

STATE OF ALASKA REQUEST FOR PROPOSALS



CORE TELECOMMUNICATION SERVICES RFP 2024-0200-0100

ISSUED NOVEMBER 22, 2023

THE DEPARTMENT OF ADMINISTRATION, OFFICE OF PROCUREMENT AND PROPERTY MANAGEMENT, IS
SOLICITING PROPOSALS FOR STATEWIDE CORE SERVICES FOR VOICE, DATA, AND HELP CENTER SERVICES.

ISSUED BY:

DEPARTMENT OF ADMINISTRATION
OFFICE OF PROCUREMENT AND PROPERTY
MANAGEMENT

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OFFERORS ARE NOT REQUIRED TO RETURN THIS FORM.

IMPORTANT NOTICE: IF YOU RECEIVED THIS SOLICITATION FROM THE STATE OF ALASKA'S "ONLINE PUBLIC NOTICE" WEB SITE, YOU MUST REGISTER WITH THE PROCUREMENT OFFICER LISTED IN THIS DOCUMENT TO RECEIVE NOTIFICATION OF SUBSEQUENT AMENDMENTS. FAILURE TO CONTACT THE PROCUREMENT OFFICER MAY RESULT IN THE REJECTION OF YOUR OFFER.

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SECTION 1. INTRODUCTION & INSTRUCTIONS

SEC. 1.01 PURPOSE OF THE RFP

The Department of Administration, Office of Procurement and Property Management (OPPM) is soliciting proposals to provide statewide core voice, data, and help center services. The primary goals of these services are to provide the State of Alaska (SOA) with reliable, cost-effective, telecommunications services that will assist the State in performing key government services and business operations.

The State will only consider proposals from financially responsible firms presently engaged in the business of telecommunications services. Each Offeror must furnish the required documents in the required format as outlined in this RFP to be considered responsive.

The State expects to award the contract to the best Offerors based on the requirements in this solicitation. The Offeror(s) selected for the award will be the Offeror(s) whose proposal is responsive, responsible, and the most advantageous to the State, as determined by the State in its sole discretion.

SEC. 1.02 BUDGET

The State would like to procure solutions that are of the highest value for the State while acknowledging the budgetary constraints the State operates under.

Approval or continuation of a contract resulting from this RFP is contingent upon legislative appropriation.

SEC. 1.03 DEADLINE FOR RECEIPT OF PROPOSALS

Proposals must be received no later than **2:00PM** prevailing Alaska Standard Time on **JANUARY 24, 2024**, as indicated by email timestamp and late proposals will not be considered.

SEC. 1.04 PRIOR EXPERIENCE

No specific minimums have been set for this RFP.

SEC. 1.05 REQUIRED REVIEW

Offerors should carefully review this solicitation for defects and questionable or objectionable material. Comments concerning defects and questionable or objectionable material should be made in writing and received by the procurement officer at least ten days before the deadline for receipt of proposals. This will allow time for the issuance of any necessary amendments. It will also help prevent the opening of a defective proposal and exposure of offeror's proposals upon which award could not be made.

SEC. 1.06 QUESTIONS PRIOR TO DEADLINE FOR RECEIPT OF PROPOSALS

All questions must be in writing and directed to the procurement officer. The interested party must confirm telephone conversations in writing.

Two types of questions generally arise. One may be answered by directing the questioner to a specific section of the RFP. These questions may be answered over the telephone. Other questions may be more complex and may require a written amendment to the RFP. The procurement officer will make that decision.

PROCUREMENTOFFICER: **JENNIFER KRICK** PHONE: 907-465-5680 EMAIL: jennifer.krick@alaska.gov

SEC. 1.07 RETURN INSTRUCTIONS

ELECTRONIC SUBMISSIONS: Offerors **must submit** their proposal via email. The technical proposal and cost proposal must be saved as separate PDF documents and emailed to doa.oit.procurement@alaska.gov as separate, clearly labeled attachments, such as “Vendor A – Technical Proposal.pdf” and “Vendor A – Cost Proposal.pdf”.

The **maximum** size of a single email (including all text and attachments) that can be received by the state is **20mb (megabytes)**. If the email containing the proposal exceeds this size, the proposal must be sent in multiple emails that are each less than 20 megabytes and each email must comply with the requirements described above.

Please note that email transmission is not instantaneous. Similar to sending a hard copy proposal, if you are emailing your proposal, the state recommends sending it ahead of time, to ensure the email is delivered by the deadline for receipt of proposals.

It is the offeror’s responsibility to contact the issuing agency at **(907) 465-5680** to confirm that the proposal has been received. The state is not responsible for unreadable, corrupt, or missing attachments.

SEC. 1.08 ASSISTANCE TO OFFERORS WITH A DISABILITY

Offerors with a disability may receive accommodation regarding the means of communicating this RFP or participating in the procurement process. For more information, contact the procurement officer no later than ten days prior to the deadline for receipt of proposals.

SEC. 1.09 AMENDMENTS TO PROPOSALS

Amendments to or withdrawals of proposals will only be allowed if acceptable requests are received prior to the deadline that is set for receipt of proposals. No amendments or withdrawals will be accepted after the deadline unless they are in response to the state's request in accordance with 2 AAC 12.290.

SEC. 1.10 AMENDMENTS TO THE RFP

If an amendment is issued before the deadline for receipt of proposals, the amendment will be posted on the State of Alaska Online Public Notice (OPN) website. The link to the posting of the amendment will be provided to all who were notified of the RFP and to those who have registered with the procurement officer after receiving the RFP from the OPN.

After receipt of proposals, if there is a need for any substantial clarification or material change in the RFP, an amendment will be issued. The amendment will incorporate the clarification or change, and a new date and time established for new or amended proposals. Evaluations may be adjusted as a result of receiving new or amended proposals.

SEC. 1.11 RFP SCHEDULE

RFP schedule set out herein represents the state's best estimate of the schedule that will be followed. If a component of this schedule, such as the deadline for receipt of proposals, is delayed, the rest of the schedule may be shifted accordingly. All times are Alaska Standard Time.

ACTIVITY	TIME	DATE
Issue Date / RFP Released		November 22, 2023
Pre-Proposal Conference	10:30 AM AKST	November 30, 2023
Deadline for Receipt of Proposals / Proposal Due Date	2:00PM AKST	January 24, 2024
Proposal Evaluations Complete		February 07, 2024
Notice of Intent to Award		February 12, 2024
Contract Issued		March 01, 2024

This RFP does not, by itself, obligate the state. The state's obligation will commence when the contract is approved by the Commissioner of the Department of Administration, or the Commissioner's designee. Upon written notice to the contractor, the state may set a different starting date for the contract. The state will not be responsible for any work done by the contractor, even work done in good faith, if it occurs prior to the contract start date set by the state.

SEC. 1.12 PRE-PROPOSAL CONFERENCE/TELECONFERENCE

A pre-proposal teleconference will be held at **10:30 AM, Alaska Time**, on **November 30, 2023**. The purpose of the teleconference is to provide an overview of the RFP and discuss the work to be performed. Offerors will be allowed to ask questions concerning the RFP. Simple questions may be answered during the teleconference and will still be required to submit in writing. Technical questions must be submitted in writing following the pre-proposal conference. **ALL questions asked must** be submitted in writing following the pre-proposal conference and will be addressed in the form of an amendment to ensure a complete answer is provided. Questions and answers will be viewable by all interested parties. Refer to Section 1.05 for more details.

This will be a teleconference only, and potential Offerors may participate by calling. To dial into the teleconference, please use:

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 210 951 419 221

Passcode: EtVG7r

[Download Teams](#) | [Join on the web](#)

Join with a video conferencing device

[260748889@t.plcm.vc](tel:260748889@t.plcm.vc)

Video Conference ID: 117 985 086 0

[Alternate VTC instructions](#)

Or call in (audio only)

[+1 907-202-7104,,185645628#](tel:+1907-202-7104,,185645628#) United States, Anchorage

Phone Conference ID: 185 645 628#

Offerors may only submit one proposal for evaluation. In accordance with 2 AAC 12.830 alternate proposals (proposals that offer something different than what is asked for) will be rejected.

SEC. 1.13 NEWS RELEASES

News releases related to this RFP will not be made without prior approval of the project director. Definitions

SEC. 1.14 DEFINITIONS

When used in this RFP, the following terms have these meanings:

ACL – Access Control Lists; Filters that enable you to control which routing updates or packets are permitted or denied in or out of a network. They are specifically used by network administrators to filter traffic and to provide extra security for the network.

ADCA – Alaska Data Center Anchorage.

ADCF – Alaska Data Center Fairbanks.

ADCJ – Alaska Data Center Juneau.

AlaskaNow/AKN – AlaskaNow is the State’s current chosen system of record IT Service Management (ITSM) and ticketing system. Technicians work in AlaskaNow interfaces and the AlaskaNow OIT Portal serves as a central point of contact for customer inquiries, service help requests, and incident reports. AlaskaNow is SOA-branded ServiceNow. The State reserves the right to change or add ticketing systems during the contract period.

APSCS – Alaska Public Safety Communication Services; APSCS provides highly reliable, public safety grade infrastructure, services, and support to State, Local, Federal and Alaskan priorities and customers. May sometimes be referred to by previous name SATS, State of Alaska Telecommunications System. APSC resides in the State of Alaska Department of Public Safety (DPS), was previously temporarily in the Department of Military & Veterans Affairs (MVA/DMVA), and its precursor SATS resided in the Department of Administration associated with the enterprise telecommunications and IT group in existence at the time.

Bandwidth – Refers to the amount of data that can be transmitted in a fixed amount of time.

BGP – Border Gateway Protocol; A standardized exterior gateway protocol designed to exchange routing and reachability information among autonomous systems on the Internet.

CAB – Change Advisory Board; CAB is a board of representatives that reviews and approves changes that impact Enterprise IT and related services. Part of CAB duties are to ensure that any changes proposed to systems and services align with the Office of Information Technology (OIT) mission and State of Alaska IT standards. The term “CAB” may also be used to refer to the weekly Change Advisory Board review meeting and the type of change order/request ticket that must be submitted for review.

Cable Modem – Type of network bridge that provides bi-directional data communication.

CDR – Call Detail Record; From Gartner: “Call detail records (CDRs) capture information on calls made on telephone systems, including who made the call (name and number), who was called (name if available, and number), the date and time the call was made, the duration of the call, and typically dozens of usage and diagnostic information elements (for example, features used and reason for call termination). CDRs are collected on a regular basis for processing into usage, capacity, performance and diagnostic reports. With such information, it is easier to spot exceptions to regular calling patterns, such as out-of-hours calling, international calls, significant variances from previous reporting periods and call destinations that do not reflect normal calling patterns for the enterprise.”

Cloud Computing – The delivery of computing services—including servers, storage, databases, networking, software, analytics, and intelligence over the Internet (the cloud) to offer faster innovation, flexible resources, and economies of scale.

CNCC – Combined Network Control Center is a tier two provider monitoring, alert and response team.

CoIP – Communications over Internet protocol.

Collaboration Tools – A group of technologies that offer real-time messaging, group chat, file sharing, shared calendaring, project coordination, voice and video for one-on-one and group communication. Within enterprise settings, these tools can be centrally managed, which streamlines administrative tasks.

Core – Basic delivery of data, phone, video or radio services.

Core Contract – The approved contract resulting from this solicitation.

CTI – Computer telephony integration; refers to an application(s) using the phone system for faxing, IVR, call center services, etc.

Data Centers – Physical plant for servers/services which are co-located with Network Operating Centers (NOCs).

DID (Direct Inward Dialing) – A service of a local phone company (or local exchange carrier) that provides a block of telephone numbers for calling into a company's private branch exchange (PBX) system.

DOD (Direct Outward Dialing) – A service of a local phone company (or local exchange carrier) that allows subscribers within a company's private branch exchange (PBX) system to connect to outside lines directly.

DS1 – Digital Signal Level 1, also known as T1. The line speed is always consistent at 1.544 Mbps, but the payload can vary greatly.

DS3 – WAN speeds: A DS3 (Digital Signal Level 3) equates to 28 T1 lines, roughly 43-45 Mbps in upstream/downstream speeds and/or 672 simultaneous voice conversations. It takes approximately 24 minutes to send a 10-megabyte file over 56K lines; 53 seconds using a T1, and one second over a DS3. The current minimum standard is T1.

DSL – Digital Subscriber Line; Service can be delivered simultaneously with wired telephone service on the same telephone line since DSL uses higher frequency bands for data.

E-CAB – Emergency Change Advisory Board; An E-CAB requires approval of at least one OIT Chief Technology Officer (CTO) prior to performance of any change work. An E-CAB is a change intended to repair an error in an IT Service that is negatively impacting the customer to a large degree where change work must occur before the next scheduled Change Advisory Board review meeting. E-CAB work is often performed outside of the normal SOA change windows due to urgency. The term “E-CAB” also refers to the type of change order/request ticket that must be submitted for review.

Enterprise Class – A level of telecommunications service in which the data transport is both redundant in terms of alternate paths for survivability in case of an outage and has high bandwidth, low latency and jitter to support voice, video and business applications.

Gbps (gigabits per second) – a measure of data transfer speed.

Greenfield – Where nothing has previously existed. For example, designing and installing a telecommunications infrastructure in a new building might be called a greenfield deployment.

High-availability/HA– The ability of a system or system component to be continuously operational for a desirably long length of time. Availability can be measured relative to "100% operational" or "never failing."

Help Center Tier One – Initial call-in provider & number for dispatch/response; performs initial classification, creation of work order/incident and referral service to tier two technical staff.

Hybrid Cloud Computing – Hybrid clouds combine public and private clouds, bound together by technology that allows data and applications to be shared between them.

IMACD – Installations, Moves, Adds, Changes and Deletions to services.

ISE – A network administration product that enables the creation and enforcement of security and access policies for endpoint devices connected to the company's routers and switches.

ISP – Internet Service Provider; Gartner: “A company that provides Internet access to its customers.”

IVR – Interactive Voice Response; a CTI application using business unit databases.

J.E.T. – Joint Engineering Taskforce team; JET is an SOA weekly pre-engineering meeting with OIT technical service owners and contractors who support the SOA network. It enables coordination of service outages and knowledge-sharing prior to presentation in the weekly Change Advisory Board (C.A.B.) meeting.

LEC – Local Exchange Carrier.

LEO - A Low Earth Orbit (LEO) satellite is generally defined as one with an altitude of 2000km or less. Companies are using LEOs to provide data connectivity. I.E. SpaceX/Airbus/CesiumAstro/Lockheed Martin and so on

LoB – Line of Business; Service needs specifically of the business, serves a particular business need or a particular customer transaction. Not enterprise or commodity.

MAN – Metropolitan Area Network.

Managed – To perform the functions of configuration, update, upgrade, backup and troubleshoot the devices and services associated with this RFP.

MBPS (megabits per second) – A measure of data transfer speed.

Meeting Place – Audio / Video Conference Bridge; State PBX scheduling system for conferencing.

Metro Ethernet, Metro-E, ME – Gartner: “Ethernet services deliver network connectivity over short- and long-haul circuits, and termination on fiber and copper local infrastructures. The Metro Ethernet Forum

specifies three types of connections: E-Line, which is based on a point-to-point connection (more suited to WAN); E-LAN, which is based on a point-to-multipoint connection; and E-Tree, which is also based on point-to-multipoint connections with reduced provisioning schemes.”

Monitoring – Observe and check the uptime, environmental, link status, link utilization, link health, quality of service of over a period of time; keep under systematic review.

NAM – Network Analysis Module.

NAT – Network Address Translation; NAT is a method of remapping one IP address space into another by modifying network address information in the IP header of packets while they are in transit across a traffic routing device.

NOC – Network Operating Center; physical plant node for all data, voice, and video services.

NSI – Network Security Initiative.

OC3 – Optical Carrier – 84 DSLs or three DS3’s – 155Mbps.

OIT – State of Alaska, Department of Administration (DOA), Office of Information Technology. OIT is the Executive branch agency responsible for infrastructure and enterprise services, including Telecommunications. Referred to throughout this document as the State. Before 2017’s Administrative Order 284, many of these functions were provided by an earlier DOA division, Enterprise Technology Services (ETS).

PBX – Private Branch Exchange – a private telephone network, i.e. the State VOIP phone system.

PoP – Point of presence.

PRI – Primary Rate Interface; PRI is often used to refer to a physical PRI line or circuit carried over two pairs of copper wire that has 23 channels for communication.

Private Cloud – Cloud computing resources used exclusively by a single business or organization. A private cloud can be physically located on the company’s on-site datacenter.

PSTN – Public Switched Telephone Network; refers to the traditional interconnection and routing of audio (phone) traffic.

Public Cloud – Public clouds are owned and operated by third-party cloud service providers, which deliver their computing resources, like servers and storage, over the Internet.

QA – Quality Assurance.

QoS – Quality of Service.

RFP – Request for Proposal; State of Alaska’s solicitation/bid document for requesting services.

Router; Core – Refers to physical and logical plant, routers and switches in Anchorage, Juneau and Fairbanks which constitute backbone services and large population centers for data, voice and video delivery.

Router; Distribution – Refers to the main, incoming / outgoing hub router(s) and circuits from one of 70 communities to the core network.

Router; Access, Edge or CPE (switch) etc. – Refers to endpoint devices directly serving customer offices or Local Area Networks (LANs) in office building locations within cities.

SaaS (Software as a Service), IaaS (Infrastructure as a Service), PaaS (Platform as a Service):

SaaS – Gartner: “Software as a service (SaaS) is software that is owned, delivered and managed remotely by one or more providers. The provider delivers software based on one set of common code and data definitions that is consumed in a one-to-many model by all contracted customers at anytime on a pay-for-use basis or as a subscription based on use metrics.”

IaaS – Gartner: “Infrastructure as a service (IaaS) is a standardized, highly automated offering in which computing resources owned by a service provider, complemented by storage and networking capabilities, are offered to customers on demand. Resources are scalable and elastic in near real time and metered by use. Self-service interfaces, including an API and a graphical user interface (GUI), are exposed directly to customers. Resources may be single-tenant or multitenant, and are hosted by the service provider or on-premises in a customer’s data center.”

PaaS – Gartner: “Platform as a service (PaaS) is a type of cloud offering that delivers application infrastructure (middleware) capabilities as a service. [...] PaaS capability can be delivered as provider-managed or self-managed, multitenant or dedicated.”

SCR – State Choice of Record.

SMARTNet – hardware and software maintenance contract for Cisco equipment.

Softphone – Also software phone; A software program or application that enables a user to make and receive telephone calls over the Internet using a computer or mobile device instead of requiring dedicated telephony hardware such as telephone handset. Headsets are generally necessary additional equipment when softphones are used in shared environments.

State – State of Alaska (SOA).

SRST – Survivable Remote Site Telephony, Cisco Unified Communications Manager (CUCM) call processing backup mechanism that allows Cisco IP phones to register to a Cisco router. Allows for outgoing phone calls if in the event of a VoIP failure.

T-1 (fractional, DS1, DS 0 etc.) – 1.544 mbps in 24 distinct 64 kbps channels.

Teams Voice / Teams Phone – telephony services provided through Microsoft Teams.

Telecommunications – The transmission of signs, signals, messages, words, writings, images and sounds or information of any nature by wire, radio, optical or other electromagnetic systems.

TIE Cable – Simple cable that links one frame to another. Say you have two frames on opposite sides of a building.

Tier Two Technical Support – Provider, OIT, contractor or State agency staff who respond to tickets in the State's ticketing system of record.

SIP – Session Initiation Protocol; SIP is a signaling protocol that enables the Voice Over Internet Protocol (VoIP) by defining the messages sent between endpoints and managing the actual elements of a call. SIP supports voice calls, video conferencing, instant messaging, and media distribution.

IPT – Internet Protocol Telephony; Used to indicate phone systems on converged networks.

VoIP – Voice over Internet Protocol; The set of rules that makes it possible to use data networks like the Internet or private IP networks for telephone or videophone communication.

VPN – Virtual Private Network; A way to extend a private network to remote user(s).

VTC – Video Teleconferencing.

VTN – Virtual Telephony Network.

WAN – Wide Area converged Network; Inclusive of voice, data and video services over both state and commercial carrier circuits and nodes.

SECTION 2. BACKGROUND INFORMATION

The State's government telecommunications environment enables the government to meet the needs of its citizens. Alaska's landmass (over 586,412 square miles) is equivalent to one-fifth the size of the lower 48 States combined. Spanning 1,400 miles from north to south and 2,700 miles from east to west, Alaska covers an extensive variety of terrain ranging from temperate island rain forests to desert-like arctic tundra. Spread across the state's vast expanse of land, Alaska's 700,000 plus citizens inhabit communities that vary from the state's largest city, Anchorage, with a population of 290,000, to small towns and villages, many with populations of less than 50.

Sixty-eight of Alaska's 355 communities (US Census 2010) are connected by roadways, but only 30% of these roads are paved. Seasonal weather conditions routinely cut-off communities from air, sea and land transportation. Reliable and cost-effective telecommunications are a basic health, life, and safety requirement.

Low population density combined with harsh weather conditions, extreme terrain and lack of transportation infrastructure has constricted telecommunications infrastructure development. Conversely, these same factors make reliable and affordable telecommunications services critical to maintaining the often-precarious lines of communication that tie communities in Alaska together.

Like other states where low population density and a highly regulated telecommunications environment restrict the build-out of commercial telecommunications infrastructure in rural areas, the State builds and maintains a significant telecommunications infrastructure. The State's telecommunications infrastructure is supplemented by the procurement of communications services from the vendor community.

