams of Agents; 20 Skills/Precision Queues; Prompt Mgmt Call Flow; Emg Closure Call Flow; 1 HTTP Screen Pop; 1 WebService DB Dip; 1 Chat + 1 Email Queue; 1 Courtesy Call Back Queues; Finesse Silent Monitoring/Barge-in; 1 Post Call Survey; 3 Custom Reports;	\$	372,211.54	990101	7.50%
CC-PRO-HYBRID-CCE500	Contact Center Enterprise (PCCE/UCCE) Bundle <=500 Agents/20 Supervisors ; 10 Call Flows, 2 Days Post Cut Support; 3 Teams of Agents; 20 Skills/Precision Queues; Prompt Mgmt Call Flow; Emg Closure Call Flow; 1 HTTP Screen Pop; 1 WebService DB Dip; 1 Chat + 1 Email Queue; 1 Courtesy Call Back Queues; Finesse Silent Monitoring/Barge-in; 1 Post Call Survey; 2 Custom Reports;	\$	415,414.66	990101	7.50%
CC-PRO-HYBRID-CCE500P	Contact Center Enterprise (PCCE/UCCE) Bundle <=500 Agents/50 Supervisors ; 15 Call Flows, 4 Days Post Cut Support; 4 Teams of Agents; 50 Skills/Precision Queues; Prompt Mgmt Call Flow; Emg Closure Call Flow; 2 HTTP Screen Pop; 2 WebService DB Dip; 1 Chat + 1 Email Queue; 1 Courtesy Call Back Queues; Finesse Silent Monitoring/Barge-in; 1 Post Call Survey; 3 Custom Reports;	\$	562,860.58	990101	7.50%



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CC-PRO-HYBRID-CCX100	Contact Center Express Bundle <=100 Agents/10 Supervisors ; 5 Call Flows, 2 Days Post Cut Support; 3 Teams of Agents ; 20 Skils/Precision Queues; Prompt Mgmt Call Flow; Emg Closure Call Flow; 1 HTTP Screen Pop; 1 WebService DB Dip; 1 Chat + 1 Email Queue; 1 Courtesy Call Back Queue; Finesse Silent Monitoring/Barge-in; 1 Post Call Survey; 2 Custom Reports	\$	236,216.35	990101	7.50%
CC-PRO-HYBRID-CCX25	Contact Center Express Bundle <=25 Agents/5 Supervisors ; 2 Call Flow, 2 Day Post Cut Support; 1 Team of Agents ; 10 Skils/Precision Queues - Prompt Mgmt; Emg Closure; HTTP Screen Pop; 1 Chat Queue; 1 Courtesy Call Back; Finesse Silent Monitoring/Barge-in.	\$	127,783.65	990101	7.50%
CC-PRO-HYBRID-CCX25P	Contact Center Express Bundle <=25 Agents/5 Supervisors ; 3 Call Flows, 2 Days Post Cut Support; 1 Team of Agents ; 10 Skils/Precision Queues; Prompt Mgmt; Emg Closure; 1 HTTP Screen Pop; 1 WebService DB Dip; 1 Chat + 1 Email Queue; 1 Courtesy Call Back Queue; Finesse Silent Monitoring/Barge-in; 1 Post Call Survey, 1 Custom Report	\$	214,593.75	990101	7.50%
CC-PRO-PRIVATE-CCE1000	Contact Center Enterprise (UCCE) Bundle <=1,000 Agents/100 Supervisors ; 20 Call Flows, 5 Days Post Cut Support; 5 Teams of Agents; 100 Skills/Precision Queues; Prompt Mgmt Call Flow; Emg Closure Call Flow; 2 HTTP Screen Pop; 2 WebService DB Dip; 2 Chat + 2 Email Queue; 2 Courtesy Call Back Queues; Finesse Silent Monitoring/Barge-in; 2 Post Call Surveys; 4 Custom Reports;	\$	702,103.37	990101	7.50%
CC-PRO-PRIVATE-CCE200	Contact Center Enterprise (UCCE) Bundle <=200 Agents/20 Supervisors ; 5 Call Flows, 2 Days Post Cut Support; 3 Teams of Agents; 20 Skills/Precision Queues Prompt Mgmt Call Flow; Emg Closure Call Flow; 1 HTTP Screen Pop or App Integration; 1 WebService DB Dip; 1 Chat + 1 Email Queue; 1 Courtesy Call Back Queue; Finesse Silent Monitoring/Barge-in; 1 Post Call Survey; 2 Custom Reports	\$	309,842.55	990101	7.50%
CC-PRO-PRIVATE-CCE200P	Contact Center Enterprise (UCCE) Bundle <=200 Agents/20 Supervisors ; 7 Call Flows, 3 Days Post Cut Support; 3 Teams of Agents; 20 Skills/Precision Queues; Prompt Mgmt Call Flow; Emg Closure Call Flow; 1 HTTP Screen Pop; 1 WebService DB Dip; 1 Chat + 1 Email Queue; 1 Courtesy Call Back Queues; Finesse Silent Monitoring/Barge-in; 1 Post Call Survey; 3 Custom Reports;	\$	372,211.54	990101	7.50%
CC-PRO-PRIVATE-CCES00	Contact Center Enterprise (UCCE) Bundle <=500 Agents/20 Supervisors ; 10 Call Flows, 2 Days Post Cut Support; 3 Teams of Agents; 20 Skills/Precision Queues; Prompt Mgmt Call Flow; Emg Closure Call Flow; 1 HTTP Screen Pop; 1 WebService DB Dip; 1 Chat + 1 Email Queue; 1 Courtesy Call Back Queues; Finesse Silent Monitoring/Barge-in; 1 Post Call Survey; 2 Custom Reports;	\$	415,414.67	990101	7.50%
CC-PRO-PRIVATE-CCES00P	Contact Center Enterprise (UCCE) Bundle <=500 Agents/50 Supervisors ; 15 Call Flows, 4 Days Post Cut Support; 4 Teams of Agents; 50 Skills/Precision Queues; Prompt Mgmt Call Flow; Emg Closure Call Flow; 2 HTTP Screen Pop; 2 WebService DB Dip; 1 Chat + 1 Email Queue; 1 Courtesy Call Back Queues; Finesse Silent Monitoring/Barge-in; 1 Post Call Survey; 3 Custom Reports;	\$	562,860.58	990101	7.50%
CC-PRO-PRIVATE-CCX100	Contact Center Express Bundle <=100 Agents/10 Supervisors ; 5 Call Flows, 2 Days Post Cut Support; 3 Teams of Agents ; 20 Skils/Precision Queues; Prompt Mgmt Call Flow; Emg Closure Call Flow; 1 HTTP Screen Pop; 1 WebService DB Dip; 1 Chat + 1 Email Queue; 1 Courtesy Call Back Queue; Finesse Silent Monitoring/Barge-in; 1 Post Call Survey; 2 Custom Reports	\$	236,216.35	990101	7.50%
CC-PRO-PRIVATE-CCX25	Contact Center Express Bundle <=25 Agents/5 Supervisors ; 2 Call Flow, 2 Day Post Cut Support; 1 Team of Agents ; 10 Skils/Precision Queues - Prompt Mgmt; Emg Closure; HTTP Screen Pop; 1 Chat Queue; 1 Courtesy Call Back; Finesse Silent Monitoring/Barge-in.	\$	127,783.65	990101	7.50%



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CC-PRO-PRIVATE-CCX25P	ontact Center Express Bundle <=25 Agents/5 Supervisors ; 3 Call Flows, 2 Days Post Cut Support; 1 Team of Agents ; 10 Skils/Precision Queues; Prompt Mgmt; Emg Closure; 1 HTTP Screen Pop; 1 Webservice DB Dip; 1 Chat + 1 Email Queue; 1 Courtesy Call Back Queue; Finesse Silent Monitoring/Barge-in; 1 Post Call Survey, 1 Custom Report	\$	214,593.75		990101	7.50%
<b>Endpoints</b>						
UC-3PN-CO-7811	Cisco Phone	\$	100.68	Device	110901	7.50%
UC-3PN-CO-Headset	Wired or Wireless + USB Cisco Headset	\$	315.00	Device	110901	7.50%
UC-3PN-CO-7821	Cisco Phone	\$	126.24	Device	110901	7.50%
UC-3PN-CO-7832	Cisco Phone	\$	578.84	Device	110901	7.50%
UC-3PN-CO-7841	Cisco Phone	\$	173.10	Device	110901	7.50%
UC-3PN-CO-7861	Cisco Phone	\$	185.88	Device	110901	7.50%
UC-3PN-CO-8811	Cisco Phone	\$	217.75	Device	110901	7.50%
UC-3PN-CO-8821	Cisco Phone	\$	470.58	Device	110901	7.50%
UC-3PN-CO-8821Pack	Cisco Phone	\$	530.22	Device	110901	7.50%
UC-3PN-CO-8831	Cisco Phone	\$	735.50	Device	110901	7.50%
UC-3PN-CO-8831WrIsMic	Cisco Phone	\$	368.47	Device	110901	7.50%
UC-3PN-CO-8831WiredMic	Cisco Phone	\$	149.11	Device	110901	7.50%
UC-3PN-CO-8832	Cisco Phone	\$	834.45	Device	110901	7.50%
UC-3PN-CO-8841	Cisco Phone	\$	249.33	Device	110901	7.50%
UC-3PN-CO-8845	Cisco Phone	\$	276.65	Device	110901	7.50%
UC-3PN-CO-8851	Cisco Phone	\$	297.22	Device	110901	7.50%
UC-3PN-CO-8851+	Cisco Phone	\$	523.57	Device	110901	7.50%
UC-3PN-CO-8861	Cisco Phone	\$	346.86	Device	110901	7.50%
UC-3PN-CO-8861+	Cisco Phone	\$	573.22	Device	110901	7.50%
UC-3PN-CO-8865	Cisco Phone	\$	382.70	Device	110901	7.50%
UC-3PN-CO-8865+	Cisco Phone	\$	609.06	Device	110901	7.50%
UC-3PN-CO-DX80	Cisco 23" Desktop Video Device	\$	2,474.52	Device	110901	7.50%
UC-3PN-CO-DX80SPK	Cisco 23" Desktop Video Device - Webex Registration	\$	1,185.54	Device	110901	7.50%
UC-3PN-CO-W55	Cisco Webex Board 55" include Wall Mount Kit	\$	12,111.67	Device	110901	7.50%
UC-3PN-CO-W55F	Cisco Webex Board 55" include Floor Stand Kit	\$	13,513.26	Device	110901	7.50%
UC-3PN-CO-W55W	Cisco Webex Board 55" include Wall Stand Kit	\$	12,789.03	Device	110901	7.50%
UC-3PN-CO-W70	Cisco Webex Board 70" include Wall Mount Kit	\$	22,139.38	Device	110901	7.50%
UC-3PN-CO-W70F	Cisco Webex Board 70" include Floor Stand Kit	\$	23,839.18	Device	110901	7.50%
UC-3PN-CO-WRm55	Cisco Webex Room 55" with Touch10	\$	6,087.46	Device	110901	7.50%
UC-3PN-CO-WRm70S	Cisco Webex Room 70" Single with Touch 10	\$	20,868.12	Device	110901	7.50%
UC-3PN-CO-WRm70D	Cisco Webex Room 70" Double with Touch 10	\$	30,734.62	Device	110901	7.50%
<b>Advanced Technology Solutions</b>						
ATS-BUN-Int-MPLS5M	MPLS Circuit Bundle - Internet AddOn	\$	1,933.75	\$ 450.00	N/A	0.00%
ATS-BUN-Int-MPLS10M	MPLS Circuit Bundle - Internet AddOn	\$	2,783.75	\$ 475.00	N/A	0.00%
ATS-BUN-Int-MPLS20M	MPLS Circuit Bundle - Internet AddOn	\$	3,633.75	\$ 600.00	N/A	0.00%
ATS-BUN-Int-MPLS50M	MPLS Circuit Bundle - Internet AddOn	\$	4,483.75	\$ 750.00	N/A	0.00%
ATS-BUN-Int-MPLS100M	MPLS Circuit Bundle - Internet AddOn	\$	5,333.75	\$ 1,170.00	N/A	0.00%
ATS-BUN-Int-MPLS200M	MPLS Circuit Bundle - Internet AddOn	\$	6,183.75	\$ 1,348.00	N/A	0.00%
ATS-BUN-Int-MPLS500M	MPLS Circuit Bundle - Internet AddOn	\$	7,033.75	\$ 1,577.00	N/A	0.00%

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ATS-BUN-Int-MPLS1G	MPLS Circuit Bundle - Internet AddOn	\$	11,390.00	\$	2,070.00	N/A	0.00%
ATS-BUN-Int-MPLS2G	MPLS Circuit Bundle - Internet AddOn	\$	19,040.00	\$	2,443.00	N/A	0.00%
ATS-BUN-Int-MPLS5G	MPLS Circuit Bundle - Internet AddOn	\$	26,690.00	\$	3,788.00	N/A	0.00%
ATS-BUN-Int-MPLS10G	MPLS Circuit Bundle - Internet AddOn	\$	34,340.00	\$	5,668.00	N/A	0.00%
ATS-B-EPL-100M	Layer 2 Circuit Bundle			\$	250.00	N/A	0.00%
ATS-B-EPL-100MR	Layer 2 Circuit Bundle	\$	2,495.00	\$	445.00	N/A	0.00%
ATS-B-EPL-1G	Layer 2 Circuit Bundle			\$	1,150.00	N/A	0.00%
ATS-B-EPL-1GR	Layer 2 Circuit Bundle	\$	2,495.00	\$	1,345.00	N/A	0.00%
ATS-B-EPL-10GE	Layer 2 Circuit Bundle			\$	2,250.00	N/A	0.00%
ATS-B-EPL-10GER	Layer 2 Circuit Bundle	\$	2,495.00	\$	2,445.00	N/A	0.00%
ATS-B-EVPL-100M	Layer 2 Circuit Bundle			\$	250.00	N/A	0.00%
ATS-B-EVPL-100MR	Layer 2 Circuit Bundle	\$	2,495.00	\$	445.00	N/A	0.00%
ATS-B-EVPL-1G	Layer 2 Circuit Bundle			\$	1,150.00	N/A	0.00%
ATS-B-EVPL-1GR	Layer 2 Circuit Bundle	\$	2,495.00	\$	1,345.00	N/A	0.00%
ATS-B-EVPL-10GE	Layer 2 Circuit Bundle			\$	2,050.00	N/A	0.00%
ATS-B-EVPL-10GER	Layer 2 Circuit Bundle	\$	2,495.00	\$	2,145.00	N/A	0.00%
ATS-Pro-AddMac-100	100 MAC address	\$	175.00	\$	33.00	N/A	0.00%
ATS-AAS-MRC	Third Party Monthly Services	\$	-	\$	100.00	N/A	0.00%
ATS-AAS-NRC	Third Party One-time Services	\$	100.00	\$	-	N/A	0.00%
ATS-MSN-CUST	NWN Custom Enablement	\$	100.00			990101	7.50%
ATS-MSN-LAN-MMDNACHA	Cisco DNA Center High Availability Core Support (Enablement)	\$	3,088.88			990101	7.50%
ATS-MSN-LAN-MMDNACS	Cisco DNA Center Standalone Core Support (Enablement)	\$	1,544.46			990101	7.50%
ATS-MSN-LAN-MMR	Router Core Support (Enablement)	\$	550.68			990101	7.50%
ATS-MSN-LAN-MMSWC	Switch Chassis Core Support (Enablement)	\$	740.58			990101	7.50%
ATS-MSN-LAN-MMSWF	Switch Fixed Port Core Support (Enablement)	\$	367.27			990101	7.50%
ATS-MSN-LAN-MRouter	Router Essentials Support (Enablement)	\$	344.97			990101	7.50%
ATS-MSN-LAN-MSWChassis	Switch Chassis Essentials Support (Enablement)	\$	307.62			990101	7.50%
ATS-MSN-LAN-MSWFixed	Switch Fixed Port Essentials Support (Enablement)	\$	200.16			990101	7.50%
ATS-MSN-SDWAN-MMCM	SD-WAN Cloud Dashboard Core Support (Enablement)	\$	1,158.34			990101	7.50%
ATS-MSN-SDWAN-MMEdge	SD-WAN Edge Device Core Support (Enablement)	\$	439.20			990101	7.50%
ATS-MSN-SDWAN-MMPremM	SD-WAN On-Prem Dashboard Core Support (Enablement)	\$	1,235.56			990101	7.50%
ATS-MSN-WLAN-MAIRAP	Cisco Wireless Aironet AP Essentials Support (Enablement)	\$	6.33			990101	7.50%
ATS-MSN-WLAN-MERDASH	Meraki Dashboard Essentials Support (Enablement)	\$	386.92			990101	7.50%
ATS-MSN-WLAN-MMAAP	Cisco Wireless Aironet AP Core Support (Enablement)	\$	15.82			990101	7.50%
ATS-MSN-WLAN-MMAWLCHA	Cisco Wireless Lan Controller High Availability Pair Core Support (Enablement)	\$	550.68			990101	7.50%
ATS-MSN-WLAN-MMAWLCS	Cisco Wireless Lan Controller Stand Alone Core Support (Enablement)	\$	495.61			990101	7.50%
ATS-MSN-WLAN-MMDash	Meraki Dashboard Core Support (Enablement)	\$	1,158.34			990101	7.50%
ATS-MSN-WLAN-MMPrime	Cisco Prime Server Core Support (Enablement)	\$	1,544.44			990101	7.50%
ATS-MSN-WLAN-MMWAP	Meraki Wireless AP Core Support (Enablement)	\$	7.24			990101	7.50%
ATS-MSN-WLAN-MWAP	Meraki Wireless AP Essentials Support (Enablement)	\$	5.05			990101	7.50%
ATS-MSN-WLAN-MWLCHA	Cisco Wireless Lan Controller High Availability Pair Essentials Support (Enablement)	\$	256.35			990101	7.50%
ATS-MSN-WLAN-MWLCS	Cisco Wireless Lan Controller Stand Alone Essentials Support (Enablement)	\$	230.70			990101	7.50%

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ATS-MSR-CUST	NWN Custom Support	\$	100.00	310110	7.50%
ATS-MSR-LAN-Assess	Network Assessment using the RISC Tool to deliver a Custom Report	\$	93.00	310110	7.50%
ATS-MSR-LAN-HCKCON	Network Healthcheck for Device Configuration Analysis and Recommendations (includes documentation)	\$	24.77	310110	7.50%
ATS-MSR-LAN-HCKDCRK	Network Healthcheck for an Data Center Rack (include walk-thru, documentation, and Visio)	\$	108.83	310110	7.50%
ATS-MSR-LAN-HCKEDGE	Network Healthcheck for an Edge Closet (include walk-thru, documentation, and Visio)	\$	49.53	310110	7.50%
ATS-MSR-LAN-MMDNACHA	Cisco DNA Center High Availability Core Support	\$	2,574.07	310110	7.50%
ATS-MSR-LAN-MMDNACS	Cisco DNA Center Standalone Core Support	\$	1,287.05	310110	7.50%
ATS-MSR-LAN-MMR	Router Core Support	\$	458.90	310110	7.50%
ATS-MSR-LAN-MMSWC	Switch Chassis Core Support	\$	617.15	310110	7.50%
ATS-MSR-LAN-MMSWF	Switch Fixed Port Core Support	\$	306.07	310110	7.50%
ATS-MSR-LAN-MRouter	Router Essentials Support	\$	287.00	310110	7.50%
ATS-MSR-LAN-MSWChassis	Switch Chassis Essentials Support	\$	256.00	310110	7.50%
ATS-MSR-LAN-MSWFixed	Switch Fixed Port Essentials Support	\$	167.00	310110	7.50%
ATS-MSR-SDWAN-MMCM	SD-WAN Cloud Dashboard Core Support	\$	965.28	310110	7.50%
ATS-MSR-SDWAN-MMEdge	SD-WAN Edge Device Core Support	\$	366.00	310110	7.50%
ATS-MSR-SDWAN-MMPremM	SD-WAN On-Prem Dashboard Core Support	\$	1,029.63	310110	7.50%
ATS-MSR-WLAN-HCKADD	Annual Health Check for Wireless Network - Additional Wireless LAN Controllers	\$	158.07	310110	7.50%
ATS-MSR-WLAN-HCKP	Annual Health check for Wireless Network - Primary WLAN Controller or HA Pair	\$	673.08	310110	7.50%
ATS-MSR-WLAN-MAIRAP	Cisco Wireless Aironet AP Essentials Support	\$	5.00	310110	7.50%
ATS-MSR-WLAN-MERDASH	Meraki Dashboard Essentials Support	\$	322.00	310110	7.50%
ATS-MSR-WLAN-MMAAP	Cisco Wrieless Aironet AP Core Support	\$	13.18	310110	7.50%
ATS-MSR-WLAN-MMAWLCHA	Cisco Wireless Lan Controller High Availability Pair Core Support	\$	458.90	310110	7.50%
ATS-MSR-WLAN-MMAWLCS	Cisco Wireless Lan Controller Stand Alone Core Support	\$	413.01	310110	7.50%
ATS-MSR-WLAN-MMDash	Meraki Dashboard Core Support	\$	965.28	310110	7.50%
ATS-MSR-WLAN-MMPrime	Cisco Prime Server Core Support	\$	1,287.03	310110	7.50%
ATS-MSR-WLAN-MMWAP	Meraki Wireless AP Core Support	\$	6.03	310110	7.50%
ATS-MSR-WLAN-MWAP	Meraki Wireless AP Essentials Support	\$	4.00	310110	7.50%
ATS-MSR-WLAN-MWLCHA	Cisco Wireless Lan Controller High Availability Pair Essentials Support	\$	214.00	310110	7.50%
ATS-MSR-WLAN-MWLCS	Cisco Wireless Lan Controller Stand Alone Essentials Support	\$	192.00	310110	7.50%
ATS-PRO-ASE-AH	NWN Associate Solutions Engineer Hourly Rate (After-hours)	\$	142.50	990101	7.50%
ATS-PRO-ASE-S	NWN Associate Solutions Engineer Hourly Rate	\$	95.00	990101	7.50%
ATS-PRO-CIR-Assess	Circuit Assessment that will analyze the Customer's existing WAN and present alternative options	\$	2,220.98	990101	7.50%
ATS-PRO-CIR-DIA	Provisioning services for installation of a direct internet access circuit (not attaching to NWN DC)	\$	1,409.79	990101	7.50%
ATS-PRO-CIR-MPLS	Provisioning services for installation of a MPLS circuit that connects to the NWN DC Environment	\$	4,830.77	990101	7.50%
ATS-PRO-CIR-Setup	Setup services to facilitate communications between carrier and customer	\$	958.04	990101	7.50%
ATS-PRO-CON-AH	NWN Consultant Hourly Rate (After-hours)	\$	390.00	990101	7.50%
ATS-PRO-CON-S	NWN Consultant Hourly Rate	\$	260.00	990101	7.50%
ATS-PRO-CUST	NWN Custom Professional Services	\$	100.00	990101	7.50%

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ATS-PRO-LAN-ADV-Services	Advanced Consulting Services (CCIE-Level) for Network Projects (1-week)	\$	19,860.14	990101	7.50%
ATS-PRO-LAN-Assess	Network Assessment using the RISC Tool to deliver a Custom Report	\$	890.91	990101	7.50%
ATS-PRO-LAN-CATB	Configuration & Installation & Replacement for an existing fixed port Catalyst Switch	\$	1,878.32	990101	7.50%
ATS-PRO-LAN-CATG	Configuration & Installation for a new fixed port Catalyst Switch	\$	1,114.69	990101	7.50%
ATS-PRO-LAN-CoreUP	Software Upgrade for a Core Switch	\$	6,048.95	990101	7.50%
ATS-PRO-LAN-CSB	Configuration & Installation & Replacement for an existing Chasse Switch	\$	9,493.71	990101	7.50%
ATS-PRO-LAN-CSG	Configuration & Installation for a new Chasse Switch	\$	5,570.63	990101	7.50%
ATS-PRO-LAN-Design	Network Design Session for a LAN New Install Project for up to 10 devices	\$	4,331.47	990101	7.50%
ATS-PRO-LAN-DNACA	Configuration of the Assurance use-case on DNA-Center (includes 20 devices)	\$	14,183.22	990101	7.50%
ATS-PRO-LAN-DNACAAD	Additional device on-boarding for Assurance UseCase (wired or wireless network device)	\$	118.88	990101	7.50%
ATS-PRO-LAN-DNACHA	Configuration & Installation of a Qty (3) DNA-Center Appliances in HA mode	\$	9,454.55	990101	7.50%
ATS-PRO-LAN-DNACS	Configuration & Installation of a single DNA-Center Appliance	\$	4,727.27	990101	7.50%
ATS-PRO-LAN-DNAC-ZTP-SWIM	Configuration of the zero-touch provisioning and software image management use-cases on DNA-Center	\$	7,682.52	990101	7.50%
ATS-PRO-LAN-EdgeUP	Software Upgrade for an Edge Switch	\$	2,634.97	990101	7.50%
ATS-PRO-LAN-HCKCON	Network Healthcheck for Device Configuration Analysis and Recommendations (includes documentation)	\$	237.76	990101	7.50%
ATS-PRO-LAN-HCKDCRK	Network Healthcheck for an Data Center Rack (include walk-thru, documentation, and Visio)	\$	1,044.76	990101	7.50%
ATS-PRO-LAN-HCKEDGE	Network Healthcheck for an Edge Closet (include walk-thru, documentation, and Visio)	\$	475.52	990101	7.50%
ATS-PRO-LAN-KO	Kickoff Meetings (IKO / EKO) to begin a LAN Project & Knowledge Transfer during the project	\$	2,825.17	990101	7.50%
ATS-PRO-LAN-KT	Additional Block of Knowledge Transfer hours for complex projects (block of 4 hours)	\$	1,742.66	990101	7.50%
ATS-PRO-LAN-MERB	Configuration & Installation & Replacement for an existing fixed port Meraki Switch	\$	1,781.82	990101	7.50%
ATS-PRO-LAN-MERG	Configuration & Installation for a new fixed port Meraki Switch	\$	1,019.58	990101	7.50%
ATS-PRO-LAN-RTB	Configuration & Installation & Replacement for an existing Router	\$	6,576.22	990101	7.50%
ATS-PRO-LAN-RTG	Configuration & Installation for a new Router	\$	2,651.75	990101	7.50%
ATS-PRO-PC-AH	NWN Project Coordinator Hourly Rate (After-hours)	\$	195.00	990101	7.50%
ATS-PRO-PC-S	NWN Project Coordinator Hourly Rate	\$	130.00	990101	7.50%
ATS-PRO-PM-AH	NWN Project Manager Hourly Rate (After-hours)	\$	270.00	990101	7.50%
ATS-PRO-PM-S	NWN Project Manager Hourly Rate	\$	180.00	990101	7.50%
ATS-PRO-SDWAN-CMGMT	Setup & Configuration services the cloud SD-WAN Dashboard	\$	2,363.64	990101	7.50%
ATS-PRO-SDWAN-EDGE	Installation & Configuration services for the SD-WAN Edge Appliance	\$	4,278.32	990101	7.50%
ATS-PRO-SDWAN-PMGMT	Setup & Configuration services the on-premise SD-WAN appliance	\$	3,545.45	990101	7.50%
ATS-PRO-SE-AH	NWN Solution Engineer Hourly Rate (After-hours)	\$	270.00	990101	7.50%
ATS-PRO-SE-S	NWN Solution Engineer Hourly Rate	\$	180.00	990101	7.50%
ATS-PRO-SRPM-AH	NWN Sr Project Manager Hourly Rate (After-hours)	\$	322.50	990101	7.50%
ATS-PRO-SRPM-S	NWN Sr Project Manager Hourly Rate	\$	215.00	990101	7.50%
ATS-PRO-SRSE-AH	NWN Sr Solution Engineer Hourly Rate (After-hours)	\$	322.50	990101	7.50%
ATS-PRO-SRSE-S	NWN Sr Solution Engineer Hourly Rate	\$	215.00	990101	7.50%

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ATS-PRO-WLAN-ADV-Services	Advanced Consulting Services (CCIE-Level) for Wireless Projects (1-week)	\$	19,860.14	990101	7.50%
ATS-PRO-WLAN-AIRB	Wireless Design Session for an adding to an existing Aironet wireless environment (Brownfield)	\$	1,622.38	990101	7.50%
ATS-PRO-WLAN-AIRG	Wireless Design Session for a new Aironet wireless environment (Greenfield)	\$	3,230.77	990101	7.50%
ATS-PRO-WLAN-AIRWLC1	Installation and documentation for a single wireless controller (No HA)	\$	3,874.13	990101	7.50%
ATS-PRO-WLAN-AIRWLC2	Installation and documentation for an HA pair of wireless controllers	\$	7,482.52	990101	7.50%
ATS-PRO-WLAN-AIRWLCUP	Services to Upgrade a Wireless Controller (or HA pair) to a new version of software	\$	2,433.57	990101	7.50%
ATS-PRO-WLAN-AP	Physical Installation of an AP (3rd party based)	\$	76.92	990101	7.50%
ATS-PRO-WLAN-APCON	Access Point configuration for a single AP	\$	69.93	990101	7.50%
ATS-PRO-WLAN-APG	Wireless Prime installation for new wireless environment (Greenfield)	\$	13,426.57	990101	7.50%
ATS-PRO-WLAN-APTUNE	Tuning the wireless coverage of an AP after the installation as occurred	\$	26.57	990101	7.50%
ATS-PRO-WLAN-APU	Services to Upgrade the Prime to a new version of software	\$	9,692.31	990101	7.50%
ATS-PRO-WLAN-HCKA	Configuration healthcheck/analysis - (WLC, AP, CPI, MSE/CMX, Dashboard, etc.) - Additional WLC	\$	1,517.48	990101	7.50%
ATS-PRO-WLAN-HCKP	Configuration healthcheck/analysis - (WLC, AP, CPI, MSE/CMX, Dashboard, etc.) - primary WLC/Dashboard	\$	6,461.54	990101	7.50%
ATS-PRO-WLAN-KO	Kickoff Meetings (IKO / EKO) to begin a Wireless Project	\$	811.19	990101	7.50%
ATS-PRO-WLAN-MERDASH	Configuration of the Meraki Dashboard	\$	4,041.96	990101	7.50%
ATS-PRO-WLAN-MERDES	Wireless Design Session for a new Meraki wireless environment	\$	1,622.38	990101	7.50%
ATS-PRO-WLAN-MFAP	Add an AP location to floorplan/map in Prime/Meraki Dashboard/DNA	\$	16.78	990101	7.50%
ATS-PRO-WLAN-MFIF	Format & Input of a floorplan/map into Prime/Meraki Dashboard/DNA	\$	699.30	990101	7.50%
ATS-PRO-WLAN-SAEDD	Active Wireless Survey for up to 4000 square feet of Data coverage in an Education space	\$	419.58	990101	7.50%
ATS-PRO-WLAN-SAEDHL	Active Wireless Survey for up to 500 square feet of HyperLocation coverage in an Education space	\$	419.58	990101	7.50%
ATS-PRO-WLAN-SAEDLV	Active Wireless Survey for up to 1800 square feet of Location or Voice coverage in an Education space	\$	419.58	990101	7.50%
ATS-PRO-WLAN-SAEDS	Active Wireless Survey for up to 5500 square feet of Scanner coverage in an Education space	\$	419.58	990101	7.50%
ATS-PRO-WLAN-SAMEDD	Active Wireless Survey for up to 4000 square feet of Data coverage in a Medical space	\$	534.27	990101	7.50%
ATS-PRO-WLAN-SAMEDHL	Active Wireless Survey for up to 500 square feet of HyperLocation coverage in a Medical space	\$	534.27	990101	7.50%
ATS-PRO-WLAN-SAMEDLV	Active Wireless Survey for up to 1800 square feet of Location or Voice coverage in a Medical space	\$	534.27	990101	7.50%
ATS-PRO-WLAN-SAMEDS	Active Wireless Survey for up to 5500 square feet of Scanner coverage in a Medical space	\$	534.27	990101	7.50%
ATS-PRO-WLAN-SAOFFD	Active Wireless Survey for up to 4000 square feet of Data coverage in an Office space	\$	369.23	990101	7.50%
ATS-PRO-WLAN-SAOFFHL	Active Wireless Survey for up to 500 square feet of HyperLocation coverage in an Office space	\$	369.23	990101	7.50%
ATS-PRO-WLAN-SAOFFLV	Active Wireless Survey for up to 1800 square feet of Location or Voice coverage in an Office space	\$	369.23	990101	7.50%
ATS-PRO-WLAN-SAOFFS	Active Wireless Survey for up to 5500 square feet of Scanner coverage in an Office space	\$	369.23	990101	7.50%

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ATS-PRO-WLAN-SAWHDELV	Active Wireless Survey for up to 1800 square feet of Location or Voice coverage in a Warehouse space	\$	601.40	990101	7.50%
ATS-PRO-WLAN-SAWHSED	Active Wireless Survey for up to 4000 square feet of Data coverage in a Warehouse space	\$	601.40	990101	7.50%
ATS-PRO-WLAN-SAWHSEHL	Active Wireless Survey for up to 500 square feet of HyperLocation coverage in a Warehouse space	\$	601.40	990101	7.50%
ATS-PRO-WLAN-SAWHSES	Active Wireless Survey for up to 5500 square feet of Scanner coverage in a Warehouse space	\$	601.40	990101	7.50%
ATS-PRO-WLAN-SFF	Format floorplan/map for Ekahau Pro	\$	405.59	990101	7.50%
ATS-PRO-WLAN-SP3k	Predictive Wireless Survey for up to 3000 square feet (excludes warehouse/manufacturing/hyperlocation)	\$	139.86	990101	7.50%
ATS-PRO-WLAN-SPEDMED	Passive Wireless Survey for up to 16000 square feet in an Education or Medical space	\$	576.22	990101	7.50%
ATS-PRO-WLAN-SPOFF	Passive Wireless Survey for up to 25000 square feet in an Office space	\$	606.99	990101	7.50%
ATS-PRO-WLAN-SPWHSE	Passive Wireless Survey for up to 82000 square feet in a Warehouse or Manufacturing space	\$	886.71	990101	7.50%
ATS-PRO-WLAN-SR	Services to review the Site Survey Results with the Customer	\$	811.19	990101	7.50%
<b>Security Services</b>					
SEC-3PN-DETECT-100G	Deepwatch vSOC Detect Analytics Services Enablement One Time for 100GB	\$	30,000.00	990101	7.50%
SEC-3PN-DETECT-100G1Y	Deepwatch vSOC Detect Analytics 100G Tier 1 YR Services (Requires Splunk Cloud License for 100GB)	\$	27,000.00	990101	7.50%
SEC-3PN-DETECT-175G	Deepwatch vSOC Detect Analytics Services Enablement One Time for 175GB	\$	30,000.00	990101	7.50%
SEC-3PN-DETECT-175G1Y	Deepwatch vSOC Detect Analytics 175G Tier 1 YR Services (Requires Splunk Cloud License for 175GB)	\$	32,000.00	990101	7.50%
SEC-3PN-DETECT-250G	Deepwatch vSOC Detect Analytics Services Enablement One Time for 250GB	\$	30,000.00	990101	7.50%
SEC-3PN-DETECT-250G1Y	Deepwatch vSOC Detect Analytics 250G Tier 1 YR Services (Requires Splunk Cloud License for 250GB)	\$	40,000.00	990101	7.50%
SEC-3PN-DETECT-50G	Deepwatch vSOC Detect Analytics Services Enablement One Time for 50GB	\$	30,000.00	990101	7.50%
SEC-3PN-DETECT-50G1Y	Deepwatch vSOC Detect Analytics 50G Tier 1 YR Services (Requires Splunk Cloud License for 50GB)	\$	16,000.00	990101	7.50%
SEC-3PN-DETECT-MODIFY	Deepwatch vSOC Detect Analytics Modification for SOAR or Ticketing Integration (Per)	\$	10,000.00	990101	7.50%
SEC-3PN-EPENTEST-100	External Penetration Testing Guidepoint 3rd Party - 51-100 External Hosts	\$	26,675.00	990101	7.50%
SEC-3PN-EPENTEST-400	External Penetration Testing Guidepoint 3rd Party - 100-400 External Hosts	\$	52,250.00	990101	7.50%
SEC-3PN-EPENTEST-50	External Penetration Testing Guidepoint 3rd Party - <50 External Hosts	\$	17,325.00	990101	7.50%
SEC-3PN-EVULN-100	External Vulnerability Assessment Guidepoint 3rd Party - 51-100 External Hosts	\$	9,900.00	990101	7.50%
SEC-3PN-EVULN-400	External Vulnerability Assessment Guidepoint 3rd Party - 101-400 External Hosts	\$	12,925.00	990101	7.50%
SEC-3PN-EVULN-50	External Vulnerability Assessment Guidepoint 3rd Party - <50 External Hosts	\$	7,700.00	990101	7.50%
SEC-3PN-IPENTEST-1500	Internal Penetration Testing Guidepoint 3rd Party - 501-1500 Internal Hosts	\$	34,650.00	990101	7.50%
SEC-3PN-IPENTEST-4000	Internal Penetration Testing Guidepoint 3rd Party - 1501-4000 Internal Hosts	\$	54,725.00	990101	7.50%
SEC-3PN-IPENTEST-500	Internal Penetration Testing Guidepoint 3rd Party - <500 Internal Hosts	\$	23,100.00	990101	7.50%

