Request for Quotation

No. 23-RFQ-034

for

Long Distance Services

by the

Washington State

Consolidated Technology Services

Released: May 15, 2023

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**SECTION 1**

# Introduction

## Background

Consolidated Technology Services (CTS), calling itself Washington Technology Solutions or WaTech for short, provides telecommunications, computing and digital government services to more than 700 state agencies, boards and commissions, local governments, tribal organizations and qualifying non-profits. CTS operates a secure, statewide standards-based telecommunications network providing reliable, economical voice, data and video communications.

The CTS data center is one of the largest in the Northwest, combining both client server and mainframe computing in a secure, controlled environment. For more information, visit the CTS Web site at [www.cts.wa.gov](http://www.cts.wa.gov).

CTS provides long distance telecommunications services to Washington public agencies and organizations. This section of the RFQ provides background information on the CTS long distance service to the public switched telephone network from CTS 25~~187~~ owned or managed PBXs, 54 Centrexes, 279 customer sites (~~29~~20 with direct vendor billing). CTS’ Off net long distance traffic averages 2.5 2 million minutes per month.

* + 1. **Dedicated Access**

Dedicated access Off-net traffic is traffic aggregated by CTS’ PBXs and routed to the long distance carrier via dedicated PRI and SIP facilities (interstate and international plus some intrastate calls). CTS utilizes our network of PBXs to carry most intrastate LD calls (inter-PBX and tail end hop off).

* + 1. **Switched Access**

Switched access long distance utilizes the long distance carrier to support the intrastate, interstate and international long distance traffic from CTS PBX, Centrex and POTS locations. Access to the Vendor’s network is provided via local LEC or CLEC facilities.

* + 1. **Authorized Switched Access**

Switched access long distance that utilizes the long distance carrier to support the intrastate, interstate and international long distance traffic from CTS authorized customer locations. Access to the Vendor’s network is provided via local LEC/CLEC or dedicated facilities.

* + 1. **Dedicated On-Net**

Dedicated On-net long distance supports calling between CTS’ PBX served locations. The PBXs will route On-net traffic (intra-network calls) to the Vendor over dedicated network facilities at both ends. On-net traffic is not currently routed to the carrier. Should CTS choose to implement this application the rates provided in the rate schedule will apply. On-net minutes are not available.

## Acquisition Authority

The Department of Enterprise Services (DES) has authority over goods and services under RCW 39.26 and sets processes for procuring information technology based on the policies and standards set by the Technology Services Board. Chapter 43.105.285 of the Revised Code of Washington (RCW) as amended establishes the Washington State Technology Services Board (TSB). While the TSB does not purchase for agencies, it establishes policies and standards addressing how the manner in which state agencies may acquire information technology equipment, software, and services.

RCW 39.26.100(2) provides CTS with an exemption from the Department of Enterprise Services procurement rules and requirements. Specifically, the competitive procurement rules stated by Department of Enterprise Services do not apply to CTS it is contracting for the following:

1. Services and activities that are necessary to establish, operate, or manage the state data center, including architecture, design, engineering, installation, and operation of the facility, that are approved by the technology services board or
2. The acquisition of proprietary software, services or equipment for or part of the provision of services offered by the consolidated technology services agency.

This procurement is within the exemption and is performed consistent with CTS’ internal Exempt Procurement Policy for brand name procurements.

This RFQ is issued in good faith but it does not guarantee an award of contract, nor does it represent any commitment to purchase whatsoever.

## Business Objective

The objective of this RFQ is to award a multi-year contract that will be utilized by CTS to provide long distance services (On-net, Off-net dedicated and switched access) to CTS’ customers statewide. CTS intends to select a carrier capable of providing long distance services and support that meets the requirements of this RFQ at the lowest cost to CTS and CTS authorized customers.

CTS will ensure competitive pricing for all products and services that are not purchased direct from the original technology or service providers, while reserving the right to negotiate terms direct with the original technology or service providers.

This RFQ will establish a competitively awarded contract that may be used by CTS to support long distance services. The Vendor that is selected as the Apparently Successful Vendor will be utilized to provide one or more of the following types of traffic:

1. Dedicated access off-net intrastate, interstate and international long distance at CTS PBX network locations.
2. Switched access intrastate, interstate and international long distance at CTS CTX & POTS locations.
3. Switched and dedicated intrastate, interstate, international long distance services at CTS authorized customer locations.
4. Dedicated access on-net long distance between CTS PBX locations.

This RFQ does not include or imply a traffic volume or dollar commitment by CTS. Any call distribution data provided in conjunction with this RFQ is for informational purposes only and is not to be considered a traffic volume commitment.

## Contract Term

It is anticipated that the initial term of the resulting Contract will be approximately two years commencing on the effective date of the Contract through June 30, 2025, at its sole discretion, may initiate extending the Contract for up to five additional years. Contract pricing cannot increase during the initial term or any extension.

## Definitions

**“Business Days and Hours”** shall mean Monday through Friday, 8:00 a.m. to 5:00 p.m., Pacific Time, except for holidays observed by the state of Washington.

**“Confidential Information”** shall mean information that is exempt from disclosure to the public or other unauthorized persons under either chapter 42.56 RCW or other state or federal statutes. Confidential Information includes, but is not limited to, names, addresses, Social Security numbers, e-mail addresses, telephone numbers, financial profiles, credit card information, driver’s license numbers, medical data, law enforcement records, agency source code or object code, agency security data, or information relating to the design and configuration of agency communication networks.

**“Contract”** shall mean the RFQ, the Response, Contract document, all schedules and exhibits, and all amendments awarded pursuant to this RFQ.

**“CTS”** shall mean Consolidated Technology Services.

**“Mandatory”** or“**(M)**”shall mean the Vendor must comply with therequirement, and the Response will be evaluated on a pass/fail basis.

**“Mandatory Scored”** or “**(MS)**” shall mean the Vendor must comply with therequirement, and the Response will be scored.

**“Response”** shall mean the written proposal submitted by Vendor to CTSin accordance with this RFQ. The Response shall include all written materialsubmitted by Vendor as of the date set forth in the RFQ schedule or as further requested by CTS.

**“Vendor”** shall mean the company, organization, or entity submitting a Response to this RFQ, its subcontractors and affiliates.

“**PSTN**” shall mean Public Switched Telephone Network.

**“Services”** shall mean the Long Distance Services that are the subject of this Contract.

## Single Use/Award

This RFQ is being issued for Purchaser’sexclusive use*.* CTS intends to award only one (1) Contract.

## Overview of Solicitation Process

The evaluation process will comprise of:

1. A preliminary examination of the completeness and validity of responses.
2. A commercial and technical evaluation to determine compliance with requirements, which may require a demonstration or proof of concept, references and support certification.
3. A commercial risk and cost analysis of all pricing, project schedules, terms and conditions contained within the Response.

## Award of Contract

After completing the evaluation phase of the process, we hope to enter into contractual negotiations with one Apparently Successful Vendor (ASV) with a view to finalizing a contract to supply. Award of contract will depend on a satisfactory outcome to these negotiations. Unsuccessful respondents will be notified subsequently.

## Funding

Any contract awarded as a result of this procurement is contingent upon the availability of funding.

## Additional Discounts

Responding Vendors are encouraged to offer discounts for quantities and usage above what may be specifically identified in the “Financial Worksheets” found in Appendix H. Contracts resulting from this acquisition will allow for lower pricing or additional discounts at any time during the life of the contracts, as well as technology up-grades as new “like-type” products are made available.

## Additional Services

Additional Equipment and/or Services that are appropriate to the scope of this RFQ, as determined by the State, may be added to the resulting Contract by an instrument in writing, signed by both parties.

**SECTION 2**

# SCHEDULE

This RFQ is being issued under the following Schedule. The Response deadlines are mandatory and non-negotiable. Failure to meet any of the required deadlines will result in disqualification from participation. All times are local time, Olympia, WA.

**DATE & TIME EVENT**

|  |  |
| --- | --- |
| May 22, 2023 | RFQ Issued |
| May 30, 2023 | Final Vendor Questions and Comments due 12 noon |
| ~~May 31, 2023~~June 2, 2023 | State’s Final Written Answers issued |
| ~~June 5, 2023~~June 6, 20023 | Pre-Response Conference 9:00am – 10:00am |
| June 9, 2023 | Responses due by 12 noon |
| June 12, 2023 | Evaluation period begins |
| June 20, 2023 | Announcement of ASV |
| June 23, 2023 | Vendor Request for Optional Debriefing due |
| June 21-23, 2023 | Optional Vendor Debriefings |
| July 1, 2023 | Contract Effective and made available for purchases |

**CTS reserves the right to revise the above schedule.**

**SECTION 3- Instructions to Responding Vendors**

1.

## RFQ Coordinator (Proper Communication)

All communications relevant to this RFQ must be addressed in writing to the RFQ Coordinator at the contact information below:

Contact Name: Michael Callahan

E-mail Address: michael.callahan@cts.wa.gov

Phone: 360-407-8765

All oral communications will be considered unofficial and non-binding on the State. Any other direct or indirect communication with employees or (sub) contractors of our organization regarding this RFQ will be treated as misconduct and may result in your response being disqualified.

## Vendor Questions and Pre-Response Conference

It is the Vendor’s responsibility to identify and resolve any ambiguity, inconsistency, error or omission within this document before submitting their Response. Vendors shall submit all questions to the contact above no later than 12 noon on the date stated in Section 2. An official written CTS response will be provided for Vendor questions received by this deadline. Written responses to Vendor questions will be posted on the CTS web site at: [http://CTS.wa.gov/procurement-announcements](http://watech.wa.gov/procurement-announcements)

Vendors who wish to submit a response to this RFQ may participate in the Pre-Response Conference on the date identified in the *Schedule* (Section 2). Vendors are not required to attend in order to submit a Response. The Pre-Response Conference will be conducted via Microsoft Teams, and CTS will communicate the details of the Pre-Response Conference via amendment.

The purpose of this conference is to provide Vendors an opportunity to address questions they may have concerning the RFQ. Verbal answers to additional Vendor questions at the time of the conference will be unofficial. Vendors should rely only on written statements issued by the RFQ Coordinator. Please be aware this Pre-Response Conference will be recorded.

## Vendor Complaints Regarding Requirements and Specifications

Vendors may submit specific complaints in writing to the RFQ Coordinator, if Vendor believes requirements exist that unduly constrain competition. The complaint must be made in writing to the RFQ Coordinator before the Response due date. The complaint must state how the requirement unduly constrains competition and provide the relevant facts, circumstances and documentation. The solicitation process may continue.

Except as otherwise stated below, the Chief Legal Services Officer will review protests on behalf of the agency. Vendors may appeal the Chief Legal Service Officer’s determination, on purchases over $100,000, by submitting an appeal in writing to the Director. An appeal shall be filed no later than 5 business days after Chief Legal Service Officer’s decision. Decisions made by the Director or designee are final.

## Response Contents

The Response must contain information responding to all mandatory requirements, a signed certification and assurances, and must include the signature of an authorized Vendor representative on all documents required in the appendices.

The Response should be submitted in two (2) separate files containing what is listed below. This separation of documentation protects the integrity of the State’s evaluation process. No mention of the cost response may be made in Volume 1.

File entitled --Volume 1:

Vendor’s cover letter explicitly acknowledging receipt of all RFQ revisions issued, if any; and

The Response to the Vendor requirements in Section 4 *Vendor Qualification,* Section 5 *Technical Specifications*, and Section 6 *Vendor Support Requirements*

File entitled--- Volume 2:

The Responses to Section 7 *Financial Requirements*

The cost response in a completed *Cost Model*

Vendor’s signed and completed *Certifications and Assurances*

Vendor’s exceptions and/or proposed revisions to the Contract

Vendor’s *MWBE Certification* (Appendix C), if applicable

Failure to provide any requested information in the prescribed format may result in disqualification of the Vendor.

## Response Requirements

Please read all sub-sections carefully: The signature block in Appendix A, Certifications and Assurances, must be signed by a representative authorized to bind the company to the offer.

* + 1. Vendor must respond to each Requirement. Failure to comply with any applicable item may result in the Response being disqualified. In each requirement title is a designation indicating how the Response will be evaluated:

For Mandatory requirements (M), the Response must always indicate explicitly whether or not the Vendor’s proposed Products meet the requirement. A statement, “(Vendor Name) has read, understands, and fully complies with this requirement” is acceptable, along with any additional information requested.

