STANDARD AGREEMENT FORM FOR PROFESSIONAL SERVICES

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

1. Agency Contract Number	2. DGS Solicitation Number	3. Financial Coding	4. Agency Assigned Encumbrance Number
2015-0200-2583-2	2015-0200-2583	2300500 / 2200107 / 73753	N/A

5. Vendor Number	6. Service Bundle / Service	7. Alaska Business License Number
ACS14294	2 / Data Network	987256

This contract is between the State of Alaska,

8. Department of	Division	
Administration	Enterprise Technology Services	hereafter the State, and

9. Contractor	
ACS Internet, LLC	hereafter the Contractor

Mailing Address	Street or P.O. Box	City	State	ZIP+4
600 Telephone Ave		Anchorage	AK	99503

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

ARTICLE 2. Performance of Service:

2.1 Appendix A (General Provisions), Articles 1 through 16, governs the performance of services under this contract.
2.2 Appendix B sets forth the liability and insurance provisions of this contract.
2.3 Appendix C sets forth the services to be performed by the contractor.

ARTICLE 3. Period of Performance: The period of performance for this contract begins November 4, 2014, and ends November 3, 2019.

ARTICLE 4. Considerations:

4.1 In full consideration of the contractor's performance under this contract, the State shall pay the contractor a sum not to exceed $2,400,000 in accordance with the provisions of Appendix D.
4.2 When billing the State, the contractor shall refer to the Authority Number or the Agency Contract Number and send the billing to:

11. Department of	Attention: Division of
Administration	Enterprise Technology Services
Mailing Address	Attention:
PO Box 110206, Juneau, AK 99811-0206	Fiscal

12. CONTRACTOR	
Name of Firm: ACS Internet, LLC	
Signature of Authorized Representative	Date: 11/4/14
Typed or Printed Name of Authorized Representative: Anand Vadapalli	
Title: President & CEO	

14. **CERTIFICATION:** I certify that the facts herein and on supporting documents are correct, that this voucher constitutes a legal charge against funds and appropriations cited, that sufficient funds are encumbered to pay this obligation, or that there is a sufficient balance in the appropriation cited to cover this obligation. I am aware that to knowingly make or allow false entries or alternations on a public record, or knowingly destroy, mutilate, suppress, conceal, remove or otherwise impair the verity, legibility or availability of a public record constitutes tampering with public records punishable under AS 11.56.815-.820. Other disciplinary action may be taken up to and including dismissal.

13. CONTRACTING AGENCY

Department/Division: Department of Administration / Enterprise Technology Services

Signature of Project Director	Date	Signature of Head of Contracting Agency or Designee	Date
	11/4/14		11/4/14
Typed or Printed Name of Project Director: Jim Bates		Typed or Printed Name: Jason Soza	
Title: Division Director		Title: Chief Procurement Officer	

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

Alaska Communications 800855 11-3-2014 CONTRACTS

STANDARD AGREEMENT FORM FOR PROFESSIONAL SERVICES

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

1. Agency Contract Number	2. DGS Solicitation Number	3. Financial Coding	4. Agency Assigned Encumbrance Number
2015-0200-2583-2	**2015-0200-2583**	**2300500 / 2200107 / 73753**	**N/A**

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This contract is between the State of Alaska,

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ACS Internet, LLC	hereafter the Contractor

Mailing Address	Street or P.O. Box	City	State	ZIP+4
600 Telephone Ave		**Anchorage**	**AK**	**99503**

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11. Department of	Attention: Division of
Administration	**Enterprise Technology Services**
Mailing Address	Attention:
PO Box 110206, Juneau, AK 99811-0206	**Fiscal**

12. CONTRACTOR	
Name of Firm	
ACS Internet, LLC	
Signature of Authorized Representative	Date
Typed or Printed Name of Authorized Representative	
Anand Vadapalli	
Title	
President & CEO	

14. **CERTIFICATION:** I certify that the facts herein and on supporting documents are correct, that this voucher constitutes a legal charge against funds and appropriations cited, that sufficient funds are encumbered to pay this obligation, or that there is a sufficient balance in the appropriation cited to cover this obligation. I am aware that to knowingly make or allow false entries or alternations on a public record, or knowingly destroy, mutilate, suppress, conceal, remove or otherwise impair the verity, legibility or availability of a public record constitutes tampering with public records punishable under AS 11.56.815-.820. Other disciplinary action may be taken up to and including dismissal.

13. CONTRACTING AGENCY

Department/Division

Department of Administration / Enterprise Technology Services

Signature of Project Director	Date	Signature of Head of Contracting Agency or Designee	Date

Typed or Printed Name of Project Director	Typed or Printed Name
Jim Bates	**Jason Soza**
Title	Title
Division Director	**Chief Procurement Officer**

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

APPENDIX A
GENERAL PROVISIONS

Article 1. Definitions.

1.1 In this contract and appendices, "Project Director" or "Agency Head" or "Procurement Officer" means the person who signs this contract on behalf of the Requesting Agency and includes a successor or authorized representative.

1.2 "State Contracting Agency" means the department for which this contract is to be performed and for which the Commissioner or Authorized Designee acted in signing this contract.

Article 2. Inspections and Reports.

2.1 The department may inspect, in the manner and at reasonable times it considers appropriate, all the contractor's facilities and activities under this contract.

2.2 The contractor shall make progress and other reports in the manner and at the times the department reasonably requires.

Article 3. Disputes.

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

Article 4. Equal Employment Opportunity.

4.1 The contractor may not discriminate against any employee or applicant for employment because of race, religion, color, national origin, or because of age, disability, sex, marital status, changes in marital status, pregnancy or parenthood when the reasonable demands of the position(s) do not require distinction on the basis of age, disability, sex, marital status, changes in marital status, pregnancy, or parenthood. The contractor shall take affirmative action to insure that the applicants are considered for employment and that employees are treated during employment without unlawful regard to their race, color, religion, national origin, ancestry, disability, age, sex, marital status, changes in marital status, pregnancy or parenthood. This action must include, but need not be limited to, the following: employment, upgrading, demotion, transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training including apprenticeship. The contractor shall post in conspicuous places, available to employees and applicants for employment, notices setting out the provisions of this paragraph.

4.2 The contractor shall state, in all solicitations or advertisements for employees to work on State of Alaska contract jobs, that it is an equal opportunity employer and that all qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, age, disability, sex, marital status, changes in marital status, pregnancy or parenthood.

4.3 The contractor shall send to each labor union or representative of workers with which the contractor has a collective bargaining agreement or other contract or understanding a notice advising the labor union or workers' compensation representative of the contractor's commitments under this article and post copies of the notice in conspicuous places available to all employees and applicants for employment.

4.4 The contractor shall include the provisions of this article in every contract, and shall require the inclusion of these provisions in every contract entered into by any of its subcontractors, so that those provisions will be binding upon each subcontractor. For the purpose of including those provisions in any contract or subcontract, as required by this contract, “contractor” and “subcontractor” may be changed to reflect appropriately the name or designation of the parties of the contract or subcontract.

4.5 The contractor shall cooperate fully with State efforts which seek to deal with the problem of unlawful discrimination, and with all other State efforts to guarantee fair employment practices under this contract, and promptly comply with all requests and directions from the State Commission for Human Rights or any of its officers or agents relating to prevention of discriminatory employment practices.

4.6 Full cooperation in paragraph 4.5 includes, but is not limited to, being a witness in any proceeding involving questions of unlawful discrimination if that is requested by any official or agency of the State of Alaska; permitting employees of the contractor to be witnesses or complainants in any proceeding involving questions of unlawful discrimination, if that is requested by any official or agency of the State of Alaska; participating in meetings; submitting periodic reports on the equal employment aspects of present and future employment; assisting inspection of the contractor's facilities; and promptly complying with all State directives considered essential by any office or agency of the State of Alaska to insure compliance with all federal and State laws, regulations, and policies pertaining to the prevention of discriminatory employment practices.

4.7 Failure to perform under this article constitutes a material breach of contract.

Article 5. Termination.

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

Article 6. No Assignment or Delegation.

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

Article 7. No Additional Work or Material.

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

Article 8. Independent Contractor.

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

Article 9. Payment of Taxes.
As a condition of performance of this contract, the contractor shall pay all federal, State, and local taxes incurred by the contractor and shall require their payment by any Subcontractor or any other persons in the performance of this contract. Satisfactory performance of this paragraph is a condition precedent to payment by the State under this contract.

Article 10. Ownership of Documents.
All designs, drawings, specifications, notes, artwork, and other work developed in the performance of this agreement are produced for hire and remain the sole property of the State of Alaska and may be used by the State for any other purpose without additional compensation to the contractor. The contractor agrees not to assert any rights in such designs, drawings, specifications, notes, artwork, and other work, and not to establish any claim in these materials under the design patent or copyright laws. Nevertheless, if the contractor does mark such materials with a statement suggesting they are trademarked, copyrighted, or otherwise protected against the State's unencumbered use or distribution, the contractor agrees that this paragraph supersedes any such statement and renders it void. The contractor, for a period of three years after final payment under this contract, agrees to furnish and provide access to all retained materials at the request of the Project Director. Unless otherwise directed by the Project Director, the contractor may retain copies of all the materials.

Article 11. Governing Law; Forum Selection
This contract is governed by the laws of the State of Alaska. To the extent not otherwise governed by Article 3 of this Appendix, any claim concerning this contract shall be brought only in the Superior Court of the State of Alaska and not elsewhere.

Article 12. Conflicting Provisions.
Unless specifically amended and approved by the Department of Law, the terms of this contract supersede any provisions the contractor may seek to add. The contractor may not add additional or different terms to this contract; AS 45.02.207(b)(1). The contractor specifically acknowledges and agrees that, among other things, provisions in any documents it seeks to append hereto that purport to (1) waive the State of Alaska's sovereign immunity, (2) impose indemnification obligations on the State of Alaska, or (3) limit liability of the contractor for acts of contractor negligence, are expressly superseded by this contract and are void.

Article 13. Officials Not to Benefit.
Contractor must comply with all applicable federal or State laws regulating ethical conduct of public officers and employees.

Article 14. Covenant Against Contingent Fees.
The contractor warrants that no person or agency has been employed or retained to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee except employees or agencies maintained by the contractor for the purpose of securing business. For the breach or violation of this warranty, the State may terminate this contract without liability or in its discretion deduct from the contract price or consideration the full amount of the commission, percentage, brokerage or contingent fee.

Article 15. Compliance.
In the performance of this contract, the contractor must comply with all applicable federal, state, and borough regulations, codes, and laws, and be liable for all required insurance, licenses, permits and bonds.

Article 16. Force Majeure:
The parties to this contract are not liable for the consequences of any failure to perform, or default in performing, any of their obligations under this Agreement, if that failure or default is caused by any unforeseeable Force Majeure, beyond the control of, and without the fault or negligence of, the respective party. For the purposes of this Agreement, Force Majeure will mean war (whether declared or not); revolution; invasion; insurrection; riot; civil commotion; sabotage; military or usurped power; lightning; explosion; fire; storm; drought; flood; earthquake; epidemic; quarantine; strikes; acts or restraints of governmental authorities affecting the project or directly or indirectly prohibiting or restricting the furnishing or use of materials or labor required; inability to secure materials, machinery, equipment or labor because of priority, allocation or other regulations of any governmental authorities.

APPENDIX B[1]
INDEMNITY AND INSURANCE

Article 1. Indemnification

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

Article 2. Insurance

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

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

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

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

APPENDIX C
SCOPE OF WORK

The terms and conditions of this contract, including the scope of work/services, are contained in the following documents, incorporated by reference:

- **APPENDIX E: RFP #2015-0200-2583, Core Telecommunications Services**, as amended, issued by the Department of Administration;
- **APPENDIX F: Final Clarification Document prepared by ACS Internet, LLC,** as agreed upon by the Department of Administration.
- **APPENDIX G: Proposal submitted by ACS Internet, LLC,** in response to RFP#2015-0200-2583;

Additional Terms

Contingency Contractor

In the case of contract termination per RFP Section 8.45 and/or Appendix A, Article 5, the state reserves the right to seek the services required under the terminated service bundle(s) from the Contingency Contractor as indicated below:

Service Bundle	Contractor	Contingency Contractor
1	GCI	Alaska Communications
2	Alaska Communications	GCI
3	GCI	Alaska Communications
4	GCI	Alaska Communications

By signature on this contract award, the Contractor agrees to extend the offer on all service bundle(s) for which the Contractor is named as a Contingency Contractor through the full duration of the contract. In the case of contract termination as described above, the state may approach the Contingency Contractor to perform the required services as described in their submission in response to RFP #2015-0200-2583 for the appropriate service bundle, including value adds.

Nothing in this section restricts the right of the state to negotiate items related scope or cost, provided all negotiations remain within the scope of the original RFP.

Special Projects

Should additional work become necessary that was not considered in the base proposal cost for this service bundle, it shall be performed in accordance with RFP Section 8.35:

> *Some services will be provided on a quoted Time and Materials (T & M) basis per project, with not-to-exceed, maximum dollar amount limits. The State will request quotes on specific projects, commodities or services, the contractor shall provide quote in the form of a plan narrative, bill of materials and as built documentation. These shall be accomplished within or attached to the appropriate SDM ticket. If the quote is acceptable, the State shall direct the contractor to proceed. The State will not be responsible for any work done by the contractor, even work done in good faith, if it occurs prior to acceptance from the State within the SDM system.*
>
> *No travel costs will be allowed for work performed in Anchorage, Juneau and Fairbanks. Travel costs to other locations will be calculated from the closest core city (Anchorage, Juneau, or Fairbanks) and will be reimbursed in accordance with the Alaska Administrative Manual (AAM) Chapter 60.*

Work performed under this clause shall be billed at the hourly rates proposed by the Contractor (included below) when practical. Any costs for work that cannot be performed at an hourly rate shown below must be accompanied with cost and pricing data to justify the cost and approved by the Project Director. The total amount of special projects, including value adds, may not exceed **$5,000,000** for the initial 5-year term. Additional work necessary beyond this amount shall be treated as an unanticipated amendment per RFP Section 8.46.

Labor Category	**Hourly Rate**
Administrator	$55.00
Dispatcher / NOCC Tech	$60.00
Procurement / Logistics Technician	$80.00
Lead Technician / Supervisor	$105.00
Network Administrator	$126.00
Lead Engineer / Security Specialist	$169.00
Project Manager	$105.00

Devices

Following discovery, the State and the Contractor shall agree on the number of devices to be managed. Contractor's base pricing is for 600 devices. Should the number of devices to be managed exceed 600, the State and the Contractor will negotiate the price for management of the additional devices.

Order of Precedence

In case of conflict, the following order of precedence shall govern:
1. This contract document;
2. Appendix E;
3. Appendix F;
4. Appendix G.

APPENDIX D
PAYMENT SCHEDULE

Payments shall be made in accordance with the RFP (Section 8.41 Proposed Payment Procedures, Section 8.42 Contract Payment, and Exhibit 1, Section 2.2.7 Provide Account Management Services) and Appendix G Section 1e.

STATE OF ALASKA

DEPARTMENT OF ADMINISTRATION
DIVISION OF GENERAL SERVICES
333 WILLOUGBY AVE, ROOM 700
JUNEAU, AK

REQUEST FOR PROPOSALS

CORE TELECOMMUNICATIONS SERVICES

RFP #2015-0200-2583

MAY 29, 2014

Important Notice: If you received this solicitation from the State of Alaska's Online Public Notice website, you must register with the procurement officer listed in this document to receive subsequent amendments. Failure to contact the procurement officer may result in the rejection of your offer.

Jason Soza
Procurement Officer
Department of Administration

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SECTION 1: PROJECT SUMMARY

1.1 PROJECT OVERVIEW

The State of Alaska ("the State"), Department of Administration, is requesting proposals to provide core voice, video, data, and help center services. The State will only consider proposals from financially responsible firms presently engaged in the business of telecommunications services. Each Offeror must furnish the required documents in the required format as outlined in this RFP in order to be considered responsive.

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

1.2 PROJECT DETAILS AND DESIRED OUTCOMES

The primary goals of this service are to provide the State with reliable telecommunications services that will assist the State in performing key government services and business operations. Please review all Exhibits for additional State requirements with regards to this service.

1.3 PROJECT TERM

The length of this contract will be for an initial term of 5 years, with up to 2 one-year optional renewal periods that may be exercised at the sole discretion of the State.

1.4 PROJECT BUDGET

The total budget for this project is $10,000,000 per year.

Historically, this amount can be broken down by service bundle as shown in the following table. These figures are provided for informational purposes only and do not represent a minimum or maximum for each service bundle:

1	Wired Telephony Services	$5,000,000
2	Data Network Services	$2,500,000
3	Video-Conferences Services	$1,000,000
4	End-User Support Services	$1,500,000

1.5 CURRENT CONDITIONS

Best efforts have been made to obtain accurate, detailed information on the current conditions at the State as shown in the Exhibits and contract documents/drawings. However, Offerors should not assume this information is 100% complete or accurate. Offerors are strongly encouraged to verify all information and to ask questions for additional details.

SECTION 2: INSTRUCTIONS TO OFFERORS

2.1 PROCUREMENT OFFICER

The State has designated a representative (listed below) who is responsible for the conduct of this procurement. All inquiries, concerns, questions, or clarifications regarding this procurement must be submitted to the individual via fax or email (no phone calls). Offerors shall not contact any other State employees.

Jason Soza
Chief Procurement Officer
Department of Administration

Email: jason.soza@alaska.gov

Address: PO Box 110210
Juneau, AK 99811-0210

State Office Building
333 Willoughby Ave, Room 700
Juneau, AK 99801

2.2 REQUIRED REVIEW

Offerors should carefully review this solicitation for defects and questionable or objectionable material. Comments concerning defects and objectionable material must be made in writing and received by the Procurement Officer at least 10 days before the proposal opening. This will allow issuance of any necessary amendments. It will also help prevent the opening of a defective solicitation and exposure of offeror's proposals upon which award could not be made. Protests based on any omission or error, or on the content of the solicitation, will be disallowed if these faults have not been brought to the attention of the Procurement Officer, in writing, at least 10 days before the time set for opening.

2.3 QUESTIONS RECEIVED PRIOR TO OPENING OF PROPOSALS

All questions must be in writing and directed to the issuing office, addressed to the Procurement Officer. E-mail is preferred. The interested party must confirm telephone conversations in writing.

Two types of questions generally arise. One may be answered by directing the questioner to a specific section of the RFP. These questions may be answered by direct reply. Other questions may be more complex and may require a written amendment to the RFP. The Procurement Officer will make this decision.

2.4 PROCUREMENT SCHEDULE

The State will make every effort to adhere to the schedule below. However, the State reserves the right to modify these activities and dates at any time.

No	Activity	Date
1	Educational Meeting (Juneau)	5/14/2014
2	Draft RFP Issued	5/30/2014
3	Deadline for Initial Written Comments / Questions	6/20/2014
4	Pre-Proposal Meeting (Anchorage)	6/23/2014
5	Deadline for Final Comments / Questions	6/25/2014
6	RFP Finalized	7/2/2014
7	Proposals Due	7/16/2014
8	Evaluations Due	7/18/2014
9	Shortlisting	7/21/2014
10	Interviews (Anchorage)	7/29/2014
11	Identify potential Best Value proposer	8/4/2014
12	Invitation into Phase 2	8/5/2014
13	Overview / Kick-Off Meeting (Anchorage)	8/11/2014
14	Clarification Period Summary Meeting	9/22/2014
15	Anticipated Award	9/24/2014

2.5 PRE-PROPOSAL CONFERENCE

A pre-proposal conference will be conducted to provide an overview of the project and answer any questions. Potential Offerors are strongly encouraged to send their potential Project Manager and the Systems Engineer to the conference to obtain the greatest educational benefit. Attendance at this conference is not mandatory, but is highly recommended.

Date | Time: June 23, 2014 @ 9:00am

Location: Department of Public Safety Crime Lab Classroom
4805 Dr Martin Luther King Jr Ave
Anchorage, AK 99507

2.6 ADDENDA

The State may make changes to the RFP and/or provide clarification to information Stated within the RFP by way of issuance of written addenda. All addenda issued prior to the Proposal Due Date will become part of this RFP and will be deemed to have been considered by the Offeror in its proposal. It is the responsibility of the Potential Offeror to ensure all addenda were received.

SECTION 3: SUBMISSION OF THE PROPOSAL

3.1 DATE, TIME, AND LOCATION

All proposal packages MUST be received no later than 4:00pm Alaska Time on July 14, 2014. Proposals received after this deadline will NOT be accepted. The proposal package must be delivered to the Procurement Officer (Section 2.1). The State is not responsible for the timeliness of mailed documents, nor will the State accept any proposal delivered to a different location.

3.2 FORMAT

All proposals must be printed on standard 8½ x 11 paper. Offerors must use the templates provided in the required Attachments. Proposal documents should be stapled together. Do not bind the documents in any other way.

3.3 NUMBER OF RESPONSES

Each Offeror shall submit 7 original hardcopies of all attachments EXCEPT for Attachment I Cost Proposal. 1 original hardcopy of Attachment I Cost Proposal must be submitted in a separate sealed envelope. 1 electronic copy of the entire proposal must be submitted in PDF format. Proposals submitted by facsimile or email will not be accepted.

3.4 PROPOSAL PACKAGE CONTENTS AND REQUIREMENTS

Each Offeror shall submit a proposal package for multiple Service Bundles where all information is the same across each Service Bundle or a separate proposal package for individual Service Bundle(s) where information is unique to each Bundle being proposed on. The Offeror MUST indicate which Service Bundle(s) is/are being proposed on in Attachment A. Failure to indicate which Service Bundle(s) is/are being proposed on may result in the proposal being deemed non-responsive.

The package(s) should be marked with reference to this RFP (RFP Number and Name). The package(s) must be sealed and contain the information below. Any proposal that does not adhere to the requirements in this RFP will be deemed non responsive and rejected.

Attachment A – Proposal Cover Sheet
Attachment B – Proposal Form
Attachment C* – Service Plan
Attachment D* – Risk Assessment Plan
Attachment E* – Value Assessment Plan
Attachment F – Reference List
Attachment G – Survey Questionnaires
Attachment H – Past Performance Information Scores
Attachment I – Cost Proposal Form (in a separate, sealed envelope)

** Indicates that the entire Attachment must be anonymous. These Attachments must NOT contain any names (company, personnel, project, product, etc.) that can be used to identify the Offeror*

SECTION 4: PROPOSAL REQUIREMENTS AND FORMAT

4.1 OVERVIEW

This contract will be awarded on a best-value basis, as outlined in this RFP. The best value process consists of three primary stages: 1) selection, 2) clarification and pre-planning, and 3) post award performance measurement.

Selection (Phase 1): The first stage of the best value process focuses on the Offeror's ability to differentiate itself based upon the ability to identify, prioritize, and minimize risks, add value to the State and show a high level of past performance on behalf of other clients. Instead of focusing on minimum expectations, the State is allowing Offerors to compete based on value and their ability to maximize the State's satisfaction. Consequently, the submitted proposals should be brief, show differentiation, and allow the State to make a decision on which Offeror is the best value Offeror for the State. It is imperative that each Offeror realize that what is written in the proposals and discussed in the interview will become part of the Offeror's final contract.

Clarification and Pre-Planning (Phase 2): The second stage of the best-value process occurs prior to award with the anticipated highest prioritized Offeror. This Offeror will be required to clearly present their plan on how they will complete the project on-time, meet all of the financial commitments, and meet the quality expectations of the State. This period of time is provided to the Offeror to ensure that they have properly addressed and accounted for all aspects of the service in their proposal.

Post Award Performance Metrics: The third stage of the best-value process occurs after award, and requires the awarded Offeror to monitor and track all risks on the project on a weekly basis and to document their performance on a monthly basis.

4.2 ATTACHMENT TEMPLATES

This RFP contains Attachments, which must be used by the Offeror to submit their proposal. An electronic copy of each Attachment is posted online. The Offeror must download, complete, and submit each Attachment as their proposal. Offerors shall NOT re-create these attachments, create their own attachments, or edit the format of the attachments (page sizing, font type, font size, color, etc.) unless permitted to do so. Any proposal that does not adhere to these requirements will be deemed non responsive and rejected.

4.3 PROPOSAL FORM (ATTACHMENT A)

The Offeror must complete all information requested in Attachment A. This document requests information on the following items:

- Contact information of the Offeror
- Acknowledgement of all addenda
- Identification of Primary Subcontractor and contact information

This document must also be signed by the person authorized to contractually obligate the Offeror/Organization.

4.4 PROPOSAL FORM (ATTACHMENT B)

The Offeror must complete all information requested in Attachment B. This document requests information on the following items:

- Identification of the critical project team, including:

    - Project Manager – will be the daily single point of contact for the State for this service (the State can contact at any time to resolve any issues and answer any questions) and will be the lead for the execution of this service for the entire duration of the service.
    - Systems Engineer – will be on the jobsite every day for the entire duration of the service.
    - These individuals shall be used by Offeror for the duration of the Contract resulting from this RFP. These individuals CANNOT be removed or replaced, unless requested to do so by the State.
- Completion of all certification Statements
- Completion of information regarding Alaska preferences

4.5 SERVICE PLAN (ATTACHMENT C)

The Offer shall prepare and submit Attachment C. The purpose of the Service Plan is to demonstrate to the State that the Offeror can visualize what they are going to do before they do it. The Service Plan should be developed around fulfilling the State's requirements within the known project constraints of cost, time, resources, quality, and expectations as described in this RFP. The Service Plan consists of the following sections:

- **Service Approach** – a brief chronological roadmap that describes, in major activities and tasks, how the Offeror will meet the State's expectations as set forth in this RFP. This should be a concise synopsis of your process and approach that will be taken to execute this service.
- **Service Assumptions** – a brief summary of the major assumptions that have been made in preparing the proposal. This should include items/tasks that the Offeror has assumed the State will perform, items/tasks required from the State, and items/tasks that have not been included in the proposal (items that the Offeror feels are outside the scope of work)
- **Roles, Responsibilities, & Expectations** – a brief summary of the expectations and responsibilities that the Offeror has of the State or State personnel.

In order to minimize any bias, the Service Plan MUST NOT contain any names that can be used to identify who the Offeror is (such as company names, personnel names, project names, or product names). A Service Plan template is provided in this document and must be used by all Offerors. Offerors are NOT allowed to re-create, re-format, or modify the template (cannot alter font size, font type, font color; add colors, pictures, diagrams, etc.).

The Service Plan MUST NOT exceed 6 pages (front side of page only) (two pages for Service Approach, two pages for Service Assumptions, and two pages for Roles, Responsibilities, & Expectations). Any plan that contains names, or fails to meet all of the formatting requirements mentioned above, may be marked as nonresponsive and eliminated from the evaluation process.

4.6 RISK ASSESSMENT PLAN (ATTACHMENT D)

The Offeror shall prepare and submit Attachment D. The Risk Assessment Plan should address risks that may impact the successful delivery of this service, considering all expectations as described in this RFP. The Offeror should list and prioritize major risk items that are unique and applicable to this project. This includes areas that may cause the project to not be completed on time, generate cost increases or change orders, or may be a source of dissatisfaction for the owner. The Offeror should rely on and use their past experience and knowledge of completing similar projects to identify these potential risks.

Each risk should be described in non-technical terms and should contain enough information to describe to a reader why the risk is a valid risk. The Offeror must also explain how it will avoid or minimize the risks from occurring. If the Offeror has a unique method to minimize the risk, the Offeror should explain it in non-technical terms. The Risk Assessment plan gives the opportunity for the Offeror to differentiate its capabilities based on its ability to visualize, understand, and minimize risk to the State and the risk to a successful outcome of the service. The Risk Assessment Plan is broken down into two subparts: Assessment of Controllable Risks and Assessment of Non-Controllable Risks.

- **Assessment of Controllable Risks:** This includes risks, activities, or tasks that are controllable by the Offeror, or by entities/individuals that are contracted to by the Offeror. This includes things that are part of the technical scope of what the Offeror is being hired to do. This may also include risks that have already been minimized before the project begins due to the Offeror's expertise (i.e. risks that are no longer risks due to the Offeror's expertise in delivering this type of project). All risks and strategies to mitigate these controllable risks must be included in the Offeror's cost proposal.

- **Assessment of Non-Controllable Risks:** This includes risks, activities, or tasks that are not controllable by the Offeror. This may include risks that are controlled by the State, State's agents or organizations, risks that are caused by outside agencies, or completely uncontrollable risks. Although these risks may not be controlled by the Offeror, the Offeror must identify a strategy that can be followed or used to mitigate these risks. All risks and strategies to mitigate these non-controllable risks must not be included in the Offeror's cost proposal.

In order to minimize any bias, the Risk Assessment Plan MUST NOT contain any names that can be used to identify who the Offeror is (such as company names, personnel names, project names, supplier or manufacturer names, or product names). The Risk Assessment Plan must not identify the Offeror's cost proposal for this service.

A Risk Assessment Plan template is provided in this document and must be used by all the Offerors. Offerors are NOT allowed to re-create, re-format, or modify the template (cannot alter font size, font type, font color; add colors, pictures, diagrams, etc.). The Risk Assessment Plan should be brief and concise. The Risk Assessment Plan must NOT exceed 4 pages (front side of page only) (2 pages for the Assessment of Controllable Risks, 2 pages for the Assessment of Non-Controllable Risks). Any plan that contains names, or fails to meet all of the formatting requirements mentioned above, may be marked as nonresponsive and eliminated from the evaluation process. The State also reserves the right, in its sole discretion, to modify a Proposal to remove non-compliant information. The Risk Assessment Plan will become part of the final contract (if Offeror is selected for award).

4.7 VALUE ASSESSMENT PLAN (ATTACHMENT E)

The Offer shall prepare and submit Attachment E. The purpose of the Value Added Plan is to provide Offerors with an opportunity to identify any value added options or ideas that may benefit the State or service. If the Offeror can include more scope or service within the constraints of the State, the Offeror should provide an outline of potential value added options. This may include ideas or suggestions on alternatives in implementation timelines, project scope, project costs, equipment, goals, deliverables, methodologies, etc. Value added ideas MUST NOT be included in the base cost proposal. The potential impacts to cost/financials should only be listed in the cost proposal form (Attachment I). Prior to award (during the Clarification Phase), the State will determine if the value added items will be accepted or rejected.

In order to minimize any bias, the Value Assessment Plan MUST NOT contain any names that can be used to identify who the Offeror is (such as company names, personnel names, project names, supplier or manufacturer names, or product names). The Value Assessment Plan must not identify the Offeror's cost proposal for this service.

A Value Assessment Plan template is provided in this document and must be used by all the Offerors. Offerors are NOT allowed to re-create, re-format, or modify the template (cannot alter font size, font type, font color; add colors, pictures, diagrams, etc.). The Value Assessment Plan should be brief and concise. The Value Assessment Plan must NOT exceed 2 pages (front side of page only). Any plan that contains names, or fails to meet all of the formatting requirements mentioned above, may be marked as nonresponsive and eliminated from the evaluation process. The State also reserves the right, in its sole discretion, to modify a Proposal to remove non-compliant information.

4.8 PAST PERFORMANCE INFORMATION (ATTACHMENTS F, G, H)

The State will analyze past performance information on each of the entities below:

- The Offeror (Firm listed in Attachment A)
- The Primary Subcontractor (Firm listed in Attachment A)
- The Project Manager (Individual that is listed in Attachment B)
- The Systems Engineer (Individual that is listed in Attachment B)

For each of these entities, the Offeror shall prepare and submit a Reference List, Customer Surveys, and Past Performance Information Scores as outlined below:

Reference List Requirements (Attachment F)

- For each entity, the Offeror must prepare and submit a list of clients that will evaluate each entity's performance.
- The Project Manager and the Systems Engineer can use the same past references as the Firm, provided that they were used on those particular projects.
- The maximum number of references that can be submitted is 5 for each entity. The number of returned surveys will be analyzed along with the survey scores.
- The past projects must be completed (the client must be able to respond to the survey questions).
- The past projects do not have to be similar to each other or to the scope of this project.
- The entity cannot have multiple people evaluate the same service (each project for that particular entity must be different).
- The end user/client must complete the survey (the Offeror cannot have other consultants or third parties evaluate the entity's performance).

Survey Questionnaires (Attachment G)

- For each entity, the Offeror must prepare, send out, and collect survey questionnaires to each individual listed on the Reference List.
- The Offeror must modify the return information (located at the bottom of the survey) so that the surveys are returned back to the Offeror.
- All returned survey MUST be evaluated AND signed by the client. If a survey is not signed, it will NOT be counted or considered.
- The Offeror is responsible for making sure that clients receive the survey, complete the survey, and return the survey.
- Returned surveys must be packaged together and submitted with the Offeror 's proposal

Past Performance Information Score (Attachment H)

- Once the Offeror has collected all of its surveys, the Offeror is required to generate the Past Performance Information score for each entity.
- The Offeror is required to input all of its returned survey scores, and then average all of the responses together to obtain the Offeror's overall rating.
- The Offeror is required to count the total number of returned surveys to obtain the overall number of returned surveys.
- The State may contact the reference to clarify a survey rating, check for accuracy, or to obtain additional information. If the reference cannot be contacted, the survey will be deleted and no credit given for that reference. The State may also adjust scores/ratings if the State determines that the criteria/requirements have not been followed.

4.9 COST PROPOSAL (ATTACHMENT I)

The Offeror shall prepare and submit the Cost Proposal (Attachment I). The total cost (lump sum) shall be used in the analysis. The total cost (lump sum) shall include the cost for everything that is necessary to meet the requirements of the State as described in the RFP. This cost shall include (but is not limited to): materials, products, labor, subcontractors, suppliers, equipment, training, fees, overhead, profits, travel, all taxes and all direct and indirect costs. Offerors must complete all fields in Section 1 for each Service Bundle that is being proposed on and all fields in Section 2.

The Offeror shall submit estimated costs (if any) for each value added item from the Offeror’s Value Assessment Plan in Attachment I and estimated schedule impacts (if any).

Service Component 1 - Wired Telephony
The Contractor will be responsible for all of the State’s telephony-based services including the provisioning of all systems and services specified in Exhibit 1, Section 2.3 Wired Telephony Services. The State will always be provided the level of voice resources required to meet all business needs. For these services, the actual utilization of these resources will be measured and billed based upon the monthly installed base of the specific number of telephones in use by authorized State personnel or their representatives. The unit charges will be based upon a fully loaded, installed asset including all activities described in this RFP.

Service Component 2 - Data Network Services
The Contractor will be responsible for all of the State’s data network services including the provisioning of all systems and services specified in Exhibit 1, Section 2.4 Data Network Services. The State will always be provided the level of services and resources required to meet all business needs. Charges will be based upon a fully loaded, installed asset including all activities described in this RFP.

Service Component 3 – Video Conferencing Services
The Contractor will be responsible for the current video systems utilized by the State as specified in Exhibit 1, Section 2.5 Video Conferencing Services. For these services the Contractor will propose the cost on a monthly and annual basis for maintaining the current configuration. The pricing should include all aspects in maintaining these systems including standard moves, replacement of worn components and incremental adds that would normally occur in a dynamic organization.

Service Component 4 – End User Support Services (Help Desk)

The Contractor will be responsible for all of the State's help desk services including all related inbound and outbound services on an on-demand basis as specified in Exhibit 1, Section 2.6 End-User Support Services. The State's utilization will be measured and billed on a monthly flat fee basis derived from the State's estimated call volume shown in Attachment J.

SECTION 5: EVALUATION PROCESS

5.1 OVERVIEW

The State will determine the potential best-valued Offeror who, in the sole judgment of the State, best meets the RFP requirements. The State reserves the right to clarify, negotiate, or seek additional information, on any Proposal. At any point during the procurement, the State reserves the right to re-scope the project, issue a new solicitation, or cancel the RFP altogether. The State reserves the right to add/delete/modify any criteria or requirement in this RFP if the State deems it to be in their best interest (at the State's sole discretion).

5.2 EVALUATION SUMMARY

Proposals will be prioritized based on the categories described below. Note: Only shortlisted Offerors will be evaluated and receive points for Interviews.

Evaluation Category	Points
Past Performance Information (Firm, Primary Subcontractor, Project Manager & Systems Engineer)	50
Risk Assessment Plan	175
Value Assessment Plan	125
Interviews (Project Manager & Systems Engineer)	300
Bundling Incentive	50
Alaska Offeror Preference	100
Price	200
Total	1,000

5.3 RESPONSIVE AND RESPONSIBLE

The State shall only consider and evaluate proposals from responsive and responsible Offerors.

To be considered responsive, at a minimum, Offerors must complete and submit all of the required information that is requested in this RFP and its Attachments and the Proposal must also be delivered on time and to the correct address as identified in this RFP. Any proposal that is illegible, incomplete, or otherwise irregular in any way will be marked as non-responsive.

To be considered responsible, at a minimum, Offerors must be presently engaged in providing services similar to those required in this RFP, must have appropriate licenses, and must be capable of performing the services required outlined in this RFP. The State, in its sole discretion, may reject any proposal in which the Offeror:

- Has unsatisfactorily performed work for the State (in the State's opinion).
- Has a current contract with the State which is not in good standing.
- Has had a contract terminated by the State for non-performance.
- Is engaged in unresolved disputes or is in litigation with the State.
- Has been, or is presently debarred, suspended, proposed for debarment, or declared ineligible for award of a contract by any public entity.

- Has had judgments rendered against them for fraud, embezzlement, theft, forgery, bribery, falsification or destruction of records, making false Statements, or tax evasion.

The State reserves the right to contact any Offeror to clarify any information in its proposal, to request additional information from the Offeror, or to conduct additional investigation about the Offeror not outlined in this RFP. Offerors that do not, or cannot provide the requested information will be considered nonresponsive.

5.4 EVALUATION COMMITTEE

An Evaluation Committee will be used to evaluate specific portions of all responsive Proposals (including the Risk Assessment Plan, the Value Assessment Plan, and Interviews). The Evaluation Committee will independently review and score the items comparatively to one another based on a 1, 5, 10 scale. A “10” represents that the item being evaluated is dominantly greater (or has more value) than the average. A “5” represents that the item being evaluated is about average (or there is insufficient information to make a dominant decision). A “1” represents that the item being evaluated is dominantly below the average. Once each member has individually scored each item, their scores will be sent to the Procurement Officer, who will then average the scores together to obtain the final average score for each of the evaluated criteria.

5.5 SHORTLISTING OFFERORS

The State expects to follow the process below to shortlist Proposals; however, the State may modify this process if it is in the best interest of the State:

1. All proposals will be reviewed for compliance with the mandatory requirements as stipulated within the RFP. Proposals deemed non-responsive will be eliminated from further consideration. The Procurement Officer may contact Offerors for clarification of the responses.
2. The Procurement Officer will assign a unique code to each responsive proposal.
3. The Procurement Officer will provide evaluation documents to each Evaluation Committee member along with coded Risk Assessment Plans and Value Assessment Plans. No cost information or team information will be provided to the Committee members.
4. The Committee members will independently evaluate and score the documents and submit their scores back to the Procurement Officer.
5. The Procurement Officer will create a linear matrix model to assist in analyzing and prioritizing the responsive Proposals based on the submitted information. The model will analyze: Cost, Risk Assessment Plan, Value Assessment Plan, and Past Performance Information. This model will assign points based on the normalized distance that a score is from the best score.
6. The top three highest ranking proposals will be shortlisted. The Evaluation Committee reserves the right to increase or decrease the number of shortlisted proposals based on the overall competitiveness of the proposals.
7. The Shortlisted Offerors will be required to participate in an interview process.

5.6 INTERVIEWS

The State will conduct interviews with the Project Manager and the Systems Engineer from each of the Shortlisted Offerors. These individuals must be the same individuals that are listed in the Offeror’s Proposal (Attachment B). No substitutes, proxies, phone interviews, or electronic interviews will be allowed. Individuals who fail to attend the interview on the date/time specified will be given a “1” score, which may jeopardize the Offeror’s competitiveness.

Interviews are expected to last approximately 20 minutes per individual. No other individuals (from the Offeror's organization) will be allowed to sit in or participate during the interview session. Interviewees may not bring notes or handouts. The State will interview individuals separately. Interviewees will be prohibited from making any reference to their proposed cost proposal. The State may request additional information prior to interviews and may request to interview additional personnel.

5.7 FINAL PRIORITIZATION OF OFFERORS

After the shortlisted Offerors have been interviewed, they will be evaluated and scored by the Evaluation Committee. The Procurement Officer will then create a final linear matrix model for the shortlisted Offerors based on all of the criteria outlined in Section 5.2. Once these Offerors have been prioritized, the Procurement Officer will perform a cost reasonableness assessment as identified in the next section.

5.8 COST REASONABLENESS

The Procurement Officer will perform a cost reasonableness assessment of the highest prioritized Offeror (as described in Section 5.7) in the following manner:

- If the highest ranked Offeror's cost proposal is within 10% of the next highest ranked Offeror's cost proposal, the State will proceed to invite the highest ranked Offeror to the Clarification Period.
- If the highest ranked Offeror's cost proposal is 10% (or more) higher than the next highest ranked Offeror's cost proposal, the State reserves the right to invite the second highest ranked Offeror to the Clarification Period.
- If the State has an explicit budget for this project, the State will first consider only those proposals that are within the stated budget. The State reserves the right to seek additional funding to increase the stated budget if possible.

5.9 BUNDLING INCENTIVE

Offerors who submit an offer for more than one service bundle shall receive points based on the following schedule:

# of Proposed Bundles	Bundling Incentive Points
1	0
2	10
3	25
4	50

SECTION 6: CLARIFICATION PERIOD

6.1 OVERVIEW

Prior to award, the apparent best-valued Offeror will be required to perform the clarification period functions as outlined in this section (*also referred to as the "Pre-Award" or "Phase 2").* The intent of this period is to allow the apparent best-valued Offeror an opportunity to clarify any issues or risks, and confirm that their proposal is accurate. The Clarification Period is carried out prior to the signing of the Contract. The State's objective is to have the project completed on time, without any cost/financial deviations, and with high customer satisfaction. At the end of the project, the State will evaluate the performance of the Offeror based on these factors, so it is very important that the Offeror preplan the project to ensure there are no surprises.

It is the Offeror's responsibility to ensure that the Offeror understands the State's subjective expectations. It is not the State's responsibility to ensure that the Offeror understands what its expectations are. The Offeror is at risk, and part of the risk is understanding the State's expectations. The Offeror will not be permitted to modify its proposal, proposed financial contribution, or project team (unless through mutual negotiations with the State, in which case the new offer becomes binding).