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SEC-3PN-IR-200	Incident Response Retainer Guidepoint 3rd Party - 200 Hours for IR + NWN PM	\$	80,050.00		990101	7.50%
SEC-3PN-IR-40	Incident Response Retainer Guidepoint 3rd Party - 40 Hours for IR + NWN PM	\$	17,600.00		990101	7.50%
SEC-3PN-IR-80	Incident Response Retainer Guidepoint 3rd Party - 80 Hours for IR + NWN PM	\$	33,000.00		990101	7.50%
SEC-3PN-IVULN-1500	Internal Vulnerability Assessment Guidepoint 3rd Party - 501-1500 Internal Hosts	\$	12,375.00		990101	7.50%
SEC-3PN-IVULN-4000	Internal Vulnerability Assessment Guidepoint 3rd Party - 1501-4000 External Hosts	\$	15,950.00		990101	7.50%
SEC-3PN-IVULN-500	Internal Vulnerability Assessment Guidepoint 3rd Party - <500 Internal Hosts	\$	9,625.00		990101	7.50%
SEC-AAS-ARC	Third Party Annual Services	\$	-	\$ 100.00	990101	7.50%
SEC-AAS-MRC	Third Party Monthly Services	\$	-	\$ 100.00	990101	7.50%
SEC-AAS-NRC	Third Party One-time Services	\$	100.00		990101	7.50%
SEC-MSN-AmpEP-1000	Cisco Amp for Endpoint Security Support - 501-1000 users (Enablement)	\$	2,194.00		990101	7.50%
SEC-MSN-AmpEP-10000	Cisco Amp for Endpoint Security Support - 9501-10000 users (Enablement)	\$	7,119.00		990101	7.50%
SEC-MSN-AmpEP-1500	Cisco Amp for Endpoint Security Support - 1001-1500 users (Enablement)	\$	2,773.43		990101	7.50%
SEC-MSN-AmpEP-2000	Cisco Amp for Endpoint Security Support - 1501-2000 users (Enablement)	\$	3,236.43		990101	7.50%
SEC-MSN-AmpEP-2500	Cisco Amp for Endpoint Security Support - 2001-2500 users (Enablement)	\$	3,632.03		990101	7.50%
SEC-MSN-AmpEP-3000	Cisco Amp for Endpoint Security Support - 2501-3000 users (Enablement)	\$	3,982.38		990101	7.50%
SEC-MSN-AmpEP-3500	Cisco Amp for Endpoint Security Support - 3001-3500 users (Enablement)	\$	4,299.72		990101	7.50%
SEC-MSN-AmpEP-4000	Cisco Amp for Endpoint Security Support - 3501-4000 users (Enablement)	\$	4,591.59		990101	7.50%
SEC-MSN-AmpEP-4500	Cisco Amp for Endpoint Security Support - 4001-4500 users (Enablement)	\$	4,863.06		990101	7.50%
SEC-MSN-AmpEP-500	Cisco Amp for Endpoint Security Support - 1-500 users (Enablement)	\$	1,325.89		990101	7.50%
SEC-MSN-AmpEP-5000	Cisco Amp for Endpoint Security Support - 4501-5000 users (Enablement)	\$	5,117.74		990101	7.50%
SEC-MSN-AmpEP-5500	Cisco Amp for Endpoint Security Support - 5001-5500 users (Enablement)	\$	5,358.32		990101	7.50%
SEC-MSN-AmpEP-6000	Cisco Amp for Endpoint Security Support - 5501-6000 users (Enablement)	\$	5,586.73		990101	7.50%
SEC-MSN-AmpEP-6500	Cisco Amp for Endpoint Security Support - 6001-6500 users (Enablement)	\$	5,804.70		990101	7.50%
SEC-MSN-AmpEP-7000	Cisco Amp for Endpoint Security Support - 6501-7000 users (Enablement)	\$	6,013.41		990101	7.50%
SEC-MSN-AmpEP-7500	Cisco Amp for Endpoint Security Support - 7001-7500 users (Enablement)	\$	6,213.90		990101	7.50%
SEC-MSN-AmpEP-8000	Cisco Amp for Endpoint Security Support - 7501-8000 users (Enablement)	\$	6,407.06		990101	7.50%
SEC-MSN-AmpEP-8500	Cisco Amp for Endpoint Security Support - 8001-8500 users (Enablement)	\$	6,593.57		990101	7.50%
SEC-MSN-AmpEP-9000	Cisco Amp for Endpoint Security Support - 8501-9000 users (Enablement)	\$	6,774.04		990101	7.50%
SEC-MSN-AmpEP-9500	Cisco Amp for Endpoint Security Support - 9001-9500 users (Enablement)	\$	6,949.02		990101	7.50%



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SEC-MSN-CES-Cloud	Cisco Email Security - Cloud Deployment (# of Instances) (Enablement)	\$	839.16	990101	7.50%
SEC-MSN-CUST	NWN Custom Enablement	\$	100.00	990101	7.50%
SEC-MSN-ESA-HAPair	Email Security (HA Nodes, Up to 10 Policies (Enablement)	\$	1,208.39	990101	7.50%
SEC-MSN-ESA-STAND	Email Security (1 Node, Up to 10 Policies (Enablement)	\$	1,006.99	990101	7.50%
SEC-MSN-FWHA	Firewall: Standard - HA Pair (Enablement)	\$	1,234.28	990101	7.50%
SEC-MSN-FWS	Firewall: Standard - Standalone (Enablement)	\$	822.87	990101	7.50%
SEC-MSN-ISE-NODE	Additional ISE nodes if the environment contains more than 2 nodes (Enablement)	\$	1,159.09	990101	7.50%
SEC-MSN-ISE-WIRED	Management Services for ISE Wired Access (includes 2 Nodes) (Enablement)	\$	1,236.01	990101	7.50%
SEC-MSN-ISE-WLANVPN	Management Services for ISE Wireless & VPN Use Case (includes 2 Nodes) (Enablement)	\$	1,543.71	990101	7.50%
SEC-MSN-MER-MXHA	Meraki MX Firewall HA Pair (Enablement)	\$	789.94	990101	7.50%
SEC-MSN-MER-MXSTAND	Meraki MX Firewall Standalone (Enablement)	\$	658.29	990101	7.50%
SEC-MSN-MFA	Cisco DUO Support (Enablement)	\$	1,234.00	990101	7.50%
SEC-MSN-MSOC-100	Managed SOC Response for 51 up to 100 GB of log volume per day (Enablement)	\$	7,851.00	990101	7.50%
SEC-MSN-MSOC-175	Managed SOC Response for 101 up to 175 GB of log volume per day (Enablement)	\$	13,740.00	990101	7.50%
SEC-MSN-MSOC-250	Managed SOC Response for 176 up to 250 GB of log volume per day (Enablement)	\$	19,628.00	990101	7.50%
SEC-MSN-MSOC-50	Managed SOC Response for up to 50 GB of log volume per day (Enablement)	\$	3,925.00	990101	7.50%
SEC-MSN-NGFW-FMCHA	Firepower Management Console HA Pair (Enablement)	\$	906.29	990101	7.50%
SEC-MSN-NGFW-FMCSTAND	Firepower Management Console (Enablement)	\$	755.24	990101	7.50%
SEC-MSN-NGFW-FWHA	Firepower Next-Gen Firewall (FTD or NG-ASA) - HA Pair (Enablement)	\$	1,234.27	990101	7.50%
SEC-MSN-NGFW-FWSTAND	Firepower Next-Gen Firewall (FTD or NG-ASA) - Standalone (Enablement)	\$	821.68	990101	7.50%
SEC-MSN-NLB-HA	Network Load Balancer: HA Pair (Enablement)	\$	1,234.28	990101	7.50%
SEC-MSN-NLB-STA	Network Load Balancer: Standalone (Enablement)	\$	822.87	990101	7.50%
SEC-MSN-Router	Router: Standard (Enablement)	\$	496.87	990101	7.50%
SEC-MSN-SMA	Support Services for a Security Management Appliance (1 Node, Device ) (Enablement)	\$	906.00	990101	7.50%
SEC-MSN-SRVR-AD	Application: Active Directory Domain Controller (Enablement)	\$	1,028.58	990101	7.50%
SEC-MSN-SRVR-EX	Application: Exchange - Exchange Servers (Enablement)	\$	1,544.46	990101	7.50%
SEC-MSN-SRVR-OS	Server: Operating System (Enablement)	\$	935.05	990101	7.50%
SEC-MSN-SRVR-SPAM	Application: Mail Filtering (Enablement)	\$	1,234.28	990101	7.50%
SEC-MSN-SRVR-WF	Application: Web Filtering (Websense, Barracuda, Symantec) (Enablement)	\$	1,234.28	990101	7.50%
SEC-MSN-UMB-1000	Cisco Umbrella Support - 501-1000 users (Enablement)	\$	1,518.24	990101	7.50%
SEC-MSN-UMB-10000	Cisco Umbrella Support - 9501-10000 users (Enablement)	\$	2,621.52	990101	7.50%
SEC-MSN-UMB-1500	Cisco Umbrella Support - 1001-1500 users (Enablement)	\$	1,692.66	990101	7.50%
SEC-MSN-UMB-2000	Cisco Umbrella Support - 1501-2000 users (Enablement)	\$	1,818.37	990101	7.50%
SEC-MSN-UMB-2500	Cisco Umbrella Support - 2001-2500 users (Enablement)	\$	1,918.34	990101	7.50%
SEC-MSN-UMB-3000	Cisco Umbrella Support - 2501-3000 users (Enablement)	\$	2,002.09	990101	7.50%
SEC-MSN-UMB-3500	Cisco Umbrella Support - 3001-3500 users (Enablement)	\$	2,074.60	990101	7.50%
SEC-MSN-UMB-4000	Cisco Umbrella Support - 3501-4000 users (Enablement)	\$	2,138.80	990101	7.50%
SEC-MSN-UMB-4500	Cisco Umbrella Support - 4001-4500 users (Enablement)	\$	2,196.58	990101	7.50%



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SEC-MSN-UMB-500	Cisco Umbrella Support - 0-500 users (Enablement)	\$	1,201.30	990101	7.50%
SEC-MSN-UMB-5000	Cisco Umbrella Support - 4501-5000 users (Enablement)	\$	2,249.24	990101	7.50%
SEC-MSN-UMB-5500	Cisco Umbrella Support - 5001-5500 users (Enablement)	\$	2,297.70	990101	7.50%
SEC-MSN-UMB-6000	Cisco Umbrella Support - 5501-6000 users (Enablement)	\$	2,342.65	990101	7.50%
SEC-MSN-UMB-6500	Cisco Umbrella Support - 6001-6500 users (Enablement)	\$	2,384.62	990101	7.50%
SEC-MSN-UMB-7000	Cisco Umbrella Support - 6501-7000 users (Enablement)	\$	2,424.03	990101	7.50%
SEC-MSN-UMB-7500	Cisco Umbrella Support - 7001-7500 users (Enablement)	\$	2,461.21	990101	7.50%
SEC-MSN-UMB-8000	Cisco Umbrella Support - 7501-8000 users (Enablement)	\$	2,496.42	990101	7.50%
SEC-MSN-UMB-8500	Cisco Umbrella Support - 8001-8500 users (Enablement)	\$	2,529.88	990101	7.50%
SEC-MSN-UMB-9000	Cisco Umbrella Support - 8501-9000 users (Enablement)	\$	2,561.79	990101	7.50%
SEC-MSN-UMB-9500	Cisco Umbrella Support - 9001-9500 users (Enablement)	\$	2,592.29	990101	7.50%
SEC-MSN-UMB-VAP	Cisco Umbrella Virtual Appliance Security Support (qty 2) (Enablement)	\$	287.71	990101	7.50%
SEC-MSN-WSA-APPHAr	Cisco Web Security - Appliance HA Pair (Enablement)	\$	1,544.44	990101	7.50%
SEC-MSN-WSA-APPSTAND	Cisco Web Security - Appliance Standalone (Enablement)	\$	1,235.54	990101	7.50%
SEC-MSR-AMP-ADP1Y	Adoption Services for existing AMP for Endpoints - Annual	\$	451.63	990101	7.50%
SEC-MSR-AmpEP-1000	Cisco Amp for Endpoint Security Support - 501-1000 users	\$	1,828.34	990101	7.50%
SEC-MSR-AmpEP-10000	Cisco Amp for Endpoint Security Support - 9501-10000 users	\$	5,932.50	990101	7.50%
SEC-MSR-AmpEP-1500	Cisco Amp for Endpoint Security Support - 1001-1500 users	\$	2,311.19	990101	7.50%
SEC-MSR-AmpEP-2000	Cisco Amp for Endpoint Security Support - 1501-2000 users	\$	2,697.03	990101	7.50%
SEC-MSR-AmpEP-2500	Cisco Amp for Endpoint Security Support - 2001-2500 users	\$	3,026.70	990101	7.50%
SEC-MSR-AmpEP-3000	Cisco Amp for Endpoint Security Support - 2501-3000 users	\$	3,318.65	990101	7.50%
SEC-MSR-AmpEP-3500	Cisco Amp for Endpoint Security Support - 3001-3500 users	\$	3,583.09	990101	7.50%
SEC-MSR-AmpEP-4000	Cisco Amp for Endpoint Security Support - 3501-4000 users	\$	3,826.33	990101	7.50%
SEC-MSR-AmpEP-4500	Cisco Amp for Endpoint Security Support - 4001-4500 users	\$	4,052.55	990101	7.50%
SEC-MSR-AmpEP-500	Cisco Amp for Endpoint Security Support - 1-500 users	\$	1,104.91	990101	7.50%
SEC-MSR-AmpEP-5000	Cisco Amp for Endpoint Security Support - 4501-5000 users	\$	4,264.79	990101	7.50%
SEC-MSR-AmpEP-5500	Cisco Amp for Endpoint Security Support - 5001-5500 users	\$	4,465.26	990101	7.50%
SEC-MSR-AmpEP-6000	Cisco Amp for Endpoint Security Support - 5501-6000 users	\$	4,655.61	990101	7.50%
SEC-MSR-AmpEP-6500	Cisco Amp for Endpoint Security Support - 6001-6500 users	\$	4,837.26	990101	7.50%
SEC-MSR-AmpEP-7000	Cisco Amp for Endpoint Security Support - 6501-7000 users	\$	5,011.17	990101	7.50%
SEC-MSR-AmpEP-7500	Cisco Amp for Endpoint Security Support - 7001-7500 users	\$	5,178.25	990101	7.50%
SEC-MSR-AmpEP-8000	Cisco Amp for Endpoint Security Support - 7501-8000 users	\$	5,339.21	990101	7.50%
SEC-MSR-AmpEP-8500	Cisco Amp for Endpoint Security Support - 8001-8500 users	\$	5,494.63	990101	7.50%
SEC-MSR-AmpEP-9000	Cisco Amp for Endpoint Security Support - 8501-9000 users	\$	5,645.03	990101	7.50%
SEC-MSR-AmpEP-9500	Cisco Amp for Endpoint Security Support - 9001-9500 users	\$	5,790.86	990101	7.50%
SEC-MSR-AMP-HCK1Y	Healthcheck Services for existing AMP Deployment - Annual	\$	451.63	990101	7.50%
SEC-MSR-CES-Cloud	Cisco Email Security - Cloud Deployment (# of Instances)	\$	699.30	990101	7.50%
SEC-MSR-CES-ESA-ADP1Y	Adoption Services for existing Next Gen Firewall Deployment - Annual	\$	677.45	990101	7.50%
SEC-MSR-CES-ESA-HCK1Y	Adoption Services for existing Next Gen Firewall Deployment - Annual	\$	1,467.07	990101	7.50%
SEC-MSR-CUST	NWN Custom Support	\$	-	990101	7.50%
SEC-MSR-ESA-HAPair	Email Security (HA Nodes, Up to 10 Policies)	\$	1,006.99	990101	7.50%
SEC-MSR-ESA-STAND	Email Security (1 Node, Up to 10 Policies)	\$	839.16	990101	7.50%
SEC-MSR-FWHA	Firewall: Standard - HA Pair	\$	1,028.57	990101	7.50%

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SEC-MSR-FWS	Firewall: Standard - Standalone	\$	685.72	990101	7.50%
SEC-MSR-ISE-ADP1Y	Adoption Services for existing Identity Services Engine- Annual	\$	1,016.90	990101	7.50%
SEC-MSR-ISE-HCK1Y	Healthcheck Services for existing ISE Deployment - Annual	\$	563.81	990101	7.50%
SEC-MSR-ISE-NODE	Additional ISE nodes if the environment contains more than 2 nodes	\$	965.03	990101	7.50%
SEC-MSR-ISE-WIRED	Management Services for ISE Wired Access (includes 2 Nodes)	\$	1,029.72	990101	7.50%
SEC-MSR-ISE-WLANVPN	Management Services for ISE Wireless & VPN Use Case (includes 2 Nodes)	\$	1,286.71	990101	7.50%
SEC-MSR-MER-MXHA	Meraki MX Firewall HA Pair	\$	658.29	990101	7.50%
SEC-MSR-MER-MXSTAND	Meraki MX Firewall Standalone	\$	548.57	990101	7.50%
SEC-MSR-MFA	Cisco DUO Support	\$	1,028.00	990101	7.50%
SEC-MSR-MSOC-100	Managed SOC Response for 51 up to 100 GB of log volume per day	\$	6,542.00	990101	7.50%
SEC-MSR-MSOC-175	Managed SOC Response for 101 up to 175 GB of log volume per day	\$	11,449.00	990101	7.50%
SEC-MSR-MSOC-250	Managed SOC Response for 176 up to 250 GB of log volume per day	\$	16,357.00	990101	7.50%
SEC-MSR-MSOC-50	Managed SOC Response for up to 50 GB of log volume per day	\$	3,271.00	990101	7.50%
SEC-MSR-NGFW-ADP1Y	Adoption Services for existing Next Generation Firewall Deployment (Per HA Pair) - Annual	\$	451.63	990101	7.50%
SEC-MSR-NGFW-FMCHA	Firepower Management Console HA Pair	\$	755.24	990101	7.50%
SEC-MSR-NGFW-FMCSTAND	Firepower Management Console	\$	629.37	990101	7.50%
SEC-MSR-NGFW-FWHA	Firepower Next-Gen Firewall (FTD or NG-ASA) - HA Pair	\$	1,027.97	990101	7.50%
SEC-MSR-NGFW-FWSTAND	Firepower Next-Gen Firewall (FTD or NG-ASA) - Standalone	\$	685.31	990101	7.50%
SEC-MSR-NGFW-HCK1Y	Healthcheck Services for existing Next Gen Firewall Deployment (Per HA Pair) - Annual	\$	903.26	990101	7.50%
SEC-MSR-NLB-HA	Network Load Balancer: HA Pair	\$	1,028.57	990101	7.50%
SEC-MSR-NLB-STA	Network Load Balancer: Standalone	\$	685.72	990101	7.50%
SEC-MSR-Router	Router: Standard	\$	414.06	990101	7.50%
Sec-MSR-SMA	Support Services for a Security Management Appliance (1 Node, Device )	\$	755.00	990101	7.50%
SEC-MSR-SRVR-AD	Application: Active Directory Domain Controller	\$	857.15	990101	7.50%
SEC-MSR-SRVR-EX	Application: Exchange - Exchange Servers	\$	1,287.05	990101	7.50%
SEC-MSR-SRVR-OS	Server: Operating System	\$	779.21	990101	7.50%
SEC-MSR-SRVR-SPAM	Application: Mail Filtering	\$	1,028.57	990101	7.50%
SEC-MSR-SRVR-WF	Application: Web Filtering (Websense, Barracuda, Symantec)	\$	1,028.57	990101	7.50%
SEC-MSR-SW-ADP1Y	Adoption Services for existing StealthWatch - Annual	\$	903.26	990101	7.50%
SEC-MSR-SW-HCK1Y	Healthcheck Services for existing Stealthwatch Deployment- Annual	\$	1,467.07	990101	7.50%
SEC-MSR-TH-MONTH	Consulting Services to Perform Cisco Based Threat Hunt (Blocks of 12 for Annual) (Project Coordination Only)	\$	5,419.58	990101	7.50%
SEC-MSR-THREAT-1Y	Consulting Services to Perform Cisco Based Threat Hunt One Day - Quarterly	\$	1,806.52	990101	7.50%
SEC-MSR-UMB-1000	Cisco Umbrella Support - 501-1000 users	\$	1,265.20	990101	7.50%
SEC-MSR-UMB-10000	Cisco Umbrella Support - 9501-10000 users	\$	2,184.60	990101	7.50%
SEC-MSR-UMB-1500	Cisco Umbrella Support - 1001-1500 users	\$	1,410.55	990101	7.50%
SEC-MSR-UMB-2000	Cisco Umbrella Support - 1501-2000 users	\$	1,515.31	990101	7.50%
SEC-MSR-UMB-2500	Cisco Umbrella Support - 2001-2500 users	\$	1,598.62	990101	7.50%
SEC-MSR-UMB-3000	Cisco Umbrella Support - 2501-3000 users	\$	1,668.41	990101	7.50%
SEC-MSR-UMB-3500	Cisco Umbrella Support - 3001-3500 users	\$	1,728.84	990101	7.50%
SEC-MSR-UMB-4000	Cisco Umbrella Support - 3501-4000 users	\$	1,782.34	990101	7.50%

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SEC-MSR-UMB-4500	Cisco Umbrella Support - 4001-4500 users	\$	1,830.49	990101	7.50%
SEC-MSR-UMB-500	Cisco Umbrella Support - 0-500 users	\$	1,001.08	990101	7.50%
SEC-MSR-UMB-5000	Cisco Umbrella Support - 4501-5000 users	\$	1,874.36	990101	7.50%
SEC-MSR-UMB-5500	Cisco Umbrella Support - 5001-5500 users	\$	1,914.75	990101	7.50%
SEC-MSR-UMB-6000	Cisco Umbrella Support - 5501-6000 users	\$	1,952.21	990101	7.50%
SEC-MSR-UMB-6500	Cisco Umbrella Support - 6001-6500 users	\$	1,987.19	990101	7.50%
SEC-MSR-UMB-7000	Cisco Umbrella Support - 6501-7000 users	\$	2,020.03	990101	7.50%
SEC-MSR-UMB-7500	Cisco Umbrella Support - 7001-7500 users	\$	2,051.01	990101	7.50%
SEC-MSR-UMB-8000	Cisco Umbrella Support - 7501-8000 users	\$	2,080.35	990101	7.50%
SEC-MSR-UMB-8500	Cisco Umbrella Support - 8001-8500 users	\$	2,108.23	990101	7.50%
SEC-MSR-UMB-9000	Cisco Umbrella Support - 8501-9000 users	\$	2,134.82	990101	7.50%
SEC-MSR-UMB-9500	Cisco Umbrella Support - 9001-9500 users	\$	2,160.24	990101	7.50%
SEC-MSR-UMB-ADP1Y	Adoption Services for existing Umbrella Deployment- Annual	\$	339.46	990101	7.50%
SEC-MSR-UMB-HCK1Y	Healthcheck Services for existing Umbrella Deployment - Annual	\$	903.26	990101	7.50%
SEC-MSR-UMB-VAP	Cisco Umbrella Virtual Appliance Security Support (qty 2)	\$	239.76	990101	7.50%
SEC-MSR-WSA-ADP1Y	Adoption Services for existing Next Gen Firewall Deployment - Annual	\$	451.63	990101	7.50%
SEC-MSR-WSA-APPHA	Cisco Web Security - Appliance HA Pair	\$	1,287.03	990101	7.50%
SEC-MSR-WSA-APPSTAND	Cisco Web Security - Appliance Standalone	\$	1,029.62	990101	7.50%
SEC-MSR-WSA-HCK1Y	Adoption Services for existing Next Gen Firewall Deployment - Annual	\$	1,129.08	990101	7.50%
SEC-PRO-AMP-Add500	Installation & Configuration Services for an additional 500 user licenses of AMP for Endpoints	\$	3,496.50	990101	7.50%
SEC-PRO-AMP-ADP	Adoption Services for existing AMP for Endpoints	\$	4,335.66	990101	7.50%
SEC-PRO-AMP-AVS	Installation & Configuration Services for an Antivirus AMP Server	\$	6,979.02	990101	7.50%
SEC-PRO-AMP-Base500	Installation & Configuration Services for up to 500 user licenses of AMP for Endpoint Clients	\$	15,230.77	990101	7.50%
SEC-PRO-AMP-HCK	Healthcheck Services for existing AMP Deployment	\$	4,335.66	990101	7.50%
SEC-PRO-ASE-AH	NWN Associate Solutions Engineer Hourly Rate (After-hours)	\$	142.50	990101	7.50%
SEC-PRO-ASE-S	NWN Associate Solutions Engineer Hourly Rate	\$	95.00	990101	7.50%
SEC-PRO-CES-AMPTGCL	Configuration Services to add AMP/Threatgrid licensing/policy to existing CES Environment	\$	4,013.99	990101	7.50%
SEC-PRO-CES-BSE	Installation & Configuration Services for Cloud Email Security (Up to 5 Inbound and 5 Outbound Policies, Cutover and Support)	\$	22,755.24	990101	7.50%
SEC-PRO-CESEA-ADP	Adoption Services for Email Security	\$	6,503.50	990101	7.50%
SEC-PRO-CESEA-HCK	Healthcheck Services for existing CES or ESA Deployment	\$	14,083.92	990101	7.50%
SEC-PRO-CES-POLICY	Installation & Configuration Services for a single Outbound and Inbound Policy and Testing	\$	2,391.61	990101	7.50%
SEC-PRO-CON-AH	NWN Consultant Hourly Rate (After-hours)	\$	390.00	990101	7.50%
SEC-PRO-CON-ARCH	Security Architecture Review and Presentation of Findings	\$	14,081.82	990101	7.50%
SEC-PRO-CON-EA	Enterprise Agreement workshop to tie the security technologies/framework into the Customer's business outcomes	\$	22,727.27	990101	7.50%
SEC-PRO-CON-FRAME	Consulting Services to Develop a Security Framework Architecture and Strategy	\$	14,081.82	990101	7.50%
SEC-PRO-CON-S	NWN Consultant Hourly Rate	\$	260.00	990101	7.50%
SEC-PRO-CUST	NWN Custom Professional Services	\$	-	990101	7.50%
SEC-PRO-ESA-AMPTGCL	Configuration Services to add AMP/Threatgrid licensing to existing ESA environment	\$	4,013.99	990101	7.50%

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SEC-PRO-ESA-APL	Installation & Configuration Services to add an additional appliance to a ESA Cluster	\$	3,496.50	990101	7.50%
SEC-PRO-ESA-BSE	Installation & Configuration Services for Cloud Email Security (Up to 5 Inbound and 5 Outbound Policies, Cutover and Support)	\$	34,811.19	990101	7.50%
SEC-PRO-ESA-POLICY	Installation & Configuration Services for a 1 Outbound and Inbound Policy and Testing	\$	2,391.61	990101	7.50%
SEC-PRO-ESA-UP	Services for Upgrade of ESA (Per Node/Per Major Upgrade - 9.x to 10.x, 10.x to 11.x, etc)	\$	2,279.72	990101	7.50%
SEC-PRO-FMC-BASE	Installation & Configuration of a Single Firepower Management Console	\$	5,888.11	990101	7.50%
SEC-PRO-FMC-BASE-HA	Installation & Configuration of a High Availability Pair of Firepower Management Consoles	\$	6,755.24	990101	7.50%
SEC-PRO-ISE-ADP	Adoption Services for existing Identity Services Engine	\$	9,762.24	990101	7.50%
SEC-PRO-ISE-CUST	Additional CCIE-level ISE Services per week (ie. - additonal uses, posture, 3rd party integrations, etc....)	\$	21,678.32	990101	7.50%
SEC-PRO-ISE-HCK	Healthcheck Services for existing ISE Deployment	\$	5,412.59	990101	7.50%
SEC-PRO-ISE-MDM	Configuration Services to add MDM Functionality to an ISE Deployment	\$	9,972.03	990101	7.50%
SEC-PRO-ISE-Node	Configuration Services to add an additional Node to the Base Installation	\$	4,363.64	990101	7.50%
SEC-PRO-ISE-POLICY	Configuration and Testing of 1 Authorization Policy	\$	1,636.36	990101	7.50%
SEC-PRO-ISE-PROFILE	Configuration and Testing of 1 Custom Device Profile	\$	1,090.91	990101	7.50%
SEC-PRO-ISE-RTC	Configuration Services to add Rapid Threat Containment to an ISE Deployment (includes 10 switches and all wireless clients)	\$	15,166.43	990101	7.50%
SEC-PRO-ISE-SGT	Configuration Services to add an additional 10 Security Group Tags to an ISE deployment	\$	9,762.24	990101	7.50%
SEC-PRO-ISE--SWIRED	Configuration Services to add additional 50 switches to an ISE 802.1x deployment	\$	8,741.26	990101	7.50%
SEC-PRO-ISE-TACACS+	Configuration Services to add additional 50 switches to an ISE TACACS+/SGT deployment	\$	6,979.02	990101	7.50%
SEC-PRO-ISE-TCN	Configuration Services to add Threat Centric NAC to an ISE Deployment (includes up to 10 switches)	\$	11,916.08	990101	7.50%
SEC-PRO-ISE-UP	Configuration Services to upgrade a pair of ISE appliances (per 2 nodes)	\$	12,167.83	990101	7.50%
SEC-PRO-ISE-WLANVPN	Installation & Configuration Services for ISE Wireless & VPN Deployment (includes 2 Nodes up to 10 Policies/50 TACACS+ Switches + 1 Cutover/Support Day)	\$	33,944.06	990101	7.50%
SEC-PRO-ISE-WWIRED	Configuration Services to add Wired ISE to an existing WLAN/VPN ISE deployment (50 Switches/3 Cutover/Support Windows - 10 Profiles/Policies)	\$	33,832.17	990101	7.50%
SEC-PRO-MER-FWG	Installation & Configuration Services for a Meraki MX Appliance for a new install	\$	15,678.32	990101	7.50%
SEC-PRO-MER-FWHAG	Installation & Configuration Services for a High Availabilty pair of Meraki MX Appliance for a new install	\$	16,545.45	990101	7.50%
SEC-PRO-MER-FWMIG	Configuration Services to migrate an existing configuration to a new Meraki MX Appliance for a new install	\$	12,195.80	990101	7.50%
SEC-PRO-MFA-ACCESS	Configuration and Installation of Access Control Policies to limit external and internal connectivity	\$	1,748.25	990101	7.50%
SEC-PRO-MFA-BSE	Configuration and Installation Services for Basic Setup of MFA Portal and Adminstration	\$	3,496.50	990101	7.50%
SEC-PRO-MFA-BYODD	Configuration and Installation of BYOD and Differentiated Services, Policy for Securing Remote Access to SSH/Internal Hosts, and Policy to Secure remote access to AWS/Azure.	\$	3,496.50	990101	7.50%
SEC-PRO-MFA-DAG	Configuration and installation of Duo Access Gateway	\$	1,748.25	990101	7.50%
SEC-PRO-MFA-O365	Configuration and Installation of Secure Office 365 Feature	\$	1,748.25	990101	7.50%

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SEC-PRO-MFA-POLICY	Configuration and Installation Services for up to 3 SSO Applications and 1 x Directory Integration (Active Directory/Azure AD)	\$	2,615.38	990101	7.50%
SEC-PRO-MFA-RAVPNASA	Configuration and Installation services for MFA and Cisco ASA Remote Access VPN	\$	1,748.25	990101	7.50%
SEC-PRO-MFA-RAVPNFTD	Configuration and Installation services for MFA and Cisco FirePower Threat Defense Remote Access VPN	\$	1,748.25	990101	7.50%
SEC-PRO-MFA-RDP	Configuration and Installation of Secure RDP Feature	\$	1,748.25	990101	7.50%
SEC-PRO-NGFW-ADP	Adoption Services for existing Next Generation Firewall Deployment (Per HA Pair)	\$	4,335.66	990101	7.50%
SEC-PRO-NGFW-BASE	Installation & Configuration of a Single Next Gen Firewall	\$	15,230.77	990101	7.50%
SEC-PRO-NGFW-BASE-HA	Installation & Configuration of a High Availability Pair of Next Gen Firewalls	\$	17,398.60	990101	7.50%
SEC-PRO-NGFW-HA-Upgrade	Major Version Software Upgrade for a High Availability Pair of Next Gen Firewalls (includes FMC Upgrade)	\$	6,979.02	990101	7.50%
SEC-PRO-NGFW-HCK	Healthcheck Services for existing Next Gen Firewall Deployment (Per HA Pair)	\$	8,671.33	990101	7.50%
SEC-PRO-NGFW-Migration	Migration Services to Prepare Firewall Config from ASA to NGFW (requires BASE SKU as well)	\$	26,937.06	990101	7.50%
SEC-PRO-NGFW-RAVPN	Installation and Configuration of a Single Remote Access VPN Profile on NGFW	\$	1,972.03	990101	7.50%
SEC-PRO-NGFW-S2SVPN	Installation and Configuration of a single Site to Site VPN Profile on NGFW	\$	1,532.87	990101	7.50%
SEC-PRO-NGFW-TI	Threat Intelligence Services to be added to existing Next Gen Firewalls	\$	5,426.57	990101	7.50%
SEC-PRO-NGFW-Upgrade	Major Version Software Upgrade for a Single Next Gen Firewall (includes FMC Upgrade)	\$	4,349.65	990101	7.50%
SEC-PRO-PC-AH	NWN Project Coordinator Hourly Rate (After-hours)	\$	195.00	990101	7.50%
SEC-PRO-PC-S	NWN Project Coordinator Hourly Rate	\$	130.00	990101	7.50%
SEC-PRO-PM-AH	NWN Project Manager Hourly Rate (After-hours)	\$	270.00	990101	7.50%
SEC-PRO-PM-S	NWN Project Manager Hourly Rate	\$	180.00	990101	7.50%
SEC-PRO-PROJ-CUT	Standard Cutover Window (Overtime)	\$	2,195.80	990101	7.50%
SEC-PRO-PROJ-KO	Customer Kickoff and Project Closure	\$	3,258.74	990101	7.50%
SEC-PRO-PROJ-NEXTDAY	Standard Next Day Support	\$	1,748.25	990101	7.50%
SEC-PRO-SE-AH	NWN Solution Engineer Hourly Rate (After-hours)	\$	270.00	990101	7.50%
SEC-PRO-SE-S	NWN Solution Engineer Hourly Rate	\$	180.00	990101	7.50%
SEC-PRO-SMA-BSE	Installation & Configuration Services for a Security Management Appliance (1 Node, Device Reg/Policy Sync, Centralized Report Config,, Testing/Documentation)	\$	8,265.73	990101	7.50%
SEC-PRO-SrPM-AH	NWN Sr Project Manager Hourly Rate (After-hours)	\$	322.50	990101	7.50%
SEC-PRO-SrPM-S	NWN Sr Project Manager Hourly Rate	\$	215.00	990101	7.50%
SEC-PRO-SRSE-AH	NWN Sr Solution Engineer Hourly Rate (After-hours)	\$	322.50	990101	7.50%
SEC-PRO-SrSE-S	NWN Sr Solution Engineer Hourly Rate	\$	215.00	990101	7.50%
SEC-PRO-SW-ADP	Adoption Services for existing StealthWatch	\$	8,671.33	990101	7.50%
SEC-PRO-SW-BASE	Installation & Configuration Services for a Stealthwatch deployment (includes 3 nodes (SMC, Flow Collector and Flow Sensor), 25 host groups, 3 alarms, 5 use cases)	\$	44,615.38	990101	7.50%
SEC-PRO-SW-ETA	Configuration Services to Encrypted Traffic Analytics to a Stealthwatch deployment (includes 10 switches and Sensor/FC Setup)	\$	10,839.16	990101	7.50%
SEC-PRO-SW-HCK	Healthcheck Services for existing Stealthwatch Deployment	\$	14,083.92	990101	7.50%
SEC-PRO-SW-ISECTD	Configuration Services to add Cisco Threat Defense to the Stealthwatch-ISE integration	\$	8,671.33	990101	7.50%