* + 1. Response prices must be submitted using form provided. Separate price quotes attached to this document or submitted in some other form will not be accepted as a valid Response.
		2. The Response, as well as any reference materials presented by Vendor, must be written in English and Vendor must provide all rates in United States dollars.

## Delivery of Responses

All proposals must arrive via an attachment to e-mail to the RFQ Coordinator at the email address above, on the proposal due date and time stated in Section 2. Responses arriving in in the RFQ Coordinator’s in-box after the time stated in Section 2 will be disqualified. The "receive date/time" posted by CTS’ email system will be used as the official time stamp but may not reflect the exact time received.

Vendors should allow sufficient time to ensure timely receipt of the proposal by the RFQ Coordinator. Late Responses will not be accepted and will be automatically disqualified from further consideration.

CTS assumes no responsibility for delays caused by Vendor’s e-mail, network problems or any other party. All Responses must strictly adhere to the format and file naming conventions set forth herein. Zipped files cannot be received by CTS and cannot be used for submission of Responses.

## Proprietary or Confidential Information

Any information contained in the Response that is proprietary or confidential must be clearly designated. Marking of the entire Response or entire sections of the Response as proprietary or confidential will not be accepted nor honored. CTS will not accept Responses where pricing is marked proprietary or confidential, and the Response will be rejected.

To the extent consistent with chapter 42.56 RCW, the Public Disclosure Act, CTS shall maintain the confidentiality of Vendor’s information marked confidential or proprietary. If a request is made to view Vendor’s proprietary information, CTS will notify Vendor of the request and of the date that the records will be released to the requester unless Vendor obtains a court order enjoining that disclosure. If Vendor fails to obtain the court order enjoining disclosure, CTS will release the requested information on the date specified.

The State’s sole responsibility shall be limited to maintaining the above data in a secure area and to notify Vendor of any request(s) for disclosure for so long as CTS retains Vendor’s information in CTS records. Failure to so label such materials or failure to timely respond after notice of request for public disclosure has been given shall be deemed a waiver by Vendor of any claim that such materials are exempt from disclosure.

## Waive Minor Administrative Irregularities

CTS reserves the right to waive minor administrative irregularities contained in any Response. Additionally, CTS reserves the right, at its sole option, to make corrections to Vendors’ Responses when an obvious arithmetical error has been made in the price quotation.

## Errors in Response

Vendors are liable for all errors or omissions contained in their Responses. Vendors will not be allowed to alter Response documents after the deadline for Response submission. CTS is not liable for any errors in Responses.

## Administrative Clarifications

CTS reserves the right to contact Vendor for clarification of Response contents.

## Amendments/Addenda

CTS reserves the right to change the *Schedule* or other portions of this RFQ at any time. Any changes or corrections will be by one or more written amendment(s), dated, and attached to or incorporated in and made a part of this solicitation document. If there is any conflict between amendments, or between an amendment and the RFQ, whichever document was issued last in time shall be controlling.

## Right to Cancel

With respect to all or part of this RFQ, CTS reserves the right to cancel or reissue at any time without obligation or liability.

## Contract Requirements

To be responsive, Vendors must indicate a willingness to enter into a Contract substantially the same as the Contract in Appendix B, by signing the *Certifications and Assurances* located in Appendix A. Any specific areas of dispute with the attached terms and conditions must be identified in the Response and may, at the sole discretion of CTS, be grounds for disqualification from further consideration in the award of a Contract.

Vendor must explain why each item proposed as additional contract terms is in CTS’ best interest as a customer and how it will support CTS’ business objectives. Under no circumstances is a Vendor to submit their own standard contract terms and conditions as a response to this solicitation.

Instead, Vendor must review and identify the language in Appendix B that Vendor finds problematic, state the issue, and propose the language or contract modification Vendor is requesting. CTS expects the final Contract signed by the ASV to be substantially the same as the contract located in Appendix B.

If Responses are from a Reseller, wherever the suppliers offers selected customers more suitable terms and conditions of supply, Vendors shall recommend these terms and help CTS to obtain them wherever possible.

Where terms and conditions cannot be changed and may have negative consequences on the quality of goods and services or their supply, Vendors are required to recommend methods of mitigating or limiting these negative consequences.

The foregoing should not be interpreted to prohibit either party from proposing additional contract terms and conditions during negotiation of the final Contract.

The ASV will be expected to execute the Contract within ten (10) Days of its receipt of the final Contract. If the selected Vendor fails to sign the Contract within the allotted ten (10) days’ time frame, CTS may elect to cancel the award, and award the Contract to the next ranked Vendor, or cancel or reissue this solicitation.

## Incorporation of Documents into Contract

This solicitation document and the Response will be incorporated into any resultingContract.

## Minority and Women’s Business Enterprises (MWBE)

CTS strongly encourages participation of minority and women businesses. Vendors who are MWBE certified or intend on using MWBE certified Subcontractors are encouraged to identify the participating firm on Appendix C. No minimum level of MWBE participation is required as a condition of receiving an award and no preference will be included in the evaluation of Responses in accordance with chapter 39 RCW. For questions regarding the above, contact Office of MWBE at (360) 753-9693.

## No Obligation to Contract/Buy

CTS reserves the right to refrain from Contracting with any and all Vendors. Neither the release of this solicitation document nor the execution of a resulting Contract obligates CTSto make any purchases.

## Non-Endorsement and Publicity

In selecting a Vendor to supply Products to the state of Washington, the State is neither endorsing Vendor’s Products, nor suggesting that they are the best or only solution to the State’s needs. By submitting a Response, Vendor agrees to make no reference to CTS or the state of Washington in any literature, promotional material, brochures, sales presentation or the like, regardless of method of distribution, without the prior review and express written consent of CTS.

## Optional Vendor Debriefing

Only Vendors who submit a response may request an optional debriefing conference to discuss the evaluation of their Response. The requested debriefing conference must occur on or before the date specified in the *Schedule* (Section 2**).** The request must be in writing (fax or e-mail acceptable) addressed to the RFQ Coordinator.

The optional debriefing will not include any comparison between the Response and any other Responses submitted. However, CTS will discuss the factors considered in the evaluation of the requesting the Response and address questions and concerns about Vendor’s performance with regard to the solicitation requirements.

## Protest Procedures

Vendors who have submitted a Response to this solicitation and have had a debriefing conference may make protests. Upon completion of the debriefing conference, a Vendor is allowed five (5) Business Days to file a formal protest of the solicitation with the RFQ Coordinator. Further information regarding the grounds for, filing and resolution of protests is contained in Appendix D, *Protest Procedures*.

## Selection of Apparently Successful Vendor

All Vendors responding to this solicitation will be notified by mail or e-mail when CTS has determined the ASV. The ASV will be the respondent who: (1) meets all the requirements of this RFQ; and (2) receives the highest number of total points as described herein. The date of announcement of the ASV will be the date the announcement letter is postmarked, or if emailed the date the e-mail is sent.

**SECTION 4- VENDOR QUALIFICATIONS**

COMPLIANCE WITH ALL SECTIONS OF SECTION 3 IS REQUIRED. FAILURE TO FOLLOW THESE ADMINISTRATIVE REQUIREMENTS MAY RESULT IN IMMEDIATE DISQUALIFICATION

## (M) Vendor Profile(s)

The following detail about the Vendor’s organization is required to ensure that it can meet our requirements. The Vendor and any contractors or subcontractors working on its behalf shall each provide the following information:

1. The reseller’s legal entity — for example, a private or public corporation — together with its name and registered address.
2. The total number of years the reseller’s legal entity has been in business and, if appropriate, the number of years under the present business name.
3. Number of employees with immediately relevant certifications- please list the relevant certifications associated with the number of employees.

## (M) Vendor Account Manager

Vendor shall appoint an Account Manager who will provide oversight of Vendor contract activities. Vendor’s Account Manager will be the principal point of contact concerning Vendor’s performance under this Contract. Vendor shall notify the CTS Contract Administrator, in writing, when there is a new Vendor Account Manager assigned to this Contract. The Vendor Account Manager information is:

|  |
| --- |
| Vendor Account Team: |
| Address: |
|  Phone: | Fax: | E-mail: |

## (M) Vendor Licensed to do Business in Washington

Within thirty (30) days of being identified as the ASV, Vendor must be licensed to conduct business in Washington, including registering with the Washington State Department of Revenue. The Vendor must collect and report all applicable taxes.

## (M) Minimum Industry Experience

Vendor must certify that the responding firm has been conducting business for five (5) years or more within the Long distance industry, providing the same services, to customers with similar services as requested in this RFQ.

## (M) In-State Presence

The Apparently Successful Vendor must have, or agree to establish within sixty (60) days of award notification, a place of business within Washington State. All CTS orders and communications will be through an in-state location and all services provided to CTS will be initiated from an in-state location. CTS shall not be required to deal with any persons other than the contracted Vendor. A subcontractor cannot fulfill this requirement for Vendor.

## (M) Use of Subcontractors

CTS will accept Responses that include third party involvement only if the Vendor submitting the Response agrees to take complete responsibility for all actions of such Subcontractors. Vendors must state whether Subcontractors are/are not being used, and if they are being used, Vendor must list them in response to this subsection. CTS reserves the right to approve or reject any and all Subcontractors that Vendor proposes. Any Subcontractors engaged after award of the Contract must be pre-approved, in writing, by CTS.

Specific restrictions apply to contracting with current or former state employees pursuant to chapter 42.52 RCW. Vendors should familiarize themselves with the requirements prior to submitting a Response.

## (M) Prior Contract Performance

Vendor must submit full details of all Terminations for Default for performance similar to the Productsrequested by this RFQ experienced by the Vendor in the past five (5) years, including the other party’s name, address and telephone number. Vendor must describe the Vendor has experienced no such Terminations for Default in the past five years, so declare. If Vendor has been suspended or debarred by the Department of Enterprise Services, so declare and provide details surrounding the suspension/debarment.

CTS will evaluate the information and may, at its sole discretion, reject the Response if the information indicates that completion of a Contract resulting from this RFQ may be jeopardized by selection of the Vendor.

## Customer References

The Vendor must provide a minimum of three (3) commercial and/or government customer references (of at least 200,000 minutes per month) that have acquired services similar to those proposed to CTS from the Vendor for the last three (3) years and can verify the service volume and experience requirements. Provide the following for each customer reference contact, by service type, in **Appendix J**:

* Company Name
* Company Address
* Name & Title of Contact
* Telephone Number of Contact
* Date Service Installed
* Type of Service
* Average monthly calls
* Average monthly minutes (except Directory Assistance)

CTS reserves the right to eliminate from further consideration in this RFQ process any Vendor who, in the opinion of CTS, receives an unfavorable report from a Vendor provided reference, or any other customer references of the Vendor, or other verified information available to CTS that could jeopardize the fulfillment of an agreement between CTS and the Vendor; e.g. bankruptcy filing, contract breaches, etc.

The contact person must be available to receive inquiries from the Evaluation Team between the hours of 9 a.m. to 4 p.m. during the period scheduled for evaluation of RFQ Responses (reference **Section 2,** *Acquisition Schedule*). Each customer will be asked a standard set of questions requesting objective information concerning services that Vendor has provided in the past, or may be currently providing. It is good practice for the Vendor to offer more than three references to insure three customers who will respond in a timely manner.

CTS may, at its option, contact other known customers of the Vendor for additional data.

CTS may not be used as a customer reference.

## (M) Additional Vendor Qualifications

* + 1. (M) Dedicated Operations Manager

The Vendor must have a management employee on staff that will be the Vendor’s primary point of contact for the services provided under the resulting contract. This individual will be the primary liaison between the Vendor and CTS for service-related issues. These include, but are not limited to: trouble escalation, proactive notification to CTS of network outages or events that could affect CTS service, quarterly service reviews, etc.

* + 1. (M) Staff Changes

CTS, at its sole discretion, reserves the right to have the Vendor’s Dedicated Project Manager (or other staff) replaced. Should CTS request a change, the Vendor shall provide a new contact within 30 days of notification.

* + 1. (M) Universal Service Fund/E-Rate

Vendors must commit to participate in the Federal Communication Commission’s E-rate discount program established under authority of the Federal Telecommunications Commission Act of 1996. Participation in and implementation of this program will be provided without the addition of any service or administration fee by the Vendor. The Vendor must complete and return Appendix K.

