

State of Tennessee
Sourcing Event 31701-13326
Specifications

A. SCOPE:

- A.1. The Contractor shall provide all goods or services and deliverables as required, described, and detailed below and shall meet all service and delivery timelines as specified by this Contract.
- A.2. The purpose of this document is to establish a contract describing the requirements for Long Distance (InterLATA and IntraLATA) and Toll-free telephone calling services, Audio/Web Conferencing, and other services as detailed in the Scope and incorporated into this Contract, without limitation, and in the vendor's catalog of service offerings, Contract Attachment B.
- A.3. Definitions. Definitions shall be as follows or as designated and defined in the terms and conditions of the Contract.
- a. American National Standards Institute (ANSI). The term "ANSI" refers to the private non-profit organization that oversees the development of voluntary consensus standards for products, services, processes, systems, and personnel in the United States.
 - b. Audio Conferencing. The term "Audio Conferencing" refers to the practice of connecting multiple called parties on a single audio conference call, with multiple lines connected through a conferencing bridge.
 - c. Automatic Number Identification (ANI). The term "ANI" is a service that provides the receiver of a telephone call with the number of the calling phone.
 - d. Building Industry Consulting Services International (BICSI). The term "BICSI" refers to the global association that defines the educational standard and provides information, education and knowledge assessment for individuals and companies in the information technology services field.
 - e. Catalog. The term "Catalog" shall refer to a published or advertised list of prices for hardware, software, subscriptions, support and services. Also, known as a price list and price schedule.
 - f. Contract. The term "Contract" shall refer to the writing(s) which contain the agreement of the State and the Respondent/Contractor setting forth the total legal obligation between the parties as determined by applicable rules of law.
 - g. Contractor. The term "Contractor" shall refer to any successful Respondent to whom a Contract has been awarded by the State.
 - h. Dialed Number Identification Service (DNIS). The term "DNIS" refers to a telecommunication service that determines for the receiver of a call the number that the caller dialed.
 - i. Domestic calls. The term "Domestic calls" refers to the long distance calls that are made anywhere in the United States, all territories, and the District of Columbia.
 - j. Electronic Industries Alliance (EIA). The term "EIA" refers to the standards directing component marking, data modeling, color coding, and packaging materials. Products and services covered under this collection range from the smallest electronic component to the most complex systems used by the defense, space and consumer product industry.
 - k. Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI). The term "ISDN" refers to the Integrated Services Digital Network that delivers services through the

Primary Rate Interface (PRI) which is for large enterprises and offices and is the standard for carrying multiple voice and data transmissions between the network and a user.

- l. International calls. The term “International calls” refers to long distance telephone calls not covered by domestic calls.
- m. International Telecommunication Union (ITU). The term “ITU” refers to the organization that coordinates the international standards for information and communication technologies.
 - i. ITU-T. The term “ITU-T” refers to the telecommunications standardization sector within the ITU which coordinates with all entities involved with creating standards in the telecommunications industry.
 - ii. ITU-T P. The term “ITU-T P” refers to the telecommunications standardization sector within the ITU that creates standards for telephone transmission quality, telephone installations, and local line networks.
- n. Interstate. The term “Interstate” refers to calls between two (2) states. These calls can also be considered InterLATA because they are calls between two (2) LATAs.
- o. Local Exchange Carriers (LEC). The term “LEC” is a telecommunications regulatory term for the local telephone company.
- p. Local Access Transport Area (LATA). The term “LATA” is used in the United States telecommunications regulation. It represents a geographic area covered by one or more telephone companies, which are legally referred to as Local Exchange Carriers (LECs).
- q. Mean Opinion Score (MOS). The term “MOS” is used in communications as a ranking of the quality of voice and video session.
- r. NPA, NPA/NXX. The terms “NPA” or “NPA/NXX” are numbering plans used in North American to provide current telephone area code prefix and exchange numbering assignments. “NPA” refers to Number Plan Area, commonly called the Area Code. “NXX” refers to the three digits of a phone number immediately following the area code, also called the “exchange” or the “Central Switching Office Designation.”
- s. Perceptual Speech Quality Measure (PSQM). The term “PSQM” refers to the computational and modeling algorithm defined in the ITU recommendation that allows automated, simulation-based test methodologies to objectively rate both speech clarity and transmitted voice quality.
- t. Personal Identification Number (PIN). The term “PIN” is a numeric or alpha-numeric password used in the process of authenticating a user accessing a system.
- u. Point of Presence (POP). The term “POP” represents a location where a long-distance carrier could terminate services and provide connections into a local telephone network or LATA.
- v. Primary Interexchange Carrier (PIC). The term “PIC” is the primary long distance carrier used for 1+dialing through which all interstate long distance toll calls are made.
- w. Public Switched Telephone Network (PSTN). The term “PSTN” refers to the local, regional, and national telecommunications companies operating the PSTN allowing landline telephone calls to be made through the connected circuit-switching telephone networks.