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SEC-PRO-SW-NETFLOW	Configuration Services to deploy netflow on up to 25 switches and create 10 additional host groups	\$	5,440.56	990101	7.50%
SEC-PRO-SW-NODE	Installation & Configuration Services to add an additional node (either SMC, Flow Collector, or Flow Sensor)	\$	3,496.50	990101	7.50%
SEC-PRO-SW-UDP	Configuration Services to add a UDP Director	\$	9,594.41	990101	7.50%
SEC-PRO-SW-UP	Configuration Services to perform a software upgrade (per node) to a Stealthwatch Deployment	\$	3,496.50	990101	7.50%
SEC-PRO-SW-USECASE	Configuration Services to add an additional use case	\$	8,671.33	990101	7.50%
SEC-PRO-TH1D	Consulting Services to Perform Cisco Based Threat Hunt One Day	\$	4,335.66	990101	7.50%
SEC-PRO-THREAT-1Q	Consulting Services to Perform Cisco Based Threat Hunt (Quarterly Period) (Project Coordination Only)	\$	11,272.73	990101	7.50%
SEC-PRO-UMB-2VA	Installation & Configuration Services for an additional 2 Virtual Appliances	\$	2,615.38	990101	7.50%
SEC-PRO-UMB-ADP	Adoption Services for existing Umbrella Deployment	\$	3,258.74	990101	7.50%
SEC-PRO-UMB-API	Configuration Services and Testing for Umbrella Advanced Reporting and Enforcement API with 3rd Party (Umbrella Only)	\$	1,748.25	990101	7.50%
SEC-PRO-UMB-BSE	Installation & Configuration Services for Umbrella Implementation (includes 100 Roaming Clients and 2 Virtual Appliances)	\$	15,006.99	990101	7.50%
SEC-PRO-UMB-HCK	Healthcheck Services for existing Umbrella Deployment	\$	8,671.33	990101	7.50%
SEC-PRO-UMB-POLICY	Configuration Services for additional 3 Policies and 10 Internal Networks- Testing and Validation	\$	2,181.82	990101	7.50%
SEC-PRO-UMB-ROAM100	Installation & Configuration Services for an additional 100 Roaming Clients	\$	2,181.82	990101	7.50%
SEC-PRO-WSA-ADP	Adoption Services for Web Security	\$	4,335.66	990101	7.50%
SEC-PRO-WSA-AMPTGCL	Configuration Services to add AMP/Threatgrid licensing to existing WSA environment	\$	4,363.64	990101	7.50%
SEC-PRO-WSA-APL	Installation & Configuration Services to add an additional appliance to a WSA Cluster	\$	3,496.50	990101	7.50%
SEC-PRO-WSA-BASE	Installation & Configuration Sevices for a Web Security (2 Node, Up to 10 Policies, AD Integration, Cutover and Support 1 Day, Testing/Documentation)	\$	17,398.60	990101	7.50%
SEC-PRO-WSA-HCK	Healthcheck Services for existing WSA Deployment	\$	10,839.16	990101	7.50%
SEC-PRO-WSA-MIG	Planning Services to migrate a configuration from Zscaler to WSA	\$	17,342.66	990101	7.50%
SEC-PRO-WSA-POLICY	Installation & Configuration Services to Policies to Environment and Testing	\$	1,860.14	990101	7.50%
Contact Center Additional Manufacturer Products					
Product SKU	Description	Pricing Term (MRC/NRC/YRC)	Selling Price	Notes	
	Calabrio Solutions Plus				
MDS-CLB-WFM	Calabrio Advanced Workforce Management	NRC	625.50	990101	7.50%
MDS-CLB-LOG-SP	Calabrio Search and Play App	NRC	265.50	990101	7.50%
MDS-CLB-LOG-AQM	Calabrio Advanced QM	NRC	715.50	990101	7.50%
MDS-CLB-AN-PHON	Calabrio Analytics with Phonetics	NRC	1,075.50	990101	7.50%
MDS-CLB-AN-STT	Calabrio Analytics with STT	NRC	1,075.50	990101	7.50%
MDS-CLB-AN-PS TT	Calabrio Analytics with Phonetics and STT	NRC	1,165.50	990101	7.50%
SP-PRODUCTS-TERMS	Buyer Accept. of SolutionsPlus T&C. EULA: <a href="http://cs.co/spla">http://cs.co/spla</a>	NRC	0.00	990101	7.50%
MDS-CLB-LC	License certificate for Calabrio	NRC	0.00	990101	7.50%
	Verint Solutions Plus				
MDS-VERINT-ENC-MGT	Verint Encryption Management	NRC	262.80	990101	7.50%
MDS-VERINT-PAK	Verint PAK	NRC	0.00	990101	7.50%

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Contract No. DMS-17/18-044D  
Exhibit B

16110	Tableau Cluster M&S	YRC	4,600.00
16110	Ad-hoc reports add-on - DB schema M&S	YRC	3,450.00
11591	Nuance Application Studio License per User	NRC	35,000.00
11593	Nuance Application Studio License M&S	YRC	7,700.00
	<b>Nuance Test Studio (NTS)</b>		
17031	Nuance Test Studio License per User	NRC	35,000.00
17033	Nuance Application Studio License M&S	YRC	7,700.00
19151	Krypton 3.x - Per Process - 5 Year Term	NRC	1,494.00
19156	Krypton - 24x7 Support	YRC	328.68
19073	Vocalizer for Cloud (NVC) 1.x - Per Process - 5 Year Term	NRC	1,273.50
19410	Vocalizer for Cloud (NVC) - 24x7 Support	YRC	280.17
19152	Krypton - Additional Language - 5 Year Term	NRC	298.80
19156	Krypton Additional Language - 24x7 Support	YRC	65.74
19074	Vocalizer for Cloud (NVC) - Additional Voice - 5 Year Term	NRC	254.70
19410	Vocalizer for Cloud (NVC) - additional language 24x7 Support	YRC	56.03
18200-000	TERM SecuritySuite - System incl HA	NRC	25,200.00
18200-100	TERM SecuritySuite - Test\Dev System (120k audio auth and fraud transactions incl) incl HA	NRC	5,400.00
18204-002	PERPETUAL SecuritySuite - System M&S	YRC	5,544.00
18204-002	PERPETUAL SecuritySuite - Test\Dev System M&S	YRC	1,188.00
	<b>Audio Authentication and Fraud Transactions</b>		
18200-001	TERM SecuritySuite - Annual Audio Auth and Fraud Transactions Tier 1 - incl HA	YRC	2,160.00
18200-002	TERM SecuritySuite - Annual Audio Auth and Fraud Transactions Tier 2 - incl HA	YRC	270,000.00
18200-003	TERM SecuritySuite - Annual Audio Auth and Fraud Transactions Tier 3 - incl HA	YRC	864,000.00
18200-004	TERM SecuritySuite - Annual Audio Auth and Fraud Transactions Tier 4 - incl HA	YRC	3,600,000.00
18204-002	TERM SecuritySuite - Annual Audio Auth and Fraud Transactions Tier 1 - incl HA - M&S	YRC	475.20
18204-002	TERM SecuritySuite - Annual Audio Auth and Fraud Transactions Tier 2 - incl HA - M&S	YRC	59,400.00
18204-002	TERM SecuritySuite - Annual Audio Auth and Fraud Transactions Tier 3 - incl HA - M&S	YRC	190,080.00
18204-002	TERM SecuritySuite - Annual Audio Auth and Fraud Transactions Tier 4 - incl HA - M&S	YRC	792,000.00
	<b>Facial Recognition Biometrics</b>		
18200-011	TERM SecuritySuite - Facial Recognition Faceprints Tier 1 incl HA	YRC	6,300.00
18200-012	TERM SecuritySuite - Facial Recognition Faceprints Tier 2 incl HA	YRC	11,760.00
18200-013	TERM SecuritySuite - Facial Recognition Faceprints Tier 3 incl HA	YRC	84,000.00
18200-014	TERM SecuritySuite - Facial Recognition Faceprints Tier 4 incl HA	YRC	420,000.00
18204-002	TERM SecuritySuite - Facial Recognition Faceprints Tier 1 incl HA - M&S	YRC	1,386.00
18204-002	TERM SecuritySuite - Facial Recognition Faceprints Tier 2 incl HA - M&S	YRC	2,587.20

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Part Number	Description	Non-Recurring Charge	Monthly Recurring Charge	Item Type	Code	Rate
Category 3 Contaact Center Multi-Tenant Requested Items						
Multi-CC Services and Features						
CC-MSR-NWNFL-AGENT	Standard Agent	\$ -	\$ 98.50	Agent	310110	7.50%
CC-MSR-NWNFL-SUP	Standard Supervisor	\$ -	\$ 126.25	Supervisor	310110	7.50%
CC-MSR-NWNFL-IVRDP	Interactive Voice Response with Dual Tone Multi Frequency (Included with IVR port)	\$ -	\$ 280.00	Port	310110	7.50%
CC-MSR-NWNFL-IVRSR	Interactive Voice Response with Speech Recognition	\$ -	\$ 280.00	Port	310110	7.50%
CC-MSR-NWNFL-IVRTS	Interactive Voice Response Text to Speech	\$ -	\$ 280.00	Port	310110	7.50%
CC-MSR-NWNFL-IVRMLS	Interactive Voice Response Speech Recognition with Multiple Language Support	\$ -	\$ 280.00	Port	310110	7.50%
CC-MSR-NWNFL-IVRDM	Interactive Voice Response with Dual Tone Multi Frequency (Included with IVR port)	\$ -	\$ 0.087	Minute	310110	7.50%
CC-MSR-NWNFL-IVRSRM	Interactive Voice Response with Speech Recognition	\$ -	\$ 0.140	Minute	310110	7.50%
CC-MSR-NWNFL-IVRTSM	Interactive Voice Response Text to Speech	\$ -	\$ 0.135	Minute	310110	7.50%
CC-MSR-NWNFL-IVRMLSM	Interactive Voice Response Speech Recognition with Multiple Language Support	\$ -	\$ 0.195	Minute	310110	7.50%
CC-MSR-NWNFL-CTI	Computer Technology Integration	\$ -	\$ 12.00	Agent	310110	7.50%
CC-MSR-NWNFL-OMNI	Multi-Channel (Omni-Channel) Access	\$ -	\$ 25.00	Agent	310110	7.50%
CC-MSR-NWNFL-VH	Virtual Hold	\$ -	\$ 280.00	Port	310110	7.50%
CC-MSR-NWNFL-VHM	Virtual Hold	\$ -	\$ 0.02	Minute	310110	7.50%
CC-MSR-NWNFL-WFM	Workforce Management	\$ -	\$ 50.00	Agent	310110	7.50%
CC-MSR-NWNFL-CRSC	Call Recording with Screen Capture	\$ -	\$ 35.00	Agent	310110	7.50%
CC-MSR-NWNFL-CRS1G	Storage of Call Recordings	\$ -	\$ 8.25	Gigabyte	310110	7.50%
CC-MSR-NWNFL-VN	Voice Notifications	\$ -	\$ 0.03	Email	310110	7.50%
CC-MSR-NWNFL-SMSN	Short Message Service Notifications	\$ -	\$ 0.05	Message	310110	7.50%
CC-MSR-NWNFL-FAXN	Fax Notifications	\$ -	\$ 0.03	Fax	310110	7.50%
Multi-CC Telecom						
UC-AAS-CIR-LOCAL	One minute of local service (up to 250 per device)	\$ -	\$ -	Minute	010401	43.63%
UC-AAS-CIR-LD	One minute of long distance service (up to 250 per device)	\$ -	\$ -	Minute	010401	43.63%
UC-AAS-BWUS-TF1	One minute of inbound toll-free calling	\$ -	\$ 0.015	Minute	050112	43.63%
Multi-CC Professional Services						
UC-PRO-NWNFL-SRSE	Pro Engagement - Sr SE	\$ 225.00	\$ -	Hour	990101	7.50%
Category 3 Contact Center Multi-Tenant Additional Items						
Contact Center Services						
CC-3PS-CLOUD-NQM	Calabrio Implementation & Configuration of Quality Management	\$ 16,500.00			990101	7.50%
CC-3PS-CLOUD-NWFA	Calabrio Implementation & Configuration of Analytics (Speech/Text/Desktop)	\$ 46,200.00			990101	7.50%
CC-3PS-CLOUD-NWFM	Calabrio Implementation & Configuration of Workforce Management	\$ 31,600.00			990101	7.50%
CC-MSN-CUST	NWN Custom Enablement		\$100.00		N/A	0.00%
CC-MSR-CLOUD-PRE	Premium Agent Support Package		\$22.52		990101	7.50%
CC-MSR-CLOUD-STA	Standard Agent Support Package		\$18.76		990101	7.50%
CC-MSR-CUST	NWN Custom Support		\$100.00		990101	7.50%
CC-PRO-CLOUD-Adv	Up to 100 Named Agents (10 Supervisors), 5 Call Flows, 10 Skills, 5 Dialed Numbers, Multi-Channel Setup	\$ 66,504.70			990101	7.50%
CC-PRO-CLOUD-Bas	1 Site of Agents, 20 Agent Minimum up to 50 Named Agents (5 Supervisors), 1 Call Flow, 2 Skills, 2 Dialed Numbers,	\$ 35,961.68			990101	7.50%

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CC-PRO-CLOUD-Pre	Up to 200 Named Agents (20 Supervisors), 7 Call Flows, 20 Skills, 10 Dialed Numbers, Multi-Channel Setup	\$	78,041.90		990101	7.50%
CC-PRO-CLOUD-STDIP	Up to 50 Named Agents (5 Supervisors), 2 Call Flows, 5 Skills, 5 Dialed Numbers	\$	42,556.70		990101	7.50%
<b>Endpoints</b>						
UC-3PN-CO-7811	Cisco Phone	\$	100.68	Device	110901	7.50%
UC-3PN-CO-Headset	Wired or Wireless + USB Cisco Headset	\$	315.00	Device	110901	7.50%
UC-3PN-CO-7821	Cisco Phone	\$	126.24	Device	110901	7.50%
UC-3PN-CO-7832	Cisco Phone	\$	578.84	Device	110901	7.50%
UC-3PN-CO-7841	Cisco Phone	\$	173.10	Device	110901	7.50%
UC-3PN-CO-7861	Cisco Phone	\$	185.88	Device	110901	7.50%
UC-3PN-CO-8811	Cisco Phone	\$	217.75	Device	110901	7.50%
UC-3PN-CO-8821	Cisco Phone	\$	470.58	Device	110901	7.50%
UC-3PN-CO-8821Pack	Cisco Phone	\$	530.22	Device	110901	7.50%
UC-3PN-CO-8831	Cisco Phone	\$	735.50	Device	110901	7.50%
UC-3PN-CO-8831WrlsMic	Cisco Phone	\$	368.47	Device	110901	7.50%
UC-3PN-CO-8831WiredMic	Cisco Phone	\$	149.11	Device	110901	7.50%
UC-3PN-CO-8832	Cisco Phone	\$	834.45	Device	110901	7.50%
UC-3PN-CO-8841	Cisco Phone	\$	249.33	Device	110901	7.50%
UC-3PN-CO-8845	Cisco Phone	\$	276.65	Device	110901	7.50%
UC-3PN-CO-8851	Cisco Phone	\$	297.22	Device	110901	7.50%
UC-3PN-CO-8851+	Cisco Phone	\$	523.57	Device	110901	7.50%
UC-3PN-CO-8861	Cisco Phone	\$	346.86	Device	110901	7.50%
UC-3PN-CO-8861+	Cisco Phone	\$	573.22	Device	110901	7.50%
UC-3PN-CO-8865	Cisco Phone	\$	382.70	Device	110901	7.50%
UC-3PN-CO-8865+	Cisco Phone	\$	609.06	Device	110901	7.50%
UC-3PN-CO-DX80	Cisco 23" Desktop Video Device	\$	2,474.52	Device	110901	7.50%
UC-3PN-CO-DX80SPK	Cisco 23" Desktop Video Device - Webex Registration	\$	1,185.54	Device	110901	7.50%
UC-3PN-CO-W55	Cisco Webex Board 55" include Wall Mount Kit	\$	12,111.67	Device	110901	7.50%
UC-3PN-CO-W55F	Cisco Webex Board 55" include Floor Stand Kit	\$	13,513.26	Device	110901	7.50%
UC-3PN-CO-W55W	Cisco Webex Board 55" include Wall Stand Kit	\$	12,789.03	Device	110901	7.50%
UC-3PN-CO-W70	Cisco Webex Board 70" include Wall Mount Kit	\$	22,139.38	Device	110901	7.50%
UC-3PN-CO-W70F	Cisco Webex Board 70" include Floor Stand Kit	\$	23,839.18	Device	110901	7.50%
UC-3PN-CO-WRm55	Cisco Webex Room 55" with Touch10	\$	6,087.46	Device	110901	7.50%
UC-3PN-CO-WRm70S	Cisco Webex Room 70" Single with Touch 10	\$	20,868.12	Device	110901	7.50%
UC-3PN-CO-WRm70D	Cisco Webex Room 70" Double with Touch 10	\$	30,734.62	Device	110901	7.50%
<b>Experience Management Platform</b>						
CC-MSN-EMP-CUST	CC EMP Customization	\$	1,750.00	\$ -	990101	7.50%
CC-MSR-EMP-COM	NWN Offering Knowledge Base, NWN Community, Self-Service Ticketing, SLA Dashboard, CC Administration, CC Reporting and Dashboards	\$	-	\$ 10,120.00	990101	7.50%
CC-MSR-EMP-CORE	NWN Offering Knowledge Base, NWN Community, Self-Service Ticketing, SLA Dashboard, CC Administration, CC Reporting and Dashboards	\$	-	\$ 8,780.00	990101	7.50%
CC-MSR-EMP-CORE2COM	Upgrade from CC EMP Core to Complete	\$	-	\$ 1,340.00	990101	7.50%
CC-MSR-EMP-CUST	CC EMP Customization Maintenance	\$	-	\$ 450.00	990101	7.50%
CC-MSR-EMP-ESS	NWN Offering Knowledge Base, NWN Community, Self-service Ticketing	\$	-	\$ 2,780.00	990101	7.50%
CC-MSR-EMP-ESS2COM	Upgrade from CC EMP Essentials to Complete	\$	-	\$ 6,000.00	990101	7.50%
CC-MSR-EMP-ESS2CORE	Upgrade from CC EMP Essentials to Core	\$	-	\$ 7,340.00	990101	7.50%
UC-MSR-EMP-ADDON	Unified Communications Capability Added to Existing Subscription	\$	-	\$ 2,780.00	990101	7.50%
SEC-MSR-EMP-ADDON	Security Capability Added to Existing Subscription	\$	-	\$ 2,780.00	990101	7.50%

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DEV-MSR-EMP-ADDON	Device Capability Added to Existing Subscription	\$	-	\$	2,780.00	990101	7.50%
ATS-MSR-EMP-ADDON	ATS Capability Added to Existing Subscription	\$	-	\$	2,780.00	990101	7.50%
Private Connectivity Options							
ATS-B-EPL-100M	EPL MAE Service Connection 10/100 Mbps			\$	250.00	050101	43.63%
ATS-B-EPL-100MR	EPL MAE Service Connection 10/100 Mbps with Managed IP Enabled Routing Device	\$	2,495.00	\$	445.00	050101	43.63%
ATS-B-EPL-1G	EPL MAE Service Connection Gigabit Ethernet (1 Gbps)			\$	1,150.00	050101	43.63%
ATS-B-EPL-1GR	EPL MAE Service Connection Gigabit Ethernet (1 Gbps) with Managed IP Enabled Routing Device	\$	2,495.00	\$	1,345.00	050101	43.63%
ATS-B-EPL-10GE	EPL MAE Service Connection Gigabit Ethernet (10 GE)			\$	2,250.00	050101	43.63%
ATS-B-EPL-10GER	EPL MAE Service Connection Gigabit Ethernet (10 GE) with Managed IP Enabled Routing Device	\$	2,495.00	\$	2,445.00	050101	43.63%
ATS-B-EVPL-100M	EVPL MAE Service Connection 10/100 Mbps			\$	250.00	050101	43.63%
ATS-B-EVPL-100MR	EVPL MAE Service Connection 10/100 Mbps with Managed IP Enabled Routing Device	\$	2,495.00	\$	445.00	050101	43.63%
ATS-B-EVPL-1G	EVPL MAE Service Connection Gigabit Ethernet (1 Gbps)			\$	1,150.00	050101	43.63%
ATS-B-EVPL-1GR	EVPL MAE Service Connection Gigabit Ethernet (1 Gbps) with Managed IP Enabled Routing Device	\$	2,495.00	\$	1,345.00	050101	43.63%
ATS-B-EVPL-10GE	EVPL MAE Service Connection 10 Gigabit Ethernet (10 GE)			\$	2,050.00	050101	43.63%
ATS-B-EVPL-10GER	EVPL MAE Service Connection 10 Gigabit Ethernet (10 GE) with Managed IP Enabled Routing Device	\$	2,495.00	\$	2,145.00	050101	43.63%
ATS-Pro-AddMac-100	Additional MAE MAC Addresses (51-100)	\$	175.00	\$	33.00	990101	7.50%
ATS-Pro-EVC	Ethernet Virtual Connection (EVC) MAE	\$	-	\$	25.00	990101	7.50%
ATS-B-CIRPre-2M	PREMIUM CIR MAE - 2 Mbps	\$	795.00	\$	12.10	990101	7.50%
ATS-B-CIRPre-4M	PREMIUM CIR MAE - 4 Mbps	\$	795.00	\$	18.15	990101	7.50%
ATS-B-CIRPre-5M	PREMIUM CIR MAE - 5 Mbps	\$	795.00	\$	24.20	990101	7.50%
ATS-B-CIRPre-8M	PREMIUM CIR MAE - 8 Mbps	\$	795.00	\$	30.25	990101	7.50%
ATS-B-CIRPre-10M	PREMIUM CIR MAE - 10 Mbps	\$	795.00	\$	42.35	990101	7.50%
ATS-B-CIRPre-20M	PREMIUM CIR MAE - 20 Mbps	\$	795.00	\$	66.55	990101	7.50%
ATS-B-CIRPre-50M	PREMIUM CIR MAE - 50 Mbps	\$	795.00	\$	127.05	990101	7.50%
ATS-B-CIRPre-100M	PREMIUM CIR MAE - 100 Mbps	\$	795.00	\$	199.65	990101	7.50%
ATS-B-CIRPre-150M	PREMIUM CIR MAE - 150 Mbps	\$	795.00	\$	260.15	990101	7.50%
ATS-B-CIRPre-200M	PREMIUM CIR MAE - 200 Mbps	\$	795.00	\$	320.65	990101	7.50%
ATS-B-CIRPre-250M	PREMIUM CIR MAE - 250 Mbps	\$	795.00	\$	381.15	990101	7.50%
ATS-B-CIRPre-400M	PREMIUM CIR MAE - 400 Mbps	\$	795.00	\$	441.65	990101	7.50%
ATS-B-CIRPre-500M	PREMIUM CIR MAE - 500 Mbps	\$	795.00	\$	502.15	990101	7.50%
ATS-B-CIRPre-600M	PREMIUM CIR MAE - 600 Mbps	\$	795.00	\$	562.65	990101	7.50%
ATS-B-CIRPre-1G	PREMIUM CIR MAE - 1 Gbps	\$	795.00	\$	798.60	990101	7.50%
ATS-B-CIRPre-10G	PREMIUM CIR MAE - 10 Gbps	\$	795.00	\$	2,299.00	990101	7.50%
ATS-3PS-DemarcCop	Extended Demarcation -Copper – Regular Hours	\$	545.00			990101	7.50%
ATS-3PS-DemarcCop-OT	Extended Demarcation -Copper – Overtime Hours	\$	670.00			990101	7.50%
ATS-3PS-DemarcCop-Wkd	Extended Demarcation -Copper – Sunday and Holiday Hours	\$	840.00			990101	7.50%
ATS-3PS-DemarcCop25	Extended Demarcation -Copper 25 Pair – Regular Hours	\$	545.00			990101	7.50%
ATS-3PS-DemarcCop25-OT	Extended Demarcation -Copper 25 Pair – Overtime Hours	\$	670.00			990101	7.50%
ATS-3PS-DemarcCop25-Wkd	Extended Demarcation -Copper 25 Pair – Sunday and Holiday Hours	\$	840.00			990101	7.50%
ATS-3PS-DemarcFIB	Extended Demarcation - Optical Fiber Link – Regular Hours	\$	1,015.00			990101	7.50%
ATS-3PS-DemarcFIB-OT	Extended Demarcation - Optical Fiber Link – Overtime Hours	\$	1,200.00			990101	7.50%
ATS-3PS-DemarcFIB-Wkd	Extended Demarcation - Optical Fiber Link – Sunday and Holiday Hours	\$	1,335.00			990101	7.50%
ATS-Pro-ASE	Field Service	\$	145.00			990101	7.50%
ATS-Pro-ASE-OT	Field Service After Hours	\$	175.00			990101	7.50%

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ATS-Pro-ASE-Wkd	Field Service Weekends	\$	175.00		990101	7.50%
ATS-BUN-MPLS-R1M	MPLS port, access and Layer 3 routing device bundled service at 1 Mbps	\$	375.00	\$ 617.00	050101	43.63%
ATS-BUN-MPLS-R3M	MPLS port, access and Layer 3 routing device bundled service at 3 Mbps	\$	375.00	\$ 798.00	050101	43.63%
ATS-BUN-MPLS-R4M	MPLS port, access and Layer 3 routing device bundled service at 4 Mbps	\$	575.00	\$ 1,192.00	050101	43.63%
ATS-BUN-MPLS-R5M	MPLS port, access and Layer 3 routing device bundled service at 5 Mbps	\$	975.00	\$ 1,593.00	050101	43.63%
ATS-BUN-MPLS-R7M	MPLS port, access and Layer 3 routing device bundled service at 7 Mbps	\$	975.00	\$ 1,623.00	050101	43.63%
ATS-BUN-MPLS-R9M	MPLS port, access and Layer 3 routing device bundled service at 9 Mbps	\$	975.00	\$ 1,715.00	050101	43.63%
ATS-BUN-MPLS-R10M	MPLS port, access and Layer 3 routing device bundled service at 10 Mbps	\$	1,430.00	\$ 1,965.00	050101	43.63%
ATS-BUN-MPLS-R12M	MPLS port, access and Layer 3 routing device bundled service at 12 Mbps	\$	1,430.00	\$ 1,986.00	050101	43.63%
ATS-BUN-MPLS-R15M	MPLS port, access and Layer 3 routing device bundled service at 15 Mbps	\$	1,430.00	\$ 2,010.00	050101	43.63%
ATS-BUN-MPLS-R20M	MPLS port, access and Layer 3 routing device bundled service at 20 Mbps	\$	1,430.00	\$ 2,060.00	050101	43.63%
ATS-BUN-MPLS-R30M	MPLS port, access and Layer 3 routing device bundled service at 30 Mbps	\$	1,430.00	\$ 2,160.00	050101	43.63%
ATS-BUN-MPLS-R40M	MPLS port, access and Layer 3 routing device bundled service at 40 Mbps	\$	1,430.00	\$ 2,200.00	050101	43.63%
ATS-BUN-MPLS-R50M	MPLS port, access and Layer 3 routing device bundled service at 50 Mbps	\$	2,465.00	\$ 2,225.00	050101	43.63%
ATS-BUN-MPLS-R60M	MPLS port, access and Layer 3 routing device bundled service at 60 Mbps	\$	2,465.00	\$ 2,263.00	050101	43.63%
ATS-BUN-MPLS-R70M	MPLS port, access and Layer 3 routing device bundled service at 70 Mbps	\$	2,465.00	\$ 2,281.00	050101	43.63%
ATS-BUN-MPLS-R80M	MPLS port, access and Layer 3 routing device bundled service at 80 Mbps	\$	2,465.00	\$ 2,476.00	050101	43.63%
ATS-BUN-MPLS-R90M	MPLS port, access and Layer 3 routing device bundled service at 90 Mbps	\$	2,465.00	\$ 2,489.00	050101	43.63%
ATS-BUN-MPLS-R100M	MPLS port, access and Layer 3 routing device bundled service at 100 Mbps	\$	5,735.00	\$ 2,540.00	050101	43.63%
ATS-BUN-MPLS-R150M	MPLS port, access and Layer 3 routing device bundled service at 150 Mbps	\$	5,735.00	\$ 3,387.00	050101	43.63%
ATS-BUN-MPLS-R200M	MPLS port, access and Layer 3 routing device bundled service at 200 Mbps	\$	5,735.00	\$ 3,514.00	050101	43.63%
ATS-BUN-MPLS-R250M	MPLS port, access and Layer 3 routing device bundled service at 250 Mbps	\$	5,735.00	\$ 3,568.00	050101	43.63%
ATS-BUN-MPLS-R300M	MPLS port, access and Layer 3 routing device bundled service at 300 Mbps	\$	5,735.00	\$ 4,175.00	050101	43.63%
ATS-BUN-MPLS-R400M	MPLS port, access and Layer 3 routing device bundled service at 400 Mbps	\$	5,735.00	\$ 4,556.00	050101	43.63%
ATS-BUN-MPLS-R500M	MPLS port, access and Layer 3 routing device bundled service at 500 Mbps	\$	5,735.00	\$ 4,975.00	050101	43.63%
ATS-BUN-MPLS-R600M	MPLS port, access and Layer 3 routing device bundled service at 600 Mbps	\$	5,735.00	\$ 5,436.00	050101	43.63%
ATS-BUN-MPLS-R700M	MPLS port, access and Layer 3 routing device bundled service at 700 Mbps	\$	5,735.00	\$ 5,943.00	050101	43.63%
ATS-BUN-MPLS-R1G	MPLS port, access and Layer 3 routing device bundled service at 1 Gbps	\$	8,340.00	\$ 7,147.00	050101	43.63%
ATS-BUN-MPLS-R2G	MPLS port, access and Layer 3 routing device bundled service at 2 Gbps	\$	8,340.00	\$ 9,050.00	050101	43.63%
ATS-BUN-MPLS-R3G	MPLS port, access and Layer 3 routing device bundled service at 3 Gbps	\$	8,340.00	\$ 9,276.00	050101	43.63%
ATS-BUN-MPLS-R4G	MPLS port, access and Layer 3 routing device bundled service at 4 Gbps	\$	8,340.00	\$ 9,390.00	050101	43.63%
ATS-BUN-MPLS-R5G	MPLS port, access and Layer 3 routing device bundled service at 5 Gbps	\$	11,900.00	\$ 9,534.00	050101	43.63%
ATS-BUN-MPLS-R6G	MPLS port, access and Layer 3 routing device bundled service at 6 Gbps	\$	11,900.00	\$ 10,432.00	050101	43.63%
ATS-BUN-MPLS-R7G	MPLS port, access and Layer 3 routing device bundled service at 7 Gbps	\$	11,900.00	\$ 11,420.00	050101	43.63%
ATS-BUN-MPLS-R8G	MPLS port, access and Layer 3 routing device bundled service at 8 Gbps	\$	11,900.00	\$ 12,507.00	050101	43.63%
ATS-BUN-MPLS-R9G	MPLS port, access and Layer 3 routing device bundled service at 9 Gbps	\$	11,900.00	\$ 13,702.00	050101	43.63%
ATS-BUN-MPLS-R10G	MPLS port, access and Layer 3 routing device bundled service at 10 Gbps	\$	11,900.00	\$ 15,017.00	050101	43.63%
ATS-BUN-MPLS-ROBA	Out-of-band access to the managed layer 3 routing device	\$	2,755.00	\$ 24.75	990101	7.50%
ATS-B-InFRaM-5M	InFRaM @ 5 Mbps	\$	995.00	\$ 764.46	050101	43.63%
ATS-B-InFRaM-10M	InFRaM @ 10 Mbps	\$	995.00	\$ 816.09	050101	43.63%
ATS-B-InFRaM-15M	InFRaM @ 15 Mbps	\$	995.00	\$ 996.07	050101	43.63%
ATS-B-InFRaM-20M	InFRaM @ 20 Mbps	\$	995.00	\$ 1,025.15	050101	43.63%
ATS-B-InFRaM-25M	InFRaM @ 25 Mbps	\$	995.00	\$ 1,048.49	050101	43.63%
ATS-B-InFRaM-30M	InFRaM @ 30 Mbps	\$	995.00	\$ 1,155.58	050101	43.63%
ATS-B-InFRaM-35M	InFRaM @ 35 Mbps	\$	995.00	\$ 1,195.76	050101	43.63%
ATS-B-InFRaM-40M	InFRaM @ 40 Mbps	\$	995.00	\$ 1,206.72	050101	43.63%
ATS-B-InFRaM-45M	InFRaM @ 45 Mbps	\$	995.00	\$ 1,293.18	050101	43.63%

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ATS-B-InFRaM-50M	InFRaM @ 50 Mbps	\$	995.00	\$	1,391.81	050101	43.63%
ATS-B-InFRaM-55M	InFRaM @ 55 Mbps	\$	995.00	\$	1,476.83	050101	43.63%
ATS-B-InFRaM-60M	InFRaM @ 60 Mbps	\$	995.00	\$	1,588.75	050101	43.63%
ATS-B-InFRaM-100M	InFRaM @ 100 Mbps	\$	995.00	\$	1,611.09	050101	43.63%
ATS-B-InFRaM-150M	InFRaM @ 150 Mbps	\$	2,755.00	\$	2,043.21	050101	43.63%
ATS-B-InFRaM-200M	InFRaM @ 200 Mbps	\$	2,755.00	\$	2,076.29	050101	43.63%
ATS-B-InFRaM-500M	InFRaM @ 500 Mbps	\$	2,755.00	\$	2,672.33	050101	43.63%
ATS-B-InFRaM-1G	InFRaM @ 1 Gbps	\$	2,755.00	\$	3,334.85	050101	43.63%
ATS-B-InFRaM-10G	InFRaM @ 10 Gbps	\$	14,557.00	\$	10,533.19	050101	43.63%
ATS-B-DDoS-10M	DDoS Mitigation 1.544-10 Mbps	\$	1,650.00	\$	2,760.00	990101	7.50%
ATS-B-DDoS-15M	DDoS Mitigation 15 Mbps	\$	1,650.00	\$	3,174.00	990101	7.50%
ATS-B-DDoS-25M	DDoS Mitigation 25 Mbps	\$	1,650.00	\$	3,650.10	990101	7.50%
ATS-B-DDoS-50M	DDoS Mitigation 50 Mbps	\$	1,650.00	\$	4,197.62	990101	7.50%
ATS-B-DDoS-100M	DDoS Mitigation 100 Mbps	\$	1,650.00	\$	4,827.26	990101	7.50%
ATS-B-DDoS-250M	DDoS Mitigation 250 Mbps	\$	1,650.00	\$	5,551.35	990101	7.50%
ATS-B-DDoS-500M	DDoS Mitigation 500 Mbps	\$	1,650.00	\$	6,384.05	990101	7.50%
ATS-B-DDoS-1G	DDoS Mitigation 1 Gbps	\$	1,650.00	\$	7,341.65	990101	7.50%
ATS-B-DDoS-5G	DDoS Mitigation 5 Gbps	\$	1,650.00	\$	8,442.90	990101	7.50%
ATS-AAS-DIAB-1M	Broadband Copper Up to 12 X Up to 1 Mbps	\$	575.00	\$	78.00	050101	43.63%
ATS-AAS-DIAB-1.5M	Broadband Copper Up to 18 X Up to 1.5 Mbps	\$	575.00	\$	78.00	050101	43.63%
ATS-AAS-DIAB-3M	Broadband Copper Up to 24 X Up to 3 Mbps	\$	575.00	\$	78.00	050101	43.63%
ATS-AAS-DIAB-6M	Broadband Copper Up to 45 X Up to 6 Mbps	\$	575.00	\$	108.00	050101	43.63%
ATS-AAS-DIAB-8M	Broadband Copper Up to 75 X Up to 8 Mbps	\$	575.00	\$	137.00	050101	43.63%
ATS-AAS-DIAB-25X5M	Broadband Fiber 25 X 5 Mbps	\$	575.00	\$	78.00	050101	43.63%
ATS-AAS-DIAB-25M	Broadband Fiber 25 X 25 Mbps	\$	575.00	\$	122.00	050101	43.63%
ATS-AAS-DIAB-10M	Broadband Fiber 50 X 10 Mbps	\$	575.00	\$	108.00	050101	43.63%
ATS-AAS-DIAB-50M	Broadband Fiber 50 X 50 Mbps	\$	575.00	\$	219.00	050101	43.63%
ATS-AAS-DIAB-20M	Broadband Fiber 100 X 20 Mbps	\$	575.00	\$	137.00	050101	43.63%
ATS-AAS-DIAB-100M	Broadband Fiber 100 X 100 Mbps	\$	575.00	\$	316.00	050101	43.63%
ATS-AAS-DIAB-40M	Broadband Fiber 200 X 40 Mbps	\$	575.00	\$	268.00	050101	43.63%
ATS-AAS-DIAB-200M	Broadband Fiber 200 X 200 Mbps	\$	575.00	\$	463.00	050101	43.63%
ATS-AAS-DIAB-75M	Broadband Fiber 300 X 75 Mbps	\$	575.00	\$	268.00	050101	43.63%
ATS-AAS-DIAB-300M	Broadband Fiber 300 X 300 Mbps	\$	575.00	\$	462.00	050101	43.63%
ATS-AAS-DIAB-500X100M	Broadband Fiber 500 X 100 Mbps	\$	575.00	\$	268.00	050101	43.63%
ATS-AAS-DIAB-500M	Broadband Fiber 500 X 500 Mbps	\$	575.00	\$	462.00	050101	43.63%
ATS-AAS-DIAB-1GX200M	Broadband Fiber 1 Gbps X 200 Mbps	\$	575.00	\$	316.00	050101	43.63%
ATS-AAS-DIAB-1G	Broadband Fiber 1 X 1 Gbps	\$	575.00	\$	657.00	050101	43.63%
Advanced Technology Solutions							
ATS-BUN-Int-MPLS5M	MPLS Circuit Bundle - Internet AddOn	\$	1,933.75	\$	450.00	N/A	0.00%
ATS-BUN-Int-MPLS10M	MPLS Circuit Bundle - Internet AddOn	\$	2,783.75	\$	475.00	N/A	0.00%
ATS-BUN-Int-MPLS20M	MPLS Circuit Bundle - Internet AddOn	\$	3,633.75	\$	600.00	N/A	0.00%
ATS-BUN-Int-MPLS50M	MPLS Circuit Bundle - Internet AddOn	\$	4,483.75	\$	750.00	N/A	0.00%
ATS-BUN-Int-MPLS100M	MPLS Circuit Bundle - Internet AddOn	\$	5,333.75	\$	1,170.00	N/A	0.00%
ATS-BUN-Int-MPLS200M	MPLS Circuit Bundle - Internet AddOn	\$	6,183.75	\$	1,348.00	N/A	0.00%
ATS-BUN-Int-MPLS500M	MPLS Circuit Bundle - Internet AddOn	\$	7,033.75	\$	1,577.00	N/A	0.00%
ATS-BUN-Int-MPLS1G	MPLS Circuit Bundle - Internet AddOn	\$	11,390.00	\$	2,070.00	N/A	0.00%
ATS-BUN-Int-MPLS2G	MPLS Circuit Bundle - Internet AddOn	\$	19,040.00	\$	2,443.00	N/A	0.00%