6.2 REQUIRED ACTIVITIES / DELIVERABLES

The Offeror will be required to preplan the project in detail to ensure that there are no surprises. The Offeror will be required to perform the following (including, but not limited to):

1. Perform a detailed cost verification
    a. Detailed cost breakdown
    b. Identify why the cost proposal may be significantly different from competitors
    c. Review big-ticket items
    d. Review value added options
    e. Identify how payments will be made and all expectations regarding finances

2. Align expectations
    a. Identify any potential deal breakers
    b. Clearly identify what is included and excluded in the proposal
    c. Review any unique requirements with the State
    d. Review interview Statements
    e. Clearly identify State roles and responsibilities
    f. Review and approve all contract terms and conditions

3. Carefully preplan the project in detail
    a. Coordinate the project/service with all critical parties
    b. Revisit the sites to do any additional investigating
    c. Prepare a detailed project schedule identifying critical milestones
    d. Coordinate with all suppliers or manufacturers
    e. Prepare a detailed project work plan

4. Identify all assumptions
    a. Prepare a list of all proposal assumptions (with associated impacts)
    b. Identify and mitigate all project risks
    c. Address all client concerns and risks
    d. Address all risks identified by other Offerors
    e. Address all risks that occurred on previous past projects

5. Identify and mitigate all uncontrollable risks
    a. Identify all risks or activities not controlled by the Offeror
    b. Identify the impact of the risks
    c. Identify what the State can do to mitigate the risks
    d. Address how unforeseen risks will be managed

6. Performance reports and metrics
    a. Identify how the Offeror will track and document their performance for each of the areas of the service
    b. Provide an actual monthly performance metric report with sample data
    c. Identify how the State will document this service as a success
    d. Review the Weekly Risk Report

7. System details
    a. Perform a detailed demonstration of systems as requested by the State
    b. Review and evaluate the State's functional and technical requirements
    c. Provide a plan to address how the system will meet the needs of rural areas

8. Detailed plans
    a. Provide a detailed transition plan for the scope of work (including State responsibilities, hardware, and security considerations)
    b. Provide a detailed plan to address how changes to the service will be managed (internally and with the State)
    c. Provide a detailed plan to address how technology updates and upgrades will be managed and communicated to the State
    d. Provide a detailed plan for ensuring uninterrupted service in the event of contract cancellation/termination
    e. Provide a detailed plan describing how security and confidentiality will be upheld
    f. Provide a detailed plan for asset procurement, inventory and management
    g. Provide a detailed plan for quality assurance
    h. Provide a detailed plan for disaster recovery

9. Organization details
    a. Provide Alaska business licenses for Firm and all Subcontractor(s)
    b. Provide Firm's Tax ID
    c. Provide an organizational chart for your overall organization showing each entity within your organization
    d. Provide a plan to address staffing and turnover
    e. Detailed plan of the type and amount of work the subcontractor(s) will be performing
    f. Describe each subcontractor's selection and replacement procedures for the project staff that will be providing the services

6.3 CLARIFICATION DOCUMENT

The potential best-valued Offeror will be required to submit a Clarification Document, that will contain (at a minimum) the information outlined in the previous section. This document will only be performed by the Offeror that is invited to (and successfully completes) the Clarification Period. Any invitation will not constitute a legally binding offer to enter into a contract on the part of the State to the Offeror.

6.4 NEGOTIATION PERIOD

Per 2 AAC 12.315, the State reserves the right to negotiate with the potential best-valued Offeror during the Clarification Period. This may include, but is not limited to,

modifying the scope of the project (time, cost, quality, expectations, etc.). If any changes are made, the changes may not have the effect of changing the ranking of the highest ranked proposal. Any negotiations will not constitute a legally binding offer to enter into a contract on the part of the State or the Offeror. When the Negotiation Period has been completed, the Offeror shall submit an Amended Clarification Document which shall include any changes to the proposal based on the negotiations with the State.

If the best-valued Offeror fails to provide necessary information for negotiations in a timely manner or fails to negotiate in good faith, the state may terminate negotiations and negotiate with the Offeror of the next highest-ranked proposal. Negotiations may be held in Juneau or Anchorage. If travel is necessary, the Offeror will be responsible for their own travel and per diem expenses.

6.5 ADDITIONAL TERMS AND CONDITIONS

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

6.6 FAILURE TO ENTER INTO AN AGREEMENT

At any time during the Clarification Period, if the State is not satisfied with the progress being made by the invited Offeror, the State may terminate the Clarification Period activities and then commence or resume a new Clarification Period with an alternative Offeror. If the Offeror and State fail to agree to terms, or fail to execute a contract, the State may commence a new Clarification Period with an alternative Offeror. There will be no legally binding relationship created with any Offeror prior to the execution of a written agreement.

SECTION 7: INTENT TO AWARD AND POST-AWARD METRICS

7.1 NOTICE OF INTENT TO AWARD

After the completion of contract negotiation the procurement officer will issue a written Notice of Intent to Award (NOIA) and send copies to all Offerors. The NOIA will set out the names of all Offerors and identify the proposal selected for award.

No action of the State other than a written notice from an authorized Procurement representative of the State to the Offeror, advising of acceptance of the proposal and the State's intent to enter into an Agreement, shall constitute acceptance of the proposal.

7.2 WEEKLY RISK REPORTING SYSTEM

The Weekly Risk Reporting System (WRRS) is a spreadsheet that documents any risks that may impact the project duration or project cost. This includes risks that are caused by Offeror (or entities contracted by Offeror), and risks that are caused by State (scope changes, unforeseen conditions, etc.). The weekly report is an excel file that must be submitted on the Friday of every week. The report is due every week once the contract is awarded and must be submitted every week throughout the duration of the project until receipt of final payment. The WRRS does not substitute or eliminate weekly progress reports or any other traditional reporting systems or meetings (that the Offeror may perform or may be required to perform). If necessary, additional education regarding this spreadsheet can be requested during the Clarification Period.

7.3 POST PROJECT EVALUATION

Upon completion of the contract, the State will evaluate their overall satisfaction of the service. This includes (but is not limited to): overall quality and satisfaction, ability to deliver the service on-time, ability to deliver the service without any cost increases, ability to manage the service, ability to minimize complaints, ability to minimize State efforts, submission of accurate and timely weekly risk reports, and ability to provide any performance metrics. The final ratings may be made public and posted online. The final ratings will be used to modify/replace the Past Performance Information ratings (Section 4.8) on future competitive solicitations for the State.

SECTION 8: ADDITIONAL CONDITIONS AND REQUIREMENTS

8.1 CONTRACT HOLDOVER

The State and the successful Offeror agree: (1) that any holding over of the contract excluding any exercised renewal options, will be considered as a month-to-month extension, and all other terms and conditions shall remain in full force and effect and (2) to provide written notice to the other party of the intent to cancel such month-to-month extension at least 30-days before the desired date of cancellation.

8.2 LOCATION OF WORK

Work will be performed at various State locations throughout Alaska.

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

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

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

Failure to comply with this requirement or to obtain a waiver may cause the state to reject the proposal as non-responsive, or cancel the contract.

8.3 HUMAN TRAFFICKING

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

The most recent United States Department of State's Trafficking in Persons Report can be found at the following website: http://www.state.gov/j/tip/

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

8.4 ASSISTANCE TO OFFERORS WITH A DISABILITY

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

8.5 AMENDMENTS

If an amendment is issued, it will be provided to all who were provided a copy of the RFP and to those who have registered with the procurement officer after receiving the RFP from the State of Alaska Online Public Notice web site.

8.6 ALTERNATE PROPOSALS

Except as otherwise provided in this RFP, Offerors may only submit one proposal for evaluation.

In accordance with 2 AAC 12.830 alternate proposals (proposals that offer something different than what is asked for) will be rejected.

8.7 RIGHT OF REJECTION

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

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

Minor informalities that:

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

may be waived by the procurement officer.

The state reserves the right to refrain from making an award if it determines that to be in its best interest. **A proposal from a debarred or suspended Offeror shall be rejected.**

8.8 STATE NOT RESPONSIBLE FOR PREPARATION COSTS

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

8.9 DISCLOSURE OF PROPOSAL CONTENTS

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

Trade secrets and other proprietary data contained in proposals may be held confidential if the Offeror requests, in writing, that the procurement officer does so, and if the procurement officer agrees, in writing, to do so. Material considered confidential by the Offeror must be clearly identified and the Offeror must include a brief statement that sets out the reasons for confidentiality.

8.10 SUBCONTRACTORS

Subcontractors may be used to perform work under this contract. If an Offeror intends to use subcontractors, the Offeror must identify in the proposal the names of the subcontractors and the portions of the work the subcontractors will perform.

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

(a) complete name of the subcontractor;

(b) complete address of the subcontractor;

(c) type of work the subcontractor will be performing;

(d) percentage of work the subcontractor will be providing;

(e) evidence that the subcontractor holds a valid Alaska business license; and

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

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

8.11 JOINT VENTURES

Joint ventures are acceptable as long as one partner is designated as the managing partner. If submitting a proposal as a joint venture, the Offeror must submit a copy of the joint venture agreement which identifies the principals involved and their rights and responsibilities regarding performance and payment.

8.12 OFFEROR’S CERTIFICATION

By signature on the proposal, Offerors certify that they comply with the following:

(a) the laws of the State of Alaska;

(b) the applicable portion of the Federal Civil Rights Act of 1964;

(c) the Equal Employment Opportunity Act and the regulations issued thereunder by the federal government;

(d) the Americans with Disabilities Act of 1990 and the regulations issued thereunder by the federal government;

(e) all terms and conditions set out in this RFP;

(f) a condition that the proposal submitted was independently arrived at, without collusion, under penalty of perjury;

(g) that the offers will remain open and valid for at least 120 days; and

(h) that programs, services, and activities provided to the general public under the resulting contract conform with the Americans with Disabilities Act of 1990, and the regulations issued thereunder by the federal government.

If any Offeror fails to comply with (a) through (h) of this paragraph, the state reserves the right to disregard the proposal, terminate the contract, or consider the contractor in default.

8.13 CONFLICT OF INTEREST

Each proposal shall include a statement indicating whether or not the firm or any individuals working on the contract has a possible conflict of interest (e.g., currently employed by the State of Alaska or formerly employed by the State of Alaska within the past two years) and, if so, the nature of that conflict. The Commissioner of the Department of Administration reserves the right to **consider a proposal non-responsive and reject it or** cancel the award if any interest disclosed from any source could either give the appearance of a conflict or cause speculation as to the objectivity of the program to be developed by the offeror. The Commissioner's determination regarding any questions of conflict of interest shall be final.

8.14 RIGHT TO INSPECT PLACE OF BUSINESS

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

8.15 SOLICITATION ADVERTISING

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

8.16 NEWS RELEASES

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

8.17 ASSIGNMENT

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

8.18 DISPUTES

Any dispute arising out of this agreement will be resolved under the laws of the State of Alaska. Any appeal of an administrative order or any original action to enforce any provision of this agreement or to obtain relief from or remedy in connection with this agreement may be brought only in the Superior Court for the State of Alaska.

8.19 SEVERABILITY

If any provision of the contract or agreement is declared by a court to be illegal or in conflict with any law, the validity of the remaining terms and provisions will not be affected; and, the rights and obligations of the parties will be construed and enforced as if the contract did not contain the particular provision held to be invalid.

8.20 FEDERAL REQUIREMENTS

The Offeror must identify all known federal requirements that apply to the proposal, the evaluation, or the contract.

8.21 SITE INSPECTION

The State may conduct on-site visits to evaluate the Offeror's capacity to perform the contract. An Offeror must agree, at risk of being found non-responsive and having its proposal rejected, to provide the state reasonable access to relevant portions of its work

sites. Individuals designated by the procurement officer at the state's expense will make site inspection.

8.22 AMENDMENTS TO PROPOSALS

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

8.23 SUPPLEMENTAL TERMS AND CONDITIONS

Proposals must comply with Section **8.9 Right of Rejection**. However, if the state fails to identify or detect supplemental terms or conditions that conflict with those contained in this RFP or that diminish the state's rights under any contract resulting from the RFP, the term(s) or condition(s) will be considered null and void. After award of contract:

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

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

8.24 CLARIFICATION OF OFFERS

In order to determine if a proposal is reasonably susceptible for award, communications by the procurement officer or the proposal evaluation committee (PEC) are permitted with an Offeror to clarify uncertainties or eliminate confusion concerning the contents of a proposal. Clarifications may not result in a material or substantive change to the proposal. The evaluation by the procurement officer or the PEC may be adjusted as a result of a clarification under this section.

8.25 DISCUSSION WITH OFFERORS

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

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

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

8.26 VENDOR TAX ID

A valid Vendor Tax ID must be submitted to the issuing office with the proposal or within five days of the state's request.

8.27 F.O.B. POINT

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

8.28 ALASKA BUSINESS LICENSE AND OTHER REQUIRED LICENSES

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

(a) copy of an Alaska business license;

(b) certification on the proposal that the Offeror has a valid Alaska business license and has included the license number in the proposal;

(c) a canceled check for the Alaska business license fee;

(d) a copy of the Alaska business license application with a receipt stamp from the state's occupational licensing office; or

(e) a sworn and notarized affidavit that the Offeror has applied and paid for the Alaska business license.

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

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

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

8.29 APPLICATION OF PREFERENCES

Certain preferences apply to all contracts for professional services, regardless of their dollar value. The Alaska Bidder, Alaska Veteran, and Alaska Offeror preferences are the most common preferences involved in the RFP process. Additional preferences that may apply to this procurement are listed below. Guides that contain excerpts from the relevant statutes and codes, explain when the preferences apply and provide examples of how to calculate the preferences are available at the Department of Administration, Division of General Service’s web site:

http://doa.alaska.gov/dgs/policy.html

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

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

8.30 5 PERCENT ALASKA BIDDER PREFERENCE AS 36.30.321(A), AS 36.30.990(2), & 2AAC 12.260

An Alaska Bidder Preference of five percent will be applied prior to evaluation. The preference will be given to an Offeror who:

(1) holds a current Alaska business license prior to the deadline for receipt of proposals;

(2) submits a proposal for goods or services under the name appearing on the Offeror's current Alaska business license;

(3) has maintained a place of business within the state staffed by the Offeror, or an employee of the Offeror, for a period of six months immediately preceding the date of the proposal;

(4) is incorporated or qualified to do business under the laws of the state, is a sole proprietorship and the proprietor is a resident of the state, is a limited liability company (LLC) organized under AS 10.50 and all members are residents of the state, or is a partnership under AS 32.06 or AS 32.11 and all partners are residents of the state; and

(5) if a joint venture, is composed entirely of ventures that qualify under (1)-(4) of this subsection.

Alaska Bidder Preference Affidavit
In order to receive the Alaska Bidder Preference, the proposal must include a statement certifying that the Offeror is eligible to receive the Alaska Bidder Preference.

If the Offeror is a LLC or partnership as identified in (4) of this subsection, the affidavit must also identify each member or partner and include a statement certifying that all members or partners are residents of the state.

If the Offeror is a joint venture which includes a LLC or partnership as identified in (4) of this subsection, the affidavit must also identify each member or partner of each LLC or

partnership that is included in the joint venture and include a statement certifying that all of those members or partners are residents of the state.

8.31 5 PERCENT ALASKA VETERAN PREFERENCE AS 36.30.321(f)

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

(a) sole proprietorship owned by an Alaska veteran;

(b) partnership under AS 32.06 or AS 32.11 if a majority of the partners are Alaska veterans;

(c) limited liability company organized under AS 10.50 if a majority of the members are Alaska veterans; or

(d) corporation that is wholly owned by individuals, and a majority of the individuals are Alaska veterans.

Alaska Veteran Preference Affidavit
In order to receive the Alaska Veteran Preference, the proposal must include a statement certifying that the Offeror is eligible to receive the Alaska Veteran Preference.

8.32 FORMULA USED TO CONVERT COST TO POINTS AS 36.30.250 & 2 AAC 12.260

The distribution of points based on cost will be determined as set out in 2 AAC 12.260(c). The lowest cost proposal will receive the maximum number of points allocated to cost. The point allocations for cost on the other proposals will be determined through the method set out below.

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

8.33 ALASKA OFFEROR PREFERENCE AS 36.30.321 & 2AAC 12.260

2 AAC 12.260(e) provides Alaska Offerors a 10 percent overall evaluation point preference. Alaska bidders, as defined in AS 36.30.990(2), are eligible for the preference. Alaska Offerors will receive 10 percent of the total available points as a preference.

8.34 PROTEST

AS 36.30.560 provides that an interested party may protest the content of the RFP. An interested party is defined in 2 AAC 12.990(a) (7) as "an actual or prospective bidder or Offeror whose economic interest might be affected substantially and directly by the issuance of a contract solicitation, the award of a contract, or the failure to award a contract." If an interested party wishes to protest the content of a solicitation, the protest must be received, in writing, by the procurement officer at least ten days prior to the deadline for receipt of proposals. AS 36.30.560 also provides that an interested party may protest the award of a contract or the proposed award of a contract. If an Offeror wishes to protest the award of a contract or the proposed award of a contract, the protest must be received, in writing, by the procurement officer within ten days after the date the Notice of Intent to Award the contract is issued.

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

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

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

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

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

8.35 CONTRACT TYPE

State agencies will request services from the contract resulting from this RFP through the SDM system and in coordination with the State of Alaska, Department of Administration, Enterprise Technology Services. The Contractor shall not accept orders from any State agency unless documented in the SDM system.

This contract will include two (2) types of pricing:

- Some services will be firm fixed price.
- Some services will be provided on a quoted Time and Materials (T & M) basis per project, with not-to-exceed, maximum dollar amount limits. The State will request quotes on specific projects, commodities or services, the contractor shall provide quote in the form of a plan narrative, bill of materials and as built documentation. These shall be accomplished within or attached to the appropriate SDM ticket. If the quote is acceptable, the State shall direct the contractor to proceed. The State will not be responsible for any work done by the contractor, even work done in good faith, if it occurs prior to acceptance from the State within the SDM system.

No travel costs will be allowed for work performed in Anchorage, Juneau and Fairbanks. Travel costs to other locations will be calculated from the closest core city (Anchorage, Juneau, or Fairbanks) and will be reimbursed in accordance with the Alaska Administrative Manual (AAM) Chapter 60.

8.36 CONTRACT APPROVAL

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

8.37 STANDARD CONTRACT PROVISIONS

The contractor will be required to sign and submit the attached State's Standard Agreement Form for Professional Services Contracts (form 02-093/Appendix A). The contractor must comply with the contract provisions set out in this attachment. No alteration of these provisions will be permitted without prior written approval from the Department of Law. Objections to any of the provisions in Appendix A must be set out in the Offeror's proposal.

8.38 PROPOSAL AS PART OF THE CONTRACT

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

8.39 INSURANCE REQUIREMENTS

The successful Offeror must provide proof of workers' compensation insurance prior to contract approval. The successful Offeror must secure the insurance coverage required by the state. The coverage must be satisfactory to the Department of Administration Division of Risk Management. An Offeror's failure to provide evidence of such insurance coverage is a material breach and grounds for withdrawal of the award or termination of the contract.

Offerors must review form Appendix B1, attached, for details on required coverage. No alteration of these requirements will be permitted without prior written approval from the Department of Administration, Division of Risk Management. Objections to any of the requirements in Appendix B1 must be set out in the Offeror's proposal.

8.40 CONTRACT FUNDING

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

8.41 PROPOSED PAYMENT PROCEDURES

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

8.42 CONTRACT PAYMENT

No payment will be made until the contract is approved by the Commissioner of the Department of Administration or the Commissioner's designee. Under no conditions will the state be liable for the payment of any interest charges associated with the cost of the contract.

The state is not responsible for and will not pay local, state, or federal taxes. All costs associated with the contract must be stated in U.S. currency.

8.43 CONTRACT PERSONNEL

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

8.44 INSPECTION & MODIFICATION – REIMBURSEMENT FOR UNACCEPTABLE DELIVERABLES

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

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

8.45 TERMINATION FOR DEFAULT

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

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

8.46 CONTRACT CHANGES – UNANTICIPATED AMENDMENTS

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

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

8.47 CONTRACT INVALIDATION

If any provision of this contract is found to be invalid, such invalidation will not be construed to invalidate the entire contract.

8.48 NONDISCLOSURE AND CONFIDENTIALITY

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

Confidential information, as used herein, means any data, files, software, information or materials (whether prepared by the state or its agents or advisors) in oral, electronic,

tangible or intangible form and however stored, compiled or memorialized that is classified confidential as defined by State of Alaska Information Security Policies provided by the state to the contractor or a contractor agent or otherwise made available to the contractor or a contractor agent in connection with this contract, or acquired, obtained or learned by the contractor or a contractor agent in the performance of this contract. Examples of confidential information include, but are not limited to: technology infrastructure, architecture, financial data, trade secrets, equipment specifications, user lists, passwords, research data, and technology data (infrastructure, architecture, operating systems, security tools, IP addresses, etc.).

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

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

ATTACHMENTS AND EXHIBITS

1- EXHIBITS

a. EXHIBIT 1 – PROJECT DETAILS AND DESIRED OUTCOMES
b. EXHIBIT 2 – CURRENT CONDITIONS

2- ATTACHMENTS

a. Attachment A – Proposal Cover Sheet
b. Attachment B – Proposal Form
c. Attachment C* – Service Plan
d. Attachment D* – Risk Assessment Plan
e. Attachment E* – Value Assessment Plan
f. Attachment F – Reference List
g. Attachment G – Survey Questionnaires
h. Attachment H – Past Performance Information Scores
i. Attachment I – Cost Proposal Form
j. Attachment J – Asset Inventory
k. Attachment K – Service Level Agreements (SLAs)
l. Attachment L – Standard Agreement Form / Appendix A
m. Attachment M – Appendix B1 Indemnity & Insurance

** Indicates that the entire Attachment must be anonymous. These Attachments must NOT contain any names (company, personnel, project, product, etc.) that can be used to identify the Offeror.*

EXHIBIT 1
PROJECT DETAILS AND DESIRED OUTCOMES

SECTION 1: GOALS AND EXPECTATIONS

The State is seeking a contractor to perform the operations and maintenance of all existing State, executive branch and co-op partner agency telephone, data, and video networks. This includes help desk services for all services provided across the State networks, including some services which are not provided by the successful Offeror under this RFP.

SECTION 2: SCOPE OF WORK

The State requires the successful Offeror ("Contractor") to supply core telecommunication services to all State executive branch agencies and to all other entities to which the State's Department of Administration currently provides telecommunications services or may provide telecommunications services to in the future. This includes those State agencies outside of the executive branch (e.g., the Legislature, the Court System, the University System, the Alaska Railroad, etc.) that have separate procurement authority, but may choose to participate in this procurement effort. Existing statute permits the Department of Military and Veteran Affairs (DMVA), an executive branch agency, to independently supplement telecommunications services in the event of a declared disaster.

Regardless of the initial designation of in-scope, in-scope for a fee or out of scope, all requests for telecommunications services fielded by the provider must be entered into the States' SDM service request system for disposition of the telecommunications request by ETS.

Detailed information on the telecommunications assets of agencies are provided in Attachment J.

2.1 MAIN SERVICE COMPONENTS

The following sections outline the State's current environment, functional requirements and Service Level Agreements (SLA's) for each in-scope service component. They have been divided and grouped into various "service bundles."

The State's telecommunications service Contractor will be required to perform all of the in-scope or in-scope for a fee telecommunications services that the State currently performs or procures and has identified as a mandatory service. Unless otherwise noted, all components are mandatory.

#	Service Component	General Description
1	**Wired Telephony Services**	Voice switching for Internet Protocol Telephony (IPT) at all existing locations, future VoIP sites deployed as Greenfield , cabling; voicemail, Enhanced Telephony Services (CTI applications); local telephone services; long distance services; toll free services, audio-conferencing; maintenance and repair; moves, adds and changes for all systems. The State expects offerors will show a reduced cost for maintenance of the IPT system(s) over previous efforts.
	a.	**Small PBX support**: Following general State guidelines, provide consulting, needs assessment, design services, optional acquisition, and Public Switched Telephone Network (PSTN) to IP network media gateway services.
2	**Data Network Services**	Wide Area Network management including routers, hub routers, data switches, firewalls, intrusion detection systems, CSU/DSUs, and modem pools; frame relay including frame relay services and interface equipment; dedicated and shared line connectivity; Internet connectivity; remote Dial-up connectivity; DMZ services, network monitoring and management, DNS security; maintenance and repair; moves, adds and changes for all systems.
	a.	**Core Backbone Network connectivity**: Low latency, high bandwidth, redundant circuits between core sites and facilities in Juneau, Anchorage, & Fairbanks.
	b.	**Internet connectivity**: Managed, dedicated and secure high bandwidth internet connectivity in at least two locations.
3	**Video Conferencing Services**	Video-conferencing including bridges; video over IP packet network; moves, adds and changes; operations, maintenance, repair and reporting.
4	**End-User Support Services**	Help Desk; System Administration; System Requests; Other Support Services and reporting.

2.1.1 Retained Authorities

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

a. **Strategic and Operational planning:** The State has final authority for and primary responsibility of technology strategic planning with assistance from the Contractor. The Contractor is expected to assist in: (i) development of goals and objectives; (ii) assessment of the current environment; (iii) analysis of alternatives; (iv) development of recommended directions and solutions; (v) development of technology standards; (vi) development of implementation plans; and other areas as appropriate. The State will also retain primary responsibility and authority (with assistance from the Contractor) over operational planning as it relates to the development and approval of initiatives that affect the Contractor's scope of services, and/or strategic directions of the State's technology environment and contract with the Contractor. This includes the statewide coordination and approval of specific departmental requests for service that are in scope for a fee services beyond the basic scope of services provided by the Contractor or directly modify the Service Level Agreements (SLAs) determined through this RFP process.

b. **Local Area Network Operations and Management:** Individual State agencies will continue to be responsible for the operation of their own local area networks (LANs) and Data Centers. Recent upgrade of the IPT telephony continues the landscape environment that requires oversight and coordination of change and configuration management on the LANs with IPT data switches. Oversight of the LAN environments by ETS was approved by policy change through the Administrative Services Directors and the Enterprise Investment Board/Commissioner of the Department of Administration, chairing IT Governance for the State of Alaska. Agency LAN administrators will continue to provide support to users from the WAN point-of-presence to the desktop. The Contractor is expected to work closely with both ETS and LAN administrative staff to resolve WAN/LAN configuration issues and to resolve system performance issues.

c. **Co-location Services:** The State may wish to co-locate equipment with the provider. The State does not expect to pay any lease cost for space identified and used as co-location space for telecommunication equipment during the life of this agreement.

d. **Technology Retooling Approval:** The State retains the right to accept or reject any Contractor-proposed technology update plan that significantly changes the State's service system infrastructure. It is expected that the State and the Contractor will work closely together in the evaluation of new technologies and the development of any plans to upgrade or update the State's telecommunications systems. Nevertheless, the State reserves the right to prohibit the use of any technology that the State deems cost prohibitive, unproven or may put the health and reliability of telecommunications, at risk, particularly Safety of Life related telecommunications.

e. **Business Process Reengineering:** It is possible that the Contractor may propose, initiate, and conduct technology infrastructure changes that result in business process reengineering efforts at the State. The State will retain primary responsibility and authority over: approving these efforts; coordinating/resolving

labor-related issues; and ensuring that performance metrics (including before and after) are accurately and appropriately developed.

f. **Contract Management:** The State will be responsible for managing the contract and relationship with the Contractor. The Contractor will be responsible for managing all contracts and relationships with subcontractors.

g. **Budgeting:** State agencies will be responsible for the annual budget for their telecommunications operations. The Contractor shall provide periodic estimates (annual and/or quarterly reports), for the services included in this RFP, including all subcontracts, and for additional services planned or anticipated by the State in subsequent years.

h. **Billing and Chargeback:** The State will continue to provide billing and charge-back services for those functions and services that the Enterprise Technology Services Division continues to provide to State agencies. The Contractor will be required to assume all other billing functions as delineated as a direct bill to customer agency and defined per the requirements specific to each service bundle and must provide all billing in an electronic format as specified by the State.

i. **Quality Assurance:** At the end of the first 6 months of service, the provider shall provide to the State an audit, including circuit layout records (CLR) and separate diagrams of video, data and voice video circuits for all locations. This report shall include recommended disconnects for inactive circuits. Thereafter, the provider shall provide this report once per annum.

j. **Validation and Verification:** In addition to the quality assurance efforts provided by the Contractor, the State will perform validation and verification activities over key projects and operational processes. The functions designated above as retained authorities and primary responsibilities of the State will be performed by State staff and/or independent consultants hired directly by the State as Independent Verification and Validation and (IV&V) contractors. Business units of the State will also have periodic federal or industry regulatory requirements to verify and validate configurations, i.e. IRS, HIPPA, and CJIS. The Contractor will be required to fully cooperate with such authorities.

k. **Project Approvals:** The State retains the authority to accept, reject or modify any projects, proposals, or requests to services provided within scope of this contract. Any and all projects must meet the form of offer, acceptance and exchange of consideration. These must be documented in the service desk management system or the system designated by the State.

l. **Procurement:** The State retains the authority to procure, at its discretion, any hardware, software, service or bandwidth provisioning that relates to services provided within the scope of this contract. Offering(s) to the State must follow a quote, acceptance, consideration sequence documented in SDM.

2.1.2 Terms of Relationship and Disentanglement

The term of any contract resulting from this RFP is subject to budget appropriations. For purposes of this RFP, assume an initial term of 5 years, with an option for the State, at its sole discretion, to extend the term for up to 2 additional one-year renewal terms.

The Contractor shall provide full, complete, and timely cooperation in disentangling the relationship in the event that the contract expires or terminates. In the event of expiration

or termination, the State expects that the Contractor shall provide, at a minimum, but limited to, the following: return all State data and documentation to the State in format(s) the State can use; and allow the State or the new service provider access to any selected systems, infrastructure, or processes that have been employed in servicing the State, in accordance with methods and procedures to be agreed upon and established in any contract resulting from this RFP.

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

1. Cooperate with the State or the new service provider and otherwise take all reasonable steps to assist the State in effecting a smooth disentanglement upon the expiration or termination of the Service Agreement.

2. Not to interrupt the provision of services to the State or any obligations related to disentanglement, disable any hardware used to provide services, or perform any other action that prevents, slows down, or reduces in any way the provision of services or the State's ability to conduct its activities, unless the State agrees that a satisfactory disentanglement has occurred.

3. Provide the State or another service provider with access to any specialized systems, technology, or processes that have been employed in servicing the State.

2.1.3 Technology Refresh

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

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

2.1.4 Transition Management

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

2.1.5 Change Management

The State's telecommunications and IT systems, operations, and infrastructure must constantly evolve and adapt to the State's changing environment in order to continually improve the delivery of services to the State's departments and citizens. The Contractor

shall implement methodologies to accommodate such changes including changes in services, scope of services, service levels, service volumes, and application and system requirements. The State also expects the Contractor to provide on-going notice, alerts, diagrams and training for end-users as changes to the environment and systems affect their daily operations. Jointly with the State, develop policies and procedures to ensure error-free transition and maximum availability of wired telephony, data network services, videoconferencing service and end user support services. This includes, but is not limited to, new installations, system component upgrades and/or any changes, such as phone numbers and area codes. Ensure that all planned modifications to the telecommunications environment conform to the Change Advisory Board process and procedures. ETS currently utilizes CA's SDM system for logging and tracking changes, a weekly notice /Change Advisory Board review board/ calendar and two weekly change time windows for scheduled outages.

2.1.6 Security and Confidentiality

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

The Contractor must implement a methodology for maintaining the security and confidentiality of all information in accordance with applicable Federal, State and local laws and regulations, such as the US Department of Justice Criminal Justice Information Systems (CJIS) Security Policy. The Contractor shall have no rights to use or access any State data or information, except as required to provide the in-scope services. Your organization will be fully and solely responsible for security, with respect to all services it provides and all systems it maintains, and for protecting against unauthorized and fraudulent use of the State's telecommunications systems.

Provide appropriate security methodologies (e.g., expiring password protection, encryption, firewalls, logs, tunneling etc.) at points of public and remote access for the State's wired telephony (IPT), data network services, vide-conferencing service and end user support services. Provide appropriate detection methods to identify unauthorized access, such as call monitoring, recording, etc. Retain Call Detail Records (CDR) and logging as required by the State. Ensure security of the voice mail system (Unity) to prevent toll fraud and unauthorized access. Ensure that maintenance access, dial-up or network, to the PBXs, core Cisco Call Managers, and associated systems are protected from unauthorized access by the use of secure, "call back" modems for dialup access, as well as passwords for LAN and VPN clients, for WAN access. The successful bidder shall maintain a secured and monitored environment and perform a periodic security audit at the discretion of the State Security Office.

2.1.7 Resource Planning and Asset Management

The Contractor will establish and maintain a resource planning, acquisition, and control function for the State, with the Contractor's primary role being to determine what telecommunications resources are needed to satisfy the State's requirements and service levels, acquire those resources, and maintain an accurate inventory of telecommunications resources and assets. Asset records shall be integrated into the State of Alaska asset management system. The Contractor shall procure all technological resources required to perform its service obligations and (subject to such fee adjustments as might be agreed upon by the parties) the Contractor shall also make procurements of additional resources (i.e., resources for use by State entities other than those initially in-scope) as the State might request, in accordance with the State's procurement law, regulations, and policies. ETS will coordinate these purchases whenever possible.

Procurement activities will include: procurement of additional assets; negotiation of lowest prices; obtaining the most favorable rates and discounts available; distribution and installation of all procured items; and software license compliance. Procurement activities shall be performed by and for the account of, and paid for by, the Contractor.

2.1.8 Quality Assurance

The Contractor will establish, maintain, and administer a quality assurance service for the State. The Contractor's primary role will be to ensure effective control over hardware and software that is acquired, developed, maintained, or supported. The Contractor will ensure that its employees and agents have procedures and work instructions that meet designated quality requirements; that procedures are adequate to meet the State's needs and the requirements of contracts, regulations, and the public; hardware and software acquisition, development, and support are performed in compliance with these procedures; State personnel are informed of compliance with these procedures; and that process improvements are initiated when procedures and work instructions are found to be inadequate. Furthermore, should the State decide to retain a third party to provide independent verification and validation (IV&V) services, the Contractor will be required to work closely and openly with the State's designated IV&V entity and provide the same level of access and support as is required by the State.

2.1.9 Disaster Recovery

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

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

2.1.10 Reporting and Communication

The Contractor will be required to assemble and create monthly reports on the performance of all contracted functions, in order to assist in the effective management of the contract, and enable continuous improvement of the services that the State receives. Ad Hoc Reports, including billing reports, will be periodically requested and must be compiled and distributed to the State's management in an electronic format. Reports must be compiled and published on all functions, including performance, Service Level Agreements (SLAs), cost management, and subcontractor relationships on a Statewide and department-level basis. These reports must include the measurement of the Contractor's actual performance against the required service levels. The Contractor will be required to provide reports in formats, content, and frequency as directed by the State. The Contractor will be required to implement a management structure to facilitate communications between the Contractor and the State and, to address and resolve concerns escalated either by the Contractor or the State. Routine meetings and reporting processes must be defined to ensure a smooth interface and timely resolution of issues.

The State's managerial and technical professionals will administer the State's relationship with the Contractor and exercise the State's retained authorities. The State will define authorized contacts for each service obtained from the Contractor. The Contractor will be required to designate a single project manager to coordinate the delivery of all services. The Contractor shall designate a "chief engineer" who will act as a gatekeeper for system design and planning. The State will not resolve issues or disputes between Contractor's personnel and any subcontractors retained by the Contractor. For operational services such as problem resolution, help desk inquiries and the like, there must be routine and continuous interaction between the Contractor's employees and the State's end-user community. The Contractor's employees are, in fact, extensions of the State's telecommunications organization, and will be a significant interface between such organization and the State's end-user community. This operational interface will determine the satisfaction of the State's employees with the services delivered by the Contractor. The Contractor will be required to continuously measure and improve its service delivery and the State's employee satisfaction with those services. The State requires the Contractor to perform annual end user surveys by Department, as part of this process.

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

2.2 COMMON REQUIREMENTS FOR ALL SERVICE COMPONENTS

2.2.1 Support Existing Operations

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

2.2.2 Provide Competitive and Economically Favorable Services

Provide the most competitive and economically favorable wired telephony, data network, and video-conferencing and end user support services on a continuous basis through the life of the Proposer's contract. If the rates for any telecommunications service offering, i.e., circuit(s), are less expensive than the contract rate, the Contractor will automatically reduce the charge the State of Alaska to the prevailing rate(s).

2.2.3 Maintain Systems and Equipment

Provide proactive maintenance activities to ensure the optimal operation of the State's wired telephony, data network services, videoconferencing services and end user support services, including, but not limited to, voice switching and transmission facilities, State-owned TIE cable/conduit system, voice mail and enhanced telephony services system, audio-conferencing system, recorded announcement equipment, etc., as described in the manufacturer specifications, and according to the State's requirements and the SLA documented in this RFP. Provide users with advance notification of any

maintenance activity that may involve a service interruption. Any service interruptions that result from maintenance activities must be minimized.

2.2.4 Provide Trouble/Fault Management

Provide expert and timely trouble repair services for wired telephony, data network services, videoconferencing service and end user support services, including but not limited to, voice switching and transmission facilities, voice mail and enhanced telephony services system, audio teleconferencing system, etc., as specified in the SLAs listed in this RFP. Provide fault sectionalization and a means to bypass or isolate sections of the impacted system or network. Provide notification to the user of the course of action that will be taken and an approximate time to clear the trouble. Provide notification to the user upon completion of the trouble repair. Using the State's SDM system, maintain the State's database of all trouble tickets to reflect, at a minimum, time trouble was reported, nature of trouble, industry standard root cause descriptions and its impact (service affected or amount of phones out of service), actions required resolving the trouble, and the time the trouble was resolved. For building, city, major system or WAN outages, provide root cause analysis description. Provide monthly report sortable by equipment, location and root cause. Provide alarm monitoring and remote notification on a 24x7x365 basis for the main PBXs in Juneau, Anchorage and Fairbanks.

2.2.5 Provide Configuration Management:

Maintain inventory, configuration documentation and diagrams of the State's wired telephony, data network services, videoconferencing service and end user support services, including but not limited to, voice switching, voice mail and enhanced telephony services system, audio teleconferencing system, phone numbers and user classes of service and resources including routers, switching elements, cabling and mapping, etc. This requirement includes any TIE lines, DIDs, DODs, switching elements, cabling and mapping, user equipment, user calling features, etc., and their connectivity. Store and maintain a database of this information, including State IP addresses, for use of the Contractor and State. "as built" documentation and circuit layout records will be kept current. The information must be available to the State of Alaska.

2.2.6 Provide Capacity Management:

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

2.2.7 Provide Account Management Services

Monitor and record all data, such as call rating tables, long distance call usage detail and IMACD orders, necessary to generate cost allocation reports for local, long distance, WAN, ISP, videoconference system usage as well as completed IMACD orders.

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

Provide periodic summary for Juneau, Anchorage and Fairbanks systems. Include total minutes of usage for all systems. Provide Intrastate and Interstate summary of total minutes for all other State of Alaska locations.

For example, itemized call detail records must include length of each call by phone number and charge. All billing shall include appropriate SDM ticket number, circuit, phone or other reference numbers that trigger billing for service delivery. Time and Materials (T&M) projects performed under this contract will reference both the SDM Service Order (SO) number and the contract number.

2.2.8 Coordinate, Reconcile and Provide Detailed Billing

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

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

2.2.9 Provide Install/Move/Add/Change/Disconnect (IMACD) Services

Provide any IMACD services such as the installation, relocation, and/or disposition of the State's wired telephony, data network services, videoconferencing service and end user support services for telecommunications components as requested by authorized State personnel.

This includes IMACDs that may result from building modifications, remodeling, and software and/or hardware changes necessary to add or remove requested capabilities and features. Contractor must coordinate IMACD services for all State locations through the State of Alaska Service Center. The Contractor must first reutilize State assets and use reconditioned equipment before acquiring new equipment, i.e., reconditioned phones.

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

For projects, such as new locations, the provider shall provide a plan narrative, bill of materials and an "as built" drawing. These shall be attached to the SDM ticket. The State Agency shall purchase and provide the equipment necessary from the State contract to provision a new location. Any one-time and recurring costs, such as for deployment or circuits, will be billed directly to the agency by the provider or LEC. Once the new location is installed and operational, it becomes the responsibility of the Contractor to maintain and manage.

2.2.10 Manage Upgrades

At the State's request and after State approval, plan, implement, install upgrades to the State's wired telephony, data network services, video-conferencing service and end user

support services, including but not limited to, voice switching, voice mail and enhanced telephony services system, audio-conferencing system, etc., equipment as recommended by the systems manufacturer and as jointly agreed upon by the State. These upgrades should focus on preventing system obsolescence. Additionally, these upgrades should consider the future, long-term requirements of the State. Any user and/or system down time resulting from an upgrade must be minimized and clearly communicated in advance to the affected users through the Change Advisory Board process. Costs for such upgrades will not be included in the cost for managing the State's infrastructure, but will be authorized and paid for by the State on a case-by-case basis. Update inventory and asset database, in a timely manner, to reflect upgrades.

2.2.11 Provide Service Interruption Notice

Provide notice to all affected users of any planned or unplanned interruption to wired telephony, data network services, videoconferencing service and end user support services, including but not limited to local, long distance, voice mail or enhanced telephony service interruptions, including day, time of day, and estimated duration of outage. The State of Alaska requires that Contractor submit changes to the agenda of the Change Advisory Board meeting that occurs every Tuesday morning at 9:30am. This meeting is held in the 5th floor conference room of the State Office Building in Juneau and is also accessible via dialup and/or video conference on an "as needed' basis. Once approved through this forum, the notice to affected users may proceed.

2.2.12 Creative Leveraging

To achieve maximum effectiveness for the delivery of services, the Contractor shall show proof of creative leveraging of wired telephony, data network services, videoconferencing service and end user support services in the converged network environment, including but not limited to the Contractor's infrastructure and solutions.

2.2.13 Service Level Agreements

The Service Level Agreements (SLAs) for Telecommunications are categorized into the following sections: Trouble Resolution, System Performance, and Operations and Administration. The State believes that the descriptions of the State's Telecommunications SLAs, which are documented in Attachment K, will need a few minor revisions. The State and successful offeror will negotiate final language of the SLAs. The State will require the successful offeror to meet the State's SLAs. The Scope of work and SLA's will be adjusted annually, as telecommunications and technology continue to change and provide incentives which are attractive to both the State and the successful offeror. This will be accomplished by the following process:

1. Annually establishing by mutual agreement performance incentives or shared savings methodologies that would be based on mutually agreed performance criteria structured to reward the Contractor for outstanding performance (e.g., under budget expenditures for all telecommunications services; benefits achieved through accelerated technology reengineering efforts; delivery of improved services; or implementation of improved technologies or processes).

2. Annually establishing by mutual agreement monthly, quarterly, or annual fee reductions that would be based on performance criteria structured to reduce the Contractor's fees for failures to achieve certain SLAs or targeted performance standards.

3. Upon failure of the State and the Contractor to mutually agree to any annual adjustments, the State shall have, as one of several options, the right to retain the same unit prices for the then following year of the term. Alternatively, as

another option, the State could end the term of the agreement and cause an orderly disentanglement.

2.3 WIRED TELEPHONY SERVICES

The Contractor will be required to take over all functions necessary to provide wired telephony services within Juneau, Anchorage, Fairbanks, Palmer (Palmer State office building currently), and Ketchikan (three buildings and the ferries of the Alaska Marine Highway System currently). This includes operation, maintenance, integration, routing, and repair of the State owned converged network, VOIP infrastructure, and all standalone PBXs and key systems, voice mail, ACD, and IVR systems.

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

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

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

Provide telephony services. Operate, maintain, and repair the State's voice platform (IPT) telephony infrastructure to provide, at a minimum, the features that are in use today, including but not limited to: Cisco Call Manager, Unity voicemail, Contact Center, Survivable remote site telephony (SRST), Cisco emergency responder (CER 911), Meeting Place, Telecommunication relay services (TRS), Cisco Unified Border Element (CUBE), integration to Splunk or equivalent for call detail records (CDR), audio-conferencing, Caller Identification, Blocking, masking, call waiting, call forwarding, caller ID with name and number, Direct-Inward Dial (DID), call hold, multiparty conference call, call group pickup, last number redial, speed dial, automatic call back on busy, Analog & PSTN gateways, IOS tracks & QOS tools, ASA firewalls, Compression/quality CODECs, testing / monitoring software, and other features as required by State users.

2.3.1 Provide Operations, Maintenance and coordination of Computer Telephony Applications

Provide CTI platform support. Operate, maintain, and repair the State's CTI Application infrastructure to provide support to current features that are in use today, including but not limited to: Call Center(s), IVR, integration to DOL call center software, Cisco Unified Border Element (CUBE), call Recording, fax, paging, broadcast, random announcement, intercom groups, instant messenger, alerting and other features as required by State users.