- x. Session Initiation Protocol (SIP). The term “SIP” is a signaling protocol used to create, manage and terminate interactive communication sessions in an Internet Protocol (IP) based network.
- y. State. The term “State” shall refer to the State of Tennessee, including its departments, agencies, and entities that fall under its purview.
- z. Strategic Technology Solutions (STS). The term “Strategic Technology Solutions (STS)” refers to the agency within the State’s Department of Finance and Administration that is tasked with oversight and management of the State of Tennessee’s information technology data and resources.
- aa. Takeback-N-Transfer (TNT). The term “TNT” allows the called party to enter a touch-tone command, which places the caller on hold, and reroutes the call to another destination. The reroute can be attended, unattended, or 3-way.
- bb. Technical Assistance Center (TAC). The term “TAC” refers to a unit within a company that’s primary purpose is to provide technical support to its customers around-the-clock, online and over the phone, when the customers have technical issues regarding the equipment developed/delivered by the company which delivers the TAC support.
- cc. Telecommunications Industry Association (TIA). The term “Telecommunications Industry Association (TIA)” refers to the trade association which is accredited by the American National Standards Institute (ANSI) in order to develop industry standards for information and communication technologies (ICT) products such as cellular towers, data terminals, VoIP devices, satellites, telephone terminal equipment and many more.
- dd. Time:
 - i. All references to time refer to the time zone of the State agency location:
 - (1) Central Standard Time (CST)/ Central Daylight Time (CDT); or,
 - (2) Eastern Standard Time (EST)/Eastern Daylight Time (EDT)
 - ii. A State business day or Normal Business Hours: Monday through Friday 8:00 a.m. through 4:30 p.m., except State holidays.
 - iii. After Normal Business Hours: Monday through Thursday 4:31 p.m. through 7:59 a.m., except State Holidays.
 - iv. Weekends: 4:31 p.m. Friday through 7:59 a.m. Monday.
 - v. State Holidays are designated by the State: 8:00 a.m. on the Holiday through 7:59 a.m. the following day.
- ee. Toll-free. The term “Toll-free” refers to telephone numbers with a distinct three-digit code that can be dialed with no charge to the party placing the call. The person or company being called pays for the calling service.
- ff. Transition Plan. The term “Transition Plan” shall refer to a formal document that outlines the scope of the Contractor’s requirements to ensure continuity of all equipment and services which will be moved from the current State contract to this Contract.
- gg. Two B Channel Transfer (TBCT). The term “TBCT” is an emerging telephone technology, where a telephone conversation on an incoming and outgoing line on a private branch exchange can be passed up the chain to the telephone company freeing up two lines on the private branch exchange.

- hh. Underwriters Laboratories (UL). The term “UL” refers to the largest and best known independent, not-for-profit testing laboratory conducting safety and quality tests on a broad range of products.
- ii. Zone Improvement Plan Code (ZIP Code). The term “ZIP Code” refers to the five-digit postal code used by the United States Postal Service to indicate the destination post office of delivery area.