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ATS-BUN-Int-MPLS5G	MPLS Circuit Bundle - Internet AddOn	\$	26,690.00	\$	3,788.00	N/A	0.00%
ATS-BUN-Int-MPLS10G	MPLS Circuit Bundle - Internet AddOn	\$	34,340.00	\$	5,668.00	N/A	0.00%
ATS-B-EPL-100M	Layer 2 Circuit Bundle			\$	250.00	N/A	0.00%
ATS-B-EPL-100MR	Layer 2 Circuit Bundle	\$	2,495.00	\$	445.00	N/A	0.00%
ATS-B-EPL-1G	Layer 2 Circuit Bundle			\$	1,150.00	N/A	0.00%
ATS-B-EPL-1GR	Layer 2 Circuit Bundle	\$	2,495.00	\$	1,345.00	N/A	0.00%
ATS-B-EPL-10GE	Layer 2 Circuit Bundle			\$	2,250.00	N/A	0.00%
ATS-B-EPL-10GER	Layer 2 Circuit Bundle	\$	2,495.00	\$	2,445.00	N/A	0.00%
ATS-B-EVPL-100M	Layer 2 Circuit Bundle			\$	250.00	N/A	0.00%
ATS-B-EVPL-100MR	Layer 2 Circuit Bundle	\$	2,495.00	\$	445.00	N/A	0.00%
ATS-B-EVPL-1G	Layer 2 Circuit Bundle			\$	1,150.00	N/A	0.00%
ATS-B-EVPL-1GR	Layer 2 Circuit Bundle	\$	2,495.00	\$	1,345.00	N/A	0.00%
ATS-B-EVPL-10GE	Layer 2 Circuit Bundle			\$	2,050.00	N/A	0.00%
ATS-B-EVPL-10GER	Layer 2 Circuit Bundle	\$	2,495.00	\$	2,145.00	N/A	0.00%
ATS-Pro-AddMac-100	100 MAC address	\$	175.00	\$	33.00	N/A	0.00%
ATS-AAS-MRC	Third Party Monthly Services	\$	-	\$	100.00	N/A	0.00%
ATS-AAS-NRC	Third Party One-time Services	\$	100.00	\$	-	N/A	0.00%
ATS-MSN-CUST	NWN Custom Enablement	\$	100.00			990101	7.50%
ATS-MSN-LAN-MMDNACHA	Cisco DNA Center High Availability Core Support (Enablement)	\$	3,088.88			990101	7.50%
ATS-MSN-LAN-MMDNACS	Cisco DNA Center Standalone Core Support (Enablement)	\$	1,544.46			990101	7.50%
ATS-MSN-LAN-MMR	Router Core Support (Enablement)	\$	550.68			990101	7.50%
ATS-MSN-LAN-MMSWC	Switch Chassis Core Support (Enablement)	\$	740.58			990101	7.50%
ATS-MSN-LAN-MMSWF	Switch Fixed Port Core Support (Enablement)	\$	367.27			990101	7.50%
ATS-MSN-LAN-MRouter	Router Essentials Support (Enablement)	\$	344.97			990101	7.50%
ATS-MSN-LAN-MSWChassis	Switch Chassis Essentials Support (Enablement)	\$	307.62			990101	7.50%
ATS-MSN-LAN-MSWFixed	Switch Fixed Port Essentials Support (Enablement)	\$	200.16			990101	7.50%
ATS-MSN-SDWAN-MMCM	SD-WAN Cloud Dashboard Core Support (Enablement)	\$	1,158.34			990101	7.50%
ATS-MSN-SDWAN-MMEdge	SD-WAN Edge Device Core Support (Enablement)	\$	439.20			990101	7.50%
ATS-MSN-SDWAN-MMPremM	SD-WAN On-Prem Dashboard Core Support (Enablement)	\$	1,235.56			990101	7.50%
ATS-MSN-WLAN-MAIRAP	Cisco Wireless Aironet AP Essentials Support (Enablement)	\$	6.33			990101	7.50%
ATS-MSN-WLAN-MERDASH	Meraki Dashboard Essentials Support (Enablement)	\$	386.92			990101	7.50%
ATS-MSN-WLAN-MMAAP	Cisco Wireless Aironet AP Core Support (Enablement)	\$	15.82			990101	7.50%
ATS-MSN-WLAN-MMAWLCHA	Cisco Wireless Lan Controller High Availability Pair Core Support (Enablement)	\$	550.68			990101	7.50%
ATS-MSN-WLAN-MMAWLCS	Cisco Wireless Lan Controller Stand Alone Core Support (Enablement)	\$	495.61			990101	7.50%
ATS-MSN-WLAN-MMDash	Meraki Dashboard Core Support (Enablement)	\$	1,158.34			990101	7.50%
ATS-MSN-WLAN-MMPPrime	Cisco Prime Server Core Support (Enablement)	\$	1,544.44			990101	7.50%
ATS-MSN-WLAN-MMWAP	Meraki Wireless AP Core Support (Enablement)	\$	7.24			990101	7.50%
ATS-MSN-WLAN-MWAP	Meraki Wireless AP Essentials Support (Enablement)	\$	5.05			990101	7.50%
ATS-MSN-WLAN-MWLCHA	Cisco Wireless Lan Controller High Availability Pair Essentials Support (Enablement)	\$	256.35			990101	7.50%
ATS-MSN-WLAN-MWLCS	Cisco Wireless Lan Controller Stand Alone Essentials Support (Enablement)	\$	230.70			990101	7.50%
ATS-MSR-CUST	NWN Custom Support			\$	100.00	310110	7.50%
ATS-MSR-LAN-Assess	Network Assessment using the RISC Tool to deliver a Custom Report			\$	93.00	310110	7.50%
ATS-MSR-LAN-HCKCON	Network Healthcheck for Device Configuration Analysis and Recommendations (includes documentation)			\$	24.77	310110	7.50%
ATS-MSR-LAN-HCKDCRK	Network Healthcheck for an Data Center Rack (include walk-thru, documentation, and Visio)			\$	108.83	310110	7.50%



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ATS-MSR-LAN-HCKEDGE	Network Healthcheck for an Edge Closet (include walk-thru, documentation, and Visio)	\$	49.53	310110	7.50%
ATS-MSR-LAN-MMDNACHA	Cisco DNA Center High Availability Core Support	\$	2,574.07	310110	7.50%
ATS-MSR-LAN-MMDNACS	Cisco DNA Center Standalone Core Support	\$	1,287.05	310110	7.50%
ATS-MSR-LAN-MMR	Router Core Support	\$	458.90	310110	7.50%
ATS-MSR-LAN-MMSWC	Switch Chassis Core Support	\$	617.15	310110	7.50%
ATS-MSR-LAN-MMSWF	Switch Fixed Port Core Support	\$	306.07	310110	7.50%
ATS-MSR-LAN-MRouter	Router Essentials Support	\$	287.00	310110	7.50%
ATS-MSR-LAN-MSWChassis	Switch Chassis Essentials Support	\$	256.00	310110	7.50%
ATS-MSR-LAN-MSWFixed	Switch Fixed Port Essentials Support	\$	167.00	310110	7.50%
ATS-MSR-SDWAN-MMCM	SD-WAN Cloud Dashboard Core Support	\$	965.28	310110	7.50%
ATS-MSR-SDWAN-MMEEdge	SD-WAN Edge Device Core Support	\$	366.00	310110	7.50%
ATS-MSR-SDWAN-MMPremM	SD-WAN On-Prem Dashboard Core Support	\$	1,029.63	310110	7.50%
ATS-MSR-WLAN-HCKADD	Annual Health Check for Wireless Network - Additional Wireless LAN Controllers	\$	158.07	310110	7.50%
ATS-MSR-WLAN-HCKP	Annual Health check for Wireless Network - Primary WLAN Controller or HA Pair	\$	673.08	310110	7.50%
ATS-MSR-WLAN-MAIRAP	Cisco Wireless Aironet AP Essentials Support	\$	5.00	310110	7.50%
ATS-MSR-WLAN-MERDASH	Meraki Dashboard Essentials Support	\$	322.00	310110	7.50%
ATS-MSR-WLAN-MMAAP	Cisco Wrieless Aironet AP Core Support	\$	13.18	310110	7.50%
ATS-MSR-WLAN-MMAWLCHA	Cisco Wireless Lan Controller High Availability Pair Core Support	\$	458.90	310110	7.50%
ATS-MSR-WLAN-MMAWLCS	Cisco Wireless Lan Controller Stand Alone Core Support	\$	413.01	310110	7.50%
ATS-MSR-WLAN-MMDash	Meraki Dashboard Core Support	\$	965.28	310110	7.50%
ATS-MSR-WLAN-MMPrime	Cisco Prime Server Core Support	\$	1,287.03	310110	7.50%
ATS-MSR-WLAN-MMWAP	Meraki Wireless AP Core Support	\$	6.03	310110	7.50%
ATS-MSR-WLAN-MWAP	Meraki Wireless AP Essentials Support	\$	4.00	310110	7.50%
ATS-MSR-WLAN-MWLCHA	Cisco Wireless Lan Controller High Availability Pair Essentials Support	\$	214.00	310110	7.50%
ATS-MSR-WLAN-MWLCS	Cisco Wireless Lan Controller Stand Alone Essentials Support	\$	192.00	310110	7.50%
ATS-PRO-ASE-AH	NWN Associate Solutions Engineer Hourly Rate (After-hours)	\$	142.50	990101	7.50%
ATS-PRO-ASE-S	NWN Associate Solutions Engineer Hourly Rate	\$	95.00	990101	7.50%
ATS-PRO-CIR-Assess	Circuit Assessment that will analyze the Customer's existing WAN and present alternative options	\$	2,220.98	990101	7.50%
ATS-PRO-CIR-DIA	Provisioning services for installation of a direct internet access circuit (not attaching to NWN DC)	\$	1,409.79	990101	7.50%
ATS-PRO-CIR-MPLS	Provisioning services for installation of a MPLS circuit that connects to the NWN DC Environment	\$	4,830.77	990101	7.50%
ATS-PRO-CIR-Setup	Setup services to facilitate communications between carrier and customer	\$	958.04	990101	7.50%
ATS-PRO-CON-AH	NWN Consultant Hourly Rate (After-hours)	\$	390.00	990101	7.50%
ATS-PRO-CON-S	NWN Consultant Hourly Rate	\$	260.00	990101	7.50%
ATS-PRO-CUST	NWN Custom Professional Services	\$	100.00	990101	7.50%
ATS-PRO-LAN-ADV-Services	Advanced Consulting Services (CCIE-Level) for Network Projects (1-week)	\$	19,860.14	990101	7.50%
ATS-PRO-LAN-Asseess	Network Assessment using the RISC Tool to deliver a Custom Report	\$	890.91	990101	7.50%
ATS-PRO-LAN-CATB	Configuration & Installation & Replacement for an existing fixed port Catalyst Switch	\$	1,878.32	990101	7.50%
ATS-PRO-LAN-CATG	Configuration & Installation for a new fixed port Catalyst Switch	\$	1,114.69	990101	7.50%
ATS-PRO-LAN-CoreUP	Software Upgrade for a Core Switch	\$	6,048.95	990101	7.50%
ATS-PRO-LAN-CSB	Configuration & Installation & Replacement for an existing Chasse Switch	\$	9,493.71	990101	7.50%
ATS-PRO-LAN-CSG	Configuration & Installation for a new Chasse Switch	\$	5,570.63	990101	7.50%
ATS-PRO-LAN-Design	Network Design Session for a LAN New Install Project for up to 10 devices	\$	4,331.47	990101	7.50%

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ATS-PRO-LAN-DNACA	Configuration of the Assurance use-case on DNA-Center (includes 20 devices)	\$ 14,183.22	990101	7.50%
ATS-PRO-LAN-DNACAAD	Additional device on-boarding for Assurance UseCase (wired or wireless network device)	\$ 118.88	990101	7.50%
ATS-PRO-LAN-DNACHA	Configuration & Installation of a Qty (3) DNA-Center Appliances in HA mode	\$ 9,454.55	990101	7.50%
ATS-PRO-LAN-DNACS	Configuration & Installation of a single DNA-Center Appliance	\$ 4,727.27	990101	7.50%
ATS-PRO-LAN-DNAC-ZTP-SWIM	Configuration of the zero-touch provisioning and software image management use-cases on DNA-Center	\$ 7,682.52	990101	7.50%
ATS-PRO-LAN-EdgeUP	Software Upgrade for an Edge Switch	\$ 2,634.97	990101	7.50%
ATS-PRO-LAN-HCKCON	Network Healthcheck for Device Configuration Analysis and Recommendations (includes documentation)	\$ 237.76	990101	7.50%
ATS-PRO-LAN-HCKDCRK	Network Healthcheck for an Data Center Rack (include walk-thru, documentation, and Visio)	\$ 1,044.76	990101	7.50%
ATS-PRO-LAN-HCKEDGE	Network Healthcheck for an Edge Closet (include walk-thru, documentation, and Visio)	\$ 475.52	990101	7.50%
ATS-PRO-LAN-KO	Kickoff Meetings (IKO / EKO) to begin a LAN Project & Knowledge Transfer during the project	\$ 2,825.17	990101	7.50%
ATS-PRO-LAN-KT	Additional Block of Knowledge Transfer hours for complex projects (block of 4 hours)	\$ 1,742.66	990101	7.50%
ATS-PRO-LAN-MERB	Configuration & Installation & Replacement for an existing fixed port Meraki Switch	\$ 1,781.82	990101	7.50%
ATS-PRO-LAN-MERG	Configuration & Installation for a new fixed port Meraki Switch	\$ 1,019.58	990101	7.50%
ATS-PRO-LAN-RTB	Configuration & Installation & Replacement for an existing Router	\$ 6,576.22	990101	7.50%
ATS-PRO-LAN-RTG	Configuration & Installation for a new Router	\$ 2,651.75	990101	7.50%
ATS-PRO-PC-AH	NWN Project Coordinator Hourly Rate (After-hours)	\$ 195.00	990101	7.50%
ATS-PRO-PC-S	NWN Project Coordinator Hourly Rate	\$ 130.00	990101	7.50%
ATS-PRO-PM-AH	NWN Project Manager Hourly Rate (After-hours)	\$ 270.00	990101	7.50%
ATS-PRO-PM-S	NWN Project Manager Hourly Rate	\$ 180.00	990101	7.50%
ATS-PRO-SDWAN-CMGMT	Setup & Configuration services the cloud SD-WAN Dashboard	\$ 2,363.64	990101	7.50%
ATS-PRO-SDWAN-EDGE	Installation & Configuration services for the SD-WAN Edge Appliance	\$ 4,278.32	990101	7.50%
ATS-PRO-SDWAN-PMGMT	Setup & Configuration services the on-premise SD-WAN appliance	\$ 3,545.45	990101	7.50%
ATS-PRO-SE-AH	NWN Solution Engineer Hourly Rate (After-hours)	\$ 270.00	990101	7.50%
ATS-PRO-SE-S	NWN Solution Engineer Hourly Rate	\$ 180.00	990101	7.50%
ATS-PRO-SRPM-AH	NWN Sr Project Manager Hourly Rate (After-hours)	\$ 322.50	990101	7.50%
ATS-PRO-SRPM-S	NWN Sr Project Manager Hourly Rate	\$ 215.00	990101	7.50%
ATS-PRO-SRSE-AH	NWN Sr Solution Engineer Hourly Rate (After-hours)	\$ 322.50	990101	7.50%
ATS-PRO-SRSE-S	NWN Sr Solution Engineer Hourly Rate	\$ 215.00	990101	7.50%
ATS-PRO-WLAN-ADV-Services	Advanced Consulting Services (CCIE-Level) for Wireless Projects (1-week)	\$ 19,860.14	990101	7.50%
ATS-PRO-WLAN-AIRB	Wireless Design Session for an adding to an existing Aironet wireless environment (Brownfield)	\$ 1,622.38	990101	7.50%
ATS-PRO-WLAN-AIRG	Wireless Design Session for a new Aironet wireless environment (Greenfield)	\$ 3,230.77	990101	7.50%
ATS-PRO-WLAN-AIRWLC1	Installation and documentation for a single wireless controller (No HA)	\$ 3,874.13	990101	7.50%
ATS-PRO-WLAN-AIRWLC2	Installation and documentation for an HA pair of wireless controllers	\$ 7,482.52	990101	7.50%
ATS-PRO-WLAN-AIRWLCUP	Services to Upgrade a Wireless Controller (or HA pair) to a new version of software	\$ 2,433.57	990101	7.50%
ATS-PRO-WLAN-AP	Physical Installation of an AP (3rd party based)	\$ 76.92	990101	7.50%
ATS-PRO-WLAN-APCON	Access Point configuration for a single AP	\$ 69.93	990101	7.50%
ATS-PRO-WLAN-APG	Wireless Prime installation for new wireless environment (Greenfield)	\$ 13,426.57	990101	7.50%
ATS-PRO-WLAN-APTUNE	Tuning the wireless coverage of an AP after the installation as occurred	\$ 26.57	990101	7.50%
ATS-PRO-WLAN-APU	Services to Upgrade the Prime to a new version of software	\$ 9,692.31	990101	7.50%
ATS-PRO-WLAN-HCKA	Configuration healthcheck/analysis - (WLC, AP, CPI, MSE/CMX, Dashboard, etc.) - Additional	\$ 1,517.48	990101	7.50%
	WLC			



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ATS-PRO-WLAN-HCKP	Configuration healthcheck/analysis - (WLC, AP, CPI, MSE/CMX, Dashboard, etc.) - primary WLC/Dashboard	\$	6,461.54		990101	7.50%
ATS-PRO-WLAN-KO	Kickoff Meetings (IKO / EKO) to begin a Wireless Project	\$	811.19		990101	7.50%
ATS-PRO-WLAN-MERDASH	Configuration of the Meraki Dashboard	\$	4,041.96		990101	7.50%
ATS-PRO-WLAN-MERDES	Wireless Design Session for a new Meraki wireless environment	\$	1,622.38		990101	7.50%
ATS-PRO-WLAN-MFAP	Add an AP location to floorplan/map in Prime/Meraki Dashboard/DNA	\$	16.78		990101	7.50%
ATS-PRO-WLAN-MFIF	Format & Input of a floorplan/map into Prime/Meraki Dashboard/DNA	\$	699.30		990101	7.50%
ATS-PRO-WLAN-SAEDD	Active Wireless Survey for up to 4000 square feet of Data coverage in an Education space	\$	419.58		990101	7.50%
ATS-PRO-WLAN-SAEDHL	Active Wireless Survey for up to 500 square feet of HyperLocation coverage in an Education space	\$	419.58		990101	7.50%
ATS-PRO-WLAN-SAEDLV	Active Wireless Survey for up to 1800 square feet of Location or Voice coverage in an Education space	\$	419.58		990101	7.50%
ATS-PRO-WLAN-SAEDS	Active Wireless Survey for up to 5500 square feet of Scanner coverage in an Education space	\$	419.58		990101	7.50%
ATS-PRO-WLAN-SAMEDD	Active Wireless Survey for up to 4000 square feet of Data coverage in a Medical space	\$	534.27		990101	7.50%
ATS-PRO-WLAN-SAMEDHL	Active Wireless Survey for up to 500 square feet of HyperLocation coverage in a Medical space	\$	534.27		990101	7.50%
ATS-PRO-WLAN-SAMEDLV	Active Wireless Survey for up to 1800 square feet of Location or Voice coverage in a Medical space	\$	534.27		990101	7.50%
ATS-PRO-WLAN-SAMEDS	Active Wireless Survey for up to 5500 square feet of Scanner coverage in a Medical space	\$	534.27		990101	7.50%
ATS-PRO-WLAN-SAOFFD	Active Wireless Survey for up to 4000 square feet of Data coverage in an Office space	\$	369.23		990101	7.50%
ATS-PRO-WLAN-SAOFFHL	Active Wireless Survey for up to 500 square feet of HyperLocation coverage in an Office space	\$	369.23		990101	7.50%
ATS-PRO-WLAN-SAOFFLV	Active Wireless Survey for up to 1800 square feet of Location or Voice coverage in an Office space	\$	369.23		990101	7.50%
ATS-PRO-WLAN-SAOFFS	Active Wireless Survey for up to 5500 square feet of Scanner coverage in an Office space	\$	369.23		990101	7.50%
ATS-PRO-WLAN-SAWHDELV	Active Wireless Survey for up to 1800 square feet of Location or Voice coverage in a Warehouse space	\$	601.40		990101	7.50%
ATS-PRO-WLAN-SAWHSED	Active Wireless Survey for up to 4000 square feet of Data coverage in a Warehouse space	\$	601.40		990101	7.50%
ATS-PRO-WLAN-SAWHSEHL	Active Wireless Survey for up to 500 square feet of HyperLocation coverage in a Warehouse space	\$	601.40		990101	7.50%
ATS-PRO-WLAN-SAWHSES	Active Wireless Survey for up to 5500 square feet of Scanner coverage in a Warehouse space	\$	601.40		990101	7.50%
ATS-PRO-WLAN-SFF	Format floorplan/map for Ekahau Pro	\$	405.59		990101	7.50%
ATS-PRO-WLAN-SP3k	Predictive Wireless Survey for up to 3000 square feet (excludes warehouse/manufacturing/hyperlocation)	\$	139.86		990101	7.50%
ATS-PRO-WLAN-SPEDMED	Passive Wireless Survey for up to 16000 square feet in an Education or Medical space	\$	576.22		990101	7.50%
ATS-PRO-WLAN-SPOFF	Passive Wireless Survey for up to 25000 square feet in an Office space	\$	606.99		990101	7.50%
ATS-PRO-WLAN-SPWHSE	Passive Wireless Survey for up to 82000 square feet in a Warehouse or Manufacturing space	\$	886.71		990101	7.50%
ATS-PRO-WLAN-SR	Services to review the Site Survey Results with the Customer	\$	811.19		990101	7.50%
<b>Security Services</b>						
SEC-3PN-DETECT-100G	Deepwatch vSOC Detect Analytics Services Enablement One Time for 100GB	\$	30,000.00		990101	7.50%
SEC-3PN-DETECT-100G1Y	Deepwatch vSOC Detect Analytics 100G Tier 1 YR Services (Requires Splunk Cloud License for 100GB)			\$ 27,000.00	990101	7.50%
SEC-3PN-DETECT-175G	Deepwatch vSOC Detect Analytics Services Enablement One Time for 175GB	\$	30,000.00		990101	7.50%
SEC-3PN-DETECT-175G1Y	Deepwatch vSOC Detect Analytics 175G Tier 1 YR Services (Requires Splunk Cloud License for 175GB)			\$ 32,000.00	990101	7.50%
SEC-3PN-DETECT-250G	Deepwatch vSOC Detect Analytics Services Enablement One Time for 250GB	\$	30,000.00		990101	7.50%

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SEC-3PN-DETECT-250G1Y	Deepwatch vSOC Detect Analytics 250G Tier 1 YR Services (Requires Splunk Cloud License for 250GB)	\$	40,000.00	990101	7.50%
SEC-3PN-DETECT-50G	Deepwatch vSOC Detect Analytics Services Enablement One Time for 50GB	\$	30,000.00	990101	7.50%
SEC-3PN-DETECT-50G1Y	Deepwatch vSOC Detect Analytics 50G Tier 1 YR Services (Requires Splunk Cloud License for 50GB)	\$	16,000.00	990101	7.50%
SEC-3PN-DETECT-MODIFY	Deepwatch vSOC Detect Analytics Modification for SOAR or Ticketing Integration (Per)	\$	10,000.00	990101	7.50%
SEC-3PN-EPENTEST-100	External Penetration Testing Guidepoint 3rd Party - 51-100 External Hosts	\$	26,675.00	990101	7.50%
SEC-3PN-EPENTEST-400	External Penetration Testing Guidepoint 3rd Party - 100-400 External Hosts	\$	52,250.00	990101	7.50%
SEC-3PN-EPENTEST-50	External Penetration Testing Guidepoint 3rd Party - <50 External Hosts	\$	17,325.00	990101	7.50%
SEC-3PN-EVULN-100	External Vulnerability Assessment Guidepoint 3rd Party - 51-100 External Hosts	\$	9,900.00	990101	7.50%
SEC-3PN-EVULN-400	External Vulnerability Assessment Guidepoint 3rd Party - 101-400 External Hosts	\$	12,925.00	990101	7.50%
SEC-3PN-EVULN-50	External Vulnerability Assessment Guidepoint 3rd Party - <50 External Hosts	\$	7,700.00	990101	7.50%
SEC-3PN-IPENTEST-1500	Internal Penetration Testing Guidepoint 3rd Party - 501-1500 Internal Hosts	\$	34,650.00	990101	7.50%
SEC-3PN-IPENTEST-4000	Internal Penetration Testing Guidepoint 3rd Party - 1501-4000 Internal Hosts	\$	54,725.00	990101	7.50%
SEC-3PN-IPENTEST-500	Internal Penetration Testing Guidepoint 3rd Party - <500 Internal Hosts	\$	23,100.00	990101	7.50%
SEC-3PN-IR-200	Incident Response Retainer Guidepoint 3rd Party - 200 Hours for IR + NWN PM	\$	80,050.00	990101	7.50%
SEC-3PN-IR-40	Incident Response Retainer Guidepoint 3rd Party - 40 Hours for IR + NWN PM	\$	17,600.00	990101	7.50%
SEC-3PN-IR-80	Incident Response Retainer Guidepoint 3rd Party - 80 Hours for IR + NWN PM	\$	33,000.00	990101	7.50%
SEC-3PN-IVULN-1500	Internal Vulnerability Assessment Guidepoint 3rd Party - 501-1500 Internal Hosts	\$	12,375.00	990101	7.50%
SEC-3PN-IVULN-4000	Internal Vulnerability Assessment Guidepoint 3rd Party - 1501-4000 External Hosts	\$	15,950.00	990101	7.50%
SEC-3PN-IVULN-500	Internal Vulnerability Assessment Guidepoint 3rd Party - <500 Internal Hosts	\$	9,625.00	990101	7.50%
SEC-AAS-ARC	Third Party Annual Services	\$	- \$ 100.00	990101	7.50%
SEC-AAS-MRC	Third Party Monthly Services	\$	- \$ 100.00	990101	7.50%
SEC-AAS-NRC	Third Party One-time Services	\$	100.00	990101	7.50%
SEC-MSN-AmpEP-1000	Cisco Amp for Endpoint Security Support - 501-1000 users (Enablement)	\$	2,194.00	990101	7.50%
SEC-MSN-AmpEP-10000	Cisco Amp for Endpoint Security Support - 9501-10000 users (Enablement)	\$	7,119.00	990101	7.50%
SEC-MSN-AmpEP-1500	Cisco Amp for Endpoint Security Support - 1001-1500 users (Enablement)	\$	2,773.43	990101	7.50%
SEC-MSN-AmpEP-2000	Cisco Amp for Endpoint Security Support - 1501-2000 users (Enablement)	\$	3,236.43	990101	7.50%
SEC-MSN-AmpEP-2500	Cisco Amp for Endpoint Security Support - 2001-2500 users (Enablement)	\$	3,632.03	990101	7.50%
SEC-MSN-AmpEP-3000	Cisco Amp for Endpoint Security Support - 2501-3000 users (Enablement)	\$	3,982.38	990101	7.50%
SEC-MSN-AmpEP-3500	Cisco Amp for Endpoint Security Support - 3001-3500 users (Enablement)	\$	4,299.72	990101	7.50%
SEC-MSN-AmpEP-4000	Cisco Amp for Endpoint Security Support - 3501-4000 users (Enablement)	\$	4,591.59	990101	7.50%
SEC-MSN-AmpEP-4500	Cisco Amp for Endpoint Security Support - 4001-4500 users (Enablement)	\$	4,863.06	990101	7.50%
SEC-MSN-AmpEP-500	Cisco Amp for Endpoint Security Support - 1-500 users (Enablement)	\$	1,325.89	990101	7.50%
SEC-MSN-AmpEP-5000	Cisco Amp for Endpoint Security Support - 4501-5000 users (Enablement)	\$	5,117.74	990101	7.50%
SEC-MSN-AmpEP-5500	Cisco Amp for Endpoint Security Support - 5001-5500 users (Enablement)	\$	5,358.32	990101	7.50%
SEC-MSN-AmpEP-6000	Cisco Amp for Endpoint Security Support - 5501-6000 users (Enablement)	\$	5,586.73	990101	7.50%
SEC-MSN-AmpEP-6500	Cisco Amp for Endpoint Security Support - 6001-6500 users (Enablement)	\$	5,804.70	990101	7.50%
SEC-MSN-AmpEP-7000	Cisco Amp for Endpoint Security Support - 6501-7000 users (Enablement)	\$	6,013.41	990101	7.50%
SEC-MSN-AmpEP-7500	Cisco Amp for Endpoint Security Support - 7001-7500 users (Enablement)	\$	6,213.90	990101	7.50%
SEC-MSN-AmpEP-8000	Cisco Amp for Endpoint Security Support - 7501-8000 users (Enablement)	\$	6,407.06	990101	7.50%
SEC-MSN-AmpEP-8500	Cisco Amp for Endpoint Security Support - 8001-8500 users (Enablement)	\$	6,593.57	990101	7.50%
SEC-MSN-AmpEP-9000	Cisco Amp for Endpoint Security Support - 8501-9000 users (Enablement)	\$	6,774.04	990101	7.50%
SEC-MSN-AmpEP-9500	Cisco Amp for Endpoint Security Support - 9001-9500 users (Enablement)	\$	6,949.02	990101	7.50%

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SEC-MSN-CES-Cloud	Cisco Email Security - Cloud Deployment (# of Instances) (Enablement)	\$	839.16	990101	7.50%
SEC-MSN-CUST	NWN Custom Enablement	\$	100.00	990101	7.50%
SEC-MSN-ESA-HAPair	Email Security (HA Nodes, Up to 10 Policies (Enablement)	\$	1,208.39	990101	7.50%
SEC-MSN-ESA-STAND	Email Security (1 Node, Up to 10 Policies (Enablement)	\$	1,006.99	990101	7.50%
SEC-MSN-FWHA	Firewall: Standard - HA Pair (Enablement)	\$	1,234.28	990101	7.50%
SEC-MSN-FWS	Firewall: Standard - Standalone (Enablement)	\$	822.87	990101	7.50%
SEC-MSN-ISE-NODE	Additional ISE nodes if the environment contains more than 2 nodes (Enablement)	\$	1,159.09	990101	7.50%
SEC-MSN-ISE-WIRED	Management Services for ISE Wired Access (includes 2 Nodes) (Enablement)	\$	1,236.01	990101	7.50%
SEC-MSN-ISE-WLANVPN	Management Services for ISE Wireless & VPN Use Case (includes 2 Nodes) (Enablement)	\$	1,543.71	990101	7.50%
SEC-MSN-MER-MXHA	Meraki MX Firewall HA Pair (Enablement)	\$	789.94	990101	7.50%
SEC-MSN-MER-MXSTAND	Meraki MX Firewall Standalone (Enablement)	\$	658.29	990101	7.50%
SEC-MSN-MFA	Cisco DUO Support (Enablement)	\$	1,234.00	990101	7.50%
SEC-MSN-MSOC-100	Managed SOC Response for 51 up to 100 GB of log volume per day (Enablement)	\$	7,851.00	990101	7.50%
SEC-MSN-MSOC-175	Managed SOC Response for 101 up to 175 GB of log volume per day (Enablement)	\$	13,740.00	990101	7.50%
SEC-MSN-MSOC-250	Managed SOC Response for 176 up to 250 GB of log volume per day (Enablement)	\$	19,628.00	990101	7.50%
SEC-MSN-MSOC-50	Managed SOC Response for up to 50 GB of log volume per day (Enablement)	\$	3,925.00	990101	7.50%
SEC-MSN-NGFW-FMCHA	Firepower Management Console HA Pair (Enablement)	\$	906.29	990101	7.50%
SEC-MSN-NGFW-FMCSTAND	Firepower Management Console (Enablement)	\$	755.24	990101	7.50%
SEC-MSN-NGFW-FWHA	Firepower Next-Gen Firewall (FTD or NG-ASA) - HA Pair (Enablement)	\$	1,234.27	990101	7.50%
SEC-MSN-NGFW-FWSTAND	Firepower Next-Gen Firewall (FTD or NG-ASA) - Standalone (Enablement)	\$	821.68	990101	7.50%
SEC-MSN-NLB-HA	Network Load Balancer: HA Pair (Enablement)	\$	1,234.28	990101	7.50%
SEC-MSN-NLB-STA	Network Load Balancer: Standalone (Enablement)	\$	822.87	990101	7.50%
SEC-MSN-Router	Router: Standard (Enablement)	\$	496.87	990101	7.50%
SEC-MSN-SMA	Support Services for a Security Management Appliance (1 Node, Device ) (Enablement)	\$	906.00	990101	7.50%
SEC-MSN-SRVR-AD	Application: Active Directory Domain Controller (Enablement)	\$	1,028.58	990101	7.50%
SEC-MSN-SRVR-EX	Application: Exchange - Exchange Servers (Enablement)	\$	1,544.46	990101	7.50%
SEC-MSN-SRVR-OS	Server: Operating System (Enablement)	\$	935.05	990101	7.50%
SEC-MSN-SRVR-SPAM	Application: Mail Filtering (Enablement)	\$	1,234.28	990101	7.50%
SEC-MSN-SRVR-WF	Application: Web Filtering (Websense, Barracuda, Symantec) (Enablement)	\$	1,234.28	990101	7.50%
SEC-MSN-UMB-1000	Cisco Umbrella Support - 501-1000 users (Enablement)	\$	1,518.24	990101	7.50%
SEC-MSN-UMB-10000	Cisco Umbrella Support - 9501-10000 users (Enablement)	\$	2,621.52	990101	7.50%
SEC-MSN-UMB-1500	Cisco Umbrella Support - 1001-1500 users (Enablement)	\$	1,692.66	990101	7.50%
SEC-MSN-UMB-2000	Cisco Umbrella Support - 1501-2000 users (Enablement)	\$	1,818.37	990101	7.50%
SEC-MSN-UMB-2500	Cisco Umbrella Support - 2001-2500 users (Enablement)	\$	1,918.34	990101	7.50%
SEC-MSN-UMB-3000	Cisco Umbrella Support - 2501-3000 users (Enablement)	\$	2,002.09	990101	7.50%
SEC-MSN-UMB-3500	Cisco Umbrella Support - 3001-3500 users (Enablement)	\$	2,074.60	990101	7.50%
SEC-MSN-UMB-4000	Cisco Umbrella Support - 3501-4000 users (Enablement)	\$	2,138.80	990101	7.50%
SEC-MSN-UMB-4500	Cisco Umbrella Support - 4001-4500 users (Enablement)	\$	2,196.58	990101	7.50%
SEC-MSN-UMB-500	Cisco Umbrella Support - 0-500 users (Enablement)	\$	1,201.30	990101	7.50%
SEC-MSN-UMB-5000	Cisco Umbrella Support - 4501-5000 users (Enablement)	\$	2,249.24	990101	7.50%
SEC-MSN-UMB-5500	Cisco Umbrella Support - 5001-5500 users (Enablement)	\$	2,297.70	990101	7.50%
SEC-MSN-UMB-6000	Cisco Umbrella Support - 5501-6000 users (Enablement)	\$	2,342.65	990101	7.50%
SEC-MSN-UMB-6500	Cisco Umbrella Support - 6001-6500 users (Enablement)	\$	2,384.62	990101	7.50%
SEC-MSN-UMB-7000	Cisco Umbrella Support - 6501-7000 users (Enablement)	\$	2,424.03	990101	7.50%