2.3.2 Provide small PBX support (3rd party sites)

Within Juneau, Anchorage, and Fairbanks, provide IP-based telephony services including consulting, needs assessment and design services. At agency request, provide design, acquisition, and deployment service to the core VOIP system.

Outside of Anchorage, Juneau and Fairbanks, at agency request, provide consulting for design, acquisition, deployment and maintenance of small (3rd party) telephone systems. PSTN to IP network media gateway services for toll bypass will be considered during this process. In all cases, the provider must record requests, assets and activities in the SDM management system.

2.3.3 Identify and Eliminate Unused Voice and Data Lines

Monitor and update existing lines to reflect IMACD. Disconnect unused voice and data lines within 30 days of an IMACD. Ensure that costs to the State associated with line counts reflect active lines in use. Provide first report of disconnect proposal/status by end of first quarter after contract award. Provide annual report thereafter.

2.3.4 Support Designation of Class of Service

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

2.3.5 Provide specialty Telephone services and Support Calling Features

Provide State users with single line or multi-line telephone sets, including various calling features as specified by the State. For instance, provide maintenance for the installed code red system in Anchorage used by the HSS McLaughlin Youth Center. This service rings phones, creates call queues and turns on lights. There are other accessory systems deployed with the core IPT and PBX systems which are considered in-scope.

2.3.6 Provide Local Telephone Services

Provide direct-dial local telephone access and services for cities served by the VOIP system, i.e. Juneau, Fairbanks, Anchorage, Palmer and Ketchikan.

2.3.7 Provide Long Distance Services

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

2.3.8 Provide Calling Card Services

Provide calling card services, including long distance access, for State employees as required and designated by authorized State staff.

2.3.9 Provide Redundant Voice Connectivity Services for Critical State Telecommunications

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

2.3.10 Provide an Integrated Voice Mail System

Operate, maintain, and repair the State's Unity voice mail systems in order to maintain, at a minimum, the features and functionality provided today.

2.3.11 Ensure Least Cost Routing

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

2.3.12 Project Tracking Billing

The State requires the ability to track and allocate costs on a by-project basis for certain types of intergovernmental projects. Provide project code call tracking and billing. The State may also provide billing on certain items to State agencies. Several State of Alaska agencies currently utilize account codes. Depending on the agency, the codes

are of differing lengths and can be verified or unverified. Verified codes have to match a predefined table for the call to proceed, unverified codes will not.

2.3.13 Manage Wired Telephony System Performance and Operations

Monitor performance and operations of the State's voice switching, voice mail and enhanced telephony services system, audio teleconferencing system, etc., to ensure that the network is meeting performance and operational requirements as specified in the SLAs. Monitor and store traffic patterns and volumes by location to aid in on-going system changes or upgrades. Use proactive management practices to spot congestion, line and trunk saturation, call blocking, identify options for alternative routing. Make appropriate recommendations and take action to alleviate problems.

2.3.14 Maintain Internal Numbering Plan

Maintain the State's current dial plan. Ensure that new services provisioned fit within the existing dialing plan. Calls must be identified by group/department and bills must be allocated to a group/department. Identify how internal calls will be processed and billed.

2.3.15 Provide Caller ID and Call Blocking

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

2.3.16 Provide Toll-Free Telephone Services

Provide inbound toll free (800) telephone access and services for calls terminating on the State phone network.

2.3.17 Provide for 911 and VoIP E911 compatibility with local PSAPs

Provide 911 and VoIP E911 compatible interfaces for Cisco Call managers in Fairbanks, Juneau and Anchorage to their respective PSAPs.

2.3.18 Provide VoIP Converged Telephony, Data and Video Services

The State's Voice system has deployed approximately 15,028 Cisco IPT phones at 140 sites operating in a converged voice, data, radio and video network. See Attachment J.

2.3.19 Documentation of the State of Alaska Networks

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

2.4 DATA NETWORK SERVICES

2.4.1 Support Statewide WAN Connectivity

Provide operations and maintenance support of the State of Alaska's Wide Area Network (WAN) to include immediate, real time (near zero time connection) access at all State locations.

2.4.2 Support Multimedia Transport

Support the transport of multimedia applications including voice applications from the voice switching system, data from the LANs and Internet, video from videoconferencing systems and radio from source systems.

2.4.3 Provide Bandwidth on Demand

Proposer must provide flexible bandwidth allocation during critical State events such as PFD registration, Legislative session and Public Elections.

2.4.4 Provide Virtual Private Networks

Support and maintain existing State's Secure Socket Layer Virtual Private Network (SSL VPN) for the secure and controlled transport of SOA information allowing only authorized individuals access to their business information. Design, deploy and maintain SSL or other VPN services on a client, site or city basis. SSL VPN services are often used to leverage internet services in rural communities.

2.4.5 Manage Data Network Services Performance and Operations

Monitor Statewide ISP systems performance and operations to ensure that the network is meeting performance and operational requirements as specified in the SLAs. Monitor and store traffic patterns and volumes by location to aid in on-going system changes or upgrades. Make these accessible electronically or on-line. The State reserves the right to increase bandwidth to the State's access points. Separate from the backbone and internet, additional bandwidth costs will be negotiated outside this contract.

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

The State currently utilizes a broadband environment for users to be able to access both the State's network and the Internet. The Internet access solution must not use the State's access points, so as not to impact the State's intranet to internet link capacity.

2.4.7 Develop and Maintain Network Management Tools

The State uses and requires live, real time and historical reporting for Phone Status, network health and troubleshooting, asset management, physical and logical security and facilities and environmentals such as Xymon (freeware version of Big Brother), TACACS, Castle Rock, intermapper, etc. and / or other tools.

2.4.8 Provide Core Backbone Services

Provide, configure and manage high bandwidth, low latency bandwidth with Quality of Service (QoS) filtering between seven locations in Juneau, Anchorage, and Fairbanks. See WAN Connectivity in overview for locations. ETS utilizes diverse pathing between core locations to ensure meet SLAs with our customers. The link between Anchorage and Fairbanks runs on the State of Alaska Telecommunications System (SATS) microwave network.

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

Target Backbone and any VOIP site: 100% uptime: .1% packet loss, below 50ms one way latency and .5 ms jitter. Network tools included should minimize delay on voice quality such as lost-packet compensation, clock synchronization and echo cancellation.

Response/monitoring including alerting: Trouble ticket within 15 minutes; notification/callback within 30 minutes; assignment and response within 1 hour,

resolution within four hours. Root cause analysis for each unplanned outage and SLA alarm.

2.4.9 Maintain the VoIP / IPT environment

Currently the State has deployed IPT technology in approximately 140 offices. There are a small number of new sites (5+) added each year. These locations in Juneau, Anchorage, Fairbanks, Palmer and Ketchikan use Cisco's IPT technologies such as Call Managers, Unity Voicemail servers, CTI applications and local services over a QoS enabled network infrastructure.

2.4.10 Maintain Core Network Environment, Utilizing QoS, Redundancy and Traffic Prioritization

The State's Core network is critical to the operation of its infrastructure. This core requires a high degree of availability with little or no packet loss to ensure the effective transport of data.

2.4.11 Maintain a DMZ environment

Provide access to services from outside the State's network: Currently the State provides numerous "on-line" services that are available to the Internet and Intranet. These services are accessed through a DMZ environment. Maintaining an enterprise DMZ environment is critical to the successful operation of the State's IT infrastructure.

2.4.12 Maintain a Secure Internal Private Network

Create and maintain a Secure Internal Private Network Environment for State Agencies. Currently the State's network consists of an 80% implemented 10 dot addressing plan, 2 Class B address blocks and an additional few class blocks providing Internet addresses natted to connect to national and international networks. Some agency data centers use firewalls. The State uses Infoblox IPAM and other tools to manage IP addressing.

2.4.13 Deploy, maintain and support Wireless Bridges and Access points

The State currently has a secure wireless network design. The demand for these services continues to grow and needs the appropriate support to install and maintain the antenna structure, bridges, routed services and access to traverse these links to provide LAN connectivity.

2.5 VIDEO-CONFERENCING SERVICES

The State desires an enhanced ability to conduct and facilitate virtual meetings within the State using converged collaboration technologies. The State's experience with videoconferencing has indicated that its expanded use would be very beneficial. The State, through its Core Services Contract with GCI, has 77 conference rooms of which 28 are fully equipped with videoconferencing equipment that is available to State agencies on a "first-come first-serve" basis. These sites are H.323 compliant using Polycom brand videoconference units, monitors and carts. (Section 4.07.1 lists the available sites). The current system does not provide many of the features available through leading edge multimedia technologies, nor does it lend itself to the type of ubiquitous presence required to transform room based videoconferencing from a seldom used service to a robust, high demand service. The video conferencing infrastructure that the State requires must support both point to point and multicast capabilities for shared use by all State agencies, and would provide the power, flexibility, ease-of-use, and distributed presence currently enjoyed by audio teleconferencing systems. Such a system must support and integrate regional video-conference rooms, departmental video-conferencing rooms and desktop collaboration applications. Video-conference

equipment must be portable to any of these or other sites. Bandwidth allocation for video-conferencing services must be flexible, with bandwidth being allocated on demand.

2.5.1 Manage Video-conferencing System Performance and Operations

Operate and manage the use of the State's video-conferencing system including call scheduling, set-up, tear down and problem resolution support. Call scheduling should integrate to the State messaging calendar system. Monitor the State's video-conferencing systems performance and operations to ensure that the network is meeting performance and operational requirements as specified in the SLAs. Monitor and store traffic patterns and volumes by location to aid in on-going system changes or upgrades.

2.5.2 Migration to Converged Platforms

The State of Alaska reserves the right to move audio/video-conferencing onto the converged platforms at any time during the life of the contract.

2.5.3 Management of Video Bridge

The State of Alaska reserves the right to move the managed provider video bridge services to a State-owned environment. At that time, the provider will be required to manage the State-owned video bridge.

2.6 END-USER SUPPORT SERVICES

2.6.1 Help Desk Services

As described earlier in this document, ETS, directly and through GCI, currently provides a number of end-user support services to State employees including help desk, user training, configuration management, etc. ETS also provides the primary user interface for coordinating Contractor-side support services including problem resolution management, IMACD management, service level adjustments, and service extensions. The State's web browser-based user interface is built upon the CA's Service Desk Manager(SDM) software package. The State's user interface is used by State employees, State partners and service providers and is the toolset for end user support services. The Contractor must use SDM or integrate its own support service package to SDM to provide centralized coordination and user interface services.

As noted earlier, the State requires the Contractor to supply a single point of contact for coordinating all aspects of the services components, including tier two service desk call referrals to appropriate State of Alaska designated staff for application, computer, SATS and other services for resolution. This single point of contact will be responsible for providing all User-to-Contractor interface and Prime Contractor-to-Subcontractor interface coordination functions including: user help desk for in-scope services; trouble reporting; problem resolution management; configuration management coordination; change management coordination; IMACD management; SLA modification management; service extension management, projects, etc. Any descriptive and resolution information must be documented in the SDM system. This service must be properly staffed to meet the responsiveness requirements dictated by the SLAs contained herein, including 24x7x365 availability.

2.6.2 Provide Coverage During Critical Events

Certain departments encounter critical events during certain times of the year (e.g., election time). Provide heightened notice, resolution and service to departments during critical event periods. Examples of critical events are found in Section 2.4.3 and in Attachment K.

2.6.3 Serve as a Single Point-of-Contact

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

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

2.6.4 Help Desk Staff

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

2.6.5 Manage the Entire Life-Cycle of Help Desk Calls

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

2.6.6 Provide Continuous Improvement

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

2.6.7 Real-Time Updates of IMACD's

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

2.6.8 System Performance Reports

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

1. Availability chart showing voice, data and video network availability by month and city based distribution site.

2. Information pertinent to identifying the source of any unauthorized attempt, whether successful or unsuccessful, to gain access to any State system at the time of the incident. Provide monthly "roll-up" reports regarding this activity to the State Security Office.

3. Scheduled and non-scheduled service outages. Use of root cause reporting and SDM to identify the duration, service affected (i.e., network), location (region, city, building), reason for outage departments affected and the estimated number of customers impacted by the outage.

4. Monthly trouble ticket reports grouped by service, equipment, root cause and customer impact.

5. Quarterly "not active" reports identifying circuits that are not in use or have not had activity.

6. Peak and average monthly utilization by shift on all wide area voice, data and video circuits.

7. Actual usage reports of all Wide Area Network Circuits, with maximum link size capacities, to ensure oversubscription of each link does not become a problem.

8. Trend analysis reports including any appropriate data that will aid in future planning and quality of service.

2.7 DEFINITIONS

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

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

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

DS3 – WAN speeds- a DS3 (Digital Signal Level 3) equates to 28 T1 lines, roughly 43-45 Mbps in upstream/downstream speeds and/or 672 simultaneous voice conversations. It takes approximately 24 minutes to send a 10 megabyte file over 56K lines; 53 seconds using a T1, and one second over a DS3. The current minimum standard is T1.
OC3 – Optical Carrier – 84 dsls or three DS3's – 155Mbps
CNCC – Combined Network Control Center is a tier two provider monitoring, alert and response team
CoIP– Communications over Internet protocol
Core – Basic delivery of data, phone, video or radio services
CTI – Computer telephony integration; refers to an application(s) using the phone system for faxing, IVR, call center services etc.
Data Centers – Physical plant for servers/services which are co-located with Network Operating Centers (NOCs)
ADCA – Alaska Data Center Anchorage
ADCF – Alaska Data Center Fairbanks
ADCJ – Alaska Data Center Juneau
EPR – Enterprise Productivity Rate; State internal chargeback based on staff or equipment
ETS – Enterprise Technology Services; Executive branch agency responsible for infrastructure and enterprise services, including Telecommunications. Referred to throughout this document as the State.
GBPS – gigabits per second – a measure of data transfer speed
Help Center Tier One – initial call in provider & number for dispatch/response; performs initial classification, creation of work order / incident and referral service to tier two technical staff.
IMACD – Installations, Moves, Adds, Changes and Deletions to services
IVR – Interactive Voice Response; a CTI application using business unit data bases
LEC – Local Exchange Carrier

MBPS – megabits per second – a measure of data transfer speed
Meeting Place –Audio / Video Conference Bridge; State PBX scheduling system for conferencing
NOC – Network Operating Center; physical plant node for all data, voice and video services
NSI – Network Security Initiative
Operations Help Centers (State) – secondary tier one dispatch referral, response service and SLA monitors
PBX – Private Branch Exchange – a private telephone network, i.e. the State VOIP phone system
POP – Point of presence
PSTN – Public Switched Telephone Network; refers to the traditional interconnection and routing of audio (phone) traffic
RFP – Request For Proposals; State of Alaska's solicitation/bid document for requesting services
ROUTER; Core – refers to physical and logical plant, routers and switches in Anchorage, Juneau and Fairbanks which constitute backbone services and large population centers for data, voice and video delivery. Anchorage: 5700 and 5900 E. Tudor Road, 3300 Fairbanks Street, 3601 C Street and 550 W. 7th Avenue (Atwood Building). Fairbanks: 2301 Peger Road (SATS hut and PBX Room) and 675 7th Ave (Fairbanks Regional Office Building, or "FROB" and GCI NOC. Juneau: 5th Floor State Office Building, 333 Willoughby Avenue. These facilities are connected at 500 mbps speeds or better.
Router; Distribution – refers to the main, incoming / outgoing hub router(s) and circuits from one of 70 communities to the core network
Router; Access, Edge or CPE(switch) etc. – refers to endpoint devices directly serving customer offices or Local area networks (LANs) in office building locations within cities.
State – State of Alaska
T-1 (fractional, DS1, DS 0 etc.) – 1.544 mbps in 24 distinct 64 kbps channels
Tier Two Technical Support – Provider, ETS, contractor or State agency staff who respond to SDM requests
SDM – CA's Service Desk Manager – State of Alaska's online work order system for projects, IMACD and trouble tickets; used for all service requests
IPT –Internet Protocol Telephony; used to indicate phone systems on converged networks
VPN – Virtual Private Network; a way to extend a private network to remote user(s)
VTC – Video Teleconferencing
VTN – Virtual Telephony Network
WAN – Wide Area converged Network; inclusive of voice, data and video services over both state and commercial carrier circuits and nodes.

EXHIBIT 2
CURRENT CONDITIONS

Best efforts have been made to obtain detailed information on the current conditions at the State. This information should not be assumed to be 100% complete or accurate.

SECTION 1: BACKGROUND OF THE STATE OF ALASKA

The State of Alaska government's telecommunications environment enables government to meet the needs of its citizens.

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

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

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

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

Core Telecommunications Services has centered on the development of a secure, robust and converged network that includes radio, data, voice, and video services. Offerors responding to this RFP shall submit within their proposal a unique approach to assisting ETS with the maintenance and operations of their converged environments to insure compliance with SLAs for all State executive and, at their discretion, any Judicial, legislative or partner agencies.

This RFP is for the operation and maintenance of all existing State of Alaska executive branch and partner agency telephone, data, and video networks. Integral to these services is the provision of help desk services for all services provided across the State's networks, including some services that are not provided by the successful offeror. Such services will be referred to level two help centers or appropriate ETS, commercial, or agency service provider(s) for provisioning.

SECTION 2: CURRENT CONDITIONS

The following section provides a description of the State's existing core services infrastructure and includes information on the services the State provides and

purchases. This overview is intended to provide Offerors with a clear understanding of the State's current environment.

2.1 GENERAL

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

In addition to the three branches and their component organizations, the State provides services to its citizenry through a number of independent agencies and institutions that are not specifically subordinate to any branch of government. Several organizations, such as the Alaska Railroad and the Alaska Housing Finance Corporation, though integral to the State's provision of services, have legal identities separate and distinct from the State government.

Inside the executive branch, the Department of Administration is statutorily required to provide certain key administrative and logistical support services to executive branch and other State agencies. The Department of Administration division chiefly responsible for meeting the State's technology needs is the Enterprise Technology Services Division (ETS).

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

Currently, ETS serves over 22,000 State and partner agency employees in over 70 communities located across Alaska. Organizationally, ETS supports the computing and telecommunications needs of state agencies through a "charge-back" environment for those services. Charge back methodologies are periodically broken down by agency, month/year, unit (phones), position (people) and / or usage (computer services).

The State's annual IT Planning Process continues to outline the selective centralization of infrastructure, IT services and user support. This can roughly be defined as infrastructure, including this RFP, enterprise services such as email, and agency service applications. Enterprise software agreements with various vendors such as Microsoft, Cisco, IBM and the ongoing deployment of Internet Protocol Telephony (IPT) continue to outline the new landscape. ETS provides support for the Technology Management Council (TMC) and the Change Advisory Board (CAB) for stewardship of State resources, standardization, and configuration management of the environment for this landscape, much of which was previously under the oversight of many individual organizations. Oversight, priorities, scope and costs of ETS are further endorsed by the Administrative Service Directors (ASD) and approved by the Enterprise Investment Board (EIB) and/or the Commissioner of Administration.

A number of State agencies, responsible for critical public services, such as emergency preparedness, public safety, emergency medical response, and fire protection, have specific delegations (independent authority) for services associated with their particular

communications responsibilities. In particular, the Department of Military and Veterans Affairs (DMVA) is statutorily responsible to support various aspects of emergency response communications in declared disasters and is responsible for planning for the telecommunications infrastructure required to support emergency response communications in accordance with AS 26.23.040 (Emergency Services) and AS 26.23.170 (Communications).

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

2.2 EXISTING INFRASTRUCTURE

As noted earlier, the State relies heavily upon telecommunications to provide government services to the citizens of Alaska and to facilitate the internal communications necessary to conduct daily business operations. Although the State maintains local offices in many of the more remote areas of Alaska, the vast majority of the State's telecommunications needs center on the triangle described by the major cities of Juneau, Anchorage, and Fairbanks ("the Core"). Each of these key population centers is connected via telecommunications systems that are served by local ETS telecommunications Network Operations Centers (NOC) and Data Centers. The Core is connected to community locations via distribution routers and several are co-located at facilities shared by the State and a private provider (LEC, ATT, ACS, GCI, etc.). The systems consist of telecommunications equipment at each node, high-speed transmission lines between nodes, circuits linking outlying communities to the closest node, and local lines connecting State agencies within these outlying communities. Various other systems, which are otherwise independently maintained and operated (e.g. the University of Alaska, Alaska Railroad) are also inter-connected to, and served by, this network.

The State relies on several backbone transport mechanisms as well as ancillary systems and services to meet its telecommunications needs. Many of these systems and related components are interconnected and not easily separated. For descriptive purposes, however, the State-owned systems that are within the scope of this RFP have been organized into the following categories in production effective May 1, 2014:

- **Core Phone System: Growing number of 140 buildings in Juneau, Anchorage, Fairbanks, Ketchikan and Palmer.**
    - 15,028 phones serving executive branch and partner agencies.

- **Small PBX(3rd party) & loop telephone maintenance and support services; locations & staff**
    - Anchorage (11-200), Juneau(5-120) and Fairbanks(3-250) – approx. 570 handsets
    - Matsu area (32 - 800) – approx. 800 handsets
    - Kenai Peninsula including Kodiak (52- 1000) – approx. 1000 handsets
    - Approximately 179 small PBX (s) in 57 communities with 3000 handsets.

- **Long distance service**
    - Toll bypass using converged infrastructure(s) has eliminated much of the in-state long distance toll (Juneau, Anchorage, Fairbanks) using call manager programming, virtual telephony network methodologies, and our core backbone.

- In-state long distance occurs in locations where direct connectivity to core VOIP systems are difficult and/or unreliable. These are small PBX (3rd party) served State sites.
- Interstate long distance is provided using normal PSTN methods

- **Teleconferencing**
  - Audio-conferencing – There are several types of audio conference system options. Traditionally, contractors and ETS have provided several managed and unmanaged audio bridge services.
  - Video-conferencing – 77 sites mostly in Juneau, Anchorage, and Fairbanks supported by a contractor; 29 of which are in ETS sponsored locations. These are provided on a guaranteed bandwidth (separate and distinct from the WAN) network provided and operated by the contractor as part of the Core Services contract.
  - The State has deployed a growing number of advanced or unified conferencing services using web, audio, and/or video services.

- **WAN connectivity**
  - Core backbone: Long haul Ethernet circuits between Juneau, Anchorage, and Fairbanks Network Operating Centers (NOC) and Data Centers.
    - Fairbanks NOC and Data Center (FDC)
      Fairbanks Regional Office Building (FROB), 675 7th Ave., 3rd fl., Fairbanks, AK
      90 mbps, burst to 100 mbps between Fairbanks and Juneau.
      90 mbps, provisioned by SATS, between Fairbanks and Anchorage. Contractor provides monitoring and troubleshooting.
      Additional Facility Peger Campus @ 100 mbps
    - Juneau NOC and Data Center(JDC)
      State Office Building (SOB), 333 Willoughby, 5th floor, Juneau, AK
      500 mbps, burst to 1 gbps between Juneau and Anchorage
      100 mbps, dedicated to data replication and backup between Juneau and Anchorage
      20 mbps, burst to 100 mbps between Juneau and Fairbanks (listed above)
    - Anchorage NOC and Data Center (ADC)
      GCI South Anchorage Data Center (SADC), 6831 Arctic Blvd., Anchorage, AK
      500 mbps, burst to 1 gbps between Juneau and Anchorage (listed above)
      100 mbps, dedicated to data replication and backup between Juneau and Anchorage (listed above)
      90 mbps, provisioned by SATS, between Fairbanks and Anchorage. Contractor provides monitoring and troubleshooting. (listed above)
    - Additional backbone facility(s) in Anchorage are:
      5900 Tudor Road, DMVA Emergency Coordination Center (Camp Denali), Atwood Building and the Frontier Building

  - Wide Area Distribution Network (WAN): 70 communities with over 500 sites or buildings with various levels of connectivity.

- Internet Connectivity (ISP) – The State WAN has 2 Internet access points in Juneau (150 mbps) and Anchorage (180 mbps); slowly growing, these points periodically burst to the level necessary to conduct business. For example, up to several weeks of increased bandwidth may be necessary for events such as an election, Legislative session, or the Alaska Permanent Fund registration period.

Other telecommunications services, such as provisioning for cell phones, satellite phones, frame relay, Cisco SMARTnet maintenance and general provisioning of handsets and circuits are not included in this solicitation. Offers on this agreement shall include 500 mbps or higher backbone services and internet services at 300 mbps or higher within the Core as described within this RFP.

System and "as-built" diagrams, configurations, and other descriptions will be available to bidders who prevail through the best value process. All other potentially relevant information has been included as attachments to this RFP.

2.3 TELEPHONE SERVICE

ETS provides local and long distance phone service to agencies in Juneau, Anchorage and Fairbanks through an interconnected voice switching system that includes three primary components:

- Voice Platform using Cisco Call Manager, Unity voicemail, Contact Center, Survivable remote site telephony (SRST), Cisco emergency responder (CER 911), Meeting Place, Telecommunication relay services (TRS), Splunk for call detail records (CDR) and other components. I.e. Analog & PSTN gateways, IOS & QOS tools, ASA firewalls, Compression/quality CODECs, testing/monitoring software, leased circuits such as metro Ethernet, T-1, ISDN, OPX, and foreign exchange lines.
- Computer Telephony Integration services exist which may be purchased and maintained by agency business units based on the voice platform. The current list of CTI are IVR, instant messenger, call Recording, fax, paging/broadcast/random announcement, alerting, Leased circuits such as metro Ethernet, T-1, ISDN, OPX, and foreign exchange lines.
- Toll bypass through a variety of means

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

2.4 MEASURED TELEPHONE SERVICES (LONG DISTANCE)

Long Distance (LD) for Interstate calls and Intrastate calls to destinations other than the three major Alaska population centers of Juneau, Anchorage, and Fairbanks, are provided by the Contractor on Primary Rate T1 Interface (PRI). Long-distance trunking and analog capacities for call manager, site survivability (SRST) and special purpose are: in Juneau 229, Fairbanks 111 and Anchorage 385. There are also several Line side t1 route patterns: in Juneau 22, Fairbanks 53 and Anchorage 112.

The State of Alaska Telecommunications System (SATS), a combination of State-owned microwave, fiber, copper along with leased lines, form a private network to carry calls between the major centers with no per minute costing. If the network is down or saturated it will automatically overflow calls to PSTN LD. A variety of line side trunk connections also exist from Anchorage for SATS network connectivity, customers in

Wasilla (MTA), several locations on the Kenai Peninsula and Kodiak (ACS). These are primarily Public Safety and Department of Military and Veteran Affairs locations.

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

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

2.5 AUDIO TELECONFERENCE BRIDGE SYSTEM

Audio-conferencing is available through a Cisco meeting place bridge maintained by the Contractor. ETS Help Center staff coordinates scheduling services and "800" toll free access as needed.

State agencies are trending toward self-serve audio/video collaboration services. The State supports this approach and the phone system uses a hybrid configuration of Cisco WebEx. It is desired that the Contractor be able to provide additional managed conference services and or propose other solutions as described more fully later in this RFP.

See Attachment J for recent minute usage, summary information.

2.6 VIDEO-CONFERENCING

The State currently has at least 28 conference rooms fully equipped with video-conferencing equipment and available to the State for use on a "first- come first-serve" basis (with the exception of the Governor's Offices). These sites consist of H.323 compliant Polycom-brand video-conference units, monitors and carts and are run on an entirely separate network from the State WAN. These locations can accept callers from outside its system. The complete list of 77 video conference sites is found in Attachment J. See below for ETS coordinated conference room locations.

Agency/Host	Location
	ANCHORAGE
GOV., Atwood Building, 17th Floor	550 West 7th Ave., 17th Floor Gov's Office Conf. Rm.
DOA, Atwood Building, 19th Floor	550 West 7th Ave., 19th Floor DOA-CO Conf. Rm.
LAW, Attorney General's Office	1031 W. 4th Ave, Ste 106
DFG, Fish and Game	333 Raspberry Road
ETS, Bay View Building	619 E. Ship Creek Ave, ste 230
H&SS, Medical Assistance Office	4501 Business Park Blvd., Building L, Conf Rm. 2
H&SS, Frontier Building	3601 C. Street, 8th Floor, Room 880
Legislative Information Office - Anchorage	716 West 4th Ave., 2nd Floor, Suite 220
ETS, Telecom Anchorage	5900 Tudor Road, Conf. Room
DOT Annex Building	2200 E 42nd Avenue
	PALMER
Palmer SOB	515 E. Dahlia Avenue
	FAIRBANKS
Legislative Information Office - Fairbanks	119 North Cushman St., Suite 101
GOV., Fairbanks Regional Office Building	675 7th Ave, 2nd Floor, Station H4
	JUNEAU
GOV., Capital Building	Capital Building
DOT-CO	3132 Channel Drive, 3rd Floor, DOT-CO Conf. Rm.
H&SS, 1st floor AOB	350 Main St, 1st Floor, AOB 123

H&SS, Medical Assistance Office	350 Main Street, 4th Floor, AOB 416
DOT – Comm. Conf Room	3132 Channel Drive 3rd floor
DOT – 1st Floor Conference Room	3132 Channel Drive 1st floor
Legislative Information Office - Juneau	129 6th Street, Terry Miller Bldg., 1st Floor
LAW Attorney General's Office	123 45th Street
Permanent Fund Office	Goldbelt Bldg., 801 W. Street, 3rd Floor, Suite 302
Goldbelt Building	801 W, 10th Street
SOB 10th Floor DOA Commissioner	333 Willoughby Ave., 10th Floor, (DOA-CO) Conf. Rm.
SOB 10th Floor Labor Relations	333 Willoughby, 10th Floor, DOA-CO Conf. Rm.
SOB 9th Floor 9A DCCED	333 Willoughby Ave., 9A, DCCED Conf. Rm.
SOB 6th Floor DRB	333 Willoughby; 6th Floor, DRB Conf. Rm.
SOB 5th Floor ETS	333 Willoughby Ave., 5th Floor, ETS Conf. Rm.

2.7 WAN CONNECTIVITY

The network may divided into logical "zones" of service: Core (backbone), Distribution (from a city), Municipal Areas Networks (MAN), Edge or Access (Customer Premise or building) and Security (DMZ, IPS/IDS, QoS, remote access). Security elements cross all zones. Enterprise and agency phone, radio, data, and video services run over the network. The overall strategy has been to consolidate, simplify and standardize.

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

The ETS WAN consists of over a thousand circuits of which over 600 are leased. Circuit capacities range from a few rural 56kbps to rarer gbps speeds. The State is committed to reducing costs and increasing flexibility by implementing new technologies. Over the last few years, that has been Ethernet services where possible. Leased lines are provided primarily by GCI, ACS, AT&T, local exchange carriers and the SATS network.

The State continues to seek improvements for the 22,000 users served by the State WAN. A focus area is the network transport to 13 satellite-served communities, primarily in the north- and west-coast areas of Alaska. State agencies and ETS are researching options for broadband, acceleration, wireless, protocols (SIP, multicast) and other options throughout the network.

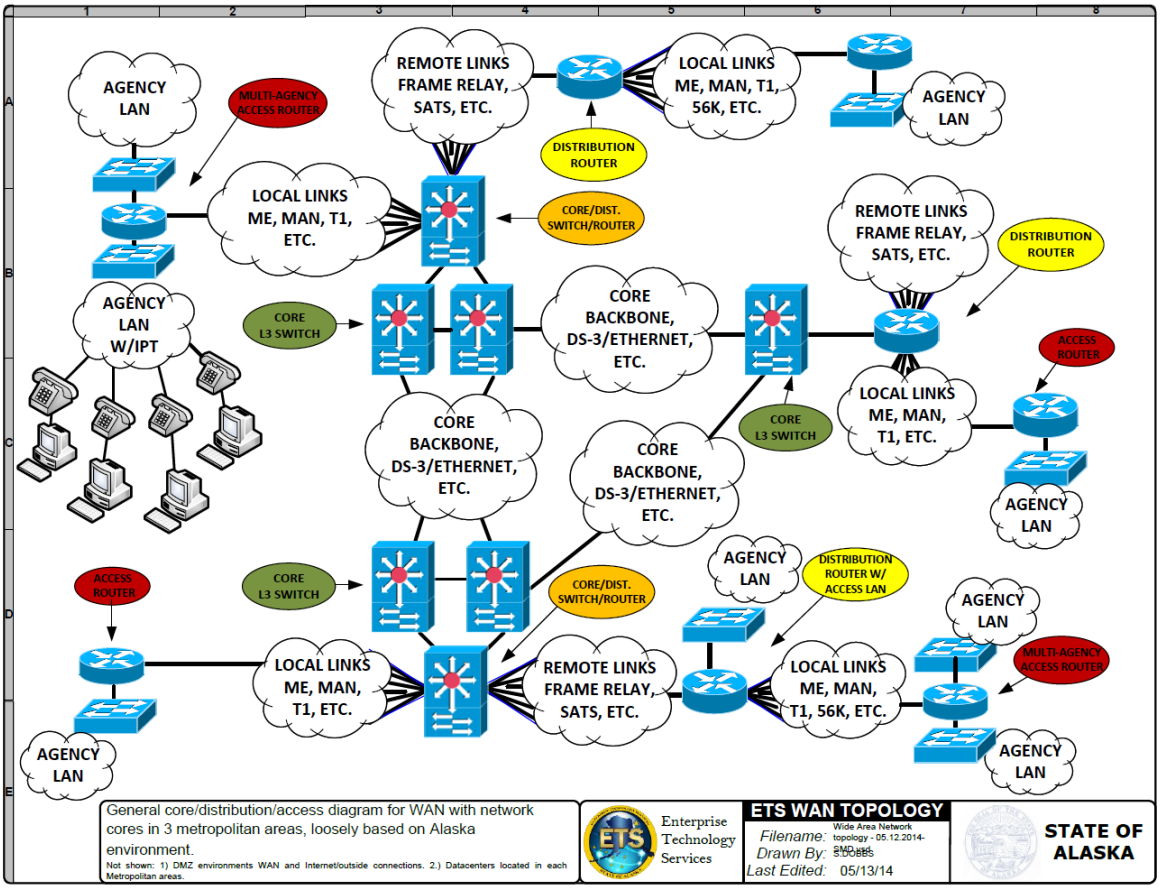
Continual improvement and simplification of technologies and processes along with standardization of equipment, software and configurations have allowed the State and partners to reduce the numbers and types of equipment supported, reduced the number, impact and duration of outages and reduced the management overhead of WAN maintenance.

Stabilization of the WAN can be attributed to the efforts of vendors, partners and staff working together or through periodic initiatives, most notably the network security initiative in 2005/6 and the VOIP phone project completed in 2008/9.

A decreasing number of 1330 Cisco routers and switches are connected within each city as a Municipal Area Network (MAN), a single distribution router from each city routes to a major network Core in Fairbanks, Juneau or Anchorage. ETS generally owns the routers and switches across the WAN and partners with teams across the State of Alaska to manage the environment. Access to all WAN devices and services are secured through Cisco TACACS. Routers have standard configurations, a standard operating system, AAA configurations, QoS and a SANS-based security configuration. The State private WAN consists of a 10 dot addressing plan, 2 Class B address blocks

and an additional few class blocks providing Internet addresses "natted" to connect to national and international networks. The sanitized inventory of routers, switches and WAN sites is provided in Attachment J.

The Wide Area Network Topography map below conceptually describes WAN connectivity.



2.8 INTERNET ACCESS

The State has two primary Internet access points in Juneau and Anchorage. The bandwidth allocation for Juneau (120 mbps) and Anchorage (180 mbps) is currently 300 mbps. Internet connectivity runs at approximately 80% of capacity with periodic higher peaks. Internet traffic grows at approximately 10% per year. Capacity is managed in a variety of ways with the most effective being web filtering.

Demilitarized zone configurations (DMZ's) are deployed at both ingress/egress locations. DMZ's have internal and external firewalls which enable a highly monitored and tightly routed environment with VPN, extra-net services, IDS, NAM, Web filtering, Proxy services and other tools. The proposer shall manage firewall ACLs. QoS is used throughout the network to reduce non-business traffic and assist with potential traffic congestion.

2.9 END USER SUPPORT SERVICES – HELP DESK

The State's Service Center is provided by the contractor 24 x 7 x 365 for end-user support services. The State Service Center responds to all initial service requests including moves, adds and changes, and responds to all user questions. The State's toll free access number, 888-565-8680, is maintained by the Service Center to allow access for all State agencies served by ETS.

All trouble or service requests are recorded by help center staff into the State's trouble/service ticket system, CA's Service Desk Manager (SDM).

As a single point of contact for all State IT services, the State Service Center handles over 22,300 annual contacts processed for all telephone, computer or network issues in any location for all customer agencies. A service center can expect request, process and dispatch for tiered service in the following approximate annual volumes. These numbers are based on sampling and estimates:

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

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

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

1. State service center (Contractor help center)
2. Agency organizations (Department Staff)
3. Tier II service center (Combined Network and Control Center – Contractor)
4. Tier II ETS staff (ETS Business Unit, i.e. network)

Service calls fall into six categories with service response / resolution targets. These are further described in Attachment K.

ATTACHMENTS

ATTACHMENT A – PROPOSAL COVER SHEET

SERVICE BUNDLE

Which Service Bundle does this proposal cover?
(Circle all that apply to this proposal.)

1 – Wired Telephony
2 – Data Network
3 – Video-conferencing
4 – End-User Support

COMPANY AND CONTACT INFORMATION

Name of Company: _____

Name of Primary Subcontractor: _____

Contact Information – Individual that can contractually obligate the Offeror/Firm

Name	
Title	
Email	
Telephone	
Fax	
Address	

Contact Information – Individual that can be contacted for clarification on this proposal

Name	
Title	
Email	
Telephone	
Fax	

ADDENDA ACKNOWLEDGEMENT

Offeror acknowledges receipt of the following addenda, and has incorporated the requirements of such addenda into the proposal (*List all addenda dates issued for this RFP and initial*):

No.	Date/Initials
No.	Date/Initials

No.	Date/Initials
No.	Date/Initials

SIGNATURE

This proposal must be signed by the person authorized to contractually obligate the organization.

Printed Name	
Signature	
Date Signed	

ATTACHMENT B – PROPOSAL FORM

CRITICAL TEAM MEMBERS

Name of Project Manager[1] _____

Name of Systems Engineer [2] _____

[1]The Project Manager is the individual who will be the daily point of contact throughout this project. This individual cannot be removed or replaced from this position for the duration of the contract.
[2]This individual cannot be removed or replaced from this position for the duration of the contract.

CERTIFICATIONS

No	Criteria	Response*
1	The Offeror has read the entire RFP and clearly understands the intent of the scope.	True / False
2	The Offeror is presently engaged in the business of providing the services & work required in this RFP.	True / False
3	The Offeror accepts the State Terms and Conditions as Stated in this RFP (including the standard form agreement).	True / False
4	The Offeror confirms that it has the financial strength to perform the services required under this RFP.	True / False
5	The Offeror certifies that it has adequate staff and resources to fulfil the requirements of the RFP and any potential contract in relation thereof.	True / False
6	The Offeror certifies that all services provided under this contract by the contractor and all subcontractors shall be performed in the United States.	True / False
7	The Offeror is not established and headquartered or incorporated and headquartered, in a country recognized as Tier 3 in the most recent United States Department of State's Trafficking in Persons Report.	True / False
8	Offeror complies with the American with Disabilities Act of 1990 and the regulations issued thereunder by the federal government.	True / False
9	The Offeror certifies that programs, services, and activities provided to the general public under the resulting contract are in conformance with the Americans with Disabilities Act of 1990.	True / False
10	Offeror complies with the Equal Employment Opportunity Act and the regulations issued thereunder by the federal government.	True / False
11	Offeror complies with the applicable portion of the Federal Civil Rights Act of 1964.	True / False
12	Offeror has identified any known federal requirements that apply to the proposal or the contract	True / False
13	The Offeror certifies that their offer will remain open and valid for at least 120 days.	True / False
14	The Offeror certifies that there are no grounds for a conflict of interest with any members of the State.	True / False
15	The Offeror certifies that they are licensed to do business in Alaska.	True / False
16	The Offeror certifies that they do not have any governmental or regulatory action against their organization that might have a bearing on their ability to provide services to the State.	True / False
17	Offeror agrees to not restrict the rights of the State.	True / False

** Failure to answer, or answering "False" may be grounds for disqualification. Please attach additional information on any subject where the Offeror responded "False" to a question above.*

PREFERENCES

Alaska Business License Number: _____

No	Certification	Response*
1	Are you claiming the Alaska Bidder Preference? (If "Yes", please answer the questions below).	Yes / No
2	Are you claiming the Alaska Veteran Preference?	Yes / No

No	Questions	Response*
1	Do you currently hold an Alaska business license?	Yes / No
2	Is the company name submitted on this proposal (Name of Firm in Attachment A) the same name that appears on the current Alaska Business License?	Yes / No

No	Documentation	Response*
1	As proof of Alaskan license you are providing: Copy of an Alaska business license.	Yes / No
2	As proof of Alaskan license you are providing: A canceled check for the Alaska business license fee.	Yes / No
3	As proof of Alaskan license you are providing: A copy of the Alaska business license application with a receipt stamp from the state's occupational licensing office.	Yes / No
4	As proof of Alaskan license you are providing: A sworn and notarized affidavit that the Offeror has applied and paid for the Alaska business license.	Yes / No
5	As proof of Alaskan license you are providing: Liquor licenses issued by Alaska Department of Revenue for alcohol sales only.	Yes / No
6	As proof of Alaskan license you are providing: Documentation that your company has maintained a place of business within the state staffed by the Offeror, or an employee of the Offeror, for a period of six months immediately preceding the date of the proposal.	Yes / No
7	As proof of Alaskan license you are providing: Documentation that your company is incorporated or qualified to do business under the laws of the state, is a sole proprietorship and the proprietor is a resident of the state, is a limited liability company (LLC) organized under AS 10.50 and all members are residents of the state, or is a partnership under AS 32.06 or AS 32.11 and all partners are residents of the state.	Yes / No
8	As proof of Alaskan license you are providing: If a joint venture, documentation that your company is composed entirely of ventures that qualify under (1)-(4) of this subsection.	Yes / No

** Please attach additional information and documentation on any subject where the Offeror responded "Yes" to a question above. For additional information, see RFP, section 8.31.*

ATTACHMENT C – SERVICE PLAN

Do not list any names that can be used to identify the Offeror.

SERVICE APPROACH (2 Pages Maximum)

ATTACHMENT C – SERVICE PLAN

Do not list any names that can be used to identify the Offeror.

SERVICE APPROACH (2 Pages Maximum)

ATTACHMENT C – SERVICE PLAN

Do not list any names that can be used to identify the Offeror.

SERVICE ASSUMPTIONS (2 Pages Maximum)

ATTACHMENT C – SERVICE PLAN

Do not list any names that can be used to identify the Offeror.

SERVICE ASSUMPTIONS (2 Pages Maximum)

ATTACHMENT C – SERVICE PLAN

Do not list any names that can be used to identify the Offeror.

ROLES, RESPONSIBILITIES, & EXPECTATIONS (2 Pages Maximum)

ATTACHMENT C – SERVICE PLAN

Do not list any names that can be used to identify the Offeror.