Core Telecommunications Services have centered on the development of a secure, robust, and converged network that includes radio, data, voice, and video services. Offerors responding to this RFP shall submit within their proposal a unique approach to assisting the Office of Information Technology (OIT) with the maintenance and operations of their converged environments to ensure compliance with Service Level Agreements (SLAs) for all state executive branch agencies and, at agency discretion, allow the participation, under the same SLAs, of any judicial branch, legislative branch or partner agencies.

This RFP is for the operation and maintenance of all existing executive branch and partner agency telephone, data, and video networks of the State.

CURRENT CONDITIONS

The following section provides a description of the State's existing core services infrastructure and includes information on the services the State provides and purchases. This overview is intended to provide offerors with a reasonable understanding of the State's current environment.

GENERAL

The State is comprised of three branches: Executive, Legislative and Judicial. Although all three branches of government provide a variety of services directly to the public, the Executive Branch, by nature of its role as the prime executor of legislative and judicial policy, provides most of the services one would recognize as being associated with state government. In addition to its role in providing typical state services, the State also provides many of the services that would be reserved for county and local government in the lower 48 states. As a result, the State provides a much broader portfolio of services to its constituents than would characteristically be required of a state government in the rest of the country.

In addition to the three branches of state government and their direct component organizations, the State provides services to its citizens through several agencies and institutions which legislatively exist within a branch of state government, and, for executive branch, within a department-level agency, that operate independently, or with varying levels of independence. Examples include the Alaska Railroad Corporation (ARRC) within the executive branch Department of Commerce, Community, and Economic Development (CED/DCCED) ([AS 42.40.010](#)) and the Alaska Housing Finance Corporation (AHFC) within the executive branch Department of Revenue (DOR) ([AS 18.56.020](#)) – according to current statute both of these agencies have “a legal existence independent of and separate from the state.”

Inside the Executive Branch, the Department of Administration is statutorily required to provide certain key administrative and logistical support services to the executive branch and other state agencies. The Department of Administration's (DOA) division that is primarily responsible for meeting the State's technology needs is the Office of Information Technology (OIT).

OIT provides centralized data processing, data communications and telecommunications services for state agencies under Alaska Statute AS 44.21.150-170 (Department of Administration, Article 3—Automatic Data Processing), AS 44.21.045 (Department of Administration, Article 1—Information Technology Group Fund), AS 44.21.305-320 (Department of Administration, Article 7—Telecommunication) and Administrative Order 284.

Currently, OIT serves over 15,000 state and partner agency employees in over 70 communities located across Alaska. Organizationally, OIT supports the computing and telecommunications needs of state agencies through a "charge-back" environment for those services. Charge-back methodologies are periodically broken down by agency, month/year, unit (phones), position (people), and/or usage (computer services).

The State's annual IT planning process continues to outline the centralization of infrastructure, IT services, and user support. This centralization can roughly be defined as infrastructure, including this RFP, enterprise services such as email, agency service applications, and commodity IT services. Enterprise software agreements with various vendors such as Microsoft, Cisco, IBM, and the use of Voice over Internet Protocol Telephony (VoIP) and collaboration tools outline the evolving landscape.

The Office of Information (OIT) within the executive branch Department of Administration (DOA) provides support for information technology and telecommunications related enterprise oversight, change management, and governance entities including, but not limited to the Investment Review Board (IRB) and Change Advisory Board (CAB), as well as the Information Technology Advisory Committee (ITAC), for stewardship of state resources, standardization, and configuration management of the technical environment supporting this landscape.

OIT manages a service catalog of enterprise telecommunications and information technology services and a portfolio of projects and initiatives required to develop and sustain those services. OIT executive leadership includes the Chief Information Officer (CIO), Deputy Chief Information Officer (DCIO), and Chief Technology Officers (CTOs). OIT CTOs work with the OIT Business Office to budget and monitor capital and operational spend for their respective OIT section. OIT often works on projects and initiatives in coordination with state departments; OIT on the enterprise/commodity side and department(s) on the departmental line-of-business (LoB) side.

OIT executive leadership answers to the Commissioner of the Department of Administration, and through the DOA Commissioner, to the Office of the Governor. OIT leadership sponsors, prioritizes, and approves items in the OIT portfolio to maintain and improve service delivery.

Several state agencies responsible for critical public services, such as emergency preparedness, public safety, emergency medical response, and fire protection, have specific delegations (independent authority) for services associated with their specific communications responsibilities. In particular, the Department of Military and Veterans Affairs (MVA/DMVA) is statutorily responsible to support various aspects of emergency response communications in declared disasters and is responsible for planning for the telecommunications infrastructure required to support emergency response communications in accordance with AS 26.23.040 (Emergency Services) and AS 26.23.170 (Communications).

Agencies that operate outside of the authority of the Department of Administration (Court System, Legislature, University of Alaska, Alaska Permanent Fund Corporation, Alaska Railroad and Alaska Housing Finance Corporation, etc.) have separate procurement authority and are not required to participate in this procurement effort. Their participation in any contract resulting from this RFP is voluntary.

EXISTING INFRASTRUCTURE

As noted previously, the State relies heavily upon telecommunications to provide government services to the citizens of Alaska and to facilitate the internal communications necessary to conduct daily business operations. Although the State maintains local offices in many of the more remote areas of Alaska, the vast majority of the State's telecommunications needs center on the major cities of Anchorage, Fairbanks, and Juneau ("the Core"). Each of these key population centers is connected via telecommunications systems that are served by local OIT telecommunications Network Operations Centers (NOC) and Data Centers. The Core is connected to community locations via distribution routers, and several are co-located at facilities shared by the State and a private provider (AT&T, Alaska Communication Services, GCI, etc.).

The systems consist of telecommunications equipment at each node, high-speed transmission lines between nodes, circuits linking outlying communities to the closest node, and local lines connecting state agencies within these outlying communities. Various other systems, which are otherwise independently maintained and operated (e.g. the University of Alaska, Alaska Railroad) are also inter-connected to and served by this network. Many outlying and rural communities' offices have been connected to the Core via managed Virtual Private Network (VPN) connections with the use of the Cisco Meraki platform.

The State relies on several backbone transport mechanisms as well as ancillary systems and services to meet its telecommunications needs. Many of these systems and related components are interconnected and not easily separated. For descriptive purposes, however, the state-owned systems that are within the scope of this RFP have been organized into the following categories in production effectiveness:

- **Core Phone System: Current footprint is approximately 140 buildings (and growing) in Anchorage, Fairbanks, Juneau, Ketchikan, and other communities.**
 - Approx 11,050 phones serving the executive branch and partner agencies.
 - Cisco (legacy) and Microsoft Teams (emerging) telephony, and related technologies
- **Small PBX (3rd party) & loop telephone maintenance and support services; locations & staff**
 - Anchorage (11-200), Juneau (5-120), and Fairbanks (3-250) – approx. 570 handsets.
 - Matsu area (32 - 800) – approx. 800 handsets.
 - Kenai Peninsula including Kodiak (52- 1000) – approx. 1000 handsets.
 - Approximately 179 small PBX (s) in 57 communities with 3000 handsets.
- **Long distance service**
 - Toll bypass using converged infrastructure(s) has eliminated much of the in-state long-distance toll (Juneau, Anchorage, Fairbanks) using call manager programming, virtual telephony network methodologies, and our core backbone.
 - In-state long-distance occurs in locations where direct connectivity to core VOIP systems are difficult and/or unreliable. These are small PBX (3rd party) served state sites.
 - Interstate long-distance is provided using normal PSTN methods.
- **Collaboration Tools**
 - Audio-conferencing – There are several types of audio conference system options. Traditionally, contractors and OIT have provided several managed and unmanaged audio bridge services.
 - Video-conferencing – 10 sites, mostly in Juneau, Anchorage, and Fairbanks, supported by utilizing the Polycom cloud services integrated with Teams Voice; these are in OIT-sponsored locations. Other locations retain their own solutions – generally a desktop computer, camera, and microphone.
 - Desktop collaboration – The State currently provides desktop collaboration through Microsoft Teams. The State also has a limited deployment of Cisco WebEx/BlueJean/Zoom; these systems are supported with line of business (LOB) staff.
- **WAN Connectivity**
 - Core backbone: Long haul Ethernet circuits between Juneau, Anchorage, and Fairbanks Network Operating Centers (NOC) and Data Centers:
 - Fairbanks NOC and Data Center (FDC).
Location: Fairbanks Regional Office Building (FROB), 675 7th Ave., 2nd fl., Fairbanks, AK.
 - 2 Gbps scalable to 10 Gbps between Fairbanks and Juneau.
 - Additional Facility Peger Campus @ 100 Mbps.
 - Juneau NOC and Data Center (JDC)
Location: State Office Building (SOB), 333 Willoughby, 5th floor, Juneau, AK.
 - 5 Gbps scalable to 10 Gbps between Juneau and Anchorage.
 - 5 Gbps, secondary link between Juneau and Anchorage.
 - Anchorage NOC and Data Center (ADC)

Location: GCI South Anchorage Data Center (SADC), 6831 Arctic Blvd., Anchorage, AK.

- 2 Gbps scalable to 10 Gbps between Anchorage and Fairbanks.
- 1 100 Mbps, provisioned by SATS/APSCS, between Fairbanks and Anchorage.

Contractor provides monitoring and troubleshooting (listed above).

- Additional backbone facility(s) in Anchorage are:
5900 Tudor Road, DMVA Emergency Coordination Center (Camp Denali, Joint Base Elmendorf-Richardson / JBER), Atwood Building (550 W 7th Avenue), Frontier Building (3601 C Street)
 - 2 Gbps scalable to 10 Gbps
- Wide Area Distribution Network (WAN): 70 communities with over 500 sites or buildings with various levels of connectivity.
- Internet Connectivity (ISP) – The State WAN has 2 points of presence (PoP) located in Anchorage and Juneau; combined, both PoPs have an aggregated bandwidth of 2 Gbps. The combined usage of internet bandwidth is steadily growing to exceed the current limit. In addition, the State periodically bursts to the level necessary to conduct business. For example, the State may require up to several weeks of increased Internet bandwidth for events such as an election, Legislative session, or the Alaska Permanent Fund registration period.
- Connection to Microsoft Cloud via Azure at 2Gbps
 - Juneau to USWest 2
 - Anchorage to USWest

Other telecommunications services, such as provisioning for cell phones, and satellite phones.

System and “as-built” diagrams, configurations, and other descriptions are available to offerors and have been included as attachment(s) to this RFP.

TELEPHONE SERVICE

OIT provides local and long-distance phone service to agencies in the Core Phone System areas through an interconnected voice-switching system that includes primary components:

- Voice Platform using a mix of 70% utilize Cisco Call Manager: Unity voicemail, Contact Center, Survivable remote site telephony (SRST), Cisco emergency responder (CER 911), Meeting Place, Telecommunication relay services (TRS), Splunk for call detail records (CDR) and other components, i.e. Analog & PSTN gateways, IOS & QOS tools, ASA firewalls, Compression/quality CODECs, testing/monitoring software, leased circuits such as metro Ethernet, T-1, ISDN, OPX, and foreign exchange lines. 30% of other consumers have migrated to Microsoft Teams Voice services with AudioCodes for switching/Intrado for 911 services.
- It is expected state usage of Microsoft Teams-based voice services will increase and usage of Cisco Call Manager-based voice services will decrease.
- Computer Telephony Integration (CTI) services exist which may be purchased and maintained by agency business units based on the voice platform. The current list of CTI includes IVR, instant messenger, call Recording, fax, paging/broadcast / random announcement, alerting, leased circuits such as metro Ethernet, TLS, EVPN, VPLS, T-1, ISDN, OPX, and foreign exchange lines.
- Toll bypass through a variety of means.

As opportunities arise, agency locations will periodically ask to join the Core phone system. It is the State’s intent to support agency efforts, where agency funding is available, to convert agency-owned PBX and small (3rd party) services within any well-connected area of Alaska. This is estimated to be 10 or fewer locations per year.

MEASURED TELEPHONE SERVICES (LONG DISTANCE)

Long Distance (LD) for Interstate calls and Intrastate calls to destinations other than the three major Alaska population centers of Juneau, Anchorage, and Fairbanks, are provided by the contractor on Primary Rate T1 Interface (PRI) or via SIP Circuit. LD trunking and analog capacities for call manager, site survivability (SRST) and special purpose are in Juneau [44](#), Fairbanks [28](#) and Anchorage [73](#). There are also several Line side T1 route patterns: Fairbanks 48 and Anchorage 112.

Alaska Public Safety Communication Services (APSCS, formerly SATS), a combination of state-owned microwave, fiber, copper along with leased lines, forms a private network to carry calls between the major centers with no per minute costing. If the network is down or saturated it will automatically overflow calls to PSTN LD. A variety of line side trunk connections also exist from Anchorage for APSCS network connectivity, customers in Wasilla (telco: MTA), several locations on the Kenai Peninsula, and Kodiak (telco: ACS). These are primarily Public Safety and Department of Military and Veteran Affairs locations.

Virtual Telephony Network (VTN), is a service connecting some “3rd party” systems virtually into Core locations. The 3rd party locations interface to a LEC (telco: GCI) with a PRI T1. Core VTN trunking capacities are in Juneau (1 ea. PRI, 23 trunks), Anchorage (1 ea. PRI, 23 trunks), and Fairbanks (1 ea. PRI, 23 trunks).

Local calling is provided by a standard T1 interface to a LEC. There are several direct termination 800 inbound services for several customers. See Attachment H for recent minute usage, and summary information.

AUDIO TELECONFERENCE BRIDGE SYSTEM

GCI Help Center staff coordinates scheduling services and “800” toll-free access as needed.

State agencies are trending toward self-serve audio/video collaboration services. It is desired that the contractor be able to provide additional managed conference services and or propose other solutions as described more fully later in this RFP.

See Attachment #H for recent minute usage, and summary information.

VIDEO CONFERENCING (COLLABORATION)

The State currently has at least 10 conference rooms fully equipped with video-conferencing equipment. These sites consist of H.323 compliant Polycom-brand video-conference units, monitors, and carts and are utilized on the State WAN. These locations can accept callers from outside their system.

The State also provides desktop collaboration through Microsoft Teams. Departmental customers may have other instances of Microsoft Teams computer systems, Cisco WebEx/Zoom and BlueJean. The State would like to integrate desktop collaboration with video conferencing. Many State employees have access to Microsoft Teams as part of their desktop Microsoft 365 productivity application suite and use Teams regularly for collaboration, even when they are using Cisco or another service for their office/desktop telephony, not Teams Voice.

WIDE AREA NETWORK (WAN) CONNECTIVITY

The network is divided into logical "zones" of service: Core (backbone), Distribution (from a city), Metropolitan Area Networks (MAN), Edge or Access (Customer Premise or building) and Security (Demilitarized Zone (DMZ)), In-Plane Switching (IPS) / Intrusion Detection System (IDS), Quality of Service (QoS), VPN and remote access. Security elements across all zones. Enterprise and agency phone, radio, data, and video services run over the network. The overall strategy has been to consolidate, simplify and standardize.

Dedicated circuits (copper, fiber, microwave, LEO or other), are provided through OIT to state agencies for their data, video, radio, and voice traffic. This includes a variety of broadband access (dial-up, cable modem, Digital Subscriber Line (DSL), and various wireless technologies, i.e. 802.x, cell and microwave), virtual private network or other network services contracted for, partnered with or provided by the State, including Internet access and network connections to state computers.

The OIT WAN consists of over 1,000 circuits of which over 600 are leased. Circuit capacities range from 1.5Mbps to 5Gbps. The State is committed to reducing costs and increasing flexibility by implementing new technologies. In that

The State has two primary internet access points in Juneau and Anchorage. The bandwidth allocation for Anchorage and Juneau with a combined aggregate of 2 Gbps. Internet connectivity runs at approximately 80% of capacity with periodic higher peaks. Internet traffic grows at approximately 10% per year. Capacity is managed in a variety of ways with the most effective being web filtering.

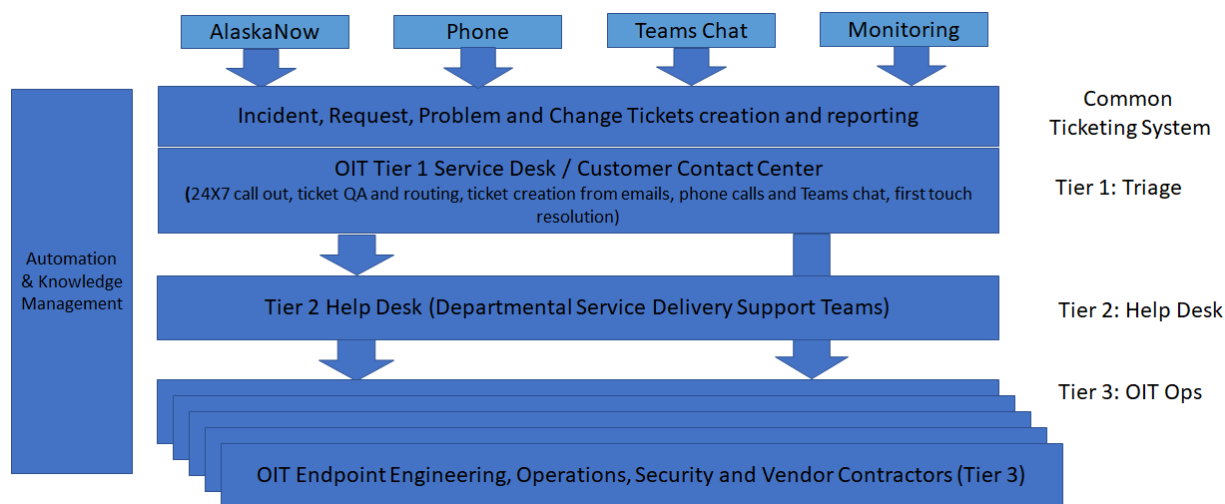
DMZs are deployed at both ingress/egress locations. DMZs have internal and external firewalls which enable a highly monitored and tightly routed environment with VPN, extra-net services, IDS, NAM, Web filtering, Proxy services, and other tools. QoS is used throughout the network to reduce non-business traffic and assist with potential traffic congestion.

END USER SUPPORT SERVICES – HELP DESK

Currently, most help desk tickets are submitted through AlaskaNow (The State’s branded ServiceNow Information Technology Service Management (ITSM) service desk software). The State’s Service Center is provided by the current contractor 24 x 7 x 365 for end-user call center support services. The State Service Center responds to all initial service requests including moves, adds, and changes, and responds to all user questions. The State’s toll-free access number, 888-565-8680, is maintained by the Service Center to allow access for all State agencies served by OIT. Most agencies still receive direct user IT help desk calls to department-specific phone numbers.

While the standardization to the AlaskaNow ticketing system has not been completed for 4 departments, it is used for all OIT and OIT contractor teams to track work and work metrics. It is the intention of the State to continue the standardization to AlaskaNow.

The following diagram shows our near term goal for end user support services. In this case Service Desk is diagramed as Tier 1, the departmental help desk staff as Tier 2 and the OIT operations and contractors as Tier 3.



All trouble or service requests are recorded by help center staff into the State’s trouble/service ticket system, AlaskaNow. State users also self-submit their IT issues and requests into the ticketing system.

As one of many contact location for State IT services, the State Service Center handles approximately 9,000 calls per year. A service center can expect request, process and dispatch for tiered service in the following approximate annual volumes. These numbers are based on sampling and estimates:

- 4,200 phone system requests
- 1,500 cell and satellite phone requests (separate phone and calling contracts)
- 2,000 network requests
- 500 network/phone projects
- 100 video requests.

In addition, the Contractor monitors 20,000 elements, stewards a process for recovery, dispatches to contract and State staff for 2,000 incidents and may act as coordination point for 500 outages, primarily commercial power. In addition, the Contractor may process and dispatch for several thousand incidents and service requests not provided as a service under this agreement, like UPS and cooling services.

Trouble and service calls for all systems are referred in the following order and may be resolved or escalated at any level.

1. Service Desk / Customer Service Center (Tier 1)
2. Departmental Help Desk (Tier 2)
3. OIT Operations, Security, and Contractor Teams (Tier 3)

Inputs to the Service Desk include multiple departmental AlaskaNow portal views, Phone, Teams Chat and Monitoring. While most of the translation from input to ticket is being performed by the Service Desk team, automations for ticket creation and routing are being pursued.

Service calls fall into six categories with service response/resolution targets.

While it was aspirational that the call center handles all service requests and incidents this was not the case at the conclusion of the contract. The State is now making an effort to centralize the service desk functions for all executive branch departments. Tickets will be submitted through the current ITSM ticketing system portal. Currently with 12 of 16 departments using the centralized ITSM ticketing system we are processing approximately 3,700 incidents per month and another 3,700 requests per month. This represents about 75% of the departments and 73% of the users. It will be the goal of the State to include 100% of the departments and users during the next year.

With most departments having their own phone number for users to call, the State has started processing these phone numbers to forward to the current call center. It is anticipated that a single service desk could become the intake for all ITSM incidents and requests in the future.

SECTION 3. SCOPE OF WORK & CONTRACT INFORMATION

SEC. 3.01 GOAL AND EXPECTATIONS

The State is actively seeking a qualified contractor to manage the operations and maintenance of all State, executive branch, and co-op partner agency telephone and data services. This comprehensive responsibility extends to providing efficient help desk services across the State networks.

SEC. 3.02 SCOPE OF WORK

The State requires the successful offeror (“contractor”) to supply core telecommunication services to all state executive branch agencies and to all other entities to which the State’s Department of Administration currently provides telecommunications services or may provide telecommunications services in the future. This includes those state agencies outside of the executive branch or that operate independently (e.g., the Legislature, the Court System, the University System, the Alaska Railroad, etc.) that have separate procurement authorities that elect to participate in this procurement effort. The existing statute permits the Department of Military and Veteran Affairs (MVA/DMVA), an executive branch agency, to independently supplement telecommunications services in the event of a declared disaster.