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SEC-MSN-UMB-7500	Cisco Umbrella Support - 7001-7500 users (Enablement)	\$	2,461.21	990101	7.50%
SEC-MSN-UMB-8000	Cisco Umbrella Support - 7501-8000 users (Enablement)	\$	2,496.42	990101	7.50%
SEC-MSN-UMB-8500	Cisco Umbrella Support - 8001-8500 users (Enablement)	\$	2,529.88	990101	7.50%
SEC-MSN-UMB-9000	Cisco Umbrella Support - 8501-9000 users (Enablement)	\$	2,561.79	990101	7.50%
SEC-MSN-UMB-9500	Cisco Umbrella Support - 9001-9500 users (Enablement)	\$	2,592.29	990101	7.50%
SEC-MSN-UMB-VAP	Cisco Umbrella Virtual Appliance Security Support (qty 2) (Enablement)	\$	287.71	990101	7.50%
SEC-MSN-WSA-APPHar	Cisco Web Security - Appliance HA Pair (Enablement)	\$	1,544.44	990101	7.50%
SEC-MSN-WSA-APPSTAND	Cisco Web Security - Appliance Standalone (Enablement)	\$	1,235.54	990101	7.50%
SEC-MSR-AMP-ADP1Y	Adoption Services for existing AMP for Endpoints - Annual		\$ 451.63	990101	7.50%
SEC-MSR-AmpEP-1000	Cisco Amp for Endpoint Security Support - 501-1000 users	\$	1,828.34	990101	7.50%
SEC-MSR-AmpEP-10000	Cisco Amp for Endpoint Security Support - 9501-10000 users	\$	5,932.50	990101	7.50%
SEC-MSR-AmpEP-1500	Cisco Amp for Endpoint Security Support - 1001-1500 users	\$	2,311.19	990101	7.50%
SEC-MSR-AmpEP-2000	Cisco Amp for Endpoint Security Support - 1501-2000 users	\$	2,697.03	990101	7.50%
SEC-MSR-AmpEP-2500	Cisco Amp for Endpoint Security Support - 2001-2500 users	\$	3,026.70	990101	7.50%
SEC-MSR-AmpEP-3000	Cisco Amp for Endpoint Security Support - 2501-3000 users	\$	3,318.65	990101	7.50%
SEC-MSR-AmpEP-3500	Cisco Amp for Endpoint Security Support - 3001-3500 users	\$	3,583.09	990101	7.50%
SEC-MSR-AmpEP-4000	Cisco Amp for Endpoint Security Support - 3501-4000 users	\$	3,826.33	990101	7.50%
SEC-MSR-AmpEP-4500	Cisco Amp for Endpoint Security Support - 4001-4500 users	\$	4,052.55	990101	7.50%
SEC-MSR-AmpEP-500	Cisco Amp for Endpoint Security Support - 1-500 users	\$	1,104.91	990101	7.50%
SEC-MSR-AmpEP-5000	Cisco Amp for Endpoint Security Support - 4501-5000 users	\$	4,264.79	990101	7.50%
SEC-MSR-AmpEP-5500	Cisco Amp for Endpoint Security Support - 5001-5500 users	\$	4,465.26	990101	7.50%
SEC-MSR-AmpEP-6000	Cisco Amp for Endpoint Security Support - 5501-6000 users	\$	4,655.61	990101	7.50%
SEC-MSR-AmpEP-6500	Cisco Amp for Endpoint Security Support - 6001-6500 users	\$	4,837.26	990101	7.50%
SEC-MSR-AmpEP-7000	Cisco Amp for Endpoint Security Support - 6501-7000 users	\$	5,011.17	990101	7.50%
SEC-MSR-AmpEP-7500	Cisco Amp for Endpoint Security Support - 7001-7500 users	\$	5,178.25	990101	7.50%
SEC-MSR-AmpEP-8000	Cisco Amp for Endpoint Security Support - 7501-8000 users	\$	5,339.21	990101	7.50%
SEC-MSR-AmpEP-8500	Cisco Amp for Endpoint Security Support - 8001-8500 users	\$	5,494.63	990101	7.50%
SEC-MSR-AmpEP-9000	Cisco Amp for Endpoint Security Support - 8501-9000 users	\$	5,645.03	990101	7.50%
SEC-MSR-AmpEP-9500	Cisco Amp for Endpoint Security Support - 9001-9500 users	\$	5,790.86	990101	7.50%
SEC-MSR-AMP-HCK1Y	Healthcheck Services for existing AMP Deployment - Annual	\$	451.63	990101	7.50%
SEC-MSR-CES-Cloud	Cisco Email Security - Cloud Deployment (# of Instances)	\$	699.30	990101	7.50%
SEC-MSR-CES-ESA-ADP1Y	Adoption Services for existing Next Gen Firewall Deployment - Annual	\$	677.45	990101	7.50%
SEC-MSR-CES-ESA-HCK1Y	Adoption Services for existing Next Gen Firewall Deployment - Annual	\$	1,467.07	990101	7.50%
SEC-MSR-CUST	NWN Custom Support	\$	-	990101	7.50%
SEC-MSR-ESA-HAPair	Email Security (HA Nodes, Up to 10 Policies)	\$	1,006.99	990101	7.50%
SEC-MSR-ESA-STAND	Email Security (1 Node, Up to 10 Policies)	\$	839.16	990101	7.50%
SEC-MSR-FWHA	Firewall: Standard - HA Pair	\$	1,028.57	990101	7.50%
SEC-MSR-FWS	Firewall: Standard - Standalone	\$	685.72	990101	7.50%
SEC-MSR-ISE-ADP1Y	Adoption Services for existing Identity Services Engine- Annual	\$	1,016.90	990101	7.50%
SEC-MSR-ISE-HCK1Y	Healthcheck Services for existing ISE Deployment - Annual	\$	563.81	990101	7.50%
SEC-MSR-ISE-NODE	Additional ISE nodes if the environment contains more than 2 nodes	\$	965.03	990101	7.50%
SEC-MSR-ISE-WIRED	Management Services for ISE Wired Access (includes 2 Nodes)	\$	1,029.72	990101	7.50%
SEC-MSR-ISE-WLANVPN	Management Services for ISE Wireless & VPN Use Case (includes 2 Nodes)	\$	1,286.71	990101	7.50%
SEC-MSR-MER-MXHA	Meraki MX Firewall HA Pair	\$	658.29	990101	7.50%
SEC-MSR-MER-MXSTAND	Meraki MX Firewall Standalone	\$	548.57	990101	7.50%
SEC-MSR-MFA	Cisco DUO Support	\$	1,028.00	990101	7.50%
SEC-MSR-MSOC-100	Managed SOC Response for 51 up to 100 GB of log volume per day	\$	6,542.00	990101	7.50%

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SEC-MSR-MSOC-175	Managed SOC Response for 101 up to 175 GB of log volume per day	\$ 11,449.00	990101	7.50%
SEC-MSR-MSOC-250	Managed SOC Response for 176 up to 250 GB of log volume per day	\$ 16,357.00	990101	7.50%
SEC-MSR-MSOC-50	Managed SOC Response for up to 50 GB of log volume per day	\$ 3,271.00	990101	7.50%
SEC-MSR-NGFW-ADP1Y	Adoption Services for existing Next Generation Firewall Deployment (Per HA Pair) - Annual	\$ 451.63	990101	7.50%
SEC-MSR-NGFW-FMCHA	Firepower Management Console HA Pair	\$ 755.24	990101	7.50%
SEC-MSR-NGFW-FMCSTAND	Firepower Management Console	\$ 629.37	990101	7.50%
SEC-MSR-NGFW-FWHA	Firepower Next-Gen Firewall (FTD or NG-ASA) - HA Pair	\$ 1,027.97	990101	7.50%
SEC-MSR-NGFW-FWSTAND	Firepower Next-Gen Firewall (FTD or NG-ASA) - Standalone	\$ 685.31	990101	7.50%
SEC-MSR-NGFW-HCK1Y	Healthcheck Services for existing Next Gen Firewall Deployment (Per HA Pair) - Annual	\$ 903.26	990101	7.50%
SEC-MSR-NLB-HA	Network Load Balancer: HA Pair	\$ 1,028.57	990101	7.50%
SEC-MSR-NLB-STA	Network Load Balancer: Standalone	\$ 685.72	990101	7.50%
SEC-MSR-Router	Router: Standard	\$ 414.06	990101	7.50%
Sec-MSR-SMA	Support Services for a Security Management Appliance (1 Node, Device )	\$ 755.00	990101	7.50%
SEC-MSR-SRVR-AD	Application: Active Directory Domain Controller	\$ 857.15	990101	7.50%
SEC-MSR-SRVR-EX	Application: Exchange - Exchange Servers	\$ 1,287.05	990101	7.50%
SEC-MSR-SRVR-OS	Server: Operating System	\$ 779.21	990101	7.50%
SEC-MSR-SRVR-SPAM	Application: Mail Filtering	\$ 1,028.57	990101	7.50%
SEC-MSR-SRVR-WF	Application: Web Filtering (Websense, Barracuda, Symantec)	\$ 1,028.57	990101	7.50%
SEC-MSR-SW-ADP1Y	Adoption Services for existing StealthWatch - Annual	\$ 903.26	990101	7.50%
SEC-MSR-SW-HCK1Y	Healthcheck Services for existing Stealthwatch Deployment- Annual	\$ 1,467.07	990101	7.50%
SEC-MSR-TH-MONTH	Consulting Services to Perform Cisco Based Threat Hunt (Blocks of 12 for Annual) (Project Coordination Only)	\$ 5,419.58	990101	7.50%
SEC-MSR-THREAT-1Y	Consulting Services to Perform Cisco Based Threat Hunt One Day - Quarterly	\$ 1,806.52	990101	7.50%
SEC-MSR-UMB-1000	Cisco Umbrella Support - 501-1000 users	\$ 1,265.20	990101	7.50%
SEC-MSR-UMB-10000	Cisco Umbrella Support - 9501-10000 users	\$ 2,184.60	990101	7.50%
SEC-MSR-UMB-1500	Cisco Umbrella Support - 1001-1500 users	\$ 1,410.55	990101	7.50%
SEC-MSR-UMB-2000	Cisco Umbrella Support - 1501-2000 users	\$ 1,515.31	990101	7.50%
SEC-MSR-UMB-2500	Cisco Umbrella Support - 2001-2500 users	\$ 1,598.62	990101	7.50%
SEC-MSR-UMB-3000	Cisco Umbrella Support - 2501-3000 users	\$ 1,668.41	990101	7.50%
SEC-MSR-UMB-3500	Cisco Umbrella Support - 3001-3500 users	\$ 1,728.84	990101	7.50%
SEC-MSR-UMB-4000	Cisco Umbrella Support - 3501-4000 users	\$ 1,782.34	990101	7.50%
SEC-MSR-UMB-4500	Cisco Umbrella Support - 4001-4500 users	\$ 1,830.49	990101	7.50%
SEC-MSR-UMB-500	Cisco Umbrella Support - 0-500 users	\$ 1,001.08	990101	7.50%
SEC-MSR-UMB-5000	Cisco Umbrella Support - 4501-5000 users	\$ 1,874.36	990101	7.50%
SEC-MSR-UMB-5500	Cisco Umbrella Support - 5001-5500 users	\$ 1,914.75	990101	7.50%
SEC-MSR-UMB-6000	Cisco Umbrella Support - 5501-6000 users	\$ 1,952.21	990101	7.50%
SEC-MSR-UMB-6500	Cisco Umbrella Support - 6001-6500 users	\$ 1,987.19	990101	7.50%
SEC-MSR-UMB-7000	Cisco Umbrella Support - 6501-7000 users	\$ 2,020.03	990101	7.50%
SEC-MSR-UMB-7500	Cisco Umbrella Support - 7001-7500 users	\$ 2,051.01	990101	7.50%
SEC-MSR-UMB-8000	Cisco Umbrella Support - 7501-8000 users	\$ 2,080.35	990101	7.50%
SEC-MSR-UMB-8500	Cisco Umbrella Support - 8001-8500 users	\$ 2,108.23	990101	7.50%
SEC-MSR-UMB-9000	Cisco Umbrella Support - 8501-9000 users	\$ 2,134.82	990101	7.50%
SEC-MSR-UMB-9500	Cisco Umbrella Support - 9001-9500 users	\$ 2,160.24	990101	7.50%
SEC-MSR-UMB-ADP1Y	Adoption Services for existing Umbrella Deployment- Annual	\$ 339.46	990101	7.50%
SEC-MSR-UMB-HCK1Y	Healthcheck Services for existing Umbrella Deployment - Annual	\$ 903.26	990101	7.50%
SEC-MSR-UMB-VAP	Cisco Umbrella Virtual Appliance Security Support (qty 2)	\$ 239.76	990101	7.50%

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SEC-MSR-WSA-ADP1Y	Adoption Services for existing Next Gen Firewall Deployment - Annual	\$	451.63	990101	7.50%
SEC-MSR-WSA-APPHA	Cisco Web Security - Appliance HA Pair	\$	1,287.03	990101	7.50%
SEC-MSR-WSA-APPSTAND	Cisco Web Security - Appliance Standalone	\$	1,029.62	990101	7.50%
SEC-MSR-WSA-HCK1Y	Adoption Services for existing Next Gen Firewall Deployment - Annual	\$	1,129.08	990101	7.50%
SEC-PRO-AMP-Add500	Installation & Configuration Services for an additional 500 user licenses of AMP for Endpoints	\$	3,496.50	990101	7.50%
SEC-PRO-AMP-ADP	Adoption Services for existing AMP for Endpoints	\$	4,335.66	990101	7.50%
SEC-PRO-AMP-AVS	Installation & Configuration Services for an Antivirus AMP Server	\$	6,979.02	990101	7.50%
SEC-PRO-AMP-Base500	Installation & Configuration Services for up to 500 user licenses of AMP for Endpoint Clients	\$	15,230.77	990101	7.50%
SEC-PRO-AMP-HCK	Healthcheck Services for existing AMP Deployment	\$	4,335.66	990101	7.50%
SEC-PRO-ASE-AH	NWN Associate Solutions Engineer Hourly Rate (After-hours)	\$	142.50	990101	7.50%
SEC-PRO-ASE-S	NWN Associate Solutions Engineer Hourly Rate	\$	95.00	990101	7.50%
SEC-PRO-CES-AMPTGCL	Configuration Services to add AMP/Threatgrid licensing/policy to existing CES Environment	\$	4,013.99	990101	7.50%
SEC-PRO-CES-BSE	Installation & Configuration Services for Cloud Email Security (Up to 5 Inbound and 5 Outbound Policies, Cutover and Support)	\$	22,755.24	990101	7.50%
SEC-PRO-CESEA-ADP	Adoption Services for Email Security	\$	6,503.50	990101	7.50%
SEC-PRO-CESEA-HCK	Healthcheck Services for existing CES or ESA Deployment	\$	14,083.92	990101	7.50%
SEC-PRO-CES-POLICY	Installation & Configuration Services for a single Outbound and Inbound Policy and Testing	\$	2,391.61	990101	7.50%
SEC-PRO-CON-AH	NWN Consultant Hourly Rate (After-hours)	\$	390.00	990101	7.50%
SEC-PRO-CON-ARCH	Security Architecture Review and Presentation of Findings	\$	14,081.82	990101	7.50%
SEC-PRO-CON-EA	Enterprise Agreement workshop to tie the security technologies/framework into the Customer's business outcomes	\$	22,727.27	990101	7.50%
SEC-PRO-CON-FRAME	Consulting Services to Develop a Security Framework Architecture and Strategy	\$	14,081.82	990101	7.50%
SEC-PRO-CON-S	NWN Consultant Hourly Rate	\$	260.00	990101	7.50%
SEC-PRO-CUST	NWN Custom Professional Services	\$	-	990101	7.50%
SEC-PRO-ESA-AMPTGCL	Configuration Services to add AMP/Threatgrid licensing to existing ESA environment	\$	4,013.99	990101	7.50%
SEC-PRO-ESA-APL	Installation & Configuration Services to add an additional appliance to a ESA Cluster	\$	3,496.50	990101	7.50%
SEC-PRO-ESA-BSE	Installation & Configuration Services for Cloud Email Security (Up to 5 Inbound and 5 Outbound Policies, Cutover and Support)	\$	34,811.19	990101	7.50%
SEC-PRO-ESA-POLICY	Installation & Configuration Services for a 1 Outbound and Inbound Policy and Testing	\$	2,391.61	990101	7.50%
SEC-PRO-ESA-UP	Services for Upgrade of ESA (Per Node/Per Major Upgrade - 9.x to 10.x, 10.x to 11.x, etc)	\$	2,279.72	990101	7.50%
SEC-PRO-FMC-BASE	Installation & Configuration of a Single Firepower Management Console	\$	5,888.11	990101	7.50%
SEC-PRO-FMC-BASE-HA	Installation & Configuration of a High Availability Pair of Firepower Management Consoles	\$	6,755.24	990101	7.50%
SEC-PRO-ISE-ADP	Adoption Services for existing Identity Services Engine	\$	9,762.24	990101	7.50%
SEC-PRO-ISE-CUST	Additional CCIE-level ISE Services per week (ie. - additional uses, posture, 3rd party integrations, etc....)	\$	21,678.32	990101	7.50%
SEC-PRO-ISE-HCK	Healthcheck Services for existing ISE Deployment	\$	5,412.59	990101	7.50%
SEC-PRO-ISE-MDM	Configuration Services to add MDM Functionality to an ISE Deployment	\$	9,972.03	990101	7.50%
SEC-PRO-ISE-Node	Configuration Services to add an additional Node to the Base Installation	\$	4,363.64	990101	7.50%
SEC-PRO-ISE-POLICY	Configuration and Testing of 1 Authorization Policy	\$	1,636.36	990101	7.50%
SEC-PRO-ISE-PROFILE	Configuration and Testing of 1 Custom Device Profile	\$	1,090.91	990101	7.50%
SEC-PRO-ISE-RTC	Configuration Services to add Rapid Threat Containment to an ISE Deployment (includes 10 switches and all wireless clients)	\$	15,166.43	990101	7.50%
SEC-PRO-ISE-SGT	Configuration Services to add an additional 10 Security Group Tags to an ISE deployment	\$	9,762.24	990101	7.50%



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SEC-PRO-ISE--WIRED	Configuration Services to add additional 50 switches to an ISE 802.1x deployment	\$ 8,741.26	990101	7.50%
SEC-PRO-ISE-TACACS+	Configuration Services to add additional 50 switches to an ISE TACACS+/SGT deployment	\$ 6,979.02	990101	7.50%
SEC-PRO-ISE-TCN	Configuration Services to add Threat Centric NAC to an ISE Deployment (includes up to 10 switches)	\$ 11,916.08	990101	7.50%
SEC-PRO-ISE-UP	Configuration Services to upgrade a pair of ISE appliances (per 2 nodes)	\$ 12,167.83	990101	7.50%
SEC-PRO-ISE-WLANVPN	Installation & Configuration Services for ISE Wireless & VPN Deployment (includes 2 Nodes up to 10 Policies/50 TACACS+ Switches + 1 Cutover/Support Day)	\$ 33,944.06	990101	7.50%
SEC-PRO-ISE-WWIRED	Configuration Services to add Wired ISE to an existing WLAN/VPN ISE deployment (50 Switches/3 Cutover/Support Windows - 10 Profiles/Policies)	\$ 33,832.17	990101	7.50%
SEC-PRO-MER-FWG	Installation & Configuration Services for a Meraki MX Appliance for a new install	\$ 15,678.32	990101	7.50%
SEC-PRO-MER-FWHAG	Installation & Configuration Services for a High Availabilty pair of Meraki MX Appliance for a new install	\$ 16,545.45	990101	7.50%
SEC-PRO-MER-FWMIG	Configuration Services to migrate an existing configuration to a new Meraki MX Appliance for a new install	\$ 12,195.80	990101	7.50%
SEC-PRO-MFA-ACCESS	Configuration and Installation of Access Control Policies to limit external and internal connectivity	\$ 1,748.25	990101	7.50%
SEC-PRO-MFA-BSE	Configuration and Installation Services for Basic Setup of MFA Portal and Adminstration	\$ 3,496.50	990101	7.50%
SEC-PRO-MFA-BYODD	Configuration and Installation of BYOD and Differentiated Services, Policy for Securing Remote Access to SSH/Internal Hosts, and Policy to Secure remote access to AWS/Azure.	\$ 3,496.50	990101	7.50%
SEC-PRO-MFA-DAG	Configuration and installation of Duo Access Gateway	\$ 1,748.25	990101	7.50%
SEC-PRO-MFA-O365	Configuration and Installation of Secure Office 365 Feature	\$ 1,748.25	990101	7.50%
SEC-PRO-MFA-POLICY	Configuration and Installation Services for up to 3 SSO Applications and 1 x Directory Integration (Active Directory/Azure AD)	\$ 2,615.38	990101	7.50%
SEC-PRO-MFA-RAVPNASA	Configuration and Installation services for MFA and Cisco ASA Remote Access VPN	\$ 1,748.25	990101	7.50%
SEC-PRO-MFA-RAVPNFTD	Configuration and Installation services for MFA and Cisco FirePower Threat Defense Remote Access VPN	\$ 1,748.25	990101	7.50%
SEC-PRO-MFA-RDP	Configuration and Installation of Secure RDP Feature	\$ 1,748.25	990101	7.50%
SEC-PRO-NGFW-ADP	Adoption Services for existing Next Generation Firewall Deployment (Per HA Pair)	\$ 4,335.66	990101	7.50%
SEC-PRO-NGFW-BASE	Installation & Configuration of a Single Next Gen Firewall	\$ 15,230.77	990101	7.50%
SEC-PRO-NGFW-BASE-HA	Installation & Configuration of a High Availability Pair of Next Gen Firewalls	\$ 17,398.60	990101	7.50%
SEC-PRO-NGFW-HA-Upgrade	Major Version Software Upgrade for a High Availability Pair of Next Gen Firewalls (includes FMC Upgrade)	\$ 6,979.02	990101	7.50%
SEC-PRO-NGFW-HCK	Healthcheck Services for existing Next Gen Firewall Deployment (Per HA Pair)	\$ 8,671.33	990101	7.50%
SEC-PRO-NGFW-Migration	Migration Services to Prepare Firewall Config from ASA to NGFW (requires BASE SKU as well)	\$ 26,937.06	990101	7.50%
SEC-PRO-NGFW-RAVPN	Installation and Configuration of a Single Remote Access VPN Profile on NGFW	\$ 1,972.03	990101	7.50%
SEC-PRO-NGFW-S2SVPN	Installation and Configuration of a single Site to Site VPN Profile on NGFW	\$ 1,532.87	990101	7.50%
SEC-PRO-NGFW-TI	Threat Intellegence Services to be added to existing Next Gen Firewalls	\$ 5,426.57	990101	7.50%
SEC-PRO-NGFW-Upgrade	Major Version Software Upgrade for a Single Next Gen Firewall (includes FMC Upgrade)	\$ 4,349.65	990101	7.50%
SEC-PRO-PC-AH	NWN Project Coordinator Hourly Rate (After-hours)	\$ 195.00	990101	7.50%
SEC-PRO-PC-S	NWN Project Coordinator Hourly Rate	\$ 130.00	990101	7.50%
SEC-PRO-PM-AH	NWN Project Manager Hourly Rate (After-hours)	\$ 270.00	990101	7.50%
SEC-PRO-PM-S	NWN Project Manager Hourly Rate	\$ 180.00	990101	7.50%
SEC-PRO-PROJ-CUT	Standard Cutover Window (Overtime)	\$ 2,195.80	990101	7.50%

## Exhibit B

SEC-PRO-PROJ-KO	Customer Kickoff and Project Closure	\$	3,258.74	990101	7.50%
SEC-PRO-PROJ-NEXTDAY	Standard Next Day Support	\$	1,748.25	990101	7.50%
SEC-PRO-SE-AH	NWN Solution Engineer Hourly Rate (After-hours)	\$	270.00	990101	7.50%
SEC-PRO-SE-S	NWN Solution Engineer Hourly Rate	\$	180.00	990101	7.50%
SEC-PRO-SMA-BSE	Installation & Configuration Services for a Security Management Appliance (1 Node, Device Reg/Policy Sync, Centralized Report Config,, Testing/Documentation)	\$	8,265.73	990101	7.50%
SEC-PRO-SrPM-AH	NWN Sr Project Manager Hourly Rate (After-hours)	\$	322.50	990101	7.50%
SEC-PRO-SrPM-S	NWN Sr Project Manager Hourly Rate	\$	215.00	990101	7.50%
SEC-PRO-SRSE-AH	NWN Sr Solution Engineer Hourly Rate (After-hours)	\$	322.50	990101	7.50%
SEC-PRO-SrSE-S	NWN Sr Solution Engineer Hourly Rate	\$	215.00	990101	7.50%
SEC-PRO-SW-ADP	Adoption Services for existing StealthWatch	\$	8,671.33	990101	7.50%
SEC-PRO-SW-BASE	Installation & Configuration Services for a Stealthwatch deployment (includes 3 nodes (SMC, Flow Collector and Flow Sensor), 25 host groups, 3 alarms, 5 use cases)	\$	44,615.38	990101	7.50%
SEC-PRO-SW-ETA	Configuration Services to Encrypted Traffic Analytics to a Stealthwatch deployment (includes 10 switches and Sensor/FC Setup)	\$	10,839.16	990101	7.50%
SEC-PRO-SW-HCK	Healthcheck Services for existing Stealthwatch Deployment	\$	14,083.92	990101	7.50%
SEC-PRO-SW-ISECTD	Configuration Services to add Cisco Threat Defense to the Stealthwatch-ISE integration	\$	8,671.33	990101	7.50%
SEC-PRO-SW-NETFLOW	Configuration Services to deploy netflow on up to 25 switches and create 10 additional host groups	\$	5,440.56	990101	7.50%
SEC-PRO-SW-NODE	Installation & Configuration Services to add an additional node (either SMC, Flow Collector, or Flow Sensor)	\$	3,496.50	990101	7.50%
SEC-PRO-SW-UDP	Configuration Services to add a UDP Director	\$	9,594.41	990101	7.50%
SEC-PRO-SW-UP	Configuration Services to perform a software upgrade (per node) to a Stealthwatch Deployment	\$	3,496.50	990101	7.50%
SEC-PRO-SW-USECASE	Configuration Services to add an additional use case	\$	8,671.33	990101	7.50%
SEC-PRO-TH1D	Consulting Services to Perform Cisco Based Threat Hunt One Day	\$	4,335.66	990101	7.50%
SEC-PRO-THREAT-1Q	Consulting Services to Perform Cisco Based Threat Hunt (Quarterly Period) (Project Coordination Only)	\$	11,272.73	990101	7.50%
SEC-PRO-UMB-2VA	Installation & Configuration Services for an additional 2 Virtual Appliances	\$	2,615.38	990101	7.50%
SEC-PRO-UMB-ADP	Adoption Services for existing Umbrella Deployment	\$	3,258.74	990101	7.50%
SEC-PRO-UMB-API	Configuration Services and Testing for Umbrella Advanced Reporting and Enforcement API with 3rd Party (Umbrella Only)	\$	1,748.25	990101	7.50%
SEC-PRO-UMB-BSE	Installation & Configuration Services for Umbrella Implementation (includes 100 Roaming Clients and 2 Virtual Appliances)	\$	15,006.99	990101	7.50%
SEC-PRO-UMB-HCK	Healthcheck Services for existing Umbrella Deployment	\$	8,671.33	990101	7.50%
SEC-PRO-UMB-POLICY	Configuration Services for additional 3 Policies and 10 Internal Networks- Testing and Validation	\$	2,181.82	990101	7.50%
SEC-PRO-UMB-ROAM100	Installation & Configuration Services for an additional 100 Roaming Clients	\$	2,181.82	990101	7.50%
SEC-PRO-WSA-ADP	Adoption Services for Web Security	\$	4,335.66	990101	7.50%
SEC-PRO-WSA-AMPTGCL	Configuration Services to add AMP/Threatgrid licensing to existing WSA environment	\$	4,363.64	990101	7.50%
SEC-PRO-WSA-APL	Installation & Configuration Services to add an additional appliance to a WSA Cluster	\$	3,496.50	990101	7.50%
SEC-PRO-WSA-BASE	Installation & Configuration Services for a Web Security (2 Node, Up to 10 Policies, AD Integration, Cutover and Support 1 Day, Testing/Documentation)	\$	17,398.60	990101	7.50%
SEC-PRO-WSA-HCK	Healthcheck Services for existing WSA Deployment	\$	10,839.16	990101	7.50%
SEC-PRO-WSA-MIG	Planning Services to migrate a configuration from Zscaler to WSA	\$	17,342.66	990101	7.50%
SEC-PRO-WSA-POLICY	Installation & Configuration Services to Policies to Environment and Testing	\$	1,860.14	990101	7.50%



**INVITATION TO NEGOTIATE  
FOR  
SUNCOM COMMUNICATION SERVICES  
ITN NO: DMS-17/18-004  
THE STATE OF FLORIDA  
DEPARTMENT OF MANAGEMENT SERVICES**

Procurement Officer: Gerri Faircloth  
Departmental Purchasing  
Florida Department of Management Services  
4050 Esplanade Way, Suite 335A  
Tallahassee, FL 32399-0950  
Phone: (850) 413-7190  
Email: [dms.purchasing@dms.myflorida.com](mailto:dms.purchasing@dms.myflorida.com)

Failure to file a protest within the time prescribed in section 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, Florida Statutes. Any protest must be timely filed with the Department of Management Services' Agency Clerk listed at:

[http://www.dms.myflorida.com/agency\\_administration/general\\_counsel](http://www.dms.myflorida.com/agency_administration/general_counsel)

**NOTICE PURSUANT TO SECTION 287.057(23), FLORIDA STATUTES**

Respondents to this solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the 72-hour period following the agency posting the notice of intended award, excluding Saturdays, Sundays, and state holidays, any employee or officer of the executive or legislative branch concerning any aspect of this solicitation, except in writing to the procurement officer or as provided in the solicitation documents. Violation of this provision may be grounds for rejecting a response.

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**Attachments:**

Attachment A – Statement of Work  
Attachment B – Draft Contract  
Attachment C – Service Level Agreements  
Attachment D – Business Case  
Attachment E – SUNCOM Voice Services for Calendar Year 2016  
Attachment F – Definitions and Acronyms  
Attachment G – Component Price Sheet  
Attachment H – Evaluator Scoring Workbook

**Forms:**

FORM 1 – CONTACT INFORMATION  
FORM 2 – NOTICE OF CONFLICT OF INTEREST  
FORM 3 – NON-COLLUSION AFFIDAVIT  
FORM 4 – STATEMENT OF NO PRIOR DISQUALIFYING INVOLVEMENT  
FORM 5 – ADDENDUM ACKNOWLEDGEMENT  
FORM 6 – SUBCONTRACTING  
FORM 7 – MANDATORY RESPONSIVENESS REQUIREMENTS

## **SECTION 1. INTRODUCTION**

### **1.1 Solicitation Objective**

The State of Florida, Department of Management Services (Department) is seeking to establish through this Invitation to Negotiate (ITN), a contract or contracts (Contract) for a collection of voice services, including Unified Communication Services, Session Initiation Protocol (SIP) Trunking Services, Contact Center Services, Legacy Local Access (Centrex) Services, and other related communication services and features collectively referred to herein as SUNCOM Communication Services (SCS).

The Department reserves the right to award a contract by Service Category to one (1) or more vendors, or no vendors at all, for all or part of the work contemplated by this solicitation that will provide a cost-efficient and high-quality solution for SCS. Through this single procurement, the Department intends to amalgamate the SCS contracts under one (1) procurement and add new voice service features now available in the telecommunications marketplace. The resulting Contract, if any, will be used by State of Florida agencies and other authorized entities, in accordance with Chapter 282, Part III, Communication Information Technology Services, Florida Statutes, collectively referred to as "Customers".

If more than one (1) Contract is awarded, then the use of the terms "Contract," "Contractor," "Response," and "Respondent," include the plural when applicable.

### **1.2 Background**

Prior to issuance of this solicitation, the Department contracted with a private vendor to develop a business case for SCS, in accordance with section 287.0571, Florida Statutes. The business case examined options for the future path of SCS and recommended that the Department issue an ITN for the services. That Enterprise Voice Services Business Case is incorporated into this procurement as Attachment D – Business Case, for background information purposes only, and does not contain specifications for this solicitation.

The Department has estimated that the annual total enterprise expenditures on the Contract resulting from this solicitation will be approximately \$56 million. This estimate is for informational purposes only. Under no circumstances should this estimate be construed as representing actual, guaranteed, or minimum spend under any new Contract. This procurement is conducted in accordance with Specific Appropriation 2845, Chapter 2018-9, Laws of Florida.

### **1.3 Term**

It is anticipated that the term of the Contract will be five (5) years with up to five (5) renewal years. The Contract may only be renewed in accordance with section 287.057(13), Florida Statutes.

### **1.4 Goals of the ITN**

The goals of this ITN are to establish a Contract or Contracts as follows:

- a) That promotes the delivery of cost-efficient and high-quality SCS;
- b) That collectively provides statewide coverage for SCS;
- c) That provides combinations of services to meet a variety of Customers' needs while ensuring competitive pricing through this procurement and through a subsequent Specific Service

Request Process, for the services throughout the initial and any renewal years of the Contract, and;

- d) That achieves the service objectives stated in Attachment A - Statement of Work (SOW), subsection 1.4.

### 1.5 Special Accommodations

Any person requiring a special accommodation due to a disability should contact the Department's Americans with Disabilities Act (ADA) Coordinator at (850) 922-7535. Requests for accommodation for meetings must be made at least five (5) business days prior to the meeting. A person who is hearing or speech impaired can contact the ADA Coordinator by using the Florida Relay Service at (800) 955-8771 (TDD).

### 1.6 Procurement Officer

The Procurement Officer is the **sole point of contact** for this procurement. Direct all contact with the Department to the procurement officer in writing by email.

Gerri Faircloth  
Departmental Purchasing  
Florida Department of Management Services  
4050 Esplanade Way, Suite 335A  
Tallahassee, FL 32399-0950  
Phone: (850) 413-7190  
Email: [dms.purchasing@dms.myflorida.com](mailto:dms.purchasing@dms.myflorida.com)

**\*\*\*PLACE THE SOLICITATION NUMBER IN THE SUBJECT LINE OF ALL EMAILS TO THE PROCUREMENT OFFICER\*\*\***

If a Respondent is claiming that any portion of an email is trade secret under section 812.081, Florida Statutes, or otherwise confidential under Florida or Federal Law, the Respondent is to place the word "Confidential" in the subject line. (See also subsection 3.8.4 of this ITN for more information on confidential information.)

Respondents to this solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the 72-hour period following the agency posting the notice of intended award, excluding Saturdays, Sundays, and State holidays, any employee or officer of the executive or legislative branch concerning any aspect of this solicitation, except in writing to the procurement officer or as provided in the solicitation documents. **Violation of this provision may be grounds for rejecting a Reply.**

Any such contact by an affiliate, a person with a relevant business relationship with a Respondent, or an existing or prospective subcontractor to a Respondent is assumed to be on behalf of a Respondent unless shown otherwise.

## SECTION 2. SOLICITATION PROCESS

### 2.1 General Overview

The ITN is a method of competitively soliciting contractual services under Chapter 287, Florida Statutes. This solicitation will be administered through the Vendor Bid System (VBS). Vendors interested in submitting a Reply are to comply with all terms and conditions described in this

solicitation. The Department will hold a public opening of the Replies at the date, time, and location provided in the Timeline of Events.

The ITN process is divided into two (2) phases: the evaluation phase (phase one) and the negotiation phase (phase two). The evaluation phase involves the Department's evaluation of Replies in accordance with subsections 4.1 - 4.3 of the ITN. During this phase, the Department evaluates all responsive Replies using the assessment scale against all evaluation criteria to establish a competitive range of replies reasonably susceptible of award. The Department then selects one or more Respondents within the competitive range with which to commence negotiations.

The negotiation phase involves negotiations by the Department with the Respondent or Respondents whose evaluated Replies were determined to be within the competitive range. During this phase, the Department may request revised Replies and best and final offers (BAFOs) based on the negotiations.

Final contract terms will be established during the negotiation phase. Once negotiations have concluded and BAFO(s) have been received and reviewed, the Department will hold a Negotiation Team public meeting to recommend Contract award(s). The Department intends to post a notice of intent to award Contract(s), identifying the responsive and responsible vendor(s) that provide the best value to the state based on the selection criteria set forth in subsection 4.5 of the ITN.

The Department reserves the right to accept or reject or waive any minor irregularity, technicality, or omission if the Department determines that doing so will serve the best interest of the state. At its option, the Department may allow a Respondent to correct minor irregularities but is under no obligation to do so. In doing so, the Department may request a Respondent to provide clarifying information to correct the irregularity.

Any reservation or listing of reservations of the Department's rights provided in this ITN is not intended to be exhaustive and shall not be construed to limit the rights of the Department in conducting this procurement.

## **2.2 Questions and Answers**

Respondents will submit all questions during the Question and Answer period in writing to the Procurement Officer via email. The deadline for submission of questions is reflected in the Timeline of Events, subsection 2.3.

The Department requests that all questions have the solicitation number in the subject line of the email. Questions are requested to be submitted in the following format:

<b>Question #</b>	<b>Respondent Name</b>	<b>Section</b>	<b>Page #</b>	<b>Question</b>

Questions will not constitute a formal protest of the specifications of the solicitation. Department answers to written questions will be issued by addendum via the VBS.

## 2.3 Timeline of Events

The table below contains the anticipated Timeline of Events for this solicitation. The dates and times within the Timeline of Events are subject to change. It is the Respondent's responsibility to check the VBS for any changes. The Respondent is responsible for ensuring the Department receives all required documentation by the dates and times (Eastern Time) specified below (or as revised by addenda).

TIMELINE OF EVENTS		
Events	Event Time (ET)	Event Date
ITN posted on the VBS.		February 12, 2019
Deadline to submit questions to the Procurement Officer.	3:00 PM	March 15, 2019
Department's anticipated posting of answers to Respondent's questions on the VBS.		April 19, 2019
Deadline to submit Reply and all required documents to the Procurement Officer.	2:00 PM	June 7, 2019
Public Opening. Room 101 4050 Esplanade Way, Tallahassee, Florida 32399-0950	2:30 PM	June 7, 2019
Evaluation Phase.		June 17, 2019 to July 29, 2019
Evaluators' Public Meeting to confirm scores Room 101 4050 Esplanade Way, Tallahassee, Florida 32399-0950 Conference call # 1-888-585-9008 Participant code: 982866470#	10:00 AM	July 29, 2019
Negotiations Phase.		August 5, 2019 to January 8, 2020
Negotiation Team Public Meeting Room 101 4050 Esplanade Way, Tallahassee, Florida 32399-0950 Conference call # 1-888-585-9008 Participant code: 982866470#	10:00 AM	January 8, 2020
Post Notice of Intent to Award on the VBS.		January 14, 2020
Contract Execution.		TBD

## **2.4 Addendum to the solicitation**

The Department reserves the right to modify this solicitation by issuing an addendum posted on the VBS. It is the responsibility of the Respondent to check the VBS for information and updates.

## **2.5 Receipt of Replies**

### **2.5.1 Reply Deadline**

The Respondent is responsible for ensuring the Department receives the Reply no later than the date and time provided in subsection 2.3 of this ITN (or as revised by addenda). Address Reply to the Procurement Officer at:

Gerri Faircloth  
Departmental Purchasing  
Florida Department of Management Services  
4050 Esplanade Way, Suite 335A  
Tallahassee, FL 32399-0950  
Phone: (850) 413-7190  
Email: [dms.purchasing@dms.myflorida.com](mailto:dms.purchasing@dms.myflorida.com)

All methods of delivery or transmittal to the procurement officer are exclusively the responsibility of Respondents and the risk of non-receipt or delayed receipt shall be borne exclusively by the Respondents.