ROLES, RESPONSIBILITIES, & EXPECTATIONS (2 Pages Maximum)

ATTACHMENT D – RISK ASSESSMENT PLAN TEMPLATE

Do not list any names that can be used to identify the Offeror. Do not list any cost information. Offeror may add/delete additional rows to identify additional risks, but do not exceed the page limit

SECTION 1 – ASSESSMENT OF CONTROLLABLE RISKS (2 Pages Maximum)

Risk 1: _____
Why is it a Risk: _____
Solution: _____

Risk 2: _____
Why is it a Risk: _____
Solution: _____

Risk 3: _____
Why is it a Risk: _____
Solution: _____

Risk 4: _____
Why is it a Risk: _____
Solution: _____

Risk 5: _____
Why is it a Risk: _____
Solution: _____

ATTACHMENT D – RISK ASSESSMENT PLAN TEMPLATE

Do not list any names that can be used to identify the Offeror. Do not list any cost information. Offeror may add/delete additional rows to identify additional risks, but do not exceed the page limit

SECTION 1 – ASSESSMENT OF CONTROLLABLE RISKS (2 Pages Maximum)

Risk 1: _____
Why is it a Risk: _____
Solution: _____

Risk 2: _____
Why is it a Risk: _____
Solution: _____

Risk 3: _____
Why is it a Risk: _____
Solution: _____

Risk 4: _____
Why is it a Risk: _____
Solution: _____

Risk 5: _____
Why is it a Risk: _____
Solution: _____

ATTACHMENT D – RISK ASSESSMENT PLAN TEMPLATE

Do not list any names that can be used to identify the Offeror. Do not list any cost information. Offeror may add/delete additional rows to identify additional risks, but do not exceed the page limit

SECTION 2 – ASSESSMENT OF NON-CONTROLLABLE RISKS (2 Pages Maximum)

Risk 1: _____
Why is it a Risk: _____
Solution: _____

Risk 2: _____
Why is it a Risk: _____
Solution: _____

Risk 3: _____
Why is it a Risk: _____
Solution: _____

Risk 4: _____
Why is it a Risk: _____
Solution: _____

Risk 5: _____
Why is it a Risk: _____
Solution: _____

ATTACHMENT D – RISK ASSESSMENT PLAN TEMPLATE

Do not list any names that can be used to identify the Offeror. Do not list any cost information. Offeror may add/delete additional rows to identify additional risks, but do not exceed the page limit

SECTION 2 – ASSESSMENT OF NON-CONTROLLABLE RISKS (2 Pages Maximum)

Risk 1: _____
Why is it a Risk: _____
Solution: _____

Risk 2: _____
Why is it a Risk: _____
Solution: _____

Risk 3: _____
Why is it a Risk: _____
Solution: _____

Risk 4: _____
Why is it a Risk: _____
Solution: _____

Risk 5: _____
Why is it a Risk: _____
Solution: _____

ATTACHMENT E – VALUE ASSESSMENT PLAN TEMPLATE

Do not list any names that can be used to identify the Offeror. Do not list any cost information. Offeror may add/delete additional rows to identify additional value added options. Do not exceed the page limit

VALUE ADDED OPTIONS (2 Pages Maximum)

Item 1: _____

Item 2: _____

Item 3: _____

Item 4: _____

Item 5: _____

ATTACHMENT E – VALUE ASSESSMENT PLAN TEMPLATE

Do not list any names that can be used to identify the Offeror. Do not list any cost information. Offeror may add/delete additional rows to identify additional value added options. Do not exceed the page limit

VALUE ADDED OPTIONS (2 Pages Maximum)

Item 1: _____

Item 2: _____

Item 3: _____

Item 4: _____

Item 5: _____

ATTACHMENT F – REFERENCE LIST

Past Project List (Offeror, Firm)

No	Contact Name[1]	Phone[2]	Client Name[3]	Type of Service Provided[4]	Contract Start[5]	Contract Finish[6]	Contract Value[7]
1							
2							
3							
4							
5							

Past Project List (Primary Subcontractor, Firm)

No	Contact Name[1]	Phone[2]	Client Name[3]	Type of Service Provided[4]	Contract Start[5]	Contract Finish[6]	Contract Value[7]
1							
2							
3							
4							
5							

Past Project List (Project Manager)

No	Contact Name[1]	Phone[2]	Client Name[3]	Type of Service Provided[4]	Contract Start[5]	Contract Finish[6]	Contract Value[7]
1							
2							
3							
4							
5							

Past Project List (Systems Engineer)

No	Contact Name[1]	Phone[2]	Client Name[3]	Type of Service Provided[4]	Contract Start[5]	Contract Finish[6]	Contract Value[7]
1							
2							
3							
4							
5							

1= Name of the person who will answer customer satisfaction questions
2 = Current phone number for the reference
3 = Name of the company / institution that the service was performed for (i.e. Tempe College, etc.)
4 = Type of service provided
5 = Start date of the contract
6 = Finish date of the contract
7 = Total monetary value of the contract ($).

ATTACHMENT G – PAST PERFORMANCE SURVEY
State of Alaska – Vendor Questionnaire

To: _____

Phone: _____ Email: _____

Past Performance Survey of: _____
Name of Company (and/or) Name of Project Manager (and/or) Systems Engineer

The State of Alaska is analyzing past performance information on contractors and their key personnel. The firm/individual listed above has identified you as a client for which they have previously performed work on. The State greatly appreciates your time in completing this survey. Rate each of the criteria on a scale of 1-10, with 10 representing that you were very satisfied and 1 representing that you were very unsatisfied. Please rate each of the criteria to the best of your knowledge. If you do not have sufficient knowledge in a particular area, please leave it blank.

Client Name: _____ Date _____
Project _____ Total Size ($): _____

NO	CRITERIA	UNIT	RATING
1	Ability to manage costs	(1-10)	
2	Ability to maintain schedule	(1-10)	
3	Ability to minimize disruptions and downtime	(1-10)	
4	Ability to manage and overall professionalism	(1-10)	
5	Ability to integrate into existing telecom infrastructure	(1-10)	
6	Ability to communicate and document risks on the project	(1-10)	
7	Ability to follow the users rules, regulations, & requirements	(1-10)	
8	Overall customer satisfaction	(1-10)	

Please identify the greatest risks/issues/challenges encountered during this project:

_____ _____
Printed Name (of Evaluator) Signature (of Evaluator)

Thank you for assisting the State in this important endeavor.
Please fax/email the completed survey to: xxxxxxxxx/email (Offeror's email)

ATTACHMENT H – PAST PERFORMANCE INFORMATION SCORE

Enter all of the survey data scores for each entity listed below

Offeror - Past Performance Ratings

No	Criteria	Survey 1	Survey 2	Survey 3	Survey 4	Survey 5	Survey 6	Survey 7	Survey 8	Survey 9	Survey 10	Average
1	Ability to manage costs											
2	Ability to maintain schedule											
3	Ability to minimize disruptions and downtime											
4	Ability to manage and overall professionalism											
5	Ability to integrate into existing telecom infrastructure											
6	Ability to communicate and document risks on the project											
7	Ability to follow rules, regulations, requirements											
8	Overall customer satisfaction											
											Overall Average Score:	
											Total Number of Surveys Returned:	

Primary Subcontractor - Past Performance Ratings

No	Criteria	Survey 1	Survey 2	Survey 3	Survey 4	Survey 5	Survey 6	Survey 7	Survey 8	Survey 9	Survey 10	Average
1	Ability to manage costs											
2	Ability to maintain schedule											
3	Ability to minimize disruptions and downtime											
4	Ability to manage and overall professionalism											
5	Ability to integrate into existing telecom infrastructure											
6	Ability to communicate and document risks on the project											
7	Ability to follow rules, regulations, requirements											
8	Overall customer satisfaction											
											Overall Average Score:	
											Total Number of Surveys Returned:	

Project Manager - Past Performance Ratings

No	Criteria	Survey 1	Survey 2	Survey 3	Survey 4	Survey 5	Survey 6	Survey 7	Survey 8	Survey 9	Survey 10	Average
1	Ability to manage costs											
2	Ability to maintain schedule											
3	Ability to minimize disruptions and downtime											
4	Ability to manage and overall professionalism											
5	Ability to integrate into existing telecom infrastructure											
6	Ability to communicate and document risks on the project											
7	Ability to follow rules, regulations, requirements											
8	Overall customer satisfaction											
											Overall Average Score:	
											Total Number of Surveys Returned:	

Systems Engineer – Past Performance Ratings

No	Criteria	Survey 1	Survey 2	Survey 3	Survey 4	Survey 5	Survey 6	Survey 7	Survey 8	Survey 9	Survey 10	Average
1	Ability to manage costs											
2	Ability to maintain schedule											
3	Ability to minimize disruptions and downtime											
4	Ability to manage and overall professionalism											
5	Ability to integrate into existing telecom infrastructure											
6	Ability to communicate and document risks on the project											
7	Ability to follow rules, regulations, requirements											
8	Overall customer satisfaction											
											Overall Average Score:	
											Total Number of Surveys Returned:	

ATTACHMENT I – COST PROPOSAL

SECTION 1 – BASE PROPOSAL

Please provide the total annual cost for each service bundle covered by this proposal in the "Annual Cost" column and multiply that figure by 5 years for the "Extended Cost" column. Failure to provide an annual cost for a service bundle that a vendor has indicated is covered by this proposal on Attachment A may result in a finding of non-responsiveness for that service bundle.

No	Description	Annual Cost		Extended Cost
1	Wired Telephony Services	**$**	x 5 years =	**$**
2	Data Network Services	**$**	x 5 years =	**$**
3	Video-Conferencing Services	**$**	x 5 years =	**$**
4	End-User Support Services	**$**	x 5 years =	**$**

SECTION 2 – HOURLY RATES

Please provide an hourly rate for each general labor category below in the "Hourly Rate" column and multiply that figure by the estimated hours for the "Extended Cost" column. These rates will apply to all service bundles indicated on Attachment A. If differing rates apply across service bundles, separate proposals must be submitted.

Labor Category	Hourly Rate	Estimated Hours	Extended Cost
Administrator	**$**	x 3,000 =	**$**
Dispatcher / NOCC Tech	**$**	x 4,000 =	**$**
Procurement / Logistics Technician	**$**	x 4,000 =	**$**
Lead Technician / Supervisor	**$**	x 2,000 =	**$**
Network Administrator	**$**	x 5,000 =	**$**
Lead Engineer / Security Specialist	**$**	x 2,000 =	**$**
Project Manager	**$**	x 5,000 =	**$**
		Total Hourly Rates Cost:	**$**

SECTION 3 – VALUE ADDED OPTIONS / IDEAS

Please provide estimated impacts associated with each Value Added Idea that you have proposed in Attachment E (if any). These ideas will be discussed during the Clarification Period.

No	Description	Impact to Cost ($)
1		
2		
3		
4		
5		

ATTACHMENT J – ASSET INVENTORY

See Online Public Notice posting.

ATTACHMENT K – SERVICE LEVEL AGREEMENTS (SLAs)

ALL BUNDLES—SERVICE LEVEL AGREEMENTS (SLAS)

The SLAs for Telecommunications are categorized into the following sections: Trouble Resolution, System Performance, and Operations and Administration. Detailed descriptions of the State's telecommunications SLAs are documented in the following matrix. The Contractor is required to comply with the SLAs.

System Performance Categories are:

- Availability
- Response Time
- Throughput
- Error Rate
- Security

Service Performance Categories are:

- Provisioning and Fulfillment
- Service Center
- Problem Resolution

SERVICE LEVEL AGREEMENT (SLA) REQUIREMENTS AND ALARMS

PURPOSE:

1. To define SLA requirements: Clarify priority details and including examples that will assist individuals in setting the correct priority levels when opening a request. Include all areas in the SDM system.

2. Set escalation / alarms on all SDM requests based on priority level. Alert cost center managers to the requests not worked or serious in nature. Need to ID outage vs. regular requests.

3. Define alarm termination. To flowchart progression of alarm and when to terminate alarm.

Alarms are generally set for all requests and cost centers.

GENERAL INFORMATION:

An SLA measures an expected level of service and SDM alarms work to escalate issues to gain notice/attention. An alarm indicates a dip below a required service level.

PRIORITY LEVELS:

Priority 1 – Business Stopped: Mission Critical Impact - 24x7x365

- Multiple users (10+) affected by downed application, network and/or service

SDM entry within 15 min. of notification: callback within 30 minutes; assignment and dispatch within 1 hour, resolution within four hours. Root cause analysis for each unplanned outage and SLA alarm.

Escalation alarm – 2 hour with 2 hour intervals (6 & 6)

- Public Safety Dispatch Center – Any location
- PFC – Permanent Fund Corp
- Governor's executive offices
- Legislator's main number
- Mission critical locations

See sample mission critical locations below

Priority 2 - Business Impacted: Major Impact - 24x7x365

- Single to multiple users (10) affected by downed application, network and/or service

SDM entry within 15 min. of notification: callback within 30 minutes; assignment and dispatch within 1 hour, resolution within eight hours. Root cause analysis for each unplanned outage and SLA alarm.

Escalation alarm – 4 hours with 4 hour intervals (12 & 12)

Priority 3 – Non critical problems/requests – workaround available - 24x7x365

- Single user affected by downed application, network and/or service

SDM entry within 15 min. of notification: Callback by next business day; assignment and dispatch within two days; resolution within five business days.

Escalation alarm – 4 hours with 8 hour intervals (20 & 20)

Priority 4 – Large service request for planned event IMACD (install, move, add, change, delete)

- Multiple user (20+) service request

SDM entry within 15 min. of notification: Callback and assignment within 5 business days; dispatch within five days; resolution within forty five business days.

Escalation Alarm – 36 hours with 36 hour intervals(30 & 30)

Priority 5 – Small service request for planned event IMACD (install, move, add, change, delete)

- Single to Multiple user (20) service request

SDM entry within 15 min. of notification: Callback and assignment within 5 business days; dispatch within five days; resolution within ten business days or customer target date.

Escalation Alarm – 45 hours with 45 hour intervals (?)

Priority None - Small service request

- Identity management, access control and information requests, i.e. password resets, directory (LDAP) changes, hierarchy, information requests.

SDM entry within 15 min. of notification: Callback or assignment within one hour; resolution within four hours or customer target date.

Escalation Alarm – 4 hours with 4 hour intervals (4 & 4)

SAMPLE OF MISSION CRITICAL SERVICES BY AGENCY, SERVICE, AND LOCATION

Final list will be determined within three to six months after contract award and reviewed annually.

- Agency
  - Function
    - Functional Description

- Department of Administration
  - Vehicle and Driver Licensing
  - Retiree Payroll Check Processing
  - ETS Network Services - data network and internet connectivity
  - ETS SATS Microwave System - All microwave links transports Safety of Life communications from two-way radio repeaters to PSAPs and local emergency medical response services

- Alaska Housing Finance Corporation
  - Payroll Check Processing
    - Penalties apply if missed.
  - Electronic transfer of funds
    - Federal fund receipt (HUD, DOE, etc.) Bond payments.
  - Accounts Receivable / Accounts Payable
    - Downloading interest rate for each day.
    - Loan commitment fees, grant funding (receipts and payments)
    - Low-Income Rental deposits / payments, bond payments, short-term securities / transfers.

- Alaska Permanent Fund Corporation
  - All investment and finance related activities
    - Investments, analysis, trades and information exchange including pricing and
    - analytic data feeds, trades, bank transactions and e-mail
  - Board of Trustee meetings and packet production
    - Preparation for and activities during APFC Board of Trustee meetings

- Community & Economic Development
  - Insurance Licensing in time of emergency
  - All aspects of Licensing Insurance Producers, SLBs, ADJs, MGAs, TPAs, RIMs, and RIBs
  - Hydroelectric Plants (Bradley Lake Hydro, Larsen Bay Hydro, Four Dam Pool Hydro)
    - Alaska Intertie, Alaska Railroad

- Department of Corrections
  - Telecommunications inside and between all correctional facilities.
    - Twelve Correctional Institutions, And Their Security, Central Control Systems,
    - Perimeter Fences, Card Entry/Exit Systems, Monitoring Systems,
    - Health and Life/Safety Systems

- Department of Environmental Conservation
  - Communications System for Emergency Response
  - Analysis of environmental samples in an emergency response

- Department of Fish & Game
  - Communications (Field, Remote) to all vessels and aircraft (radios/loran)

- Office of the Governor
  - Elections processing - data communications and telephones

- Department of Health & Social Services
  - Family and Youth Services - Youth Detention Facilities
  - Family and Youth Services - Family Services, Child Protection
  - Alaska Pioneer Homes (general) - Including two way radios and pagers.
  - Services
    - Alaska Psychiatric Institute
    - Public Health Laboratories
    - Emergency Medical Services

- Department of Labor
  - Unemployment Benefits System
    - Uses automated telephone interactive voice response units in Anchorage, Fairbanks and Juneau to allow claimants statewide to file claims.

- Department of Law
  - Prosecution of Criminals
    - This involves telnet access to Police Department and AJIS data base information about outstanding criminal warrants. Without The database access, criminals could be improperly released from custody.
  - All Communications in Child Protection Cases

- Department of Military & Veterans Affairs
  - All communications to DMVA facilities including National Guard

- Department of Natural Resources
  - Wildland Fire Suppression Systems

- Field Radio and Mobile Repeater Systems

- Department of Public Safety
  - Alaska Public Safety Information Network
    - Communication link with national databases
  - PSAP Public Safety Answering Points
    - Coordinates critical Safety of Life Communications / 911 Emergency Dispatch Centers in Kenai and Fairbanks

- Department of Revenue
  - Collection of state revenues and agency receipts and disbursement of state funds. This function makes extensive use of electronic funds transfers.
  - Treasury

- Portfolio Management - this includes sending Trades electronically and support for leased line connections with a variety of providers; TIME is an issue as well. We are dealing with the NY markets – systems cannot be "down for routine maintenance" at 4 am just because nobody else in the state is working.
  - Permanent Fund Dividend application and payment processing
    - Dividend application processing is considered mission critical from January 1 through March 31. Dividend payment processing is considered mission critical from September 15 to October 15.
  - Process Child Support Payments
- This includes electronic funds transfers as well as payments and is critical as delays can cause custodial parents to go without Necessary funds to provide for the child's welfare.

- Department of Transportation
  - All communications on Marine Highway System/vessel and shore facilities, and airport facilities in Anchorage and Fairbanks

- University of Alaska
  - Satellite interconnect service / equipment
  - Network connections between University campuses

SERVICE LEVEL AGREEMENTS

SYSTEM PERFORMANCE					
#	Category	Service Hours	Service Level	Measurement Definition	Notes
Availability					
1.	Bundle 1: Wired Telephony	24x7x365	99.999% System wide availability excluding State approved scheduled downtime.	Actual uptime as a percentage of scheduled uptime.	The "System" is equal to the aggregate of the State's voice desktop instruments, feature sets, voice mail systems, long distance access. System is considered unavailable upon failure of any key component (e.g., CallManager™, WAN circuit, data router, Ethernet switch) that prevents a site from using the System.
2	Bundle 2: Data Network Services	24x7x365	99.999% System wide availability excluding State approved scheduled downtime.	Actual uptime as a percentage of scheduled uptime.	The "System" is equal to the aggregate of Provider provided or managed Customer Edge devices, Provider Edge devices used for the Services, and Provider Core devices. System is considered unavailable upon failure of any key component (e.g. data router, Ethernet switch) that prevents a site from using the System.
3	Bundle 3: Video Conferencing	24x7x365	99.999% System wide availability excluding State approved scheduled downtime.	Actual uptime as a percentage of scheduled uptime.	The "System" is equal to the aggregate of the State's H.323 videoconference units and MCUs, Provider-provided or managed Customer Edge devices, Provider Edge devices used for the Services, and Provider Core devices. System is considered unavailable upon failure of any key component (e.g., WAN circuit, data router, Ethernet switch) that prevents a site from using the System
4	Bundle 4: End User Services	24x7x365	99.999% System wide availability excluding State approved scheduled downtime.	Actual uptime as a percentage of scheduled uptime.	The "System" is equal to the aggregate of the monitoring, alarm, notification, escalation and dispatch processes. The "system" is considered unavailable upon failure of any key component (e.g., monitoring, alarming) that prevents a site from recovery within four hours.

SYSTEM PERFORMANCE

#	Category	Service Hours	Service Level	Measurement Definition	Notes
SLA Credits					
5	Bundle 1: Wired Telephony	24x7x365	All	As defined in all sections.	One day of credit for each hour that a service is unavailable.
6	Bundle 2: Data Network	24x7x365	99.999% System wide availability excluding State approved scheduled downtime.	Packet loss of le	One day of credit for each full msec over 30 ms. Round trip.
7	Bundle 3: Video network	24x7x365	99.999% System wide availability excluding State approved scheduled downtime.	As defined in all sections.	One day of credit for each full msec over 30 ms. Round trip.
8	Bundle 4: End User Services	24x7x365	99.999% System wide availability excluding State approved scheduled downtime.	As defined in all sections.	One day of credit for each full msec over 30 ms. Round trip.
Response Time					
9	Dial Tone Access	24x7x365	99% within 1 second of an off-hook condition.	Number of calls achieving dial tone within 1 second as a percentage of all off-hook conditions	
10	Voice Call Setup Delay	24x7x365	99% of calls ring within 1 second of last digit depressed.	Number of calls achieving setup within 1 second as a percentage of all calls placed	
Throughput					
11	Data Transmission Bundle 1 Bundle 2 Bundle 3	24x7x365	99.9% of Intrastate traffic transmissions, round-trip delay (RTD), less than 85ms for transports other than satellite or terrestrial microwave, less than 600 ms for satellite, less than 100 ms for terrestrial microwave.	Number of round trips completing in target timeframe or less as a percentage of all roundtrips	Voice quality, industry standard sampling plan inclusive of MOS measurement based on ITU-T P.563 and P.862, acceptable to the State. Sampling measurement information shall be stored as a historical baseline in a centralized repository and assessable to the State.
12	Bundle 1: Wired Telephony Voice System Call Blocking	24x7x365	No more than 1% during peak calling periods	Number of calls blocked or experiencing service busy as a percentage of all calls	

SYSTEM PERFORMANCE

#	Category	Service Hours	Service Level	Measurement Definition	Notes
13	Bundle 2 – Router CPU Utilization	24x7x365	75% Maximum CPU Utilization during 5 minute intervals	SNMP Polling or other mechanism to monitor maximum threshold.	Polling required to monitor maximum thresholds to determine service impact.
14	Bundle 2 – Routers Memory Utilization	24x7x365	75% Maximum Memory Utilization during 5 minute intervals	SNMP Polling or other mechanism to monitor maximum threshold.	Polling required to monitor maximum thresholds to determine service impact.
Error Rate					
15	VOIP quality equivalencies Bundle 1 Bundle 2 Bundle 3	24x7x365	.1% packet loss, below 50ms one way latency and .5 ms jitter.	Measured from Provider demarcation to Provider demarcation	Network tools should minimize delay on voice quality such as lost-packet compensation, clock synchronization and echo cancellation. measurement information shall be stored as a historical baseline in a centralized repository and assessable to the State.
Security					
16	Network Intrusion Detection System	24x7x365	99.5% System wide availability excluding State approved scheduled downtime.	Actual uptime as a percentage of scheduled uptime.	
17	Security related IMACD	24x7x365	98% of IMACD performed within 2 hours for the restricted VLAN switch or other security related activities.	Completed Security IMACDs completion duration as a percentage of total requests. Measured on a monthly basis.	A "security related" IMACD is one that the State security lead, their designee or the State project manager determine is related to security. Security related issues are intended to take the highest priority.
18	Security Incident Response	24X7X365	Security Incident response must be expedited and performed 24x7x365. Provider will: a) recognize or otherwise acknowledge the incident within 5 minutes b) Initiate pre-planned response within 15 minutes or begin developing a plan for responding within 30 minutes	100% or all security incidents are responded to and reported within 24 hours.	Parties will conduct Root Cause Analysis of a Security Incident. Parties will agree on what is continuously monitored and those alarms will be reported in accordance with Section 19.

SERVICE PERFORMANCE

#	Category	Service Hours	Service Level	Measurement Definition	Notes
Provisioning and Fulfillment					
18	Service Request Response – length of time to evaluate service requests and provide schedule and cost estimates	7:00 a.m.- 5:00 p.m. Monday – Friday, excluding State holidays	90% of schedule and cost estimates to be submitted within 10 business days after receiving request; 100% within 30 business days	Number of Service Requests responded to within specified timeframes as a percentage of all Service Requests received	
19	Order Fulfillment	7:00 a.m.- 5:00 p.m. Monday – Friday, excluding State holidays	98% of orders fulfilled within Provider specified timeframes as approved and accepted by the State.	Number of orders fulfilled within Provider specified timeframe as a percentage of the total number of orders fulfilled	
20	IMACD (Install, Move, Add, Change, Deletions) Service Completion	7:00 a.m.- 5:00 p.m. Monday – Friday, Excluding State holidays	98% of IMACDs completed within schedule negotiated between State and Provider.	Number of IMACDs completed within scheduled timeframe as a percentage of the total number of IMACDs attempted	
21	IMACD Completion Notification	7:00 a.m.- 5:00 p.m. Monday – Friday, Excluding State holidays	Notification must occur by close of next business day.	Number of completion confirmation calls performed within 2 hours as a percentage of the total number of completion confirmation calls placed.	
22	Video Conference Staff Support Bundle 3: Video Conferencing Services	7:00 a.m.- 5:00 p.m. Monday – Friday, excluding State holidays	Standard Order: 1 day Rush Order: 4 hours Emergency: as needed	Bridged Call Setup	Bridged call setup time
23	IMACD Priority 1 – Expedite	24X7X365	IMACD Processed with additional Fees applicable, overtime eligible.	IMACD Requests received	
24	IMACD Priority 2 – 5 Day Processing	7:00 a.m.- 5:00 p.m. Monday – Friday, excluding State holidays	Standard IMACD Processed in 5 Days	IMACD Requests received	
25	IMACD Priority 3 – 30 Day Processing	7:00 a.m.- 5:00 p.m. Monday – Friday, excluding State holidays	IMACD – 30 Day Processing – Typically Site Provisioning; circuits, hardware ordering.	IMACD Requests received	

SERVICE PERFORMANCE

#	Category	Service Hours	Service Level	Measurement Definition	Notes
26	Reporting - Bundle 1 – Voice Bundle 2 – Data Bundle 3 – Video Bundle 4 – End User Support Services	7:00 a.m.- 5:00 p.m. Monday – Friday, excluding State holidays	Monthly service reports required for core services	Monthly SLA reports are required for cores service bundles, i.e Voice, Data, Video & Help Desk.	Report detail to include but not limited to usage, capacity, utilization & provisioning. See RFP reporting / billing requirements
Service Center					
27	First Call Problem Resolution Rate	24x7x365	All calls not requiring dispatch are closed, in the perspective of the customer, within 30 minutes:	Number of problems resolved during the first call as a percentage of the total number of calls placed	"Call" includes all forms of real-time and asynchronous contact including electronic trouble reports, etc.
28	Dispatch Confirmation call	24x7x365	99% within 15 minutes for Mission Critical functions 99% within 1 hour for all other functions	The number of dispatch confirmation calls placed within specified timeframe for each category as a percentage of the total number of confirmation calls placed within that category.	Notification calls placed to end user of approximate time for technician response to service call requiring technician dispatch.
29	Average Speed to Answer	24x7x365	99% within 1 minute	Number of calls answered within 1 minute as a percentage of the total number of calls answered	
30	Call Abandonment Rate	24x7x365	No more than 5%	Number of abandoned calls as a percentage of the total number of calls	An "abandoned" call is one which has entered the queue, but the caller "hangs up" before the call is answered.
31	Root Cause Analysis (RCA)	7:00 a.m.- 5:00 p.m. Monday – Friday, excluding State holidays	Root Cause Analysis will be done an all major disruptions of services provided in bundles 1, 2, 3 & 7	The number of major outages must be matched with a follow-up RCA by close of next business day following resolution of problem.	The State requires follow-up problem resolution descriptions that include the following: A- Problem Definition B- Problem Cause C- Problem Resolution D- Remediation Effort to avoid problem recurrence.

SERVICE PERFORMANCE

#	Category	Service Hours	Service Level	Measurement Definition	Notes
Problem Resolution					
32	Repeat Calls for Service	24x7x365	No more than 2%	Number of repeat calls as a percentage of the total number of calls	Repeat call is defined as a recurring failure of the same device, or request for same service, within 30 days. Measured via Help Desk software
33	Trouble Ticket Priority 1 - Severe Impact (Major Site Interrupted, Core Service, Critical Business Function)	24x7x365	Immediate Response; Resolution 4 hours	Automatic or manual SDM Trouble Ticket within 15 min.; identified & technical resources engaged.	Root cause analysis required
34	Trouble Ticket Priority 2 - Major Impact (Multiple User Locations & Services down)	24x7x365	1 Hour Response Resolution 8 hours	Trouble Ticket Identified & technical resources engaged.	Root cause analysis required.
35	Trouble Ticket Priority 3 – Minor Impact with work around (Functional Disruption)	7:00 a.m.- 5:00 p.m. Monday – Friday, excluding State holidays	2 business day response Resolution 5 business days	Trouble Ticket Identified & technical resources engaged.	Trouble Ticket Created and technical Response Required. priority alarm set
36	Service Ticket Priority 4 – Large request for planned event. (20+ users, new site, etc.)	7:00 a.m.- 5:00 p.m. Monday – Friday, excluding State holidays	5 business day response Resolution 45 days or customer target	SDM; customer callback & assignment 5 days.	SDM ticket generated; priority alarm set
37	Service Ticket Priority 5 – Small request for planned event. (10-users, phone repair etc.)	7:00 a.m.- 5:00 p.m. Monday – Friday, excluding State holidays	5 business days or customer target	SDM; callback & assignment 5 days.	SDM ticket generated; priority alarm set
38	Service Ticket Priority 0 – Small service request; password reset, information requests, etc.	7:00 a.m.- 5:00 p.m. Monday – Friday, excluding State holidays	4 hour response	Trouble Ticket Identified & technical resources engaged.	SDM ticket generated; priority alarm set

ATTACHMENT L – STANDARD AGREEMENT FORM / APPENDIX A

STANDARD AGREEMENT FORM FOR PROFESSIONAL SERVICES

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

1. Agency Contract Number	2. DGS Solicitation Number	3. Financial Coding	4. Agency Assigned Encumbrance Number
5. Vendor Number	6. Project/Case Number	7. Alaska Business License Number	

This contract is between the State of Alaska,

8. Department of	Division	hereafter the State, and

9. Contractor

hereafter the Contractor

Mailing Address	Street or P.O. Box	City	State	ZIP+4

10.

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

ARTICLE 2. Performance of Service:

2.1 Appendix A (General Provisions), Articles 1 through 16, governs the performance of services under this contract.
2.2 Appendix B sets forth the liability and insurance provisions of this contract.
2.3 Appendix C sets forth the services to be performed by the contractor.

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

ARTICLE 4. Considerations:

4.1 In full consideration of the contractor's performance under this contract, the State shall pay the contractor a sum not to exceed $_____ in accordance with the provisions of Appendix D.
4.2 When billing the State, the contractor shall refer to the Authority Number or the Agency Contract Number and send the billing to:

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

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

13. CONTRACTING AGENCY		Signature of Head of Contracting Agency or Designee	Date
Department/Division	Date		
Signature of Project Director		Typed or Printed Name	
Typed or Printed Name of Project Director		Title	
Title			

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

02-93 (Rev. 04/14) **SAF.DOC**

SAMPLE

APPENDIX A **GENERAL PROVISIONS**

Article 1. Definitions.

1.1 In this contract and appendices, "Project Director" or "Agency Head" or "Procurement Officer" means the person who signs this contract on behalf of the Requesting Agency and includes a successor or authorized representative.

1.2 "State Contracting Agency" means the department for which this contract is to be performed and for which the Commissioner or Authorized Designee acted in signing this contract.

Article 2. Inspections and Reports.

2.1 The department may inspect, in the manner and at reasonable times it considers appropriate, all the contractor's facilities and activities under this contract.

2.2 The contractor shall make progress and other reports in the manner and at the times the department reasonably requires.

Article 3. Disputes.

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

Article 4. Equal Employment Opportunity.

4.1 The contractor may not discriminate against any employee or applicant for employment because of race, religion, color, national origin, or because of age, disability, sex, marital status, changes in marital status, pregnancy or parenthood when the reasonable demands of the position(s) do not require distinction on the basis of age, disability, sex, marital status, changes in marital status, pregnancy, or parenthood. The contractor shall take affirmative action to insure that the applicants are considered for employment and that employees are treated during employment without unlawful regard to their race, color, religion, national origin, ancestry, disability, age, sex, marital status, changes in marital status, pregnancy or parenthood. This action must include, but need not be limited to, the following: employment, upgrading, demotion, transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training including apprenticeship. The contractor shall post in conspicuous places, available to employees and applicants for employment, notices setting out the provisions of this paragraph.

4.2 The contractor shall state, in all solicitations or advertisements for employees to work on State of Alaska contract jobs, that it is an equal opportunity employer and that all qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, age, disability, sex, marital status, changes in marital status, pregnancy or parenthood.

4.3 The contractor shall send to each labor union or representative of workers with which the contractor has a collective bargaining agreement or other contract or understanding a notice advising the labor union or workers' compensation representative of the contractor's commitments under this article and post copies of the notice in conspicuous places available to all employees and applicants for employment.

4.4 The contractor shall include the provisions of this article in every contract, and shall require the inclusion of these provisions in every contract entered into by any of its subcontractors, so that those provisions will be binding upon each subcontractor. For the purpose of including those provisions in any contract or subcontract, as required by this contract, “contractor” and “subcontractor” may be changed to reflect appropriately the name or designation of the parties of the contract or subcontract.

4.5 The contractor shall cooperate fully with State efforts which seek to deal with the problem of unlawful discrimination, and with all other State efforts to guarantee fair employment practices under this contract, and promptly comply with all requests and directions from the State Commission for Human Rights or any of its officers or agents relating to prevention of discriminatory employment practices.

4.6 Full cooperation in paragraph 4.5 includes, but is not limited to, being a witness in any proceeding involving questions of unlawful discrimination if that is requested by any official or agency of the State of Alaska; permitting employees of the contractor to be witnesses or complainants in any proceeding involving questions of unlawful discrimination, if that is requested by any official or agency of the State of Alaska; participating in meetings; submitting periodic reports on the equal employment aspects of present and future employment; assisting inspection of the contractor's facilities; and promptly complying with all State directives considered essential by any office or agency of the State of Alaska to insure compliance with all federal and State laws, regulations, and policies pertaining to the prevention of discriminatory employment practices.

4.7 Failure to perform under this article constitutes a material breach of contract.

Article 5. Termination.

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

Article 6. No Assignment or Delegation.

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

Article 7. No Additional Work or Material.

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

Article 8. Independent Contractor.

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

Article 9. Payment of Taxes.
As a condition of performance of this contract, the contractor shall pay all federal, State, and local taxes incurred by the contractor and shall require their payment by any Subcontractor or any other persons in the performance of this contract. Satisfactory performance of this paragraph is a condition precedent to payment by the State under this contract.

Article 10. Ownership of Documents.
All designs, drawings, specifications, notes, artwork, and other work developed in the performance of this agreement are produced for hire and remain the sole property of the State of Alaska and may be used by the State for any other purpose without additional compensation to the contractor. The contractor agrees not to assert any rights and not to establish any claim under the design patent or copyright laws. Nevertheless, if the contractor does mark such documents with a statement suggesting they are trademarked, copyrighted, or otherwise protected against the State's unencumbered use or distribution, the contractor agrees that this paragraph supersedes any such statement and renders it void. The contractor, for a period of three years after final payment under this contract, agrees to furnish and provide access to all retained materials at the request of the Project Director. Unless otherwise directed by the Project Director, the contractor may retain copies of all the materials.

Article 11. Governing Law; Forum Selection
This contract is governed by the laws of the State of Alaska. To the extent not otherwise governed by Article 3 of this Appendix, any claim concerning this contract shall be brought only in the Superior Court of the State of Alaska and not elsewhere.

Article 12. Conflicting Provisions.
Unless specifically amended and approved by the Department of Law, the terms of this contract supersede any provisions the contractor may seek to add. The contractor may not add additional or different terms to this contract; AS 45.02.207(b)(1). The contractor specifically acknowledges and agrees that, among other things, provisions in any documents it seeks to append hereto that purport to (1) waive the State of Alaska's sovereign immunity, (2) impose indemnification obligations on the State of Alaska, or (3) limit liability of the contractor for acts of contractor negligence, are expressly superseded by this contract and are void.

Article 13. Officials Not to Benefit.
Contractor must comply with all applicable federal or State laws regulating ethical conduct of public officers and employees.

Article 14. Covenant Against Contingent Fees.
The contractor warrants that no person or agency has been employed or retained to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee except employees or agencies maintained by the contractor for the purpose of securing business. For the breach or violation of this warranty, the State may terminate this contract without liability or in its discretion deduct from the contract price or consideration the full amount of the commission, percentage, brokerage or contingent fee.

Article 15. Compliance.
In the performance of this contract, the contractor must comply with all applicable federal, state, and borough regulations, codes, and laws, and be liable for all required insurance, licenses, permits and bonds.

Article 16. Force Majeure:
The parties to this contract are not liable for the consequences of any failure to perform, or default in performing, any of their obligations under this Agreement, if that failure or default is caused by any unforeseeable Force Majeure, beyond the control of, and without the fault or negligence of, the respective party. For the purposes of this Agreement, Force Majeure will mean war (whether declared or not); revolution; invasion; insurrection; riot; civil commotion; sabotage; military or usurped power; lightning; explosion; fire; storm; drought; flood; earthquake; epidemic; quarantine; strikes; acts or restraints of governmental authorities affecting the project or directly or indirectly prohibiting or restricting the furnishing or use of materials or labor required; inability to secure materials, machinery, equipment or labor because of priority, allocation or other regulations of any governmental authorities.

ATTACHMENT M - APPENDIX B1 INDEMNITY & INSURANCE

APPENDIX B[1]
INDEMNITY AND INSURANCE

Article 1. Indemnification

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

Article 2. Insurance

Without limiting Contractor's indemnification, it is agreed that Contractor shall purchase at its own expense and maintain in force at all times during the performance of services under this agreement the following policies of insurance. Where specific limits are shown, it is understood that they shall be the minimum acceptable limits. If the Contractor's policy contains higher limits, the state shall be entitled to coverage to the extent of such higher limits. Certificates of Insurance must be furnished to the Contracting Officer prior to beginning work and must provide for a 30-day prior notice of cancellation, nonrenewal or material change of conditions. Failure to furnish satisfactory evidence of insurance or lapse of the policy is a material breach of this contract and shall be grounds for termination of the Contractor's services. All insurance policies shall comply with, and be issued by insurers licensed to transact the business of insurance under AS 21.

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

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

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

DATA NETWORK SERVICES • CLARIFICATION PHASE II

PREPARED FOR: State of Alaska, Enterprise Services

DATE: October 15, 2014

IN RESPONSE TO: Requirement for Clarification Document
RFP 2015-0200-2583
Service Bundle 2

SUBMITTED BY: Alaska Communications
600 Telephone Avenue
Anchorage, AK 99503
alaskacommunications.com

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1 PERFORM A DETAILED COST VERIFICATION

a. Detailed cost breakdown

August 14, 2014
Jason Soza
Chief of Procurement
State of Alaska
jason.soza@alaska.gov

Re: RFP 2015-0200-2583 State of Alaska Core Telecommunications Services Pricing Verification

Dear Mr. Soza:

The State of Alaska has requested an explanation/validation of why Alaska Communications' Service Bundle 2 pricing is so far below the budgeted amount of $2.5 million per year. We present supporting information below in the following categories:

1. National trends in bandwidth pricing
2. Alaska trends in bandwidth pricing
3. State of Alaska bandwidth pricing

Also, recognizing the State's commitment to Best Value, we offer some additional information that highlights Alaska Communications' commitment to quality and a sustainable business model:

4. History and tenure of operating in Alaska
5. Technological leadership
6. Solid financial performance

National trends in bandwidth pricing:

Telecom is similar to the computing industry where technology and competition have enabled customers to get more for less over time. This is no different than our expectation that we can procure a more powerful computer two years down the road for the same or lower price we pay today. Table 1 below illustrates price compression for Internet transit prices in the telecom sector. Since 2002, Internet transit prices have declined from $200/Mbps to $0.94/Mbps, an average annualized 40% decrease over the same period of time that the current incumbent has served the State.

Table 1. Industry Trends Validates Alaska Market Activity

Year	Internet Transit Prices (in Mbps, min commit)	Per Mbps	% Decline
1998	$1200	per Mbps	NA
1999	$800	per Mbps	33%
2000	$675	per Mbps	16%
2001	$400	per Mbps	40%
2002	$200	per Mbps	50%
2003	$120	per Mbps	40%
2004	$90	per Mbps	25%
2005	$75	per Mbps	17%
2006	$50	per Mbps	33%
2007	$25	per Mbps	50%
2008	$12	per Mbps	52%
2009	$9.00	per Mbps	25%
2010	$5.00	per Mbps	44%
2011	$3.25	per Mbps	35%
2012	$2.34	per Mbps	28%
2013	$1.57	per Mbps	33%
2014	$0.94	per Mbps	40%
2015	$0.63	per Mbps	33%
Source: DrPeering.net			

Source: http://drpeering.net/white-papers/Internet-Transit-Pricing-Historical-And-Projected.php (accessed August 13, 2014)

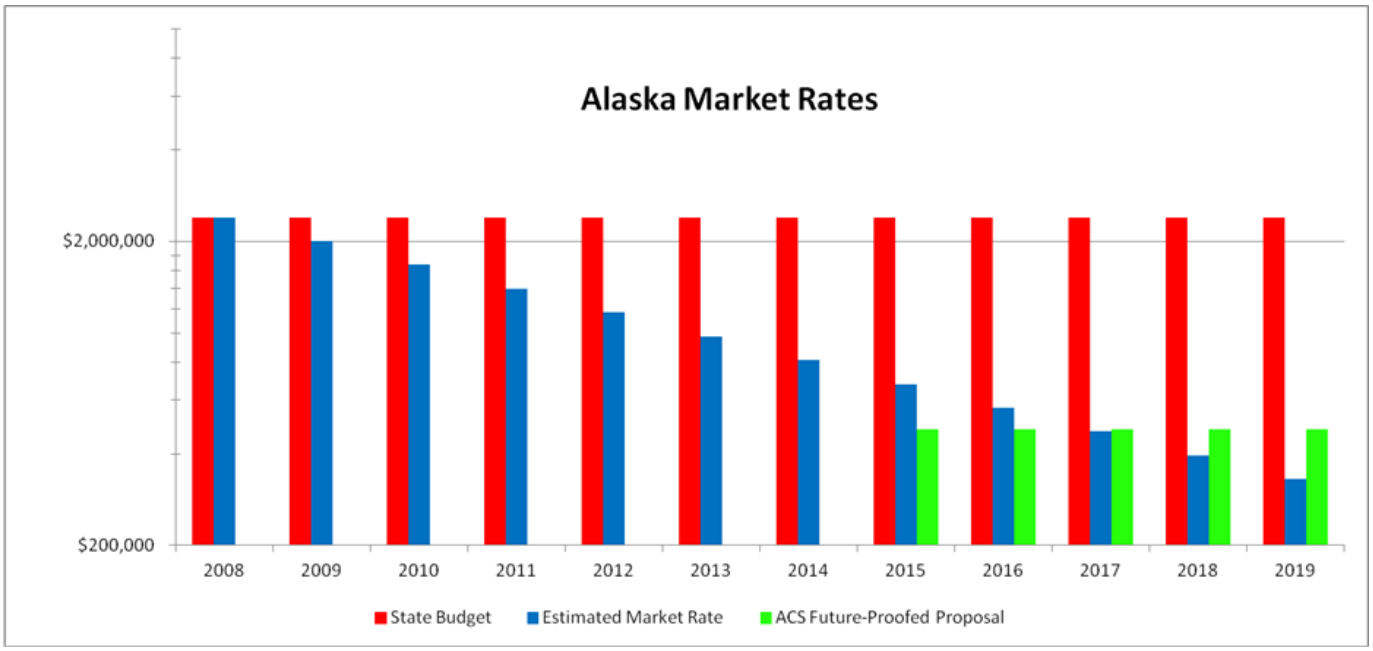
<<Proprietary and confidential information has been removed from this document based on customer identifying information that could potentially be disclosed. Tables 2, 3, 4, and 5 containing customer information and competitive pricing details were redacted and provided to the State in a separate confidential and proprietary document.>>

State of Alaska pricing proposal:

Our proposal for Service Bundle 2 – Data Network Services is $40,000 for 2Gbps of in-state WAN connectivity and 1Gbps of Internet connectivity.