Vendors may elect not to charge Universal Service Fund (“USF”) assessments to CTS under the contract resulting from this RFQ. If Vendors elect to charge USF to CTS, they must state the USF rate as part of their financial response. Such charges must be clearly stated and appear as a separate line item on the Vendor's invoice for any services provided to the CTS as a result of this RFQ. The vendors USF charges will be included in the cost model.

* + 1. (M) WUTC and FCC License

The Vendor must be licensed by the Washington Utilities and Transportation Commission to provide intrastate/intraLATA long distance and operator assisted calling and by the Federal Communications Commission to provider interstate/interLATA and international long distance and operator assisted calling.

* + 1. (M) Required Regulatory Filings

Vendor must agree to construct and submit any tariff or related filings necessary to implement its proposed response. This includes all filings with the Washington utilities and Transportation Commission (WUTC), and any other regulatory body having jurisdiction over such services, rates, or charges. The Vendor must file, with appropriate regulatory entities, any tariff, tariff amendment, or related filing to guarantee that the terms and conditions resulting from this RFQ will prevail in the event of any conflict with any of Vendor's standard tariffs or tariff related documents currently on file with such entities.

## (D) Vendor Employee Arbitration Clause

Pursuant to Executive Order 18-03, CTS seeks to contract with qualified Vendors that can demonstrate or will certify that their employees are not required to sign, as a condition of employment, mandatory individual arbitration clauses and class or collective action waivers. Please demonstrate or certify.

##

**SECTION 5 –TECHNICAL SPECIFICATIONS**

COMPLIANCE WITH ALL SECTIONS OF SECTION 3 IS REQUIRED. FAILURE TO FOLLOW THESE ADMINISTRATIVE REQUIREMENTS MAY RESULT IN IMMEDIATE DISQUALIFICATION

## (M) General Requirements

The following requirements apply to all categories of products and services solicited in this RFQ. Each CTSservice type will have additional requirements. Each Section and all its subparts are Mandatory

### **(M) Management Reporting Information**

#### The Vendor must provide monthly summary traffic utilization information for each service type (i.e. Dedicated Access, Switched Access, Authorized Access, Dedicated Access On-Net) for use by CTS.

#### The monthly traffic utilization information (call detail), by service type must be provided electronically via secure internet download (if the file can be downloaded in less the five minutes). The Vendor must provide applicable reporting software to access and use the call detail. Additionally, capabilities of the software must allow CTSto define custom search parameters and create custom reports. The supplied software must operate in a current Microsoft Windows PC environment, on PCs supported by a LAN. The Vendor must identify the minimum hardware and software requirements needed by CTSto run the Vendor’s software.

#### A monthly network traffic utilization summary report, by service type, must be delivered with the Vendor's monthly invoice on paper or electronically. At a minimum, network summary traffic reports must include:

1. Intrastate, interstate and Canadian call usage subtotals (calls, minutes, and charge).
2. International call usage subtotals (calls, minutes, and charge) for all international countries. (excludes Canada)
3. Average cost per minute (CPM) for each type of subtotal (intrastate, interstate, Canadian and international calls.)
4. Subtotal of number of calls and minutes to each Area Code.
5. Subtotal of number of calls and minutes to each international country.
6. Subtotal of number of calls, minutes, and charges to directory assistance.
7. Subtotal of number of additional charges (i.e. taxes, surcharges and fees).

#### The Vendor must provide a list of their available standard monthly invoice reports. The reports may be composed of billing and/or traffic information. CTS will select up to five (5) of the reports. The five (5) selected reports can be changed by CTS. If chargeable, the reports over the first five (5) must be charged a flat rate, per report, by the Vendor. The Vendor must identify the report charge (if any) in the Financial Evaluation (See Section 7)

### **(M) Billing**

#### The Vendor must provide a single paper summary invoice for each service type (Dedicated Access, Switched Access, Authorized Access, and Dedicated Access On-Net) that consists of all monthly usage charges and applicable credits. The Vendor must not present invoices for service at the individual line level. The summary invoice, at a minimum, will provide the following:

1. Recurring charges
2. Nonrecurring charges
3. Intrastate usage
4. Interstate usage
5. Canadian usage
6. International usage (excludes Canada)
7. Directory Assistance
8. Taxes, surcharges and Fees

#### The Vendor must provide accurate and timely long distance billing information and call detail by the 15th day of the month following the billed service period. All billing (including call detail) will be invoiced monthly and cover the entire previous calendar month. The Vendor must not bill CTS calls made prior to the previous bill period.

#### The long distance call detail and billing provided by the Vendor must be generated from actual calls originated by authorized CTS customers.

#### The call detail for each service type must contain, at a minimum, the following information for each call:

1. Call date
2. Call origination time
3. Origination number (NPA, NXX, & Station)
4. Number dialed (NPA, NXX, & Station)
5. Destination city and state
6. Call duration in minutes and seconds
7. Vendor usage charge
8. Intrastate, interstate & international indicator
9. ANI (if provided to the Vendor).
10. CTS’ 7-digit authorization number (if a prompted call)

#### After the initial billing increment, the Vendor must utilize billing increments of six seconds or less. For switched origination, the initial increment will be 18 seconds or less. For dedicated origination, the initial increment will be 6 seconds or less.

#### The Vendor’s support staff must be available to CTS between 8:00 a.m. and 5:00 p.m. local Olympia time, Monday through Friday, except state holidays, to resolve problems and answer questions related to service, billing and ordering. A dedicated person with appropriate “back-ups” is required.

#### The Vendor must provide credit for fraudulent and wrong number calls made on the Vendor's network within two billing cycles of notification by CTS. CTSwill notify the Vendor as soon as possible of these situations.

#### The Vendor must have personnel available to assist CTS in the investigation of specified long distance calls. Such assistance shall include CTS requests for listing information. The Vendor will retrieve listing information and reply to the listing requests within 24 hours.

#### Where a Vendor's invoice contains billing errors, CTS, at its sole discretion may choose to withhold payment of the disputed amount until the error has been corrected to CTS satisfaction. In these instances, CTS will not be assessed late penalties of any type or suffer any reduction in service.

#### Billing errors must be credited within two billing cycles of Vendor notification.

#### The Vendor must provide credit for billing errors during the entire life of this contract and for three (3) years after contract termination.

#### The Vendor will manually review the contracted service invoices for rate accuracy, and correct if necessary, prior to releasing the invoice to CTS. This process will continue until CTS is satisfied that the monthly invoice correctly reflects contract rates and charges. The manual review process will resume (at CTS’ request) if the rates on the invoice are not the rates stated in the contract. A yearly invoice audit (jointly by CTS and Vendor) may be required.

#### Future changes in the Vendor’s invoice, reports or other administrative systems must continue to support all of CTS RFQ requirements. The Vendor must not charge CTS for any custom work or processes necessary to meet the original RFQ requirements.

#### The Vendor’s unformatted fixed length call detail records must be provided on CD/DVD. A secure internet download, may be utilized at CTS’ option. The Vendor will provide CTS with the call detail record layout documentation. Any changes to the call detail record format will be provided to CTS with a minimum of 90 days’ notice. (See Subsection 5.1.2.2)

#### Vendor may charge appropriate state and local taxes, if any, imposed on the services that Vendor is required to collect and remit to local, state or federal taxing authorities.

#### Vendor must pay all other taxes including, but not limited to, Washington Business and Occupation Tax, other taxes based on Vendor’s income or gross receipts, or personal property taxes levied or assessed on Vendor’s personal property.

#### Purchaser, as an agency of Washington State government, is exempt from property tax. Payments accrued on account of payroll taxes, unemployment contributions, any other taxes, insurance, or other expenses for Vendor or Vendor’s staff will also be Vendor’s sole responsibility.

#### The Vendor’s billing system must apply the contracted rates to all services provided under this contract. An invoice where the billed rate must be calculated though the application of credits or discounts will not be accepted.

#### Charges for voice calls processed via vendor dedicated or switched facilities will be charged at rates defined in the cost model.

### **(M) Domestic and International Capabilities and Features**

#### The Vendor's network must support domestic calls to all 50 states and international calling. The Vendor must provide and support the following standard requirements:

1. Domestic calling (all 50 states)
2. Canadian calling
3. International calling (see Appendix G)
4. Directory assistance
5. Operator assistance
6. Touch-tone and rotary call origination

#### The Vendor may offer enhancements to the service to CTS, under the provisions of the agreement resulting from this RFQ. **(M) Transmission Quality**

#### The voice transmission quality measured at the interface provided to CTS must, at all times, be toll quality as defined within the ITU-T P.800 specification with a Mean Opinion Score (MOS) not below 4.0 or the ITU-T P.861 specification utilizing a PSQM value not in excess of 0.5.

#### The Vendor’s network and any ‘downstream’ network used by the vendor must be able to support dial-up data and FAX calls.

#### Voice calls that utilize IP for any portion of the transmission must meet the requirements of Subsection 5.1.4.1.

#### The vendor’s SIP connection to the PSTN must not exceed 30 ms latency within the state of Washington. All other calls must not exceed 80 ms latency from the CTS’ handoff through the Vendor’s network to the terminating switch.

### **(M) Network**

#### The Vendor's network must be engineered to provide a P.001 or better grade of service.

#### The Vendor must provide call setup within 6 seconds. This is defined from the moment the Vendor receives the last digit of the dialed number to the point ringing is heard.

#### The Vendor's switching sites and wire centers must be capable of continuous operation during a commercial power outage.

#### The Vendor must have facilities available within its proposed network to provide diverse routing between their switching sites in the event of a Vendor's network failure.

#### The Vendor must advise CTS of potential service interruptions within the Vendor’s network or the public switched network (when information is available) that may affect CTS long distance service (e.g. cable cut, switch outage, etc.). The Vendor must have a dedicated person available to work with CTS and support this requirement. CTS will work with the Vendor to classify the service interruption into categories for notification purposes (i.e. notification urgency).

#### The Vendor must provide access to Operator and Directory Assistance services on their network 24 hours a day, 7 days a week.

#### The Vendor's network must use the standard public switched network dial plan for calls to North American and International locations.

#### The Vendor's network must honor collect and third party billing restriction indicators on all calls (e.g. Lumen’s CustomNet screening which provides an indicator to the operator that calls cannot be billed to the originating number). If it found that the Vendor (or their agent) has failed to honor the restrictions, CTS will receive full credit for the call(s).

#### The Vendor must implement call blocking for “Call Completion” type calls. (e.g., Callers to directory assistance are provided an option to connect (complete) the call for a charge). If it found that the Vendor (or their agent) has failed to block the Call Completion calls, CTS will receive full credit for the call(s).

#### The Vendor must have personnel available to assist CTS with call routing issues involving calls sent to the vendors’ network. Assistance will include design and troubleshooting.

#### The Vendor must support international (011) blocking by trunk group or in the case of LEC or CLEC access, individual line numbers.

#### Vendor shall support the standard CallerID feature; When CTS sends the CallerID number to vendor; Vendor passes this number to the PSTN.

#### Vendor shall support the no CallerID feature; When CTS sends No CallerID number sent to vendor, Vendor will not send anything to the PSTN.

#### Vendor shall support the pseudo CallerID feature; When CTS sends No CallerID number sent to vendor, Vendor will send a predefined ‘pseudo’ number to the PSTN.

#### Vendor shall provide incoming basic caller ID (display CPN).

#### The Vendor's network must support access at the locations and quantities identified in Appendix H as-well-as Other CTS Customer sites that will be identified to the ASV.

### **(M) Security**

#### The Vendor must have procedures in place to ensure the security and privacy of CTS’ network and account information.

#### The Vendor must have security personnel available to assist CTS and its customers in the investigation of fraudulent calls 7 days a week, 24 hours a day.

#### The Vendor’s network must employ fraud protection and be continuously monitored by the Vendor for potential fraudulent activity. Suspected fraudulent calls will be identified immediately and investigated by the Vendor and the result reported to CTS within an hour of discovery. The Vendor will be furnished with appropriate CTS contact numbers.

#### The Vendor’s network must have provisions to monitor for fraudulent call activity. The Vendor’s monitoring system must be able to detect at a minimum the following:

1. Long calls.
2. Multiple sequence of calls placed to known international misuse locations.

#### Calling locations suspected of being misused, as detected by Vendor’s security monitoring system, must be identified to CTS immediately with detailed specifics of the suspected misuse. CTS will then take the steps necessary to determines if the usage is authorized. If this activity is detected outside normal CTS business hours the Vendor will contact CTS’ Service Desk.