A.4. Long Distance Telephone Calling Services. The Contractor shall provide long distance telephone calling services (one plus, 1+ dialing) for the following types; InterLATA and IntraLATA.

a. InterLATA:

- i. calls between two separate LATAs where any portion of the LATA is within the state of Tennessee (InterLATA)
- ii. Interstate
- iii. Canada
- iv. Mexico
- v. International Locations (other than Canada or Mexico)

b. IntraLATA:

The Contractor shall provide long distance calling services (one plus, 1+dialing) for calls within Local Access Transport Areas (LATA) where any portion of the LATA is within the state of Tennessee (IntraLATA). Calls within a LATA that crosses state boundaries are considered IntraLATA.

c. For both InterLATA and IntraLATA, the Contractor shall provide long distance calling services by either of two (2) methods of access, Dedicated Access and Switched Access.

- i. Dedicated Access is defined as long distance calls that originate from the telephone numbers assigned or allocated to the State, that are within a LATA, where any portion of that LATA is within the state of Tennessee, via a T1.5 or other broadband facility. The Contractor may provide Dedicated Access in locations mutually agreeable to the State and the Contractor. Currently, Dedicated Access will be probable in Nashville, where the access from the Contractor’s point of presence (POP) is terminated into AT&T’s Centrex common block. The State may in the future, with agreement of the Contractor, install Dedicated Access at other locations in addition to Nashville.
- ii. Switched Access is defined as long distance calls that originate from the telephone numbers assigned or allocated to the State, that are within a LATA, where any portion of that LATA is within the state of Tennessee, over the public switched network. The Contractor shall provide Switched Access where Dedicated Access is not mutually agreed upon by the State and the Contractor.
- iii. The Contractor shall provide sufficient capacity to assure a P.01 grade of service for Dedicated Access and Switched Access.

A.5. Toll-free Telephone Calling Services. The Contractor shall provide Toll-free telephone calling services for the State and the calls shall originate from and/or be of the following types:

- a. InterLATA - calls between LATAs where any portion of the LATA is within the State of Tennessee.
- b. IntraLATA - calls within Local Access Transport Areas (LATAs) where any portion of the LATA is within the State of Tennessee; calls within a LATA that crosses state boundaries are considered IntraLATA.

- c. Interstate
- d. International
 - i. Canada
 - ii. Japan
 - iii. Mexico
 - iv. United Kingdom
 - v. All countries except those listed above in A.5.d.i through A.5.d.iv.
- e. International and Domestic calls can be received on same line.
- f. The Contractor shall provide Toll-free telephone calling services for the types identified in A.5 by two (2) methods of egress; "Dedicated" and "Switched".
 - i. "Dedicated" egress will be required only in Nashville where the access from the Contractor's Point of Presence (POP) is terminated into AT&T's Centrex common block. The State may, in the future, with agreement of the Contractor, install dedicated access at locations in addition to Nashville.
 - ii. "Switched" egress will utilize the Local Exchange Carrier's (LEC's) public switched network.
 - iii. The Contractor shall provide sufficient capacity to assure a P.01 grade of service. P.01 grade of service is defined as a provisional transmission standard with the statistical probability of no more than one (1) call in one hundred (100) blocked on initial attempt during the average busy hour.

A.6. Contractor Requirements. The Contractor shall document their capability to provide Toll-free and Long Distance telephone calling services by providing documentation of network ownership, network operations, network maps, ability to work with other carriers and contractors, and any other material that is indicative of the Contractor's ownership and or control of facilities and switching equipment (remote geographic areas may be serviced via leasing or cooperative agreements with other carriers). Upon Contract effective date, the State will determine the schedule in which the required documentation will be provided to the State by the Contractor.

A.7. Contractor Licensure. The Contractor shall be responsible for all licenses, certifications, permits, etc. applicable and required for completion of the work as required by this Contract. These may include, but not be limited to, the following: National Electrical Codes, Building Codes and jurisdictional requirements, and any materials used shall be Underwriters Laboratories (UL) listed; infrastructure materials that meet American National Standards Institute (ANSI), Telecommunications Industry Association (TIA) / Electronic Industries Alliance (EIA) and Building Industry Consulting Services, International (BICSI) standards.

A.8. Long Distance and Toll-free Required Services / Features.