Figure 1 below illustrates our proposed pricing in both a historical context of what the State has been paying and a prospective view of how this pricing compares with projected future market rates.

Figure 1. State of Alaska pricing representation 2008-2019



The State will note that our proposed pricing over the 5-year term averages out to the anticipated market rates over a similar period of time.

Consistent with national and Alaska trends, we expect the State to consume increased bandwidth over time and it was our specific intent to future-proof the pricing offered to the State. This provides a fair price over 5 years allowing the State to meet its needs. As discussed in the Monday August 11, 2014 meeting, this meets all the Alaska Communications financial profitability parameters to have a profitable business relationship.

Alaska Communications is deeply committed to quality, technology leadership, and prudent financial management. We have oft-stated that we do not compete on price alone. We are competitive on price, but we win because we create more overall value for our customers. This is illustrated by the following:

Our History:

We have the proud history of operating in the state of Alaska for over 120 years, tracing our roots back to the Juneau Douglas Telephone Company started in 1893. We intend to be around for another 120 years. We are one of three publicly traded companies headquartered in the state of Alaska. Employing over 850 people, we are one of the largest private sector employers in the state.

A track record of technological leadership:

We can offer the State these services based on our previous investments in our infrastructure and operations.

We were the first in Alaska to deploy a Metro Ethernet and MPLS network over a decade ago. We were the first in Alaska to bring 3G Wireless data to the state a decade ago. We were the first in the state to upgrade our MPLS core to the latest technology over 5 years ago, followed by being the first in the state to deploy VPLS core 2 years ago.

This track record has been recognized in our industry, having received the ONLY Metro Ethernet Forum certification: first in 2013, now followed by Carrier Ethernet 2.0 certification in 2014. This certification means that our network is advanced by an order of magnitude from other providers in the state; our services are exceptionally reliable, and meet and exceed best practices; and that we provide a significant value to all stakeholders for quality and network management services. Alaska Communications was third in the world in receiving this Carrier Ethernet certification.

Because of our network quality and expertise, we are also the only telecommunications carrier in Alaska that has successfully achieved network certification from AT&T and Bell Labs for Ethernet services.

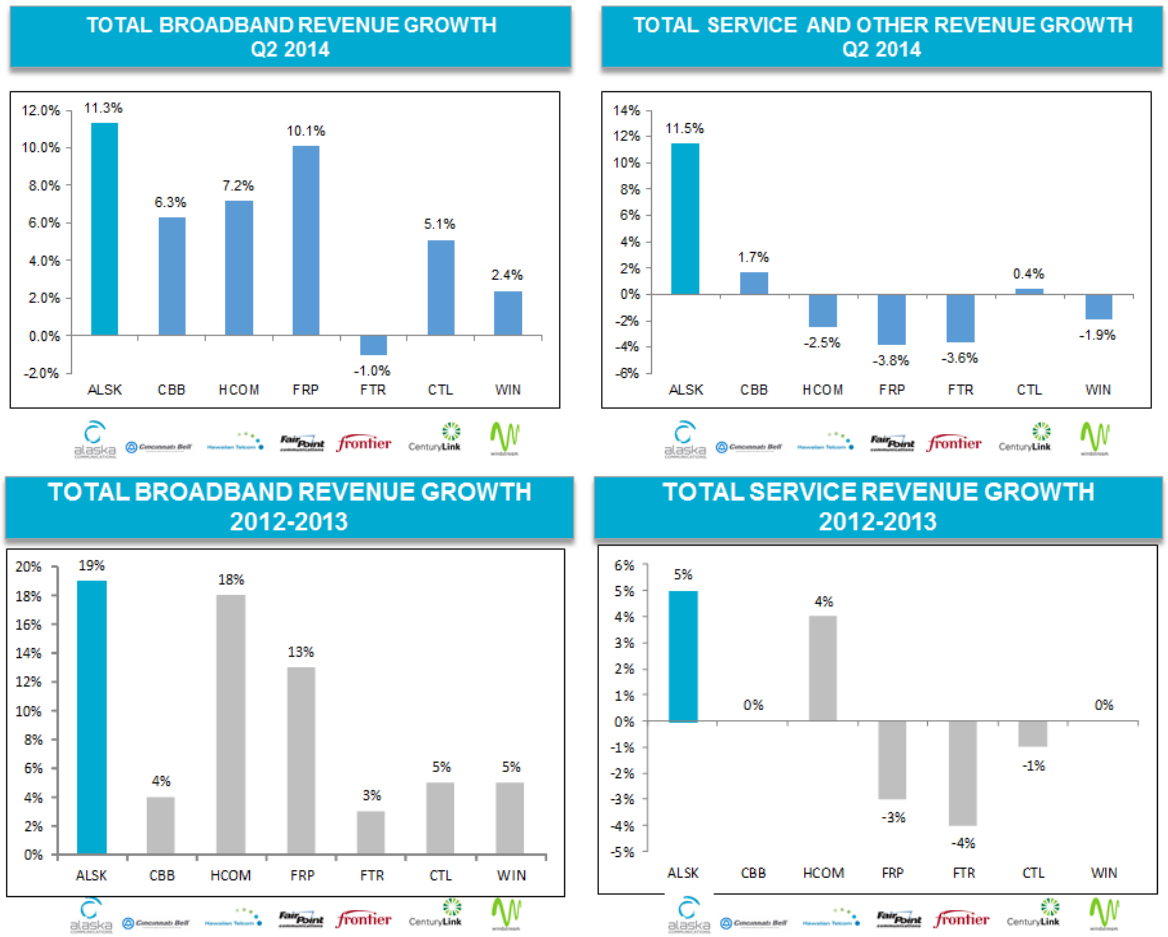
Strong and prudent financial performance:

We are a publicly traded company accountable to demonstrate strong financial results to our shareholders. We have done so consistently. Figure 2 below shows that we have consistently achieved leading top line performance in our entire sector, all while demonstrating strong bottom line EBITDA performance and a stellar track record of de-leveraging and strengthening our balance sheet. We are not in business to lose money.

As discussed in the August 11, 2014 Phase II kickoff meeting with the State, Alaska Communications uses a disciplined approach to striking a balance between adequate financial returns and competitive market pricing. Alaska Communications' recent earnings call on August 7, 2014 reported our industry-leading

economic performance results in Enterprise broadband growth based on national metrics. This information, as summarized in Figure 2, demonstrates the success of our business model and supports our proposed approach to partnering with the State for the long term.

Figure 2. Alaska Communications Demonstrates Revenue Growth in Operations Q2 2014



For further financial performance details, refer to our federal SEC filings on our investor website, http://investors.alsk.com/sec.cfm

Conclusion:

Thank you for the opportunity to clarify our pricing approach. We trust that the State will conclude from this supplemental information that we have been diligent and consistent with market trends in pricing and that we couple this with unambiguous track record tenure in Alaska, technological leadership, and stellar financial performance. We look forward to working with the State through the rest of the Clarification Phase.

b. Identify why the cost proposal may be significantly different from competitors

Please see item 2a above.

c. Review big-ticket items

Complete per State of Alaska meeting September 11, 2014.

d. Review value added options

No	Description	Impact to Cost ($)
1	Discount - Multiple Bundles, Discount for Lot 4 if bundled with Lot 2	-$120,000 per annum
2	Reduced Rates for Agency Access Circuits	
2a	Ethernet access circuit in Core areas – 3Mb	$175 per month
2b	Ethernet access circuit in Core areas – 5Mb	$225 per month
2c	Ethernet access circuit in Core areas – 10Mb	$250 per month
3	Rapid Acquisition and Deployment Services for Core Hardware	$0
4	Training and Professional Development Benefits: $50,000 pool	$0
5	Field Support Service: $25,000 pool	$0
6	SATs Network Bandwidth Offload at 10Mb increments	$500 per month
7	Alaska to Lower 48 Connectivity and Co-location	$21,000 per month

Item 1: Discount for Multiple Service Bundles

We will provide a pricing discount if awarded both Lot 2 (Data Network Services) and Lot 4 (End User Support).

Item 2: Reduced Rates for Agency Access Circuits

We will provide Ethernet access circuits at a discounted rate for agencies to access the core network through aggregate ports identified in the service plan. These circuits are delivered on our MEF-certified platform which is scalable, standardized, and includes QoS capabilities, stringent SLAs, monitoring, and rapid delivery of service. MEF certification is a globally recognized assurance of best-in-class carrier-grade interoperable Ethernet services. The certification is an independent guarantee of quality, resilience, and performance. We are the only provider in Alaska that is MEF certified. It proves that our services are world-class and meet the strict criteria for Carrier Ethernet. It also shows our commitment to best practices and desire to future-proof solutions to the State of Alaska. We will provision these circuits on the 10Gb regional aggregator ports provided as part of the base offer. This will significantly reduce agency access costs. We have delivered over a thousand of these MEF-compliant circuits,

including a high capacity statewide network consisting of over 170 locations provisioned at 200Mb each with a 10Gb core backbone for one of the largest international wireless carriers – delivered on time and under budget. This will allow the State to procure state-of-the-art circuits at reduced rates while improving functionality, reducing provisioning time, and delivering greater service to end users.

Item 3: Rapid Acquisition and Deployment Services for Core Network Hardware

We will provide a rapid acquisition and deployment program to replace legacy or failed equipment in the core infrastructure. This will allow the State to retire end-of-life or failed hardware, and deploy additional line cards, interfaces or other equipment supporting the core network. This service will be accomplished at no cost to the State and without taxing State resources or burdening the State's procurement process. This is a service we routinely include for our enterprise customers.

Item 4: Training and Professional Development Benefits

We will provide a training expense pool to be used to provide professional level training for State employees on network related technologies and professional development in Anchorage, Juneau, and Fairbanks; for example professional training sessions on Cisco, Wireshark, Microsoft 365, or other technologies identified by the state. This will allow these State IT professionals to become more proficient in their roles and remain current in evolving technologies.

Item 5: Field Support Services

We will provide an expense pool for remote-hands/field-work to augment State staff. This will include assistance with cable management, wiring, network configuration, and turn-up of State needs. This will allow the State flexibility to augment projects and initiatives that require additional technical support services.

Item 6: SATS Network Bandwidth Offload

We will provide an audit of the SATS network and present a proposal to migrate inadequate connectivity where applicable. We will offer circuits for sites on the SATS network where there is existing fiber to relieve capacity constraints of the system. We will offer these circuits at a discounted rate. This allows the State to use the SATS network for first responders as intended and to continue to grow without the need for costly capital upgrades.

Item 7: Alaska to Lower 48 connectivity and co-location

We will provide 500Mb transport to an on-net Lower 48 facility for the purpose of backup and disaster recovery. We will also provide co-location space and power for up to three racks of equipment. This will provide additional options to the State for geographic diversity and data backup for disaster recovery.

This option could be used to relieve the State of their current practice of physically transporting their backup data to the Lower 48.

e. Identify how payments will be made and all expectations regarding finances

- Current State of Alaska billing cycle is the 13th of every month
- Alaska Communications has over 100 State of Alaska accounts
- Payments can be made via EFT wire transfer, re-occurring credit card, online ACH or credit card self support payment options, or a traditional check
- Additional charges or project billings will fall into this same format
- If the State requires a purchase order, Alaska Communications can accommodate this request as well

2 ALIGN EXPECTATIONS

a. Identify any potential deal breakers

Per September 3, 2014 meeting with State of Alaska none were identified.

b. Clearly identify what is included and excluded in the proposal

In reference to RFP 2015-0200-2583, page 46, Exhibit 1, Section 2.4 Data Network Services, Alaska Communications presents the following information in response to item 2b in this Clarification Document.

RFP Section 2.4.1 Support Statewide WAN Connectivity

Alaska Communications will provide operations and maintenance support of the State of Alaska Wide Area Network. Specifically this means we will:

- Monitor identified State of Alaska WAN network device and WAN circuit availability up to 600 devices.
- Provide access to the monitoring tool(s) to State of Alaska/ETS authorized users.
- Continually monitor identified devices with Alaska Communications INMC monitoring system for “Red-light/Green light” Status.
- Log faults and availability on a device basis.
- Monitor bandwidth utilization and WAN SLA performance where applicable for Core Backbone circuits.

- Monitor bandwidth utilization and WAN SLA performance where applicable for WAN circuits.
- Provide alerting for identified monitored WAN network devices and circuits within SLA.

Assumption: Based on the RFP we assume there are approximately 600 devices classified as WAN network elements for management under this bundle.

Assumption: Existing State of Alaska WAN circuits purchased are of a transport type and have Vendor SLA to support target of real-time access at all State locations.

Assumption: Discovery will help identify WAN network devices and circuit information.

Assumption: State of Alaska will provide required network access, space, and power for Alaska Communications to deploy required NMS server hardware and/or provide appropriate VM capacity to host NMS system(s)/collectors.

RFP Section 2.4.2 – Support Multimedia Transport

Alaska Communications will provide core connections as identified in the RFP response as described below in 2.4.8 that support Multimedia Transport.

Alaska Communications will provide configuration of identified State of Alaska WAN network elements to support Multimedia Transport to the extent the equipment is reasonably capable.

Assumption: State of Alaska existing WAN transport and hardware is properly sized to support best practice differentiated services. Circuits that are identified as congested or underpowered will be recommended for upgrades.

Assumption: State of Alaska has existing policy, templates and understanding of network utilization on existing distribution WAN transport links.

RFP Section 2.4.3 – Provide Bandwidth on Demand

Alaska Communications will provide Core WAN bandwidth on demand during State identified critical events. This bandwidth is provided by multiple methods. (See additional costing discussion in RFP subsection 2.4.8 below.)

- Core Transport is initially billed at the contracted rate (2G) while the interface is provisioned above the contracted rate (10G) making available additional bandwidth-on-demand as State of Alaska bursts above the contracted rate.
- The underlying Backbone Core transport is built to 10G levels at identified critical Backbone locations and enables “keystroke” upgrades on demand to increase interface speed levels when requested by State of Alaska.

RFP Section 2.4.4 – Provide Virtual Private Networks

- Alaska Communications will support and maintain the State existing SSL VPN network infrastructure. Specifically this means maintaining the existing provisioning of the identified SSL VPN devices which are assumed to be Cisco firewalls.
- Alaska communications will service authorized access requests on an as needed basis.
- Upgrades and design evolutions of the VPN infrastructure over the life of the contract will be T&M.
- Assumption: Assume this functionality is currently hosted on a Cisco ASA firewall that is clearly within the WAN transport identified devices.
- Assumption: Design and deployment of new devices is T&M.
- Assumption: Existing firewall design is documented to a reasonable level to transfer administrative control.

RFP Section 2.4.5 – Manage Data Network Services Performance and Operations

- Alaska Communications will manage the performance and operations of the identified WAN network services, which is primarily WAN connectivity through WAN transport circuits and WAN network elements.
- Alaska Communications will provide fault management. We will identify, troubleshoot, and coordinate restoral of failed WAN network hardware or transport circuits.
- Alaska Communications will provide configuration management of identified WAN network elements to enable efficient use of resources and meet service objectives, software/firmware updates, and updates for software bug fixes.
- Alaska Communications will provide performance management of WAN network elements by proper design recommendations, configuration, and performance statistic collection.
- Alaska Communications will provide performance management of WAN 3rd party transport through performance statistic collection on terminating WAN network elements, 3rd party vendor coordination, and alternate transport recommendation if necessary.
- Alaska Communications will provide network documentation and drawings of the WAN network topology and architecture.
- Alaska Communications will provide vendor management for support contract and vendor support for WAN network elements.
- Identification, troubleshooting, isolation, and coordination of 3rd party WAN transport
- Assumption: WAN network elements are correctly sized and capable of reporting performance statistics without network impact.

- Assumption: WAN network elements are currently on stable/recommended software/firmware release as baseline.
- Assumption: WAN network elements are currently on valid vendor support contracts.
- Assumption: State of Alaska/ETS/Discovery will identify known existing software/hardware/ bugs/functional issues currently on the network and will help identify existing unknown issues.

RFP Section 2.4.6 – Provide Broadband and Remote Access

- Alaska Communications will provide broadband access on the existing Alaska Communications broadband footprint.
- Assumption: Existing broadband and remote access circuits will be moved to Alaska Communications where the footprint is available or identified as remaining during discovery.
- Assumption: Where Alaska Communications does not have facilities, alternate facilities will be kept or requested to support this requirement.
- Assumption: Cost for these services is additional to the base bundle cost.

RFP Section 2.4.7 – Develop and Maintain Network Management Tools

- Alaska Communications will provide tools for Network Monitoring and Management and make them available to State of Alaska/ETS. Availability and performance monitoring of WAN network elements will be done primarily by Alaska Communications provided tools.
- Alaska Communications will inventory the existing tools in use and their functions and negotiate and develop a move-forward plan on which ones will be maintained as part of the service bundle and which can be deprecated or supplanted by provided tools.

Assumptions:

- State of Alaska/ETS will provide payment for support and licensing of non-Alaska Communications provided tool set.
- Alaska communications will take over the existing TACACS deployment and manage its design and implementation.
- Existing State of Alaska tools have a support contract or support path for updates and bug fixes.
- State of Alaska will provide required network access, space and power for Alaska Communications to deploy required NMS server hardware and/or provide appropriate VM capacity to host NMS system(s)/collectors.

RFP Section 2.4.8 – Provide Core Backbone Services

Alaska Communications will provide the following high-bandwidth, low-latency QoS-enabled transport services. Performance measurement and reporting will be provided by the Alaska Communications maintained network management tools.

❖ **Core Transport Link by Location**

- ANC (SADC)-FBK(FROB) - 10G/Provisioned to 2G
- ANC (SADC)-JNU Path - 10G/Provisioned to 2G
- FBK (FROB)-JNU Path - 10G/Provisioned to 2G
- JUNEAU-ANC- BACKUP LINK
- FRONTIER (ANC)
- ATWOOD (ANC)
- DMVA (ANC)
- TUDOR (ANC)

❖ **Metro Access Link (VPLS) Capacity**

- ANC 10G
- JNU 10G
- FBK 10G

❖ **Internet Access Capacity – Billed at 1G aggregate, on demand above aggregate 1G billed on 95% basis.**

- ANC 10G/Provisioned to 2G
- JNU 10G/Provisioned to 2G
- FBK 10G/Provisioned to 2G

- Assumption: Costs for extending provided backbone services circuits to State of Alaska facilities will be in addition to the base bundle cost (i.e., extending to other providers facilities/data centers or through other carrier facilities if necessary.)
- Assumption: it is assumed that some level of 10G TAP infrastructure already exists and would need minimal addition.
- Assumption: jitter of .5 ms is a typo and intended to be 5ms, as .1% packet loss allowance is in opposition to the stated target jitter SLA. Alaska Communications will propose reasonable SLAs for provided core backbone services.

RFP Section 2.4.8 – Provide Core Backbone Services -- Bandwidth configuration alternative

Alaska Communications will provide 10G interfaces for core transport. Usage of these dedicated 10G transport interfaces will be monitored and reviewed on a monthly basis. A 95th percentile model will be applied to the interfaces to determine the peak usage for the month. If the 95th percentile usage for the month is at or below the currently contracted rate no additional monthly charge will apply. If the 95th percentile usage for the month is above the currently contracted rate for two consecutive months, SOA will be charged for the next bandwidth increment or Alaska Communications may hard limit the interfaces to the contracted rate interfaces.

RFP Section 2.4.9 – Maintain the VoIP/IPT Environment

Assumption: Some identified WAN devices may also provide IPT functionality and co-management of these devices may be necessary. This will be cooperatively worked out with Bundle 1 provider.

RFP Section 2.4.10 – Maintain Core Network Environment, Utilizing QoS, Redundancy and Traffic Prioritization

Alaska Communications will maintain the State's core network environment to a high-degree of availability and resiliency through a combination of high-quality and reliable transport services, proper network design and configuration, and QoS enforcement.

RFP Section 2.4.11 – Maintain a DMZ environment

- Alaska Communications will work with the State to identify applicable firewalls that will be managed as part of service bundle #2.
- Assumption: Identified firewalls managed under this bundle are located at the core sites and port of the core backbone.
- Assumptions: Agency specific firewalls are not managed as part of the Core DMZ environment and would be negotiated separately.

RFP Section 2.4.12 – Maintain a Secure Internal Private Network

Alaska Communications will configure and manage the identified WAN network elements to provide a secure internal private network environment.

Alaska Communications will assume operational administration of the existing IP address plan and administer, recommend, and implement changes as the network evolves.

RFP Section 2.4.13 – Deploy, maintain, and support Wireless Bridges and Access points

Discovery is required here to further define deliverables. Limited information was available to scope the deliverables. Wireless access devices typically fall on the LAN portion of the network and typically would

not be included as directly managed LAN devices, which belong to the respective agencies. A system that is used to provide standardized authentication and configuration may be included in the Core Data Network services depending on its deployment.

Antenna structure is noted here which is typically supported by LAN management in the Enterprise environment. Additional discovery and discussion on this item is required. Antenna structure and wireless nodes are the responsibility of the deploying agencies. Alaska Communications can provide additional wireless deployment services on an as requested T&M basis.

Discovery on the network architecture and topology of the wireless deployment is required as overlap with the LAN infrastructure is likely.

c. Review any unique requirements with the State

None identified beyond what is contained in the RFP.

d. Review interview statements

State of Alaska indicated they had no questions regarding interview statements.

e. Clearly identify State roles and responsibilities

- Executive Sponsor: Approves high-level planning and top-level escalations
- State of Alaska Network Planner/Approver: Provides feedback and approval on network plan, contractor recommendations, and out-of-scope requests for design/implementation
- State of Alaska Network Change Committee: Provides venue and approval for network change management and notification
- State of Alaska Remote Hands: Provides on-site support for installation and troubleshooting on remote non-core WAN infrastructure
- State of Alaska Security Policy and Requirements Liaison: Point of contact for security policy requirements and security review of architecture based on State of Alaska requirements and regulations
- State of Alaska Disaster Recovery Policy and Requirements Liaison: Point of contact for network and application prioritization of restoral as well as critical infrastructure prioritization and recovery planning and restoration
- Point of Contact for SLAs, Operations, and Performance Review: Receives, reviews, and provides feedback on SLAs, operations, and network performance
- ETS and Agency LAN Administration Staff: Responsible for implementation of network LAN standards as well as coordination of LAN network topology configurations

f. Review and approve all contract terms and conditions

Alaska Communications acknowledges and accepts the terms and conditions included in RFP 2015-0200-2583 for Core Telecommunications services specific to Service Bundle number 2, Network Services as delineated in Attachment L of the RFP. Additionally, Alaska Communications recommends the State of Alaska consider the Service Level Agreements included with this document in the attachments.

3 CAREFULLY PREPLAN THE PROJECT IN DETAIL

a. Coordinate the project/service with all critical parties

Initial coordination meeting with State of Alaska ETS and GCI was held on September 18, 2014. No major roadblocks to transition were noted. Draft project schedule (tasks, timeline, and resources) were provided to State of Alaska ETS and GCI. These were reviewed in a telephonic meeting on September 22, 2014, and no major issues were identified.

b. Revisit the sites to do any additional investigating

Key core sites will be visited as part of post-award discovery.

c. Prepare a detailed project schedule identifying critical milestones

See attached.

d. Coordinate with all suppliers or manufacturers

Will be conducted post-award as part of discovery and operations model development.

e. Prepare a detailed project work plan

The project work plan is included with the attachment response to section 3.c above.

4 IDENTIFY ALL ASSUMPTIONS

a. Prepare a list of all proposal assumptions (with associated impacts)

1) The State will execute a Letter of Agency with Offeror to allow us to effectively manage SLA commitments associated with WAN aggregation and backhaul circuits.
2) The State will work with Offeror, and ensure outgoing contractor works with Offeror, in a cooperative, positive, and rapid manner to transition State-owned network monitoring and

management systems to the Offeror – this includes TACACS, DNS, Cisco management tools, and support account information.

3) The State will work with the Offeror to develop a data network priority matrix to ensure the effective implementation of Quality of Service capability.
4) The State will provide to Offeror and require outgoing contractor to provide administrative access and SNMP capability to network equipment 30 days prior to Day 1 Contract Start in order to enable Offeror to establish monitoring and management tool population.
5) The State will provide access to each facility in a manner necessary to meet the proposal and contract commitments.
6) The State will provide necessary space, power, and environmental for existing WAN network infrastructure and any necessary additions.
7) The State will provide direct access and vendor system documentation on system level components required to operate and manage the systems.
8) The State will provide additional network infrastructure documentation, project documentation, and vendor contracts to Offeror in order to guide transitional planning and activities.
9) The State will ensure key stakeholders are identified and available to engage with Offeror during scope development and planning phase.
10) We assume the State has existing network hardware and software in a serviceable and current state, existing WAN circuits are under contract, and existing SLAs are in line with the stated RFP SLA expectations. We assume that the existing equipment is deployed in a working operational state and on a supporting software revision capable of currently available network function.
11) We assume the State has ownership of all the IP Address space currently deployed and is willing to migrate to their own space and, if that is not the case, is willing to migrate to the new provider space.
12) This proposal does not include hands-on activities and physical maintenance of WAN hardware outside of the three major regions. This is assumed to be performed by the State's staff unless Offeror is requested to handle these activities.
13) This proposal does not include maintenance of working Out of Band (OMB) management dial-up line(s) to remote WAN devices for management of WAN network devices.
14) This proposal does not include network-centric applications in State data centers or the Cloud which will be maintained by the application providers (i.e. Call Manager contract winner, Microsoft Office 365 provider, VTC contract winner).
15) Management and operational responsibility of major subsystems is solely on the new provider once our planned, phased transition is complete and each major subsystem/focus area completes commissioning goals.

16) We are subject to the Telecommunications Act of 1996 and FCC regulations for our telecommunications services under Title 47 of the Code of Federal Regulations, as are all telecommunications carriers.
17) If there is any federal source of funds for the services provided under the contract, additional federal regulations may apply, but we are not aware of any funding sources outside of the state.

b. Identify and mitigate all project risks

See Risk Matrix attachment.

c. Address all client concerns and risks

See Risk Matrix attachment.

d. Address all risks identified by other Offerors

See Risk Matrix attachment.

e. Address all risks that occurred on previous past projects

These risks have been incorporated into our proposal.

5 IDENTIFY AND MITIGATE ALL UNCONTROLLABLE RISKS

a. Identify all risks or activities not controlled by the Offeror

See Risk Matrix attachment.

b. Identify the impact of the risks

See Risk Matrix attachment.

c. Identify what the State can do to mitigate the risks

See Risk Matrix attachment.

d. Address how unforeseen risks will be managed

A risk review will be conducted as part of each weekly team meeting. Previously identified risks will be assessed to determine whether they are no longer applicable and can be retired from the risk matrix, are still valid, or have become actual issues to be resolved. Additionally, any previously unforeseen risks

identified by the project team will be captured in the Risk Matrix with an owner assigned to develop a mitigation strategy. Unforeseen risks of a critical nature will be assessed and mitigation plans developed real-time as they arise.

The Project Manager(s) have the responsibility to ensure risks are properly assessed and mitigated. All project team members have the responsibility to identify risks and work to assess and resolve them. Should risk mitigation involve the larger combined project team (e.g. multiple vendors, and/or State of Alaska project team), the PMs for each team involved have the responsibility to work together to ensure their teams manage the risk. Status of all risks will be reported in the Weekly Risk Report.

Risk resolution assistance will be escalated to the Executive Steering Committee only in the following cases: 1) Impact on schedule, scope, or cost exceeds the assigned mandate of the PM (e.g. schedule impact exceeds buffer for critical path milestone completion); 2) Disagreement on best course of action between multiple PMs/project teams.

6 PERFORMANCE REPORTS AND METRICS

a. Identify how the Offeror will track and document their performance for each of the areas of the service

Alaska Communications, with input from the State of Alaska, will develop the template report format to track and document performance metrics.

b. Provide an actual monthly performance metric report with sample data

See above.

c. Identify how the State will document this service as a success

Operational performance reports will show performance against all contract Service Level Agreements. Additionally, Alaska Communications can provide customer feedback surveys to capture Net Promoter Score (NPS) data, if desired.

d. Review the Weekly Risk Report

Alaska Communications requests State of Alaska provide a current Weekly Risk Report sample along with an indication of whether to maintain that format or input as to what changes should be made.

7 SYSTEM DETAILS

a. Perform a detailed demonstration of systems as requested by the State

This was completed during the State of Alaska ETS tour of Alaska Communications' Integrated Network Management Center in Anchorage.

b. Review and evaluate the State's functional and technical requirements

See review of technical items in Section 2.b above, which covers RFP 2015-0200-2583, Exhibit 1, Section 2.4. Additional detail will be acquired during formal discovery.

c. Provide a plan to address how the system will meet the needs of rural areas

See review of technical items in Section 2.b above, which covers RFP 2015-0200-2583, Exhibit 1, Section 2.4.

8 DETAILED PLANS

a. Provide a detailed transition plan for the scope of work (including State responsibilities, hardware, and security considerations)

An initial transition planning meeting was held on September 18, 2014, between Alaska Communications, GCI, and State of Alaska ETS. No "showstoppers" were noted. A detailed transition plan will be developed after additional discovery is completed and further coordination meetings held.

b. Provide a detailed plan to address how changes to the service will be managed (internally and with the State)

Alaska Communications will work within established State of Alaska governance models for change management and escalation, unless State of Alaska prefers to alter those models. If so, we offer the following ***Project Governance and Executive Steering Committee*** document as a template. See Section 8.c below.

c. Provide a detailed plan to address how technology updates and upgrades will be managed and communicated to the State

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Project Governance and Executive Steering Committee
Roles and Responsibilities

Project Manager

The Project Manager has overall responsibility for driving, participating, and managing the overall issue resolution and escalation process at the project level. The Project Manager will escalate the issue to the ESC level for resolution only when necessary.

Executive Steering Committee

The Executive Steering Committee (ESC) is a governing organization that is composed of executive level members who will discuss status, issues and concerns related to the State of Alaska Core Telecommunications project. The ESC will resolve escalated issues and provide direction to the Project Manager. The Project Managers and stakeholders shall always strive to make decisions and address issues at the lowest possible level.

If the issue resolution can be delayed until the next scheduled ESC meeting without negative impact to the Project, its schedule or its budget, the ESC will be asked to address the issue. If timing is critical or resolution cannot be delayed, the ESC members will be contacted to resolve the issue on an out-of-cycle basis. When an item is escalated, the appropriate participants are notified so they may attend to provide technical details. The notice of escalation includes a summary of the issue and the analysis of each party's position.

The following are examples of types of issues that might be escalated to the ESC.

- Policy issues
- Adverse program impacts
- Go/No-Go recommendations
- Vendor disputes
- Stakeholder disagreements

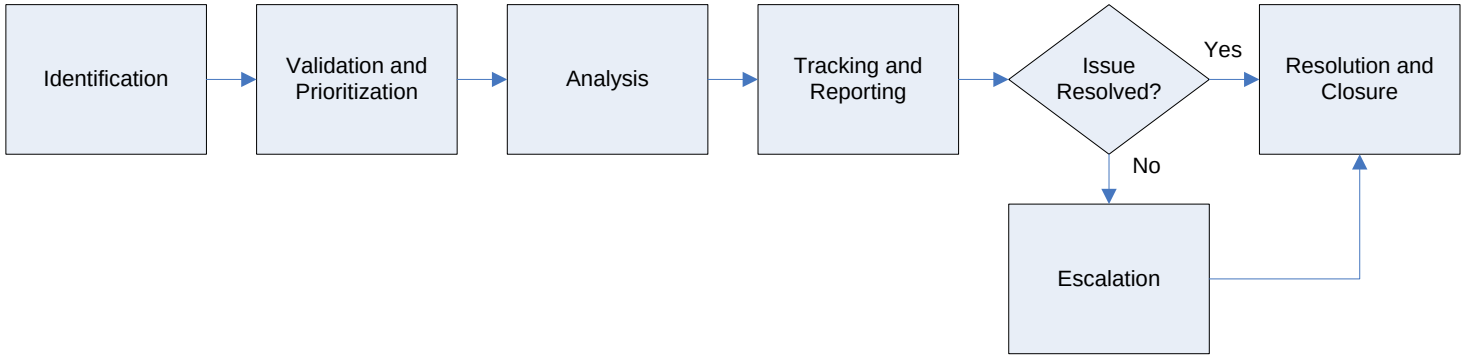
<u>Examples of Types of Escalation</u>

- Escalation may occur if the necessary activities either are not being completed or appear that they will not be completed timely, resulting in a risk to agreed upon target dates.

- Escalation may occur if it appears either requirements are not being met or cannot be met or those requirements may be contrary to State expectations with regard to quality of the system and its subsequent impact on State programs.
- Escalation may occur if an issue is raised for which a decision is needed in order to continue progress on the completion of the activities.
- Escalation may occur if the escalation governance structures are not able to reach concurrence on an issue where concurrence is needed to proceed.

The PM coordinates the implementation of the issue resolution or completion of the assigned action item. Upon completion of the resolution, the PM updates the issue database with the final results of the resolution and closes the item in the database. Any materials related to the resolution are stored in the issue-tracking database. A sample flow chart for the issue identification and resolution process is listed in figure 8.1.

Figure 8.1 Issue and Escalation Process Flow Chart (Sample)



Conclusion

All project and service delivery concerns will be addressed by the combined Project Team. Only concerns or questions that need further oversight will be escalated to the senior level positions. Core services project coordination amongst vendors will be addressed by the Project Managers for each bundle.

Phase II Discovery and Clarification information is critical to finalize a management hierarchy and transition plan. Ongoing delivery of services will require identification of the vendors for each Service Bundle, the finalization of the governance plan and structure, and the development of the Steering Committee.

Figure 8-2 Network Service Project Governance Model

d. Provide a detailed plan for ensuring uninterrupted service in the event of contract cancellation/termination

Alaska Communications will provide full, complete, and timely cooperation in disentangling the relationship in the event that the contract expires or terminates. In the event of expiration or termination, Alaska Communications will, at a minimum, return all State data and documentation to the State in format(s) the State can use and allow the State or the new service provider access to any selected systems, infrastructure, or processes that have been employed in servicing the State, in accordance with methods and procedures agreed upon and established in the contract.

In the event of the expiration or termination of the relationship between the State and Alaska Communications, Alaska Communications will perform the following:

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

e. Provide a detailed plan describing how security and confidentiality will be upheld

Only CJIS background check-approved personnel will be allowed access to the State of Alaska network. All other project members are under a non-disclosure agreement. Alaska Communications will comply with all State of Alaska State Security Office requirements as well as Alaska Communications' internal network security policies and practices. Meeting with the State of Alaska Security Office (SSO) is one of the first key meetings scheduled to commence upon award.

f. Provide a detailed plan for asset procurement, inventory and management

Alaska Communications will utilize our internal procurement procedures for all Alaska Communications-provided equipment. We can also assist the State of Alaska with procurement of hardware and software as desired, as specified in the Value Add section of our proposal for Service Bundle #2.

g. Provide a detailed plan for quality assurance

The State of Alaska core network will be built on Alaska Communications' Metro Ethernet Forum-certified VPLS backbone meeting the highest industry standards. Performance will be tracked against contract SLAs. Alaska Communications will provide State of Alaska access to performance and monitoring tools to enable direct verification as desired.

h. Provide a detailed plan for disaster recovery

Redundancy is built into our network design as well as operations. The network is monitored 24 hours a day, 7 days a week, and 365 days a year by Alaska Communications' staff in our Integrated Network Management Center. This "center" is a network management and monitoring system consisting of the Anchorage, Alaska, Network Operations Center and the Hillsboro, Oregon, Network Operations Center. These facilities, resources, and staff are seamlessly integrated into one geographically diverse operation. This combined in-state and out-of-state geo-diverse network management system ensures fully redundant service delivery and reliability.

Our internal response will follow our well-documented crisis management procedure and we will integrate with existing State of Alaska response plans. These procedures are included in our Crisis Management Program Policy and Procedure No. 625.1.5 included in the attachments to this document.

9 ORGANIZATION DETAILS

a. Provide Alaska business licenses for Firm and all Subcontractor(s)

Figure 9.1 ACS Internet, LLC business license

Alaska Business License # **987256**

Alaska Department of Commerce, Community, and Economic Development
Division of Corporations, Business and Professional Licensing
P.O. Box 110806, Juneau, Alaska 99811-0806

This is to certify that

ACS INTERNET, LLC

600 TELEPHONE AVENUE, MS 65 ANCHORAGE AK 99503

owned by

ACS INTERNET, LLC

is licensed by the department to conduct business for the period

December 27, 2013 through December 31, 2014
for the following line of business:

51 - Information

This license shall not be taken as permission to do business in the state without having complied with the other requirements of the laws of the State or of the United States.

This license must be posted in a conspicuous place at the business location.
It is not transferable or assignable.

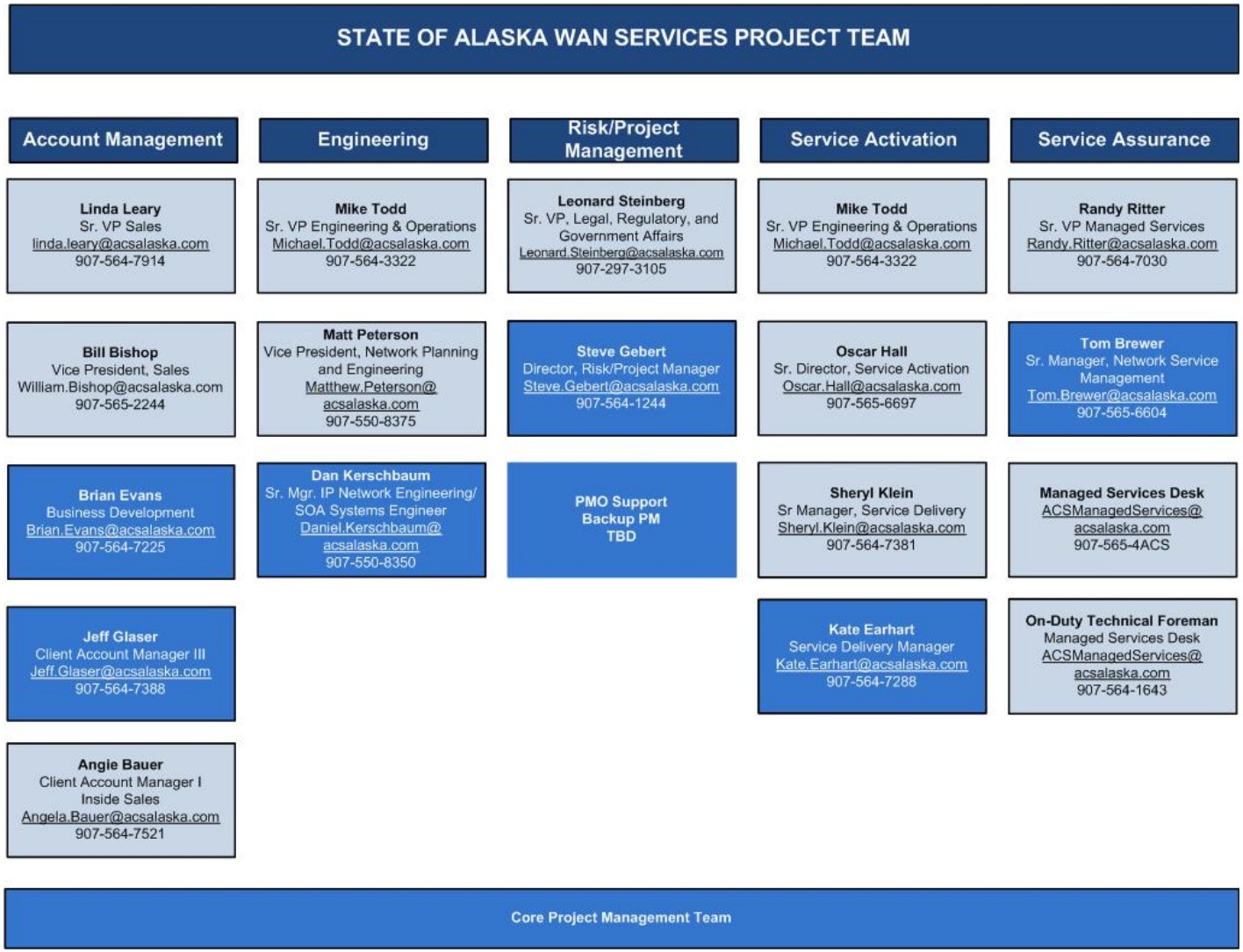
Susan K. Bell
Commissioner

b. Provide Firm's Tax ID

Alaska Communications, (ACS Internet, LLC) Tax ID: 46-1822241

c. Provide an organizational chart for your overall organization showing each entity within your organization

Figure 9-2 State of Alaska WAN Services Project Team Organizational Chart



d. Provide a plan to address staffing and turnover

Alaska Communications will ensure redundancy in the key roles of Systems Engineer and Project Management. This redundancy will consist of specifically designated personnel possessing the required expertise and experience—and intimate knowledge of the project and contract. The primary Systems Engineer and Project Management will ensure their respective alternates are fully familiarized with the project including all documents, deliverables, risks, and actions.

Additionally, to ensure full redundancy, these alternates will be familiarized with the project teams, key State of Alaska stakeholders, etc., and will regularly shadow the primary SE and PM during key project and status meetings. The goal is to provide sufficient redundancy that even in the unlikely event of a sudden departure of either the prime SE or PM, the alternate could assume their duties with no negative impact to the project.

In addition to designated alternates for the PM and SE, Alaska Communications has very robust Service Delivery, Engineering, PMO, and Network Management teams. Each of these teams is led by seasoned professionals and backed up by an entire team of highly experienced managers and specialists.

e. Detailed plan of the type and amount of work the subcontractor(s) will be performing

Not applicable

f. Describe each subcontractor's selection and replacement procedures for the project staff that will be providing the services

Not applicable

10 SERVICES "FOR A FEE" SUMMARY

ADDITIONAL SERVICES AVAILABLE TO SOA/ETS CUSTOMERS

- Office moves - including PC's, servers, and all LAN/WAN equipment
- Inside wiring - data drops/jacks and cabling
- Microsoft implementation
- Remote site equipment installation
- Staff augmentation - all positions with hourly costs
    - Administrator $55/Hr
    - Dispatcher/NOCC Tech $60/Hr
    - Procurement /Logistics Technician $80/Hr
    - Lead Technician/Supervisor $105/Hr
    - Network Administrator $126/Hr
    - Lead Engineer/Security Specialist $169/Hr
    - Project Manager $105/Hr

CORE CONNECTIVITY - LOCAL ACCESS

Local access circuits
Core Only - Anchorage, Fairbanks, Juneau

Table 10-1 Local Access Circuit Fees

B/W (Mbps)	SOA
3	$175
5	$225
10	$250
20	$377
30	$413
40	$449
50	$484
100	$663
200	$1,183
300	$1,638
400	$2,093
500	$2,548
1000	$4,452

This pricing is for SOA agencies located in Anchorage, Fairbanks, and Juneau only and is based on a 5-year term for a single port. Single port pricing is available only when it is coming from the Anchorage Data Center and terminating on an aggregate Metro Ethernet port. Point to point Metro Ethernet circuits not terminating on an existing aggregate port will be charged a 2-port Monthly Recurring Cost.