###  **(M) Prompted and Non-prompted Facilities**

#### Calls from CTS will originate on both prompted and non-prompted facilities. These facilities will be defined when ordered. The Vendors network must support both types of call origination.

#### The Vendor’s provided call detail will include the Originating ANI when calls originate from non-prompted facilities.

#### Usage charges will be billed monthly and the Vendor’s provided call detail will include the Originating ANI and CTS’s 7-digit authorization number when calls originate from prompted facilities.

#### Any calls, originated over non-prompted facilities, without a valid originating ANI on the call detail record will be credited to CTS.

#### Any calls, originated over prompted facilities, without a valid authorization number or ANI on the call detail record will be credited to CTS.

#### On prompted facilities the Vendor will prompt all calls for an authorization number and validate the call based on the CTS 7-digit authorization number data base.

#### If On-Net Calls are chargeable, the Vendor must support the same prompting and Authorization Number requirements of dedicated access long distance calls.

### **(M) Authorization Numbers**

#### CTS is responsible for customer billing and order/inventory control. CTS will assign a 7-digit authorization number to customers that will be utilized by the Vendor for call completion on prompted facilities.

#### CTS will update the 7-digit authorization number data base daily. The Vendor must support a daily electronic transmittal process for use on the Vendor’s network. The Vendor is required to use the most recent data base update.

#### All prompted locations on the Vendor’s network will use the same CTS authorization number data base.

#### The Vendor must support “traveling” authorization code. This call feature allows users to originate calls from any CTS prompted location.

#### Vendor must support international (011) blocking by individual authorization number from any CTS prompted location.

#### In the event of any failure to the Vendor's update system, the Vendor must provide an alternate means of processing for CTS’ daily authorization number update file.

#### The Vendor must only accept authorization number changes from authorized CTS personnel.

#### Vendor will provide procedures to allow ‘emergency’ updates that can activate new authorization numbers within one hour.

### **(M) Vendor Support and Assistance**

#### The Vendor must provide CTS with assistance in all facets of the deployment, and operation of CTS Switched Access service program.

#### The Vendor must provide 24-hour customer service support via toll-free access or website for:

1. General Services and product information.
2. Questions regarding the use of the Vendor’s network.
3. Processing network trouble reports.
4. Notifying CTS of network outage reports.
5. Referring user's questions or problems, not within the scope of the Vendor responsibilities, to the appropriate CTS support group.

## (M) Dedicated Access Requirements

The following requirements apply to Dedicated Access service and are additions to the General Requirements in Subsection 5.1 *(M) General Requirements.*

### **(M) Management Reporting Information**

#### The monthly summary of traffic utilization information will be provided by individual service location and total network for use by CTS. (Subsection 5.1.1.2)

### **(M) Billing**

#### The Vendor must provide monthly usage charges by service location and provide a total summary for all locations.

#### When CTS sends Automatic Number Identification (ANI) information on calls, the Vendor will be required to include the originating NPA, NXX and 4-digit station number in the Vendor’s billing call detail. (See Subsection 5.1.2.4)

#### Monthly call detail will be provided to CTS via electronic download. If requested by CTS, the billing detail will be provided on paper. (See Subsection 5.1.2)

### **(M) Installation & Network**

#### The Vendor must be able to connect to CTS locations using SIP handoffs via dedicated facilities (T1 or Fiber Ethernet circuit, with defined concurrent call sessions, at 10 Mb, 100 Mb or 1 Gb as requested). If SIP transport is provisioned over a T1 facility, the cost of any Vendor equipment must be included in the monthly circuit charge.

#### Egress traffic destined for CTS locations, from the Vendor’s network, is not permitted unless authorized by CTS in writing.

1. Initially, the Vendor's network must support access to CTS’ network sites

|  |  |  |  |
| --- | --- | --- | --- |
| **Location** | **Address** | **CO CLLI** | **NPA-NXX** |
| Olympia | SDC, 1500 Jefferson St SE | OLYMWA02DS0 | 360-352 |
| Quincy | 2200 M St NE, Building C | QNCYWAXXDS1 | 509-787 |

#### Currently CTS has dedicated facilities to 117 locations statewide. Additional dedicated locations may include PBX and CTX sites. Installation of T1 & SIP facilities to these sites must occur as follows:

* + 1. Initial Conversion - CTS /Vendor negotiated within the following parameters: 45 days for 7 identified sites (see 5.2.3.4), 6 months for other CTS sites, 1 year for Authorized customer sites.
		2. New customer site - 45 days.

#### Seven Locations of Authorized customers with dedicated access T1sEverett, Olympia two, Aberdeen, Shelton, Snohomish, Bellingham

### **(M) Security**

#### The Vendor must be able to restrict international calls by destination country. This must be supported by individual CTS trunk group.

## (M) Switched Access Requirements

The following requirements apply to Switched Access service and are additions to the General Requirements in Subsection 5.1*(M) General Requirements.*

### **(M) Management Reporting Information**

Where CTS’Identified locations utilize switch access to the vendor’s network, the Vendor must provide traffic information for each CTSidentified site. At a minimum, the network summary traffic reports must include call usage subtotals (calls, minutes, and charges) for:

a. Intrastate calls

b. Interstate calls

c. Canadian calls

d. International calls

### **(M) Billing**

#### Usage charges will be billed monthly and the provided call detail will include the Originating ANI and, if prompted, CTS’ 7-digit authorization number. The Vendor must provide monthly usage charges by service location and provide a total summary for all locations.

#### Monthly call detail will be provided to CTS via electronic download and on CD/DVD. If requested by CTS, the billing detail will be provided on paper. (See Subsection 5.1.2)

### **(M) Installation & Network**

#### Access to the Vendor’s network will be via local central office trunking. The Vendor must support LD access using the Vendor’s Preselected Interexchange Carrier code (PIC & LPIC).

#### The Vendor must provide originating call access from all Washington Telephone exchanges that support PIC selection. Local telephone exchanges registered as Rural Carriers with the FCC are exempt from this requirement, with CTS’ concurrence.

#### Activation of the CTS’ customers PIC onto the Vendor’s network must occur within thirty (30) days of the CTS order.

#### The LEC/CLEC charges to move lines to the Vendor’s Presubscribed Interexchange and intraexchange Carrier Code (both PIC & LPIC) must be credited by the Vendor. CTS, and our customers, will identify the interLATA and intraLATA PIC change charge amounts (including taxes) to the Vendor and the Vendor will provide a corresponding credit. CTS has approximately 10,200 lines PIC’d. CTS customers have approximately another 7,000 lines PIC’d. This is an estimate as the number changes from month to month.

#### The Vendor must provide technical/administrative support resources capable of implementing the stated quantities by the timeframe identified below.

a. Initial Conversion - CTS /Vendor negotiated. within the following parameters: 6 months for CTS sites, 1 year for Authorized customer sites.

b. New customer site - thirty (30) days.

c. Changes (add, removal, change) at existing Vendor served site– within 24 hours.

### **(M) Ordering & Administration of Line Numbers**

#### The Vendor must support an electronic transmittal process that will activate, delete or change the line numbers in use on the Vendors network.

#### In the event of any failure to the Vendor's transmittal process, the Vendor must provide an alternate means of access for processing CTS’ daily update activity.

#### The Vendor must only accept service orders from authorized CTS personnel.

### **(M) Security**

#### The Vendor must be able to restrict international calls by individual line number.

## (M) Authorized Access Requirements

The following requirements apply to Authorized Access service and are additions to the General Requirements in Subsection 5.1*(M) General Requirements.*

### **(M) Management Reporting Information**

Monthly traffic utilization summary information must be provided by individual service location (CTS Customer PBX or Centrex) and a summary of all locations. At a minimum, the network summary traffic reports must include call usage subtotals (calls, minutes, and charges) for:

a. Intrastate calls

b. Interstate calls

c. Canadian calls

d. International calls.

### **(M) Billing**

#### Access to this LD service requires written authorization from CTS. Upon receiving a written request from CTS, the Vendor must provide service to CTS’ identified public entities via PIC access.

#### The LD usage shall be billed directly to the customer, by the Vendor, at CTS contracted rates plus a CTS administrative fee. The difference between the rates will be credited to CTS’ monthly invoice.

#### CTS will set the usage rates that the Vendor will charge. Rates may vary by location and may be changed periodically by CTS.

#### The Vendor will provide CTS a monthly summary, within 5 days of invoicing, that details the monthly credit amount by each originating account.

#### CTS will be the customer’s escalation contact for any issues that involve the LD service.

#### The Vendor must provide monthly usage charges by each location.

#### In addition to CD/DVD or paper, the Vendor call detail billing file must be available via a secure internet down load and provided with record layout documentation. (See Subsection 5.1.2.2.)

#### LEC/CLEC charges incurred to move the customer’s lines to the Vendor’s Presubscribed Interexchange and intraexchange Carrier Code (PIC & LPIC) must be credited to customers by the Vendor. The customer will identify the interLATA and intraLATA PIC change charge amounts (including any taxes) to the Vendor and the Vendor will provide the customer a credit on the applicable Vendor invoice.

### **(M) Installation**

#### LD access facilities are the responsibility of the end customer. CTS will assist in the transition from the existing carrier to the new carrier.

#### Connections to the Vendor’s network may utilize switched and/or dedicated access. If access to the Vendor’s network will be via local central office trunking, the Vendor must support LD access using the Vendor’s Preselected Interexchange Carrier code (PIC & LPIC).

#### The customer may upgrade to dedicated facilities. The Vendor must be able to connect using PRI ISDN T1s (using standard protocols: at a minimum 5ESS and NI2) as well as standard T1 (1.544) circuits in AMI and B8ZS format and SIP handoffs via dedicated facilities (T1 or Fiber Ethernet circuit, with defined concurrent call sessions, at 10 Mb, 100 Mb or 1 Gb as requested). If SIP transport is provisioned over a T1 facility, the cost of any Vendor equipment must be included in the monthly circuit charge.

## (M) Dedicated On-Net Requirements

The following requirements apply to Dedicated On-Net and are additions to the General Requirements in Subsection 5.1*(M) General Requirements*.

### **(M) Network Requirements**

#### Dedicated On-Net supports calls between SIP locations served by the Vendor. If requested by CTS, the Vendor must support On-Net to On-Net calling.

#### Vendor must provide private SIP network handoffs via dedicated, T1 or Fiber Ethernet circuit, at 10 Mb, 100 Mb or 1 Gb as requested by CTS, which will be identified at the time of ordering. If SIP transport is provisioned over a T1 facility, the cost of any Vendor equipment must be included in the monthly circuit charge.

#### The vendor’s connection to the PSTN must not exceed 30 ms latency within the state of Washington all other calls must not exceed 80 ms latency from the CTS’ handoff through the Vendor’s network to the terminating switch.

#### The Vendor's network must be capable of receiving Automatic Number Identification (ANI), via PRI ISDN trunk connections or SIP P-Preferred and P-Asserted headers on calls from the CTS network and pass it to the public switched network, at CTS’ option.

**SECTION 6 –VENDOR SUPPORT REQUIREMENTS**

COMPLIANCE WITH ALL SECTIONS OF SECTION 3 IS REQUIRED. FAILURE TO FOLLOW THESE ADMINISTRATIVE REQUIREMENTS MAY RESULT IN IMMEDIATE DISQUALIFICATION

1.

## (M) Vendor Support Requirements

All requirements in this section are mandatory. Vendors must state in their response that they have read, understand, and will fully comply with each of the following requirements. All requirements in Section 6 are mandatory for all three service types.

## (M) Delivery

### **(M) Delivery Responsibility**

The Vendor assumes responsibility for the delivery, installation and maintenance of all Vendor supplied service, products and support proposed. Unless otherwise indicated, all service will be cutover outside of normal working hours, or on weekends.

### **(M) Delivery Commitment**

The Vendor must contractually commit to have the complete service delivered, installed and operational in accordance with the schedule in Section 2.