- a. Alternate Termination Routing. The Contractor shall provide the capability for the State to route calls to an alternate termination should the original termination be unable to complete the call (i.e., all lines busy or no answer). The service shall be provided per Toll-free number.
- b. Automatic Call Termination. The Contractor shall provide the ability to automatically terminate calls over a predetermined duration. A minimum threshold will be determined by the State.
- c. Automatic Forwarding. The Contractor shall provide the ability, in the event that a T-1 carrying service is unavailable, to automatically send Toll-free calls to a switched number for each Toll-free number supported by that T-1. This routing must support the ability to

forward multiple Toll-free numbers to multiple switched Public Switched Telephone Network numbers.

- d. Block Originating Calls. The Contractor shall provide the capability for the State to block calls that originate from a specific area (State, area code [NPA], exchange [NPA/NXX], or country) to a Toll-free number to prevent charges on a local call. This feature is required to provide a specific referral of calls per Toll-free number. The service shall be provided per Toll-free number.
- e. Calling Party Station ID. The Contractor shall provide the capability for the State to receive calling party station ID at no additional cost to the State.
- f. Coverage outside Tennessee. The Contractor is to identify where the same Toll-free number can be utilized from other countries, i.e. Canada, etc., and must provide Toll-free Number access to callers from some countries without requiring a number change.
- g. Coverage within Tennessee. The Contractor must be able to provide Toll-free and Long Distance service to all counties within the state of Tennessee. The Contractor is to provide network maps showing coverage and network ownership of various segments.
- h. Day of Week/Time of Day Routing. The Contractor shall provide the capability for the State to route calls made to a single Toll-free number to terminate to a different local number based on the day of the week and/or the time of day. The service shall be provided per Toll-free number.
- i. Dialed Number Identification. The Contractor shall provide the capability for the State to receive dialed number identification (DNIS) to determine the Toll-free number that the originator dialed at no additional cost to the State.
- j. Emergency Routing Switching Process. The Contractor shall be capable of performing an emergency routing switching process for the State to change the routing of calls in the event of a natural disaster, power outage or other service disruption. Upon Contract Award, the Contractor will provide the emergency routing switching process in writing to the State.

This emergency routing switching process shall be supported by switching sites and wire centers capable of continuous operation during a commercial power outage. Switching of the routing pattern must be accomplished within thirty (30) minutes of the emergency request. The Contractor shall offer a portal option for re-routes. The service shall be provided per Toll-free number.
- k. Holiday/Special Event Routing. The Contractor shall provide the capability for the State to specify different routing for State holidays or special events. The service shall be provided per Toll-free number.
- l. International Toll-free Call. The Contractor shall provide the capability of calling from selected countries with the ability for International and Domestic calls to be received on the same line.
- m. Local Call Blocking. The Contractor shall provide the capability for the State to block local calls to a Toll-free number to prevent charges on a local call. The service shall be provided per call.
- n. Network Informational Announcements. The Contractor shall provide the capability for the State to have informational announcements in the network. The service shall be provided per Toll-free number.
- o. Network Prompting. The Contractor shall provide the calling party an announcement/menu in the Contractor's network, offering options to the caller, which

when selected, will determine the proper routing of the call; i.e., termination, additional announcement. The service shall be provided per Toll-free number.

- p. Originating/Geographic Routing. The Contractor shall provide the capability for the State to be able to determine the terminating Toll-free number routing by the location of the originating line. The State area code, exchange, NPA, NPA/NXX and or ZIP Codes or country can define the originating number group. The service shall be provided per Toll-free number.
- q. Pay Station (Coin Charge) Surcharge. The Contractor will service calls to a Toll-free number that originates from a pay station. This is a per call charge.

Pay Station Block: The Contractor shall provide the capability to block calls from identified pay stations or, if specifically requested, from individual Toll-free numbers
- r. Percentage Routing. The Contractor shall provide the capability for the State to route calls to different terminations based on the percentage of the total calls that a termination wants to receive. The service shall be provided per Toll-free number.
- s. PIN Numbers. The Contractor shall provide personal identification numbers (PINs) for user call security, at no additional cost to the State.
- t. Set-Ups or Changes. At the State's request, the Contractor shall provide initial set-up services or changes to the Services/Features specifically designated in Specification Sections A.8.a through A.8.u. In the event the Contractor provides the designated Services/Features Set-Ups or Changes, the State shall compensate the Contractor in accordance with Terms and Conditions, Section 1.50 Compensation Firm. The Contractor's pricing attached to Contract as Attachment B to determine applicable Services/Feature Set-Up and/or Change fees.
- u. Takeback-N-Transfer (TNT) and Two B Channel Transfer (TBCT): Provide TNT (T-1 24 channels) and or TBCT (23 B channels + D) capabilities. Specify locations within the State where service is available.
- v. The Contractor shall add telephone numbers to or remove telephone numbers from the State's account within two (2) business days after written/e-mail notification from the State.