The ability to deliver Metro Ethernet circuits of 10 Mbps and higher is based on availability of facilities, which is determined in an engineering design process. Circuit pricing for agencies outside of Anchorage, Fairbanks, and Juneau can be provided upon request.

CORE NETWORK UPGRADE PROPOSED RATES

As discussed in our meeting on August 11, 2014, Alaska Communications' base offer includes 2Gbps of Core Connectivity and 1Gbps of internet connectivity including required management services for $40,000 per month. If and when the State would like to upgrade the Core connectivity services from 2Gbps, Alaska Communications will do so immediately at the following proposed rates. As this was not a requirement of the RFP, the below rates were not included in our response.

Table 10-2 SOA Core Network Upgrade Model

Speed	Price per Month
1 Gbps	Base Offer*
2 Gbps	Base Offer*
3 Gbps	$12,000
4 Gbps	$12,000
5 Gbps	$10,000
6 Gbps	$10,000
7 Gbps	$8,000
8 Gbps	$6,000
9 Gbps	$4,000
10 Gbps	$2,000

11 ATTACHMENTS

- Risk Matrix
- Crisis Management Program Policy # 625.1.5
- SOA Network Transport WAN Long Haul Diagram
- Project Schedule
- September 18, 2014 Technical Meeting Minutes
- Question and Answer Summary
- Service Level Agreements
- Sample Performance Reports
- Sample Invoice

RISK MATRIX

SOA Date Network Services -- Risk Matrix (20140922)v3

#	Corresponding Action Item Number	Item Description	Result (if / then statement)	Probability (1 is unlikely; 2 is somewhat likely; 3 is highly likely)	Severity (1 is low impact; 2 is medium impact; 3 is high impact)	Impact Score (PxS)	Triggers (indicators that Risk is becoming an Issue)	Potential Timing Span	Management Strategy	Owner
1		**Selection of Network Solution**	If network solution selected is static and does not provide for scalability, growth, traffic visibility, and control, then the State will not receive maximum value, costs may increase, productivity may decrease and network disruptions may be experienced.	1	3	3		Vendor selection and scoping phase	Select vendor that will provide secure, scalable network designed for stability and growth and built on MEF-certified backbone.	SOA for decision; Alaska Communications to provide network solution.
2		**Selection of Provider not motivated to drive full value for SOA**	If provider isn't highly motivated to drive full value for SOA, then scope, project timeline, costs, and poor quality could result.	1	3	3		Vendor selection and scoping phase	Select vendor that will operate in a completely transparent manner with a keen eye on customer satisfaction and deliver true business benefits. A vendor that provides visibility into the configuration and performance of the network via robust monitoring and management tools.	SOA for decision; Alaska Communications to provide network solution.
3		**Selection of Provider without standard project implementation methodology**	If Provider's project team lacks experience, expertise, or proven methodology, then project performance and quality of product may suffer.	1	3	3		Vendor selection and scoping phase	Select the right project team.	SOA for decision
4		**Unrealistic demands on State staff during implementation.**	If implementation plan requires excessive demands for State resources, or does not consider other demands on State resources, then the project performance could suffer.	1	2	2		Planning and Implementation	Select vendor that understands the demands on critical State resources and will carefully consider availability when planning implementation activities and schedule.	Alaska Communications
5		**Inadequate funding for existing hardware/software support contracts.**	If State fails to secure adequate funding to maintain support contracts, then lack of access to critical software updates and hardware replacement could lead to delayed restoration of services.	1	2	2		Implementation and Operations	State continue to secure adequate funding of existing support contracts. Should that fail, Alaska Communications will leverage our relationships to secure required support for State.	
6		**Third Party Circuit Functionality**	If third party circuits do not provide the functionality or availability required to provide acceptable QoS, then service could be degraded outside of vendor's control.	2	2	4		Implementation and Operations	State to ensure third party circuits meet requirements. Should that fail, Alaska Communications can limit the functionality where existing circuits cannot support, or Alaska Communications will help SOA secure transport that meets the requirements.	
7		**State employees' expertise and availability**	If State technical staff does not have requisite expertise or availability to perform assigned project tasks, then project schedule could be impacted.	1	2	2		Implementation	State to ensure staff has expertise and availability to provide required LAN activities. Should they be unavailable Alaska Communications will provide staff augmentation as required on a time and material basis.	

SOA Date Network Services -- Risk Matrix (20140922)v3

#	Corresponding Action Item Number	Item Description	Result (if / then statement)	Probability (1 is unlikely; 2 is somewhat likely; 3 is highly likely)	Severity (1 is low impact; 2 is medium impact; 3 is high impact)	Impact Score (PxS)	Triggers (indicators that Risk is becoming an Issue)	Potential Timing Span	Management Strategy	Owner
8		**Network Link Integration**	Single-points-of-failure (SPOF) on the network create the potential for complete service disruption.	2	2	**4**			Alaska Communications will ensure all key elements on the Core network for which we are responsible will have appropriate redundancy. Additionally, we will help SOA identify other potential SPOF on State's network and provide recommendations to address.	
9		**Service Transition**	The potential for service interruption, diminished end-user experiences, general confusion, and increased demand upon State resources is greatest during the transition period.	1	2	**2**		Transition period	Alaska Communications will ensure the Transition Plan is well-developed and clearly identifies which organization (Alaska Communications, GCI, ETC) is responsible for which task. The Transition Plan will be developed with the end-user experience in mind, will seek to prevent service interruptions and to minimize demand on State resources.	
10		**Bandwidth Congestion**	Congested core transport links adversely impact application performance, inhibit functionality, and negatively impact end user experience.	1	2	**2**		Implementation and Operations	Core network is being designed at 2G bandwidth (much higher than required by RFP), and with ability to increase up to 10G via rapid (keystroke) provisioning.	
11		**Poor Application Prioritization**	The real-time nature of the applications in Service Bundles 1 and 3 can be made unusable on a network not properly engineered for performance requirements.	1	1	**1**			Core network is being designed with sufficient bandwidth that alone mitigates much of this risk. Additionally, the solution includes QoS and other performance management features that minimize this risk.	
12		**Using same provider for voice/data circuits as well as monitoring the performance of those circuits.**	This creates an innate conflict of interest because it is very difficult for an organization to effectively and accurately monitor their performance because it may not be financially advantageous for them to do so.	1	1	**1**			The Core network solution includes monitoring capability that will provide SOA transparent visibility into the network performance allowing them to verify data network vendor performance reporting.	
13		**Obtaining a complete and thorough understanding of SOA IT objectives**	"One challenge our service delivery model has is without the entire operations team physically present in the customer's facilities to obtain and maintain client intimacy." [note: unsure as to who "our" refers to above. Written here exactly as SOA provided text].	1	1	**1**			Close engagement between vendor and client during discovery and planning phases, along with information contained in RFP, will greatly mitigate this risk during implementation phase. Ongoing regular synchronization meetings and documentation of requirements thereafter will ensure the SOA objectives are clearly understood by vendor.	

SOA Date Network Services -- Risk Matrix (20140922)v3

#	Corresponding Action Item Number	Item Description	Result (if / then statement)	Probability (1 is unlikely; 2 is somewhat likely; 3 is highly likely)	Severity (1 is low impact; 2 is medium impact; 3 is high impact)	Impact Score (PxS)	Triggers (indicators that Risk is becoming an Issue)	Potential Timing Span	Management Strategy	Owner
		NON-CONTOLLABLE RISKS								
14		**Catastrophic Events**	Man-made or natural events can cause interruptions in service delivery which require immediate response.	1	3	**3**			Ensure project timeline contains sufficient buffer to address some level of likely events (e.g. seasonal weather events). Identify key resources to be engaged should an unforeseen event occur. Ensure each organization has an organizational disaster response procedures/plan in place.	
15		**Changing Priorities**	Changes in State schedule, budgetary uncertainty, and the impact of new initiatives during a comprehensive project plan can create confusion within the operation team and delays in service implementation.	2	2	**4**			All efforts should be made to ensure anticipated risks are addressed in project plans and sufficient buffer or other mitigation strategies are incorporated. Additionally, and potential change that arises should be vetted by project team for impact assessment, and presented to Change Committee/Executive Steering Committee to support best course of action decision.	
16		**Resources**	Decreases in the budgets of State agencies, departure of key employees, and unanticipated changes in service mandates can impact the ability of ETS to support the IT requirements of the State.	2	2	**4**			Recommend State identify any potential SPOF with regards to key personnel and develop strategy to ensure redundancy in capability/knowledge. Additionally, Alaska Communications may be able to provide expertise to help provide gap coverage, if needed.	
17		**Disaggregation of the Service Bundles**	Multiple vendors for the service bundles could create inefficiencies in service delivery, delays in service resolution, and the potential for poor end-user experience. Communication, coordination, and issue resolution requirements can create increased costs, errors, and loss of functionality. Differences in technology implementations, business policies, and priorities could adversely impact all services.	2	2	**4**			This risk is mitigated thru development of solid Transition Plan, and Operational Model by Alaska Communications, GCI, and ETS. A standard Core network built to MEF certified standards will alleviate much of the technology issues, and proper planning for coordination during implementation and ongoing operations (including communications plan, SLAs, etc.) will address the other operational concerns. Both vendors are very experienced at working together to deliver services to clients over joint networks.	

SOA Date Network Services -- Risk Matrix (20140922)v3

#	Corresponding Action Item Number	Item Description	Result (if / then statement)	Probability (1 is unlikely; 2 is somewhat likely; 3 is highly likely)	Severity (1 is low impact; 2 is medium impact; 3 is high impact)	Impact Score (PxS)	Triggers (indicators that Risk is becoming an Issue)	Potential Timing Span	Management Strategy	Owner
18		**SOA WAN Router Infrastructure is entering End Of Life (EOL) status and in need of technology refresh.**	Systems are 85% more likely to have critical failures that threaten WAN service availability and technology refresh projects have impact on service availability as well.	2	2	**4**			Alaska Communications can help SOA identify these EOL devices and recommend strategies to address. Alaska Communications can also help streamline procurement process as identified in the Value Add submission.	
19		**Regulatory Compliance**	HIPAA, OSHA, WSH, EPA, FERC, NERC, FAA, FDA, OMB A-123. The State must demonstrate ongoing compliance with complex, changing and overlapping government regulations, industry standards, and corporate policies.	1	2	**2**			Alaska Communications' WAN solution is built on a MEF-certified backbone network that meets highest industry standards. Any specific requirements from listed agencies that are applicable to the carrier/provider network will be identified and addresses in discovery and planning. Additionally, Alaska Communications can provide recommendations to support strategy for the segments of the network not directly within Alaska Communications scope, if needed.	
20		**Letter of Agency for Circuit Providers and Technology Vendors**	Maintaining appropriate level of access to circuit providers and technology vendors to open tickets on the State's behalf is critical to resolving incidents in a timely manner.	1	2	**2**			Alaska Communications concurs and can assist the State in what access is required in order to ensure efficient operations.	

CRISIS MANAGEMENT PROGRAM POLICY #625.1.5

Alaska Communications Systems

CRISIS MANAGEMENT PROGRAM POLICY

Policies and Procedures	P/P No. 625.1.5
Prepared by: *Robert Pence, Sr. Manager of Emergency Management, Compliance & Ethics*	**Page 1 of 11**
Approved by: *Leonard Steinberg, SVP of Legal, Regulatory & Government Affairs*	*April 23, 2014*

I. POLICY STATEMENT:
It is the policy of Alaska Communications Systems (ACS or "Company") to establish Policies that will define required practices and behaviors; providing Standard Operating Procedures giving clear direction to employees on how to take actions within our Company that are consistent with our strategy and policies.

II. ORGANIZATIONS AFFECTED:
All of ACS organizational units will be required to adhere to the CMP Policy.

III. REFERENCES:
Policy 120.1 – Crisis Management Program Policy

IV. ANNUAL REVIEW/LEAD AGENCY:
Crisis Management resources will review this document as necessary for any needed revisions.

Version Control

Date	Version	Updated by	Change	Approval
Nov 1/11	625.1.1	R. Pence	Creation of policy used for governance	M. Todd
Feb 1/12	625.1.2	R. Pence	Rating, Risk, & BC BIA examples added	R. Pence
July 12/12	625.1.3	R. Pence	Verbiage edits	R. Pence
April 15/13	625.1.4	R. Pence	Program updated by biennially policy	L. Steinberg
April 15/14	625.1.5	R. Pence	Program updated by biennially policy	L. Steinberg

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Scope

The CMP (Crisis Management Program) Policy covers the program in its entirety, but is not used during recovery efforts. The CMP Policy is meant only to provide the necessary guidance for development, phases, planning, maintenance, test, and validation of Alaska Communications ability to resist crisis and recover from crisis. The CMP Policy is reviewed annually by the CMP team, but executive approval will take place biennially, unless enormous changes occur, then executive approval will be as needed.

> **Included** – Enterprise-level policy for guidance on all aspects of the CMP (Crisis Management Program) applying to all areas, employees, and divisions within Alaska Communications.
> **Excluded** – Specific Plans (BCP, DRP, BRTPs, & DRTPs) or RER (Regional Emergency Response) Handbooks used during recovery efforts. No team, vendor, equipment, contact information, exercising, or validation information is found within this document.

Objectives

The Crisis Management Program Policy document establishes Alaska Communications' official policy approved by the Executive Leadership Team (ELT), providing program guidance and clarity for the CMP (Crisis Management Program).

The purpose of a single policy for the CMP (Crisis Management Program) is to establish necessary assumptions that will produce best practices and clear standards for creating a functional, sustainable, and direct CMP (Crisis Management Program).

Alaska Communications' management recognizes the importance of developing and maintaining a comprehensive CMP, ensuring the resiliency of the business from an all hazards approach that may disrupt operations.

Crisis Management Program (CMP) & the Five Phases

The CMP emulates the National Incident Management System (NIMS) created by the Federal government and used by the public sector. Summary of the CMP: system and methodology utilizing best practices to establish resiliency and continuity, assuring comprehensive recovery through analysis, planning, exercising, training, and validation.

The CMP establishes: guidance through the policy, People protection through the RER (Regional Emergency Response) Handbook, function restoration through BCP (Business Continuity Plan), and system and network recovery through the DRP (Disaster Recovery Plan).

Crisis Management Program implementation follows a five phase cyclical structure:

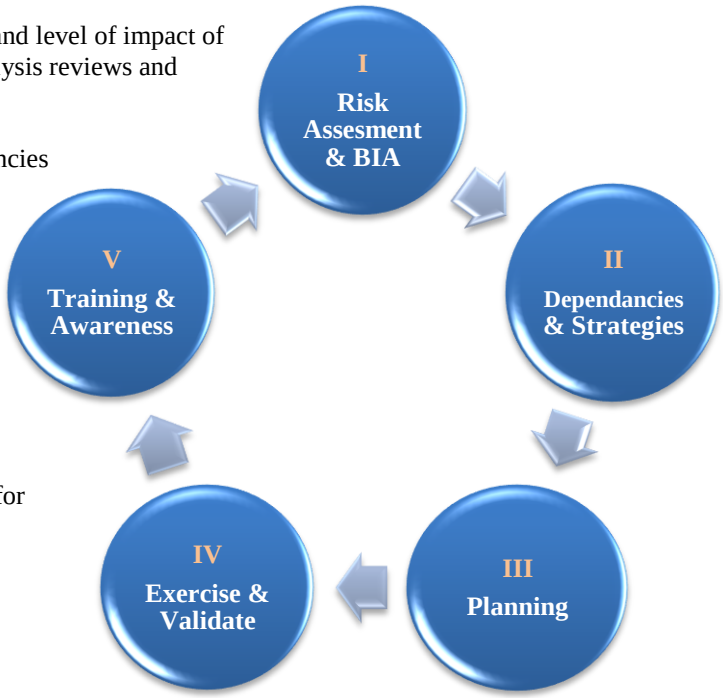
I. **Risk Assessment & BIA –** Defines the likeliness and level of impact of assumed and inherent risk & Business Impact Analysis reviews and assigns a recovery priority and rating.

II. **Dependencies & Strategies –** Determine dependencies and realistic strategies utilizing the BIA results.

III. **Planning** – Review and establish recovery plans as guided by Strategies & Dependencies phase.

IV. **Exercise & Validate** – Exercise the plans and validate their effectiveness and gaps.

V. **Training & Awareness** – Distribute training that effectively provides awareness and understanding for recovery and resiliency needs at all levels.



I - Risk Assessment & BIA

Risk Assessment

Summary Description	Required Timeline
The Risk Assessment defines the likely risks and severity of impact identified for Alaska Communications.	1st Quarter Annually
The risk assessment guides the planning efforts to focus resources on the higher risk assessments.	

Each crisis event is calculated, determining its rating that allows for the proper focus on the highest risk:

Risk Calculator		Likeliness - Rate of Occurrence		
		Low - 1	Medium - 2	High - 3
Crisis Event Impact	High - 3	3	6	9
	Medium - 2	2	4	6
	Low - 1	1	2	3

Risk From High to Low
9
6
4
3
2
1

Risk = "rate of occurrence" x "crisis event impact"

BIA (Business Impact Analysis)

Summary Description	Required Timeline
The BIA reviews all business functions performed at Alaska Communications including all systems and assigns a recovery rating.	1st Quarter Annually
The BIA is performed annually, but during the same first quarter of the year simultaneously with the risk assessment.	
Combining the risk assessment with the BIA results provides clear direction for recovery dependencies and strategies.	

The recovery rating definitions and explanation is below:

Rating Total	Recovery Duration	Tier	Severity Classification	Detailed Definition
≥ 50	< 1 hour	6	Catastrophic	Must be performed in at least two geographically dispersed locations that are equipped and staffed
39 to 49	1 to 4 hours	5	Mission Critical	Must have a viable alternate site that can be staffed and functioning within the four hour timeframe
28 to 38	4 to 24 hours	4	Critical	Must be operational the same business day and have a viable alternate site ready the same business day
17 to 27	24 to 72	3	Essential	Can be suspended for three days, but must have a viable alternate site that can be staffed and functioning within three days
6 to 16	72 to 168 hours	2	Necessary	Can be suspended for 7 days, but must have a viable alternate site that can be staffed and functioning within one week
3 to 5	168 to 336 Hours	1	Supportive	Can be suspended for up to two weeks (7 days to 14 days)
0 to 2	> 336 hours	0	Directional	Suspended until available to perform, usually no longer than a month (longer than 2 weeks)

Type of Impact	Definition
Customer	Maintain public Brand, minimize customer impact
Financial	Maintain financial controls and revenue
Regulatory	Ensure FCC, RCA & other Government regulatory compliance

Spreadsheet that walks users through the necessary information for the BC – BIA:

ADR	ADR Report	Function Mgr	Dept	Function Name	Description of Function	Dependencies	Dependants	Location	Alt Site or Work Strategy	Time for Impact	Customer Impact	Regulatory Impact	Financial Impact	Rating Total	Tier	Head Count	Notes
							Tier	**6**	**5**	**4**	**3**	**2**	**1**	**0**	**BIAs Total**	**% Total**	
							Count per Tier	1	0	0	0	0	0	0	1		

Determine Recovery Time Objective (RTO) of each function and compare the Recovery Time Capability (RTC) determining any gaps based on the following plan objectives.

II – Dependencies & Strategies (D&S)

Dependencies

Summary Description	Required Timeline
Dependencies phase establishes department, business function, and system dependencies.	2nd Quarter Annually
Dependencies and strategies are determined over time as identified below, helping to identify necessary resources that will be implemented to expedite a productive, calm, and efficient recover.	
The dependencies and strategies are directly imported into the recovery plans that are then used for recovery efforts.	

Spreadsheet that walks users through the necessary information for recovery:

Dependencies		< 1 Hour	1 to 4 Hours	4 to 24 Hours	24 to 72 Hours	72 to 168 Hours	168 to 336 Hours	> 336 Hours	Comments / Notes
Strategies									
Vendors / Internal Depts.									
Assets	**Locations**								
	People								
	Equipment Network IT / Tech								
	Data / Vital Records								

Dependencies for each of the categories listed in the D&S phase spreadsheet:

Locations	People
Where is your Alternate location?	How many are needed to perform function?
If performed in two locations write Duplicated	Skills needed for function (Training, certs, etc)
Equipment/ IT/ Network	**Data/Vital Records**
All Equipment necessary to perform function	All data necessary to perform function
Computer & Microsoft Suite = CMS	Write recovery vendors such as *Iron Mountain* for records
Work Phone, Printer, Fax = WPF	Internal teams that support the records, if known
Interoffice mail	Recovery of records
Corporate Network & Corporate Drives = CNCD	Location of records if other than locations listed
Vendors	
Vendors that you don't manage, but support the function	
All vendors that support the function	
Vendors that the function manages	

Strategies

Summary Description	Required Timeline
Strategies are used to generalize how the department plans to deal with the risk to their business functions.	2nd Quarter Annually
Strategies use the four standard ways of dealing with risk: accept, transfer, avoid, mitigate.	
Strategies are determined over time as identified below, helping to identify necessary resources that will be implemented to expedite a productive, calm, and efficient recovery.	
Strategies are directly imported into the recovery plans that are then used for recovery efforts.	

Strategies recognized for response and recovery are subject to change: (* shows additional options)

Strategy Options for Dealing with Risk			
Accept	Transfer	Avoid	Mitigate
No Action	Reciprocal Agreement	Outsource*	Work Remote
Service Degradation	Insurance	Retooling*	Soft Site
Loss of Service	Outsource*	Stop performing	Cold Site
			Hot Site
			Quick ship
			Transfer Work
			Outsource
			Manual Workaround

III – Plan Development

Summary Description	Required Timeline
Plans will be maintained by the plan owner and the plan owner is to have both a soft copy and hard copy.	3rd Quarter Annually
Those responsible for the individual plans vary; see below for owners and responsible parties of each plan.	
The BCP and DRP plans are corporate-wide plans managed and written by the program manager, used at a high level setting priority and teams.	
RER Handbooks are supported by the Regions, usually the General Managers in the specified areas.	
The BRTPs & DRTPs are the individual teams that have high severity tier ratings and would be most impacting to Alaska Communications written and reviewed by the plan owner.	
All plans are also maintained at both the primary and alternate ACS EOC's.	

Each plan will contain all or parts of the items listed below:

Plan Sections	Inputted Information		
Plan Overview	Scope Responsibilities Summary	Objectives Plan Revisions	Plan Owners Plan Assumptions
Response Considerations	Hazards Shutdown Procedures	Security Known risk	Power Supply
Contacts & Call Tree	Bridge Numbers Board Contacts	Team Members CMT	ADRs Vendor List
Roles & Resources	Resources Needed	Roles & Responsibilities	Declaration / Activation
Communications & Milestones Reporting	Alert Template	Technical Support	Milestones
Recovery & Priorities	Priority by BIA Primary Facilities	CMP Flow Recovery Priority	Communications Flow Priorities & Responsibilities

Appendix will be placed at the back of one's combined plan binder:

Appendix	Glossary AAR	Disaster Type	Forms

Regional Emergency Response (RER) Handbook

The RER Handbooks focuses on the people aspect of a recovery effort. The main RER Handbooks is also broken down into regional plans maintained by the GMs/ICTs. The Regional Emergency Response (RER) Handbooks focus on the individual regions allowing for more specificity in the plans and addresses unique challenges and risks.

The RER Handbook scope takes a "life safety hazards" approach to identifying significant likely risks, which will assist during the people recovery efforts during a crisis event. The RER will define positions and establish roles, teams, responsibilities, and life saving requirements.

The RER Handbook objectives are to provide a single emergency management plan for the region. The RER takes a regional approach to response efforts, provides one framework for consistency and control, alleviating confusion at both the ground level and the corporate level and protecting life.

Business Continuity Plan (BCP)

The BCP scope takes an "all hazards" approach to identifying significant likely risks, utilizing the BIA and risk assessment. It defines positions and establishes roles, teams, responsibilities, and recovery efforts.

The BCP objectives are to provide a single business continuity plan on how the company will recover during a crisis. The BCP takes a corporate-wide approach in response, recovery, and resumption efforts. The BCP also provides one framework for consistence and control, alleviating confusion at the corporate level. It also incorporates specific guidance to the BRTPs through the CMT and ADRs.

Disaster Recovery Plan (DRP)

The DRP scope takes an "all hazards" approach to identifying significant and likely risk to our core IT and Network systems, utilizing the BIA and risk assessment. The DRP defines teams, roles, and recovery procedures, but the plan only covers those systems, networks, applications, and IT infrastructure that fall under the management, control, and authority of those systems maintained at the corporate level, not those housed under a person's desk.

The DRP objectives are to provide a single disaster recovery plan on how the company will recover Networks & IT systems during a crisis. The DRP takes a corporate-wide approach in response, recovery, and resumption efforts. The DRP also provides one framework for consistence and control, alleviating confusion at the corporate level. It also incorporates specific guidance to the DRTPs through the CMT and ADRs.

The DRP objectives are to be the recovery document for core IT and Network systems, providing a single disaster recovery plan of procedures, and support activities that will:

- Take preventative action to lessen the impact of threats to Alaska Communications Network and IT systems
- Effectively manage disaster situations
- Effectively manage recovery activities
- Promptly restore and repair damaged Networks and IT assets
- Promptly return IT systems and services to normal operation for Alaska Communications
- Satisfy regulatory and audit requirements for systems continuity planning
- Demonstrate credibility and due diligence to Alaska Communications managers and public clients

Business Recovery Team Plans (BRTPs)

The BRTPs are responsible for maintaining their individual plans for specific recovery efforts under the guidance of the crisis management program. The BRTPs will systematically identify each specific necessary step for recovery efforts to be performed by a professional, technician, or designated trained employee with a base level of knowledge.

The BRTP scope is to take an "all hazards" approach to identifying significant and likely risk that may cause an outage and to determine the procedures, resources, and strategies necessary to recover the functions.

The BRTPs objectives are to effectively recovery the critical functions performed by their individual teams and return the business to business-as-usual as quickly as possible.

Disaster Recovery Team Plans (DRTPs)

The DRTP owners are responsible for maintaining their individual plans related the networks and systems they are responsible for supporting under the guidance of the corporate crisis management program. The DRTPs will systematically identify necessary steps for recovery efforts to be performed by a professional, technician, or designated trained employee with a base level of knowledge.

The DRTP scope is to take an "all hazards" approach to identifying significant and likely risk that may cause an outage and to determine the procedures, resources, and strategies necessary to recover the functions.

The DRTPs objectives are to effectively recovery the critical networks or IT Systems, supported by their individual teams and return the business to business-as-usual as quickly as possible.

IV – Exercise & Validation

Summary Description	Required Timeline
Exercises are at the team and department level, but include senior leadership, mid-level, and response teams.	4th Quarter & throughout the year Annually
All levels will be exercising their plans becoming familiar with the plans and identifying gaps as identified to become more resilient.	
Validation is to confirm and record those individuals, departments, and teams that performed the necessary actions throughout the year to remain resilient.	

All plans will be exercised and validated annually, utilizing the steps established in the plans to identify gaps, establish resiliency, and develop awareness.

Plans are exercised by whom and when:

- The BCP and DRP corporate plan is exercised during the CMT Annual exercise
- RER Handbooks are exercised by the GM's and their regional teams that are responsible for the plans, utilizing evacuation procedures and thinking through "Out of the Box" thinking steps.
- BRTPs are exercised individually throughout the year, utilizing their individual steps identified for recovery efforts.
- DRTPs are exercised individually throughout the year, utilizing their individual steps identified for recovery efforts.

Validating each of the plans effectiveness is critical and having a signoff by ADRs keeps the emphasis on continually becoming more proficient and resilient. Responsibility of performing these tests will be required from those who maintain the recovery plans and validation of those exercises, but the validation results will be sent to the CMP management and reported as necessary.

Reporting on exercises and tests is required within ten business days, with the intent to have true validation of performed exercises. Utilizing appropriate exercise questionnaire or AAR (After-Action Review) to establish clear and concise results of successful exercises and identified gaps.

V – Awareness & Training

Summary Description	Required Timeline
Awareness is critical to keep individuals, departments, and teams prepared to respond and recovery from all hazards.	Throughout the year Biennially
Training will vary from year to year addressing the concerns of the times and being as relevant and applicable as possible.	

Awareness and training will be delivered to all employees biennially, utilizing all mediums (e.g. online, LMS, ILT, etc...) as necessary to accomplish the task of awareness and training.

Training will be directed by the CMP and administered as needed to ensure awareness and resumption abilities of Alaska Communications. Additional training can be requested as gaps are found through the exercise and validation phase IV, or as new employees are on-boarded.

Teams Roles and Responsibilities

Summary Description	Required Timeline
Team roles and responsibilities are necessary to standardize the requirements for the roles	Throughout the year Annually
Training will vary from year to year addressing the concerns of the times and being as relevant and applicable as possible.	
CMT Chair will remain proficient with changing times and understand the needs of the customer, employee, and the company as a whole; they will also maintain group networks (i.e. APIP, CPARM, REMTEC, Infragard, DHS, ACP, DRJ, DRI, BCI, NCC, etc…) to remain on the leading edge of resiliency, response, and recovery.	

Anand Direct Reports (ADR) Roles & Responsibilities

Alaska Communications utilizes the ADRs (Anand Direct Reports) to oversee and approve policy changes. The CMP includes: Emergency Response Plan, Risk Assessment, Business Impact Analysis (BIA), and the Business Continuity Plan, each published under independent cover.

Role and Responsibilities:

1. Before a Crisis
   - Approves policy
   - Attends training and exercises
   - Provides executive support as needed
2. During a Crisis
   - Remains calm (when the captain is flustered the crew gets nervous)
   - Works closely with Corporate Communications on communicating to the Media, Customers, Shareholders, Board of Directors & employees
   - Reviews CMT SitRep (Situational Report)
   - Approves funding
   - Assists with obstacles as needed
   - Thinks strategic all while staying out of the weeds
3. After a Crisis
   - Available for AAR (After-Action Review)
   - Provide executive support as needed

Crisis Management Team (CMT) Roles & Responsibilities

The CMT is accountable to the ADR through the CMT Lead. The CMT coordinates response and recovery activities across the BRTs ensuring organizational priorities are met, protocols are followed and all reporting and recordkeeping are completed. Status Reports are provided to the ADR at regular intervals as required by the nature of the crisis event.

Role and Responsibilities:

1. Before a Crisis
   - Review policy
   - Attend training and exercises
   - Understands role & responsibilities
2. During a Crisis
   - Activates
   - Gathers Information from BRTs:
     - Emergency Management – people
     - Business Continuity – business function
     - Disaster Recovery – data, IT systems, infrastructure
   - Shows-up and Reports:
     - Impacts
     - Recovery efforts
     - Next steps
     - Needed assistance

- Team work for clear communications:
  - Problem solving
  - Builds relationships
  - Communicate direction and requests

3. After a Crisis
   - Attends the AAR (After-Action Review)
   - Review action Items & address those they own
   - Reviews AAR Report

Incident Command Team (ICT) Roles & Responsibilities

The Incident Command Team is responsible to report activities to both management and the, CMT; this can simply be done by reporting up the normal chain of command, because the Incident Commander reports to the VP or Network Operations who is a member of the CMT.

Role and Responsibilities:

1. Before a Crisis / Incident
   - Review policy
   - Attends training and exercises
   - Understands role & responsibilities
2. During a Crisis / Incident
   - Directs Regions Recovery Efforts (on the ground):
     - Life safety is priority number one
     - Be ready to recover outside the box and/or ask for support
     - Understand the Mission critical functions in your area
   - Provides Timely Updates:
     - Gathers necessary information
     - Provides appropriate support (chain of command & CMT Chair)
   - Works as a Team:
     - Problem solving
     - Builds relationships
     - Understands direction from the CMT
3. After a Crisis / Incident
   - Attends the AAR (After-Action Review) as requested
   - Reviews action items & address those they own

BRT & DRT Roles & Responsibilities

The BRT and DRT Lead is responsible for ensuring the accuracy of the BCP procedures, including required resources, and is expected to exercise good business judgment to ensure effective implementation of the BRTP & DRTP for restoral of critical operations. The BRT & DRT Alternate Lead will assume full authority of the BRTP or DRTP in the absence of the BRT/DRT Lead.

The BRT/DRT Lead and Alternate Lead are responsible for ensuring team members are trained and for conducting regular review, update and testing of the BRTP/DRTP procedures.

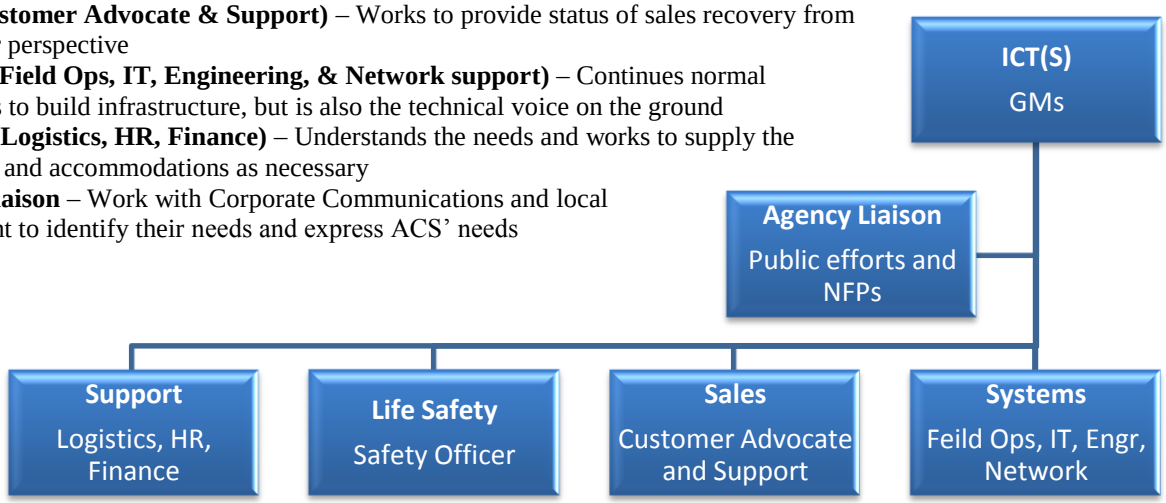
The BRT/DRT Lead communicates recovery efforts to their manager and/or who sits on the CMT at requested intervals. If the BRT/DRT is on the CMT then follow reporting requirements as defined by CMT responsibilities.

Incident Command Team (ICT) System

The ICT is similar to the Incident Command System (ICS) used in the public sector. ICT Summarized: First on scene, First Responder (Safety Coordinator, GM, Foreman, CMT, or ELT) will take control and manage incident until incident command is handed to someone more qualified or because of shift rotation.

Role and Responsibilities:

- **GM / Incident Commander** – Oversees the management, communication and control of the incident from the ground, acting as the single point of contact for the region
- **Life Safety (Safety Officer)** – Manages the overall impact in the region understanding the people aspect
- **Sales (Customer Advocate & Support)** – Works to provide status of sales recovery from a customer perspective
- **Systems (Field Ops, IT, Engineering, & Network support)** – Continues normal procedures to build infrastructure, but is also the technical voice on the ground
- **Support (Logistics, HR, Finance)** – Understands the needs and works to supply the equipment and accommodations as necessary
- **Agency Liaison** – Work with Corporate Communications and local government to identify their needs and express ACS' needs



BRTPs & DRTPs – Procedures and Documents

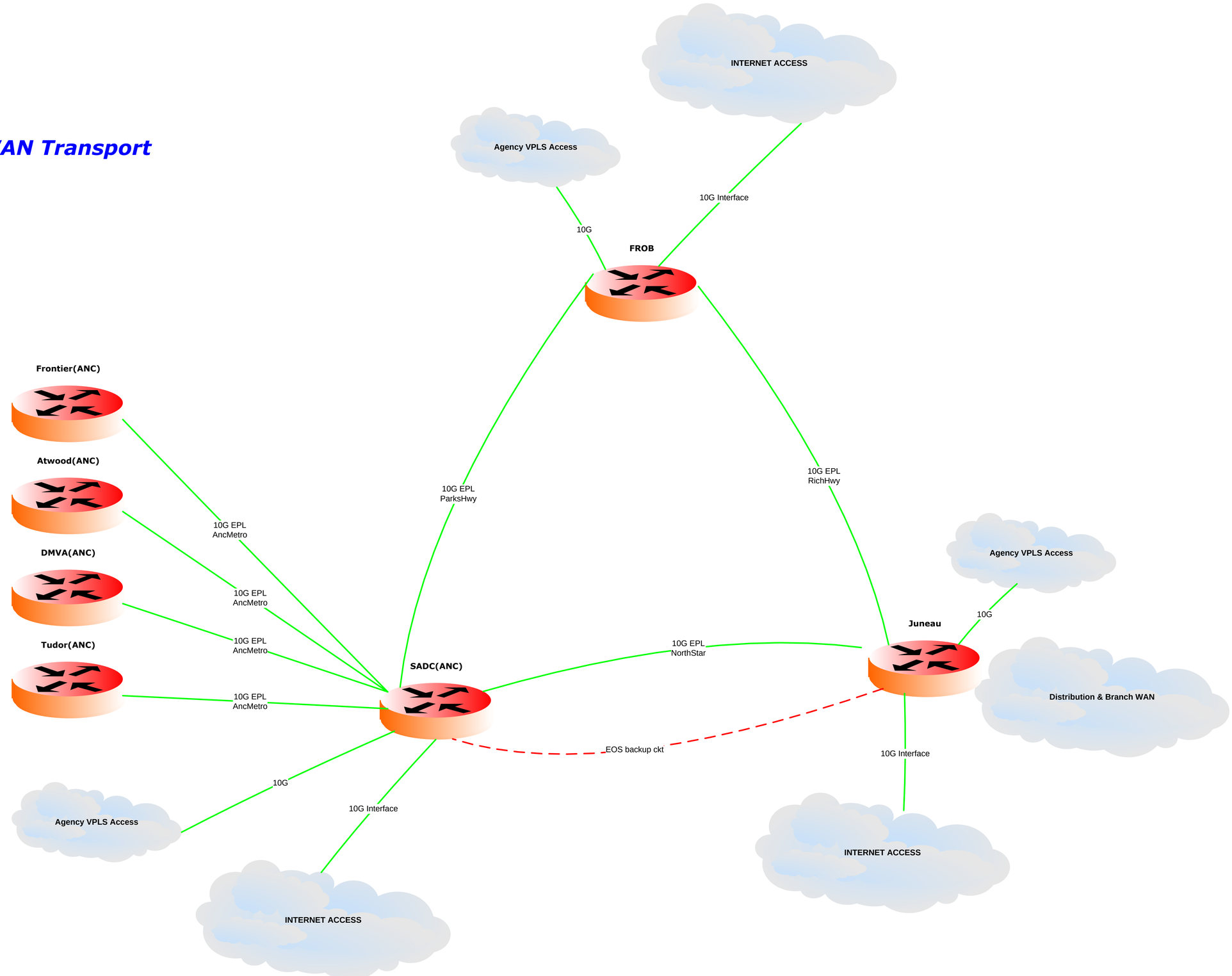
Electronic copies or other storage locations, and access instructions for all required procedures and documents are stored on the corporate drive, flash drives, hard copies in the primary and alternate Alaska Communications EOCs (Emergency Operations Centers), and on the SharePoint site: http://ian-corp/sites/EmergencyResponse/default.aspx

Access to both the corporate drive & SharePoint site are restricted to essential responders (see Emergency Response Plan for definitions).

Each CMT, BRT, and DRT will maintain a hard copy and a soft copy accessible by the CMT primary and alternate and the recovery team. A binder will be provided to the CMT with the corporate-wide plans & policy (CMP, BCP, DRP, & Appendix), the regional handbook (RER), and the team plans (BRTPs & DRTPs).