### **2.5.2 Clarifications to Replies**

No changes, modifications, or additions to the Replies will be allowed after the Replies have been opened, except as negotiated during the negotiation phase. However, the Department reserves the right to seek clarifications from any Respondent at any time.

## **2.6 Respondent Firm Offer**

The Department may enter into a Contract within three hundred sixty-five (365) calendar days after the date of the Notice of Intent to Award, during which period Replies shall remain firm and shall not be withdrawn. If a Contract is not executed within three hundred sixty-five (365) calendar days, the Replies shall remain firm until either the Contract is executed or the Department receives from a Respondent written notice that a Reply is withdrawn. Any Reply that expresses a shorter duration may, in the Departments' sole discretion, be accepted or rejected.

## **SECTION 3. GENERAL INSTRUCTIONS**

### **3.1 Introduction**

This section contains the Instructions to Respondents.

### **3.2 MFMP Registration**

The awarded Respondent, if any, must have completed this process prior to Contract execution. For additional information, please visit: <https://Respondent.myfloridamarketplace.com/>.

The awarded Respondent will be required to pay the required MFMP transaction fee(s) as specified in subsection 3.9 of Attachment B - Draft Contract, unless an exemption has been requested and approved pursuant to Rule 60A-1.031, Florida Administrative Code.



### 3.3 Florida Substitute Form W-9 Process

A State of Florida Contractor **must** have registered and completed an electronic Florida Substitute Form W-9. The Internal Revenue Service (IRS) receives and validates the information Respondents provide on the Form W-9.

For instructions on how to complete the Florida Substitute Form W-9, please visit: <http://www.myfloridacfo.com/Division/AA/StateAgencies/W-9Instructions022212.pdf>

The awarded Respondent must have completed this process prior to Contract execution.

### 3.4 Website References

Do not incorporate or reference dynamic links that are external to the document. Provide screen shots in lieu of references to websites. References to dynamic links (Universal Resource Locators) will not be considered as part of the Respondent's Reply.

### 3.5 How to Submit a Reply

Respondents are responsible for submitting their Replies by the date and time specified in the Timeline of Events of this solicitation. Respondents are to submit the Reply in a sealed box(es) indicating the Respondent's name, the ITN number, and the Procurement Officer containing the following:

- 3.5.1 One (1) original, un-redacted bound version of the Reply with the Vendor's Service Catalog in separate sealed envelope and the Attachment G – Component Price Sheet in a separate sealed envelope, and nine (9) un-redacted bound paper copies, with the Vendor's Service Catalog and the Attachment G – Component Price Sheet each in separate sealed envelopes.
- 3.5.2 One (1) electronic copy of the entire Reply in Adobe (.pdf) on a USB flash drive (CD/DVD format is also acceptable). Large files should be scanned as separate files, and;
- 3.5.3 If applicable, one (1) electronic redacted copy of the entire Reply on a USB flash drive, as described in subsection 3.8 of this ITN. Large files should be scanned as separate files.

All electronic documents are to be searchable to the fullest extent practicable. Paper and electronic copies of Replies are to consist of identical information. In the event of a conflict between the copies, the original paper Reply controls.

**Clearly mark on the outside of the sealed package the solicitation number, company name, and Procurement Officer Name.**

Submit Replies to the Procurement Officer at the address listed in subsection 1.6, Procurement Officer.

Prepare Replies simply and economically, providing a straightforward, concise delineation of the Respondent's capabilities to satisfy the requirements of this solicitation. The emphasis of each Reply should be on completeness and clarity of content.

**Replies that are not timely submitted with all required information may be deemed nonresponsive.**

### 3.6 Mandatory Responsiveness Requirements

**The Department will not evaluate Replies that do not meet the minimum mandatory requirements listed below.** Responses to Attachment A - Statement of Work will be scored at the evaluation phase. Responses to Attachment A - Statement of Work and Evaluator scores will not be used to determine the responsiveness of the Replies.

**The certifications required in subsections 3.6.1 through 3.6.5 are to be accomplished through the execution of Form 7. A Reply will be deemed nonresponsive if it fails to contain a signed Form 7 and the documentation required in subsections 3.6.6 and 3.6.7.**

- 3.6.1** The person submitting the Reply must certify that the person is authorized to respond to this solicitation on behalf of the Respondent.
- 3.6.2** The Respondent must certify that it is in compliance with the requirements of this ITN, including subsection 3.9.
- 3.6.3** The Respondent must certify that that neither it, nor its affiliates, is a convicted vendor or a discriminatory vendor as described in section 287.133 and section 287.134, Florida Statutes, respectively.
- 3.6.4** The Respondent must certify that the Respondent is not on the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or the Scrutinized Companies that Boycott Israel List, and is not participating in a boycott of Israel.
- 3.6.5** The Respondent must certify that the Respondent is currently authorized to do business with the State, or will attain authorization through the Department of State, Division of Corporations, should the Respondent be awarded the Contract. Website: [www.sunbiz.org](http://www.sunbiz.org)

**NOTE: The certifications required in subsections 3.6.1 through 3.6.5 are to be accomplished through the execution of Form 7. For subsections 3.6.6 and 3.6.7, Respondent must provide the required documents.**

- 3.6.6** The Respondent must provide the Department with an Attachment G – Component Price Sheet.
- 3.6.7** The Respondent must provide a Vendor's Service Catalog with detailed pricing for all services Respondent proposes in this procurement that is not otherwise provided for in Attachment G – Component Price Sheet.

### 3.7 Contents of Reply

All Replies are to be organized in sections as directed below. The Department reserves the right to waive any minor irregularity, technicality, or omission if the Department determines that doing so will serve the best interest of the state. Submit the following sections of the Reply in one (1), sealed package to the Procurement Officer. In Tab 3, submit the Attachment G – Component Price Sheet and Vendor's Service Catalog in separate sealed envelopes, within the sealed Reply package.

Organize the Reply as follows:

**Tab 1** A cover letter on the Respondent's letterhead with the following information:

- a. Company name and physical address;
- b. Primary location from where the work will be performed;
- c. Contact information for primary point of contact, including phone and email address; and
- d. Federal Employer Identification (FEID) Number.

**Tab 2** Completed FORMS and Attachments:

FORM 1 – CONTACT INFORMATION  
FORM 2 – NOTICE OF CONFLICT OF INTEREST  
FORM 3 – NON-COLLUSION STATEMENT  
FORM 4 – STATEMENT OF NO PRIOR DISQUALIFYING INVOLVEMENT  
FORM 5 – ADDENDUM ACKNOWLEDGEMENT  
FORM 6 – SUBCONTRACTING

**Tab 3** **Mandatory Responsiveness Requirements:**

- A signed FORM 7 – MANDATORY RESPONSIVENESS REQUIREMENTS.
- The Respondent's Attachment G – Component Price Sheet **in a separate sealed envelope.**
- The Respondent's proposed Vendor's Service Catalog **in a separate sealed envelope.**

**Tab 4** **Respondent's Reply to the Statement of Work**

A response to each subsection in the Attachment A - Statement of Work, where it is requested and where the subsection is applicable to the Respondent's proposed solution, by either inserting a narrative in the response blocks below the text of the numbered subsection or attaching a narrative with a reference to the corresponding Statement of Work subsection.

Note: It is the Respondent's responsibility to ensure responses are properly aligned with the corresponding Statement of Work sections. The Department will not be responsible for evaluating portions of responses that are improperly aligned with the Statement of Work subsections. If the Respondent is not seeking to provide one of the Service Categories, it should respond "N/A" to those response blocks and will receive a score of zero for those responses. See subsection 1.2, Instructions for Replies, of the Statement of Work.

Use a font color for narrative that is different than the Statement of Work font color.

**Tab 5** **Letter of Bondability**

A letter, signed on or after February 1, 2019, from a surety company or bonding agent authorized to do business in the State of Florida and written on company letterhead indicating the Respondent's ability to obtain a performance bond in the amount of at least ten million dollars.

### **3.8 Public Records, Respondent's Confidential Information, and Redacted Replies**

The following subsections supplement section 19 of the PUR 1001. By submitting a Reply, the Respondent agrees to protect, defend, and indemnify the Department for any and all claims arising from or relating to the Respondent's determination that the redacted portions of its Reply are confidential, proprietary, trade secret or otherwise not subject to disclosure. **If the Respondent fails to mark material exempt, or fails to submit a redacted copy of information it claims is confidential, the Department is authorized to produce, in their entirety, all documents, data, or records submitted to the Department in answer to a public records request for these records.**

#### **3.8.1 Public Records**

All electronic and written communications pertaining to this ITN, whether sent from or received by the Department, are subject to Florida's public records law, Chapter 119, Florida Statutes. Subsection 3.8.4 below addresses the submission of trade secret and other information exempted from public inspection.

#### **3.8.2 Replies are Public Records**

All materials submitted as part of a Reply to this ITN will be a public record subject to the provisions of Chapter 119, Florida Statutes. Selection or rejection of a Reply does not affect the public record status of the materials.

#### **3.8.3 Replies will be Subject to Public Inspection**

Unless exempted by law, all public records are subject to public inspection and copying under Florida's public records law, Chapter 119, Florida Statutes. A time-limited exemption from public inspection is provided for the contents of replies pursuant to subsection 119.071(1)(b), Florida Statutes. Once that exemption expires, all contents of replies become subject to public inspection unless another exemption applies. Any claim of trade secret exemption for any information contained in Respondent's Reply will be waived upon submission of the Reply to the Department, unless the claimed trade secret information is submitted in accordance with subsection 3.8.4. This waiver includes any information included in the Respondent's Reply outside of the separately bound document described below.

#### **3.8.4 How to Claim Trade Secret or Other Exemptions**

If a Respondent considers any portion of materials made or submitted in the course of replying to this ITN to be trade secret under section 812.081, Florida Statutes, or otherwise confidential under Florida or Federal Law, in order to preserve the confidentiality of the material, the Respondent must clearly designate that portion of the materials as "confidential" when submitted to the Department. The Respondent must submit all such information as a separately bound, *unredacted* document clearly labeled "Confidential, Unredacted Reply" together with a brief written description of the grounds for claiming exemption from the public records law, including the specific statutory citation for such exemption.

Respondent is to also simultaneously provide the Department with a separate, electronic *redacted* copy of its Reply. The file name of the electronic redacted copy is to contain the name of Respondent, the ITN number, and redacted copy (e.g., Respondent Name DMS ITN\_redacted copy.pdf). Prominently display the phrase "Redacted Copy" on the first page of the electronic redacted copy and each page on which information is redacted.

This is to be submitted no later than the Reply submittal deadline. Where such information is part of material already required to be submitted as a separately bound or enclosed portion of the Reply, further segregate it and separately bind or enclose and clearly label it as set forth above in addition to any other labeling required for the material.

If Respondent is invited into negotiations, it will be incumbent upon the Respondent to identify, in real-time, portions of the Respondent's negotiation sessions which include references to materials and/or information Respondent claims are confidential, proprietary, trade secret, or otherwise not subject to disclosure. The Respondent is responsible for defending its determination that the portions of the negotiation sessions are exempt and not subject to disclosure.

### **3.8.5 Public Records Request**

If a Respondent fails to mark any materials submitted to the Department as exempt or fails to submit a redacted copy as provided in this section or fails to claim, in real-time, portions of the negotiations sessions as exempt, the Respondent **waives** the exemption, and the Department may produce all of Respondent's documents, data or records or Department's recordings of negotiation sessions to any person requesting a copy under Chapter 119, Florida Statutes. The Respondent exclusively bears the burden of complying with subsection 3.8 to ensure its exempt information is appropriately marked and protected. If a requestor asserts a right to the Confidential Information, the Department will notify the Respondent that such an assertion has been made. It is the Respondent's responsibility to assert that the information in question is exempt from disclosure under Chapter 119 or other applicable law. If the Department becomes subject to a demand for discovery or disclosure of the Confidential Information of the Respondent in a legal proceeding, the Department will give the Respondent prompt notice of the demand prior to releasing the information (unless otherwise prohibited by applicable law). The Respondent is responsible for defending its determination that the redacted portions of its Reply are confidential, proprietary, trade secret or otherwise not subject to disclosure.

### **3.8.6 Department Not Obligated to Defend Respondent's Claims**

The Department is not obligated to agree with a Respondent's claim of exemption and, by submitting a Reply, the Respondent agrees to defend its claim that each and every portion of the redactions is exempt from inspection and copying under Florida's Public Records Law. Further, by submitting a Reply, the Respondent agrees to protect, defend, indemnify and hold harmless the Department for any and all claims and litigation (including litigation initiated by the Department), including attorney's fees and costs, arising from or in any way relating to Respondent's assertion that the redacted portions of its Reply or portions of the negotiation sessions are trade secrets or otherwise exempt from public disclosure under Chapter 119, Florida Statutes. The Department may use counsel of its choosing to defend any such claims, and the Respondent shall promptly pay the Department's invoices for legal services on a monthly basis for all costs and expenses, including legal fees, incurred in defending such claims.

## **3.9 General Instructions to Vendors (PUR 1001 Form) and General Contract Conditions (PUR 1000 Form).**

In accordance with Rule 60A-1.002(5), F.A.C., Form PUR 1000 is included herein by reference, but is superseded in its entirety by Attachment B – Draft Contract. Form PUR 1001 is also included herein by reference, but is superseded to the extent set forth herein.

The PUR 1001 and the PUR 1000 forms can be found at:

[http://www.dms.myflorida.com/business\\_operations/state\\_purchasing/documents/forms\\_references\\_resources/purchasing\\_forms](http://www.dms.myflorida.com/business_operations/state_purchasing/documents/forms_references_resources/purchasing_forms).

**Sections 3, 5, 9, and 14 of the PUR 1001 (General Instructions) are inapplicable and are replaced as follows:**

**Section 3. Electronic Submission of Offers**

Replies shall be submitted in accordance with Section 3.5, How to Submit a Reply.

**Section 5. Questions**

Submit questions in accordance with Section 2.2, Questions and Answers.

**Section 9. Respondent's Representation and Authorization.**

In submitting a Reply, each Respondent understands, represents, and acknowledges the following:

- The Respondent is not currently under suspension or debarment by the State or any other governmental authority.
- The Respondent, its affiliates, subsidiaries, directors, officers, and employees are not currently under investigation by any governmental authority and have not in the last ten (10) years been convicted or found liable for any act prohibited by law in any jurisdiction, involving conspiracy or collusion with respect to bidding on any public contract.
- Respondent currently has no delinquent obligations to the State, including a claim by the State for liquidated damages under any other contract.
- The submission is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive Reply.
- The prices and amounts have been arrived at independently and without consultation, communication, or agreement with any other Respondent or potential Respondent; neither the prices nor amounts, actual or approximate, have been disclosed to any Respondent or potential Respondent, and they will not be disclosed before the solicitation opening.
- The Respondent has fully informed the Department in writing of all convictions of the firm, its affiliates (as defined in section 287.133(1)(a), Florida Statutes), and all directors, officers, and employees of the firm and its affiliates for violation of state or federal antitrust laws with respect to a public contract for violation of any state or federal law involving fraud, bribery, collusion, conspiracy or material misrepresentation with respect to a public contract. This includes disclosure of the names of current employees who were convicted of contract crimes while in the employ of another company.
- Neither the Respondent nor any person associated with it in the capacity of owner, partner, director, officer, principal, investigator, project director, manager, auditor, or a position involving the administration of funds:
  - Has within the preceding three years been convicted of or had a civil judgment rendered against them or is presently indicted for or otherwise criminally or civilly charged for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state, or local government transaction or public contract; violation of federal or state antitrust statutes; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; or

- Has within a three-year period preceding this certification had one (1) or more federal, state, or local government contracts terminated for cause or reason of default that would impair the Respondent's ability to deliver the commodities or contractual services of the resultant contract.
- The commodities or contractual services offered by the Respondent will conform to the specifications without exception.
- The Respondent has read and understands the Contract terms and conditions, and the submission is made in conformance with those terms and conditions.
- If an award is made to the Respondent, the Respondent agrees that it intends to be legally bound to the Contract that is formed with the State.
- The Respondent has made a diligent inquiry of its employees and agents responsible for preparing, approving, or submitting the Reply, and has been advised by each of them that he or she has not participated in any communication, consultation, discussion, agreement, collusion, act or other conduct inconsistent with any of the statements and representations made in the Reply.
- The Respondent shall indemnify, defend, and hold harmless the Department and Customers, and their employees against any cost, damage, or expense which may be incurred or be caused by any error in the Respondent's Reply.
- All information provided by, and representations made by, the Respondent are material and important and will be relied upon by the Department in awarding the Contract. Any misstatement shall be treated as fraudulent concealment from the Department of the true facts relating to submission of the bid. A misrepresentation shall be punishable under law, including, but not limited to, Chapter 817, Florida Statutes.
- If at any point during the course of the procurement, circumstances change so that any of the above acknowledgements are no longer true, Respondent will notify the procurement officer as soon as practicable.

#### **Section 14 – Firm Response**

The offer will be held firm in accordance with Section 2.6, Respondent Firm Offer.

### **3.10 Additional Information**

By submitting a Reply, the Respondent certifies that it agrees to and satisfies all criteria specified in this solicitation. The Department reserves the right to seek written clarification from a Respondent, and to request supporting information or documentation. Failure to supply clarifying or supporting information or documentation as requested may result in the Reply being deemed nonresponsive.

### **3.11 Vendor's Pricing**

#### **3.11.1 Vendor's Service Catalog**

The Respondent must submit a Vendor's Service Catalog of Respondent's proposed services and associated equipment and pricing, which will become part of the final Contract, as modified during negotiations. The Respondent will provide the Vendor's Service Catalog as if the terms and conditions of the Draft Contract are final. The Vendor's Service Catalog should contain component pricing that contemplates fulfillment of all minimum requirements, with the understanding that there is no guaranteed minimum spend from the Department or the Customers. The Respondent must provide detailed pricing for all services Respondent proposes in this procurement that is not otherwise provided for in Attachment G – Component Price Sheet. Respondents are instructed to only submit pricing for services that are within the contemplated scope of this procurement, including additional options or features proposed by the Respondent that are responsive to the Statement of Work. Services outside of the scope of this procurement will not be evaluated. If a

Vendor's Service Catalog in the final executed Contract includes services outside of the scope of the Contract, those services will not be considered part of the Contract, and will neither be included in the Communications Service Authorization and Billing System nor be offered to Customers.

Prices will be the same for each year of the initial and renewal periods. Pricing must be uniform with no variation for geographic location of service delivery. Respondents are encouraged to provide the best possible pricing at all times. This may include offering bundled pricing including services across multiple Service Categories. Prices listed in the Vendor's Service Catalog are inclusive of all charges and fees necessary to deliver the proposed services, unless otherwise separately identified in the Vendor's Service Catalog in accordance with Section 3.10. Under no circumstances will the Respondent submit pricing for items described in the Statement of Work as being provided at no cost to the State.

**3.11.1.1** Vendor's Service Catalog should contain, at a minimum, the following items:

- Reference numbers (also referred to as part numbers) for all services and associated equipment.
- Descriptions of all services and associated equipment, indicating which features are or are not included with the listed prices.
- Ceiling prices for all services and associated equipment, with individual pricing for a la carte features.
- Information on any discounts for volume or term lengths (extended pricing plans) with proposed tiers and discount percentages.

**3.11.1.2** Vendor's Service Catalog should address all items below, where applicable:

- Specify prices as monthly recurring charges (MRC) or non-recurring charges (NRC).
- List all separate fees and/or charges.
- Services may be shown with a variety of packages, with detailed pricing and descriptions of associated services, equipment and / or features. Any services, equipment and / or features provided at no cost should be identified as \$0.00.
- There will be no charge for services, features, or equipment where prices are not reflected in the Vendor's Service Catalog or the Attachment G – Component Price Sheet.
- For equipment, a Manufacturer's Suggested Retail Price (MSRP) and the percentage off this price, which also may be stated as an overall percentage off of MSRP.
- For Monthly Maintenance Support Services:
  - If Customers rent equipment, monthly rental pricing should be bundled to include monthly support services maintenance.
  - Provide the cost of recording conference and text chats in audio and web conferencing.
  - If offering, provide pricing and descriptions of Local Area Network services.

**3.11.1.3** Vendor's Service Catalog may also contain the following items as individual chargeable items, or bundled with other services.

- Professional Services
- Customer Trainings
- Operator Assistance Charges
- Expedited Service Charge



- Vendor Management for Category 1, Unified Communications Services, and Category 3, Contact Center
- Site Survivability
- Helpdesk Services; may be proposed with tiered service levels and pricing

### **3.12 Component Price Sheet**

The Respondent must submit an Attachment G – Component Price Sheet of Respondent's proposed pricing, which will become part of the final Contract, as modified during negotiations. The Respondent will provide pricing in the Attachment G – Component Price Sheet as if the terms and conditions of the Draft Contract are final. The Respondent should be consistent to the greatest extent possible with pricing contained in the Vendor's Service Catalog. Attachment G– Component Price Sheet must contain component pricing that contemplates fulfillment of all minimum requirements, with the understanding that there is no guaranteed minimum spend from the Department or the Customers. Prices listed in the Attachment G – Component Price Sheet are inclusive of all charges and fees necessary to deliver the proposed services, unless otherwise separately identified in the Attachment G – Component Price Sheet.

If there is a discrepancy between the Vendor's Service Catalog and Attachment G – Component Price Sheet, Attachment G – Component Price Sheet will control except when lower pricing is offered in the Vendor's Service Catalog. Prices will be the same for each year of the initial and renewal periods. Pricing must be uniform with no variation for geographic location of service delivery. Respondents are encouraged to provide the best possible pricing at all times. Respondent shall not submit, and the Department will not consider, prices for items which the Statement of Work requires to be provided at no cost.

**3.12.1** All pricing submitted is considered the ceiling pricing for any given service item within the Vendor's Service Catalog and Attachment G - Component Price Sheet. Prices submitted for all items in the Vendor's Service Catalog and Attachment G - Component Price Sheet cannot be raised, but may be reduced, in the BAFO pricing submittal or during the term of the Contract. Notwithstanding the foregoing, during the negotiation process, the Department reserves the right to negotiate bundled service components or subcomponents to achieve best value.

**3.12.2** The Department reserves the right to request additional information relating to pricing during this procurement.

**3.12.3** Submitted prices shall not include pricing for Tier Two (2) Service Level Agreements (SLAs). While there is no separate line item for pricing Tier Two (2) SLAs, for those Customers who request the Contractor comply with an optional Tier Two (2) SLA(s), Contractors will have the ability to charge up to an additional 25% for the applicable service(s) subject to the optional Tier Two (2) SLAs.

### **3.13 Subcontracting**

The Contractor will be fully responsible for all work performed under the Contract. The Contractor is solely responsible for ensuring that its subcontractor performs. Any Contractor shall use only those subcontractors properly and specifically identified in the subcontracting Form 6 of the Reply, and approved by the Department, except as permitted below. The Department has final approval authority of proposed subcontractors.

### **3.13.1 Subcontracting after Contract Execution**

To subcontract any services to a subcontractor not originally identified in the Reply, a Contractor must submit a written request to the Department's Contract Manager identified in the Contract. Submit the written request using Form 6 and a narrative including the following:

- The name, address, and other information identifying the subcontractor;
- Type of services to be performed by the subcontractor;
- Time of performance for the identified service;
- How the Contractor plans to monitor the subcontractor's performance of the identified services;
- How the Contractor will ensure that required Background Screening is completed by the identified subcontractor's employees.
- Certification that the subcontractor has all licenses and county authority, as applicable, and/or has satisfied all legal requirements to provide the services to the Department. Also, the Contractor shall certify that the subcontractor is approved by the Florida Department of State to transact business in the State of Florida. If the subcontractor is an out-of-state company, it must have a Florida Certificate of Authority from the Department of State, Division of Corporations, to transact business in the State of Florida. For additional information, please visit the following website: [www.sunbiz.org](http://www.sunbiz.org)
- A copy of the written subcontract agreement; and
- Acknowledgement from the subcontractor of the Contractor's contractual obligation to the Department and that the subcontractor agrees to comply with all terms and conditions of the resulting Contract.

By execution of a Contract resulting from this solicitation, the Contractor will acknowledge that it will not be released of its contractual obligations to the Department because of any subcontract. The Contractor will be solely responsible for ensuring the subcontractor maintains the insurance as required. The Contractor's use of a subcontractor not contained herein and/or approved by the Department will be considered a breach of Contract.

## **SECTION 4. SELECTION METHODOLOGY**

### **4.1 Reply Disqualification**

The Department reserves the right to determine which Replies meet the requirements of this solicitation and which Respondents are Responsive and Responsible.

### **4.2 Phase One – Evaluation Process – General Overview**

The Department will appoint an evaluation team for the evaluation and scoring of the responsive replies for the evaluation phase (phase one). Each evaluator will be provided a copy of each Respondent's Reply that is deemed responsive.

The evaluators will evaluate and score Replies against the evaluation criteria set forth in Attachment H – Evaluator Scoring Workbook, in order to establish a competitive range of Replies reasonably susceptible of award.

See subsection 4.4 for information on the negotiation phase of the ITN. All Replies that meet the Mandatory Responsiveness Requirements and are determined to be responsive will be evaluated as described in this section.

#### 4.3 Evaluation of the Reply

The evaluators will independently review and evaluate the responsive Replies. Using the assessment scale below, the evaluators will assign scores 0 to 4 based on the quality of each response to the Statement of Work in accordance with Attachment H - Evaluator Scoring Workbook. In determining the quality of the Respondent's responses, the evaluators will use the following guiding questions:

- How well does the Respondent's response demonstrate an understanding of the services/technology requested?
- How well does the Respondent's response demonstrate the Respondent's ability to provide the services/technology requested?
- How well does the Respondent's response address the requested services/technology?

Assessment	Evaluator Score
Unacceptable	0
Poor	1
Adequate	2
Good	3
Exceptional	4

##### 4.3.1 Scoring of Response to the Statement of Work –

Scoring will be of the Respondent's scores for SOW sections two (2), three (3), and nine (9), and the Respondent's highest three (3) scores for SOW sections five (5) [Service Category 1], six (6) [Service Category 2], seven (7) [Service Category 3], and eight (8) [Service Category 4]. Note: completing two Service Categories or fewer will result in a score of 0 for those Service Categories not proposed by the Respondent.

##### Example of a response to all four (4) Service Categories

For example, if a Respondent's scores are 100 points for Service Category 1, 80 points for Service Category 2, 50 points for Service Category 3, 100 points for Service Category 4, the Service Category score would be  $(100 + 80 + 100) = 280$ , which would then be combined with the scores from SOW sections two (2), three (3), and nine (9).

##### Example of a response to three (3) Service Categories

For example, if a Respondent's scores are 100 points for Service Category 1, 90 points for Service Category 2, 75 points for Service Category 3, and zero (0) for not offering Service Category 4, the Service Category score would be  $(100 + 90 + 75) = 265$ , which would then be combined with the scores from SOW sections two (2), three (3), and nine (9).

Example of a response to two (2) Service Categories

For example, if a Respondent's scores are 100 points for Service Category 1, 75 points for Service Category 2, zero (0) points for not offering Service Category 3, and zero (0) for not offering Service Category 4, the Service Category score would be  $(100 + 75 + 0) = 175$ , which would then be combined with the scores from SOW sections two (2), three (3), and nine (9).

Instructions for replying to the SOW, see SOW subsection 1.2.

**4.3.2 Other Department Rights for Evaluation**

The Department reserves the right at any time during the Evaluation Process to:

1. Conceal pricing information from evaluators or provide an instruction to evaluators to disregard pricing information in their evaluation of a responsive Reply.
2. Redact, omit, or provide instruction to evaluators to disregard any portions of a proposed offering which the Department determines are outside of the scope of this procurement.

**4.4 Negotiations**

**4.4.1 Phase 2 – Negotiations Process – General Overview**

After the evaluation of replies based on the criteria, the Department will establish a competitive range of replies reasonably susceptible of award, and will select one or more Respondents within the competitive range to commence negotiations.

The evaluator scoring does not carry forward into the negotiations.

The Department will establish a negotiation team to conduct the negotiations. The negotiation team will make a recommendation of (an) award(s) to the Respondent(s) that will provide best value based on the selection criteria in the ITN. The negotiation team will not be bound by evaluator scoring.

The Department reserves the right to negotiate different terms, additional terms, and related price adjustments if the Department determines that such changes would provide the best value to the State. Additional operational requirements may be defined and clarifications required.

The Department may require additional technical detail, diagrams, demonstrations, and documentation. The negotiation team may request proposed alternative terms or deliverables during negotiations, but it is under no obligation to accept proposed alternative terms or deliverables.

The Department reserves the right to negotiate concurrently or sequentially with competing Respondent(s). Negotiations will not be open to the public, but will be recorded.

Negotiation meetings will be conducted in Tallahassee, Florida. The Department reserves the right to schedule negotiations at a different location in the State. The Department may distribute an

agenda in advance of any negotiation session. Representatives for each Respondent should plan to be available, at least by telephone, without interruptions, for the entirety of the Respondent's scheduled negotiation meeting(s).

Negotiations will continue as determined by the negotiation team, until acceptable terms and conditions are agreed upon through a Best and Final Offer (BAFO), if applicable, or it is determined that an acceptable agreement cannot be reached. The Department reserves the right to conclude negotiations at any time and proceed to contract award.

#### **4.4.2 Respondent Attendance at Negotiations**

The Department reserves the right to limit the number of representatives permitted to attend the negotiation sessions in person.

#### **4.4.3 Revised Replies and Best and Final Offers**

During the negotiation phase, the Department may request clarification and revisions to replies (including BAFOs) and identify information to be submitted to the Department until it is satisfied that it has achieved the best value for the State. Failure to provide information requested by the Department during the Negotiation Phase may result in termination of negotiations with the Respondent.

It is anticipated that the Department will use language in the Request for BAFO expressing contractual requirements within the procurement documents where the language was previously permissive. For example, the word 'should' may be replaced by the word 'must' in the final Statement of Work attached to the Request for BAFO.

#### **4.4.4 Other Department Rights During Negotiations**

The Department reserves the right at any time during the negotiation process to:

- a) Schedule additional negotiation sessions with any or all Respondents.
- b) Require any or all Respondents to provide additional, revised or final written replies addressing specific topics, including, but not limited to, modifications to the solicitation specifications, terms or conditions, or business references.
- c) Require any or all Respondents to provide revised replies and written Best and Final Offer(s).
- d) Require any or all Respondents to address services, prices, or conditions offered by any other Respondent.
- e) Pursue a Contract with one (1) or more Respondents for the services encompassed by this solicitation, including any addendums thereto and any request for additional, revised, or final written replies or request for Best and Final Offers.
- f) Pursue the division of contracts between Respondents by type of service or geographic area, or both.
- g) Finalize Contract terms and conditions with any Respondent at any time.
- h) End negotiations with any or all Respondents at any time, regardless of the status of or schedule of negotiations, and to continue with other Respondents, or not continue with any Respondents.
- i) Conclude negotiations at any time and proceed to Contract award.
- j) Re-open negotiations with any responsive Respondent.
- k) Take any additional, administrative steps deemed necessary in determining the final award, including conducting demonstrations, additional fact-finding, evaluation, or negotiation where necessary and consistent with the terms of this solicitation.

- l) Request the assistance of and use subject matter experts for any portion of the procurement or throughout the procurement.
- m) Review and rely on relevant information contained in the Replies.
- n) Request pricing options different from the initial pricing provided in the Vendor's Service Catalog or Component Price Sheet. This information may be used in negotiations.
- o) Request business references and materials related to a reference check. If requested, the following guidelines will apply:
  - References should be directly relevant to the services in the solicitation.
  - References will not be accepted from:
    - Current employees of the Department.
    - Former employees of the Department within the past three (3) years.
    - Persons currently or formerly employed by the Respondent's organization.
    - Board members of the Respondent's organization.
    - Relatives of Respondent's employees or Board members.
    - Corporations based solely in a foreign country.
    - Members of the Respondent's organization who have written, completed, and submitted the form on behalf of the reference.
- p) Contact Respondent's Customers or other entities with information relevant to the Respondent's responsibility, experience, and/or ability.

The Department has sole discretion in deciding whether and when to take any of the foregoing actions, the scope and manner of such actions, the Respondent affected, and whether to provide concurrent public notice of such action.

#### **4.4.5 Negotiation Meetings Not Open to Public**

In accordance with section 286.0113, Florida Statutes, negotiations between the Department and Respondents are exempt from Chapter 286, Florida Statutes, and s. 24(b), Art. I of the State Constitution. Also, any portion of a team meeting at which negotiation strategies are discussed are exempt from section 286.011, Florida Statutes.

The Department will record all meetings of the negotiation team and all negotiation meetings between the Department and Respondents, as required by law, and such recordings will eventually become public record pursuant to Chapter 286, Florida Statutes. During negotiations, Respondents must inform the Department if any portion of the meetings should be considered confidential, proprietary, trade secret, or otherwise not subject to disclosure pursuant to Chapter 119, Florida Statutes, the Florida Constitution, or other authority, so that the Department can make appropriate arrangements for the segregation of the recording. If the Respondent fails to inform the Department that any portion of the negotiation meetings should be considered confidential, proprietary, trade secret or otherwise not subject to disclosure, the Department is authorized to produce the audio recording in answer to a public records request for these records.

### **4.5 Final Selection and Notice of Intent to Award Contract**

#### **4.5.1 Award Selection**

If a Contract is awarded, the Contract will be awarded to the responsive and responsible vendor whose BAFO is assessed as providing the best value to the State in accordance with the selection criteria of this ITN.

#### **4.5.2 Selection Criteria**

The following award selection criteria will apply for this ITN:

- a) The Respondent's demonstration of its prior relevant experience, including track record, and the overall professional experience of the Respondent at providing the proposed services;
- b) The Respondent's technical ability and approach to meeting the goals of the ITN, as stated in Section 1.4;
- c) The Respondent's technical ability and approach to providing the services sought in the SOW; and
- d) The Respondent's pricing.

#### **4.5.3 Department's Negotiation Team Recommendation**

The Department's negotiation team will develop a recommendation as to the Contract award(s) that will provide the best value to the state based on the selection criteria.

## **SECTION 5. AWARD**

### **5.1 Rights for Award**

The Department reserves the right to:

- Select one (1) or more Respondents for the services encompassed by this solicitation, any addenda thereto and any request for additional or revised detailed written replies.
- Select one (1) or more Respondents by type of service, geographic area, and/or both.
- Award contracts for less than the entire service area.
- Award a contract by Service Category to one or more Respondents, or no Respondents at all.
- Award and contract with other responsive Respondents in the event that the Department is unable to contract with the initially awarded Respondent(s).
- Reject all Replies, and determine whether to reissue a competitive solicitation.
- Withdraw or cancel the procurement and make no award.

### **5.2 Agency Decision**

The Department will post a Notice of Intent to Award to enter into one or more contracts with the Respondents(s) identified therein, on the VBS website: [http://vbs.dms.state.fl.us/vbs/main\\_menu](http://vbs.dms.state.fl.us/vbs/main_menu).

If the Department decides to reject all Replies, it will post its notice on the VBS website: [http://vbs.dms.state.fl.us/vbs/main\\_menu](http://vbs.dms.state.fl.us/vbs/main_menu).

### **5.3 Other Reserved Rights**

- The Department has the right to use any or all ideas or adaptations of the ideas presented in any Reply. Selection or rejection of a Reply will not affect this right.
- The Department reserves the right, after posting a Notice of Intent to Award, to withdraw or cancel the procurement, or amend its notice of intent to award and re-open negotiations with any Respondent at any time prior to execution of a Contract.

### **5.4 No Contract until Execution**

A notice of intent to award under this ITN shall not constitute or form any contract between the Department and a Respondent. No contract shall be formed until such time as a Respondent and the Department formally execute a contract with requisite written signatures.

FORM 1 – CONTACT INFORMATION

For solicitation purposes, the Respondent's contact person will be:

Should the Respondent be awarded the Contract, the Account Manager's contact information will be:

Name	<div></div>	<div></div>
Title	<div></div>	<div></div>
Company Name	<div></div>	<div></div>
Address	<div></div>	<div></div>
Telephone	<div></div>	<div></div>
Fax	<div></div>	<div></div>
E-mail	<div></div>	<div></div>
FEID #	<div></div>	<div></div>

Name of Respondent's Organization

Signature of Authorized Representative and Date

Print Name



**FORM 2 - NOTICE OF CONFLICT OF INTEREST**

**Company Name** \_\_\_\_\_

For the purpose of participating in the solicitation process and complying with the provisions of Chapter 112, Florida Statutes, the company states the following conflict(s) of interest exists as noted below (if none, write N/A in the applicable section(s) below):

The persons listed below are corporate officers, directors or agents and are currently employees of the State of Florida or one of its agencies:

_____	_____
_____	_____
_____	_____

The persons listed below are current State of Florida employees who own an interest of five percent (5%) or more in the company named above:

_____	_____
_____	_____
_____	_____

\_\_\_\_\_  
Name of Respondent's Organization

\_\_\_\_\_  
Signature of Authorized Representative and Date

\_\_\_\_\_  
Print Name

### FORM 3 - NON-COLLUSION STATEMENT

I state that I \_\_\_\_\_ of \_\_\_\_\_,  
(Name and Title) (Name of Firm)

am authorized to make this statement on behalf of my firm and its owner, directors and officers. I am the person responsible in my firm for the price(s) and amount(s) of this Reply, and the preparation of the Reply. I state that:

1. The price(s) and amount(s) of this Reply have been arrived at independently and without consultation, communication or agreement with any other Provider, potential provider, Reply, or potential Reply.
2. Neither the price(s) nor the amount(s) of this Reply, and neither the approximate price(s) nor approximate amount(s) of this Reply, have been disclosed to any other firm, vendor, Respondent, or potential Respondent, and they will not be disclosed before Reply opening.
3. No attempt has been made or will be made to induce any firm or persons to refrain from submitting a Reply for this contract, or to submit a price(s) higher than the prices in this Reply, or to submit any intentionally high or noncompetitive price(s) or other form of complementary Reply.
4. The Reply of my firm is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive Reply.
5. \_\_\_\_\_, its affiliates, subsidiaries, officers, director, and employees  
(Name of Firm)  
are not currently under investigation, by any governmental agency and have not in the last ten years been convicted or found liable for any act prohibited by state or federal law in any jurisdiction, involving conspiracy or collusion with respect to Reply, on any public contract, except as follows:

I state that I and the named firm understand and acknowledge that the above representations are material and important, and will be relied on by the State of Florida for which this Reply is submitted. I understand and my firm understands that any misstatement in this statement is, and will be treated as, fraudulent concealment from the State of Florida of the true facts relating to the submission of Replies for this contract.