A.9. Delivery Requirements.

- a. Orders for new Toll-free telephone calling service, where terminating access is in place, shall be completed by the Contractor within three (3) business days. The Contractor's completion timeframe for orders for Toll-free telephone calling service involving customized routing or new terminating access will be determined at the time of the State's request.
- b. Call Setup Time. The Contractor must provide call setup within six (6) seconds. This is defined from the moment the Contractor receives the last digit of the dialed number to the point ringing is heard.
- c. ISDN and SIP Support for Long Distance. The Contractor shall provide support for ISDN Primary Rate Interface (PRI) T1's and if offered by the Contractor, support for Session Initiation Protocol (SIP). ISDN B channel bonding must be available on any PRI services offered. The ISDN B channel is defined as the bearer (B) channel which carries primary data or voice communications.
- d. ANI Support. The Contractor shall pass the Toll-free call's originating Automatic Number Identification (ANI) to the State's receiving switch to allow the State to route callers based

on their telephone number. This applies only to Toll-free service provided over facilities utilizing ISDN Primary Rate Interface (PRI) or Session Initiation Protocol (SIP).

- e. FAX Support. The Contractor shall provide support for incoming fax calls. If SIP is utilized, the Contractor's network must support the International Telecommunication Union (ITU) standards T.38 and or G.711 for faxing.
- f. Service Installation.
 - i. For dedicated services, the Contractor shall install Toll-free number service dedicated trunks within forty-five (45) days of Request for Service. In the event the Contractor cannot meet the installation date, the Contractor must notify the State in writing within ten (10) days of the Request for Service to establish a new installation date schedule.
 - ii. For switched services and the installation of Toll-free numbers on dedicated trunks, the Contractor commits to installing Toll-free number service within five (5) Business Days of the Request for Service. In the event the Contractor cannot meet the installation date, the Contractor must notify the State in writing within twenty-four (24) hours of the Request for Service to establish a new installation date schedule.
- g. For Toll-free calling, the Contractor shall provide to the State the capability to modify or change terminations and feature parameters on existing Toll-free numbers. The Contractor will provide State personnel training on the usage of this customer control capability.
- h. Extended Out of Service Conditions. The existence of an Out of Service condition for twenty-four (24) continuous hours (or more) shall allow the State, at its option, to terminate the affected Toll-free Number Service without termination liability or receive an Out of Service credit in an amount equal to the monthly recurring charge for the affected Toll-free Number Service for the month in which the outage occurred.

A.10. Technical Support Requirements.

- a. The Contractor shall provide technical support to include troubleshooting of hardware, software, and or service problems with the State approved personnel or the State's Customer Care Center (Help Desk) via telephone.
- b. The Contractor shall provide telephone technical support for all services via a Toll-free telephone number twenty-four (24) hours a day, seven (7) days a week, three hundred sixty-five (365) days a year. These services shall be at no additional cost to the State and shall include, but not be limited to;
 - i. account management,
 - ii. troubleshooting service problems,
 - iii. solving problems or failures of a technical nature,
 - iv. technical advice on service implementation, suitability, or other requirements arising from the implementation or execution of the awarded Contract.
- c. The Contractor may also be required to provide on-site technical support during Normal Business Hours, at no additional cost to the State.
- d. The Contractor shall provide to the State the capability to modify/change terminations and feature parameters on existing Toll-free numbers. This is not intended to establish new Toll-free numbers or features. The Contractor shall provide State personnel training on the usage of this customer control capability, at no additional cost to the State.