NETWORK TRANSPORT WAN LONGHAUL

Core WAN Transport

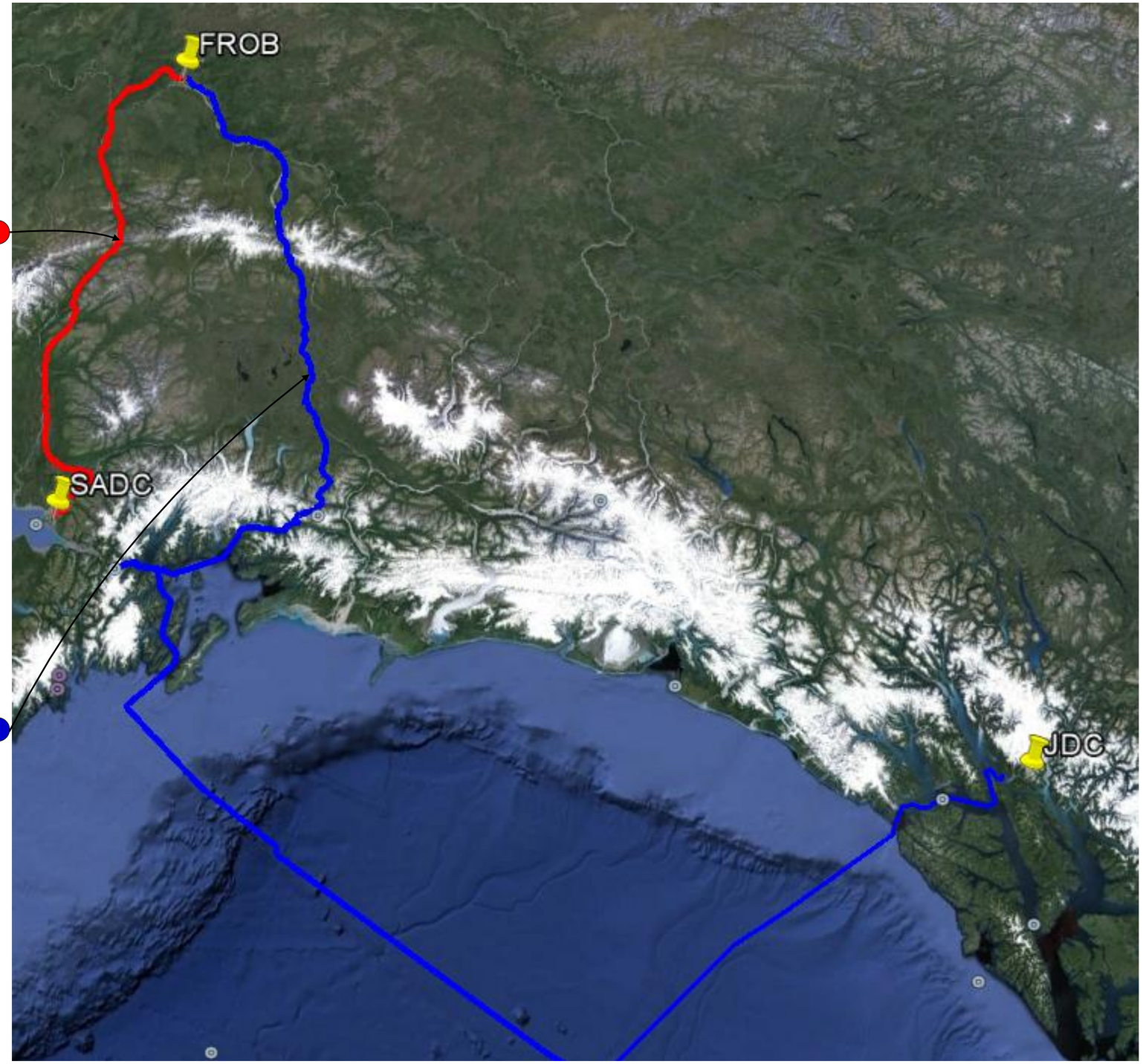


Author:	AC Engineering	ACS/SOA RFP Core WAN Longhaul Network Transport
Creation Date:	Sept 2014	
Revision Date:	-	
Version:	1.4	

WAN Longhaul Transport - Fairbanks

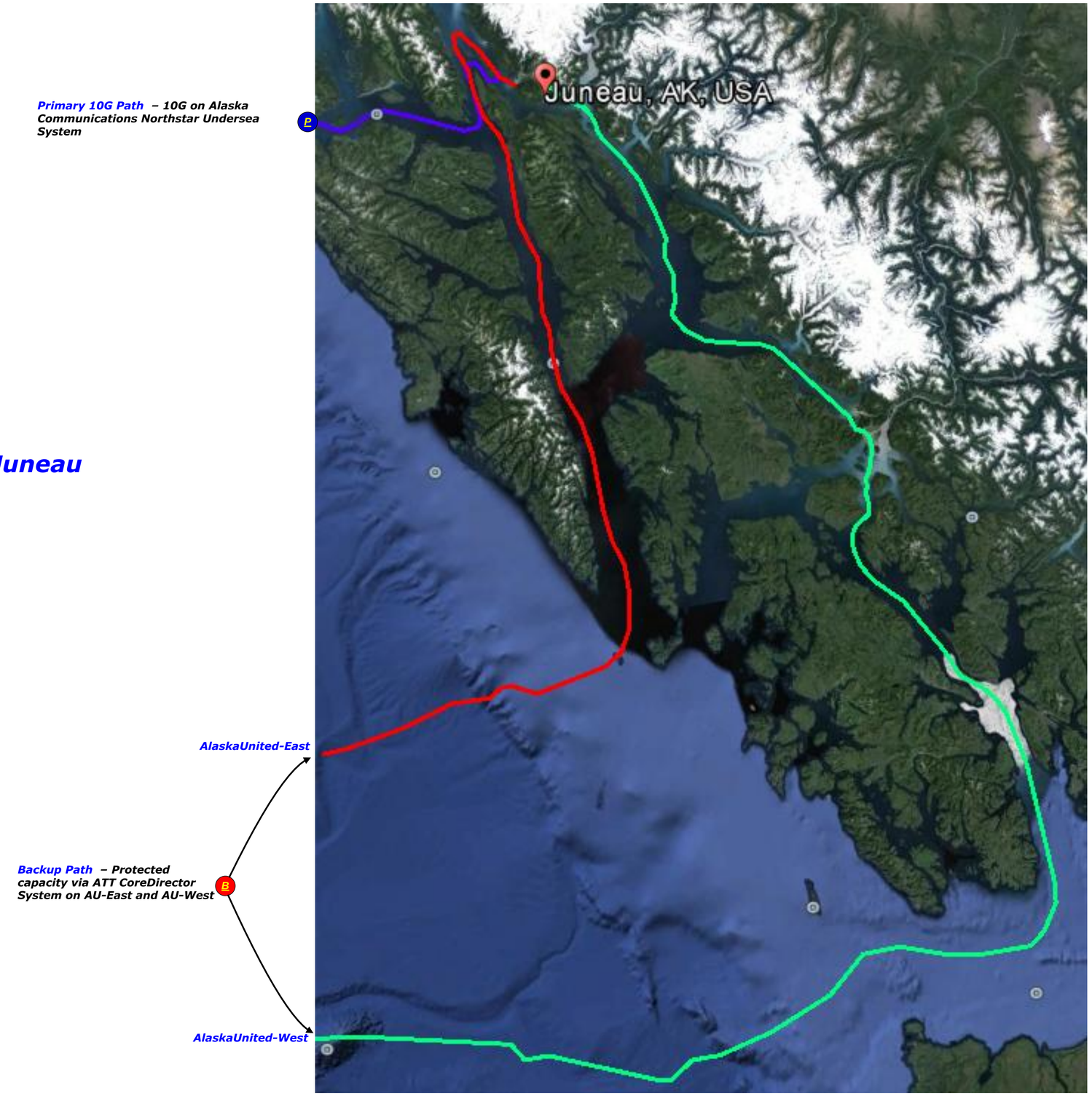
SADC to FROB 10G Transport (Parks Path) **–**
10G on Alaska Communications AFS System up the Railbelt/parks Highway

SADC to JDC 10G Transport(RichHwy Path) **–**
10G on Alaska Communications terrestrial transport along Richardson Highway to Valdez Then onto Northstar Undersea system to Juneau.



Author:	AC Engineering	**ACS/SOA RFP Core WAN Longhaul Network Transport**
Creation Date:	Sept 2014	
Revision Date:	-	
Version:	**1.4**	

WAN Longhaul Transport - Juneau



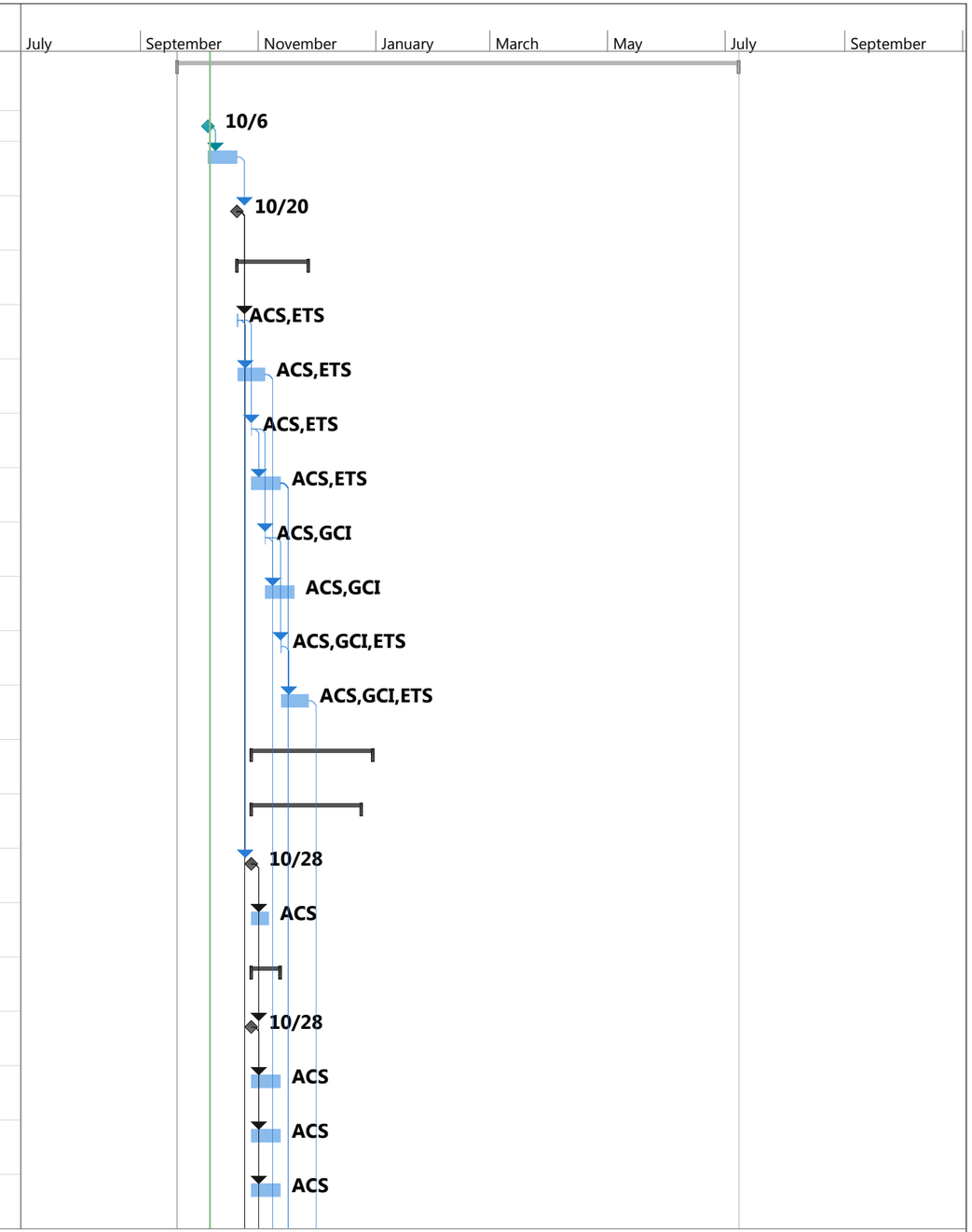
Primary 10G Path ***– 10G on Alaska Communications Northstar Undersea System***

Backup Path ***– Protected capacity via ATT CoreDirector System on AU-East and AU-West***

Author:	AC Engineering	**ACS/SOA RFP Core WAN Longhaul Network Transport**
Creation Date:	Sept 2014	
Revision Date:	-	
Version:	**1.4**	

PROJECT SCHEDULE

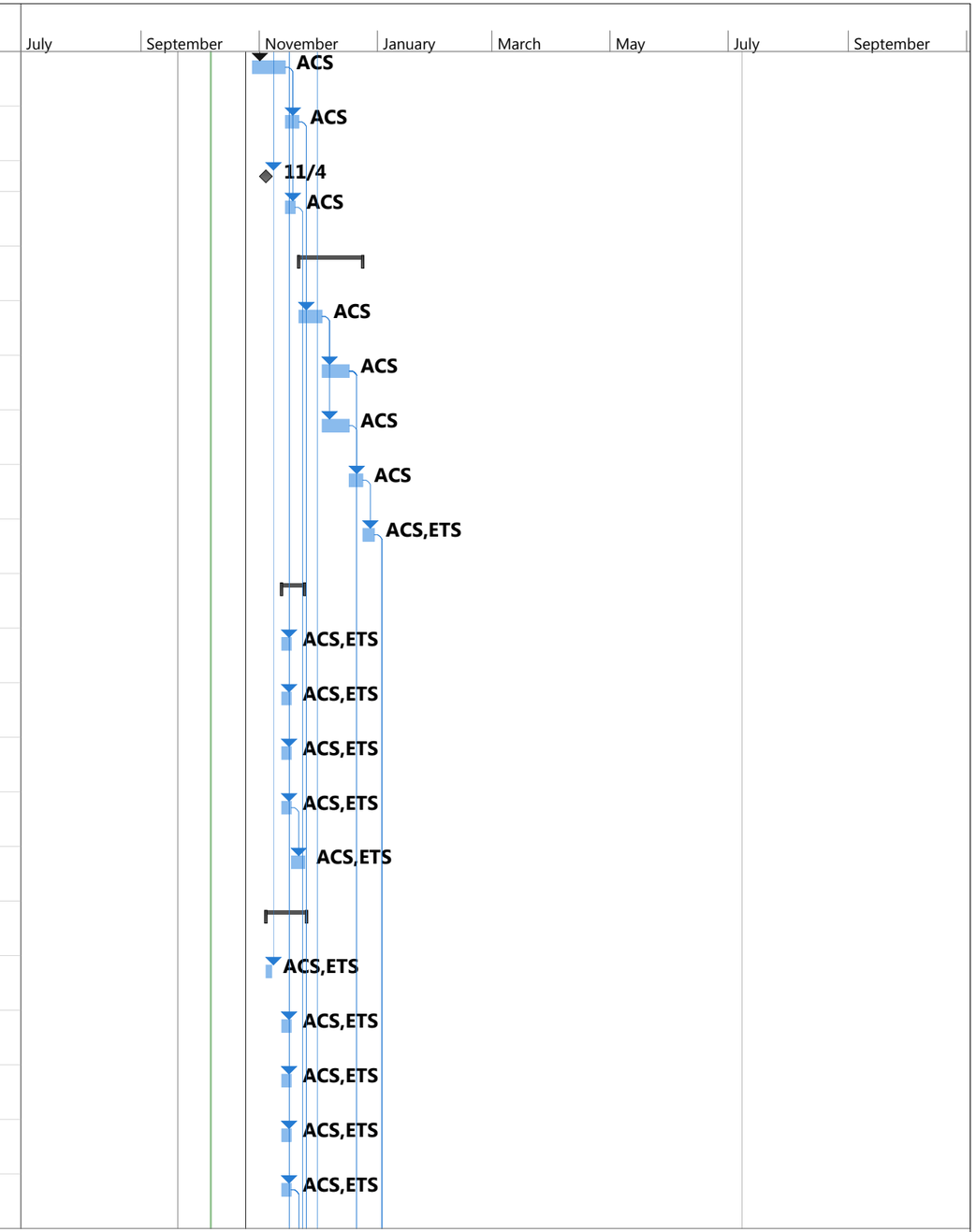
ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names
0		**ACS SOA Bundle 2 Schedule (Draft) (20141006)**	**197 days?**	**Sat 9/20/14**	**Tue 7/7/15**		
1		Notice of Intent to Award	0 days	Mon 10/6/14	Mon 10/6/14		
2		10-day Comment Period/Contract Forming	10 days	Mon 10/6/14	Mon 10/20/14	1	
3		Contract Award	0 days	Mon 10/20/14	Mon 10/20/14	2	
4		**Kickoff Meetings**	**26 days**	**Tue 10/21/14**	**Wed 11/26/14**		
5		Security Office (SSO) Kickoff Meeting	2 hrs	Tue 10/21/14	Tue 10/21/14	3	ACS,ETS
6		Security Data Exchange and Plan Development	2 wks	Tue 10/21/14	Tue 11/4/14	5	ACS,ETS
7		Operational Model Kickoff Meeting	2 hrs	Tue 10/28/14	Tue 10/28/14	5FS+5 days	ACS,ETS
8		Operational Model Data Exchange and Plan Development	2 wks	Tue 10/28/14	Wed 11/12/14	7	ACS,ETS
9		Bundle Providers Sync Up Kickoff Meeting	2 hrs	Tue 11/4/14	Tue 11/4/14	7FS+5 days	ACS,GCI
10		Bundle Provider Data Exchange and Plan Development	2 wks	Tue 11/4/14	Wed 11/19/14	9	ACS,GCI
11		Help Desk Coordination Kickoff Meeting	2 hrs	Wed 11/12/14	Wed 11/12/14	9FS+5 days	ACS,GCI,ETS
12		Help Desk Data Exchange and Plan Development	2 wks	Thu 11/13/14	Wed 11/26/14	11	ACS,GCI,ETS
13		**DISCOVERY/DESIGN**	**42 days**	**Tue 10/28/14**	**Tue 12/30/14**		
14		**Network Audit**	**39 days**	**Tue 10/28/14**	**Wed 12/24/14**		
15		Security Office Approves Access	0 days	Tue 10/28/14	Tue 10/28/14	5FS+5 days	SSO
16		Review Authentication Servers	7 days	Tue 10/28/14	Thu 11/6/14	15	ACS
17		**Review Network Documentation & Drawings**	**10 days**	**Tue 10/28/14**	**Wed 11/12/14**		
18		Access Granted to Shared Documentation Repository	0 days	Tue 10/28/14	Tue 10/28/14	15	ETS,SSO
19		Topology Drawings	2 wks	Tue 10/28/14	Wed 11/12/14	18	ACS
20		IP scheme and naming standard	2 wks	Tue 10/28/14	Wed 11/12/14	18	ACS
21		Network Standards including QoS	2 wks	Tue 10/28/14	Wed 11/12/14	18	ACS



Project: ACS SOA Bundle 2 Sch
Date: Tue 10/7/14

Task	Project Summary	Manual Task	Start-only	Deadline
Split	Inactive Task	Duration-only	Finish-only	Progress
Milestone	Inactive Milestone	Manual Summary Rollup	External Tasks	Manual Progress
Summary	Inactive Summary	Manual Summary	External Milestone	

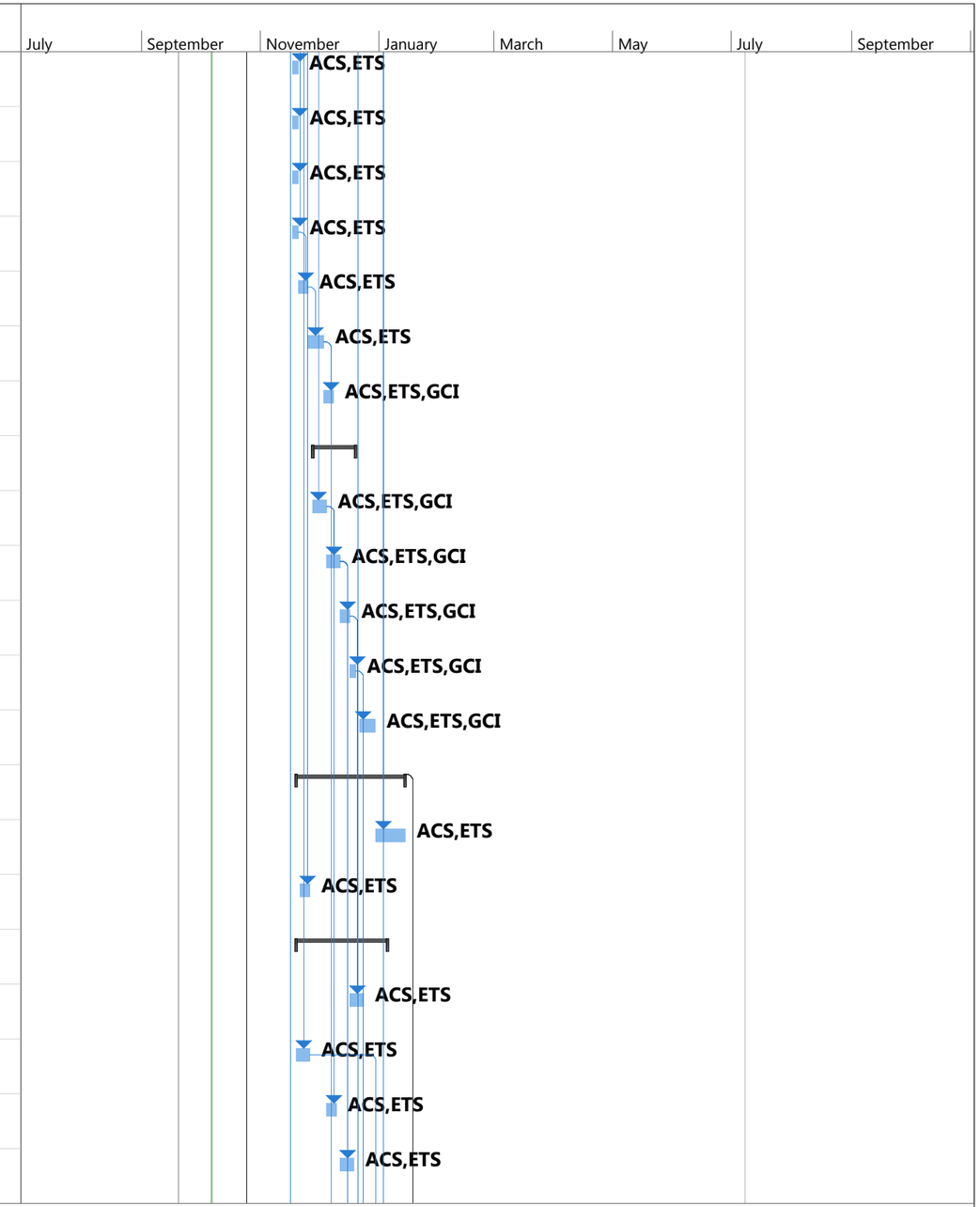
ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names
22		Establish Network Management Connection	12 days	Tue 10/28/14	Fri 11/14/14	15	ACS
23		Establish user accounts and access to network elements	5 days	Fri 11/14/14	Fri 11/21/14	22	ACS
24		ACS Hardware or SOA VM Decision	0 days	Tue 11/4/14	Tue 11/4/14	6	ACS
25		Place NMS Collectors	3 days	Fri 11/14/14	Wed 11/19/14	22	ACS
26		**Analyze Configurations**	**22 days**	**Fri 11/21/14**	**Wed 12/24/14**		**ACS**
27		Collect Configurations	7 days	Fri 11/21/14	Wed 12/3/14	23	ACS
28		CORE /DISTRIBUTION/EDGE	10 days	Wed 12/3/14	Wed 12/17/14	27	ACS
29		FIREWALLS	10 days	Wed 12/3/14	Wed 12/17/14	27	ACS
30		Wireless Controller	5 days	Wed 12/17/14	Wed 12/24/14	29	ACS
31		Develop, publish and approve managed device list	3 days	Wed 12/24/14	Tue 12/30/14	30	ACS,ETS
32		**Identify NMS Tools**	**8 days**	**Wed 11/12/14**	**Mon 11/24/14**		
33		Monitoring Tool	3 days	Wed 11/12/14	Mon 11/17/14	8	ACS,ETS
34		Performance Tool	3 days	Wed 11/12/14	Mon 11/17/14	8	ACS,ETS
35		Configuration Archive Tool	3 days	Wed 11/12/14	Mon 11/17/14	8	ACS,ETS
36		IP Address Management Tool	3 days	Wed 11/12/14	Mon 11/17/14	8	ACS,ETS
37		Other NMS tools	5 days	Mon 11/17/14	Mon 11/24/14	36	ACS,ETS
38		**Review existing Policy, Process and Procedures**	**14.25 days**	**Tue 11/4/14**	**Tue 11/25/14**		
39		Security	3 days	Tue 11/4/14	Fri 11/7/14	6	ACS,ETS
40		Change Management	3 days	Wed 11/12/14	Mon 11/17/14	8	ACS,ETS
41		Fault/Outage Escalation	3 days	Wed 11/12/14	Mon 11/17/14	8	ACS,ETS
42		Fault/Outage Dispatch	3 days	Wed 11/12/14	Mon 11/17/14	8	ACS,ETS
43		Upgrade, Fix and Patch procedures	3 days	Wed 11/12/14	Mon 11/17/14	8	ACS,ETS



Project: ACS SOA Bundle 2 Sch
Date: Tue 10/7/14

Task		Project Summary		Manual Task		Start-only	Deadline
Split		Inactive Task		Duration-only		Finish-only	Progress
Milestone		Inactive Milestone		Manual Summary Rollup		External Tasks	Manual Progress
Summary		Inactive Summary		Manual Summary		External Milestone	

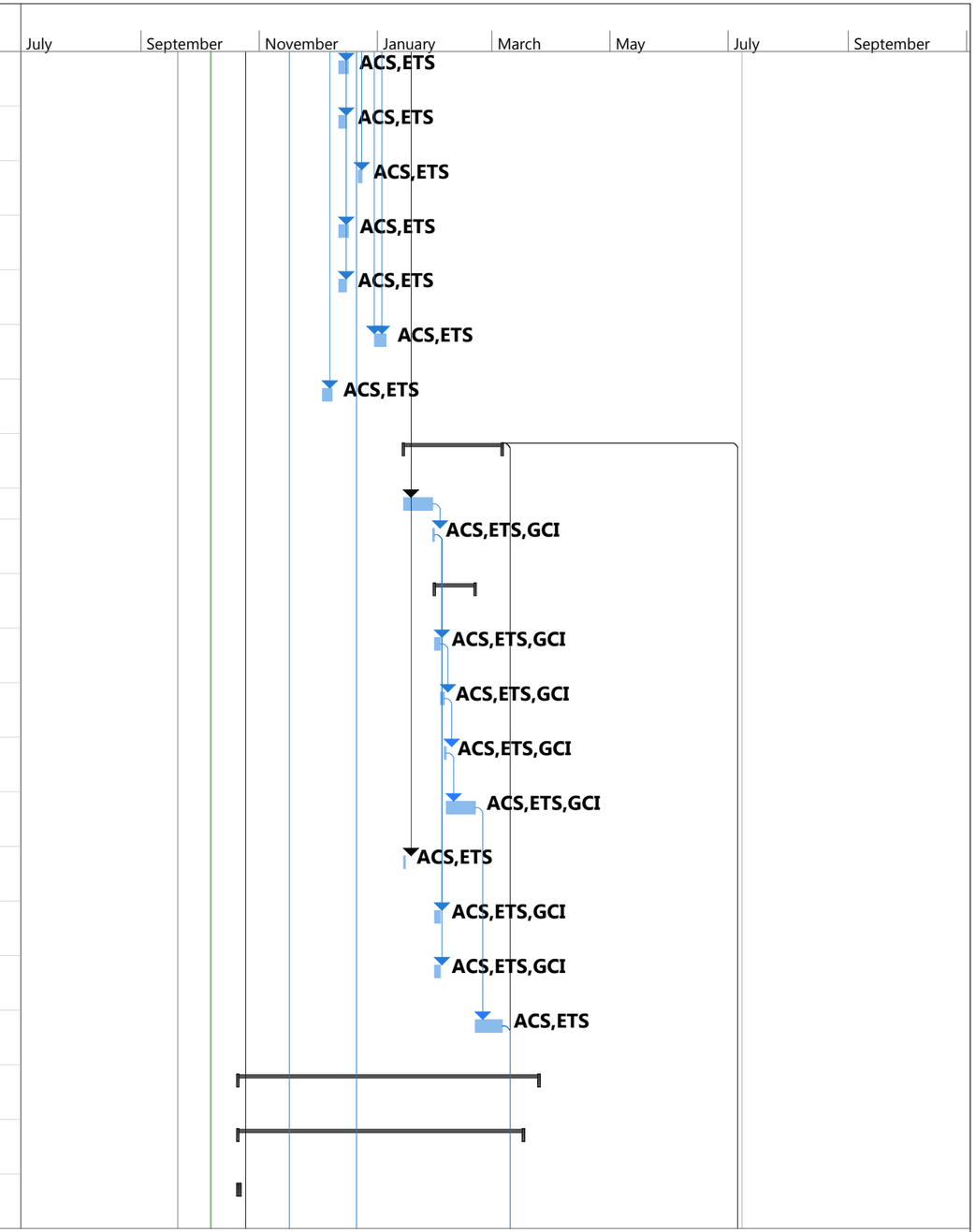
ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names
44		Monitoring Procedures	3 days	Mon 11/17/14	Thu 11/20/14	43	ACS,ETS
45		Reporting Procedures	3 days	Mon 11/17/14	Thu 11/20/14	43	ACS,ETS
46		Escalation Procedures	3 days	Mon 11/17/14	Thu 11/20/14	43	ACS,ETS
47		Problem Management procedure	3 days	Mon 11/17/14	Thu 11/20/14	43	ACS,ETS
48		Backup Procedures	3 days	Thu 11/20/14	Tue 11/25/14	47	ACS,ETS
49		Review Vendor Support Contacts and Contracts	5 days	Tue 11/25/14	Wed 12/3/14	48	ACS,ETS
50		Review Inflight Projects	3 days	Wed 12/3/14	Mon 12/8/14	49	ACS,ETS,GCI
51		**Develop Operational Model**	**16 days**	**Fri 11/28/14**	**Fri 12/19/14**		
52		Help-Desk(Bundle 4 Provider) Interface	5 days	Fri 11/28/14	Thu 12/4/14	12	ACS,ETS,GCI
53		ETS-SOA Interface	5 days	Fri 12/5/14	Thu 12/11/14	52	ACS,ETS,GCI
54		Security Office Interface	3 days	Fri 12/12/14	Tue 12/16/14	53	ACS,ETS,GCI
55		Governance	3 days	Wed 12/17/14	Fri 12/19/14	54	ACS,ETS,GCI
56		Develop Transition Plan/Checklist	5 days	Mon 12/22/14	Mon 12/29/14	55	ACS,ETS,GCI
57		**SETUP**	**37 days**	**Wed 11/19/14**	**Wed 1/14/15**		
58		Populate Primary NMS Tools	10 days	Tue 12/30/14	Wed 1/14/15	31	ACS,ETS
59		Identify Documentation Repository	3 days	Fri 11/21/14	Wed 11/26/14	23	ACS,ETS
60		**Initialize Operational Model**	**30 days**	**Wed 11/19/14**	**Mon 1/5/15**		**ACS,ETS**
61		Publish Roles and Responsibilities Matrix	5 days	Wed 12/17/14	Tue 12/23/14	54	ACS,ETS
62		Enable Network Element Monitoring	5 days	Wed 11/19/14	Wed 11/26/14	25	ACS,ETS
63		Enable Ticketing System(SDM)	3 days	Fri 12/5/14	Tue 12/9/14	52	ACS,ETS
64		Enable Problem/Fault Management	5 days	Fri 12/12/14	Thu 12/18/14	53	ACS,ETS



Project: ACS SOA Bundle 2 Sch
Date: Tue 10/7/14

Task		Project Summary		Manual Task		Start-only		Deadline	
Split		Inactive Task		Duration-only		Finish-only		Progress	
Milestone		Inactive Milestone		Manual Summary Rollup		External Tasks		Manual Progress	
Summary		Inactive Summary		Manual Summary		External Milestone	

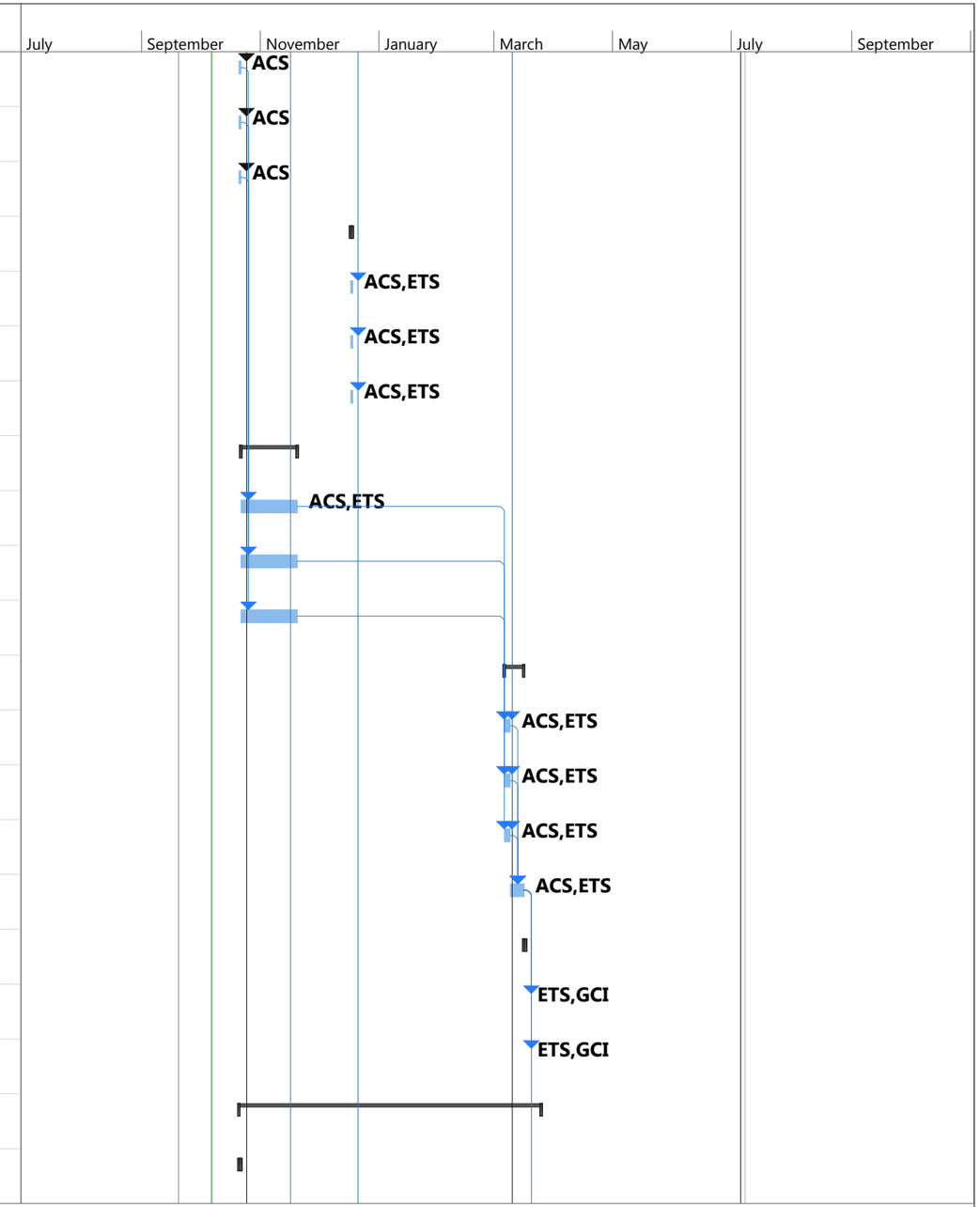
ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names
65		Enable Notification	3 days	Fri 12/12/14	Tue 12/16/14	53	ACS,ETS
66		Establish Escalation	2 days	Fri 12/12/14	Mon 12/15/14	53	ACS,ETS
67		Establish Change Management	2 days	Mon 12/22/14	Tue 12/23/14	55	ACS,ETS
68		Establish Reporting and Documentation	3 days	Fri 12/12/14	Tue 12/16/14	53	ACS,ETS
69		Establish Recurring Meetings	2 days	Fri 12/12/14	Mon 12/15/14	53	ACS,ETS
70		Begin INMC Soft Monitoring	3 days	Tue 12/30/14	Mon 1/5/15	62,31	ACS,ETS
71		Vendor Support Access	3 days	Wed 12/3/14	Mon 12/8/14	49	ACS,ETS
72		**TRANSISTION/OPERATE**	**35 days**	**Wed 1/14/15**	**Fri 3/6/15**		
73		**Contingency Buffer**	**10 days**	Wed 1/14/15	Thu 1/29/15	57	
74		Operational interfaces go Production	1 day	Thu 1/29/15	Fri 1/30/15	73	ACS,ETS,GCI
75		**Administrative Control Transfer**	**14 days**	**Fri 1/30/15**	**Fri 2/20/15**		
76		AAA	1 day	Fri 1/30/15	Mon 2/2/15	74	ACS,ETS,GCI
77		Network Elements-CORE	2 days	Mon 2/2/15	Wed 2/4/15	76	ACS,ETS,GCI
78		Network Elements-Distribution	1 day	Wed 2/4/15	Thu 2/5/15	77	ACS,ETS,GCI
79		Network Elements-EDGE	10 days	Thu 2/5/15	Fri 2/20/15	78	ACS,ETS,GCI
80		NMS Monitoring tools go production	1 day	Wed 1/14/15	Thu 1/15/15	57	ACS,ETS
81		WAN Management Transfer	1 day	Fri 1/30/15	Mon 2/2/15	74	ACS,ETS,GCI
82		Security Management Transfer	1 day	Fri 1/30/15	Mon 2/2/15	74	ACS,ETS,GCI
83		Stabilization Period	10 days	Fri 2/20/15	Fri 3/6/15	79	ACS,ETS
84		**BUILD**	**105.25 days**	**Tue 10/21/14**	**Wed 3/25/15**		
85		**Internet Transport Delivery**	**99.25 days**	**Tue 10/21/14**	**Tue 3/17/15**		
86		**Place Circuit Orders**	**1 day**	**Tue 10/21/14**	**Tue 10/21/14**		



Project: ACS SOA Bundle 2 Sch
Date: Tue 10/7/14

Task		Project Summary		Manual Task		Start-only	Deadline
Split		Inactive Task		Duration-only		Finish-only	Progress
Milestone		Inactive Milestone		Manual Summary Rollup		External Tasks	Manual Progress
Summary		Inactive Summary		Manual Summary		External Milestone	

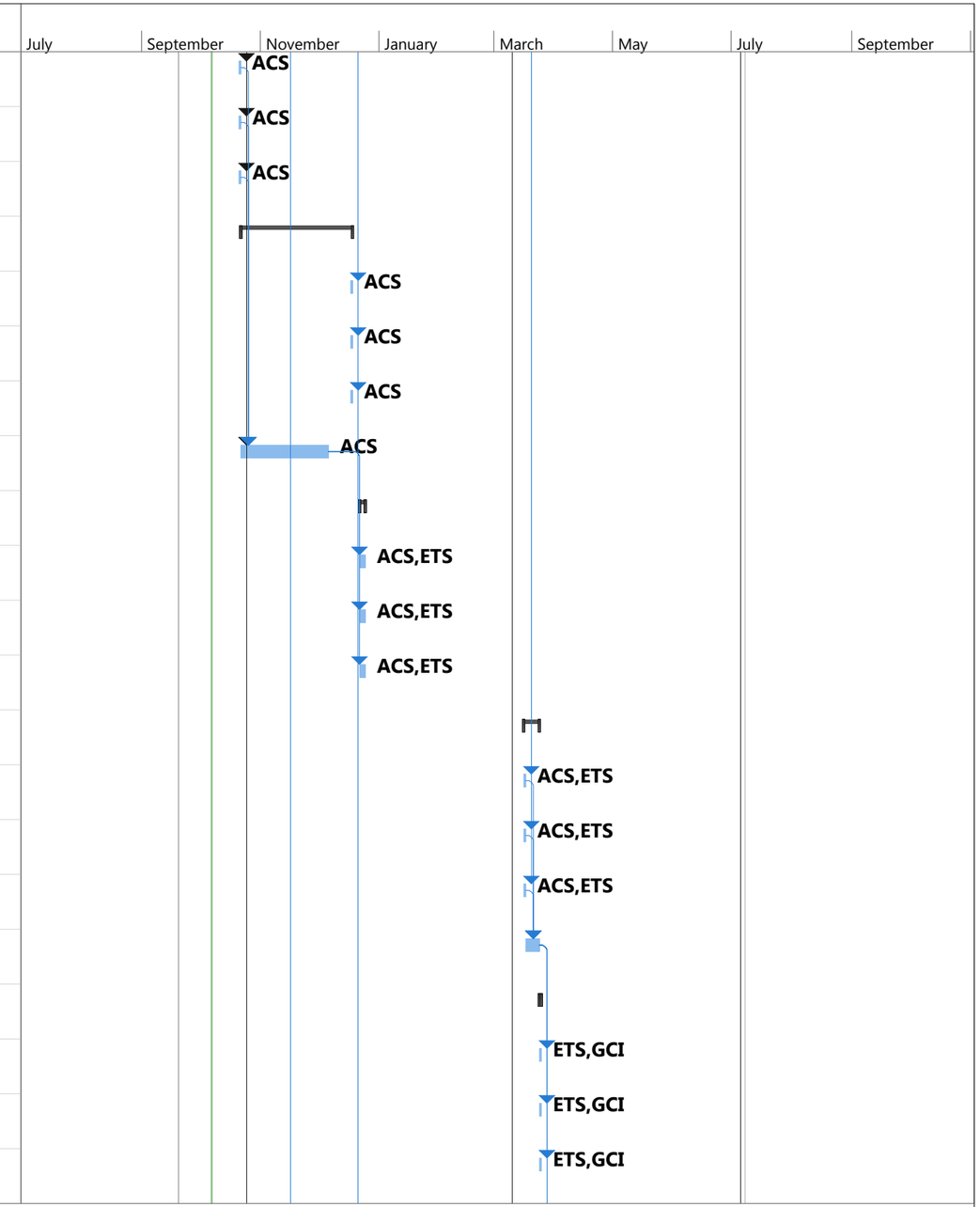
ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names
87		ANCHORAGE	1 day	Tue 10/21/14	Tue 10/21/14	3	ACS
88		JUNEAU	1 day	Tue 10/21/14	Tue 10/21/14	3	ACS
89		FAIRBANKS	1 day	Tue 10/21/14	Tue 10/21/14	3	ACS
90		**Identify Interfaces on SOA Network Elements**	**1 day**	**Wed 12/17/14**	**Thu 12/18/14**		
91		ANCHORAGE	1 day	Wed 12/17/14	Thu 12/18/14	28	ACS,ETS
92		JUNEAU	1 day	Wed 12/17/14	Thu 12/18/14	28	ACS,ETS
93		FAIRBANKS	1 day	Wed 12/17/14	Thu 12/18/14	28	ACS,ETS
94		**Deliver Internet Ckts**	**20 days**	**Wed 10/22/14**	**Wed 11/19/14**		
95		ANCHORAGE	20 days	Wed 10/22/14	Wed 11/19/14	87	ACS,ETS
96		JUNEAU	20 days	Wed 10/22/14	Wed 11/19/14	88	
97		FAIRBANKS	20 days	Wed 10/22/14	Wed 11/19/14	89	
98		**Place Internet Ckts Into Service**	**6 days**	**Fri 3/6/15**	**Mon 3/16/15**		
99		ANCHORAGE	1 day	Fri 3/6/15	Mon 3/9/15	95,83	ACS,ETS
100		JUNEAU	1 day	Fri 3/6/15	Mon 3/9/15	96,83	ACS,ETS
101		FAIRBANKS	1 day	Fri 3/6/15	Mon 3/9/15	97,83	ACS,ETS
102		Internet Stabilization Period	5 days	Mon 3/9/15	Mon 3/16/15	99,100,101	ACS,ETS
103		**Disconnect GCI Internet**	**1 day**	**Mon 3/16/15**	**Tue 3/17/15**		
104		ANCHORAGE	1 day	Mon 3/16/15	Tue 3/17/15	102	ETS,GCI
105		JUNEAU	1 day	Mon 3/16/15	Tue 3/17/15	102	ETS,GCI
106		**Core WAN Transport Delivery**	**105.25 days**	**Tue 10/21/14**	**Wed 3/25/15**		
107		**Place Circuit Orders**	**1 day**	**Tue 10/21/14**	**Tue 10/21/14**		



Project: ACS SOA Bundle 2 Sch
Date: Tue 10/7/14

Task		Project Summary		Manual Task		Start-only		Deadline	
Split		Inactive Task		Duration-only		Finish-only		Progress	
Milestone		Inactive Milestone		Manual Summary Rollup		External Tasks		Manual Progress	
Summary		Inactive Summary		Manual Summary		External Milestone	

ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names
108		ANCHORAGE	1 day	Tue 10/21/14	Tue 10/21/14	3	ACS
109		JUNEAU	1 day	Tue 10/21/14	Tue 10/21/14	3	ACS
110		FAIRBANKS	1 day	Tue 10/21/14	Tue 10/21/14	3	ACS
111		**Identify Interfaces on SOA Network Elements**	**39.25 days**	**Tue 10/21/14**	**Thu 12/18/14**		
112		ANCHORAGE	1 day	Wed 12/17/14	Thu 12/18/14	28	ACS
113		JUNEAU	1 day	Wed 12/17/14	Thu 12/18/14	28	ACS
114		FAIRBANKS	1 day	Wed 12/17/14	Thu 12/18/14	28	ACS
115		Order and Receive Equipment	45 edays	Tue 10/21/14	Fri 12/5/14	3,108,109,110	ACS
116		**Deliver Core WAN Ckts**	**3 days**	**Mon 12/22/14**	**Wed 12/24/14**		
117		ANCHORAGE	3 days	Mon 12/22/14	Wed 12/24/14	115FS+10 days	ACS,ETS
118		JUNEAU	3 days	Mon 12/22/14	Wed 12/24/14	115FS+10 days	ACS,ETS
119		FAIRBANKS	3 days	Mon 12/22/14	Wed 12/24/14	115FS+10 days	ACS,ETS
120		**Place Core WAN Ckts Into Service**	**6 days**	**Mon 3/16/15**	**Tue 3/24/15**		
121		ANCHORAGE	1 day	Mon 3/16/15	Tue 3/17/15	102	ACS,ETS
122		JUNEAU	1 day	Mon 3/16/15	Tue 3/17/15	102	ACS,ETS
123		FAIRBANKS	1 day	Mon 3/16/15	Tue 3/17/15	102	ACS,ETS
124		WAN Stabilization Period	5 days	Tue 3/17/15	Tue 3/24/15	121,122,123	
125		**Disconnect GCI Core WAN Ckts**	**1 day**	**Tue 3/24/15**	**Wed 3/25/15**		
126		ANCHORAGE	1 day	Tue 3/24/15	Wed 3/25/15	124	ETS,GCI
127		JUNEAU	1 day	Tue 3/24/15	Wed 3/25/15	124	ETS,GCI
128		FAIRBANKS	1 day	Tue 3/24/15	Wed 3/25/15	124	ETS,GCI