## (M) Documentation

The successful Vendor must provide (and keep current) the documentation for all proposed service types. CTS must approve the format of the documentation. The Vendor must provide on-line access or two (2) complete sets of:

1. Trouble Reporting Procedures Guide (see 6.5.11)
2. CTS’ circuit and channel inventory
3. Escalation Procedures (see 6.5.3)
4. Vendor Contact & Escalation List

## (M) Implementation Overview

### **(M) Implementation Support Plan**

#### The successful Vendor must submit an Implementation Support Plan to CTSfor approval within 10 days of award. The plan must delineate the support to be provided to meet the installation requirements. An implementation plan will be required for all service scenarios. CTSexpects to begin implementing long distances services shortly after contract award. The following specific areas must be addressed:

1. Installation
2. Testing period
3. System requirements
4. Project planning and management
5. Acceptance testing
6. Project manager
7. Administrator Training

### **(M) Project Manager**

#### The Vendor will provide a dedicated full time project manager to handle the cutover of the services acquired under this acquisition. The project manager shall coordinate all Vendor activities. The project manager shall produce and maintain a complete plan, including Gantt charts, for all Vendor-related activities concerning implementation and training. The plan shall also clearly identify dependencies upon customer activities. Should the performance of the Vendor’s project manager be judged by CTS to be unacceptable, CTS reserves the right to have the Vendor’s project manager replaced with one that is acceptable to CTS.

## (M) Training

### **(M) General Administrator Training**

#### The successful Vendor must supply training to selected CTSpersonnel on the reports and billing information provided by the Vendor in support of the RFQ requirements. This includes, but is not limited to the Vendor’s invoices, reports and CD/DVD based management system used to generate custom reports. This training must include:

1. An overview of the service
2. A detailed review of the Vendor’s billing system
3. Detailed instruction on CD/DVD and internet based Vendor reports management system.

Training must be at CTS’ Olympia location and offered a minimum of two (2) times to provide an opportunity for all selected CTS staff to attend.

#### Upon execution of the contract, the Vendor must provide a description and schedule of the proposed training program for approval by CTS.

### **(M) Switched Service Administrator Training**

As requested by CTS, and in addition to the General Administrator Training, the successful Vendor will supply training to selected CTS personnel on the Vendor’s line number administration system for adds, deactivation and changes. This training will take place in two sessions, to occur no later than 45 days prior to service implementation.

### **(M) User Guides/ Quick Reference Guide**

The Vendor must provide detailed user guides and quick reference guides of basic functions and features pertinent to Long Distance services as needed.

## (M) Maintenance Requirements

The following defines maintenance requirements associated with Vendor maintenance plans.

### **(M) Emergency Maintenance**

#### The Vendor must be able to respond to emergency requests 24 hours a day 7 days a week. Response time for an emergency maintenance call must be within one (1) hour after receipt of an emergency maintenance call. Time to correct an emergency situation shall not exceed eight (8) hours from time of notification. Unless instructed otherwise by CTS, emergency maintenance shall be performed immediately. Emergency conditions as referred to herein include:

1. A Vendor network failure
2. A failure of any T1 access circuit
3. A failure of signaling
4. Any other cause that adversely impacts 20% of CTS access circuits
5. A failure of any Vendor service deemed critical by CTS

### **(M) Routine Maintenance**

#### Routine maintenance response times must be within four (4) hours after receipt of a routine maintenance call and shall be performed during normal business hours, unless instructed otherwise by CTS. State of Washington normal business hours are 8:00 AM to 5:00 PM, Monday through Friday, excluding state holidays. The Vendor must provide a status report to CTS’ designated coordinator after resolution of the service problem.

### **(M) Preventative Maintenance**

#### Vendor scheduled maintenance with the potential of affecting service. The preventive maintenance must be conducted outside of CTS’ normal business hours.

###  **(M) Notification and Escalation Procedures**

The Vendor must provide and keep current, their maintenance escalation and notification procedures. These procedures must identify the specific time periods and levels of notification to be exercised in the event of a lengthy repair.

### **(M) Vendor Network Events**

Vendor network maintenance events will not be conducted during normal business hours (7:00 a.m. to 7:00 p.m. Olympia time, Monday through Friday) without the prior consent of the CTS.

### **(M) Vendor’s Maintenance Organization**

The Vendor must directly employ personnel that can maintain the Vendor’s network 24 hours a day, seven days a week. Upon award, the successful Vendor must provide a description of the maintenance organization responsible for maintaining the proposed network.

### **(M) Quarterly Service Reviews**

The Vendor must conduct quarterly service reviews with CTS to cover such items as trouble tickets (trouble log, see Subsection 6.5.8), service outages and upcoming network events.

### **(M) Scheduling Maintenance**

Routine maintenance and any maintenance or upgrade which may affect service must be coordinated with CTS a minimum of 48 hours in advance. Maintenance or upgrades that might affect service will not be conducted during CTS office hours.

### **(M) Trouble Reporting Log**

After cutover and for the duration of Vendor provided service, the Vendor must maintain a detailed trouble log which identifies the dates, times, problems and resolution of trouble calls. This log must be available for inspection by CTS, on demand.

### **(M) Failure to Respond**

In the event that the Vendor is not able to respond within the required timeframes required in Section 6, the state may exercise the options stated in the contract for damages (e.g. dedicated rates and discounts on DDD calls).

### **(M) Emergency Repair Program**

In the event of a major system outage, where the Vendor’s maintenance personnel are unable to restore systems operation within 24 hours, the Vendor must have a service restoration program (disaster recovery plan) for network service replacement and network facility recovery. The program must state actions the Vendor will take to repair the network and reinstate contracted service within 48 hours of service failure.

### **(M) Trouble Reporting Procedures Guide**

The Trouble Reporting Guide will contain a summary of the Vendor’s procedures for reporting trouble as well as, contact numbers, escalation procedures, network circuit numbers, error messages and other necessary information. The apparently successful vendor will be required to provide this manual as part of the contract, prior to implementation of the service.

## (M) Acceptance Testing

### (M) Timing of Acceptance Period

CTS shall be prepared to begin the Acceptance Period upon written notification by the Vendor that the Service is operational. The Acceptance Period will commence at 8:00 AM on the first working day following receipt of notice by CTS. Failure to satisfactorily complete the Acceptance Period, will at CTS’ discretion, result in the restarting of the Acceptance Period or termination of the Long Distance Services Contract.

### **Trouble Free Operation**

The following review areas apply to the CTS Acceptance Period. A formal acceptance period of 30 consecutive days at 99.9 percent trouble free service must be met. The following items will be reviewed prior to acceptance:

1. Call processing records
2. Diagnostic printouts detailing service problems.
3. Customer reported service problem, deemed by CTS to be caused by the Vendor.

### **Failure of Acceptance Period**

CTS shall at its sole discretion determine whether the Vendor’s service has successfully completed each phase of acceptance testing explained above. If the Vendor’s service fails in any category of this review, then at CTS’ discretion:

1. The Acceptance Period may be restarted for an additional 30 days; or
2. The Vendor may be declared non-compliant and the contract terminated at no expense to CTS.

**SECTION 7 –FINANCIAL RESPONSE**

COMPLIANCE WITH ALL SECTIONS OF SECTION 3 IS REQUIRED. FAILURE TO FOLLOW THESE ADMINISTRATIVE REQUIREMENTS MAY RESULT IN IMMEDIATE DISQUALIFICATION

1.

## (M) Overview

CTS seeks to acquire the Products and Servicesthat best meet the State’s needs at the lowest cost and best value. *Financial Evaluation Model* and Contract prices must include all cost components needed for the provisioning of the Products and Services as described herein.

## (M) Financial Grounds for Disqualification

Failure to identify all costs in a manner consistent with the instructions in this RFQ is sufficient grounds for disqualification.

## (M) Taxes

Vendor must collect and report all applicable state taxes as set forth herein (See Section 5.1.2.15). Vendor must not include taxes on Appendix E, *Financial Evaluation Model*.

## (M) Miscellaneous Expenses

Expenses related to day-to-day performance under any Contract, including but not limited to, travel, lodging, meals, incidentals will **not** be reimbursed to the Vendor.

## (M) Price Protection

For the entire term(s) of the Contract, the Vendor must guarantee to provide the Products at the proposed rates or lower. Product rates cannot increase during any term of the Contract. In the event Vendor is providing the products at a lower rate, CTS shall be entitled to the lower rate.

## (MS 100) Completion of Financial Evaluation Model

The Vendor must follow the instructions set forth below to complete the form in Appendix E, *Financial Evaluation Model*, which will be the basis for evaluation of the Financial Response.

CTS will procure one connection per site, and will retain the ability to upgrade the connection to the bandwidth and prices provided in the Vendor’s response. Vendor must include in the *Financial Evaluation Model* all cost components needed for the provisioning of the Products/Services consistent with the RFQ and the Mandatory requirements.

The Vendor must include in its response a completed **Appendix E *Financial Evaluation Model***. Vendor’s pricing shall not increase during the initial term, nor any optional extension.

##  General

#### The Vendor must include the per minute long distance usage rates requested for each type of connection.

#### The Vendor must include all recurring costs, charges, and fees (e.g. monthly charge) in their proposal and clearly identify any recurring costs associated with service provisioning. CTS will utilize all recurring costs associated with service provisioning in the evaluation. No additional recurring charges will be permitted.

#### The Vendor must include all non-recurring costs, charges, and fees (e.g. one-time installation charge) in their proposal and clearly identify any non-recurring costs associated with service provisioning. CTS will utilize all non-recurring costs associated with service provisioning in the evaluation. No additional non-recurring charges will be permitted.

#### In the event changes in state usage dictate the removal of access trunks or facilities, and CTS gives the Vendor 30 calendar days or more written notice, CTS will not be held responsible for any early termination of service charges.

## Dedicated Access

#### Nonrecurring (i.e. installation) charges to replace the current dedicated T1 and SIP facilities and move to the Vendor’s network must not be charged to CTS by the Vendor.

#### As each location incurs costs when changing facilities (e.g. programming, equipment and related technician charges and fees), a $1,000 charge must be shown in the financial evaluation to reflect PBX related charges incurred for each of the 117 PBXs.

## Switched Access

#### LEC/CLEC charges to move lines to the Vendor’s Presubscribed Interexchange and intraexchange Carrier Code (both PIC & LPIC) must be credited by the Vendor. CTS or CTS’ Authorized Customer will identify the interLATA and intraLATA PIC change charge amounts (including taxes) to the Vendor and the Vendor will provide CTS or CTS’ Authorized Customer a credit on the Vendor invoice. There are approximately 17,300 switched access lines; this is an estimate as the number changes from month to month.

**SECTION** **8 – EVALUATION PROCESS**

1.

## Overview

The Vendor who meets all of the RFQ requirements and receives the highest number of total points as described below in the Section, *Vendor Total Score*, will be declared the ASV and enter into contract negotiations with CTS.

## Administrative Screening

Responses will be reviewed initially by the RFQ Coordinator to determine on a pass/fail basis compliance with administrative requirements as specified herein. Evaluation teams will only evaluate Responses meeting all administrative requirements. CTS reserves the right to waive minor administrative irregularities contained in any Response. Additionally, CTS reserves the right, at its sole option, to make corrections to Vendors’ Responses when an obvious arithmetical error has been made in the price quotation. CTS reserves the right to contact Vendor for clarification of Response contents.

## Mandatory Requirements

Responses meeting all of the administrative requirements will then be reviewed on a pass/fail basis to determine if the Response meets the Mandatory requirements. Only Responses meeting all Mandatory requirements will be further evaluated. The State reserves the right to determine at its sole discretion whether Vendor’s response to a Mandatory requirement is sufficient to pass.

## Vendor Scoring

Scoring is based on Vendor’s response Appendix E *Financial Evaluation Model* to reach the Total Vendor Cost. The Vendor with the lowest Total Vendor Cost and thus the highest Vendor Response Total Score shall be named the Apparently Successful Vendor.

Vendor’s Total Cost is derived by performing the following calculations in the Appendix E *Financial Evaluation Model*:

1. Section 1 - Dedicated Access: Section 1.1A Total + Section 1.1B Total + Section 1.2 Total + Section 1.3 Total = Section 1 (Dedicated) Total
2. Section 2 – Switched Access: Section 2.1A Total + Section 2.1B Total + Section 2.1C Total + Section 2.2 Total + Section 2.3 Total = Section 2 (Switched) Total
3. Section 1 (Dedicated) Total and Section 2 (Switched) Total shall be added together to the reach the **Total Vendor Cost**.

Vendors will be ranked using the Vendor’s Response Total Score, with the highest score ranked first and the next highest score ranked second, and so forth. The Vendor Response Total Score (**VRTS**) awarded to a Vendor will be calculated as follows:

|  |  |  |
| --- | --- | --- |
| Lowest Total Vendor Cost | X 100 = | Vendor Response Total Score (VRTS)  |
| Vendor Total Cost |

 The Vendor with the highest Vendor Response Total Score will be declared the ASV.