- e. The Contractor shall be required, when necessary and directed by the State, to work directly with the State's Centrex Contractor and/or local carrier, to solve service problems. The Contractor may also be required to work directly with State end users.
- f. The Contractor shall provide and maintain a portal solution for monitoring and reporting to the State the progress of service requests, including service completion.
- g. The Contractor shall provide the capability for the State to have access to on-line technical support tools and technical assistance, at no additional cost to the State.
- h. All hardware, firmware, software utilized in this Contract shall be maintained at current levels supported by the manufacturer. When a product reaches end-of-life, the Contractor will replace it with new hardware, firmware, and software supported by the manufacturer, at no cost to the State.

A.11. Account Management and Technical Support Teams.

- a. The Contractor shall provide an account management team that provides responsive and knowledgeable personnel to respond to the State's service and technical support requirements, at no additional cost to the State. The Contractor shall provide a single point of contact for each title below and one (1) individual contact representative must not hold more than two (2) titles.
 - i. Account Service Manager. The Account Service Manager shall be responsible for the project management of the Contract requirements. This shall include: reporting and coordination of services for interfacing internally with the Contractor, State personnel, and other vendors required to resolve problems or otherwise required by the Contract; communications; and timing of projects.
 - ii. Technical Support Manager. The Technical Support Manager shall be responsible for consultations, planning, and architecture across the various technology platforms and services required in this Contract. Also, assists in the setup (preparation, training, and coordination) of required processes.
 - iii. Field Service Representative. The Field Service Representative is responsible for managing problem escalation to final resolution maintaining communication with the Account Service Manager, Technical Support Manager, and other State designated personnel. See Specification Section A.11.d.
- b. Upon Contract Effective Date, the account management team's contact information shall be provided to the State. The information will include name, e-mail address, telephone number (local Nashville, TN number or Toll-free number), mobile/cell number and fax number.
- c. If the Contractor's Account Service Manager leaves the Contractor's employ or is removed by the Contractor, the Contractor shall provide written notification to the State. A replacement of equal or greater education and work experience qualifications must be provided within five (5) business days of the written notification to the State.
- d. The Contractor shall provide an escalation procedure such that technical support is available as requested in Specification Section A.12. Escalation procedure staff must be approved by the Contractor and the State to provide services required for the Contract.
 - i. If the problem or failure has not been corrected after two (2) business hours, the Contractor's Field Service Representative shall notify the Contractor's Technical Assistance Center (TAC) Manager.

- ii. If the problem/failure has not been corrected after four (4) business hours, the Contractor's TAC Manager will escalate the problem to the TAC escalations group. Escalations group support will commence immediately.
- iii. If the problem/failure cannot be resolved the same business day as dispatch of the Contractor's Field Service Representative, the Contractor escalation group will open a service request with tier two or higher level of TAC.
- iv. Regional Contractor management will communicate by telephone with the site operations manager on the problem disposition every two (2) business hours until the problem or failure is resolved.
- e. Telephone technical support assistance shall be provided to the State via a local Nashville, Tennessee or a Contractor-provided Toll-free number during Normal Business Hours.
- f. The Contractor shall provide technical support to include troubleshooting of hardware, software, and or service problems with the State approved personnel or the State's Customer Care Center (Help Desk) via telephone.
- g. The Contractor shall meet, at a minimum, once a quarter with State designated personnel to discuss the current status of services and projects and what improvements are needed.
- h. The Contractor shall provide updates on all services, including the vendor's catalog of Services Offerings, Contract Attachment B, as required and approved by the State so the State is aware of new service offerings and to remain technologically current. See State Terms and Conditions Section 1.58 Substitute Items Offered by the Contractor.

A.12. Outages.

- a. The State shall define outages and be the sole determinant of whether an outage is critical or non-critical.
- b. A critical outage is an interruption in service where an emergency/urgent need exists. Technical support for a critical outage must be initialized within two (2) hours after notification regardless of the day of the week/year or time of day (twenty-four (24) hours a day, seven (7) days a week, three hundred sixty-five (365) days a year). The Contractor must provide a local Nashville, TN telephone number or Toll-free telephone number for reporting critical outages after Normal Business Hours and on State holidays and/or Weekends. All critical outages shall be repaired no later than twenty-four (24) hours after notification from the State.
- c. A non-critical outage is an interruption in service where an urgent need does not exist. Technical support for a non-critical outage must be initialized within twenty-four (24) hours after notification. Repairs may be scheduled or performed at the time the request is made by the State. Repairs may be accomplished, during the State's Normal Business Hours and must be completed to the satisfaction of the State.
- d. An outage or a failure of required services may require the Contractor to send technical personnel to a State location. The cost of this repair or maintenance service shall be borne by the Contractor.
- e. The Contractor shall collect the following minimum information upon receiving an outage notification from the State:
 - i. problem description
 - ii. on-site point of contact information (State end user)