Detailed information on the telecommunications assets of agencies is provided in Attachment H.

SEC. 3.03 CONTRACT TERM AND WORK SCHEDULE

The length of the contract will be from the **date of award**, through **February 28, 2027**, with **four one-year renewal options available**.

Unless otherwise provided in this RFP, the State and the successful offeror/contractor agree: (1) that any extension of the contract excluding any exercised renewal options, will be considered as a month-to-month extension, and all other terms and conditions shall remain in full force and effect and (2) the procurement officer will provide notice to the contractor of the intent to cancel such month-to-month extension at least 30 days before the desired date of cancellation. A month-to-month extension may only be executed by the procurement officer via a written contract amendment.

SEC. 3.04 DELIVERABLES

The contractor will be required to provide the following deliverables:

The critical goals and objectives of State of Alaska Core services are:

- Provide support and operation of phone service for state employees and contractors at a reduced monetary cost and high service value.
- Provide support and operation of internet and data connectivity for state facilities at a reduced monetary cost and high service value.
- Assist the State with and facilitate the integration of emerging technologies.
- Provide an enterprise-class solution for collaboration services that maximize the State’s current investments and integrate video conferencing with desktop collaboration tools that work seamlessly from handheld devices to desktops to conference rooms.
- Provide an enterprise-class solution for VoIP services to executive branch agencies compatible with the State’s current investments and directions.
- Provide enterprise-class internet services.
- Provide enterprise-class connectivity to Cloud providers.
- Provide enterprise-class connectivity to state offices.
- Provide supplemental assistance to the enterprise End-user Service Desk Service to all SOA customers on an as needed basis.

- Partner with a proactive contractor to assist in the adoption of proven non-legacy technologies that result in cost savings and, ideally, improve service delivery.
- Streamline the State’s current technology environment to reduce operating costs.
- Provide the State with the option to use the successful contractor(s) for OIT-approved ad hoc project-based and time-and-materials-based “fee for service” efforts that additionally support and enhance the State of Alaska Core services in scope for this RFP.

UNIQUE CONSIDERATIONS

Alaska is geographically separate from the contiguous United States. This creates a challenge to access internet and cloud service providers such as Azure, Amazon Web Services (AWS), Rackspace, and Google. The successful offeror needs to be able to provide fault-tolerant, carrier-redundant, highly available internet. Currently, the State of Alaska is between two VoIP phone solutions (Cisco/Teams Voice) an upgrade and/or migration to the system of the State of Alaska choice should be considered.

The State retains the right to seek out emerging technologies and or alternative vendors should the current provider not be capable of delivering the performance capabilities offered by alternate vendors.

At the State’s discretion, the State has the right to acquire additional links at any ingress/egress points for redundancy from an alternate vendor and/or establish additional ingress/egress points.

MAIN SERVICE COMPONENTS

The following sections outline the State’s current environment, functional requirements, and SLAs for each in-scope service component. They have been divided and grouped into various “service bundles.”

The State’s telecommunications service contractor will be required to perform all the “in-scope” or “in-scope for a fee” telecommunications service the State currently performs or procures and has identified as a mandatory service. Unless otherwise noted, all components are mandatory.

Lot #	Service Component	General Description
1	Wired Telephony Services	Support of the SOA VoIP system and related services to include, but not necessarily limited to:
	a.	<ul style="list-style-type: none"> • All Cisco VoIP locations. • Management of VOIP devices (routers, switches, firewalls, security appliances), Intrusion Prevention and Detections Systems (IPS / IDS), and any related platforms and/or SaaS systems. All Unified Communications Manager Systems • Future VoIP sites deployed as Greenfield. • Internal cabling from the carrier entrance point to the customer’s physical hardware. • Voicemail. • Enhanced Telephony Services (CTI applications). • Local telephone services (PRI/SIP). • Long-distance services. • Toll-free services. • Audio-conferencing. • Support for collaboration plugins (i.e. Microsoft Teams, WebEx Teams, etc.). • Support for softphones. • Support for Cisco Desktop phones and other IP Phones compatible with the system. • Support for Enterprise virtual faxing service

		<ul style="list-style-type: none"> • Call recording. • Support of Cisco Unified Contact Center Express (UCCX). • Maintenance, upgrades, and repair. • Moves, adds, and changes for all systems. • The State expects offerors will show a reduced cost for maintenance of the VoIP system(s) over previous efforts. • Toll-bypass • Small PBX support - following general state guidelines, providing consulting, needs assessment, design services, optional acquisition, and Public Switched Telephone Network (PSTN) to IP network media gateway services. • Take the lead in potential innovation initiatives that will provide less expensive, faster, or improved wired telephony service.
	b.	<p>Support of the Teams Voice services to include, but not necessarily limited to:</p> <ul style="list-style-type: none"> • Management of VOIP devices (routers, switches, firewalls, security appliances), Intrusion Prevention and Detections Systems (IPS / IDS), and any related platforms and/or SaaS systems.) • Perform monitoring designated by OIT for Teams Voice services support. • Local telephone services. • Long-distance services. • Toll-free services. • Toll bypass • Audio-conferencing. • SIP Trunking from other communities backhaul to communities Anchorage/Fairbanks/Juneau • Any in-scope functions from the State's Cisco VoIP system and infrastructure the State may choose to transition to Teams Voice and related technologies/products.
	c.	Audio Conferencing Services - Support of audio conferences for large events requiring support/moderation.
2	Data Network Services	Data network services comprised of Core, Internet, DMZ, WAN, Cloud (a. thru e.).
	a.	Layer 2 connectivity for Core Backbone Network connectivity: Low latency, high bandwidth, redundant circuits between core sites and facilities (Attachment H) and/or datacenter interconnects spanning in Anchorage, Juneau and Fairbanks.
	b.	Internet connectivity: Managed, dedicated, and secure high bandwidth, low latency, carrier redundant internet connectivity in Anchorage, Juneau, and Fairbanks.
	c.	CLOUD Connectivity: Managed, certified, dedicated, and secure high bandwidth, low latency, carrier redundant connectivity in Anchorage, Juneau, and Fairbanks to cloud service providers.
	d.	<p>DMZ Management (includes Cloud Connectivity):</p> <ul style="list-style-type: none"> • Monitor all devices in the DMZ. • Maintain Failover of the DMZs. • Dedicated engineering team (minimum 2 staff) • Subject Matter Experts (SMEs) • Hardware/Software upgrades. • Management of VPN, Extranet, Firewall, security appliances, network devices (I.E. routers, switches, firewalls, Intrusion Prevention and Detections Systems (IPS / IDS), and any related platforms and/or SaaS systems. • Analyze/re-design recommendations, and future-proofing • Adds, moves, changes, decommission. • Maintenance, and repair. • Reporting • DMZs may be cloud-based as well as traditional on-premises

	e. WAN Management:	<ul style="list-style-type: none"> • Monitor all routers, switches, firewalls, and security devices. (shared) • Dedicated engineering team (minimum 2 staff) • Subject Matter Experts (SMEs) • Perform software upgrades. • Management of Network devices (routers, switches, firewalls, security appliances), Intrusion Prevention and Detections Systems (IPS / IDS), and any related platforms and/or SaaS systems. • Analyze / re-design recommendations, and future-proofing. • Adds, moves, changes, decommissioned. • Maintenance and repair. • Reporting.
3	End User Support Services	<ul style="list-style-type: none"> • Help Desk; System Administration; System Requests; Other Support Services and reporting.

Retained Authorities

The State will retain core technology management functions, including strategic planning, quality assurance, approvals for procurement of hardware/software/platforms and systems, approvals for improvements and expansion of infrastructure, and vendor/contract management. The State will retain authority over specific IT and telecommunications functions, as follows:

- a. **Strategic and Operational planning:** The State has final authority for and primary responsibility of technology strategic planning with assistance from the contractor. The contractor is expected to assist in: (i) development of goals and objectives; (ii) assessment of the current environment; (iii) analysis of alternatives; (iv) development of recommended directions and solutions; (v) development of technology standards; (vi) development of implementation plans; and other areas as appropriate. The State will also retain primary responsibility and authority (with assistance from the contractor) over operational planning as it relates to the development and approval of initiatives that affect the contractor's scope of services, and/or strategic directions of the State's technology environment and contract with the contractor. This includes, but is not limited to, the statewide coordination and approval of specific departmental requests for services that are in scope for fee services beyond the basic scope of services provided by the contractor or directly modifying the SLAs determined through this RFP process.
- b. **Local Area Network Operations and Management:** Individual state agencies may continue to be responsible for the operation of their own LANs and Data Centers. With the 2017 signing of Administrative Order 284, aspects of these responsibilities identified as commodity and enterprise IT services have been centralizing and moving to OIT, while services identified as line-of-business (LoB) are remaining with the agencies. Because of changes in responsibility and technology, this requires oversight and coordination of change and configuration management on the LANs, including wired VoIP telephony IPT data switches. Agency LAN administration is often now being provided by the Service Management section of OIT who provide support to users from the WAN point-of-presence to the desktop. The contractor is expected to work closely with both OIT Telecommunication and LAN administrative staff, whether agency or OIT, to resolve WAN / LAN configuration issues and to resolve system performance issues.
- c. **Co-location Services:** The State may wish to co-locate equipment with the contractor or potentially with a carrier-neutral facility that connects to the contractor. The State does not expect to pay any lease cost for space identified and used as co-location space for telecommunication equipment during the life of this agreement. If the contractor changes location of the co-location facility and the State of Alaska has equipment collocated at the site, it is the responsibility of the contractor to move the equipment to the new location and restore the equipment to at least the functioning state of the previous location.
- d. **Technology Retooling Approval:** The State retains the right to accept or reject any contractor-proposed technology update plan that significantly changes the State's service system infrastructure. It is expected that the State and the contractor will work closely together in the evaluation of new technologies and the development of any plans to upgrade or update the State's telecommunications systems. Nevertheless, the State reserves the right to prohibit the use of any technology that the State deems cost prohibitive, unproven, or may put the health and reliability of telecommunications at risk, particularly the Safety of Life-related telecommunications.

- e. **Business Process Reengineering:** It is possible that the contractor may propose, initiate, and conduct technology infrastructure changes that result in business process reengineering efforts at the State. The State will retain primary responsibility and authority over the following:
- a. approving these efforts.
 - b. coordinating/resolving labor-related issues; and
 - c. ensuring that performance metrics (including before and after) are accurately and appropriately developed.
- f. **Contract Management:** The State will be responsible for managing the contract and relationship with the contractor. The contractor will be responsible for managing all contracts and relationships with subcontractors.
- g. **Budgeting:** The contractor shall provide periodic estimates (annual and/or quarterly reports), for the services included in this RFP, including all subcontracts, and for additional services planned or anticipated by the State in subsequent years.
- h. **Billing and Charge-back:** The State will continue to provide billing and charge-back services for those functions and services that the OIT continues to provide to state agencies. The contractor will be required to assume all other billing functions as delineated as a direct bill to the customer agency and defined per the requirements specific to each service bundle and must provide all billing in an electronic format as specified by the State.
- i. **Quality Assurance:** At the end of the first six (6) months of service, the contractor shall provide the State with an audit, including circuit layout records (CLR) and separate diagrams of video, data, and voice circuits for all locations. This report shall include recommended disconnects for inactive circuits. Thereafter, the contractor shall provide this report once per annum.
- j. **Validation and Verification:** In addition to the quality assurance efforts provided by the contractor, the State will perform validation and verification activities over key projects and operational processes. The functions designated above as retained authorities and primary responsibilities of the State will be performed by state staff and/or independent consultants hired directly by the State as Independent Verification and Validation (IV&V) contractors. Business units of the State will also have periodic federal or industry regulatory requirements to verify and validate configurations, i.e., Internal Revenue Service (IRS), Health Insurance Portability and Accountability Act (HIPAA), Federal Information Processing Standards (FIPS) and Common Integrated Justice System (CJIS). The contractor will be required to fully cooperate with such authorities and to provide information to these authorities in the required timeframe and format requested.
- k. **Project Approvals:** The State retains the authority to accept, reject or modify any projects, proposals, or requests for services provided within the scope of this contract. All projects must meet the form of offer, acceptance, and exchange of consideration. These must be documented in the State's chosen system of record.
- l. **Procurement:** The State retains the authority to procure, at its discretion, any hardware, software, service, or bandwidth provisioning that relates to services provided within the scope of this contract. Offering(s) to the State must follow a quote, acceptance, and consideration sequence documented in the State's chosen system of record.

Terms of Relationship and Disentanglement

The term of any contract resulting from this RFP is subject to budget appropriations. For purposes of this RFP, assume an initial term of 3 years, with an option for the State, at its sole discretion, to extend the term for up to 4 additional one-year renewal terms.

The contractor shall provide full, complete, and timely cooperation in disentangling the relationship if the contract expires or terminates. In the event of expiration or termination, the State expects that the contractor shall provide, at a minimum, but not limited to the following: return all State data and documentation to the State in format(s) the State can use; and allow the State and the new contractor access to any selected systems, infrastructure, or processes that have been employed in servicing the State, in accordance with methods and procedures to be agreed upon and established in any contract resulting from this RFP.

In the event of the expiration or termination of the relationship between the State and the contractor, the contractor will be required to:

1. Cooperate with the State and the new contractor and otherwise take all reasonable steps to assist the State in effecting a smooth disentanglement upon the expiration or termination of the Service Agreement.
2. Not to interrupt the provision of services to the State or any obligations related to disentanglement, disable any hardware used to provide services, or perform any other action that prevents, slows down, or reduces in any way the provision of services or the State's ability to conduct its activities, unless the State agrees that a satisfactory disentanglement has occurred.
3. Provide the State and another contractor with access to any specialized systems, technology, or processes that have been employed in servicing the State.

Technology Refresh

The contractor will be required to keep the State's telecommunications infrastructure, systems, and applications current with industry advances. In particular, the State requires that all hardware and software releases will be kept at levels supportable by their respective manufacturers and that equipment will be replaced or upgraded as required to meet the manufacturer's requirements for continued support.

The contractor must meet ongoing functional and performance requirements, which may require the refreshment of the involved equipment. Additionally, as hardware and software upgrades and maintenance are available from their respective vendors, the contractor will notify the State and coordinate the implementation of the upgrades and maintenance. The contractor is responsible for maintaining hardware and software at the manufacturer's current levels and releases.

Transition Management

The contractor will be required to implement an expeditious and seamless transition of services, without interruption, from the State's current telecommunications contractor to their firm. This includes all services within the scope of this RFP. On the effective date of the contract, or shortly thereafter, the contractor will assume responsibility for, and begin providing all current services, maintaining all current systems, and meeting current service levels experienced by the State. The contractor's transition plan shall include, at a minimum, a detailed explanation of the way the contractor will assume responsibility after the effective date of the contract for the provision of services, and the contractor's plan for management of the State's Telecommunications assets and resources.

Change Management

The State's telecommunications and IT systems, operations, and infrastructure must constantly evolve and adapt to the State's changing environment to continually improve the delivery of services to the State's departments and citizens. The contractor shall implement methodologies to accommodate such changes including changes in services, scope of services, service levels, service volumes, applications and system requirements. The State also expects the contractor to provide ongoing notice, alerts, diagrams, and training for end-users as changes to the environment and systems affect their daily operations. Jointly with the State, the contractor will develop policies and procedures to ensure error-free transition and maximum availability of wired telephony, data network services, audio conferencing service, and end-user support services. This includes but is not limited to, new installations, system component upgrades, and/or any changes, such as phone numbers and area codes.

The contractor will ensure that all planned modifications to the telecommunications environment conform to the State's Change Advisory Board process and procedures. OIT's current ticketing system of record is ServiceNow ITSM, branded as AlaskaNow, for logging and tracking changes, weekly notice / Change Advisory Board review board calendar, and two weekly change time windows for scheduled outages and other potentially impacting change work. The State's weekly change windows are Wednesdays from 4 AM to 6 AM and Sundays from 7 AM to 9 AM.

Security and Confidentiality

The State's systems and databases contain private and confidential information. Some of this information is subject to special statutory protection including, but not limited to, public safety records and confidential health and human services data.

The contractor must implement a methodology for maintaining the security and confidentiality of all information in accordance with applicable Federal, state, and local laws and regulations, such as the US Department of Justice CIJS Security Policy. The contractor shall have no rights to use or access any state data or information, except as required to provide the in-scope services. The contractor will be fully and solely responsible for security, with respect to all services it

provides and all systems it maintains, and for protecting against unauthorized and fraudulent use of the State's telecommunications systems.

The contractor will provide appropriate security methodologies (e.g., expiring password protection, encryption, firewalls, logs, tunneling etc.) at points of public and remote access for the State's wired telephony (IPT), data network services, and audio-conferencing service. The contractor will provide appropriate detection methods to identify unauthorized access, such as call monitoring, recording, etc. The contractor will retain Call Detail Records (CDR) and logging as required by the State.

The contractor will ensure the security of the voice mail system to prevent toll fraud and unauthorized access as well as ensure that maintenance access, dial-up or network, to the PBXs, core Cisco Call Managers, and associated systems are protected from unauthorized access by the use of secure, "call back" modems for dialup access, as well as passwords for LAN and VPN clients, for WAN access.

The contractor shall maintain a secured and monitored environment and provide evidence of SSEA18 SOC 2 periodic security audits at the discretion of the State of Alaska Information Security Office.

Resource Planning and Asset Management

The contractor will establish and maintain a resource planning, acquisition, and control function for the State, with the contractor's primary role being to determine what telecommunications resources are needed to satisfy the State's requirements and service levels, acquire those resources, and maintain an accurate inventory of telecommunications resources and assets. Asset records shall be integrated into the State of Alaska asset management system, currently designated as AlaskaNow but subject to change at the State's discretion.

The contractor shall procure all technological resources required to perform its service obligations and (subject to such fee adjustments as might be agreed upon by the parties). The contractor shall also make procurements of additional resources (i.e., resources for use by state entities other than those initially in-scope) as the State might request, in accordance with the State's procurement law, regulations, and policies. OIT will coordinate these purchases when possible.

Procurement activities will include:

- procurement of additional assets;
- negotiation of lowest prices;
- obtaining the most favorable rates and discounts available;
- distribution and installation of all procured items;
- and software license compliance.

Procurement activities shall be performed by and for the account of, and paid for by, the contractor.

Quality Assurance

The contractor will establish, maintain, and administer a quality assurance service for the State. The contractor's primary role will be to ensure effective control over hardware and software that is acquired, developed, maintained, or supported.

The contractor will ensure:

- that its employees and agents have procedures and work instructions that meet designated quality requirements;
- that procedures are adequate to meet the State's needs and the requirements of contracts, regulations, and the public;
- hardware and software acquisition, development, and support are performed in compliance with these procedures;
- State personnel are informed of compliance with these procedures;
- reports support or prove QA is sufficient;
- and that process improvements are initiated when procedures and work instructions are found to be inadequate.

Furthermore, should the State decide to retain a third party to provide independent verification and validation (IV&V) services, the contractor will be required to work closely and openly with the State's designated IV&V entity and provide the same level of access and support as is required by the State.

Disaster Recovery

The State currently has a secure, multi-tenant platform, a portion of which has been designated for phone system backups and disaster recovery; i.e.- the SunGard Corporation on contract for mainframe disaster recovery testing; a SMARTnet (Cisco) contract for emergency replacement; and/or contractor equipment replacement system as yet to be determined additionally and currently, each department in the State is responsible for its own Disaster Recovery and Continuity of Operations Plan (DR / COOP) for distributed database and desktop computing resources.

The contractor will be required to assist OIT and DMVA with the execution of the State's DR / COOP which was developed to ensure the performance of essential functions and continuity of government operations following a major event. Furthermore, the contractor will actively coordinate with DMVA in the development of joint disaster communications protocols, contingency plans, and disaster recovery operations. Nothing in this RFP or in the resulting contract shall be interpreted to reduce DMVA's statutory authority for coordinating, providing, or supplementing communications services during a declared state emergency.

Reporting and Communication

The contractor will be required to assemble and create monthly reports on the performance of all contracted functions, to assist in the effective management of the contract and enable continuous improvement of the services that the State receives. Ad hoc reports, including billing reports, will be periodically requested, and must be compiled and distributed to the State's management in an electronic format. Reports must be compiled and published on all functions, including performance, SLAs, cost management, and subcontractor relationships on a statewide and department-level basis. These reports must include the measurement of the contractor's actual performance against the required service levels. The contractor will be required to provide reports in formats, content, and frequency as directed by the State.

The contractor will be required to implement a management structure to facilitate communications between the contractor and the State and to address and resolve concerns escalated either by the contractor or the State. Routine meetings and reporting processes must be defined to ensure a smooth interface and timely resolution of issues.

The State's managerial and technical professionals will administer the State's relationship with the contractor and exercise the State's retained authorities. The State will define authorized contacts for each service obtained from the contractor. The contractor will be required to designate a single project manager to coordinate the delivery of all services. The contractor shall designate a "chief engineer" and engineering team who will act as a gatekeeper(s) for system design, planning and support.

The State will not resolve issues or disputes between the contractor's personnel and any subcontractors retained by the contractor.

For operational services such as problem resolution, help desk inquiries and the like, there must be routine and continuous interaction between the contractor's employees and the State's end-user community. The contractor's employees are, in fact, extensions of the State's telecommunications organization, and will be a significant interface between such organization and the State's end-user community. This operational interface will determine the satisfaction of the State's employees with the services delivered by the contractor.