## Selection of Apparently Successful Vendor

The Vendorwith the highest Vendor Response Total Scorewill be declared the ASV. CTS will enter into contract negotiations with the ASV. Should contract negotiations fail to be completed by the Contract Effective date specified in Section 2, CTS may immediately cease contract negotiations and declare the Vendor with the second highest score as the new ASV and enter into contract negotiations with that Vendor. This process will continue until the Contracts are signed or no qualified Vendors remain.

APPENDIX A

**CERTIFICATIONS AND ASSURANCES**

*Long Distance Services*

Issued by the State of Washington

We make the following certifications and assurances as a required element of the Response, to which it is attached, affirming the truthfulness of the facts declared here and acknowledging that the continuing compliance with these statements and all requirements of the RFQ are conditions precedent to the award or continuation of the resulting Contract.

The prices in this Response have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other offer or competitor relating to (i) those prices, (ii) the intention to submit an offer, or (iii) the methods or factors used to calculate the prices offered. The prices in this Response have not been and will not be knowingly disclosed by the offer or, directly or indirectly, to any other offeror or competitor before Contract award unless otherwise required by law. No attempt has been made or will be made by the offeror to induce any other concern to submit or not to submit an offer for the purpose of restricting competition. However, we may freely join with other persons or organizations for the purpose of presenting a single proposal or bid.

The attached Response is a firm offer for a period of *45* days following the Response Due Date specified in the RFQ, and it may be accepted by CTS without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the *45* day period. In the case of protest, your Response will remain valid for *60* days or until the protest is resolved, whichever is later.

In preparing this Response, we have not been assisted by any current or former employee of the state of Washington whose duties relate (or did relate) to the State's solicitation, or prospective Contract, and who was assisting in other than his or her official, public capacity. Neither does such a person nor any member of his or her immediate family have any financial interest in the outcome of this Response. (Any exceptions to these assurances are described in full detail on a separate page and attached to this document.)

We understand that the State will not reimburse us for any costs incurred in the preparation of this Response. All Responses become the property of the State, and we claim no proprietary right to the ideas, writings, items or samples unless so stated in the Response. Submission of the attached Response constitutes an acceptance of the evaluation criteria and an agreement to abide by the procedures, compliance with Mandatory and all other administrative requirements described in the solicitation document.

We understand that any Contract awarded, as a result of this Response will incorporate all the solicitation requirements. Submission of a Response and execution of this Certifications and Assurances document certify our willingness to comply with the Contract terms and conditions appearing in Appendix B, or substantially similar terms, if selected as a contractor. It is further understood that our standard contract will not be considered as a replacement for the terms and conditions appearing in Appendix B of this solicitation.

We (circle one) **are / are not** submitting proposed Contract exceptions (see Subsection 3.13, *Contract* *Requirements*).

|  |  |  |
| --- | --- | --- |
|  |  |  |
| Vendor Signature |  | Vendor Company Name |
|  |  |  |
| Title |  | Date |

**APPENDIX B**

**PROPOSED CONTRACT**

Posted separately on the CTS Web site at: <http://cts.wa.gov/procurement/procurement.aspx>

**APPENDIX C**

***(If Applicable)* MWBE Participation Form**

**Minority and Women's Business Enterprises (MWBE)**

**Participation Form**

MWBE participation is defined as: Certified MBEs and WBEs bidding as prime contractor, or prime contractor firms subcontracting with certified MWBEs. For questions regarding the above, contact Office of MWBE, (360) 753-9693.

In accordance with WAC 326-30-046, CTS goals for acquisitions have been established as follows: 12% MBE or WBE.

|  |  |  |
| --- | --- | --- |
| **MBE FIRM NAME** | **\*MBE CERTIFICATION NO.** | **PARTICIPATION %** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
| **WBE FIRM NAME** | **\*WBE CERTIFICATION NO.** | **PARTICIPATION %** |
|  |  |  |
|  |  |  |

**\***Certification number issued by the Washington State Office of Minority and Women's Business Enterprises.

Name of Vendor completing this Certification: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

APPENDIX D

**PROTEST PROCEDURE**

A Vendor who is aggrieved in connection with the solicitation or award of a contract, who has submitted a response and participated in a debriefing conference, may submit a written protest to the Contracts & Procurement Manager at Consolidated Technology Services, 1500 Jefferson Street SE, 5th Floor, Olympia WA 98501 or michael.callahan@watech.wa.gov.

**Grounds**

Protests may be based only on alleged bias on the part of an evaluator, mathematical error in the computation of the score, or failure to follow the process or standards stated in the related procurement document.

**Timing**

A protest shall be presented to CTS in writing no later than 5 business days after the post award debrief has occurred. The written letter shall state the grounds for the protest and state the relevant facts, circumstances and documents in support of the Vendor’s position.

**Process**

In conducting its review, CTS will consider all available relevant facts. CTS will resolve the protest in one of the following ways:

1. Find that the protest lacks merit and upholding the agency's action.
2. Find only technical or harmless errors in the agency's acquisition process, determining the agency to be in substantial compliance, and rejecting the protest; or
3. Find merit in the protest and provide options to the agency, including:
	1. Correcting errors and reevaluating all Responses;
	2. Reissuing the solicitation document; or
	3. Making other findings and determining other courses of action as appropriate.

Except as stated otherwise below, the Contracts & Procurement Manager will review protests on behalf of the agency. The agency will deliver its written decision to the protesting vendor within five business days after receiving the protest, unless more time is needed. The protesting vendor will be notified if additional time is necessary. Exempt Purchases under $100,000 shall be reviewed only by the Contracts & Procurement Manager, whose opinion is final.

Vendors may appeal the Contracts & Procurement Manager’s determination, on Exempt Purchases over $100,000, by submitting an appeal in writing to the Director. An appeal shall be filed no later than 5 business days after Contracts & Procurement Manager’s decision. Decisions made by the Director or designee are final.

In the event the Contracts & Procurement Manager has a conflict of interest, the protest or appeal will be managed by a CTS senior level manager appointed by the Deputy Director. This individual must not be involved with the business that is the subject matter of the protest appeal.

**APPENDIX E**

**FINANCIAL EVALUATION MODEL**

Posted separately at

[Procurement Announcements | Washington Technology Solutions](https://watech.wa.gov/procurement-announcements)

APPENDIX F

**A Few Critical Things to Keep in Mind**

**When Responding to an RFQ for**

**Consolidated Technology Services**

*This document is explanatory only and whether Vendor submission it with Vendor’s response has no consequence on the processes stated in any particular procurement.*

**1.** \_\_\_\_\_\_\_ **Read the *entire* document.** Note critical items such as: mandatory requirements; supplies/services required; submittal dates; number of copies required for submittal; funding amount and source; contract requirements (i.e., contract performance security, insurance requirements, performance and/or reporting requirements, etc.).

**2.** \_\_\_\_\_\_\_ **Note the procurement officer's name, address, phone numbers and e-mail address.** This is the **only person** you are allowed to communicate with regarding the RFQ and is an excellent source of information for any questions you may have.

**3.** \_\_\_\_\_\_\_ **Take advantage of the “question and answer” period.** Submit your questions to the RFQ Coordinator by the due date listed in the Schedule of Events and view the answers given in the formal “addenda” issued for the RFQ. All addenda issued for an RFQ are posted on the State’s website and will include all questions asked and answered concerning the RFQ.

**4.** \_\_\_\_\_\_\_ **Follow the format required in the RFQ** when preparing your response. Provide point-by-point responses to all sections in a clear and concise manner. Make sure to address each subpart.

**5.** \_\_\_\_\_\_\_ **Provide complete answers/descriptions.** Read and answer **all** questions and requirements. Don’t assume the State or evaluator/evaluation committee will know what your company capabilities are or what items/services you can provide, even if you have previously contracted with the State. The proposals are evaluated based solely on the information and materials provided in your response.

**6.** \_\_\_\_\_\_\_ **Check the State’s website for RFQ addenda.** Before submitting your response, check the State’s website at [Procurement Announcements | Washington Technology Solutions](https://watech.wa.gov/procurement-announcements) to see whether any addenda were issued for the RFQ.

**7.** \_\_\_\_\_\_\_ **Review and read the RFQ document again** to make sure that you have addressed all requirements and have followed all of the instructions. Once you have done that, read the RFQ document again.

**8.** \_\_\_\_\_\_\_ **Submit your response on time.** Note all the dates and times listed in the Schedule of Events and within the document, and be sure to submit all required items on time. Late proposal responses are never accepted.

**9.** \_\_\_\_\_\_\_ **Address each mandatory/mandatory scored item.**  Any time you see an “M” or “MS”- make sure to respond, even in the financial sections. For Mandatory items, a statement, “(Vendor Name) has read, understands, and fully complies with this requirement” is acceptable.

**APPENDIX G – INTERNATIONAL COUNTRIES**

PART A - CALLS TO INTERNATIONAL LOCATIONS (**5.1.3.1**)

For calls originating from the United States, the Vendor must support the following list of countries.