- iii. critical or non-critical outage designation
- f. Requests for emergency re-routes (change in termination) will be completed within one (1) hour. The hour will begin after the Contractor has received a previously tested, new terminating telephone number. The Contractor shall offer a portal option for re-routes. The Contractor is to describe or attach portal function, user capabilities, and routing options for review and acceptance.

A.13. Network Availability and Service Levels:

- a. Scheduled Downtime: All non-emergency maintenance is to be coordinated with STS at least fourteen (14) days advance notice prior to performing the scheduled downtime in order for the downtime not to be calculated into the monthly availability factor. The Contractor is to provide optional dates for scheduling downtime for maintenance operations. The preferred maintenance time period is 12:01 AM through 6:00 AM Central Time.
- b. Disaster Recovery Plan: Upon request by the State, the Contractor shall make available the Disaster Recovery plans for catastrophic outages, such as power interruptions and circuit cuts.
- c. Grade of Service: Contractor must provide a P.01 or better grade of service to all locations on the Contractor's network.
- d. Voice Transmission: Contractor must provide, at all times, voice transmission quality measured at the State's router interface(s) which is at or better than toll quality as defined within the ITU-T-P.SOO specification with an MOS not below 4.0 or the ITU P.861 specification utilizing a PSQM value not in excess of 0.5.
- e. Toll-free Service must be available twenty-four (24) hours per day, every day of the year.
- f. The Contractor's network and all circuits extended to the State of Tennessee shall have a minimum annual network availability factor of 99.95%; based on 365 days a year.

A.14. Audio and Web Conferencing Services.

- a. Audio Conferencing. The Contractor will provide two (2) options for Audio Conferencing:
 - i. Basic Service consisting of the following:
 - (1) Reservationless
 - (2) Domestic Toll-free Number
 - (3) Bridge Capacity up to twenty-five 25 participants
 - (4) Unique Host Passcode
 - (5) Participant PIN
 - (6) Announce Attendees
 - (7) Keep Attendees on Hold until Host Joins
 - (8) Caller Muting by Host
 - ii. Feature rich Service that augments the Basic Service consisting of the following options:
 - (1) Scheduled via Operator on-line
 - (2) Local Access Phone Number
 - (3) International Access Phone Number

- (4) Bridge Capacity of up to three hundred (300) participants
- (5) Audio Recording
- b. Web Conferencing. The Contractor shall provide, at a minimum, the following services for web conferencing:
 - i. Unlimited Web License.
 - ii. Recording thirty (30) day.
 - iii. Capacity up to one hundred and twenty-five (125) participants

A.15. Reporting.

- a. Traffic Reports: Upon request, the Contractor shall provide compiled traffic statistics, and operational reports (Usage Detail Reports) as required. At a minimum, the report shall include call detail, peak and overall traffic volume, calls blocked, and distribution of calls by area code or location.
- b. Spend Reports: Upon request, or at a minimum quarterly, the Contractor shall furnish a spend report delineating the amount of spend on each of the identified features and activities identified in this Contract. The format of the report shall be approved by the State.
- c. Ad Hoc Reports: The State may on occasion request ad hoc reports from the Contractor regarding orders and services. These reports must be made available free of charge and provided within ten (10) business days of the request.