The contractor will be required to continuously measure and improve its service delivery and the State's employee satisfaction with those services. The State requires the contractor to perform annual end user surveys by Department, as part of this process.

Although the State fully expects the contractor to assign only its highest quality and most experienced personnel to manage the contractor's responsibilities through the course of this contract, the State is concerned about the potential consequences should the contractor's Program Manager or members of the Account Team prove to be ill-suited to meet the demands of the project. Therefore, the State reserves the right of approval regarding the hiring or transferring of key contractor management personnel.

OIT will conduct department surveys regarding the quality of service.

System Performance Reports

In addition to reports described in the previous sections, the contractor will report on the following:

- Availability chart showing voice and data availability by month and city-based distribution site.

- Information pertinent to identifying the source and protocol of any unauthorized attempt, whether successful or unsuccessful, to gain access to any state system at the time of the incident. Provide monthly “roll-up” reports regarding this activity to the State Security Office.
- Scheduled and non-scheduled service outages. Use of root cause reporting and SOA Ticketing System of record to identify the duration, service affected (i.e., network), location (region, city, building), the reason for the outage, departments impacted, and the estimated number of customers impacted by the outage.
- Monthly trouble ticket reports grouped by service, equipment, root cause, and customer impact.
- Quarterly “not active” reports identifying circuits (voice and data) that are not in use or have not had activity.
- Peak and average monthly utilization by shift on all wide area voice, and data circuits.
- Actual usage reports of all Wide Area Network/Voice Circuits, with maximum link size capacities, to ensure the oversubscription of each link does not become a problem.
- Trend analysis reports including any appropriate data that will aid in future planning and quality of service.

Consequential Damages for Unplanned Outage(s)

If a circuit is interrupted for one minute or more, a credit equal to the applicable portion of discounted monthly charge will be given.

If more than one interruption is reported on a circuit in a given month, each subsequent interruption is considered independently in calculating total credits for that month and applicable to all levels of service. This excludes previously scheduled maintenance activities.

Circuit Availability Table	
Length of Interruption	Credit per Interruption
Less than 1 minute	None
At least 1 minute, but less than 1 hour	5.0%
At least 1 hour, but less than 2 hours	10.0%
At least 2 hours, but less than 3 hours	15.0%
At least 3 hours, but less than 4 hours	20.0%
At least 4 hours, but less than 5 hours	25.0%
At least 5 hours, but less than 6 hours	30.0%
At least 6 hours, but less than 7 hours	35.0%
At least 7 hours, but less than 8 hours	40.0%
At least 8 hours, but less than 9 hours	45.0%
At least 9 hours	50.0%

Example: Assume that the total monthly Channel A price is \$9,000.00 per month.			
Channel A	Duration	Credit Amount	Credit
Month 1			
Trouble #1	1 hour 15 minutes	10.0%	\$900.00
Trouble #2	2 hours 59 minutes	15.0%	\$1,350.00
Total Credit		25.0%	\$2,250.00
		<i>Following Month's Bill</i>	\$6,750.00
Month 2			
Trouble #1	35 minutes	5.0%	\$450.00

Trouble #2	11 hours 43 minutes	50.0%	\$4,500.00
Total Credit		55.0%	\$4,950.00
		<i>Following Month's Bill</i>	\$4,050.00

COMMON REQUIREMENTS FOR ALL SERVICE COMPONENTS (APPLIES TO ALL BUNDLES)

Support Existing Operations

The contractor will be required to: (i) assume full management responsibility and provide all telecommunications services and support to the State; (ii) ensure the proper and orderly functioning of all state equipment as designated by the respective equipment manufacturers; and (iii) meet existing service levels in support of the State's on-going functional requirements. The contractor must agree that, in the event of a good faith dispute between your organization and the State, it shall not suspend, interrupt, slow down, or otherwise adversely affect the services that your organization provides to the State, regardless of whether payments are reduced in respect to the items in dispute.

Provide Competitive and Economically Favorable Services

The contractor will provide the most competitive and economically favorable wired telephony, data network, and collaboration tool/services on a continuous basis through the life of the contract. The State does expect that at a minimum that the bandwidth cost discounts match current pricing (flexible costs/reduction over time). I.E. - 5% cost reduction per year average cost per Mbps (all types of services)

Identify and Eliminate Unused Voice and Data Lines

The contractor will monitor and update existing lines to reflect IMACD, disconnect unused voice and data lines within 30 days of an IMACD, and ensure that costs to the State associated with line counts reflect active lines in use. Additionally, the contractor will provide the first report of the disconnect proposal/status by the end of the first quarter after the contract award. Provide bi-annual report thereafter. Monitoring, updates, and cancellations of unused circuits is expected to be an ongoing process.

Monitor Statewide ISP systems

The contractor will ensure that the network is meeting performance and operational requirements as specified in the SLAs. The contractor will monitor and store traffic patterns and volumes (bandwidth reporting) by location to aid in ongoing system changes or upgrades and make these accessible electronically or online.

Develop and Maintain Network Management Tools

The State uses and requires live, real-time, and historical reporting for phone status, network health, troubleshooting, asset management, physical and logical security, facilities, and environments. The contractor will be expected to develop or acquire and maintain their own network management tools and provide access to designated SOA Employees. In addition, the State reserves the right to require the successful offeror to work in, use, and/or administratively support designated SOA network management and support tools and platforms. Administrative support work, if requested, would be in partnership with the State.

Engineering Staff

The State of Alaska's environment is critical to providing services to our customers, the state requires an adequately sized, dedicated engineering team with appropriate training and experience to support this infrastructure. Experience and proficiency with the telecommunications and IT hardware, software and platforms the State uses are desired.

Documentation of the State of Alaska Networks

The contractor shall continue to periodically update all existing and ongoing system and network documentation for the life of the contract. This documentation shall be in Microsoft Visio and may also exist as AutoCAD or paper format(s) and will remain the property of the State. This documentation will be shared electronically and remain in a location accessible to the State.

Maintain Systems and Equipment

The contractor will provide proactive maintenance activities to ensure the optimal operation of the State's wired telephony, data network services, and audio conferencing services, including, but not limited to, voice switching and transmission facilities, state-owned TIE cable/conduit system, voice mail and enhanced telephony services system, audio-conferencing system, recorded announcement equipment, etc., as described in the manufacturer specifications, and according to the State's requirements and the SLA documented in this RFP. The contractor's physical presence will be expected in break/fix situations in the event an issue cannot be remediated remotely. The contractor will provide users

with advance notification of any maintenance activity that may involve a service interruption. Any service interruptions that result from maintenance activities must occur within the SOA-approved outage windows, if maintenance is beyond the timeframe, the contractor must seek approval for changes beyond the prescribed windows. Currently, the change windows are Wednesday from 4 AM to 6 AM and Sunday from 7 AM to 9 AM.

Provide Trouble / Fault Management

The contractor will provide expert and timely trouble repair services for wired telephony, data network services, and collaboration toolset, including but not limited to, voice switching and transmission facilities, voice mail and enhanced telephony services system, audio teleconferencing system, etc., as specified in the SLAs listed in this RFP. The contractor will provide fault sectionalizing and a means to bypass or isolate sections of the impacted system or network. The contractor will provide notification to the user of the course of action that will be taken and an approximate time to clear the trouble. The contractor will provide a notification to the user upon completion of the trouble repair.

The contractor will use the State's AlaskaNow system or designated ticketing system to maintain the State's database of all trouble tickets to reflect, at a minimum, the time trouble was reported, the nature of the trouble, industry-standard root cause descriptions and its impact (i.e. - service affected or amount of phones out of service), actions required resolving the trouble, and the time the trouble was resolved. This information will include building, city, major system, services, and provide a root cause analysis description. The contractor will provide a monthly report sortable by equipment, location, and root cause.

The contractor will provide alarm monitoring and remote notification on a 24 x 7 x 365 basis for services specified within this RFP.

Provide Configuration Management

The contractor will maintain inventory, configuration documentation and diagrams of the State's wired telephony, data network services, videoconferencing service, and end-user support services, including but not limited to voice switching, voice mail, and enhanced telephony services system, audio teleconferencing system, phone numbers and user classes of service and resources including routers, switching elements, cabling, and mapping, etc. This requirement includes any TIE lines, DIDs, DODs, switching elements, cabling and mapping, user equipment, user calling features, etc., and their connectivity. The contractor will utilize the State of Alaska system of record to store and maintain this information i.e. - state IP addresses, asset management, configuration items, etc. "As built" documentation and circuit layout records will be kept current. This information must always be available to the State of Alaska as described within this RFP.

Provide Capacity Management

The contractor will compile network and circuit utilization data to appropriately plan and recommend changes in the bandwidth requirements for the State's wired telephony, data network services, conferencing service, and related end-user support services including but not limited to voice switching, voice mail, converged network traffic, enhanced telephony services system, and audio/video conferencing systems.

Provide Account Management Services

The contractor will monitor and record all data, such as call routing tables, long-distance call usage detail, and Installation, Move, Add, Change, and Disconnect (IMACD) orders necessary to generate cost allocation reports for local, long-distance, WAN, and ISP.

The contractor will provide cost allocation reports for customer groups as identified and specified by the State billing hierarchies. These reports will be provided in electronic format as specified by the State, and shall include all calculations, any applicable taxes and provide monthly billing for current and past services as well as track payments and balances.

For projects, the contractor will provide a monthly dashboard report that includes the project, known issues, next steps, start date, scheduled completion date, projected completion date, risk/issues/concerns, key milestones/tasks, important developments, project point of contact, an itemized breakdown of hours burned by staff and the specific work staff completed, and project-related plans for the next reporting period.

The contractor will provide a periodic summary of telephony usage for the across Alaska where OIT phone services are provided during the term of this project.. This will include the total minutes of usage for all systems. The contractor will provide an Intrastate and Interstate summary of total minutes for all other State of Alaska locations.

For example, itemized call detail records must include the length of each call by phone number and charge. All billing shall include an appropriate AlaskaNow ticket number, circuit, phone, or other reference numbers that trigger billing for

service delivery. Time and Materials (T&M) projects performed under this contract will reference both the AlaskaNow Change Order (CO) number and the contract number.

Coordinate, Reconcile and Provide Detailed Billing

On a monthly basis, coordinate and reconcile all local, long-distance, data network, ISP, and conferencing service billing by the 10th day after the closing of the billing month. Using the formats required by the State Agencies' Fiscal offices, provide electronic billing statements to agencies at the organizational level required by each agency (i.e., department, division, or office). An electronic copy of all billing must be sent to the OIT Fiscal Team and Telecommunications senior manager.

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An example of these reports would be call detail information including summary-level billing reports for management review purposes. Summary by city, of total minutes of usage for Local, off-net Intrastate, and Interstate minutes for wired telephony environments in Juneau, Anchorage, and Fairbanks. Reports must include originating department and telephone number, telephone number dialed (including city/state), date and time of call, length of call, applicable rate or rate code and total cost of call.

Provide IMACD Services

The contractor will provide any IMACD services such as the installation, relocation, or disposition of the State's wired telephony, data network services, and end-user support services-as requested by authorized state personnel.

These services include IMACDs that may result from building modifications, remodeling, and software and/or hardware changes necessary to add or remove requested capabilities and features. The contractor must coordinate IMACD services for all State locations through the State of Alaska Service Center. The contractor must use State assets, if this system is out of support, the contractor may assess and provide recommendations of replacement hardware that meets the States hardware standards.

Any user and/or system downtime resulting from an IMACD must be minimized and clearly communicated in advance to the affected users. Written notification that the IMACD was completed will be given to the user(s) affected within the time specified in the SLAs. Update inventory and asset database in the States chosen system of record, in a timely manner, to reflect IMACDs. IMACDs on the state phone network (VoIP) are included in the monthly flat fee billed to state agencies. IMACDs standalone systems will be billed directly to end-user agencies by the provider of services as applicable.

For projects, such as new locations, the contractor shall provide a plan narrative, bill of materials, and an "as built" drawing. These shall be attached to the State's chosen system of record ticketing system. The State Agency requesting the effort shall purchase and provide the equipment necessary to the State equipment standards to provision a new location. Any one-time and recurring costs, such as for deployment or circuits, will be billed directly to the agency by the contractor or Local Exchange Carrier (LEC). Once the new location is installed and operational, it becomes part of the Core Contract. To which it will be the vendor's responsibility to maintain and manage.

Provide Project Management for Projects and Initiatives

For specific projects and initiatives in addition to existing operations or to improve existing operations, the Contractor will need to provide a proposal to State for approval that includes a business case including what problem the project or initiative will solve or what benefits the State can expect to realize by undertaking the project or initiative. Additionally, the proposal will include scope, budget, timeline, proposed resources as well as risks and issues. Once approved, the Contractor will need to also provide project management resources and a project plan as well as other standard project planning, execution and closing documentation. Status reporting on projects and initiatives is expected to occur weekly and to include activities that were undertaken or completed, activities planned for the next reporting period, hours burned (timesheet breakdown by staff and hours), and any new risks, ongoing or emerging issues, and escalations. The State reserves the right to adjust the frequency and comprehensiveness of these reports based on the complexity of the project or initiative being undertaken. The Contractor must also report on new or potential deviations (to cost or schedule). The Contractor must identify it in the status report, along with a short and concise description of the deviation, reasons why the deviation occurred, and a plan/strategy to mitigate the deviation. Each deviation must have an estimated impact on the awarded cost or awarded schedule. All ongoing documents shall be provided to the State in an electronic form at closure of the project.

Manage Upgrades

At the State's request and after state approval, the contractor will plan, implement, and install upgrades to the State's wired telephony, data network services, end-user support services, and other systems and platforms identified as in-scope for this agreement, including but not limited to voice switching, voice mail and enhanced telephony services system,

audio conferencing system, etc., equipment as recommended by the manufacturer of the system and as jointly agreed upon by the State. Additionally, these upgrades should consider the future, long-term requirements of the State. Any user and/or system downtime resulting from an upgrade must be minimized and clearly communicated in advance to the affected users through State of Alaska change management practices including the Change Advisory Board (CAB) process. The contractor will update the inventory and asset database in a timely manner to reflect upgrades.

Provide Service Interruption Notice

The contractor will provide notice to all affected users of any planned or unplanned interruption to wired telephony, data network services, and end-user support services, including but not limited to local, long-distance, voice mail, or enhanced telephony service interruptions, including day, time of day, and the estimated duration of the outage. The contractor is expected to stay aware of State notification processes and work collaboratively with the Change Advisory Board and OIT Communications Office/Manager when appropriate.

The State requires that the contractor participates in the weekly Joint Engineering Taskforce (JET) meeting. When discussed through JET, the contractor will need to submit changes to the agenda of the Change Advisory Board (CAB) meeting that currently occurs every Tuesday morning at 9:30 AM, present the proposed change and respond to questions. The meeting is accessible through collaboration tools such as Teams. Once approved through the Change Advisory Board, the contractor may proceed to provide notice to affected users using State-approved methods or use the notification processes the State has assigned/requested, if different from direct notification to users. E-CAB (emergency change) requires approval of at least one Chief Technology Officer (CTO) or delegated authority prior to the action of the change. The contractor must be prepared to discuss emergency change work at the next scheduled CAB meeting.

Provide Project and Resource Flexibility

Provide the State with the option to use the successful contractor(s) for OIT-approved ad hoc project-based and time-and-materials-based “fee for service” efforts that additionally support and enhance the State of Alaska Core services in scope for this RFP where OIT agrees coverage of these costs by the contractor is not part of the existing contract obligation.

Service Level Agreements

SLAs for telecommunications are categorized into the following: Trouble Resolution, System Performance, Operations, and Administration. The State’s telecommunications SLAs are documented in Attachment# I. The State and the contractor will negotiate the final language of the SLAs. The contractor will be expected to meet OIT non-telecommunications SLA commitments in any work it performs for the State where those OIT SLAs would normally apply. This aligns with the contractor being an extension of OIT. The State will require the contractor to meet the State’s SLAs. The scope of work and SLAs will be adjusted annually, as telecommunications and technology continue to change and provide incentives that are attractive to both the State and the contractor. This will be accomplished by the following process:

1. **Annually**, establishing, by mutual agreement, performance incentives or shared savings methodologies that would be based on mutually agreed performance criteria structured to reward the contractor for outstanding performance (e.g., under budget expenditures for all telecommunications services; benefits achieved through accelerated technology reengineering efforts; delivery of improved services; or implementation of improved technologies or processes).
2. **Annually**, establishing, by mutual agreement, monthly, quarterly, or annual fee reductions that would be based on performance criteria structured to reduce the contractor’s fees for failures to achieve certain SLAs or targeted performance standards.

Upon failure of the State and the contractor to mutually agree to any annual adjustments, the State shall have, as one of several options, the right to retain the same unit prices for the then following year of the term. Alternatively, as another option, the State could end the term of the agreement and cause an orderly disentanglement.

Lot 1- WIRED TELEPHONY SERVICES

The contractor will be required to take over all functions necessary to provide wired and/or wireless telephony services. This includes operation, maintenance, integration, monitoring of availability of services, routing, and repair of the state-owned converged network, VOIP infrastructure, collaboration tools that utilize the telephony technology and standalone Private Branch Exchanges (PBX), and key systems, voice mail, Automatic Call Distributor (ACD), and IVR systems.

The contractor will also provide services by third-party Local Exchange Carriers (LECs), for example, Centrex, local access trunks, long distance, etc.

The contractor must provide directory assistance service from their service centers located in the major metropolitan areas (Anchorage, Fairbanks, and Juneau).

The State requires contractor staffing presence for this service in Anchorage, Fairbanks, and Juneau.

The contractor will provide support/management of the State's existing Cisco VoIP telephony services and Teams Voice. The contractor will operate, maintain, monitor, upgrade, and repair the State's voice platform (IPT) infrastructure to provide, at a minimum, the features that are in use today, including but not limited to: Cisco Call Manager, Unity voicemail, Contact Center, Survivable remote site telephony (SRST), Cisco emergency responder (CER 911), Web Conferencing, Telecommunication relay services (TRS), Cisco Unified Border Element (CUBE), export call detail records (CDR), audio-conferencing, Caller Identification, Blocking, masking, call waiting, call forwarding, caller ID with name and number, Direct-Inward Dial (DID), call hold, multiparty conference call, call group pickup, last number redial, speed dial, automatic call back on busy, Analog & PSTN gateways, enterprise fax server, IOS tracks & QoS tools, Firewalls, Compression/quality CODECs, testing/monitoring software, Cisco Jabber, and other features as required by state users. It is expected that this contractor will assist with the migration of the remaining customers on the Cisco Call Manager over to the Microsoft Teams Voice.

Provide Operations, Maintenance, and Coordination of Computer Telephony Applications

The contractor will provide Computer Telephony Applications (CTI) platform support. Operate, maintain, monitor, upgrade and repair the State's CTI application infrastructure to provide support to current features that are in use today, including but not limited to Call Center(s), IVR, integration to 3rd Party departmental on-premises/cloud recording, fax, paging, broadcast, random announcement, intercom groups, instant messenger, alerting and other features as required by state users.

Develop and Maintain Network Management Tools

The State uses and requires live, real-time, and historical reporting for phone status, network health, troubleshooting, asset management, physical and logical security, facilities, and environments. The contractor will be expected to develop or acquire and maintain their own network management tools and provide access to designated SOA Employees. In addition, the State reserves the right to require the successful offeror to work in, use, and/or administratively support designated SOA network management and support tools and platforms. Administrative support work, if requested, would be in partnership with the State.

Engineering Staff

The State of Alaska's environment is critical to providing services to our customers, the state requires an adequately sized, dedicated engineering team with appropriate training and experience to support this infrastructure. Experience and proficiency with the telecommunications and IT hardware, software and platforms the State uses are desired.

Documentation of the State of Alaska Networks

The contractor shall continue to periodically update all existing and ongoing system and network documentation for the life of the contract. This documentation shall be in Visio and may also exist as AutoCAD or paper format(s) and will remain the property of the State. This documentation will be shared electronically and remain in a location accessible to the State.

Provide SIP Services

Session Initiation Protocol is a signaling protocol that enables the Voice Over Internet Protocol (VoIP) by defining the messages sent between endpoints and managing the actual elements of a call.

Provide Small PBX Support (3rd party sites)

Within Anchorage, Fairbanks and Juneau, the contractor will provide IP-based telephony services including consulting, needs assessment, and design services. At the agency's request, the contractor will provide design, acquisition, and deployment service to the core VoIP system. For other types of VoIP solutions for these regions' prior review/approval from OIT is required. Custom solutions or significant customizations of existing solutions require prior OIT review/approval.

Outside of Anchorage, Fairbanks, and Juneau at agency request, the contractor will provide consulting for the design, acquisition, deployment, and maintenance of small (3rd party) telephone systems. The contractor will provide PSTN to IP network media gateway services for toll bypass. In all cases, the contractor must record requests, assets, and activities in the State's chosen system of record ticketing management system. This phone system may not utilize the State's transport or hardware to support these systems.

Identify and Eliminate Unused Voice and Data Lines

The contractor will monitor and update existing lines to reflect IMACD, disconnect unused voice and data lines within 30 days of an IMACD, and ensure that costs to the State associated with line counts reflect active lines in use. Additionally, the contractor will provide the first report of the disconnect proposal/status by the end of the first quarter after the contract award. Provide bi-annual report thereafter.

Support Designation of Class of Service

The provided voice system must support the capability to define and program users for a class of service as designated by authorized state personnel, for example, limiting long-distance calling ability from courtesy and/or reception area phones.

Provide specialty Telephone services and Support Calling Features

The contractor will provide state users with single-line or multi-line telephone sets, including various calling features as specified by the State.