| **Country** | **Code** |
| --- | --- |
| Afghanistan | 93 |
| Albania | 355 |
| Algeria | 213 |
| American Samoa | 684 |
| Andorra | 376 |
| Angola | 244 |
| Anguilla | 1264 |
| Antarctica | 672 |
| Antigua | 1268 |
| Argentina | 54 |
| Armenia | 374 |
| Aruba | 297 |
| Ascension Island | 247 |
| Australia | 61 |
| Austria | 43 |
| Azerbaijan | 994 |
| Bahamas | 1242 |
| Bahrain | 973 |
| Bangladesh | 880 |
| Barbados | 1246 |
| Belarus | 375 |
| Belgium | 32 |
| Belize | 501 |
| Benin | 229 |
| Bermuda | 1441 |
| Bhutan | 975 |
| Bolivia | 591 |
| Bosnia | 387 |
| Botswana | 267 |
| Brazil | 55 |
| Brazil-Rio de Janeiro | 5521 |
| Brazil-Sao Paulo | 5511 |
| British V.I. | 1284 |
| Brunei | 673 |
| Bulgaria | 359 |
| Burkina Faso | 226 |
| Burundi | 257 |
| Cambodia | 855 |
| Cameroon | 237 |
| Canada | 1, |
| Cape Verde Island | 238 |
| Carribbean | 1809 |
| Cayman Islands | 1345 |
| Central African | 236 |
| Chad | 235 |
| Chile | 56 |
| China | 86 |
| Colombia | 57 |
| Comoros | 269 |
| Cook Islands | 682 |
| Costa Rica | 506 |
| Croatia | 385 |
| Cuba | 53 |
| Cyprus | 357 |
| Czech Republic | 420 |
| DRCongo(Zaire) | 242 |
| Denmark | 45 |
| Diego Garcia | 246 |
| Djibouti | 253 |
| Dominica | 1767 |
| Dominican Rep. | 18093 |
| Ecuador | 593 |
| Egypt | 20 |
| El Salvador | 503 |
| Equatorial Guin. | 240 |
| Eritrea | 291 |
| Estonia | 372 |
| Ethiopia | 251 |
| Falkland Islands | 500 |
| Fiji Islands | 679 |
| Finland | 358 |
| France | 33 |
| French Antilles | 596 |
| French Guyana | 594 |
| French Polynesia | 689 |
| Gabon | 241 |
| Gambia | 220 |
| Georgia | 995 |
| Germany | 49 |
| Ghana | 233 |
| Gibraltar | 350 |
| Greece | 30 |
| Greenland | 299 |
| Grenada | 1473 |
| Guadeloupe | 590 |
| Guam | 671 |
| Guantanamo | 539 |
| Guatemala | 502 |
| Guinea | 224 |
| Guinea Bissau | 245 |
| Guyana | 592 |
| Haiti | 509 |
| Honduras | 504 |
| Hong Kong | 852 |
| Hungary | 36 |
| Iceland | 354 |
| India | 91 |
| Indonesia | 62 |
| Iran | 98 |
| Iraq | 964 |
| Ireland | 353 |
| Iridium | 881 |
| Israel | 972 |
| Italy | 39 |
| Ivory Coast | 225 |
| Jamaica | 1876 |
| Japan | 81 |
| Japan Tokyo | 81t |
| Jordan | 962 |
| Kazakhstan | 7 |
| Kenya | 254 |
| Kiribati | 686 |
| Korea-North | 850 |
| Korea-South | 82 |
| Kuwait | 965 |
| Kyrgyzstan | 996 |
| Laos | 856 |
| Latvia | 371 |
| Lebanon | 961 |
| Lesotho | 266 |
| Liberia | 231 |
| Libya | 218 |
| Liechtenstein | 4175 |
| Lithuania | 370 |
| Luxembourg | 352 |
| Macau | 853 |
| Macedonia | 389 |
| Madagascar | 261 |
| Malawi | 265 |
| Malaysia | 60 |
| Maldives | 960 |
| Mali | 223 |
| Malta | 356 |
| Marisat | 871 |
| Marisat - M | 873 |
| Marshall Islands | 692 |
| Martinique | 8.01E+08 |
| Mauritania | 222 |
| Mauritius | 230 |
| Mayotte Islands | 26961 |
| Mexico | 52 |
| Micronesia | 691 |
| Moldova | 373 |
| Monaco | 377 |
| Mongolia | 976 |
| Montserrat | 1664 |
| Morocco | 212 |
| Mozambique | 258 |
| Myanmar | 95 |
| Namibia | 264 |
| Nepal | 977 |
| Nether Antilles | 599 |
| Netherlands | 31 |
| Nevis - St Kitts | 1869 |
| New Caledonia | 687 |
| New Zealand | 64 |
| Nicaragua | 505 |
| Niger Republic | 227 |
| Nigeria | 234 |
| Niue Island | 683 |
| Norkfolk Island | 6723 |
| Norway | 47 |
| Oman | 968 |
| Pakistan | 92 |
| Palau | 680 |
| Panama | 507 |
| Papua New Guinea | 675 |
| Paraguay | 595 |
| Peru | 51 |
| Peru-Lima | 5114 |
| Philippines | 63 |
| Poland | 48 |
| Portugal | 351 |
| Puerto Rico | 1787 |
| Qatar | 974 |
| Reunion Island | 262 |
| Romania | 40 |
| Russia | 7 |
| Rwanda | 250 |
| Saipan | 670 |
| San Marino | 378 |
| Sao Tome | 239 |
| Saudi Arabia | 966 |
| Senegal | 221 |
| Serbia | 381 |
| Seychelles | 248 |
| Sierra Leone | 232 |
| Singapore | 65 |
| Slovakia | 421 |
| Slovenia | 386 |
| Solomon Islands | 677 |
| Somalia | 252 |
| South Africa | 27 |
| Spain | 34 |
| Sri Lanka | 94 |
| St. Lucia | 1758 |
| St. Vincent/Gren | 1809274 |
| Sudan | 249 |
| Suriname | 597 |
| Swaziland | 268 |
| Sweden | 46 |
| Switzerland | 41 |
| Syria | 963 |
| Taiwan | 886 |
| Tajikistan | 7377 |
| Tanzania | 255 |
| Thailand | 66 |
| Togo Republic | 228 |
| Tonga Island | 676 |
| Trinidad&Tobago | 1868 |
| Tunisia | 216 |
| Turkey | 90 |
| Turkmenistan | 993 |
| Turks&Caicos | 1649 |
| U.K. | 44 |
| US Virgin Islands | 1340 |
| USA | 1 |
| USA Alaska | 1907 |
| USA Hawaii | 1808 |
| USA Washington | 1206 |
| Uganda | 256 |
| Ukraine | 380 |
| United Arab Emir | 971 |
| Uruguay | 598 |
| Uzbekistan | 7371 |
| Vatican City | 3957 |
| Venezuela | 58 |
| Venezuela-Caracas | 582 |
| Vietnam | 84 |
| Western Samoa | 685 |
| Yemen | 967 |
| Yemen AR | 967 |
| Zaire | 242 |
| Zambia | 260 |
| Zimbabwe | 263 |

**APPENDIX H**

**CTS CENTREX AND PBX LOCATIONS**

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **City** | **Lead** | **Sep** |
|  |  **CENTREX** | **Number** | **2015** |
| *1* | Aberdeen | (360) 533-9799 | 80 |
| *2* | Auburn | (253) 931-3900 | 50 |
| *3* | Bellevue (Glencourt) | (425) 455-7000 | 16 |
| *4* | Bellevue (Sherwood) | (425) 649-4499 | 90 |
| *5* | Bellingham | (360) 676-2000 | 180 |
| *6* | Bremerton | (360) 478-4511 | 113 |
| *7* | Centralia | (360) 330-7699 | 95 |
| *8* | Chehalis  | (360) 748-2399 | 72 |
| *9* | Clarkston  | (509) 758-4599 | 8 |
| *10* | Colfax | (509) 397-3430 | 8 |
| *11* | Colville | (509) 684-7499 | 60 |
| *12* | Ephrata | (509) 754-6099 | 70 |
| *13* | Federal Way | (253) 661-5099 | 51 |
| *14* | Kent (Obrien) | (253) 872-6300 | 15 |
| *15* | Kent (Ulrich) | (253) 372-5680 | 57 |
| *16* | Lacey | (360) 438-7000 | 475 |
| *16* | Lacey-Ecology (Desmond) | (360) 438-7000 | 317 |
| *17* | Longview | (360) 578-4199 | 114 |
| *18* | Moses Lake | (509) 766-6599 | 95 |
| *19* | Olympia | (360) 753-5000 | 2,021 |
| *20* | Omak/Okanogan | (509) 826-7399 | 81 |
| *21* | Pasco | (509) 545-2000 | 95 |
| *22* | Port Angeles | (360) 417-1799 | 32 |
| *23* | Port Orchard | (360) 895-6199 | 68 |
| *24* | Port Townsend | (360) 379-5099 | 88 |
| *25* | Puyallup | (253) 840-4899 | 97 |
| *26* | Renton | (425) 277-7399 | 52 |
| *27* | Seattle (Atwater) | (206) 281-6000 | 74 |
| *28* | Seattle (Campus) | (206) 545-6700 | 11 |
| *29* | Seattle (Cherry) | (206) 439-3899 | 53 |
| *30* | Seattle (East) | (206) 720-3549 | 125 |
| *31* | Seattle (Elliott) | (206) 956-3499 | 63 |
| *32* | Seattle (Emerson) | (206) 368-7279 | 107 |
| *33* | Seattle (Lakeview) | (206) 729-3399 | 54 |
| *34* | Seattle (Main) | (206) 464-6266 | 355 |
| *35* | Seattle (Parkway) | (206) 721-4100 | 98 |
| *36* | Seattle (Rockwell-Duwamish) | (206) 764-4141 | 74 |
| *37* | Seattle (Sunset) | (206) 706-3899 | 48 |
| *38* | Seattle (West) | (206) 933-3499 | 73 |
| *39* | Shelton | (360) 427-2299 | 67 |
| *40* | Spokane (Fairfax) | (509) 329-3400 | 165 |
| *41* | Spokane (Hudson) | (509) 482-3899 | 43 |
| *42* | Spokane (Keystone) | (509) 533-2499 | 45 |
| *43* | Spokane (Riverside) | (509) 456-4416 | 129 |
| *44* | Spokane (Walnut) | (509) 921-2499 | 65 |
| *45* | Tacoma (Fawcett) | (253) 593-2011 | 227 |
| *46* | Tacoma (Greenfield) | (253) 471-4599 | 43 |
| *47* | Tacoma (Juniper) | (253) 589-7999 | 283 |
| *48* | Tacoma (Lenox) | (253) 536-6299 | 25 |
| *49* | Tacoma (Logan) | (253) 566-5799 | 68 |
| *50* | Vancouver (North) | (360) 576-6149 | 18 |
| *51* | Vancouver (Orchards) | (360) 260-6349 | 86 |
| *52* | Vancouver (Oxford) | (360) 696-6000 | 156 |
| *53* | Walla Walla | (509) 527-4149 | 72 |
| *54* | Yakima | (509) 575-2000 | 361 |