Dated this \_\_\_\_\_ day of \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Signed by: \_\_\_\_\_

Print Name \_\_\_\_\_

**FORM 4 - STATEMENT OF NO PRIOR DISQUALIFYING INVOLVEMENT**

I, as an authorized representative of the Respondent, certify that nothing in section 287.057(17)(c), Florida Statutes (below), prohibits the Respondent's entry into any Contract resulting from this solicitation.

287.057 Procurement of commodities or contractual services. —

(17)(c) A person who receives a contract that has not been procured pursuant to subsections (1)-(3) [of s. 287.057, F.S.] to perform a feasibility study of the potential implementation of a subsequent contract, who participates in the drafting of a solicitation or who develops a program for future implementation, is not eligible to contract with the agency for any other contracts dealing with that specific subject matter, and any firm in which such person has any interest is not eligible to receive such contract. However, this prohibition does not prevent a Respondent who responds to a request for information from being eligible to contract with an agency.

\_\_\_\_\_  
Name of Respondent's Organization

\_\_\_\_\_  
Signature of Authorized Representative and Date

\_\_\_\_\_  
Print Name

**FORM 5 – ADDENDUM ACKNOWLEDGEMENT FORM**

This acknowledgment form serves to confirm that the Respondent has reviewed and accepted all Addendum(s) to the solicitation posted on the Respondent Bid System.

Please list all Addendum(s) below.

\_\_\_\_\_  
Name of Respondent’s Organization

\_\_\_\_\_  
Signature of Authorized Representative and Date

\_\_\_\_\_  
Print Name

**FORM 6 – SUBCONTRACTING**

Complete the information below on all subcontractors that will provide services to the Respondent to meet the requirements of the resultant contract, should the Respondent be awarded. Submission of this form does not indicate the Department's approval, but provides the Department with information on proposed subcontractors for review.

*Please complete a separate sheet for each subcontractor.*

There will be subcontractors for this solicitation YES \_\_\_\_ NO \_\_\_\_ (place a checkbox where applicable). If not, Respondents are not required to complete the remainder of this form.

Service: \_\_\_\_\_

Company Name: \_\_\_\_\_

Contact: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_

Current Office of Supplier Diversity  
certification of woman-, veteran, or  
minority-owned small business  
enterprise      Yes \_\_\_\_\_      No \_\_\_\_\_

W-9 verification:      Yes \_\_\_\_\_      No \_\_\_\_\_

In a job description format, describe below the responsibilities and duties of the subcontractor based on the technical specifications or statement of work outlined in this solicitation.

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**SCS FORM 7 – MANDATORY RESPONSIVENESS REQUIREMENTS**

The person submitting the Reply certifies that the person is authorized to respond to this solicitation on behalf of the Respondent.
The Respondent certifies that it is in compliance with the requirements of this ITN, including subsection 3.9.
The Respondent certifies that that neither it, nor its affiliates, is a convicted vendor or a discriminatory vendor as described in section 287.133 and section 287.134, Florida Statutes, respectively.
The Respondent certifies that the Respondent is not on the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or the Scrutinized Companies that Boycott Israel List, and is not participating in a boycott of Israel.
The Respondent certifies that the Respondent is currently authorized to do business with the State, or will attain authorization through the Department of State, Division of Corporations, should the Respondent be awarded the Contract. Website: <a href="http://www.sunbiz.org">www.sunbiz.org</a>
The Respondent certifies it has provided the Department with an Attachment G – Component Price Sheet.
The Respondent certifies it has provided the Department with a Vendor's Service Catalog.

Signature below certifies that the signatory has the authority to respond to this solicitation on the Offeror's behalf, and certifies conformance with all Responsiveness Requirements listed above.

\_\_\_\_\_  
Name of Respondent's Organization

\_\_\_\_\_  
Printed Name of Organization's Authorized Representative

\_\_\_\_\_  
Signature of Organization's Authorized Representative

\_\_\_\_\_  
Date

**ITN No.: DMS-17/18-004**  
**SCS Attachment F – Definitions and Acronyms**

All personal pronouns used in the Contract, whether used in the masculine, feminine, or gender-neutral, shall include all other genders; the singular shall include the plural; and the plural shall include the singular. The following definitions and acronyms apply to the Contract in addition to the definitions in Chapter 287, Florida Statutes (F.S.) (2018), and Chapter 60FF-1, Florida Administrative Code (F.A.C.):

ACD	Automatic Call Distribution
ANI	Automatic Number Identification
API	Application Program Interface
Business Days	Monday, Tuesday, Wednesday, Thursday, and Friday, excluding weekends and State of Florida paid holidays as set forth in section 110.117, Florida Statutes.
Centrex	A partitioned Central Office based switching system programmed to meet the business needs of a specific customer group.
Central Office	A building to which subscriber phone lines are connected on a local loop. This location has telephone switches to switch calls locally or to a long-distance carrier office.
Contractor	The Responsive and Responsible Respondent(s), awarded a Contract, if any, pursuant to this ITN.
CPI	Cost Performance Index
CPN	Calling Party Number
CSAB	Communications Service Authorization and Billing system, more information can be found here: <a href="https://www.dms.myflorida.com/business_operations/telecommunications/place_sun_com_orders">https://www.dms.myflorida.com/business_operations/telecommunications/place_sun_com_orders</a>
Dashboard	A user interface feature of a web portal that organizes and displays easy to read information about key performance indicators with the option to drilldown to lower level data for verification.
Degradation	The deterioration in quality, level, or standard of performance of a system, service, feature, or functionality. Quality, levels, and standards are provided in the SOW and SLAs.
DID	Direct Inward Dial
DTMF	Dual-Tone Multi-Frequency

End-of-Life	The date identified by the original equipment manufacturer that a product or service will no longer be supported.
End-of-Sale	The date identified by the original equipment manufacturer when a product or service can no longer be ordered.
ESF-2	Emergency Support Function 2
GETS	Government Emergency Telecommunications Service
Highly-available and Highly-reliable (HA/HR)	Systems, services, and implementations designed to eliminate planned downtime and prevent unplanned downtime; methods utilize specific hardware, software, and processes; typically implemented in mission critical services. HA/HR systems are to have redundant (or backup) systems, components, and communication pathways such that they are highly resistant to failure.
IETF	Internet Engineering Task Force
ISDN	Integrated Services Digital Network comes in two types – BRI, which is 144,000 bits per second and is designed for the desktop, and PRI, which is 1,544,000 bits per second. PRI is designed for telephone switches, computer telephony, and voice processing systems. ISDN BRI Service offers 2B + D or two bearer channels and one D (data) channel.
ITN	Invitation To Negotiate
ITU	International Telecommunications Union
IVR	Interactive Voice Response
LAN	Local Area Network
MACD	Move, Add, Change, and Delete
Mean Opinion Score	A rating method representing the user perception of overall call quality.
MFN-2	MyFloridaNet-2
MFN	MyFloridaNet
Multi-tenant	An architecture in which a communication system provides service for more than one Customer group. Each group is logically separated within the system and can view and administer their group only.
NANP	North American Numbering Plan
NAT	Network Address Translation
NGN-PS	Next Generation Network Priority Service
NOC	Network Operations Center
NPA	Number Plan Area which identifies the three (3) digit area code.
NXX	A three-digit code in which N is any digit 2 through 9 and X is any digit 0 through 9. Describes the “Exchange Code” fields of a North American Numbering Plan telephone number.
On-net	SCS sessions which only traverse the Internet Protocol network.



Poisson One (P.01)	The grade of service reflecting the probability that, at most, only one call out of one hundred calls could be blocked.
PBX	Private Branch Exchange
PRI	Primary Rate Interface is an enhanced T-1 which provides fast out-of-band signaling. PRI has 24 channels each of which is 64,000 bits per second, one of which is typically used to carry signaling for the other 23 channels.
PSTN	Public Switched Telephone Network
PSAP	Public Safety Answering Point
Reply	A formal response to this ITN.
RFO	Reason For Outage
Respondent	An entity who submits a Reply to this ITN.
RFC	Request For Comments (an official publication channel for the International Engineering Task Force).
SBC	Session Border Controller
Single-tenant	An architecture in which a communication system provides service for a single customer.
SIP	Session Initiation Protocol
SIP Trunking	A service offered by many Service Providers that connects a company's PBX to the PSTN via Internet using the SIP VoIP standard.
SLA	Service Level Agreement
SOC	Security Operations Center
SOW	Statement of Work
SPI	Schedule Performance Index
State	The State of Florida
TDM	Time-Division Multiplexing
TSP	Telecommunications Service Priority
UC	Unified Communication
VoIP	Voice over IP
VoIP R-Factor	A number or score that is used to quantitatively express the subjective speech quality in VoIP systems.
WebRTC	Web Real-Time Communications
WPS	Wireless Priority Services

**ADDENDUM NO. 4**  
**INVITATION TO NEGOTIATE (ITN)**  
**SUNCOM COMMUNICATION SERVICES**  
**ITN NO: DMS-17/18-004**

Date: August 1, 2019  
To: Prospective Respondents to ITN No: DMS-17/18-004  
From: Jesse Marks, Procurement Officer  
Subject: Revision to the Procurement Officer

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1. The Invitation to Negotiate, DMS-17/18-004, is hereby amended as follows and Section 1.6 Procurement Officer is replaced in its entirety:

The Procurement Officer is the **sole point of contact** for this procurement. Direct all contact with the Department to the procurement officer in writing by email.

Jesse Marks  
State Purchasing  
Florida Department of Management Services  
4050 Esplanade Way, Suite 360G  
Tallahassee, FL 32399-0950  
Phone: (850) 487-3977  
Email: [Jesse.Marks@dms.myflorida.com](mailto:Jesse.Marks@dms.myflorida.com)

**\*\*\*PLACE THE SOLICITATION NUMBER IN THE SUBJECT LINE OF ALL EMAILS  
TO THE PROCUREMENT OFFICER\*\*\***

If a Respondent is claiming that any portion of an email is trade secret under section 812.081, Florida Statutes, or otherwise confidential under Florida or Federal Law, the Respondent is to place the word "Confidential" in the subject line. (See also subsection 3.8.4 of this ITN for more information on confidential information.)

Respondents to this solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the 72-hour period following the agency posting the notice of intended award, excluding Saturdays, Sundays, and State holidays,

any employee or officer of the executive or legislative branch concerning any aspect of this solicitation, except in writing to the procurement officer or as provided in the solicitation documents. **Violation of this provision may be grounds for rejecting a Reply.**

Any such contact by an affiliate, a person with a relevant business relationship with a Respondent, or an existing or prospective subcontractor to a Respondent is assumed to be on behalf of a Respondent unless shown otherwise.

**Failure to file a protest within the time prescribed in section 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under chapter 120, Florida Statutes. Any protest must be timely filed with the Agency Clerk. Protests may be filed by courier, hand delivery, or U.S. mail at Department of Management Services, Office of the General Counsel, Attention: Agency Clerk, 4050 Esplanade Way, Suite 160, Tallahassee, FL 32399-0950. Protests may also be filed by fax at 850-922-6312 or by email at [agencyclerk@dms.myflorida.com](mailto:agencyclerk@dms.myflorida.com) It is the filing party's responsibility to meet all filing deadlines.**

**The Procurement Officer should be copied on such filings.**

**ADDENDUM NO. 2 TO THE FOLLOWING INVITATION TO NEGOTIATE (ITN):**

**SUNCOM COMMUNICATION SERVICES**

**ITN NO: DMS-17/18-004**

Date: May 21, 2019  
To: Prospective Respondents to ITN No: DMS-17/18-004  
From: Gerri Faircloth, Procurement Officer  
Subject: Updates to the ITN, Timeline Revision, and Correction to Department Answers

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**1. The Invitation to Negotiate (ITN) No.: DMS-17/18-004, is hereby amended as follows:**

**1.1.** Subsection 2.3, Timeline of Events, is hereby amended as follows:

**REMAINDER OF PAGE INTENTIONALLY LEFT BLANK**

TIMELINE OF EVENTS		
Events	Event Time (ET)	Event Date
ITN posted on the VBS.		February 11, 2019
Deadline to submit questions to the Procurement Officer.	3:00 PM	March 15, 2019
Department's anticipated posting of answers to Respondent's questions on the VBS.		April 19, 2019
Deadline to submit Reply and all required documents to the Procurement Officer.	2:00 PM	<del>June 7, 2019</del> <b>June 21, 2019</b>
Public Opening. Room 101 4050 Esplanade Way, Tallahassee, Florida 32399-0950	2:30 PM	<del>June 7, 2019</del> <b>June 21, 2019</b>
Evaluation Phase.		<del>June 17, 2019 to July 29, 2019</del> <b>June 26, 2019 to August 16, 2019</b>
Evaluators' Public Meeting to confirm scores Room 101 4050 Esplanade Way, Tallahassee, Florida 32399-0950 Conference call # 1-888-585-9008 Participant code: 982866470#	10:00 AM	<del>July 29, 2019</del> <b>August 22, 2019</b>
Negotiations Phase.		<del>August 5, 2019</del> <b>August 26, 2019</b> to January 8, 2020
Negotiation Team Public Meeting Room 101 4050 Esplanade Way, Tallahassee, Florida 32399-0950 Conference call # 1-888-585-9008 Participant code: 982866470#	10:00 AM	<del>January 8, 2020</del> <b>January 10, 2019</b>
Post Notice of Intent to Award on the VBS.		January 14, 2020
Contract Execution.		TBD

**2. The Department's proposed amendments to ITN No.: DMS-17/18-004, Addendum No.1, issued on April 22, 2019 is hereby amended as follows:**

- 2.1** Item 1.a. of Addendum No.1, which amended ITN No: DMS-17/18-004, subsection 3.5, How to Submit a Reply, unintentionally omitted the first and last paragraphs from the original ITN No: DMS-17/18-004, subsection 3.5, How to Submit a Reply. These two paragraphs are now reinstated as part of ITN subsection 3.5, How to Submit a Reply, and are shown below in underlined text.

Respondents are responsible for submitting their Replies by the date and time specified in the Timeline of Events of this solicitation. Respondents are to submit the Reply in a sealed box(es) indicating the Respondent's name, the ITN number, and the Procurement Officer containing the following:

- 3.5.1 One (1) original, un-redacted bound paper version of the Reply, excluding the Vendor's Service Catalog, and a paper copy of the Attachment G – Component Price Sheet in a separate sealed envelope.  
Also provide two (2) un-redacted bound paper copies of the Reply, excluding the Vendor's Service Catalog and two (2) paper copies of the Attachment G – Component Price Sheet in a separate sealed envelope.
- 3.5.2 One (1) electronic original un-redacted version of the Vendor's Service Catalog and one (1) electronic original un-redacted version of Attachment G - Component Price Sheet on a USB flash drive (CD/DVD format is also acceptable) in a separate sealed envelope.
- 3.5.3 Nine (9) electronic un-redacted copies of the Reply in Adobe (.pdf) on a USB flash drive (CD/DVD format is also acceptable) excluding the Vendor's Service Catalog and Attachment G - Component Price Sheet. Large files should be scanned as separate files, and;
- 3.5.4 If applicable, one (1) electronic redacted copy of the entire Reply on a USB flash drive, as described in subsection 3.8 of this ITN. Large files should be included as separate files.

All electronic documents are to be searchable to the fullest extent practicable. Paper and electronic copies of Replies are to consist of identical information. In the event of a conflict between the copies, the original paper Reply controls.

- 2.2** Item 2.e. of Addendum No. 1, which amended Attachment A: Statement of Work, ITN No: DMS-17/18-004, subsection 8.2, Additional Centrex Services, item 1, unintentionally omitted the words "or less". These words have been struck from the Statement of Work, subsection 8.2, Additional Centrex Services, item 1 as shown below.

A minimum Customer order of five (5) lines ~~or less in order~~ is required to establish a new Centrex system. The monthly recurring line charge will be inclusive of all service cost components.

- 2.3** Item 4 of Addendum No. 1, which amended Attachment G: Component Price Sheet, is hereby deleted in its entirety and replaced with the Second Revised Attachment G: Component Price Sheet, attached to this addendum. This Second Revised Attachment G: Component Price Sheet unlocks the rows within the Assumptions section allowing Respondents to insert additional lines in conformance with the Component Price Sheet instructions.

**3. The Department's responses to Questions #6, #69, and #92 of Addendum No.1, issued on April 22, 2019, are hereby revised as follows:**

Question Number	Section	Page Number	Question	Response
6	Attachment A, Section 2.1, Item 3	12	Can you clarify what a thorough training would require, and for which products	<p><del>See Attachment A, SOW subsection 3.43, Training.</del></p> <p>The training requirement for Contractor's staff will vary according to the Service Categories being delivered by the Contractor, and the individual staff member's responsibilities.</p> <p>The training provided by the Contractor will ensure that staff members working on the Contract are knowledgeable of the contractual requirements and are thoroughly capable of delivering the service(s) contemplated in the Contract.</p>
69	5.2	84-86	What type of Single Sign On solution is being used?	<p><del>See response to Question #69.</del></p> <p>The Department does not have this information as Customers make their own decisions related to their business needs.</p>
92	7	93	Is the state interested Quality Management for Rep Performance ect?	<p>Yes, Respondents may propose additional features as part of their Reply to this procurement. See <del>Attachment A, SOW, ITN, subsection 3.11.1 Vendor's Service Catalog.</del></p>

**FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SECTION 120.57(3), FLORIDA STATUTES, OR FAILURE TO POST THE BOND OR OTHER SECURITY REQUIRED BY LAW WITHIN THE TIME ALLOWED FOR FILING A BOND SHALL CONSTITUTE A WAIVER OF PROCEEDINGS UNDER CHAPTER 120, FLORIDA STATUTES.**

**End of Addendum No. 2**

**ADDENDUM NO. 1 TO THE FOLLOWING INVITATION TO NEGOTIATE (ITN):**

**SUNCOM COMMUNICATION SERVICES**

**ITN NO: DMS-17/18-004**

Date: April 22, 2019  
To: Prospective Respondents to ITN No: DMS-17/18-004  
From: Gerri Faircloth, Procurement Officer  
Subject: Updates to the ITN and Respondent Questions and Department Answers

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**1. The Invitation to Negotiate, ITN No: DMS-17/18-004, is hereby amended as follows:**

- a. Subsection 3.5, How to Submit a Reply, is hereby deleted in its entirety and replaced with the following:

- 3.5.1 One (1) original, un-redacted bound paper version of the Reply, excluding the Vendor's Service Catalog, and a paper copy of the Attachment G – Component Price Sheet in a separate sealed envelope.  
Also provide two (2) un-redacted bound paper copies of the Reply, excluding the Vendor's Service Catalog and two (2) paper copies of the Attachment G – Component Price Sheet in a separate sealed envelope.
- 3.5.2 One (1) electronic original un-redacted version of the Vendor's Service Catalog and one (1) electronic original un-redacted version of Attachment G - Component Price Sheet on a USB flash drive (CD/DVD format is also acceptable) in a separate sealed envelope.
- 3.5.3 Nine (9) electronic un-redacted copies of the Reply in Adobe (.pdf) on a USB flash drive (CD/DVD format is also acceptable) excluding the Vendor's Service Catalog and Attachment G - Component Price Sheet. Large files should be scanned as separate files, and;
- 3.5.4 If applicable, one (1) electronic redacted copy of the entire Reply on a USB flash drive, as described in subsection 3.8 of this ITN. Large files should be included as separate files.

- b. Subsection 3.6.7 is hereby amended as follows:

- 3.6.7 The Respondent must provide a Vendor's Service Catalog with detailed pricing for all services and associated equipment Respondent proposes in this procurement, ~~that is not otherwise provided for in Attachment G – Component Price Sheet.~~



- c. Subsection 3.11.1, Vendor's Service Catalog, is hereby amended as follows:

**3.11.1 Vendor's Service Catalog**

The Respondent must submit a Vendor's Service Catalog of Respondent's proposed services and associated equipment and pricing, which will become part of the final Contract, as modified during negotiations. The Respondent will provide the Vendor's Service Catalog as if the terms and conditions of the Draft Contract are final. The Vendor's Service Catalog should contain component pricing that contemplates fulfillment of all minimum requirements, with the understanding that there is no guaranteed minimum spend from the Department or the Customers. The Respondent must provide detailed pricing for all services and associated equipment Respondent proposes in this procurement, ~~that is not otherwise provided for in Attachment G—Component Price Sheet.~~ Respondents are instructed to only submit pricing for services that are within the contemplated scope of this procurement, including additional options or features proposed by the Respondent that are responsive to the Statement of Work. Services outside of the scope of this procurement will not be evaluated. If a Vendor's Service Catalog in the final executed Contract includes services outside of the scope of the Contract, those services will not be considered part of the Contract, and will neither be included in the Communications Service Authorization and Billing System nor be offered to Customers.

- d. The sentence below is added to Subsection 3.12.4 as follows:

Pricing in the Component Price Sheet and Vendor's Service Catalog shall not include state of Florida and federal taxes.

- e. Subsection 4.4.4, Other Department Rights During Negotiations, is hereby amended as follows:

- d) ~~Require any or all Respondents to address services, prices, or conditions offered by any other Respondent.~~ Intentionally left blank.

**2. Attachment A: Statement of Work, ITN No: DMS-17/18-004, is hereby amended as follows:**

- a. Subsection 3.34, Online Portal for Self-Management, item 5, is hereby added as follows:

5. Add, change, and delete licenses as requested by the Customer.

- b. Subsection 3.44.1, item 4., the first sentence is hereby amended as follows:

4. Communications Management Plan is a deliverable subject to final acceptance by DMS.

- c. Subsection 5.1, Unified Communications System and Services – General Features, item 3. oo., is hereby amended as follows:

oo. Call Center ~~(basic, standard, and premium)~~

- d. Subsection 6.2, SIP Trunking Features, item 3 is deleted in its entirety and replaced with the following:

3. Offer the capability to intercept calls and play announcement for any SIP Trunk phone number.

- e. Subsection 8.2, Additional Centrex Services, item 1 is hereby amended as follows:

1. A minimum Customer order of five (5) lines ~~in order~~ is required to establish a new Centrex system. The monthly recurring line charge will be inclusive of all service cost components.

**3. Attachment B: Draft Contract, ITN No: DMS-17/18-004, is hereby amended as follows:**

- a. Section 1.4.1, Suspension of Work, is hereby amended as follows:

**1.4.1 Suspension of Work**

~~The Department may, at its sole discretion, suspend any or all activities under the Contract, at any time, when it is in the best interest of the State of Florida to do so. The Department may, at its sole discretion, suspend the Contract at any time, when in the best interest of the Department or Customer to do so. The Department or the Customer will provide the Contractor written notice outlining the particulars of suspension and the effective date of the suspension. After receiving a suspension notice, the Contractor must comply with the notice and will cease the activities associated with the Contract; . Within ninety (90) days, or any longer period agreed to by the Contractor, the Department will either (1) issue a notice authorizing resumption of work, at which time activity will resume, or (2) terminate the Contract. Suspension of work will not entitle the Contractor to any additional compensation.~~

- b. Section 3.5, Payment Invoicing, is hereby amended as follows:

**3.5 Payment Invoicing**

~~The Contractor will be paid upon submittal of an invoice to the Department after delivery and acceptance of commodities or contractual services is confirmed, and the invoice is accepted by the Customer. The Contractor shall submit invoices for fees or other compensation for services or expenses in detail sufficient enough for a proper pre-audit and post-audit and contain the Contract Number and the Contractor's Federal Employer Identification Number. The Department reserves the right to request additional documentation as needed and Contractor will follow all invoice directives in the Statement of Work.~~

- c. Section 10.3, Remedial Measures, is hereby amended as follows:

~~Upon becoming aware of an alleged security breach, Contractor's Contract Manager must set up a conference call with the Department's Contract Manager. The conference call invitation must contain a brief description of the nature of the event. When possible, a thirty (30) minute notice will be given to allow Department personnel to be available for the call. If the designated time is not practical for the Department, an alternate time for the call will be scheduled. All available information must be shared on the call. The Contractor must answer all questions based on the information known at that time and answer additional questions as additional information becomes known.~~

~~The Contractor must provide the Department with final documentation of the incident including all actions that took place. If the Contractor becomes aware of a security breach or security incident outside of normal business hours, the Contractor must notify the Department's Contract Manager and in all events, within one (1) business day.~~  
Intentionally left blank.

- d. Section 19, Performance Bond, the first paragraph is hereby amended as follows:

**SECTION 19. PERFORMANCE BOND**

Within thirty (30) days of Contract execution, Contractor will deliver to the Department's Contract Manager a Performance Bond in the amount of ~~\$60~~ \$10 million. The bond shall be used to guarantee satisfactory performance by the Contractor throughout the term of the Contract.

4. Attachment G: Component Price Sheet, ITN No: DMS-17/18-004, is hereby revised in accordance with the amendments set forth in the Revised Attachment G: Component Price Sheet attached as part of this addendum.

**Enclosure:**

Addendum No 1, Questions and Answers Exhibit  
Revised Attachment G: Component Price Sheet

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**Invitation to Negotiate****SUNCOM Communication Services****ITN NO: DMS-17/18-004****Addendum No. 1 Questions and Answers Exhibit****The Department's responses to timely submitted questions are below.**

Question Number	Section	Page Number	Question	Response
1	NA	NA	What is the actual timeline for product implementation for whomever earns this bid?	See Attachment A, Statement of Work (SOW) subsection 3.44.2, Project Management Implementation Phase and subsection 3.45, Services Infrastructure Checklist.
2	Attachment A, Section 1.4	9	If a vendor is provided an award, will existing services under that vendor which are already in place, continue as is?	If the vendor is provided an award, Customers can continue to receive services from that same vendor.
3	Attachment A, Section 1.4	9	If a new vendor is provided an award, how will the agencies be communicated of the award and services the said vendor provides?	DMS provides information to SUNCOM customers.
4	Attachment A, Section 1.4	9	If the agencies do not wish to procure from the awarded agreement, will they be able to procure the same services outside the award?	Refer to section 282.703, Florida Statutes.
5	Attachment A, Section 1.4	9	If a vendor is provided an award, can you please describe the process if a vendor has changes to their business (ie: legal name change), how amendments be addressed?	The Department's processes for handling a contractor's changes to their business and possible contract amendments are reviewed and addressed on a case- by- case basis.

Question Number	Section	Page Number	Question	Response
6	Attachment A, Section 2.1, Item 3	12	Can you clarify what a thorough training would require, and for which products?	See Attachment A, SOW subsection 3.43, Training.
7	Attachment A, Section 3.5	27	Can you please describe the bandwidth requirements of the MPLS network connection required.	Attachment A, SOW subsection 3.15, Connection with MyFloridaNet, describes the amount of bandwidth required for the interconnection.
8	Attachment A, Section 3.5	27	Is awarded vendor allowed to procure the bandwidth requirements in this section from any supplier of the awarded vendor's choice.	Yes.
9	Attachment A, Section 3.22	31	Contractor WebPage – Is this a mandatory requirement of all awarded vendors? Bas [sic]	Yes, see Attachment A, SOW subsection 3.22, Contractor Webpage.
10	Attachment A, Section 5.2.2, Item C	85	Can you provide an example of voice activation?	For example, allowing the subscriber to dial a phone number using speech instead of entering the digits in the UC user interface.
11	Attachment A, Section 5.2.2, Item J	85	In regards to calandering [sic], update status based off of calander [sic], is there a calander [sic] that is widely adopted throughout the State?	The Department does not have this information as Customers make their own decisions related to their business needs.
12	Attachment A, Section 7.1, Item 1 - 15	93	CRM Integration- Is there a CRM that is widely adopted?	No.
13	Attachment A, Section 7.1	92/101	Can the premises equipment required (phones, gateways, monitoring equipment, and SBCs) be satisfied by a response in Section 5, or must they be explicitly listed in the Section 7 catalog?	<p>If the Respondent is seeking to provide a Service Category, a response should be provided to each subsection in the Attachment A, SOW where applicable to the Respondent's proposed solution. It is the Respondent's responsibility to ensure responses are properly aligned with the corresponding Statement of Work sections.</p> <p>The Respondent must provide the Department with an Attachment G – Component Price Sheet</p>

Question Number	Section	Page Number	Question	Response
				and must provide a Vendor's Service Catalog with detailed pricing for all services Respondent proposes to provide in its Reply to this procurement.
14	ITN 3.11.1 and Attachment A, Section 4.5	5/30 & 71/101	What is the difference between the Vendor's Service Catalog and the CSAB Service Catalog?	<p>The Vendor's Service Catalog contains detailed pricing for all services Respondent proposes to provide in its Reply to this procurement. See Item # 1.b. and 1.c. of this addendum. See also ITN subsection 3.11, Vendor's Pricing.</p> <p>The CSAB Service Catalog will contain the catalog of services, approved by the Department, and entered into the CSAB system available for ordering by Customers.</p>
15	Attachment A, Sections 3.30, 3.30.1, 3.30.2, and 3.44	41/101 & 55/101	These sections do not indicate whether the respondent is to provide a response. Will the Department please clarify whether we are to provide a response to these sections?	<p>For Attachment A, SOW subsection 3.30, Contractor Meetings with DMS, which includes 3.30, 3.30.1, 3.30.2, and 3.30.3, no response is required to these sections.</p> <p>For Attachment A, SOW subsection 3.44, Project Management, which includes 3.44 and 3.44.1 through 3.44.5, the response block listed on page 60 of the ITN applies to all of subsection 3.44, Project Management.</p>
16	Attachment A, Section 6.2, Item 3	91/101	<p><i>Item 3. Offer call transfer intercept announcement which routes calls to a phone number with informative announcements.</i></p> <p>Can you clarify the difference between standard intercept announcement and call transfer intercept announcement?</p>	See Item # 2.d. of this addendum.

Question Number	Section	Page Number	Question	Response
17	Attachment A, Section 8.2, Item 1	99/101	<p><i>Item 1. A minimum Customer order of five lines or less in order to establish a new Centrex system. The monthly recurring line charge will be inclusive of all service cost components.</i></p> <p>Please confirm the words “or less” are supposed to be “or less” and not “or more”.</p>	See Item # 2.e. of this addendum.
18	Attachment G	Category 1	On the Category 1 Single tab the pricing is all based on the number of lines. Will DMS please define what a line is?	A line is equivalent to a licensed subscriber with a unique number or extension that has a monthly recurring charge.
19	Attachment A, Section 5.1, Item 1	82/101	Will DMS please confirm local, long distance, and toll-free access are to be included in all single-tenant and multi-tenant solutions?	Confirmed.
20	NA	NA	Will an eligible or required user be able to purchase off this new SUNCOM contract using the Services Catalog to either expand their existing system or buy a brand-new premise-based system (HW/SW and services)?	Yes.
21	NA	NA	In a single-tenant environment (premise-based), will there be a fixed term (i.e. 36 or 48 months) for these specific products and services?	The Department has not specified the term for single-tenant systems. Vendors are permitted, but not required, to include pricing information on terms. See ITN, subsection 3.11.1.1. The Customer, Department, and SCS Contractor will agree upon the term in the CSAB work order.
22	NA	NA	Is the State / DMS looking for a single vendor to support all of the existing voice systems in order to provide the same level of service statewide, also enabling	DMS is seeking to establish through this ITN a contract or contracts (Contract) for a collection of voice services. See ITN, subsection 1.1, Solicitation Objective, subsection 1.4, Goals of

Question Number	Section	Page Number	Question	Response
			a phased approach migration to a Cloud environment?	the ITN, and subsection 5.1, Rights for Award, regarding one or multiple contracts.
23	NA	NA	Can the selected vendor add or change services within the service catalog once on the State contract? For example, add a new device, an application or solution in order to meet the specific requirements of an agency; add new Cloud services that are not currently available; or update the service catalog with a new release to an existing application?	Changes in services, features, equipment, or technology in the same, alternative, or equivalent form within the scope of the Contract are permissible updates and are subject to prior DMS approval and inclusion of the services in CSAB is solely within DMS's discretion. See Attachment A, SOW subsection 1.5, Updates to Services or Equipment and subsection 4.5, Communications Service Authorization and Billing Service Catalog.
24	NA	NA	Is the end customer responsible for the cost of the MFN connection between their core sites and remote sites?	Yes.
25	Attachment G – Component Price Sheet (Service Category 1 – UC – Single-tenant)	1	Based upon the State's definition of a single-tenant vs. multi-tenant on page 82 of Attachment A: Statement of Work, single-tenant implementations are premises-based at a customer specified location. However, the pricing worksheet asks for a monthly price for the various system capacities identified. Monthly pricing typically applies to a cloud-based environment. Is it the State's intent to have this single-tenant premise-based solution a Cloud solution? Or should it be a purchase price of HW/SW plus any applicable monthly recurring services?	Monthly pricing applies to single-tenant and multi-tenant service offerings. This statement, however, does not restrict Respondents from proposing other price structures, or solutions, in the Vendor's Service Catalog.
26	NA	NA	Is it the State's intent to migrate all premise-based solutions to Cloud offerings?	Please see Attachment A, SOW subsection 1.4, Service Objectives.



Question Number	Section	Page Number	Question	Response
27	Attachment G - Component Price Sheet (Service Category 1 - UC - Single-tenant)	1	The capacities identified for a single-tenant (i.e. 50 or 200 users) appear to be fairly small in size. Are we to assume that this is an entirely new agency / customer or could it potentially be a remote site to a larger / existing entity?	The capacity was not intended to be associated with any particular customer.
28	NA	NA	What will be the SUNCOM service fees for Cloud services between DMS and the end customer?	The Department cost recovery fees for SCS, established by the Department, have not yet been determined.
29	1.2	7	Will the state choose providers based on geography covered by that particular provider or are they looking for a single source provider?	Selection criteria for award selection is set forth in ITN subsection 4.5.2, Selection Criteria. See ITN, subsection 1.1, Solicitation Objective, subsection 1.4, Goals of the ITN, and subsection 5.1, Rights for Award, regarding one or multiple contracts.
30	1.2.1	9	Can providers partner together based on geography to provide a more comprehensive solution?	Yes, see ITN subsection 3.13, Subcontracting.
31	1.4	11	Is the State of FL preference ala carte pricing or a tiered pricing table?	The state does not have a preference and Respondents may propose any rate structure.
32	2.1.6	15	What is the estimated total number of call paths that will be needed?	The Department does not have this information as Customers make their own decisions related to their business needs. Currently, there are approximately 10,000 SIP trunk call paths ordered by SUNCOM customers. Under no circumstances should this estimate be construed as representing actual, guaranteed, or minimum orders under any new Contract.
33	4.14.5	64	Confirmation Needed: The state is requesting a minimum of 80Kbps per voice path?	The Respondent must propose solutions which provide the appropriate call quality and conform with the minimum requirements set forth in

Question Number	Section	Page Number	Question	Response
				Attachment A, SOW subsection 6.1., SIP Trunking Minimum Requirements.
34	14.1.2	99	Is it possible to have a list of all locations in Excel format?	This question is unclear.  Information may be provided during the Negotiation Phase of the ITN.
35	Attachment A, Section 3.28	39-40	For security and backup purposes, would the State accept both on-premise and cloud solutions in a hybrid configuration?	Yes.
36	Attachment A, Section 7.2	93-94	Approximately, how many call center agents does the State currently utilize?	These are Customer specific applications and the Department does not have access to this information.
37	Attachment A, Section 2	12	Does the manpower requirement change if the Contractor does not reply to all four categories in the pricing option?	This question is unclear.  The staffing and personnel levels may vary depending on service categories offered. However, key staff requirements apply to all vendors.
38	Attachment A, Section 3.30.3	42	At what point does the State want to the Contractor to provide the manpower, circuits etc.?	See Attachment A, SOW subsection 3.44 Project Management.
39	Attachment A, Section 1.6	11	Can you provide the address of the data centers where we will be terminating circuits from our cloud data centers to the State?	The MFN-2 core nodes are in Tallahassee, Miami, Jacksonville, Tampa and Orlando.
40	Attachment A, Section 6	89	What will the Data Circuits from our cloud data centers to the state data center terminate on – a demarc router provided by the contractor or by the State?	The Respondent should propose their design for consideration, which may include termination of the circuit on a Contractor managed router in the MFN node. Contractor access circuits will eventually be terminated on a MFN core router.
41	Attachment A, Section 5.1	82	Please describe how the state plans to use Operator assistance.	Customers call an Operator for assistance when they have questions or concerns about placing calls.