A.16. Portal / Control Center Services. The Contractor shall provide and host a secure web-based online portal on a Contractor-owned/operated server, which shall be located within the continental United States. The portal service shall be accessible 24x7x365, unless otherwise scheduled for maintenance or an event outside the Contractor's control. The portal shall provide, but not be limited to, the following:

- a. A single Control Center that allows initiation of a move, add, or change for both Long Distance and Toll-free services and the ability for the State to:
 - i. Create, View, Update, and Track Tickets
 - ii. Create, View, Update, and Track Orders
 - iii. Add or remove numbers to/from the long distance service capability
 - iv. Change Point-To numbers for 800 numbers
- b. Access to all reporting requirements (see Specification Section A.15. above) and associated data from the performance of this Contract, such as the following:
 - i. Inventory of what phone numbers are in use?
 - ii. What Point-To numbers do they point to?
 - iii. Who are the phone numbers assigned to?
 - iv. Historical and real time network statistics

A.17. State's Ticketing System.

- a. The State's Current Ticketing System (ITSM) Requirements.
 - i. If the State deems it necessary, the Contractor shall be required to utilize the State's ITSM System for full integration of service desk operations and ticketing system. ITSM is defined as Information Technology Service Management (ITSM) software.

- ii. The Contractor shall require named-user licenses to access the ITSM System. The Contractor shall compensate the State for all named user ITSM licenses sufficient for the Contractor to meet the required SLAs applicable to the individual service ticket. Each person using the ITSM system is required to have a unique user license; sharing of licenses is a violation of State Policy and is not allowed.
- iii. Access to the ITSM System is through user logon credentials, but is accessible through the Internet. Access to the data is only through the reporting functionality of the system and the Contractor will not have direct access to the database.

A.18. Transition Services.

- a. If the current Contractor changes at the Effective Date of this Contract, the following shall apply:
 - i. The newly-awarded Contractor shall provide a detailed transition plan and schedule within ten (10) business days of the Contract award for the transition of all current users and services. The plan and schedule must be acceptable to the State and must include plans for porting and establishing service and the Primary Interstate Carrier (PIC) changes with minimum service outage time, equipment delivery, and scheduling.
 - ii. The State shall provide the newly awarded Contractor with a list of dedicated locations and switched telephone numbers.
 - iii. Fourteen (14) days prior to the Contract Effective Date, the State will provide the newly awarded Contractor with a list of current Toll-free telephone numbers to be ported after notification of Contract award. The State will also provide the newly-awarded Contractor with an agency letter allowing the newly-awarded Contractor to work on the State's behalf to port the Toll-free numbers from one Contractor to the other.
 - iv. The newly-awarded Contractor shall provide the service of transitioning all existing services from the current contract holder at no additional cost to the State. The newly-awarded Contractor will pay any PIC change charges billed by the LEC.
- b. If the existing Contractor is not awarded the next contract that will replace this Contract when it expires, the following shall apply:
 - i. The existing Contractor shall provide the service of transitioning all existing services awarded from this Contract to the next contract holder completing all transition tasks during the transition period, at no additional cost to the State.
 - ii. The existing Contractor shall provide services during the transition period at contract prices on a month-to-month basis until the new contract holder is in place and all cutovers are completed. The transition period shall begin no more than six (6) months prior to the end of this Contract and shall be completed within ninety (90) calendar days of the Contract Effective Date.
 - iii. The existing Contractor shall provide a comprehensive listing of all installed equipment, including type of equipment, location (address, building, etc.), and other pertinent information required for a satisfactory transition.

A.19. Catalog Requirements

- a) STS requires the Contractor to provide a complete catalog of offered products and services for

storage solutions, network and security-related hardware, software, management tools, and Technical Support Services in compliance with the scope of the Contract. The catalog offerings must be provided for the duration of the Contract and renewals thereof and shall include the currently available products and services.

- b) The catalog shall contain pricing for Contract-related hardware, software, including any specialized solutions, long-distance/Toll Free services, components, configuration, setup, installation, operational site surveying, integration, training, and technical support.
- c) The Contractor shall be allowed to update its entire approved catalog. These updates are used to change catalog item pricing and product numbers. Supplements to the existing catalog may be submitted with approval from STS. The supplement is to be used for adding products and services not available at the time of award, but which fall within the scope of the original specifications. STS must be notified of Manufacturer's suggested retail price changes within fifteen (15) calendar days of a change.
- d) The Contractor's catalog shall not contain any Contractor's or manufacturer's Terms and Conditions and any such additional terms and conditions shall be unenforceable against the State.