For example, the contractor provides maintenance for the installed "Code Red" system in Anchorage used by the Department of Family and Community Services (FCS) McLaughlin Youth Center. This service rings phones, creates call queues, and turns on lights. There are other accessory systems deployed within the core IPT and PBX systems which are considered in scope.

Provide SIP Services

Session Initiation Protocol is a signaling protocol that enables the Voice Over Internet Protocol (VoIP) by defining the messages sent between endpoints and managing the actual elements of a call.

Provide Local Telephone Services

The contractor will provide direct-dial local telephone access and services for cities served by the VOIP system.

Provide Long Distance Services

The contractor will provide both in-state and out-of-state direct-dial long-distance access and services without the requirement for the user to dial additional access codes.

Provide Redundant Voice Connectivity Services for Critical State Telecommunications

State public safety agencies rely upon voice services for critical Safety of Life (SoL) communications. As such, these state agencies require redundant, independent voice service design and failover for the Public Safety Answering Points (PSAPs), communications centers, and other state-designated mission-critical sites. These services will be provided by the contractor.

Provide an Integrated Voice Mail System

The contractor will support, upgrade, operate, maintain, and repair the State's Unity voice mail systems to maintain, at a minimum, the features and functionality provided today. This includes features such as visual voicemail for softphones, voicemail to email, and transcribing voicemails to email.

Collaboration Plugins

The contractor will support, upgrade, monitor, and maintain collaboration plugins to include the server, hardware, software, and integration into the telecommunications environment.

Soft Phone

The contractor will support, monitor, and maintain the State's preferred application program(s) that enables VoIP calls from computing devices as well as the integration of softphones into the VoIP environment.

Enterprise Fax Service

The contractor will support, monitor, upgrade, and maintain t.38 fax over the IP system, this includes migration to the cloud infrastructure within a timeline as the SOA sees fit. This will include the fax server and integration into the VoIP environment.

Ensure the Least Cost Routing

The contractor will continually ensure that the voice switching, and transmission facilities are appropriately designed, configured, and programmed to minimize the overall cost to the State on all outbound calls and routes. There shall be no unidentifiable billable telephone number (BTN) payments.

Project Tracking Billing

The State requires the ability to track and allocate costs on a by-project basis for certain types of intergovernmental projects. The contractor will provide project code call tracking and billing. The State may also provide billing on certain items to state agencies. Several state agencies currently utilize account codes. Depending on the agency, the codes are of differing lengths and can be verified or unverified. The contractor will ensure that verified codes match a predefined table.

Manage Wired Telephony System Performance and Operations

The contractor will monitor performance, up / down activities, and operations of the State's voice switching, voice mail and enhanced telephony services system, audio teleconferencing system, etc. (systems and platforms identified as in-scope for this portion of the agreement), to ensure that the network and system are meeting performance and operational requirements as specified in the SLAs. The contractor will monitor and store traffic patterns and volumes by location to aid in ongoing system changes or upgrades as well as use proactive management practices to spot congestion, line and trunk saturation, call blocking, and identify options for alternative routing. The contractor will make appropriate recommendations and take action to alleviate problems.

Maintain Internal Numbering Plan

The contractor will maintain the State's current dial plan and ensure that the new services provisioned fit within the dial plan. Related calls must be identified by group/department and bills must be allocated to a group/department. With this understanding, the contractor will identify how internal calls will be processed and billed.

Provide Caller ID and Caller ID Blocking

The contractor will provide Caller ID for all on or off-net (local and long-distance) state calls, as well as Caller ID blocking on a per-call and/or per-line basis for State lines as required.

Provide Toll-Free Telephone Services

The contractor will provide inbound toll-free telephone access and services for calls terminating on the State phone network.

Provide for 911 and VoIP E911 compatibility with local PSAPs (Public Safety Answering Points)

The contractor will provide 911 and VoIP E911 compatible interfaces for Cisco Call managers to their respective PSAPs and ensure E911 location data per switch and per phone is up to date.

Maintain the VoIP / IPT environment

The State uses Cisco's IPT technologies, such as Call Managers (on-premises/cloud), Unity Voicemail servers, CTI applications, Microsoft Teams Voice, and local services over a QoS-enabled network infrastructure. The contractor will support the existing Cisco VoIP servers, hardware, and software phones to include but not limited to upgrades (minor and major releases), updates, maintenance, and repair. The contractor will support in-scope Microsoft Teams Voice / Teams Phone and related elements.

Documentation of the State of Alaska Networks

The contractor shall continue to periodically update all existing and ongoing system and network documentation for the life of the contract. This documentation shall be in Visio and may also exist as AutoCAD or paper format(s) and will remain the property of the State. This documentation will be shared electronically and remain in a location accessible to the State.

Lot 2-DATA NETWORK SERVICES:

Support Statewide WAN Connectivity

The contractor will provide operations and maintenance support for the State's Wide Area Network (WAN) to include immediate, real-time (near zero-time connection) access at all state locations.

Support Multimedia Transport

The contractor will support the transport of multimedia applications including voice applications from the voice switching system, data from the LANs, internet, and radio from source systems.

Provide Bandwidth on Demand

The contractor must provide flexible bandwidth allocation during critical state events see Attachment #I – Example Mission Critical Services that meet the State's needs.

Manage Data Network Services Performance and Operations

The contractor will configure, monitor, and manage all devices within the SOA WAN including routers, switches, firewalls, wireless access points, wireless LAN controllers, and IPS/IDS. Additionally, the contractor will perform all major and minor software upgrades and updates. The State reserves the right to increase bandwidth to the State's access point separate from the backbone and internet; additional bandwidth costs will be negotiated outside this contract.

Provide Metro-E Services

The state uses Metro Ethernet services throughout Alaska, the carrier will provide services within the core regions and other communities where applicable from the customer premises backhauling to aggregation points throughout Alaska.

Provide Broadband and remote access (DSL, cable modem, etc.)

The State currently utilizes a broadband environment for users to be able to access both the State's network and the Internet. The Internet access solution which the contractor will provide must not use the State's access points, so as not to impact on the State's intranet to Internet link capacity. This only applies to the service areas within this contract – Anchorage, Fairbanks, Juneau, and the sub-Metropolitan areas.

Develop and Maintain Network Management Tools

The State uses and requires live, real-time, and historical reporting for phone status, network health, troubleshooting, asset management, physical and logical security, facilities, and environments. The contractor will be expected to develop or acquire and maintain their own network management tools and provide access to designated SOA Employees. In addition, the State reserves the right to require the successful offeror to work in, use, and/or administratively support designated SOA network management and support tools and platforms. Administrative support work, if requested, would be in partnership with the State.

Provide Internet Point of Presence (PoP)

Provide Internet PoPs to the SOA datacenters located in Anchorage, Fairbanks, and Juneau. The PoPs need to have physically redundant pathing into the SOA datacenters. The State needs to be able to advertise its AS (autonomous system) 3724 routes out multiple locations for redundancy. The contractor needs to be flexible enough to support at least one additional State of Alaska Internet PoP in a different physical location and/or associated with a cloud provider environment, should the State determine such a PoP is necessary to support the operation of state business and/or disaster recovery/continuity of operations reasons.

SOA requires a dedicated, symmetric and permanent fiber optic connection at least 10Gbps

- To ensure diversity and resiliency with existing solution, offerors will be requested to provide details regarding the transport layer (including potential suppliers and paths) and the IP layer (including upstream providers) during the clarification period.
- The connection must be a traffic-independent flat fee, unlimited usage, without any further restrictions of use (i.e. proxy, firewall, filtering server) and the internet bandwidth must be a dedicated (1:1), symmetric line, not shared with other customers.

- ISPs must not capture or record the receiving and sending transmission and packets. Contractors shall not scan traffic (should a scan be necessary to find problems in the network; a prior agreement must be obtained).

Support IP Protocol and Routing

- Both IPv4 and IPv6 must be supported.
- Layer 3 routing shall be based on BGPv4.
- ISP shall announce provider independent IPv4 and IPv6 prefixes originating from SOA AS.
- ISP should be able to advertise all the following routing prefixes.
 - the IPv4 and IPv6 Internet Full Routing Table.
 - a subset of the IPv4 Internet Full Routing Table based on SOA requirements.
 - IPv4 and IPv6 default routes.
 - ISP shall support BGP communities for traffic engineering and provide a link to its routing policy.

Internet Performance

- ISP shall provide a topology map of their network, showing all major connections and the associated bandwidths.
- ISP shall have at least two upstream providers preference of Tier1/2 ISP.
- ISP shall provide a matrix of baseline RTT between its PoPs.
- ISP shall not apply any measures to limit bandwidth nor any kind of QoS.
- ISP shall guarantee 99.8% availability of transport (i.e. – circuit) of the solution provided monthly. Network unavailability will be defined as when the SOA network monitoring system cannot reach a set of defined targets within and outside the ISP network. ISP shall provide reliable target(s) that can be used for network monitoring.

Bandwidth Guarantee

ISP shall provide a guarantee that:

- 99.8% of the bandwidth will be available, at any moment, to reach a destination within the ISP network.
- 99.8% of the bandwidth will be available, at any moment, to reach the destination of a major service or content provider (Amazon Web Services, Microsoft Azure, Google).
- 99.0% of bandwidth will be available, at any moment, to reach a destination using broadband transport.

Latency Guarantee

ISP shall provide a guarantee that:

- Average RTT will not exceed more than 30% the values provided in the baseline RTT for 99% of the time on a monthly basis.

Packet Loss

- ISP shall provide a guarantee that packet loss will not exceed 0.01% for 99% of the time on a monthly basis.

Packet loss will be measured from SOA network monitoring system by sending probes to a set of defined targets within and outside.

Provide Core Backbone Services

The contractor will provide, configure, and manage low latency, high bandwidth layer 2 circuits with QoS filtering between the core areas. See Core Backbone Connectivity (Attachment #I) in the overview for locations. OIT requires diverse pathing between core locations to ensure OIT meets SLAs with our customers.

Mandatory Tools: Fault-tolerant, passive, matrix switching taps for monitoring, capture, and analysis of physical errors on segments/equipment. The baseline measurement information shall be stored as a historical baseline in a centralized repository and used for capacity planning, network service auditing, alarms, and customer-service target SLAs as outlined below. Regular reports shall be published every week. State-designated staff shall have access to generate ad hoc reports.

Target Backbone and any VoIP site: 100% uptime: .1% packet loss, below 15-ms one-way latency, and .5-ms jitter. Network tools included should minimize delays in voice quality such as lost-packet compensation, clock synchronization, and echo cancellation.

Response/monitoring including alerting: Trouble ticket within 15 minutes; notification/callback within 30 minutes; assignment and response within 1 hour, resolution within four hours. Root cause analysis for each unplanned outage and SLA alarm.

Provide Certified Cloud Connectivity

Explicitly delivered to State of Alaska point of presence Anchorage, Fairbanks, and Juneau. Connectivity shall be provided on a layer two transport.

Mandatory Tools: Fault-tolerant, passive, matrix switching taps for monitoring, capture, and analysis of physical errors on segments/equipment. The baseline measurement information shall be stored as a historical baseline in a centralized repository and used for capacity planning, network service auditing, alarms, and customer-service target SLAs as outlined below. Regular reports shall be published every week. State-designated staff shall have access to generate ad hoc reports.

Target Backbone: 100% uptime: .1% packet loss, below ~30ms one-way latency, and .5ms jitter. Network tools included should minimize delays in voice quality such as lost-packet compensation, clock synchronization, and echo cancellation.

Response/monitoring including alerting: Trouble ticket within 15 minutes; notification/callback within 30 minutes; assignment and response within 1 hour, resolution within four hours. Root cause analysis for each unplanned outage and SLA alarm.

Identify and Eliminate Unused Voice and Data Lines

The contractor will monitor and update existing lines to reflect IMACD, disconnect unused voice and data lines and circuits within 30 days of an IMACD, and ensure that costs to the State associated with line counts reflect active lines in use. Additionally, the contractor will provide the first report of the disconnect proposal/status by the end of the first quarter after the contract award. Provide bi-annual report thereafter.

Maintain a DMZ Environment

The contractor will provide access to services from outside the State's network. Currently, the State provides numerous "on-line" services that are available on the Internet and Intranet. These services are accessed through DMZ environments. Maintaining enterprise DMZ environments is critical to the successful operation of the State's IT infrastructure. The contractor should be prepared to support cloud-based DMZ services as well as on-premises.

The contractor will configure and manage all devices within the DMZs including VPN, extranets, firewalls, routers, switches, and IPS / IDS. The contractor will perform all minor and major software upgrades as well as perform any maintenance and repair. Compatibility with the State's "Cloud Smart" initiative is a requirement.

The contractor will provide reporting on device environmental and utilization statistics. This report will be agreed upon between OIT and the contractor.

Provide Virtual Private Networks

The contractor will support and maintain the existing state's Remote Access VPN, the secure and controlled transport of SOA information allowing only authorized individuals access to their business information. The contractor will design, deploy, and maintain SSL or other VPN services on a client, site or city basis.

Maintain a Secure Internal Private Network

The contractor will create and maintain a Secure Internal Private Network Environment for state Agencies. Currently, the State's network consists of an 80% implemented 10 dot IPv4 addressing plan, 2 Class B IPv4 address blocks and an additional few Class C IPv4 blocks providing Internet addresses NAT'd to connect to national and international networks. Some agency data centers use firewalls. Compatibility with the State's "Cloud Smart" initiative is a requirement. During the duration of this contract OIT may choose to explore the IPv6 in the future.

Deploy, maintain, and support Enterprise Wireless

The State currently has a secure wireless network design. The demand for these services continues to grow and needs the appropriate support to install and maintain the antenna structure, bridges, routed services, access to traverse these links to provide LAN connectivity, and related platform. The contractor will deploy, upgrade, maintain, and support the state's enterprise wireless system including wireless hardware and software.

Engineering Staff

The State of Alaska's environment is critical to providing services to our customers, the state requires an adequate, dedicated engineering team to support this infrastructure. Experience and proficiency with the telecommunications and IT hardware, software and platforms the State uses are desired.

Documentation of the State of Alaska Networks

The contractor shall continue to periodically update all existing and ongoing system and network documentation for the life of the contract. This documentation shall be in Microsoft Visio and may also exist as AutoCAD or paper format(s) and will remain the property of the State. This documentation will be shared electronically and remain in a location accessible to the State.

Lot 3- END USER SUPPORT/ HELP DESK SERVICES

As described earlier in this document, OIT, directly and through the contractor, currently provides a number of end-user support services to State employees including help desk, user training, configuration management, etc. OIT also provides the primary user interface for coordinating Contractor-side support services including problem resolution management, IMACD management, service level adjustments, and service extensions. The State's web browser-based user interface is built upon the State's AlaskaNow (Alaska-branded ServiceNow) platform. The State's user interface is used by State employees, State partners, and service providers and is the toolset for end-user support services. The Contractor must use AlaskaNow to provide centralized coordination and user interface services. The State will provide the primary Service Desk function. The contractor should bid to supplement this Service Desk function on an as need, usage basis.

As noted earlier, the State requires the Contractor to supply a single point of contact for coordinating all aspects of the services components, including tier two service desk call referrals to appropriate State of Alaska designated staff for application, computer, APSCS and other services for resolution. This single point of contact will be responsible for providing all User-to-Contractor interface and Prime Contractor-to-Subcontractor interface coordination functions including user help desk for in-scope services; trouble reporting; problem resolution management; configuration management coordination; change management coordination; IMACD management; SLA modification management; service extension management, projects, etc. Any descriptive and resolution information must be documented in the appropriate OIT system of record, currently AlaskaNow system. This service must be properly staffed to meet the responsiveness requirements dictated by the SLAs contained herein, including 24x7x365 availability. It is expected that the Service Desk will receive any calls and then call out contractors or OIT operations staff.

Provide Coverage During Critical Events

Certain departments encounter critical events during certain times of the year (e.g., election time or PFD filing season). Provide heightened notice, resolution, and service to departments during critical event periods. This may include providing Contractual assistance at an agreed upon rate.

Serve as a Single Point-of-Contact

Provide end-users with a single point-of-contact for all questions, requests, and incidents (problems) associated with services provided by the Contractor and OIT.

The single point of contact phone number shall be 888-565-8680. There shall be no secondary, mandatory numbers by city or region. Coordinate troubleshooting services with OIT, subcontractors and partners to resolve user problems. Provide, as appropriate, email or phone calling tree notification to alert appropriate State, contractor and partner staff at direction of and as identified by OIT Help center and operations staff in the AlaskaNow Portal.

Help Desk Staff

Help Desk staff must be able to troubleshoot some problems on the initial call and be qualified, experienced, trained and/or certified in voice, video, data networks, and other technology-related systems and products.

Manage the Entire Life-Cycle of Help Desk Calls

Answer end-user Help Desk calls received from phone, fax, and Web input, record problems in AlaskaNow, manage problems through the entire problem life cycle of open, assign, accept, escalate, fix and close. The Help Desk should manage repairs to completion and resolve all subcontractor disputes in a manner that is transparent to the end user. Answer calls within the timeframe defined in the SLA. Notify end-user by telephone when a trouble call has been resolved. Maintain an enterprise problem management system and end-user Help Desk Web page that provides current status of all problems.

Provide Continuous Improvement

Maintain a continuous improvement practice that improves Help Desk services. Follow up on outages and SLA targets that the State has designated for all service components. In addition, analyze problem calls and trends to determine root cause (lessons learned), and coordinate with technology groups and end-users to implement solutions that minimize future needs for Help Desk calls.

Real-Time Updates of IMACD's

Serve as central point of contact for managing the end-user information database in AlaskaNow. This includes the physical asset record, any appropriate billing information, status, location, and other information as identified by OIT Help Center to update the record and provide service in a timely and efficient manner. Information must be kept up to date so that provider, customer and help desk staffs have access to current, reliable information.

SEC. 3.05 MANDATORY REPORTING

Quarterly Usage Reports: Contractor must submit quarterly reports to the Contracting Officer assigned by the State to manage this contract. The contractor shall provide the State of Alaska with an electronic usage report (Excel) which will list the following information at the minimum: purchasing entity, name of event, venue, attendees, date(s), contract price, retail price, the extended price for each transaction, and the appropriate administrative fee. These reports are due 30 days after the end of the State of Alaska Fiscal Quarters:

First Quarter:	July 1 through September 30
Second Quarter:	October 1 through December 31
Third Quarter:	January 1 through March 31
Fourth Quarter:	April 1 through June 30

SEC. 3.06 ADMINISTRATIVE FEE

Contractor agrees to provide an Administrative Fee to the State of Alaska.

1) Contractor shall submit a check, payable to the state of Alaska, remitted to the Department of Administration, Office of Procurement and Property Management for the calculated amount equal to 1.5% of the net sales for the quarterly period.

2) Contractor must include the contract number on the check. Those checks submitted to the state without the contract number will be returned to contractor for additional identifying information.

3) Administrative fee checks shall be submitted to:

ATTN: Purchasing Section (Contract # 2024-0200-0100)
State of Alaska
Department of Administration
Office of Procurement and Property Management
PO Box 110214
Juneau, AK 99811-0214

4) The administrative fee shall not be included as an adjustment to Contractor's Master Agreement pricing and shall not be invoiced or charged to the ordering agency.

5) Payment of the administrative fee is due irrespective of payment status on any orders from a Purchasing Entity.

6) Administrative fee checks are due for each quarter as follows:

<u>Reporting Period</u>	<u>Due Date</u>
State Fiscal Quarter (Jul 1 - Sept 30):	Oct 31
State Fiscal Quarter 2 (Oct 1 - Dec 31):	Jan 31
State Fiscal Quarter 3 (Jan 1 - Mar 31):	Apr 30
State Fiscal Quarter 4 (Apr 1 - Jun 30):	Jul 31

7) Any quarter with zero sales must be reported as zero sales. This may be done electronically via email to the State of Alaska contact listed in the contract and/or this solicitation.

SEC. 3.07 CONTRACT TYPE

This contract is a firm fixed price contract.

SEC. 3.08 PROPOSED PAYMENT PROCEDURES

The state will make payments based on a negotiated payment schedule. Each billing must consist of an invoice and progress report. No payment will be made until the progress report and invoice has been approved by the project director.

SEC. 3.09 PROMPT PAYMENT FOR STATE PURCHASES

The state is eligible to receive a **5%** discount for all invoices paid within **15** business days from the date of receipt of the commodities or services and/or a correct invoice, whichever is later. The discount shall be taken on the full invoice amount. The state shall consider payment being made as either the date a printed warrant is issued or the date an electronic funds transfer (EFT) is initiated.

SEC. 3.10 CONTRACT PAYMENT

No payment will be made until the contract is approved by the Commissioner of the Department of Administration or the Commissioner's designee. Under no conditions will the state be liable for the payment of any interest charges associated with the cost of the contract. The state is not responsible for and will not pay local, state, or federal taxes. All costs associated with the contract must be stated in U.S. currency.

Payment for agreements under \$500,000 for the undisputed purchase of goods or services provided to a state agency, will be made within 30 days of the receipt of a proper billing or the delivery of the goods or services to the location(s) specified in the agreement, whichever is later. A late payment is subject to 1.5% interest per month on the unpaid balance. Interest will not be paid if there is a dispute or if there is an agreement that establishes a lower interest rate or precludes the charging of interest.

Any single contract payment of \$1 million or higher must be accepted by the contractor via Electronic Funds Transfer (EFT).

SEC. 3.11 METHOD OF AWARD

The State of Alaska will be awarding by lot for the scope and deliverables of these core telecommunication services:

- **Lot 1- Wired Telephony Services**
- **Lot 2- Data Network Services**
- **Lot 3- End User Support/ Help Desk Services**

SEC. 3.12 LOCATION OF WORK

Work will be performed at various State locations throughout Alaska.