Question Number	Section	Page Number	Question	Response
42	Attachment A, Section 5.1	84	Can the State provide an estimate of toll free numbers or DIDs associated with contact center.	The Department currently has over 2,000 toll free numbers. It is unknown how many of these numbers are associated with a contact center. Under no circumstances should this estimate be construed as representing actual, guaranteed, or minimum orders under any new Contract.
43	Draft Contract, Section 1.1 & 1.2	3	Is the Initial Term and the Term Renewal language negotiable?	<p>Contract renewal terms are subject to section 287.057(13), Florida Statutes, and Rule 60A-1.048, Florida Administrative Code.</p> <p>See ITN subsections 4.4.1, Phase 2 – Negotiations Process – General Overview, and 4.4.4, Other Department Rights During Negotiations.</p> <p>However, no such modifications are guaranteed and replies should be submitted as if the current draft contract terms apply. See ITN subsection 3.9, General Instructions to Vendors, and Form 7 – Mandatory Responsiveness Requirements.</p>
44	Draft Contract, Section 3.5	6	What constitutes invoice acceptance?	See Item # 3.b. of this addendum and Attachment A, SOW Section 4, Business Operations.
45	Draft Contract, Section 3.10	6	Is the State exempt from federal taxes?	Yes, see Attachment A, SOW subsection 4.6, Taxes and Government Sanctioned Fees in the Communications Service Authorization and Billing Service Catalog.
46	Draft Contract, Section 8.3	13	If the indemnification terms are accepted, can this be limited to US IP protection only?	See ITN subsections 4.4.1, Phase 2 – Negotiations Process – General Overview, and 4.4.4, Other Department Rights During Negotiations.

Question Number	Section	Page Number	Question	Response
				<p>However, no such modifications are guaranteed and replies should be submitted as if the current draft contract terms apply.</p> <p>See also ITN subsection 3.9, General Instructions to Vendors, and Form 7 – Mandatory Responsiveness Requirements.</p>
47	Draft Contract, Section 9.4	15	Development is not contemplated under this agreement. What Work Product does the State think might be included?	This is standard contract language in the Department's contracts.
48	Draft Contract, Section 10.5	17	What type of certificate is required? Is cyber insurance COI acceptable?	The Department does not have a template for this certification. Contractor must annually demonstrate to the Department's satisfaction that it is in compliance with the Warranty of Security in Attachment B, Draft Contract subsection 10.2, Warranty of Security.
49	Draft Contract, Section 12.3	19	If liquidated damages would be accepted, can they be on a prorated basis for the value of services?	See Attachment B, Draft Contract subsections 3.6 Service Level Agreement, 10.2 Warranty of Security, and 14.4 Data Access for the application of liquidated damages.
50	Draft Contract, Section 19	25	Will this amount be prorated for the actual amount of categories Contractor responds?	See Item # 3.d. of this addendum and see response to Question # 46.
51	Invitation to Negotiate, Section 3.12	17	Regarding the Component Price Sheet (Attachment G), do the charges and fees indicated exclude taxes?	See Item #1.d. of this addendum.
52	Invitation to Negotiate, Section 2.2	6	Will the State allow for additional clarifying questions once they release the initial response to questions?	No. Vendors invited to participate in phase two, negotiation phase, are permitted to ask additional questions.
53	Invitation to Negotiate, Section 3.5.1	9	In the spirit of economically prepared responses, would the State consider increasing the number of electronic copies (CD/DVD/Flash) and reducing the	Yes, see Item #1.a. of this ITN.

Question Number	Section	Page Number	Question	Response
			number of additional printed paper copies (9)?	
54	F963 SLA	3	Can you please define in more detail what is requested when stating call will be answered within 11 seconds for Operator Assistance?	Customer calls to the Operator shall be answered within eleven (11) seconds of the call being setup.
55	Invitation to Negotiate, Section 3.7 and Draft Contract Section 19	ITN – 11 Draft Contract - 25	In the Invitation to Negotiate, Section 3.7, a requirement is listed for a letter of bondability for a performance bond in the amount of \$10 million. However, in the draft contract, Section 19, a bid bond in the amount of \$60 million is listed. Can you please clarify?	See Item #3.d. of this addendum.
56	Invitation to Negotiate, Section 3.11 & 3.12	15 of 30 & 17 of 30	If all submitted pricing must be provided as if the terms and conditions of the Draft Contract are final, with no guaranteed minimum spend from the Department or the Customers, then will the evaluation process include the understanding that unit prices on the Component Price Sheets may seem artificially high due to Performance Bond and other cost recovery for what might be very low volume quantities, and that those unit prices would be expected to be lowered during the negotiation phase? Would the Department like to suggest any guidance for clear and accurate presentation in this regard?	The evaluation phase of the ITN does not contemplate the evaluation of a Respondent's submitted Component Price Sheet or the Vendor's Service Catalog. Please refer to ITN Section 4.3, Evaluation of the Reply, and Attachment H – Evaluator Scoring Workbook.
57	Invitation to Negotiate, Section 3.11 & 3.12	15 of 30 & 17 of 30	Regarding the text, "...the final Contract, as modified during negotiations", will the Department please provide a list of any and all service specific terms and	Response to questions 1 through 3: See response to Question #46.

Question Number	Section	Page Number	Question	Response
			conditions, and contractual terms and conditions, that would be entirely excluded from any negotiations at all? 1. Will the State allow Vendors to provide service specific terms and conditions for the State's consideration? 2. Will the State allow Vendors to take exception, request clarification, or provide redlines to terms and conditions of the bid during Phase 1 and/or Phase 2 of the ITN? 3. Will the State negotiate contractual terms and conditions during Phase 2 of the ITN? 4. Will the State provide all policies, protocols, and procedures the State deems applicable to this ITN?	Response to question 4: The Department does not have this information as Customers have their own unique policies, protocols, and procedures.
58	Invitation to Negotiate, Section 4.4.4	21	If any or all Respondents are required to address services, prices, or conditions offered by any other Respondent(s), does that mean submitted proposals or portions of proposals will be shared among competitors? What will be the rules and guidelines for providing information from one Respondent with another?	See Item # 1.e. of this addendum.
59	Attachment A: Statement of Work	83	oo: Contact Center (Basic, Standard and Premium)	See Item #2.c. of this addendum and the Revised Attachment G – Component Price Sheet attached as part of this addendum.

Question Number	Section	Page Number	Question	Response
			Can you define the functionality that should be included in the 3 contact center options?	
60	Attachment A: Statement of Work	83	<p>oo: Contact Center (Basic, Standard and Premium)</p> <p>Can you more clearly define the SLA requirements for the 3 contact center levels?</p>	This question cites to page 83, subsection oo. but incorrectly refers to this subsection as relating to Contact Center. Attachment A, SOW subsection 5.1, Unified Communications Systems and Services – General Features, 3.oo. on page 83 relates to Call Centers. There are SLAs for Service Category 3 – Contact Centers, which apply to both single-tenant and multi-tenant Contract Centers. The Call Center SLAs are in Service Category 1. See response to Question #59.
61	Attachment A: Statement of Work	83	<p>pp. Call Center desktop client</p> <p>Can you define the functionality for the desktop client?</p>	It is up to the vendor to describe the functionality of the desktop client.
62	Attachment A: Statement of Work	83	<p>pp. Call Center desktop client</p> <p>Can you define the SLAs for the desktop client?</p>	The Call Center SLAs are in Category 1.
63	Attachment A: Statement of Work	83	Contact Center functionality and the respective SLAs are defined in Category-3, why is it also included in Category-1?	Contact Centers are not included in Service Category 1.
64	ITN No.: DMS-17/18-004	Document	There is no mention of FedRAMP compliancy which has become a requirement for hosted and managed services for State programs that receive partial or full federal funding. Does the State expect the hosted and multi-tenant options for Cat-1 and Cat-3 to comply with the FedRAMP?	The Department expects the Contractor(s) to comply with any applicable federal requirements. See Attachment B, Draft Contract subsection 6.1, Conduct of Business.

Question Number	Section	Page Number	Question	Response
65	Attachment A: Statement of Work	92	Will the Department please provide a summary list of contact center minutes of use per Agency and per primary call center number, for each of the past twelve months?	This information is not available to the Department.
66	5.1	82 - 84	What is meant for Multi-Tenant Environments? Is this to allow for different SoFL divisions to share the same call processing platform or is this for a Centralized Hub/Spoke arrangement of multiple sites of same SoFL division?	Multi-tenant is defined in Attachment F – Definitions and Acronyms.
67	5.1	82 - 84	Is the Toll Free requirement for individual sites or will all Toll Free be handled in a Call Center Environment?	Toll-free is not limited to Call Center environments.
68	5.2, #2c.	85	Bullet C Supports Voice Activation that integrates seamlessly with other business communications systems. What type of other business communications systems will need to be integrated with any proposed solution.	The Department does not have this information as Customers make their own decisions related to their business needs.
69	5.2	84 - 86	What type of Single Sign On solution is being used?	See response to Question #69.
70	2	5	The Department has opted to solicit using an Invitation to Negotiate (ITN). In order to provide the best value to the Department, vendor would like to offer its solutions and pricing under contract and Service Level Agreement (SLA) terms that, in some cases, differ from the Draft Contract and SLAs referenced in the	See response to Question #46.



Question Number	Section	Page Number	Question	Response
			ITN. Please confirm whether bidder should submit proposed alternative contract and SLA terms with its submission and that, if down-selected, vendor and Department will engage in negotiations to reach agreeable terms prior to any award.	
71	1.4.2 - Termination for Convenience	4	The language in the Department's contract does not require any advance notice to terminate for convenience and vendor would like to request a reasonable amount of advance notice. Would the Department consider adding a 30 day advance notice requirement to terminate any particular service and a 180 day advance notice requirement to terminate the agreement? The Department has agreed to the 180 day advance notice to terminate the agreement in a previously negotiated agreement, so we would like to request the same language for this agreement.	See response to Question #46.
72	3.3(b) Preferred Pricing	5	Vendor's product offerings to its public sector customers are competitively priced and provide a great value to our customers. In a previously negotiated agreement, the Department did not require a guaranteed maximum price nor did it require pricing not to exceed pricing offered under comparable contracts that are similar in size, scope and terms. Given this, would the Department consider similarly removing these two	See response to Question #46.

Question Number	Section	Page Number	Question	Response
			obligations from the Draft Contract? Alternately, vendor would recommend the Department instead limit the definition of comparable contracts with the State of Florida or its localities.	
73	7.8 Time is of the Essence	12	This language is written fairly broadly and we've noted that this language does not appear in a previously negotiated agreement with the Department [sic]. Given this, would the Department be agreeable to removing this section from the Draft Contract? If this is not possible, since the Service Level Agreements included with the ITN provide very specific timelines and performance metrics, would the Department instead consider tying this Time is of the Essence language specifically to the SLA requirements?	See response to Question #46.
74	8.3 Indemnification	13 - 14	The indemnification language is written fairly broadly and does not exclude instances resulting from the negligence of the Department or an end user (which the Department has agreed to in a previously negotiated agreement). Would the Department consider clarifying that the indemnification obligation only apply to third party claims, be limited to direct personal and property damages only and not apply to any loss caused by the negligence of the Department or an end user?	See response to Question #46.

Question Number	Section	Page Number	Question	Response
75	10.1 Duty to Provide Secure Data	15 - 16	Does the Department anticipate that any Protected Health Information ("PHI") will need to be received, maintained or transmitted in the provision of the services requested under this ITN?	There may be instances where a Contractor will receive PHI. The Department expects the Contractor(s) to comply with any applicable federal requirements. See Attachment B, Draft Contract subsection 6.1, Conduct of Business.
76	10.2 Warranty of Security	16	This language includes a general prohibition that vendor will not perform any services from outside of the United States. A portion of vendor's services require some offshore support. If vendor provides a list of those services that require offshore support and information on the type of offshore support to be provided, would the Department consider waiving or clarifying this provision for the identified services?	See response to Question #46.
77	19 Performance Bond	25 - 26	The \$60M amount of the performance bond appears to correspond to the estimated annual total expenditures on the contract. If selected, can this amount be revised to the amount of business actually awarded (since the ITN states that an award can be made to multiple vendors)?	See response to Questions #46 and #55.
78	PUR 1000 Limitation of Liability		The Draft Contract does not include a Limitation of Liability provision, so it is our understanding that the Limitation of Liability language in PUR 1000 will apply. Would the Department consider revising the dollar amount of the contract or purchase order to be no more than the	See response to Question #46.

Question Number	Section	Page Number	Question	Response
			total 12 preceding months of annual revenue?	
79			The State mandates connectivity between MFN and the Contractors network. What are the physical addresses that this would take place at?	See response to Question #39.
80			Are the minimum requirements listed by section the Statement of Work absolute or can the respondent discuss alternative ways to address these based on product details?	See response to Question #46.
81			How does the required Service Catalog correlate to the Attachment G – Component Price Sheet? Is the Service Catalog meant only for pricing items outside of or in addition to Attachment G? Or, if the Service Catalog must contain all items from Attachment G, can the respondent add other necessary pricing elements to the catalog and reference these in the assumptions sections of Attachment G?	See Item # 1.b. and 1.c. of this addendum and the Revised Attachment G – Component Price Sheet attached as part of this addendum.
82			What format is required for the Vendor Service Catalog?	There is no required format, but Vendor's Service Catalog must comply with the terms in ITN subsection 3.11, Vendor's Pricing.
83	7.2 Question 5	93	The ability to build not-ready codes and the ability to automatically interrupt any not-ready code, which allows an agent to temporarily not receive calls, as call volumes increase, excluding break	This is a Customer preference for a specific feature which will be requested by Customers. Customers will select their desired functionality from the functionality proposed in the CSAB Service Catalog, so Respondents should

Question Number	Section	Page Number	Question	Response
			codes (when an agent is on break). Would you prefer through Workforce Intelligence have rules that add other agents for those times and then release them back to the skills they were working once your Calls are within your defined SLA?	propose a suite of services with features and corresponding pricing.
84	7.1 Question 13	93	Through Voice Recognition or by entering numeric digits?	The Respondent should provide all options which are offered for verifying caller identity if submitting a Reply which proposes to provide Contact Centers.
85	7.3 Question 1	94	What languages are required?	This is a Customer preference, for a specific feature, which will be requested by Customers.
86	7.3 Question 4	94	Please list the CRM, DB's, ERP, ect that you would like integrations with.	These are Customer specific applications and the Department does not have access to this information.
87	7.3 Question 11	94	Please describe what you mean by retrieval recall.	Retrieval/recall means the ability to retrieve Customer interaction with the IVR.
88	7	93	How many call centers does the state have across all agencies and special districts?	See response to Question #86.
89	7	93	Approximately how many total agents	See response to Question #86.
90	7	93	Can you list the agencies, with total agents at each location, supervisors/Managers and the systems at each that would need to be integrated with per location. Also the intent of the integration? To provide Screen Pop, Memorialization of transactions in CRM/DB/ERP/Ticketing systems at each agency?	See response to Question #86.

Question Number	Section	Page Number	Question	Response
91	7	93	Can you provide; Max Busy Hour, Average Handle Time, Avg Time in Queue, Avg Post Wrap work time by each contact center?	These are Customer specific statistics and the Department does not have access to this information.
92	7	93	Is the state interested Quality Management for Rep Performance ect?	Yes, Respondents may propose additional features as part of their Reply to this procurement. See Attachment A, SOW, subsection 3.11.1 Vendor's Service Catalog.
93	7	93	Does the State take any payments such that a PCI level 1 is required?	The Department and its Customers do not take payments that require a PCI level 1 at this time.
94	7	93	Does the State have any agencies that require FEDRAMP environment?	The Department is not aware of any agencies that require FEDRAMP environment.
95	7	93	Does the state have outbound dialing (agent, agentless voice, SMS) campaigns? How many Agencies and what do the ones that have the need require from the outbound?	Yes.  These are Customer specific applications and the Department does not have access to this information.
96	7	93	Are most of the centers inbound and outbound (besides campaigns)	Most of the Contact Centers are inbound.
97	7	93	Will you have Click to Talk entry points on your websites for customers to click on and then have the system prompt them for a phone number for an agent to call back on when there is an available agent?	Attachment A, SOW subsection 1.4, Service Objectives, states "SCS Customers range from small to very large with a wide diversity of communications requirements to meet their business needs." Customers will select their desired functionality from the functionality proposed in the Service Catalogs, so Respondents should propose a suite of services with features and corresponding pricing.  If a feature is offered and meets the Customer's needs, then it could be ordered.
98	7	93	Will any of your departments require Voice or Chat bots to answer questions	The specifics of how Customers utilize current products, and how those will be used in the

Question Number	Section	Page Number	Question	Response
			like "what is the status of my case" "How much is my check". Do you have Departments with long wait times usually for the same few questions?	future is not known. Customers will select their desired functionality from the functionality proposed in the CSAB Service Catalog, so Respondents should propose a suite of services with features and corresponding pricing.  If a feature is offered and meets the Customer's business needs, then it could be ordered.
99	7	93	Does the state require the ability to escalate a chat into a call?	No. Customers will select their desired functionality from the functionality proposed in the Service Catalogs, so Respondents should propose a suite of services with features and corresponding pricing. If a feature is offered and meets the Customer's business needs, then it could be ordered.
100	7	93	Does the State need the ability to add and subtract agent licenses as needed?	Yes, see item #2.a. of this addendum.
101			In the SLA attachment, will consideration be given in the timelines for new locations that require the vendor to build out their network if it does not already exist to the client's premises?	See response to Question #46.
102			While we realize that the deadline for questions is today, should the answers to any questions cause us to have more, will there be a later period where we can ask for clarification?	Not prior to the negotiation phase. Vendors invited to participate in phase two, negotiation phase, are permitted to ask additional questions
103			Will you be open to answering additional questions after today's date?	Not prior to the negotiation phase. Vendors invited to participate in phase two, negotiation phase, are permitted to ask additional questions.

Question Number	Section	Page Number	Question	Response
104	Attachment A, 3.16	28	Describe the Interoperability needed with MyFloridaNet.	Contractors shall interconnect with MFN as described in Attachment A, SOW Section 3.15, Connection with MyFloridaNet.
105	Attachment A, 3.16	28	Where are the two locations where the Interoperability is needed with MyFloridaNet?	See response to Question #39.  Vendor may propose connection to any two of these core nodes.
106	Attachment G, pricing sheet	Cat 1, single	Can the pricing be broken down to just include phone features instead of including call center features, PC-based receptionist, etc. since these features are addressed in other tabs?	Please follow the instructions in the Revised Attachment G- Component Price Sheet attached as part of this addendum. Each tab has areas for Respondents to provide assumptions upon which the proposed pricing is based. Vendor-proposed breakdown of prices can be included in the Vendor's Service Catalog.
107	Attachment G, pricing sheet	Cat 4, row 9	Describe what the size of system is that you would like pricing for.	See Revised Attachment G – Component Price Sheet attached as part of this addendum. The Centrex Establishment Charge is independent of the number of main stations which will be served by the Vendor's Central Office switch.
108	Attachment G, pricing sheet	Cat 4, row 14	Define "Mainstation."	Mainstation means any Centrex line terminated on a Contractor's Centrex switch.
109	Attachment A		Can we opt out of the SOC requirement? If not can we subcontract it?	Opting out is not possible. Subcontracting is an option.
110	ITN, 4.5.1	22	Confirm whether this is single or multi-award – this Section suggests single, Section 5.1 reserves the right to multiple, Section 5.2 suggests multiple.	See ITN subsection 1.1, Solicitation Objective.
111	ITN, 4.5.2	22	If we don't bid ALL services, will we be rated lower?	See ITN, subsection 4.3.1, Scoring of Response to the Statement of Work.



Question Number	Section	Page Number	Question	Response
112	Attachment B, 1.3	3	Can the State please describe the circumstances (other than Termination under Section 1.4) under which such Transition Services would be required DURING the 5-year Contract term?	Customers may request a transition to new or changed services during the Contract term.
113	Attachment B, 1.4	4	Would the State/Department/Customer permit CLECs (which are registered resellers of telecommunication services pursuant to agreements with underlying carriers for the services) to pass through to them the Early Termination Fee they are charged by the underlying carrier(s) due to the early contract termination?	No.
114	Attachment B, 3.3	5	Will the State/Department/Customer allow for price increases should economic/market conditions so dictate	See Draft Contract, Section 3, Payment and Fees, and PUR 1000 Section 4, Price Changes Applicable only to Term Contracts.
115	Attachment B, 3.6	6	Will the State/Department/Customer consider using Awardee-provided SLAs in lieu of Attachment C – Service Level Agreements?	See response to Question #46.
116	Attachment B, 6.6, 13	10	Will the State/Department/Customer consider entering into an NDA if and when Contractor is asked to provide information under Section 6.6 or Section 13?	No.
117	Attachment B, 14.2.1	22	In lieu of refresh screening every 5 years, given that the term of the Contract is 5 years, will the State/Department/Customer accept an annual certification as to the clean criminal background of Contractor's personnel?	No.

Question Number	Section	Page Number	Question	Response
118	Attachment B, 14.3	22	In lieu of this audit and inspection, will the State/Department/Customer accept an annual certification as to the clean criminal background of Contractor's personnel?	No.
119	Attachment B, 14.4	23	In lieu of creating a new policy for protection of State of Florida Data, will the State/Department/Customer accept a company's general data protection policy, provided that it meets the substantive requirements of Section 14.4?	See response to Question #46.
120	Attachment B, 19	25	Will the State please explain the basis for the amount of the bond? Will the state consider tying the bond amount to the award amount? Will the State consider waiving the performance bond requirement?	See response to Questions #46 and #55.
121	Attachment A, 3.19	30	In the event that bandwidth upgrades are desired, upgrading/downgrading of a service/bandwidth is usually subject to availability and may be require additional construction, equipment, and/or a change in the rates set forth in the Proposal. If such additional costs are involved, will the State be willing to issue a change order or modification accordingly?	No.
122	Attachment A. Staffing. 2.5 Engineering and Design Manager	15/101	The State will always have support from an Engineering and Design Manager, can the exclusivity requirement be discussed?	See response to Question #46.

Question Number	Section	Page Number	Question	Response
123	Attachment A. Staffing. 2.6 Operations and Security Manager	16/101	The State will always have support from an Operations and Security Manager, can the exclusivity requirement be discussed?	See response to Question #46.
124	Attachment A. 2.8 Network Operations Center and Security Operations Center Staffing	17/101	Can the SOC services be covered from the NOC?	This question is not clear.  The NOC and SOC can be in the same facility. See Attachment A, SOW subsection 3.23, Network Operations Center.
125	Attachment A. 3.15 Connection with MyFloridaNet. #1	27/101	Please provide a list of locations (physical addresses) that could be use for interconnects with MFN	See response to Question #39.
126	Attachment A. 3.15 Connection with MyFloridaNet. #1	27/101	Are this locations state's Data Center or Hosting Facilities operated by somebody else - If the latter who is the operator of these facilities	The MFN nodes are managed by Harris Corporation and operated by Harris Corporation subcontractors.
127	Attachment A. 3.15 Connection with MyFloridaNet. #4	27/101	Please provide details about the State's IP addressing plan and overall network architecture	Please refer to the MFN-2 User Guide: <a href="https://www.dms.myflorida.com/content/download/132643/825368/MFN-2_49_User_Guide_RevC.docx">https://www.dms.myflorida.com/content/download/132643/825368/MFN-2_49_User_Guide_RevC.docx</a>
128	Attachment A. 3.15 Connection with MyFloridaNet. #7	27/101	Please provide details about the Quality of Service schema currently used by MFN	See response to Question #127.

Question Number	Section	Page Number	Question	Response
129	Attachment A. Effectiveness within Customer-Specific Domains. #3	29/101	Please provide examples of customizations to be required/requested but the Customer	<p>An example of a customization that may be requested would be to allow a specific Customer to focus on their specific performance parameters as referenced in Attachment A, SOW subsections 3.31, Management Service, Systems, and Associated Dashboards, and 3.32, Tools.</p> <p>Another example is a Customer may want to see the MAC address and device name assigned to a subscriber while another Customer only wants to see the device name.</p>
130	Attachment A. 3.23 Network Operations Center	32/101	Can the exclusivity requirement be discussed?	See response to Question #46.
131	Attachment A. 3.30.3 Project Implementation Phase – Project Kickoff Meeting	42/101	Can the 15 days be negotiated?	See response to Question #46.
132	Attachment A. 3.42 Service Level Agreement Performance Monitoring, Dashboard and Reporting	53/101	Will the SLAs be negotiated during the negotiation period?	See response to Question #46.
133	Attachment A. 5.1 Unified Communications System and Services –	83/101	Please provide details about the desired IP Faxing and UC Faxing features/capabilities - inbound / outbound / single number /	<p>The Department serves many Customers who have a wide range of fax requirements and currently use different fax equipment. Respondents should describe the various fax options offered with the proposed service.</p>

Question Number	Section	Page Number	Question	Response
	General Features #3		client/integrations / Multi-function integration / MFP model and maker	
134	Attachment A. 5.1 Unified Communications System and Services – General Features #3	83/101	Please provide details about Professional Services to be included	Professional services include any activities required to provision services for a Customer. Respondents must describe the Professional Services they propose to offer that corresponds to items in their Vendor Service Catalog.
135	Attachment A. 5.1 Unified Communications System and Services – General Features #3	84/101	What email system and clients are currently in use by the state	The Department does not have this information as Customers make their own decisions related to their business needs. The majority of state agencies use Microsoft Outlook.
136	Attachment A. 5.1 Unified Communications System and Services – General Features #3	84/101	Is Unified Messaging defined as simply access to and management of voicemail and email through the same client or would this also require a full 2-way sync with the users email inbox (deletion of voicemail on email client deletes the item from the voicemail platform and vice versa)	Respondents should describe all options available with the services proposed. Customers will then select the option which meets their business requirements.
137	Attachment A. 5.2. Unified Communications System and Services – Integration and Interface – General Features #1	84/101	Which Mobile OS / Devices would we need to provide support for?	Respondents should indicate the mobile devices and operating systems supported by their proposed services.

Question Number	Section	Page Number	Question	Response
138	Attachment A. 5.2. Unified Communications System and Services – Integration and Interface – General Features #1	84/101	#1/d refers to Fixed/Mobile Convergence (FMC) - Is this service currently being provided to the state by a carrier? If so can you please provide details about the architecture / integration currently in place?	The state's single-tenant and multi-tenant service providers offer FMC as a feature.  This information is currently not available to the Department.
139	Attachment A. 5.2. Unified Communications System and Services – Integration and Interface – General Features #2	85/101	Which OS would we need to provide support for?	Respondents should indicate which operating systems are supported by their proposed services.
140	Attachment A. 5.2. Unified Communications System and Services – Integration and Interface – General Features #2	85/101	Would the client need to be supported on virtual desktop environments?	Respondents should describe all options available with the services proposed. Customers will then select the option which meets their business requirements.
141	Attachment A. 5.2. Unified Communications System and Services – Integration and	85/101	p. Which Identity Providers (IdP) would we need to support for SSO?	The Department offers services to many Customers who utilize a variety of SSO solutions. Respondents should indicate which solutions they can interoperate with.

Question Number	Section	Page Number	Question	Response
	Interface – General Features #2			
142	Attachment A. 5.4 LAN Support Services	88/101	LAN Support Service - Please provide current LAN standards for equipment (model/maker)	The Department does not have existing LAN standards.
143	Attachment A. Section 7.1. Contact Center – General. #15	93/101	Please describe the different types / brands of CRM applications we may need to integrate with. Are they all Webbased or will some of them be Thick Clients (PC Based)? Any Terminal Services Screens (Green Screens)?	These are Customer specific applications which are unknown.
144	Attachment A. Section 7.2. Contact Center – Automatic Call Distribution (ACD). #1	93/101	What type of Omni-Channel Services are you anticipating using? Email? Chat? SMS? Social? Other Task level Omni-Channels?	Respondents should describe all options available with the services proposed. Customers will then select the option which meets their business requirements.
145	Attachment A. Section 7.2. Contact Center – Automatic Call Distribution (ACD). #7	93/101	Please provide a use case for this Whisper function? Do you use it today?	An example of use of the whisper feature is to allow a Contact Center agent to coach another agent during a live call. The caller, however, does not hear the agent interaction.  Yes, the whisper function is currently used.
146	Attachment A. Section 5.4 LAN Support Services	88/101	This section states that we may provide option pricing for different LAN services under Category 1 but I don't see a section in Attachment G Component Price Sheet to provide pricing for these services. Where should we provide pricing for these optional services?	If the Reply proposes to provide LAN services, pricing must be included in the Vendor's Service Catalog.  The Vendor's Service Catalog contains detailed pricing for all services and equipment Respondent proposes to provide in its Reply. See Item # 1.b. of this addendum. See also ITN subsection 3.11, Vendor's Pricing.

Question Number	Section	Page Number	Question	Response
147	Attachment G. Cat 1 Single Tab		What should be included with the "Monthly Price for System Capacity"? Is this only the systems needed (hosted app servers, SBC, Connectivity)? Or should that include the costs of the user/device subscriptions? If the cost of subscriptions should be separate can you please add another section for those?	Prices listed in the Revised Attachment G – Component Price Sheet are inclusive of all charges and fees necessary to deliver the proposed services, unless otherwise separately identified in the Revised Attachment G – Component Price Sheet. Each tab has areas for Respondents to provide assumptions upon which the proposed pricing is based. See also Item #1.d. of this addendum.
148	Attachment G. Cat 1 Single Tab and Cat 1 Multi Tab		Can we provide the cost to purchase as well as rent/lease phones for a monthly fee?	<p>Please follow the instructions in the Revised Attachment G- Component Price Sheet. Each tab has areas for Respondents to provide assumptions upon which the proposed pricing is based.</p> <p>Vendor-proposed pricing options are to be shown in the Vendor's Service Catalog, which includes all of Respondent's proposed services, associated equipment, and pricing for all services and equipment Respondent proposes to provide in its Reply to this procurement. See Items #1.b. and #1.c. of this addendum.</p>
149	Attachment G. all tabs		Can we include any one-time fees? If yes, where should we put them?	See response to Question #147. Pricing listed in the Vendor's Service Catalog should be provided in accordance with ITN subsection 3.11, Vendor's Service Catalog. See Items #1.b. and #1.c. of this addendum.
150	Attachment G. Cat 1 Single Tab		Are we allowed to provide "pricing plans" like there are for the Cat 1 Multi Option?	See response to Question #148.
151	Attachment G. all tabs		Should we include add on services like call recording, emergency notifications,	The Respondent must submit a Vendor's Service Catalog which contains detailed pricing for all



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			local survivability and other features/applications that are not included in the packages defined in the RFP. If yes, where should we include the pricing for those options.	services and equipment Respondent proposes to provide in its Reply to this procurement. See Items #1.b. and #1.c. of this addendum. See also ITN subsection 3.11, Vendor's Pricing.
152	Attachment A. General Question for Minimum requirements		In order to provide the best value solution and to be able to work across all agencies, can the bidder provide a range of solutions that meet the State's needs but allowing a degree of flexibility in the minimum requirements?	See response to Question #46.
153	ITN NO: DMS-17/18-004, Section 3.5.1	30	<p>The Department instructs respondents to submit "One (1) original, un-redacted bound version of the Reply ... and nine (9) un-redacted bound paper copies".</p> <p>We believe environmental sustainability is critical for economies and for all global citizens. Will the Department reconsider and require only an electronic submission?</p>	See Item #1.a. of this addendum.
154	ITN NO: DMS-17/18-004, Section 3.4, Website References	30	<p>The Department instructs respondents "Do not incorporate or reference dynamic links that are external to the document. Provide screen shots in lieu of references to websites. References to dynamic links (Universal Resource Locators) will not be considered as part of the Respondent's Reply".</p> <p>Can respondents add an attachment made up of all links "For further</p>	No.

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			information” even though it wouldn’t be scored?	
155	ITN NO: DMS-17/18-004, Section 3.5.1	30	<p>The Department instructs respondents to provide “Vendor’s Service Catalog” in printed format.</p> <p>The broad nature of a manufacturer's product offerings and the extremely high number of products (more than 1.6M) preclude the ability to provide a publicly available Price List. Fore [sic] example, a global rice list could be 10,000 pages in length. With the number of copies requested, that would amount to over 100,000 pages. Will the Department consider revising the instruction to include electronic access to a pricelist?</p>	See Item #1.a. of this addendum.
156	<p>ITN NO: DMS-17/18-004, Section 3.7, Tab 5;</p> <p>also Attachment B, Draft Contract, Section 19, Performance Bond</p>	<p>31</p> <p>25</p>	<p>The Department instructs respondents to provide a “Letter of Bondability”. Also Attachment B asks for a Performance Bond in the amount of \$60 million.</p> <p>We typically do not see this type of requirement on an IT RFP, especially for IDIQ contracts, which this ITN is, since there are no volume commitments to purchase. As you are aware, securing a Performance Bond can be very costly depending on the contract price.</p>	See response to Questions #46 and #55.

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			Would the Department consider removing this requirement?	
157	Statement of Work Section 1.4	10	The first paragraph notes that respondents are encouraged to offer more than one manufacturer (system) option, should these presented as separate component price sheets and service catalogs only or separate proposals to distinctly capture the variances across platforms?	<p>Please submit a complete Revised Attachment G – Component Price Sheet, and a Vendor's Service Catalog which contains detailed pricing for all services and equipment Respondent proposes to provide in its Reply to this procurement.</p> <p>The Vendor should submit 1 (one) version of their complete Reply.</p> <p>See Items #1.b. and #1.c. of this addendum. See also ITN subsection 3.11, Vendor's Pricing.</p>
158	ComponentPrice Sheet.xls Tab 1 "Cat 1 Single" for Unified Communications	Tab 1	The single tenant price sheet is presented as a simple seemingly all inclusive bundled price with or without phones for lower end system capacities. The quantities are not specific, for example only system capacity of "up to x lines" is presented in the table. In addition, the System Requirements column lists features such as call center (basic, standard, premium) or PC based receptionist which appear to be nonspecific with regard to quantity (how many are to be included-it is not realistic that every user on a system would need a receptionist console or be contact center user) or nonspecific in general (are the respondents, basic, standard, or	The system capacity listed in Revised Attachment G- Component Price Sheet for Service Category 1 – Unified Communications – Single Tennant applies to all listed system requirements. The Department will not provide more detail. See response to Question #106.

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			premium contact center capabilities being requested). On-premise systems continue to be the solution of choice for larger environments with capacities above 1000 and are built custom to the requirements for the scenario regardless of size. Can you provide more detail on the scenario you are expecting to be priced for on premise examples?	
159	ComponentPrice Sheet.xls Tab 1 "Cat 1 Single" for Unified Communications	Tab 1	The single tenant price sheet for Unified Communication, the multi-tenant price sheet for Unified Communication, and Statement of Work 5.1 all reference Call Center (basic, standard, and premium) and contact center desktop client. Are the contact or call center feature options in the Unified Communications offerings expected to be different from those in the Contact Center offerings since the name and feature descriptions do not match?	<p>This question incorrectly refers to Attachment A, SOW subsection 5.1, Unified Communications System and Services – General Features, and Revised Attachment G – Component Price Sheet, tabs 1 and 2 for Service Category 1 – Unified Communications, as including a reference to “contact center desktop client”. These sections refer to Call Center desktop client. Service Category 1 does not include a feature option for contact centers. Contract Centers are referenced in Service Category 3 – Contact Centers.</p> <p>See Item #2.c. of this addendum and the Revised Attachment G – Component Price Sheet.</p>
160	Statement of Work Section 3.37	48	What ticketing system does DMS currently use? Can the vendor integrate with this system?	<p>The Department has developed a customized ticketing system module within CSAB (SUNCOM Incident Management System or SIMS).</p> <p>Respondents should assume there is no single ticketing standard in use by Customers. Integration with DMS or other Customer systems will be at the discretion of the Customer.</p>

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161	Statement of Work Section 3.24	34	Can the vendor off a SIEM service for security purposes [sic] as an option for the proposed solution?	Yes, a SIEM service may be offered as an option, however, the response must provide a comprehensive solution.
162	ITN, Section 3.6, tab 5	11	Mandatory requirements state a performance bond in the amount of \$10M yet Attachment B, Paragraph 19, page 25 states \$60M. What is the amount of performance bond that will be required within 30 days of contract execution?	See response to Question #55.
163	ITN, Section 3.13.1	18	Changes to subcontractors after contract execution requires a copy of the written subcontract agreement to be provided to the Department's Contract Manager. Please remove this requirement. A Contractor's subcontract with any specific subcontractor may contain information that is not specific to the State of Florida or is confidential between the subcontracting parties e.g. pricing and payment and therefore should not be released to the State.	See response to Question #46.
164	Attachment A, 2.2	14	The requirements for Account manager are "dedicated, but not necessarily exclusive" and "full-time". Please expand on the requirements. Can the Account Manager support other Contractor customers?	Yes, the Account Manager may support other customers, unless DMS determines an exclusive Account Manager is in DMS's best interest. This determination is solely with DMS's discretion and may be based on the volume of orders the Contractor receives from Customers, among other factors. If DMS determines an exclusive Account Manager is in DMS's best interest, the Account Manager will be dedicated to DMS and

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				Customers and will not support any other customers not contemplated in the awarded Contract.
165	Attachment, Paragraph 9.4	15	Where within the ITN response is a Contractor to include their software licensing terms?	See ITN, subsection 3.7, Contents of Reply, Tab 4.

**FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SECTION 120.57(3), FLORIDA STATUTES, OR FAILURE TO POST THE BOND OR OTHER SECURITY REQUIRED BY LAW WITHIN THE TIME ALLOWED FOR FILING A BOND SHALL CONSTITUTE A WAIVER OF PROCEEDINGS UNDER CHAPTER 120, FLORIDA STATUTES.**