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| **No.** |  **City** | **System** |
|  |  **PBX** | **Number** |
| 1 | Aberdeen (L&I) | (360) 533-8200 |
| 2 | Aberdeen DOC Staff Creek | (360) 537-2559 |
| 3 | Arlington (DSHS Smokey Point) | (360) 651-6999 |
| 4 | Belfair PBX (DOC Mission Creek) | (360) 277-2400 |
| 5 | Bellevue Sherwood (DSHS) | (425) 401-4699 |
| 6 | Bellingham (DSHS) | (360) 714-4149 |
| 7 | Bellingham (L&I) | (360) 647-1300 |
| 8 | Bremerton (DSHS) | (360) 475-3699 |
| 9 | Buckley (DSHS-Rainier School) | (360) 829-6299 |
| 10 | Castle Rock (Longview) (DNR) | (360) 575-5099 |
| 11 | Chehalis (DSHS Greenhill) | (360) 740-3549 |
| 12 | Colville (DNR) | (509) 685-6959 |
| 13 | Ellensburg (DNR) | (509) 925-8510 |
| 14 | Enumclaw (DNR) | (360) 802-7099 |
| 15 | Everett | (425) 252-5155 |
| 16 | Everett (Casi)(L&I) | (425) 290-1300 |
| 17 | Forks PBX (DNR) | (360) 374-2899 |
| 18 | Gig Harbor (DOC WCCW) | (253) 858-4200 |
| 19 | Kelso Longview (DSHS) | (360) 501-2699 |
| 20 | Kennewick-Highlands (ES) | (509) 734-5900 |
| 21 | Kent-Ulrich (DSHS) | (253) 372-6219 |
| 22 | Littlerock (DOC-Cedar Creek) | (360) 359-4100 |
| 23 | Longview (L&I) | (360) 525-6900 |
| 24 | Lynnwood-Halls Lake (DSHS Alderwood) | (425) 673-3299 |
| 25 | Medical Lake (DSHS East ST Hosp) | (509) 565-4799 |
| 26 | Medical Lake (DSHS Lakeland) | (509) 299-1999 |
| 27 | Monroe (DOC-Corr Ctr) | (360) 794-2899 |
| 28 | Moses Lake | (509) 764-5799 |
| 29 | Mount Vernon (ES) | (360) 416-3500 |
| 30 | Mount Vernon (L&I) | (360) 416-3000 |
| 31 | Naselle DSHS Youth Camp | (360) 484-7500 |
| 32 | Olympia I Maple Park (ES) | (360) 902-0212 |
| 33 | Olympia I (NRB) | (360) 902-2959 |
| 34 | Olympia I (NRB) 1500 Jeff | (360) 407-8000 |
| 35 | Olympia I (NRB) Remote-6th Ave | (360) 407-2400 |
| 36 | Olympia I (NRB) Remote-637 Woodland Sq | (360) 407-5799 |
| 37 | Olympia I (NRB) Remote-Adams  | (360) 902-0310 |
| 38 | Olympia I (NRB) Remote-AGR Tumwater  | (360) 664-8950 |
| 39 | Olympia I (NRB) Remote-Cap (Fish) | (360) 902-0600 |
| 40 | Olympia I (NRB) Remote-Capitol Court | (360) 725-1110 |
| 41 | Olympia I (NRB) Remote-DES CMS | (360) 664-9625 |
| 42 | Olympia I (NRB) Remote-DES Motorpool | (360) 664-9200 |
| 43 | Olympia I (NRB) Remote-DES Surplus | (360) 407-1900 |
| 44 | Olympia I (NRB) Remote-DNR Nursery | (360) 902-1234 |
| 45 | Olympia I (NRB) Remote-Ecology Hq. | (360) 407-6000 |
| 46 | Olympia I (NRB) Remote-GA Bldg. | (360) 902-0406 |
| 47 | Olympia I (NRB) Remote-Hwy Lic | (360) 902-0125 |
| 48 | Olympia I (NRB) Remote-Ins Bldg | (360) 902-0302 |
| 49 | Olympia I (NRB) Remote-OB2 | (360) 902-0115 |
| 50 | Olympia I (NRB) Remote-Parks | (360) 902-8699 |
| 51 | Olympia I (NRB) Remote-Perc | (360) 570-7339 |
| 52 | Olympia I (NRB) Remote-Republic | (360) 902-0505 |
| 53 | Olympia I (NRB) Remote-Sunset | (360) 902-3200 |
| 54 | Olympia II  | (360) 664-1115 |
| 55 | Olympia II OSPI Annex | (360) 725-6044 |
| 56 | Olympia II Remote-640 Woodland Sq | (360) 725-0640 |
| 57 | Olympia II Remote-814 (Lottery) | (360) 664-0814 |
| 58 | Olympia II Remote-Aberdeen | (360) 537-2600 |
| 59 | Olympia II Remote-Black Lk | (360) 664-0405 |
| 60 | Olympia II Remote-Blake Pk | (360) 664-4450 |
| 61 | Olympia II Remote-Bristol Ct | (360) 664-2424 |
| 62 | Olympia II Remote-Capview I | (360) 664-0712 |
| 63 | Olympia II Remote-Capview II | (360) 664-0724 |
| 64 | Olympia II Remote-Capitol | (360) 664-0521 |
| 65 | Olympia II Remote-Chandler (UTC) | (360) 664-1300 |
| 66 | Olympia II Remote-Cherry Plaza45 | (360) 725-1000 |
| 67 | Olympia II Remote-Cherry Plaza46 | (360) 725-0626 |
| 68 | Olympia II Remote-DEL | (360) 725-3570 |
| 69 | Olympia II Remote-Dolliver | (360) 725-0801 |
| 70 | Olympia II Remote-DSHS JRA | (360) 407-3200 |
| 71 | Olympia II Remote-DVA | (360) 725-1102 |
| 72 | Olympia II Remote-HCA WRHSE | (360) 725-9979 |
| 73 | Olympia II Remote-Old Cap | (360) 725-0600 |
| 74 | Olympia II Remote-Pacific | (360) 664-3000 |
| 75 | Olympia II Remote-Point Plaza East | (360) 725-6840 |
| 76 | Olympia II Remote-RAAD | (360) 725-0906 |
| 77 | Olympia II Remote-Town34 | (360) 725-2249 |
| 78 | Olympia II Remote-Town49 | (360) 725-0621 |
| 79 | Olympia II Remote-Twnctr East DCS | (360) 664-6999 |
| 80 | Olympia II Remote-Vancouver (DSHS-Mill) | (360) 397-9980 |
| 81 | Olympia II Remote-Vanc (ECY) | (360) 690-7171 |
| 82 | Olympia II Remote-WSAC | (360) 753-7800 |
| 83 | Olympia III Remote-DSHS Alderwood | (425) 977-6899 |
| 84 | Olympia III Remote-DSHS Chehalis | (360) 740-3879 |
| 85 | Olympia III Remote-DSHS Moses Lake | (509) 764-5600 |
| 86 | Olympia III Remote-ECY Bellevue | (425) 649-7000 |
| 87 | Olympia III Remote-ECY Richland | (509) 372-7880 |
| 88 | Olympia III Remote-ECY Spokane | (509) 329-3499 |
| 89 | Olympia III Remote-ECY Union Gap | (509) 575-2490 |
| 90 | Olympia III Remote-ESD Maple Park | (360) 902-9799 |
| 91 | Orting PBX (DVA-Old Soldiers) | (360) 893-4500 |
| 92 | Port Townsend (Ft Worden) | (360) 344-4599 |
| 93 | Redmond (ES) | (425) 861-3797 |
| 94 | Renton (DSHS-500) | (425) 793-0500 |
| 95 | Seattle-East (DSHS-Cap Hill) | (206) 568-5849 |
| 96 | Seattle-Emerson (DSHS-Fircrest)  | (206) 361-2990 |
| 97 | Seattle-Main (DSHS-Bellingham) | (360) 594-6700 |
| 98 | Seattle-Main (DSHS-Belltown) | (206) 239-3600 |
| 99 | Seattle-Main (DSHS-Holgate) | (206) 341-7999 |
| 100 | Seattle-Main (DSHS-King) | (206) 341-7499 |
| 101 | Seattle-Main Rmt-Commerce | (206) 256-6100 |
| 102 | Seattle-Main Rmt-DFI | (206) 639-6050 |
| 103 | Seattle-Main Rmt-DOC Reynolds | (206) 464-6320 |
| 104 | Seattle-Main Rmt-DSHS DDD | (206) 454-2300 |
| 105 | Seattle-Main Rmt-DSHS Everett | (425) 438-4999 |
| 106 | Seattle-Main Rmt-DSHS Monroe CA | (360) 805-8499 |
| 107 | Seattle-Main Rmt-DSHS Monroe CSO | (360) 805-8400 |
| 108 | Seattle-Main Rmt-DSHS Mt. Vernon | (360) 429-2800 |
| 109 | Seattle-Main Rmt-ECY Bellingham | (360) 715-5200 |
| 110 | Seattle-Main Rmt-ECY Pad Bay | (360) 428-3110 |
| 111 | Seattle-Main Rmt HCA | (206) 521-2000 |
| 112 | Seattle-Main OAH | (206) 389-3400 |
| 113 | Seattle-Main OEO | (206) 748-5600 |
| 114 | Seattle-Main Rmt Svc Blind | (206) 906-5500 |
| 115 | Seattle-Main (L&I) | (206) 515-2800 |
| 116 | Seattle-Main (L&I) Remote-Bellevue | (425) 990-1400 |
| 117 | Seattle-Main (L&I) Remote-Tukwilla | (206) 835-1000 |
| 118 | Seattle-Main (Melbourne) | (206) 906-5799 |
| 119 | Seattle-Parkway (DSHS-Rainier) | (206) 760-2099 |
| 120 | Seattle-Parkway (ES-Rainier JSC) | (206) 721-6079 |
| 121 | Seattle-Rockwell (DSHS-White Center) | (206) 716-2559 |
| 122 | Seattle-West (DSHS) | (206) 923-4999 |
| 123 | Sedro Wooley (DNR) | (360) 854-2800 |
| 124 | Selah (DSHS) | (509) 698-1399 |
| 125 | Shelton (DOC FIELD OFC) | (360) 549-5602 |
| 126 | Shelton (DOC WCC) | (360) 427-4699 |
| 127 | Shelton (DSHS CSO) | (360) 432-2150 |
| 128 | Snoqualmie (DSHS-Echo Glen) | (425) 831-2500 |
| 129 | Spokane-Chesnut (DOC Airway Hts) | (509) 244-6700 |
| 130 | Spokane-Fairfax (L&I) | (509) 324-2600 |
| 131 | Spokane-Fairfax (L&I) Remote-Pullman | (509) 334-5296 |
| 132 | Spokane-Keystone (ES) | (509) 532-3199 |
| 133 | Spokane-Riverside (DSHS Rockpoint) | (509) 363-5699 |
| 134 | Spokane-Riverside Remote-1608 Boone | (509) 363-1608 |
| 135 | Spokane-Riverside Remote-316 Boone | (509) 323-7300 |
| 136 | Spokane-Riverside Remote-DOC Wal Wal Main | (509) 394-6750 |
| 137 | Spokane-Riverside Remote-DOC Wal Wal Mill | (509) 394-0900 |
| 138 | Spokane-Riverside Remote-DOC Wenatchee | (509) 667-7050 |
| 139 | Spokane-Riverside Remote-DSHS HCS | (509) 568-3680 |
| 140 | Spokane-Riverside Remote-ECY Wenatchee | (509) 665-5380 |
| 141 | Spokane-Riverside Remote-Kennewick | (509) 374-0500 |
| 142 | Spokane-Riverside Remote-Kennewick CSO | (509) 734-4299 |
| 143 | Spokane-Riverside Remote-Maple | (509) 227-1313 |
| 144 | Spokane-Riverside Remote-OAH Spokane | (509) 742-5700 |
| 145 | Spokane-Riverside Remote-OAH Yakima | (509) 249-6090 |
| 146 | Spokane-Riverside Remote-Omak CSO | (509) 846-8510 |
| 147 | Spokane-Riverside Remote-Richland CSO | (509) 585-3000 |
| 148 | Spokane-Riverside Remote-Sunnyside CSO | (509) 836-7100 |
| 149 | Spokane-Riverside Remote-Toppenish CSO | (509) 865-7400 |
| 150 | Spokane-Riverside Remote-Trent | (509) 227-8517 |
| 151 | Spokane-Riverside Remote-Walla Walla DSHS  | (509) 394-1000 |
| 152 | Spokane-Riverside Remote-Wenatchee | (509) 665-5399 |
| 153 | Spokane-Riverside Remote-Yakima | (509) 249-1002 |
| 154 | Tacoma-Fawcett (DSHS) | (253) 983-6799 |
| 155 | Tacoma-Fawcett (L&I) | (253) 596-3800 |
| 156 | Tacoma-Fawcett (L&I) Remote-Bremerton | (360) 415-4000 |
| 157 | Tacoma-Fawcett (L&I) Remote-Pt. Angeles | (360) 417-2700 |
| 158 | Tacoma-Fawcett Remote (DOC) | (253) 680-2799 |
| 159 | Tacoma-Fawcett Remote (DOC) Bremerton | (360) 415-5640 |
| 160 | Tacoma-Fawcett Remote (DOC) Pt. Orchard | (360) 415-5499 |
| 161 | Tacoma-Fawcett Remote (DSHS) BREM CSO | (360) 405-7899 |
| 162 | Tacoma-Fawcett Remote (DSHS/DOC)  | (253) 404-5500 |
| 163 | Tacoma-Fawcett Remote (DSHS) Federal Way | (253) 651-5000 |
| 164 | Tacoma-Fawcett Remote (DSHS) PRC South | (253) 428-3200 |
| 165 | Tacoma-Fawcett Remote (DSHS) Puyallup | (253) 864-4599 |
| 166 | Tacoma-Fawcett Remote (OAH)  | (253) 476-6870 |
| 167 | Tacoma-Juniper (DSHS-CSO Lakewood) | (253) 512-3499 |
| 168 | Tacoma-Juniper (DSHS MCNEIL SCC) | (253) 589-6200 |
| 169 | Tacoma-Juniper (DSHS-WEST ST HOSP) | (253) 756-2399 |
| 170 | Tumwater (L&I) | (360) 902-5800 |
| 171 | Tumwater (L&I) Remote-DOC | (360) 725-8999 |
| 172 | Tumwater (L&I) Remote-DOC Maple Lane | (360) 664-3400 |
| 173 | Tumwater (L&I) Remote-DOC Warehouse | (360) 725-9199 |
| 174 | Tumwater (L&I) Remote-DOR | (360) 902-6500 |
| 175 | Tumwater (L&I) Remote-INS | (360) 725-5000 |
| 176 | Tumwater (L&I) Remote-Point Plaza West | (360) 664-6825 |
| 177 | Tumwater (L&I) Remote-Town Center East | (360) 902-0243 |
| 178 | Vancouver-Orchard (L&I) | (360) 896-2300 |
| 179 | Vancouver-Oxford (ES) | (360) 735-5099 |
| 180 | Vancouver-Oxford (DSHS-Harney) | (360) 993-7999 |
| 181 | Vancouver-Oxford (OAH) | (360) 397-9944 |
| 182 | Yakima (AGR) | (509) 249-6999 |
| 183 | Yakima (ES) | (509) 574-0199 |
| 184 | Yakima-Chestnut (L&I) | (509) 454-3700 |
| 185 | Yakima-Chestnut (L&I) Remote-R5 Kennewick | (509) 734-7567 |
| 186 | Yakima-Chestnut (L&I) Remote-R5 Moses Lake | (509) 766-6527 |
| 187 | Yakima-Chestnut (L&I) Remote-R5 Wenetchee | (509) 886-6307 |

  |  |

**APPENDIX J**

**VENDOR REFERENCES**

The Vendor must provide a minimum of three customer references for each service type (Dedicated Access, Switched Access, and PRI,) that have acquired services from their firm within the last three (3) years and can verify the service volume and experience requirements. Provide the following information for each customer reference contact, using the following format.

**Reference #1**

Company Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Type of Business \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Contact \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title of Contact \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone Number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Service Description \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date Service Began \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Service Type \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Service Volumes \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Calls/Minutes/Cards

**Reference #2**

Company Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Type of Business \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Contact \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title of Contact \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone Number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Service Description \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date Service Began \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Service Type \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Service Volumes \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Calls/Minutes/Cards

**Reference #3**

Company Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Type of Business \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Contact \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title of Contact \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone Number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Service Description \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date Service Began \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Service Type \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Service Volumes \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Calls/Minutes/Cards

**APPENDIX K**

**E-RATE SPIN Information**

**E-rate Discount**

I certify that (name of Vendor)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_is eligible to provide telecommunications services, as defined by the Schools and Libraries Division (SLD) of the Universal Service Administrative Corporation.

SLD SPIN Number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 ☐ Service Provider Annual Certification (SPAC) Form on file for 2015 funding year

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_