By signing their proposal, the offeror certifies that all services provided under this contract by the contractor and all subcontractors shall be performed in the United States.

If the offeror cannot certify that all work will be performed in the United States, the offeror must contact the procurement officer in writing to request a waiver at least 10 days prior to the deadline for receipt of proposals.

The request must include a detailed description of the portion of work that will be performed outside the United States, where, by whom, and the reason the waiver is necessary.

Failure to comply with these requirements may cause the state to reject the proposal as non-responsive or cancel the contract.

SEC. 3.13 THIRD-PARTY SERVICE PROVIDERS

The contractor must provide, on an annual basis, a Type 2 Statement on Standards for Attestation Engagements (SSAE), SOC 2 report(s). Failure to provide these reports may be treated as a material breach and may be a basis for a finding of default.

SEC. 3.14 SUBCONTRACTORS

Subcontractors may be used to perform work under this contract. If an offeror intends to use subcontractors, the offeror must complete the Submittal Form identified in Section 4.02 of this RFP.

An offeror's failure to provide this information with their proposal may cause the state to consider their proposal non-responsive and reject it.

If a proposal with subcontractors is selected, the offeror must provide the following information concerning each prospective subcontractor within five working days from the date of the state's request:

- complete name of the subcontractor;
- complete address of the subcontractor;
- type of work the subcontractor will be performing;
- percentage of work the subcontractor will be providing;
- evidence that the subcontractor holds a valid Alaska business license;

If a subcontractor on the list will be performing work within Alaska, and did not have a valid Alaska business license at the close of the RFP, the Offeror may not use the subcontractor in the performance of the contract and shall replace the subcontractor with a subcontractor who had a valid Alaska business license at the close of the RFP.

- a written statement, signed by each proposed subcontractor that clearly verifies that the subcontractor is committed to render the services required by the contract.

An offeror's failure to provide this information, within the time set, will cause the state to consider their proposal non-responsive and reject it. The substitution of one subcontractor for another that has already been approved may be made only at the discretion and prior written approval of the project director.

Note that if the subcontractor will not be performing work within Alaska, they will not be required to hold an Alaska business license.

SEC. 3.15 JOINT VENTURES

Joint ventures are acceptable. If submitting a proposal as a joint venture, the offeror must submit a copy of the joint venture agreement which identifies the principals involved and their rights and responsibilities regarding performance and payment.

SEC. 3.16 RIGHT TO INSPECT PLACE OF BUSINESS

At reasonable times, the state may inspect those areas of the contractor's place of business that are related to the performance of a contract. If the state makes such an inspection, the contractor must provide reasonable assistance.

SEC. 3.17 F.O.B. POINT

All goods purchased through this contract will be F.O.B. final destination. Unless specifically stated otherwise, all prices offered must include the delivery costs to any location within the State of Alaska.

SEC. 3.18 CONTRACT PERSONNEL

Any change of the project team members or subcontractors named in the proposal must be approved, in advance and in writing, by the project director and the procurement officer. Changes that are not approved by the state may be grounds for the state to terminate the contract.

SEC. 3.19 INSPECTION & MODIFICATION - REIMBURSEMENT FOR UNACCEPTABLE DELIVERABLES

The contractor is responsible for the completion of all work set out in the contract. All work is subject to inspection, evaluation, and approval by the project director. The state may employ all reasonable means to ensure that the work is progressing and being performed in compliance with the contract. The project director or procurement officer may instruct the contractor to make corrections or modifications if needed in order to accomplish the contract's intent. The contractor will not unreasonably withhold such changes.

Substantial failure of the contractor to perform the contract may cause the state to terminate the contract. In this event, the state may require the contractor to reimburse monies paid (based on the identified portion of unacceptable work received) and may seek associated damages.

SEC. 3.20 CONTRACT CHANGES - UNANTICIPATED AMENDMENTS

During the course of this contract, the contractor may be required to perform additional work. That work will be within the general scope of the initial contract. When additional work is required, the project director will provide the contractor a written description of the additional work and request the contractor to submit a firm time schedule for accomplishing the additional work and a firm price for the additional work. Cost and pricing data must be provided to justify the cost of such amendments per AS 36.30.400.

The contractor will not commence additional work until the procurement officer has secured any required state approvals necessary for the amendment and issued a written contract amendment, approved by the Commissioner of the Department of **ADMINISTRATION** or the Commissioner's designee.

SEC. 3.21 NONDISCLOSURE AND CONFIDENTIALITY

Contractor agrees that all confidential information shall be used only for purposes of providing the deliverables and performing the services specified herein and shall not disseminate or allow dissemination of confidential information except as provided for in this section. The contractor shall hold as confidential and will use reasonable care (including both facility physical security and electronic security) to prevent unauthorized access by, storage, disclosure, publication, dissemination to and/or use by third parties of, the confidential information. "Reasonable care" means compliance by the contractor with all applicable federal and state law, including the Social Security Act and HIPAA. The contractor must promptly notify the state in writing if it becomes aware of any storage, disclosure, loss, unauthorized access to or use of the confidential information.

Confidential information, as used herein, means any data, files, software, information or materials (whether prepared by the state or its agents or advisors) in oral, electronic, tangible or intangible form and however stored, compiled or memorialized that is classified confidential as defined by State of Alaska classification and categorization guidelines provided by the state to the contractor or a contractor agent or otherwise made available to the contractor or a contractor agent in connection with this contract, or acquired, obtained or learned by the contractor or a contractor agent in the performance of this contract. Examples of confidential information include, but are not limited to: technology infrastructure, architecture, financial data, trade secrets, equipment specifications, user lists, passwords, research data, and technology data (infrastructure, architecture, operating systems, security tools, IP addresses, etc).

If confidential information is requested to be disclosed by the contractor pursuant to a request received by a third party and such disclosure of the confidential information is required under applicable state or federal law,

regulation, governmental or regulatory authority, the contractor may disclose the confidential information after providing the state with written notice of the requested disclosure (to the extent such notice to the state is permitted by applicable law) and giving the state opportunity to review the request. If the contractor receives no objection from the state, it may release the confidential information within 30 days. Notice of the requested disclosure of confidential information by the contractor must be provided to the state within a reasonable time after the contractor's receipt of notice of the requested disclosure and, upon request of the state, shall seek to obtain legal protection from the release of the confidential information.

The following information shall not be considered confidential information: information previously known to be public information when received from the other party; information freely available to the general public; information which now is or hereafter becomes publicly known by other than a breach of confidentiality hereof; or information which is disclosed by a party pursuant to subpoena or other legal process and which as a result becomes lawfully obtainable by the general public.

SEC. 3.22 INDEMNIFICATION

The contractor shall indemnify, hold harmless, and defend the contracting agency from and against any claim of, or liability for error, omission, or negligent act of the contractor under this agreement. The contractor shall not be required to indemnify the contracting agency for a claim of, or liability for, the independent negligence of the contracting agency. If there is a claim of, or liability for, the joint negligent error or omission of the contractor and the independent negligence of the contracting agency, the indemnification and hold harmless obligation shall be apportioned on a comparative fault basis. "Contractor" and "contracting agency", as used within this and the following article, include the employees, agents and other contractors who are directly responsible, respectively, to each. The term "independent negligence" is negligence other than in the contracting agency's selection, administration, monitoring, or controlling of the contractor and in approving or accepting the contractor's work.

SEC. 3.23 INSURANCE REQUIREMENTS

Without limiting contractor's indemnification, it is agreed that contractor shall purchase at its own expense and maintain in force at all times during the performance of services under this agreement the following policies of insurance. Where specific limits are shown, it is understood that they shall be the minimum acceptable limits. If the contractor's policy contains higher limits, the state shall be entitled to coverage to the extent of such higher limits.

Certificates of Insurance must be furnished to the procurement officer prior to beginning work and must provide for a notice of cancellation, non-renewal, or material change of conditions in accordance with policy provisions. Failure to furnish satisfactory evidence of insurance or lapse of the policy is a material breach of this contract and shall be grounds for termination of the contractor's services. All insurance policies shall comply with and be issued by insurers licensed to transact the business of insurance under AS 21.

Workers' Compensation Insurance: The contractor shall provide and maintain, for all employees engaged in work under this contract, coverage as required by AS 23.30.045, and where applicable, any other statutory obligations including but not limited to Federal U.S.L. & H. and Jones Act requirements. The policy must waive subrogation against the State.

Commercial General Liability Insurance: covering all business premises and operations used by the Contractor in the performance of services under this agreement with minimum coverage limits of \$300,000 combined single limit per claim.

Commercial Automobile Liability Insurance: covering all vehicles used by the contractor in the performance of services under this agreement with minimum coverage limits of \$300,000 combined single limit per claim.

SEC. 3.24 TERMINATION FOR DEFAULT

If the project director or procurement officer determines that the contractor has refused to perform the work or has failed to perform the work with such diligence as to ensure its timely and accurate completion, the state may, by providing written notice to the contractor, terminate the contractor's right to proceed with part or all of the remaining work.

This clause does not restrict the state's termination rights under the contract provisions of Appendix A, attached in **SECTION 7. ATTACHMENTS**.

SECTION 4. PROPOSAL FORMAT AND CONTENT

SEC. 4.01 RFP SUBMITTAL FORMS

This RFP contains Submittal Forms, which must be completed by the offeror and submitted as part of their proposal. An electronic copy of the forms is posted along with this RFP.

Unless otherwise specified in this RFP, the Submittal Forms shall be the offeror's entire proposal. Do not include any marketing information in the proposal.

Any proposal that does not follow these requirements may be deemed non-responsive.

SEC. 4.02 SPECIAL FORMATTING REQUIREMENTS

The offeror must ensure that their proposal meets all special formatting requirements identified in this section.

Documents and Text: All attachment documents must be written in the English language, be single sided, and be single spaced with a minimum font size of 10. Pictures or graphics may be used if the offeror feels it is necessary to communicate their information, however, be aware of the below requirements for page limits.

Page Limits: Some Submittal Forms listed below have maximum page limit requirements. Offerors must not exceed the maximum page limits. Note, the page limit applies to the front side of a page only (for example, '1 Page' implies that the offeror can only provide a response on one side of a piece of paper). Any pages exceeding the maximum page limit will be discarded and will not be included in the evaluations (for example, the maximum page limit is 5 pages, but the Offeror submits 7 pages for that submittal form. Only pages 1-5 will be evaluated. Pages 6 and 7 would be discarded by the Procurement Officer before sending to the proposal evaluation committee for evaluation.).

LOT 1-Wired Telephony Services	Maximum Page Limits
Submittal Form A – Offeror Information and Certifications	
Submittal Form B – Experience and Qualifications	5
Submittal Form C – Understanding of the Project	5
Submittal Form D – Methodology Used for the Project	5
Submittal Form E – Management Plan for the Project	5
Submittal Form F – Subcontractors	
Submittal Form G – Cost Proposal	

LOT 2-Data Network Services	Maximum Page Limits
Submittal Form A – Offeror Information and Certifications	
Submittal Form B – Experience and Qualifications	5
Submittal Form C – Understanding of the Project	5
Submittal Form D – Methodology Used for the Project	5
Submittal Form E – Management Plan for the Project	5
Submittal Form F – Subcontractors	
Submittal Form G – Cost Proposal	

LOT 3-End User Support/ Help Desk Services	Maximum Page Limits
Submittal Form A – Offeror Information and Certifications	
Submittal Form B – Experience and Qualifications	5
Submittal Form C – Understanding of the Project	5
Submittal Form D – Methodology Used for the Project	5

Any Submittal Form submitted as part of a proposal that is not compliant with the instructions above may be a basis for finding the proposal non-responsive and thus rejected.

SEC. 4.03 OFFEROR INFORMATION AND CERTIFICATIONS (SUBMITTAL FORM A)

The offeror must complete and submit this Submittal Form. The form must be signed by an individual authorized to bind the offeror to the provisions of the RFP.

By signature on the form, the offeror certifies they comply with the following:

- a) the laws of the State of Alaska;
- b) the applicable portion of the Federal Civil Rights Act of 1964;
- c) the Equal Employment Opportunity Act and the regulations issued thereunder by the federal government;
- d) the Americans with Disabilities Act of 1990 and the regulations issued thereunder by the federal government;
- e) all terms and conditions set out in this RFP;
- f) a condition that the proposal submitted was independently arrived at, without collusion, under penalty of perjury; and
- g) that the offers will remain open and valid for at least 90 days.

If any offeror fails to comply with [a] through [g] of this paragraph, the state reserves the right to disregard the proposal, terminate the contract, or consider the contractor in default.

The Submittal Form also requests the following information:

- a) The complete name and address of offeror's firm along with the offeror's Tax ID.
- b) Information on the person the state should contact regarding the proposal.
- c) Names of critical team members/personnel.
- d) Addenda acknowledgement.
- e) Conflict of interest statement.
- f) Federal requirements.
- g) Alaska preference qualifications.

An offeror's failure to address/respond/include these items may cause the proposal to be determined to be non-responsive and the proposal may be rejected.

SEC. 4.04 EXPERIENCE AND QUALIFICATIONS (SUBMITTAL FORM B)

Offerors must provide detail on the personnel assigned to accomplish the work called for in this RFP; illustrate the lines of authority; designate the individual responsible and accountable for the completion of each component and deliverable of the RFP.

Offerors must provide a narrative description of the organization of the project team and a personnel roster that identifies each person who will actually work on the contract along with their titles and location(s) where work will be performed.

Offerors must also provide reference names and phone numbers for similar projects the offeror's firm has completed.

The offeror shall not disclose their costs in this Submittal Form. Submission forms shall not exceed the page limit (as described in Section 4.02).

Offerors must provide resumes for those personnel with names and title that will be assigned to complete the project as a separate attachment to Submittal Form B.

SEC. 4.05 UNDERSTANDING OF THE PROJECT (SUBMITTAL FORM C)

Offerors must provide comprehensive narrative statements that illustrate their understanding of the requirements of the project and the project schedule.

The offeror shall not disclose their costs in this Submittal Form. Submission forms shall not exceed the page limit (as described in Section 4.02).

SEC. 4.06 METHODOLOGY USED FOR THE PROJECT (SUBMITTAL FORM D)

Offerors must provide comprehensive narrative statements that set out the methodology they intend to employ and illustrate how the methodology will serve to accomplish the work and meet the state's project schedule.

The offeror shall not disclose their costs in this Submittal Form. Submission forms shall not exceed the page limit (as described in Section 4.02).

SEC. 4.07 MANAGEMENT PLAN FOR THE PROJECT (SUBMITTAL FORM E)

Offerors must provide comprehensive narrative statements that set out the management plan they intend to follow and illustrate how the plan will serve to accomplish the work and meet the state's project schedule.

The offeror shall not disclose their costs in this Submittal Form. Submission forms shall not exceed the page limit (as described in Section 4.02).

SEC. 4.08 DEMONSTRATIONS

All offerors deemed reasonably susceptible for award will be required to provide demonstrations. When determining offerors who are susceptible for award, the state will look for a natural break in scores after offeror responses to the RFP are evaluated. The offerors will conduct a Teams video conference demonstration as per section 3.04 (Lot 1/Lot 2) provide a demonstration of the following:

- Detection/Reporting of saturation of a circuit(s)
- Live Reporting and Analytics
- Required Monthly Reporting and Analytics
- Detection/reporting of any interruption of services
- Value Added Services

The offeror will have no more than two hours to demonstrate their Core Services. Because the state will strictly enforce the two-hour time limit, offerors should be prepared to start the demonstration on time.

Demonstrations will take place via video conference; video conference information will be determined at a later date.

If selected to provide a demonstration the state will notify the offeror of the time and date the demonstration is scheduled. The state anticipates giving, at a minimum, one weeks' notice of demonstration date and time.

SEC. 4.09 SUBCONTRACTORS (SUBMITTAL FORM F)

If using subcontractors, the offeror must complete and submit this Submittal Form.

SEC. 4.10 COST PROPOSAL (SUBMITTAL FORM G)

Offerors must complete and submit this Submittal Form. Proposed costs must include all direct and indirect costs associated with the performance of the contract, including, but not limited to, total number of hours at various hourly rates, direct expenses, payroll, supplies, overhead assigned to each person working on the project, percentage of each person's time devoted to the project, and profit. The costs identified on the cost proposal are the total amount of costs to be paid by the state. No additional charges shall be allowed.

The Cost Proposal and Value-Add Sheet included with the Offerors proposal must be sealed separately from the rest of the technical proposal package and must be clearly identified as the cost proposal. Refer to Section 1.07 for further information.

The offeror may choose to complete the Value-Add section of the of "Attachment 6 – Cost Proposal" sheet. The purpose of the Value-Add sheet is to provide offerors an opportunity to identify any Value-Add options or ideas that may benefit the state's requested service. Value-add options may/may not be included in the State's final contract for services represented in this solicitation. If the offeror includes additional services within the constraints of the state requirements, the offeror should provide a listing of the value-add options on the Cost Schedule only and must not be included on the offeror's proposal document.

EVALUATION CRITERIA AND CONTRACTOR SELECTION

SEC. 4.11 SUMMARY OF EVALUATION PROCESS

The state will use the following steps to evaluate and prioritize proposals:

- 1) Proposals will be assessed for overall responsiveness. Proposals deemed non-responsive will be eliminated from further consideration.
- 2) A proposal evaluation committee (PEC), made up of at least three state employees or public officials, will evaluate the Technical portion of all responsive proposals.
- 3) The Submittal Forms, from each responsive proposal, will be sent to the PEC. No cost information will be shared or provided to the PEC.
- 4) The PEC will independently evaluate and score the documents based on the degree to which they meet the stated evaluation criteria.
- 5) After independent scoring, the PEC will have a meeting, chaired by the procurement officer, where the PEC may have a group discussion prior to finalizing their scores.
- 6) The evaluators will submit their final individual scores to the procurement officer, who will then compile the scores and calculate awarded points as set out in Section 5.03.
- 7) The procurement officer will calculate scores for cost proposals as set out in Section 5.08 and add those scores to the awarded points along with factoring in any Alaska preferences.
- 8) The procurement officer may ask for best and final offers from offerors susceptible for award and revise the cost scores accordingly.
- 9) The state will then conduct any necessary negotiations with the highest scoring offeror and award a contract if the negotiations are successful.

SEC. 4.12 EVALUATION CRITERIA

Proposals will be evaluated based on their overall value to state, considering both cost and non-cost factors as described below. Note: An evaluation may not be based on discrimination due to the race, religion, color, national origin, sex, age, marital status, pregnancy, parenthood, disability, or political affiliation of the offeror.

LOT 1- WIRED TELEPHONY SERVICES

Overall Criteria	Weight
Responsiveness	Pass/Fail

Qualifications Criteria		Weight
Experience and Qualifications	(Submittal Form B)	150
Understanding of the Project	(Submittal Form C)	150
Methodology Used for the Project	(Submittal Form D)	150
Management Plan for the Project	(Submittal Form E)	150
Demonstrations		50
Total		650

Cost Criteria		Weight
Cost Proposal	(Submittal Form F)	250
Total		250

Preference Criteria	Weight
Alaska Offeror Preference (if applicable)	100

Total

100

TOTAL EVALUATION POINTS AVAILABLE: 1000

LOT 2: DATA NETWORK SERVICES

Overall Criteria		Weight
Responsiveness		Pass/Fail

Qualifications Criteria		Weight
Experience and Qualifications	(Submittal Form B)	150
Understanding of the Project	(Submittal Form C)	150
Methodology Used for the Project	(Submittal Form D)	150
Management Plan for the Project	(Submittal Form E)	150
Demonstrations		50
Total		650

Cost Criteria		Weight
Cost Proposal	(Submittal Form F)	250
Total		250

Preference Criteria		Weight
Alaska Offeror Preference (if applicable)		100
Total		100

TOTAL EVALUATION POINTS AVAILABLE: 1000

Lot 3- END USER SUPPORT/ HELP DESK SERVICES

Overall Criteria		Weight
Responsiveness		Pass/Fail

Qualifications Criteria		Weight
Experience and Qualifications	(Submittal Form B)	150
Understanding of the Project	(Submittal Form C)	150
Methodology Used for the Project	(Submittal Form D)	150
Management Plan for the Project	(Submittal Form E)	150
Demonstrations		50
Total		650

Cost Criteria		Weight
Cost Proposal	(Submittal Form F)	250
Total		250

Preference Criteria		Weight
Alaska Offeror Preference (if applicable)		100
Total		100

SEC. 4.13 SCORING METHOD AND CALCULATION

Each Proposal Evaluation Committee (PEC) member will individually evaluate and score each responsive proposal using the criteria set out in Sections 5.04 through 5.07 and assign a single score of 1 through 10, with 10 representing the highest score and 1 representing the lowest score. Using only whole numbers, PEC members should start with a score of 5 on each section. The score may either increase or decrease depending on the offeror's response to each question for that section. As an example, if the Offeror provided responses over and above the evaluation questions in a section, they would receive a higher score. However, if the Offeror's response fails to address all questions of a section or demonstrates some lack of understanding or competency as it relates to a question for that section, the Offeror would then receive a lower score.

After the PEC has scored, the scores for each section will be totaled and the following formula will be used to calculate the total amount of points awarded for each section:

$$\frac{\text{Offeror Total Score}}{\text{Highest Total Score Possible}} \times \text{Max Points} = \text{Points Awarded}$$

Example (Max Points for the Section = 100):

	PEC Member 1 Score	PEC Member 2 Score	PEC Member 3 Score	PEC Member 4 Score	Combined Total Score	Points Awarded
Offeror 1	10	5	5	10	30	75
Offeror 2	5	5	5	5	20	50
Offeror 3	10	10	10	10	40	100

Offeror 1 was awarded 75 points:

$$\frac{\text{Offeror Total Score (30)}}{\text{Highest Total Score Possible (40)}} \times \text{Max Points (100)} = \text{Points Awarded (75)}$$

Offeror 2 was awarded 50 points:

$$\frac{\text{Offeror Total Score (20)}}{\text{Highest Total Score Possible (40)}} \times \text{Max Points (100)} = \text{Points Awarded (50)}$$

Offeror 3 was awarded 100 points:

$$\frac{\text{Offeror Total Score (40)}}{\text{Highest Total Score Possible (40)}} \times \text{Max Points (100)} = \text{Points Awarded (100)}$$

SEC. 4.14 EXPERIENCE AND QUALIFICATIONS

This portion of the offeror's proposal will be evaluated against the following questions:

1) Questions regarding the personnel:

- a) Do the individuals assigned to the project have experience on similar projects?
- b) Are resumes complete and do they demonstrate backgrounds that would be desirable for individuals engaged in the work the project requires?
- c) How extensive is the applicable education and experience of the personnel designated to work on the project?

2) Questions regarding the firm and subcontractor (if used):

- a) How well has the firm demonstrated experience in completing similar projects on time and within budget?
- b) How successful is the general history of the firm regarding timely and successful completion of projects?
- c) Has the firm provided letters of reference from previous clients?
- d) If a subcontractor will perform work on the contract, how well do they measure up to the evaluation used for the offeror?

SEC. 4.15 UNDERSTANDING OF THE PROJECT

This portion of the offeror's proposal will be evaluated against the following questions:

- 1) How well has the offeror demonstrated a thorough understanding of the purpose and scope of the project?
- 2) How well has the offeror identified pertinent issues and potential problems related to the project?
- 3) To what degree has the offeror demonstrated an understanding of the deliverables the state expects it to provide?
- 4) Has the offeror demonstrated an understanding of the state's time schedule and can meet it?

SEC. 4.16 METHODOLOGY USED FOR THE PROJECT

This portion of the offeror's proposal will be evaluated against the following questions:

- 1) How comprehensive is the methodology and does it depict a logical approach to fulfilling the requirements of the RFP?
- 2) How well does the methodology match and achieve the objectives set out in the RFP?
- 3) Does the methodology interface with the time schedule in the RFP?

SEC. 4.17 MANAGEMENT PLAN FOR THE PROJECT

This portion of the offeror's proposal will be evaluated against the following questions:

- 1) How well does the management plan support all of the project requirements and logically lead to the deliverables required in the RFP?
- 2) How well is accountability completely and clearly defined?
- 3) Is the organization of the project team clear?

- 4) How well does the management plan illustrate the lines of authority and communication?
- 5) To what extent does the offeror already have the hardware, software, equipment, and licenses necessary to perform the contract?
- 6) Does it appear that the offeror can meet the schedule set out in the RFP?
- 7) Has the offeror gone beyond the minimum tasks necessary to meet the objectives of the RFP?
- 8) To what degree is the proposal practical and feasible?
- 9) To what extent has the offeror identified potential problems?

SEC. 4.18 DEMONSTRATIONS (5%)

To what extent has the offeror identified potential problems:

- 1) Detection/Reporting of saturation of a circuit(s)
- 2) Live Reporting and Analytics
- 3) Required Monthly Reporting and Analytics
- 4) Detection/reporting of any interruption of services
- 5) Value Added Services

SEC. 4.19 CONTRACT COST (COST PROPOSAL)

Overall, a minimum of **25%** of the total evaluation points will be assigned to cost. After the procurement officer applies any applicable preferences, the offeror with the lowest total cost will receive the maximum number of points allocated to cost per 2 AAC 12.260(c). The point allocations for cost on the other proposals will be determined using the following formula:

$$[(\text{Price of Lowest Cost Proposal}) \times (\text{Maximum Points for Cost})] \div (\text{Cost of Each Higher Priced Proposal})$$

Example (Max Points for Contract Cost = 400):

Step 1

List all proposal prices, adjusted where appropriate by the application of applicable preferences claimed by the offeror.

Offeror #1	\$40,000
Offeror #2	\$42,750
Offeror #3	\$47,500

Step 2

In this example, the RFP allotted 40% of the available 1,000 points to cost. This means that the lowest cost will receive the maximum number of points.

Offeror #1 receives 400 points.

The reason they receive that amount is because the lowest cost proposal, in this case \$40,000, receives the maximum number of points allocated to cost, 400 points.

Offeror #2 receives 374.3 points.

$\$40,000 \text{ lowest cost} \times 400 \text{ maximum points for cost} = 16,000,000 \div \$42,750 \text{ cost of Offeror \#2's proposal} = 374.3$

Offeror #3 receives 336.8 points.

$\$40,000 \text{ lowest cost} \times 400 \text{ maximum points for cost} = 16,000,000 \div \$47,500 \text{ cost of Offeror \#3's proposal} = 336.8$

SEC. 4.20 ALASKA OFFEROR PREFERENCE

Per 2 AAC 12.260, if an offeror qualifies for the Alaska Bidder Preference, the offeror will receive an Alaska Offeror Preference. The preference will be 10% of the total available points, which will be added to the offeror's overall evaluation score.

Example:

Step 1

Determine the number of points available to qualifying offerors under this preference:

1000 Total Points Available in RFP x 10% Alaska Offeror preference = 100 Points for the preference

Step 2

Determine which offerors qualify as Alaska bidders and thus, are eligible for the Alaska Offeror preference. For the purpose of this example, presume that all proposals have been completely evaluated based on the evaluation criteria in the RFP. The scores at this point are:

Offeror #1	830 points	No Preference	0 points
Offeror #2	740 points	Alaska Offeror Preference	100 points
Offeror #3	800 points	Alaska Offeror Preference	100 points

Step 3

Add the applicable Alaska Offeror preference amounts to the offerors' scores:

Offeror #1	830 points
Offeror #2	840 points (740 points + 100 points)
Offeror #3	900 points (800 points + 100 points)

Offeror #3 is the highest scoring offeror and would get the award, provided their proposal is responsive and responsible.

SECTION 5. GENERAL PROCESS AND LEGAL INFORMATION

SEC. 5.01 INFORMAL DEBRIEFING

When the contract is completed, an informal debriefing may be performed at the discretion of the project director or procurement officer. If performed, the scope of the debriefing will be limited to the work performed by the contractor.

SEC. 5.02 ALASKA BUSINESS LICENSE AND OTHER REQUIRED LICENSES

Prior to the award of a contract, an offeror must hold a valid Alaska business license. However, in order to receive the Alaska Bidder Preference and other related preferences, such as the Alaska Veteran Preference and Alaska Offeror Preference, an offeror must hold a valid Alaska business license prior to the deadline for receipt of proposals. Offerors should contact the **Department of Commerce, Community and Economic Development, Division of Corporations, Business, and Professional Licensing, PO Box 110806, Juneau, Alaska 99811-0806** for information on these licenses. Acceptable evidence that the offeror possesses a valid Alaska business license may consist of any one of the following:

- copy of an Alaska business license;
- certification on the proposal that the offeror has a valid Alaska business license and has included the license number in the proposal;
- a canceled check for the Alaska business license fee;
- a copy of the Alaska business license application with a receipt stamp from the state's occupational licensing office; or
- a sworn and notarized statement that the offeror has applied and paid for the Alaska business license.

You are not required to hold a valid Alaska business license at the time proposals are opened if you possess one of the following licenses and are offering services or supplies under that specific line of business:

- fisheries business licenses issued by Alaska Department of Revenue or Alaska Department of Fish and Game,
- liquor licenses issued by Alaska Department of Revenue for alcohol sales only,
- insurance licenses issued by Alaska Department of Commerce, Community and Economic Development, Division of Insurance, or
- Mining licenses issued by Alaska Department of Revenue.

Prior the deadline for receipt of proposals, all offerors must hold any other necessary applicable professional licenses required by Alaska Statute.

SEC. 5.03 SITE INSPECTION

The state may conduct on-site visits to evaluate the offeror's capacity to perform the contract. An offeror must agree, at risk of being found non-responsive and having its proposal rejected, to provide the state reasonable access to relevant portions of its work sites. Individuals designated by the procurement officer at the state's expense will make site inspection.

SEC. 5.04 CLARIFICATION OF OFFERS

In order to determine if a proposal is reasonably susceptible for award, communications by the procurement officer or the proposal evaluation committee (PEC) are permitted with an offeror to clarify uncertainties or eliminate confusion concerning the contents of a proposal. Clarifications may not result in a material or

substantive change to the proposal. The evaluation by the procurement officer or the PEC may be adjusted as a result of a clarification under this section.

SEC. 5.05 DISCUSSIONS WITH OFFERORS

The state may conduct discussions with offerors in accordance with AS 36.30.240 and 2 AAC 12.290. The purpose of these discussions will be to ensure full understanding of the requirements of the RFP and proposal. Discussions will be limited to specific sections of the RFP or proposal identified by the procurement officer. Discussions will only be held with offerors who have submitted a proposal deemed reasonably susceptible for award by the procurement officer. Discussions, if held, will be after initial evaluation of proposals by the procurement officer or the PEC. If modifications are made as a result of these discussions, they will be put in writing. Following discussions, the procurement officer may set a time for best and final proposal submissions from those offerors with whom discussions were held. Proposals may be reevaluated after receipt of best and final proposal submissions.

If an offeror does not submit a best and final proposal or a notice of withdrawal, the offeror's immediate previous proposal is considered the offeror's best and final proposal.

Offerors with a disability needing accommodation should contact the procurement officer prior to the date set for discussions so that reasonable accommodation can be made. Any oral modification of a proposal must be reduced to writing by the offeror.

SEC. 5.06 EVALUATION OF PROPOSALS

The procurement officer, or an evaluation committee made up of at least three state employees or public officials, will evaluate proposals. The evaluation will be based solely on the evaluation factors set out in **SECTION 5. EVALUATION CRITERIA AND CONTRACTOR SELECTION.**

After receipt of proposals, if there is a need for any substantial clarification or material change in the RFP, an amendment will be issued. The amendment will incorporate the clarification or change, and a new date and time established for new or amended proposals. Evaluations may be adjusted as a result of receiving new or amended proposals.

SEC. 5.07 CONTRACT NEGOTIATION

After final evaluation, the procurement officer may negotiate with the offeror of the highest-ranked proposal. Negotiations, if held, shall be within the scope of the request for proposals and limited to those items which would not have an effect on the ranking of proposals. If the highest-ranked offeror fails to provide necessary information for negotiations in a timely manner, or fails to negotiate in good faith, the state may terminate negotiations and negotiate with the offeror of the next highest-ranked proposal. If contract negotiations are commenced, they may be held in the Office of Procurement and Property Management conference room on the 8th floor of the State Office Building in Juneau, Alaska, or via teleconference.

If the contract negotiations take place in **JUNEAU**, Alaska, the offeror will be responsible for their travel and per diem expenses.

SEC. 5.08 FAILURE TO NEGOTIATE

If the selected offeror

- fails to provide the information required to begin negotiations in a timely manner; or
- fails to negotiate in good faith; or
- indicates they cannot perform the contract within the budgeted funds available for the project; or

- if the offeror and the state, after a good faith effort, simply cannot come to terms,

the state may terminate negotiations with the offeror initially selected and commence negotiations with the next highest ranked offeror.

SEC. 5.09 OFFEROR NOTIFICATION OF SELECTION

After the completion of contract negotiation, the procurement officer will issue a written Notice of Intent to Award and send copies of that notice to all offerors who submitted proposals. The notice will set out the names of all offerors and identify the offeror selected for award.

SEC. 5.10 PROTEST

AS 36.30.560 provides that an interested party may protest the content of the RFP.

An interested party is defined in 2 AAC 12.990(a) (7) as "an actual or prospective bidder or offeror whose economic interest might be affected substantially and directly by the issuance of a contract solicitation, the award of a contract, or the failure to award a contract."

If an interested party wishes to protest the content of a solicitation, the protest must be received, in writing, by the procurement officer at least ten days prior to the deadline for receipt of proposals.

AS 36.30.560 also provides that an interested party may protest the award of a contract or the proposed award of a contract.

If an offeror wishes to protest the award of a contract or the proposed award of a contract, the protest must be received, in writing, by the procurement officer within ten days after the date the Notice of Intent to Award the contract is issued.

A protester must have submitted a proposal in order to have sufficient standing to protest the proposed award of a contract. Protests must include the following information:

- the name, address, and telephone number of the protester;
- the signature of the protester or the protester's representative;
- identification of the contracting agency and the solicitation or contract at issue;
- a detailed statement of the legal and factual grounds of the protest including copies of relevant documents; and the form of relief requested.

Protests filed by telex or telegram are not acceptable because they do not contain a signature. Fax copies containing a signature are acceptable.

The procurement officer will issue a written response to the protest. The response will set out the procurement officer's decision and contain the basis of the decision within the statutory time limit in AS 36.30.580. A copy of the decision will be furnished to the protester by certified mail, fax or another method that provides evidence of receipt.

All offerors will be notified of any protest. The review of protests, decisions of the procurement officer, appeals, and hearings, will be conducted in accordance with the State Procurement Code (AS 36.30), Article 8 "Legal and Contractual Remedies."

SEC. 5.11 APPLICATION OF PREFERENCES

Certain preferences apply to all state contracts, regardless of their dollar value. The Alaska Bidder, Alaska Veteran, and Alaska Offeror preferences are the most common preferences involved in the RFP process. Additional preferences that may apply to this procurement are listed below. Guides that contain excerpts from the relevant statutes and codes, explain when the preferences apply and provide examples of how to calculate the preferences are available at the following website:

Application Of Preferences

- Alaska Products Preference - AS 36.30.332
- Recycled Products Preference - AS 36.30.337
- Local Agriculture and Fisheries Products Preference - AS 36.15.050
- Employment Program Preference - AS 36.30.321(b)
- Alaskans with Disabilities Preference - AS 36.30.321(d)
- Alaska Veteran's Preference - AS 36.30.321(f)

The Division of Vocational Rehabilitation in the Department of Labor and Workforce Development keeps a list of qualified employment programs and individuals who qualify as persons with a disability. As evidence of a business' or an individual's right to the Employment Program or Alaskans with Disabilities preferences, the Division of Vocational Rehabilitation will issue a certification letter. To take advantage of these preferences, a business or individual must be on the appropriate Division of Vocational Rehabilitation list prior to the time designated for receipt of proposals. Offerors must attach a copy of their certification letter to the proposal. **An offeror's failure to provide this certification letter with their proposal will cause the state to disallow the preference.**

SEC. 5.12 ALASKA BIDDER PREFERENCE

An Alaska Bidder Preference of 5% will be applied to the price in the proposal. The preference will be given to an offeror who:

- 1) holds a current Alaska business license prior to the deadline for receipt of proposals;
- 2) submits a proposal for goods or services under the name appearing on the offeror's current Alaska business license;
- 3) has maintained a place of business within the state staffed by the offeror, or an employee of the offeror, for a period of six months immediately preceding the date of the proposal;
- 4) is incorporated or qualified to do business under the laws of the state, is a sole proprietorship and the proprietor is a resident of the state, is a limited liability company (LLC) organized under AS 10.50 and all members are residents of the state, or is a partnership under AS 32.06 or AS 32.11 and all partners are residents of the state; and
- 5) if a joint venture, is composed entirely of ventures that qualify under (1)-(4) of this subsection.

Alaska Bidder Preference Certification Form

In order to receive the Alaska Bidder Preference, the proposal must include the Alaska Bidder Preference Certification Form attached to this RFP. An offeror does not need to complete the Alaska Veteran Preference questions on the form if not claiming the Alaska Veteran Preference. An offeror's failure to provide this completed form with their proposal will cause the state to disallow the preference

SEC. 5.13 ALASKA VETERAN PREFERENCE

An Alaska Veteran Preference of 5%, not to exceed \$5,000, will be applied to the price in the proposal. The preference will be given to an offeror who qualifies under AS 36.30.990(2) as an Alaska bidder and is a:

- A. sole proprietorship owned by an Alaska veteran;
- B. partnership under AS 32.06 or AS 32.11 if a majority of the partners are Alaska veterans;
- C. limited liability company organized under AS 10.50 if a majority of the members are Alaska veterans; or
- D. corporation that is wholly owned by individuals, and a majority of the individuals are Alaska veterans.

In accordance with AS 36.30.321(i), the bidder must also add value by actually performing, controlling, managing, and supervising the services provided, or for supplies, the bidder must have sold supplies of the general nature solicited to other state agencies, other government, or the general public.

Alaska Veteran Preference Certification

In order to receive the Alaska Veteran Preference, the proposal must include the Alaska Bidder Preference Certification Form attached to this RFP. An offeror's failure to provide this completed form with their proposal will cause the state to disallow the preference.

SEC. 5.14 STANDARD CONTRACT PROVISIONS

The contractor will be required to sign the state's Standard Agreement Form for Professional Services Contracts (form SAF.DOC/Appendix A) **OR** Standard Contract Form for Goods and Non-Professional Services (form SCF.DOC/Appendix A). This form is attached with the RFP for your review. The contractor must comply with the contract provisions set out in this attachment. No alteration of these provisions will be permitted without prior written approval from the Department of Law, and the state reserves the right to reject a proposal that is non-compliant or takes exception with the contract terms and conditions stated in the Agreement. Any requests to change language in this document (adjust, modify, add, delete, etc.), must be set out in the offeror's proposal in a separate document. Please include the following information with any change that you are proposing:

- 1) Identify the provision that the offeror takes exception with.
- 2) Identify why the provision is unjust, unreasonable, etc.
- 3) Identify exactly what suggested changes should be made.

SEC. 5.15 QUALIFIED OFFERORS

Per 2 AAC 12.875, unless provided for otherwise in the RFP, to qualify as an offeror for award of a contract issued under AS 36.30, the offeror must:

- 1) Add value in the contract by actually performing, controlling, managing, or supervising the services to be provided; or
- 2) Be in the business of selling and have actually sold on a regular basis the supplies that are the subject of the RFP.

If the offeror leases services or supplies or acts as a broker or agency in providing the services or supplies in order to meet these requirements, the procurement officer may not accept the offeror as a qualified offeror under AS 36.30.

SEC. 5.16 PROPOSAL AS PART OF THE CONTRACT

Part of or all of this RFP and the successful proposal may be incorporated into the contract.

SEC. 5.17 ADDITIONAL TERMS AND CONDITIONS

The state reserves the right to add terms and conditions during contract negotiations. These terms and conditions will be within the scope of the RFP and will not affect the proposal evaluations.

SEC. 5.18 HUMAN TRAFFICKING

By signature on their proposal, the offeror certifies that the offeror is not established and headquartered or incorporated and headquartered in a country recognized as Tier 3 in the most recent United States Department of State's Trafficking in Persons Report.

The most recent United States Department of State's Trafficking in Persons Report can be found at the following website: <https://www.state.gov/trafficking-in-persons-report/>

Failure to comply with this requirement will cause the state to reject the proposal as non-responsive or cancel the contract.

SEC. 5.19 RIGHT OF REJECTION

Offerors must comply with all of the terms of the RFP, the State Procurement Code (AS 36.30), and all applicable local, state, and federal laws, codes, and regulations. The procurement officer may reject any proposal that does not comply with all of the material and substantial terms, conditions, and performance requirements of the RFP.

Offerors may not qualify the proposal nor restrict the rights of the state. If an offeror does so, the procurement officer may determine the proposal to be a non-responsive counteroffer and the proposal may be rejected.

Minor informalities that:

- do not affect responsiveness;
- are merely a matter of form or format;
- do not change the relative standing or otherwise prejudice other offers;
- do not change the meaning or scope of the RFP;
- are trivial, negligible, or immaterial in nature;
- do not reflect a material change in the work; or
- do not constitute a substantial reservation against a requirement or provision;

may be waived by the procurement officer.

The State reserves the right to refrain from making an award if it determines that it is not in the best interest of the State.

A proposal from a debarred or suspended offeror shall be rejected.

SEC. 5.20 STATE NOT RESPONSIBLE FOR PREPARATION COSTS

The state will not pay any cost associated with the preparation, submittal, presentation, or evaluation of any proposal.

SEC. 5.21 DISCLOSURE OF PROPOSAL CONTENTS

All proposals and other material submitted become the property of the State of Alaska and may be returned only at the state's option. AS 40.25.110 requires public records to be open to reasonable inspection. All proposal information, including detailed price and cost information, will be held in confidence during the evaluation process and prior to the time a Notice of Intent to Award is issued. Thereafter, proposals will become public information.

The Office of Procurement and Property Management (OPPM), or their designee recognizes that some information an offeror submits might be confidential under the United States or the State of Alaska Constitution, a federal statute or regulation, or a State of Alaska statute: i.e., might be confidential business information (CBI). *See, e.g.,* article 1, section 1 of the Alaska Constitution; AS 45.50.910 – 45.50.945 (the Alaska Uniform Trade Secrets Act); *DNR v. Arctic Slope Regional Corp.*, 834 P.2d 134, 137-39 (Alaska 1991). For OPPM or their designee to treat information an offeror submits with its proposal as CBI, the offeror must do the following when submitting their proposal: (1) mark the specific information it asserts is CBI; and (2) for each discrete set of such information, identify, in writing, each authority the offeror asserts make the information CBI. If the offeror does not do these things, the information will become public after the Notice of Intent to Award is issued. If the offeror does these things, OPPM or their designee will evaluate the offeror's assertion upon receiving a request for the information. If OPPM or their designee reject the assertion, they will, to the extent permitted by federal and State of Alaska law, undertake reasonable measures to give the offeror an opportunity to object to the disclosure of the information.

SEC. 5.22 ASSIGNMENT

Per 2 AAC 12.480, the contractor may not transfer or assign any portion of the contract without prior written approval from the procurement officer.

SEC. 5.23 DISPUTES

A contract resulting from this RFP is governed by the laws of the State of Alaska. If the contractor has a claim arising in connection with the agreement that it cannot resolve with the State by mutual agreement, it shall pursue the claim, if at all, in accordance with the provisions of AS 36.30.620 – AS 36.30.632. To the extent not otherwise governed by the preceding, the claim shall be brought only in the Superior Court of the State of Alaska and not elsewhere.

SEC. 5.24 SEVERABILITY

If any provision of the contract or agreement is declared by a court to be illegal or in conflict with any law, the validity of the remaining terms and 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 particular provision held to be invalid.

SEC. 5.25 SUPPLEMENTAL TERMS AND CONDITIONS

Proposals must comply with Section 6.08 Right of Rejection. However, if the state fails to identify or detect supplemental terms or conditions that conflict with those contained in this RFP or that diminish the state's rights under any contract resulting from the RFP, the term(s) or condition(s) will be considered null and void. After award of contract:

If conflict arises between a supplemental term or condition included in the proposal and a term or condition of the RFP, the term or condition of the RFP will prevail; and

If the state's rights would be diminished as a result of application of a supplemental term or condition included in the proposal, the supplemental term or condition will be considered null and void.

SEC. 5.26 SOLICITATION ADVERTISING

Public notice has been provided in accordance with 2 AAC 12.220.

SEC. 5.27 FEDERALLY IMPOSED TARIFFS

Changes in price (increase or decrease) resulting directly from a new or updated federal tariff, excise tax, or duty, imposed after contract award may be adjusted during the contract period or before delivery into the United States via contract amendment.

- **Notification of Changes:** The contractor must promptly notify the procurement officer in writing of any new, increased, or decreased federal excise tax or duty that may result in either an increase or decrease in the contract price and shall take appropriate action as directed by the procurement officer.
- **After-imposed or Increased Taxes and Duties:** Any federal excise tax or duty for goods or services covered by this contract that was exempted or excluded on the contract award date but later imposed on the contractor during the contract period, as the result of legislative, judicial, or administrative action may result in a price increase provided:
 - a) The tax or duty takes effect after the contract award date and isn't otherwise addressed by the contract.
 - b) The contractor warrants, in writing, that no amount of the newly imposed federal excise tax or duty or rate increase was included in the contract price, as a contingency or otherwise.
- **After-relieved or Decreased Taxes and Duties:** The contract price shall be decreased by the amount of any decrease in federal excise tax or duty for goods or services under the contract, except social security or other employment taxes, that the contractor is required to pay or bear, or does not obtain a refund of, through the contractor's fault, negligence, or failure to follow instructions of the procurement officer.

- **State's Ability to Make Changes:** The state reserves the right to request verification of federal excise tax or duty amounts on goods or services covered by this contract and increase or decrease the contract price accordingly.
- **Price Change Threshold:** No adjustment shall be made in the contract price under this clause unless the amount of the adjustment exceeds \$250.

SECTION 6. ATTACHMENTS

SEC. 6.01 ATTACHMENTS

Attachments:

- 1) Proposal Evaluation Form
- 2) Standard Agreement Form/Appendices A and B
- 3) Notice of Intent to Award

Attached Separately from RFP:

- 4) Submittal Forms A through F Lot 1- Wired Telephony Services
- 5) Submittal Forms A through F Lot 2-Data Network Services
- 6) Submittal Forms A through F Lot 3-End User Support/Help Desk Services
- 7) Submittal Form G - Cost Proposal Lot 1- Wired Telephony Services
- 8) Submittal Form G - Cost Proposal Lot 2- Data Network Services
- 9) Submittal Form G - Cost Proposal Lot 3- End User Support/Help Desk Services
- 10) Attachment H- Asset Inventory
- 11) Attachment I- Service Level Agreement

ATTACHMENT #1: PROPOSAL EVALUATION FORM

All proposals will be reviewed for responsiveness and then evaluated using the criteria set out herein.

Offeror Name: _____
Evaluator Name: _____
Date of Review: _____
RFP Number: 2023-0200-0100

EVALUATION CRITERIA AND SCORING

THE TOTAL NUMBER OF POINTS USED TO SCORE THIS PROPOSAL IS **1000**

4.14 Experience and Qualifications —150 Points

Proposals will be evaluated against the questions set out below:

1) Questions regarding the personnel:

a) Do the individuals assigned to the project have experience on similar projects?

b) Are resumes complete and do they demonstrate backgrounds that would be desirable for individuals engaged in the work the project requires?

c) How extensive is the applicable education and experience of the personnel designated to work on the project?

NOTES: _____

2) Questions regarding the firm:

a) How well has the firm demonstrated experience in completing similar projects on time and within budget?

b) How successful is the general history of the firm regarding timely and successful completion of projects?

c) Has the firm provided letters of reference from previous clients?

NOTES: _____

EVALUATOR'S POINT TOTAL FOR 4.14: _____ (1 - 10)

4.15 Understanding of the Project—150 Points

Proposals will be evaluated against the questions set out below:

1) How well has the offeror demonstrated a thorough understanding of the purpose and scope of the project?

NOTES: _____

2) How well has the offeror identified pertinent issues and potential problems related to the project?

NOTES: _____

3) To what degree has the offeror demonstrated an understanding of the deliverables the state expects it to provide?

NOTES: _____

4) Has the offeror demonstrated an understanding of the state's time schedule and can meet it?

NOTES: _____

EVALUATOR'S POINT TOTAL FOR 4.15: _____ (1 - 10)

4.16 Methodology Used for the Project—150 Points

Proposals will be evaluated against the questions set out below:

1) How comprehensive is the methodology and does it depict a logical approach to fulfilling the requirements of the RFP?

NOTES: _____

2) How well does the methodology match and achieve the objectives set out in the RFP?

NOTES: _____

3) Does the methodology interface with the time schedule in the RFP?

NOTES: _____

EVALUATOR'S POINT TOTAL FOR 4.16: _____ (1 – 10)

4.17 Management Plan for the Project—150 Points

Proposals will be evaluated against the questions set out below:

1) How well does the management plan support all of the project requirements and logically lead to the deliverables required in the RFP?

NOTES: _____

2) How well is accountability completely and clearly defined?

NOTES: _____

3) Is the organization of the project team clear?

NOTES: _____

4) How well does the management plan illustrate the lines of authority and communication?

NOTES: _____

5) To what extent does the offeror already have the hardware, software, equipment, and licenses necessary to perform the contract?

NOTES: _____

6) Does it appear that the offeror can meet the schedule set out in the RFP?

NOTES: _____

7) Has the offeror gone beyond the minimum tasks necessary to meet the objectives of the RFP?

NOTES: _____

8) To what degree is the proposal practical and feasible?

NOTES: _____

9) To what extent has the offeror identified potential problems?

NOTES: _____

SEC. 4.18 DEMONSTRATIONS-50 Points

Overall, a minimum of 5 percent of the total evaluation points will be assigned to demonstrations.

4.19 Contract Cost – 250 Points

Overall, a minimum of **25** percent of the total evaluation points will be assigned to cost. The cost amount used for evaluation may be affected by one or more of the preferences referenced under **SECTION 5.09**.

Converting Cost to Points

The lowest cost proposal will receive the maximum number of points allocated to cost. The point allocations for cost on the other proposals will be determined through the method set out in **SECTION 5.07**.

4.20 Alaska Offeror Preference – 100 Points

If an offeror qualifies for the Alaska Bidder Preference, the offeror will receive an Alaska Offeror Preference. The preference will be 10 percent of the total available points. This amount will be added to the overall evaluation score of each Alaskan offeror.

ATTACHMENT #2: STANDARD AGREEMENT FORM & APPENDICES A & B

STANDARD AGREEMENT FORM FOR PROFESSIONAL SERVICES

The parties' contract comprises this Standard Agreement Form, as well as its referenced Articles and their associated Appendices

1. Agency Contract Number	2. Contract Title	3. Agency Fund Code	4. Agency Appropriation Code
5. Vendor Number	6. IRIS GAE Number (if used)	7. Alaska Business License Number	

This contract is between the State of Alaska,

8. Department of	Division	
9. Contractor		
Mailing Address	Street or P.O. Box	City State ZIP+4

10.

ARTICLE 1. Appendices: Appendices referred to in this contract and attached to it are considered part of it.

ARTICLE 2. Performance of Service:

2.1 Appendix A (General Provisions), Articles 1 through 16, governs the performance of services under this contract.

2.2 Appendix B sets forth the liability and insurance provisions of this contract.

2.3 Appendix C sets forth the services to be performed by the contractor.

ARTICLE 3. Period of Performance: The period of performance for this contract begins _____, and ends _____.

ARTICLE 4. Considerations:

4.1 In full consideration of the contractor's performance under this contract, the State shall pay the contractor a sum not to exceed \$_____ in accordance with the provisions of Appendix D.

4.2 When billing the State, the contractor shall refer to the Authority Number or the Agency Contract Number and send the

11. Department of	Attention: Division of
Mailing Address	Attention:

12. CONTRACTOR		14. CERTIFICATION: I certify that the facts herein and on supporting documents are correct, that this voucher constitutes a legal charge against funds and appropriations cited, that sufficient funds are encumbered to pay this obligation, or that there is a sufficient balance in the appropriation cited to cover this obligation. I am aware that to knowingly make or allow false entries or alternations on a public record, or knowingly destroy, mutilate, suppress, conceal, remove or otherwise impair the verity, legibility or availability of a public record constitutes tampering with public records punishable under AS 11.56.815-.820. Other disciplinary action may be taken up to and including dismissal .
Name of Firm		
Signature of Authorized Representative	Date	
Typed or Printed Name of Authorized Representative		
Title		
13. CONTRACTING AGENCY		15. DISCLOSURE: I certify that the facts herein and on supporting documents are correct, that this voucher constitutes a legal charge against funds and appropriations cited, that sufficient funds are encumbered to pay this obligation, or that there is a sufficient balance in the appropriation cited to cover this obligation. I am aware that to knowingly make or allow false entries or alternations on a public record, or knowingly destroy, mutilate, suppress, conceal, remove or otherwise impair the verity, legibility or availability of a public record constitutes tampering with public records punishable under AS 11.56.815-.820. Other disciplinary action may be taken up to and including dismissal .
Department/Division	Date	
Signature of Project Director	Typed or Printed Name	
Typed or Printed Name of Project Director	Title	
Title		

NOTICE: This contract has no effect until signed by the head of contracting agency or designee.

APPENDIX A GENERAL PROVISIONS

Article 1. Definitions.

- 1.1 In this contract and appendices, "Project Director" or "Agency Head" or "Procurement Officer" means the person who signs this contract on behalf of the Requesting Agency and includes a successor or authorized representative.
- 1.2 "State Contracting Agency" means the department for which this contract is to be performed and for which the Commissioner or Authorized Designee acted in signing this contract.

Article 2. Inspections and Reports.

- 2.1 The department may inspect, in the manner and at reasonable times it considers appropriate, all the contractor's facilities and activities under this contract.
- 2.2 The contractor shall make progress and other reports in the manner and at the times the department reasonably requires.

Article 3. Disputes.

- 3.1 If the contractor has a claim arising in connection with the contract that it cannot resolve with the State by mutual agreement, it shall pursue the claim, if at all, in accordance with the provisions of AS 36.30.620 – 632.

Article 4. Equal Employment Opportunity.

- 4.1 The contractor may not discriminate against any employee or applicant for employment because of race, religion, color, national origin, or because of age, disability, sex, marital status, changes in marital status, pregnancy or parenthood when the reasonable demands of the position(s) do not require distinction on the basis of age, disability, sex, marital status, changes in marital status, pregnancy, or parenthood. The contractor shall take affirmative action to insure that the applicants are considered for employment and that employees are treated during employment without unlawful regard to their race, color, religion, national origin, ancestry, disability, age, sex, marital status, changes in marital status, pregnancy or parenthood. This action must include, but need not be limited to, the following: employment, upgrading, demotion, transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training including apprenticeship. The contractor shall post in conspicuous places, available to employees and applicants for employment, notices setting out the provisions of this paragraph.
- 4.2 The contractor shall state, in all solicitations or advertisements for employees to work on State of Alaska contract jobs, that it is an equal opportunity employer and that all qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, age, disability, sex, marital status, changes in marital status, pregnancy or parenthood.
- 4.3 The contractor shall send to each labor union or representative of workers with which the contractor has a collective bargaining agreement or other contract or understanding a notice advising the labor union or workers' compensation representative of the contractor's commitments under this article and post copies of the notice in conspicuous places available to all employees and applicants for employment.
- 4.4 The contractor shall include the provisions of this article in every contract, and shall require the inclusion of these provisions in every contract entered into by any of its subcontractors, so that those provisions will be binding upon each subcontractor. For the purpose of including those provisions in any contract or subcontract, as required by this contract, "contractor" and "subcontractor" may be changed to reflect appropriately the name or designation of the parties of the contract or subcontract.
- 4.5 The contractor shall cooperate fully with State efforts which seek to deal with the problem of unlawful discrimination, and with all other State efforts to guarantee fair employment practices under this contract, and promptly comply with all requests and directions from the State Commission for Human Rights or any of its officers or agents relating to prevention of discriminatory employment practices.
- 4.6 Full cooperation in paragraph 4.5 includes, but is not limited to, being a witness in any proceeding involving questions of unlawful discrimination if that is requested by any official or agency of the State of Alaska; permitting employees of the contractor to be witnesses or complainants in any proceeding involving questions of unlawful discrimination, if that is requested by any official or agency of the State of Alaska; participating in meetings; submitting periodic reports on the equal employment aspects of present and future employment; assisting inspection of the contractor's facilities; and promptly complying with all State directives considered essential by any office or agency of the State of Alaska to insure compliance with all federal and State laws, regulations, and policies pertaining to the prevention of discriminatory employment practices.
- 4.7 Failure to perform under this article constitutes a material breach of contract.

Article 5. Termination.

The Project Director, by written notice, may terminate this contract, in whole or in part, when it is in the best interest of the State. In the absence of a breach of contract by the contractor, the State is liable only for payment in accordance with the payment provisions of this contract for services rendered before the effective date of termination.

Article 6. No Assignment or Delegation.

The contractor may not assign or delegate this contract, or any part of it, or any right to any of the money to be paid under it, except with the written consent of the Project Director and the Agency Head.

Article 7. No Additional Work or Material.

No claim for additional services, not specifically provided in this contract, performed or furnished by the contractor, will be allowed, nor may the contractor do any work or furnish any material not covered by the contract unless the work or material is ordered in writing by the Project Director and approved by the Agency Head.

Article 8. Independent Contractor.

The contractor and any agents and employees of the contractor act in an independent capacity and are not officers or employees or agents of the State in the performance of this contract.

Article 9. Payment of Taxes.

As a condition of performance of this contract, the contractor shall pay all federal, State, and local taxes incurred by the contractor and shall require their payment by any Subcontractor or any other persons in the performance of this contract. Satisfactory performance of this paragraph is a condition precedent to payment by the State under this contract.

Article 10. Ownership of Documents.

All designs, drawings, specifications, notes, artwork, and other work developed in the performance of this agreement are produced for hire and remain the sole property of the State of Alaska and may be used by the State for any other purpose without additional compensation to the contractor. The contractor agrees not to assert any rights and not to establish any claim under the design patent or copyright laws. Nevertheless, if the contractor does mark such documents with a statement suggesting they are trademarked, copyrighted, or otherwise protected against the State's unencumbered use or distribution, the contractor agrees that this paragraph supersedes any such statement and renders it void. The contractor, for a period of three years after final payment under this contract, agrees to furnish and provide access to all retained materials at the request of the Project Director. Unless otherwise directed by the Project Director, the contractor may retain copies of all the materials.

Article 11. Governing Law; Forum Selection

This contract is governed by the laws of the State of Alaska. To the extent not otherwise governed by Article 3 of this Appendix, any claim concerning this contract shall be brought only in the Superior Court of the State of Alaska and not elsewhere.

Article 12. Conflicting Provisions.

Unless specifically amended and approved by the Department of Law, the terms of this contract supersede any provisions the contractor may seek to add. The contractor may not add additional or different terms to this contract; AS 45.02.207(b)(1). The contractor specifically acknowledges and agrees that, among other things, provisions in any documents it seeks to append hereto that purport to (1) waive the State of Alaska's sovereign immunity, (2) impose indemnification obligations on the State of Alaska, or (3) limit liability of the contractor for acts of contractor negligence, are expressly superseded by this contract and are void.

Article 13. Officials Not to Benefit.

Contractor must comply with all applicable federal or State laws regulating ethical conduct of public officers and employees.

Article 14. Covenant Against Contingent Fees.

The contractor warrants that no person or agency has been employed or retained to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee except employees or agencies maintained by the contractor for the purpose of securing business. For the breach or violation of this warranty, the State may terminate this contract without liability or in its discretion deduct from the contract price or consideration the full amount of the commission, percentage, brokerage or contingent fee.

Article 15. Compliance.

In the performance of this contract, the contractor must comply with all applicable federal, state, and borough regulations, codes, and laws, and be liable for all required insurance, licenses, permits and bonds.

Article 16. Force Majeure:

The parties to this contract are not liable for the consequences of any failure to perform, or default in performing, any of their obligations under this Agreement, if that failure or default is caused by any unforeseeable Force Majeure, beyond the control of, and without the fault or negligence of, the respective party. For the purposes of this Agreement, Force Majeure will mean war (whether declared or not); revolution; invasion; insurrection; riot; civil commotion; sabotage; military or usurped power; lightning; explosion; fire; storm; drought; flood; earthquake; epidemic; quarantine; strikes; acts or restraints of governmental authorities affecting the project or directly or indirectly prohibiting or restricting the furnishing or use of materials or labor required; inability to secure materials, machinery, equipment or labor because of priority, allocation or other regulations of any governmental authorities.

APPENDIX B

INDEMNITY AND INSURANCE

Article 1. Indemnification

The contractor shall indemnify, hold harmless, and defend the contracting agency from and against any claim of, or liability for error, omission or negligent act of the contractor under this agreement. The contractor shall not be required to indemnify the contracting agency for a claim of, or liability for, the independent negligence of the contracting agency. If there is a claim of, or liability for, the joint negligent error or omission of the contractor and the independent negligence of the contracting agency, the indemnification and hold harmless obligation shall be apportioned on a comparative fault basis. “Contractor” and “contracting agency”, as used within this and the following article, include the employees, agents and other contractors who are directly responsible, respectively, to each. The term “independent negligence” is negligence other than in the contracting agency’s selection, administration, monitoring, or controlling of the contractor and in approving or accepting the contractor’s work.

Article 2. Insurance

Without limiting contractor's indemnification, it is agreed that contractor shall purchase at its own expense and maintain in force at all times during the performance of services under this agreement the following policies of insurance. Where specific limits are shown, it is understood that they shall be the minimum acceptable limits. If the contractor's policy contains higher limits, the state shall be entitled to coverage to the extent of such higher limits. Certificates of Insurance must be furnished to the contracting officer prior to beginning work and must provide for a notice of cancellation, non-renewal, or material change of conditions in accordance with policy provisions. Failure to furnish satisfactory evidence of insurance or lapse of the policy is a material breach of this contract and shall be grounds for termination of the contractor's services. All insurance policies shall comply with and be issued by insurers licensed to transact the business of insurance under AS 21.

- 1.1 Workers' Compensation Insurance:** The Contractor shall provide and maintain, for all employees engaged in work under this contract, coverage as required by AS 23.30.045, and; where applicable, any other statutory obligations including but not limited to Federal U.S.L. & H. and Jones Act requirements. The policy must waive subrogation against the State.
- 1.2 Commercial General Liability Insurance:** covering all business premises and operations used by the Contractor in the performance of services under this agreement with minimum coverage limits of \$300,000 combined single limit per claim.
- 1.3 Commercial Automobile Liability Insurance:** covering all vehicles used by the Contractor in the performance of services under this agreement with minimum coverage limits of \$300,000 combined single limit per claim.

ATTACHMENT #3: NOTICE OF INTENT TO AWARD

Department of Administration
Office of Procurement & Property Management
Eighth Floor – State Office Building
P.O. Box 110214
Juneau, Alaska 99811-0214

THIS IS NOT AN ORDER

DATE ISSUED:

RFP NO.: 2024-0200-0100

RFP OPENING DATE:

RFP SUBJECT: Core Telecommunication Services

CONTRACTING OFFICER:

SIGNATURE: _____

This is notice of the State's intent to award a contract. The figures shown here are a tabulation of the offers received with the apparent low bidder(s) indicated. A bidder who wishes to protest this Notice of Intent must file the protest within ten calendar days following the date this notice is issued. If the tenth day falls on a weekend or holiday, the last day of the protest period is the first working day following the tenth day. **Bidders, identified here as the apparent low responsive bidders, are instructed not to proceed until a Purchase Order, Contract Award, or other form of notice is given by the Contracting Officer.** A company or person who proceeds prior to receiving a Purchase Order, Contract Award, or other form of notice of Award does so without a contract and at their own risk. AS 36.30.365.
(REV 05/08/90)

Offerors	Responsive	Total Score	Most Advantageous

LEGEND: @ -- MOST ADVANTAGEOUS
Y -- RESPONSIVE PROPOSAL
N -- NON-RESPONSIVE PROPOSAL

SUMMARY