Project: ACS SOA Bundle 2 Sch
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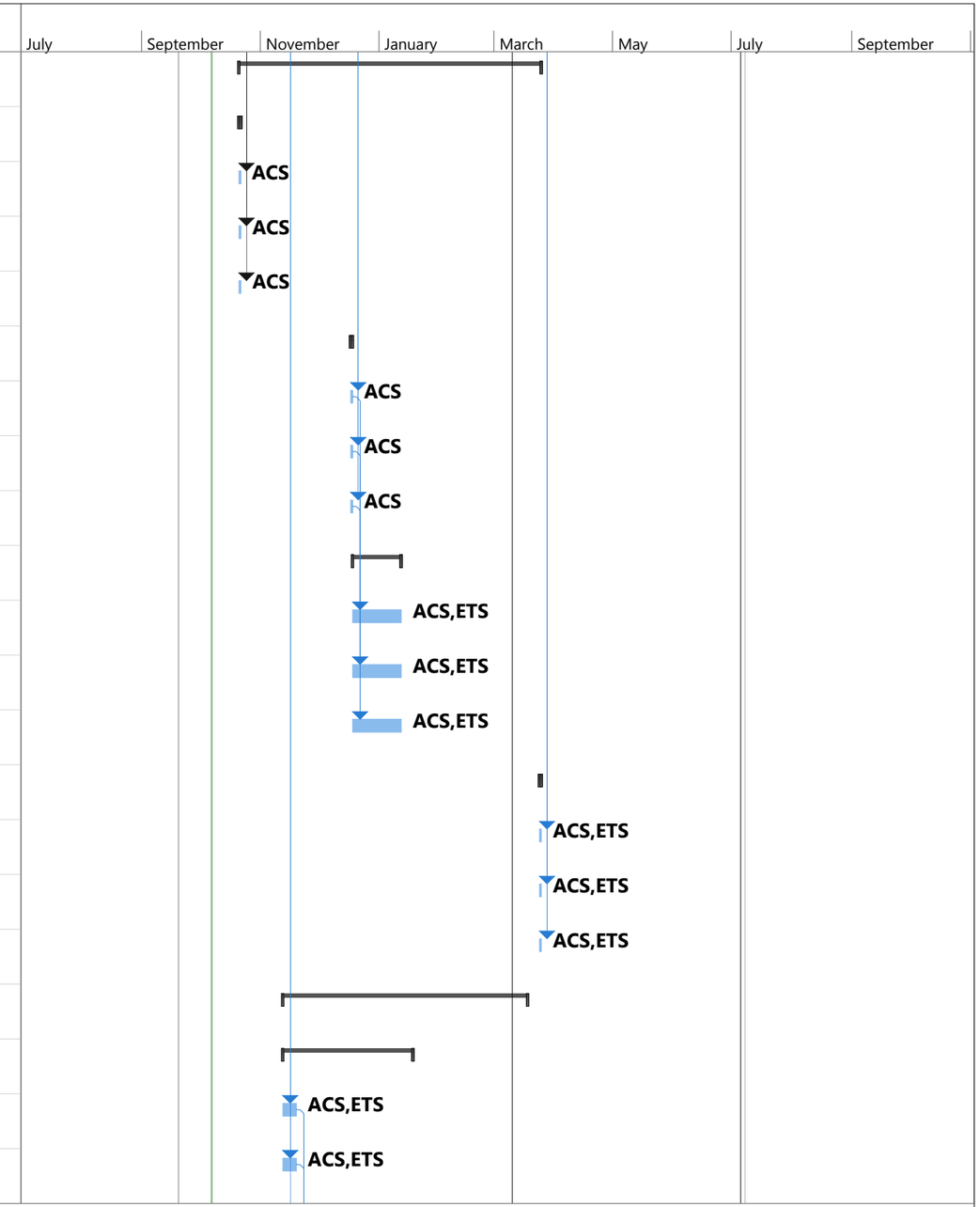
Summary	Inactive Summary	Manual Summary	External Milestone	

ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names
129		**Aggregator Interface Delivery**	**105.25 days**	**Tue 10/21/14**	**Wed 3/25/15**		
130		**Place Circuit Orders**	**1 day**	**Tue 10/21/14**	**Tue 10/21/14**		
131		ANCHORAGE	1 day	Tue 10/21/14	Tue 10/21/14	3	ACS
132		JUNEAU	1 day	Tue 10/21/14	Tue 10/21/14	3	ACS
133		FAIRBANKS	1 day	Tue 10/21/14	Tue 10/21/14	3	ACS
134		**Identify Interfaces on SOA Network Elements**	**1 day**	**Wed 12/17/14**	**Thu 12/18/14**		
135		ANCHORAGE	1 day	Wed 12/17/14	Thu 12/18/14	28	ACS
136		JUNEAU	1 day	Wed 12/17/14	Thu 12/18/14	28	ACS
137		FAIRBANKS	1 day	Wed 12/17/14	Thu 12/18/14	28	ACS
138		**Deliver Aggregator Ckts**	**15 days**	**Thu 12/18/14**	**Mon 1/12/15**		
139		ANCHORAGE	15 days	Thu 12/18/14	Mon 1/12/15	135	ACS,ETS
140		JUNEAU	15 days	Thu 12/18/14	Mon 1/12/15	136	ACS,ETS
141		FAIRBANKS	15 days	Thu 12/18/14	Mon 1/12/15	137	ACS,ETS
142		**Place Aggregator Ckts Into Service**	**1 day**	**Tue 3/24/15**	**Wed 3/25/15**		
143		ANCHORAGE	1 day	Tue 3/24/15	Wed 3/25/15	124	ACS,ETS
144		JUNEAU	1 day	Tue 3/24/15	Wed 3/25/15	124	ACS,ETS
145		FAIRBANKS	1 day	Tue 3/24/15	Wed 3/25/15	124	ACS,ETS
146		**DPI Solution Delivery**	**84.75 days**	**Wed 11/12/14**	**Wed 3/18/15**		
147		**Identify Space and Power**	**44.5 days**	**Wed 11/12/14**	**Sun 1/18/15**		
148		ANCHORAGE	5 days	Wed 11/12/14	Wed 11/19/14	8	ACS,ETS
149		JUNEAU	5 days	Wed 11/12/14	Wed 11/19/14	8	ACS,ETS



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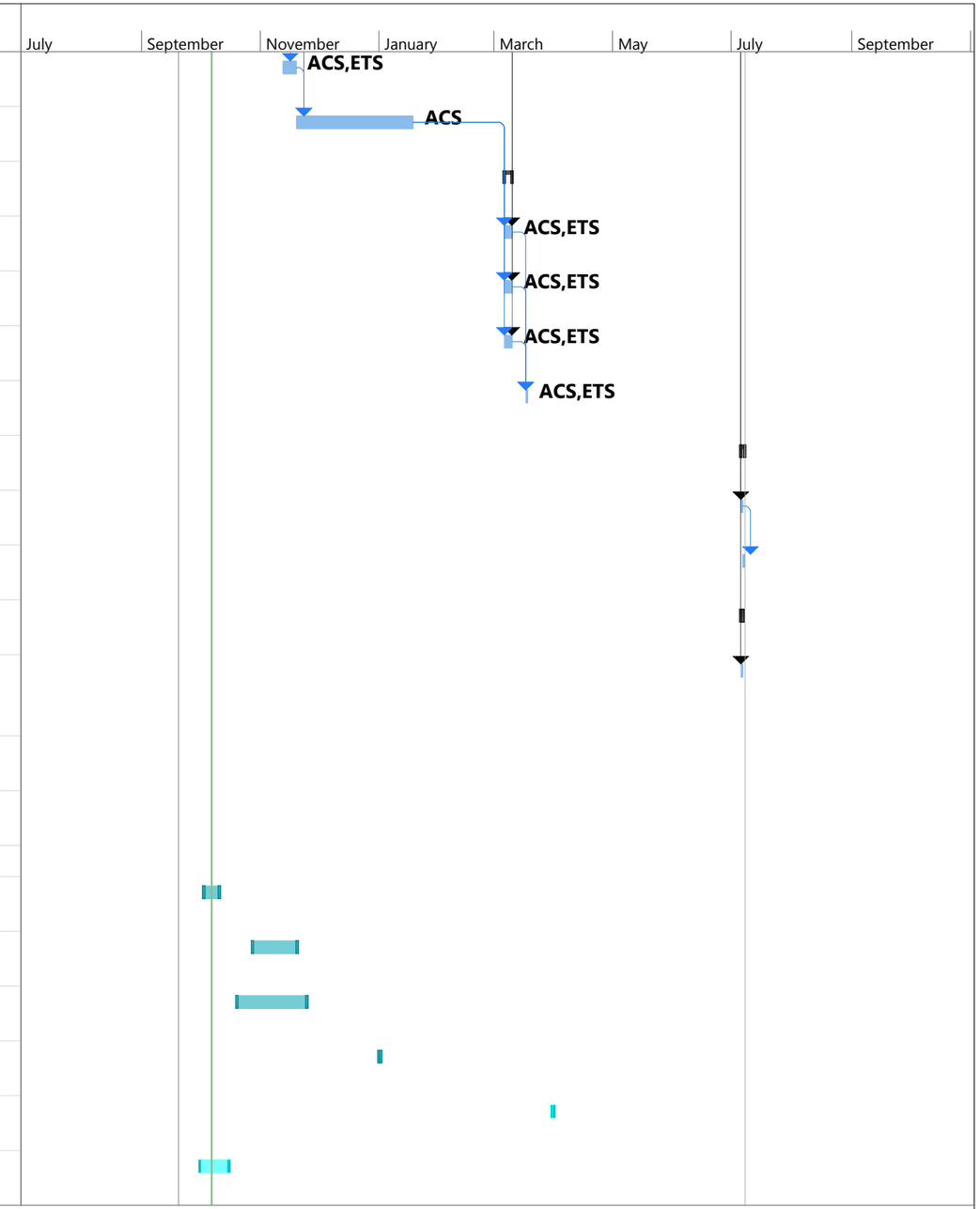
ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names
150		FAIRBANKS	5 days	Wed 11/12/14	Wed 11/19/14	8	ACS,ETS
151		Order and receive DPI Hardware	60 edays	Wed 11/19/14	Sun 1/18/15	148,149,150	ACS
152		**Install DPI Hardware**	**2 days**	**Fri 3/6/15**	**Tue 3/10/15**		
153		ANCHORAGE	2 days	Fri 3/6/15	Tue 3/10/15	72,151	ACS,ETS
154		JUNEAU	2 days	Fri 3/6/15	Tue 3/10/15	72,151	ACS,ETS
155		FAIRBANKS	2 days	Fri 3/6/15	Tue 3/10/15	72,151	ACS,ETS
156		Review and Analyze first traffic report	1 day	Tue 3/17/15	Wed 3/18/15	153FS+5 days,154FS+5	ACS,ETS
157		**MAINTAIN**	**2 days**	**Mon 7/6/15**	**Tue 7/7/15**		
158		Initial Maintainence Review Meeting	1 day	Mon 7/6/15	Mon 7/6/15	72FS+4 emons	
159		Establish Maintenance RAIL (Running Action Item List)	1 day	Tue 7/7/15	Tue 7/7/15	158	
160		**UPGRADE**	**1 day**	**Mon 7/6/15**	**Mon 7/6/15**		
161		Establish Initial Network Review Meetings for Roadmap, Upgrades and Projects	1 day	Mon 7/6/15	Mon 7/6/15	72FS+4 emons	
162							
163							
164		**SOA Critical Dates to Consider**					
165		General Election Registration	6 days	Fri 10/3/14	Fri 10/10/14		
166		General Election Ballot Processing	16 days	Tue 10/28/14	Wed 11/19/14		
167		General Election	25 days	Mon 10/20/14	Mon 11/24/14		
168		PFD Enrollment Spike	1 day	Thu 1/1/15	Thu 1/1/15		
169		PFD Enrollment Spike	1 day	Tue 3/31/15	Tue 3/31/15		
170		PFD Disbursement	11 days	Wed 10/1/14	Wed 10/15/14		



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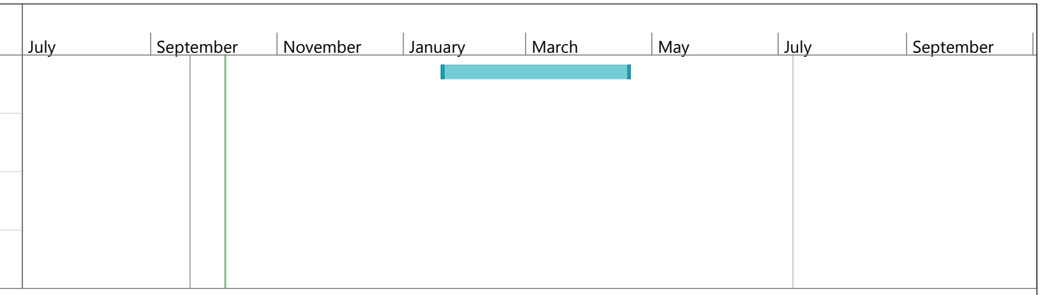
Summary		Inactive Summary		Manual Summary		External Milestone	

ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names
171		Legislature 1st Session	63 days	Tue 1/20/15	Sun 4/19/15		
172		DFG -- License enrollment					
173		EED -- Student enrollment					
174		AHFC -- Payroll check processing					



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SEPTEMBER 18, 2014 TECHNICAL MEETING MINUTES

State of Alaska Telecommunications Services Contract
Clarification Phase -- Transition Coordination Initial Meeting with ACS/GCI/ETS
18-Sep-14

Attendees:

ACS:	Dan Kerschbaum Steve Gebert Nike Stewart
GCI:	Steve Simpkins Frances LaChapelle
ETS:	Selena Dobbs Justin Mora

Post-meeting Overall Assessment/Comments:

ACS:	ACS believes the meeting went very well. Cordial and professional, with a spirit of cooperation and the needs of the State kept squarely at the forefront. While follow-on meetings, information exchange (Discovery), and detailed planning will need to continue post-award, no major risks were identified that could be considered show-stoppers.
GCI:	
ETS:	

Meetings Minutes:

Speaker	Meeting Comment/Question:	ACS Follow-on Comments:	GCI Follow-on Comments:	ETS Follow-on Comments:
Gebert	Emphasized that focus of meeting was to discuss how to ensure smooth transition, and to alleviate any SOA concerns. Also that ETS was present in a technical role, and not to be put in a position of "umpire".			
Kerschbaum	Discussed information needs for transition for Alaska Communications to meet the monitoring and management requirements as mandated by the RFP. He confirmed the scope is network elements, operational management of firewalls, moves-adds-changes, Internet and WAN capacity. This is what Alaska Communications will deliver. Stated the need to discuss transition of network control elements as well as needing QoS policies and other documents to have a seamless operational transition and address any changes or notifications necessary prior to implementation and upgrades.			Needs follow up?
Simkins	Asked to also add discussion of what GCI needs from Alaska Communications. There will be interaction between Bundles 1 and 3 for GCI.		I think the appropriate word should be 'dependencies' not 'interaction' for both Bundles 1 & 3 as ACS will become the primary CORE Backbone provider	

Kerschbaum	Agreed and said that discussion needs to be divided into two parts: Transition and Operational discussion is separate.			
Simkins	ACS may inherit some ongoing projects, such as QoS		Still possible but if we have until 1/1/2015, we should have majority of the project done by then so a updated list can be provided via ETS closer to the hand-off timeframe.	
Kerschbaum	Reviewed that while in Clarification phase the SOA is not contractually obligated to share GCI info and that discovery will continue once Clarification is complete. Information from SOA and GCI is very high level at this point. He confirmed network documentation and network access are required for discovery and the ACS needs to understand when read-only access will be provided to perform Due Diligence. ACS identifies this unknown as potential risk. He is planning on a process including administrative control transfer and a stabilization period, and after checklist completion and approval, ACS will assume network control.			
Simkins	Stated that GCI can't put timeline together before Core timeline in place.		I never use the word "can't" so if we can change this to "it will be difficult to provide a timeline for Bundles 1 & 3 until a timeframe can be provided for the CORE backbone implementation"	
Kerschbaum	Stated while he didn't expect any issues with the new Core being able to support the proposed upgrades to the other Bundle Services, he will need to review the proposed VTC and Telephony requirements to verify.			
Gebert	Asked if SOA and GCI could identify upcoming upgrades to other bundles and requirements of transport going forward. He asked if that information can be shared regarding the requirements for servicing Bundles 1 and 3.			
Dobbs	Will ensure that all appropriate documents provided to Jason Soza will be distributed to Phase II participants. She confirmed with GCI that some of the disentanglement questions posed are addressed in the GCI contractual disentanglement plan. She stated the SOA Security Office needs to reply to internal queries before Read Only access can be provided to ACS.	We received additional documents today (Friday) and are reviewing.		
Kerschbaum	Confirmed the need to review security requirements from the SOA Security Office.	We received additional documents today (Friday) and are reviewing.		
Dobbs	Stated she would confirm transmittal of documents from Jason Soza to Alaska Communications.	We received additional documents today (Friday) and are reviewing.		

Simkins	Confirmed background checks are required to access Security Office policies.			*All Submitted - Awaiting response from DPS.*
Dobbs	stated she would continue to monitor movement of process.			*" "*
Kerschbaum	Indicated the governance/operational model will need to be addressed quickly after award.			
LaChapelle	Stated GCI has specific technical requirements for network. Governance questions need to be addressed in the contract not post award.	ACS ok either with Governance being determine prior to, or after award, so long as SLAs are determined during contract forming.		
Dobbs	Will ensure Jason Soza will share SOA governance document, which includes JET meetings, CCB, CAB processes.	We received additional documents today (Friday) and are reviewing.		
Kerschbaum	The group discussed the disentanglement document and Dan Kerschbaum replied that it includes "what" will be done, but not currently the details of "how" it will be don and that detail will be developed during post-award planning meetings. He said he had previously reviewed some of the information with Selena and received answers but he needs info on AAA functionality.	We discussed some of this later in the meeting but clearly need a better idea of both when we can get access and how the system is structured.		
Group	The group discussed TACACs technical specifications and functions.			
Simkins	Confirmed the Core has about 660 routers and 1100 to 1300 switches with shared access with HHS	Open question on the switches. While the likely use of the existing AAA for authentication, ACS feels that are currently not in scope for monitoring and management under Bundle 2(WAN Network)	Under the current Bundle 2 contract all routers and switches under ETS's control are covered under bundle 2, so this will need to be flushed out with ETS and ACS.	*Will request that there is further communications between both vendors, it has been found that neither side addressed the management of these devices. Per the RFP it is stated in both bundles. (the wording of "maintenance and repair"). ETS would expect that both vendors work together to ensure that the support of the switches is inclusive.*
TECHNICAL SPECIFICATIONS DISCUSSIONS				
	The group continued discussion of technical specifications of network. Details of rough notes included below.			
	• Dan Kerschbaum: TACACs if different than alarming and monitoring?	Cisco Works is currently used for Inventory and configuration management		*ETS was in progress with acquiring funding for implementation and/or discovery of other tools that could be used for configuration retention/management. Any suggestion will be considered.*

	• Steve Simkins: Yes. NMS all virtualized and sit in data center.	Except for Cisco Works which will be deprecated		
	• Dan Kerschbaum: MRI was in the works?			
	• Steve Simkins: Cisco Works now		SOA is replacing CiscoWorks with NetMRI for configuration management.	
	• Dan Kerschbaum: Our transition plan should not include using it in the future. How it's structured?			
	• Steve Simkins: Tiered authentication, access to their devices, becomes shared area just to that organization			
	• Dan Kerschbaum: are you doing that in Active Directory,			
	• Steve Simkins: Yes, ACS is primary		Might want to clarify ACS here as Cisco® Secure Access Control System (ACS)	
	• Dan Kerschbaum: Out of band question?	Most remote sites do not have OBM.		
	• Steve Simkins: Has a failover account/process			
	• Justin Mora: No out of band for vast majority. Not all remote sites are staffed with IT people. Usually, a router goes down and we can't call Telco, and then send out a like router for onsite person to rack.			These is no out of band for the vast majority of site routers. Generally if a routers goes down, we need either the local telco or person on site to troubleshoot and replace device.
	• Dan Kerschbaum: Internet conversion questions. Confirm that through configs viewing that VPNs are tied to State space.			
	• Steve Simkins: You will inherit route summarization. 1800 down to 1100 static routes.		With new 1/1/2015 date should have this down even further	
	• We have statics for Anchorage, Fairbanks, and Juneau and we have failover because of route summarization.		Internet Static routes in place because of the previous SOA Addressing allocations (146.63.x.x) prevented route summarization	
	• Dan Kerschbaum: Internet is just BGP change then as a result. SOA address will have an upstream peer. How many 10 Gb interfaces are there today?			
	• Justin Mora: There are some, no true count. We will need to buy some. We have 6 on core switches.			
	• Dan Kerschbaum: 6509s don't have low rate cards. Are all high end?			
	• Selena Dobbs: John is trying to upgrade hardware but may not happen in time.			
	• Frances LaChapelle: Any delay in SOA procurement delays all			
	• Selena Dobbs: Understood			

	• Dan Kerschbaum: We can provide those interfaces.	ACS may provide interfaces specific to terminating Internet and WAN transport links if they cannot be obtained thru SOA procurement cycle inline with the timeline.		*Note - SOA has a substantial credit with Cisco (48%). I can assume that ACS's discount is not near as much.*
	• Selena Dobbs: Will be huge improvement			
	• Dan Kerschbaum: FBX, SADC sounds like the core may be good but edge core sites need upgrade.			
	• Selena Dobbs: If we can collect the inventory itself.			
	• Dan Kerschbaum: IPAM tool, who maintains and where does it live?			
	• Justin Mora: Lives in SADC			
	• Selena Dobbs: I've upgraded. It's in SOA control			
	• Justin Mora: GCI does primary administration; SOA can take over any time.			
	• Dan Kerschbaum: How about the QoS standards and policy. Voice is marked? Is there any app other than voice using a nonstandard marking?			
	• Steve Simkins: It has gone through DR committee. We have no critical services. No agreement. QoS is assigned but not applied. Classifications have changed.		The IT Managers DR committee is the ones to define what 'data' they need to be defined as 'CRITICAL' and not all departments data can be QoS tagged as critical. Thus no agreement reached to date by IT managers. QoS is defined but bandwidth is not allocated to such classifications as Video, Mission Critical, etc. Primarily Voice and Data Center traffic at this time.	
	• Dan Kerschbaum: So the core today is set up for 12 class model.			
	• Steve Simkins: Didn't want to set up QOS on core before; 12 class at edge, 8 class at the core. Anything at edge is 12 class (12+) Doghouse designation available for troubles. Get in trouble for replication.		Miss quoted here it not that we "didn't want to setup QoS on CORE's" it was not setup with full 12 class+ model, 6 class model is defined for CORE paths that is recommended to go to 8 class model with Convergence of Video onto CORE paths.	
	• Dan Kerschbaum: Security – MACs how get to you today? Walk me through			
	• Steve Simkins: Selena?			

	• Selena Dobbs: Goes to SDM. Security plan may be needed and approved by SSO. Then maybe network services. Part of the SDM process? Yes.			*ACS has received the security policy and will have a meeting with the SSO/NSS and ACS very soon.*
	• Steve Simkins: Kick it back if SOA violates own SSO policy. Then note change in SDM. Cant post Security sensitive information in SDM			
	• Dan Kerschbaum: Is there an SLA?			
	• Justin Mora: Driven by management based on Priority in SDM.			
	• Dan Kerschbaum: How many on yearly basis, about one per day?			
	• Selena Dobbs: Yes.			
	• Steve Simkins: Ties up two people full time. Without SSO approval in SDM no work gets done.			
	• Justin Mora: SSO is longest turnaround rate.			
	• Selena Dobbs: Only two approvers. Timeline really depends.			
	• Justin Mora: Depends on scope. Large projects take time. They have 8 positions. They break it up depending on departments			
	• Steve Gebert: How often do reviews get redone by you?			
	• Steve Simkins: SSO approves and our security engineer reviews and controls. May push it back 30-40% of time. Takes quite a bit of time.		Our responsibilities currently require us to enforce the State's Security Policy which is why we are tasked with kicking back to SSO any SSO approved SDM if it violates the SSP.	
	• Selena Dobbs: What deliverables within SOA and agencies does GCI provide today?		The subject changed here from Security to NMS and Reports provided to ETS and other departments.	
	• Steve Simkins: Needs to be different than today.			
	• Dan Kerschbaum: Meeting schedule?			
	• Steve Simkins: We do monthly meetings. Takes someone three days to generate monthly report.			
	• Selena Dobbs: Comes through channels. Used to have more meetings but they have fallen away.			
	• Dan Kerschbaum: Sparing equipment for near term or breakages; do you have a pool today?			
	• Selena Dobbs: I control it and yes, we have inventory.			
	• Dan Kerschbaum: You have some level of spare inventory?			
	• Selena Dobbs: Yes.			
	• Steve Gebert: What things would you like changed as you commented. Can we see monthly reports?			
	• Steve Simkins: I need good network performance as we will need good voice performance		add voice and video performance not just voice.	
	• Dan Kerschbaum: Bulk of IPT sites are not satellite sites. Correct.			

	Help Desk Discussion:			*Suggest that Valleri Collins (ETS Incident Manager) is included in any futher Help Desk questions/clarification. Ticket escalation information was provided within the RFP and additional information was shared. Process will need to be clarified.*
	• Dan Kerschbaum: Bundle 4 Help Desk process/ Ticket transfer and escalation?			
	• Steve Simkins: Classify between tier 0 and tier 1. Service Center takes call and does this.			
	• Network problem is escalated to CNCC. If not solved, then Tier 2 escalation over to Steve Simkins: and Justin Mora: and Selena Dobbs		Currently Service Desk escalates its Tier 0 to CNCC Tier 1 and if they are unable to resolve passed to Tier 2 (ETS NSS and IPSG) and if not resolved by Tier 2 goes to Tier 3 Steven Simkins	
	• Dan Kerschbaum: In the next revision of the Help Desk does the CNCC remain?			
	• Frances LaChapelle: Duties formerly performed by CNCC will now be ACS' responsibility.			*Disagree - this will need to be clarified, since GCI is still the face of ETS we will need to run through the processes of how any ticket will be handled between GCI/ACS and how it is idenitfied as a SOA ticket so that it recieves the correct attention.*
	• Dan Kerschbaum: Understood and that aligns with our expectations as well.			*Statement above applies*
	• Steve Simkins: We still need to see some of the same alarms.			*Statement above applies*
	• Dan Kerschbaum: Tier 0/1 do they look at circuit?			*Statement above applies*
	• Steve Simkins: No.			*Statement above applies*
	• Dan Kerschbaum: Do you send to CNCC?			*Statement above applies*
	• Steve Simkins: Service center is very basic service – they send to NOCC			*Statement above applies*
	• Dan Kerschbaum: Who would we transfer it back to CNCC if we determine it is not our problem?			*Statement above applies*

	• Steve Simkins: When it's a circuit problem you follow it.		As the Bundle 2 Tier 1-3 escalation support provider. Bundle 2 support then engages the carrier of the circuit in question (GCI/ACS/AT&T/SATS/etc.) and takes ownership to see it is resolved.	*Statement above applies*
	• Dan Kerschbaum: But if it's a GCI Ckt issue, do we use SDM to transfer back to you? Or different process?			*Statement above applies*
	• Selena Dobbs: Yes, AT&T has SOA SDM. But don't troubleshoot.		AT&T is for orders only now I believe, same as ACS.	*Statement above applies*
	• Dan Kerschbaum: Need to work through our control of ticket and how we manage the ticket or gets transferred back to GCI.			*Statement above applies*
	• Steve Simkins: There is a doc for QoS which Dan will get at right time during discovery		Again subject changed here from processes to QoS. Referred Dan to Cisco Medianet QoS recommendations (RFC 4594 based)	*Statement above applies*
	Bundle Interfaces:			*This will be clarified once the RFP is awarded. Additional Engineering meetings will be required for futher clarification.*
	• Dan Kerschbaum: Need to come to conclusion of dependencies between bundles.			
	• Steve Simkins: Agreed			
	• Dan Kerschbaum: Our core transport is part of that. That implementation is not changing on Day 1.			
	• Steve Simkins: That local circuit is not part of the core but ACS still manages router.		Per the RFP and confirmed by SOA ETS the local ME circuits were not in scope of the CORE Services Bundle 2 but the support of the routers/switches is.	
	• Dan Kerschbaum: Existing VTC doesn't run on core network.		Existing Voice YES, Existing Video NO	
	• Frances LaChapelle: Voice and video will ride converged network.			
	• Dan Kerschbaum: No issues, 10 cores sites but outside will be addressed individually			
	Project Planning:			
	Dan Kerschbaum: In near future progression will be:			
	• Award			
	• Discovery			
	• Finalization of Transition Plan			

	• Execution of Transition Plan			
	• After 1/1, first step is Admin control			
	• period of stabilization			
	• Internet cut.			
	• Then GCI is done with Bundle 2 services			
	• Alaska Communications assumes control.			
	Steve Simkins: Might need to change order of some of those.			
Gebert	Dan will provide draft schedule to GCI and ETS to review and provide feedback.			
Simkins	We need to remove configs and move onto ACS		This was in reference to the Internet feeding routers.	
Kerschbaum	At a point we identify Internet feeds and devices on SOA side and what terminations. If GCI owns device then we develop a plan to replace. Eventually terminates at SOA-owned level.			
Kerschbaum	Discussion of devices. My point is when we are fully operational, are those devices owned by State, or do they need to be replaced?			
Team	The team discussed ACS, SOA, and GCI- owned devices and pulling and reconfiguring.			
	The team discussed technical specifications of needs/requirements for cross connect functions:			
Kerschbaum	Will need to be GCI cross connect.	This refers to the connections at SADC	Fiber connections to be specific	
LaChapelle	It is a cross connect. Reciprocal fees will be placed.			
	Physical Gig Interfaces and Cross connect:			
	The team discussed physical Gig interfaces and further connection to cross connect requirements.			
	Dan Kerschbaum: So today circuit ordered that goes out of SADC is charged to SOA?			
	Dan Kerschbaum: Circuit to location X, 1st is GCI carried to the end. Do you have to order cross connect?			
	Justin Mora: No but we pay for two ports.			
	Dan Kerschbaum: So if you order circuit to Z from another provider, third-party provider is paying GCI for access to provider.			
	Steve Simkins: Physical end building cross connect is the hang up.		Physical SADC in-building (Telco Meetme-ACS to SOA Data Center Meetme point Cabinet A-2) cross-connect is the hangup	
	Timeline:			
LaChapelle	Current Contract Extension is Dec 17th then it expires			*Acknowledged*
Gebert	We need critical dates to avoid from SOA so we can incorporate into project schedule.			
Dobbs	SOA will provide.			*Provided to Jason Soza 09.22.2014*
Gebert	Dan will take first pass at timeline and share with Steve and Frances LaChapelle for alignment. Then walk through and present to the SOA see if it works.			
Dobbs	I will be out of office Oct 10-23.			

Gebert	Regarding the in-flight projects, we need a list showing which projects will complete prior to turnover, which will carryover, and any that should be deferred until after turnover.			
Simkins	Agreed		List will be provided closer to the hand-off as we appear to have additional time to complete many of the project is the queue.	
LaChapelle	Going on the right track, getting a schedule for next step is important.			
Gebert	Nike will send notes tomorrow. Dan will get timeline to send out tomorrow.			
Kerschbaum	Will want to meet with SSO soon after award.			
	Adjourned: 3:48 pm			

QUESTION AND ANSWER SUMMARY

QUESTION AND ANSWER SUMMARY

1. BCP Plan/definition (as discussed at the last meeting). How will ACS provide resilient connectivity with the current proposal?

   ACS will deliver resilient core transport as depicted in our core network topology diagram.

2. General question – Page 4 – costs are outlined for the 2GB and 1GB internet. What are the cost increments for an additional 1GB, 2GB etc.? Should those be negotiated now?

   These costs can be negotiated during contract forming.

3. General question – what is the expected termination clause? In my prior life, I was able to negotiate with the carrier to agree to a multi-year deal, with a 30-day out, no questions asked, clause. This proved to be excellent leverage tool to use over the course of the contract.

   ACS agrees to discuss termination clauses during contract forming.

4. Page 10 Section B – Provide access to the monitoring tool(s) to State of Alaska/ETS authorized users. Q. Are there any licensing costs/user capacity limitations to the tool(s)? (e.g. how many users can SOA have on the tool(s)?)

   Alaska Communications confirms no additional cost for a reasonable number of State of Alaska users; approximately 20-30.

5. Page 10 Section B – Monitor bandwidth utilization and WAN SLA performance where applicable for Core Backbone circuits. Q. Are there any metrics with respect to network latency that are to be written in to the contract? 2GB WAN and 1GB Internet are fantastic capacities compared to the current service, but if the network round trip times are over 200ms, that may not make for happy users. Can we agree to an SLA of what would be the ideal target for 'low' latency between the major locations? If the provider doesn't meet the latency times, build in penalties in the form of credits to SOA.

   Please refer to the proposed SLAs included in the attachments to this document.

6. Page 11 Section 2.4.4. General comment about firewall, dmz & vpn management/administration

– I believe this is somewhere but I couldn't see it – Management/Admin of those devices will be done in line with the current SOA policies and procedures such as defined by the various stakeholders (SSO, Service Management (SDM/CAB), NSS, SATS)

ACS understands and will review requirements with SSO to ensure compliance.

7. Page 10 section B – States that monitoring is up to 600 devices and discussed that it was unsure of the support of VoIP devices. Assumptions on page 14 states WAN devices may also provide IPT functionality and co-management of these devices may be necessary. The is understood by myself that it is recognized that the VoIP will need management, monitoring and repair of these items. If the RFP is awarded to the vendor – they will be able to get an accurate number of devices once security background checks have cleared.

   ACS understands SOA will clarify the number of devices to be managed by Bundle 2 provider during contract formation.

8. Page 14 Internet Access Capacity - Proposal states it will be a 1 G ingress/egress point. The port is provisioned to be a 2 G link. The following statement I am in need of clarification. "Billed at 1G aggregate, on demand above aggregate 1G billed on 95% basis.

   See Clarification Document Section 2.b, subsection 2.4.8, page 13

9. Page 15 Wireless Support - On the SOA side we need to define exactly what we require ACS to perform.

   ACS will work with SOA to clarify these requirements during contract formation.

SERVICE LEVEL AGREEMENTS

Category	Service Hours	Service Level	Measurement	Notes	Liquidated Damages*
Bundle 2 Core Transport SLA - Availability	24x7x365	99.999%	Uptime of Alaska Communications provided core transport as a percentage of scheduled uptime	Core Transport availability will be measured over a 1-month period measured from 12:00:01AM of the first day of the month to 12:00:00AM of the 1st day of the subsequent month	25% of the Monthly WAN charge for any month in which the average of segments is below the target service level*
Bundle 2 Core Transport SLA - Latency	24x7x365	<=40ms(one-way)	Core transport guarantee of average one-way transmission latency of 40 milliseconds or less for traffic delivered between the SOA Anchorage POP and other Core Site	Core Transport latency will be measured over a 1-month period measured from 12:00:01AM of the first day of the month to 12:00:00AM of the 1st day of the subsequent month	25% of the Monthly WAN charge for any month in which the average of segments is below the target service level*
Bundle 2 Core Transport SLA – Jitter	24x7x365	<= 5ms	Maximum jitter of 5 milliseconds or less for priority traffic delivered between the SOA Anchorage POP and other Core site	Core Transport Latency will be measured over a 1-month period measured from 12:00:01AM of the first day of the month to 12:00:00AM of the 1st day of the subsequent month	25% of the Monthly WAN charge for any month in which the average of segments is below the target service level*
Bundle 2 Core Transport SLA - Packet Delivery	24x7x365	99.9%	Percent of packets delivered on Alaska Communications provided core transport >= 99.9%	Core Transport Packet Delivery will be measured over a 1-month period measured from 12:00:01AM of the first day of the month to 12:00:00AM of the 1st day of the subsequent month	25% of the Monthly WAN charge for any month in which the average of segments is below the target service level*

*The credits for a month cannot total more than 50% of the Monthly WAN charge for that month unless a service outage lasts for more than 48 hours, in which case the credit is capped at 100% of the WAN charge for that month.

SAMPLE PERFORMANCE REPORTS

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Home | Alarm Console | Network | Server Dashboards | Reports | Design | Configuration | Administration Portal

UnifiedServiceManager

Name | Search | Actions

Groups > ACS Demo Client (12)

0 Alarms	1 Alarms	0 Alarms	0 Alarms	0 Alarms	0 Alarms	0 Alarms	0 Alarms	0 Alarms	0 Alarms
cs10.prv.den.acs...	cs11.prv.den.acs...	cs2.prv.den.acsa...	cs3.prv.den.acsa...	cs6.prv.den.acsa...	cs9.prv.den.acsa...	demo.ps.gdt.oss....	l0-pe01.anc.oss....	prt10079.prv.den...	rproxy
1 Alarms	0 Alarms								
us.co1.cb3.glbdn...	www.google.com								

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UnifiedServiceManager

Name | Search | Actions

- Groups (16)
  - ACS Demo Client (12)
    - cs10.prv.den.acsalaska.net
    - cs11.prv.den.acsalaska.net
    - cs2.prv.den.acsalaska.net
    - cs3.prv.den.acsalaska.net
    - cs6.prv.den.acsalaska.net
    - cs9.prv.den.acsalaska.net
    - demo.ps.gdt.oss.prv.acsalaska.net
    - l0-pe01.anc.oss.prv.acsalaska.net
    - prt10079.prv.den.acsalaska.net
    - rproxy
    - us.co1.cb3.glbdns2.microsoft.com
    - www.google.com
  - ACS Demo Environment (16)
  - Network (10)
  - Operating Systems (6)
  - Server (2)
- Geo View
- Inventory (20)
- Search Results (0)

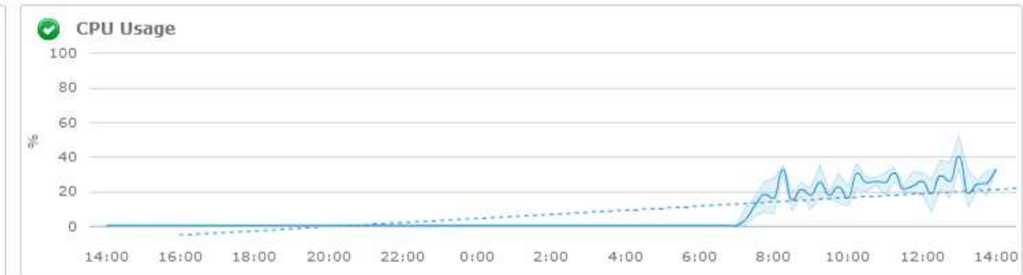
System | Alarms | Metrics | Groups | Reports

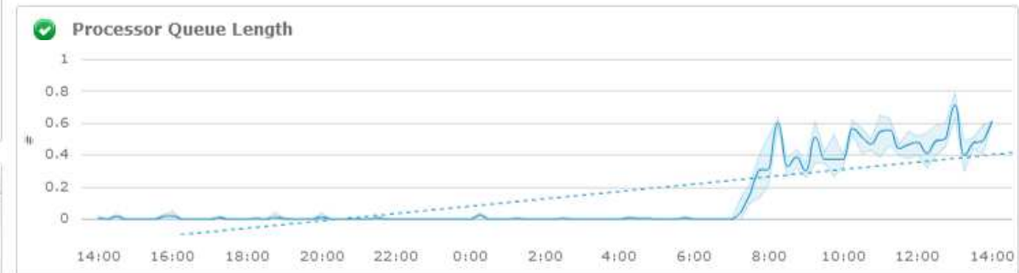
demo.ps.gdt.oss.prv.acsalaska.net

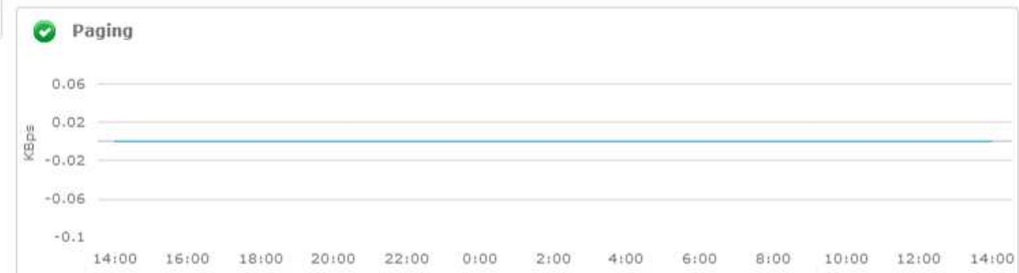
Name:	demo.ps.gdt.oss.prv.acsalaska.net
IP Address:	10.250.20.56
Dedicated:	Host
OS Type:	UNIX
OS Name:	Linux
OS Version:	2.6
OS Description:	Linux 2.6.32-431.23.3.el6.x86_64 #1 SMP Thu Jul 31 17:20:51 UTC 2014 x86_64
Origin:	ACS-DemoClient
MAC Address:	00-16-3E-2F-F3-8D
Nimsoft Type:	Hub

Alarms: 0

Disk	Usage
/	11.93 %
/boot	21.28 %
/dev	0.00 %
/dev/shm	0.00 %







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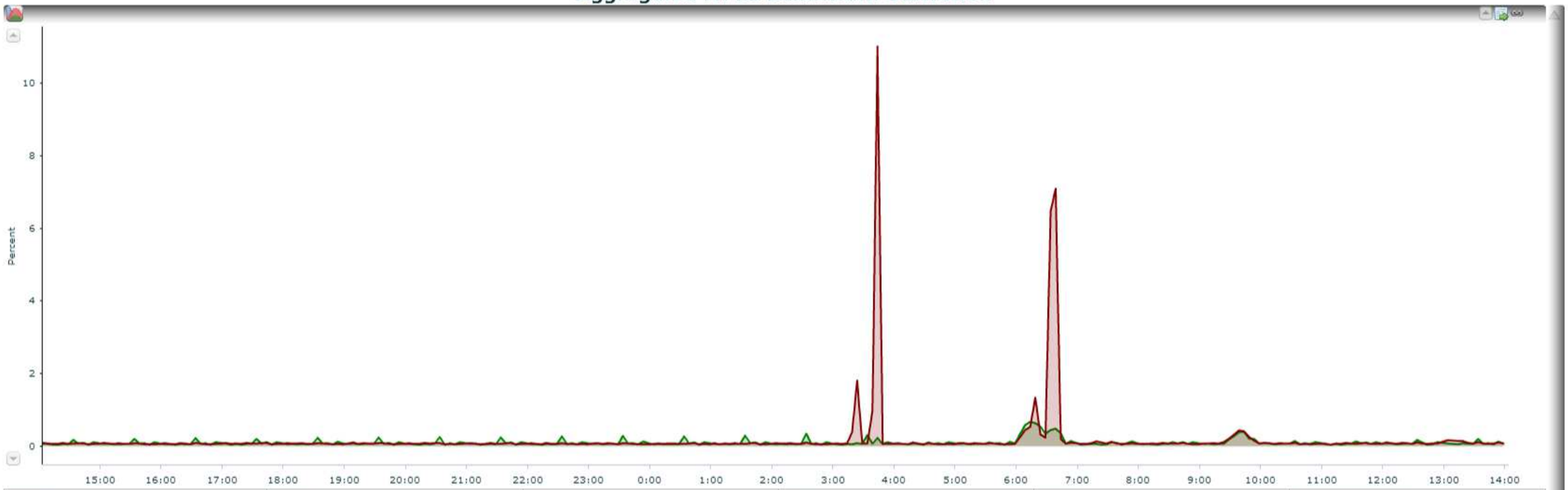
PerformanceReportsDesigner

Aggregated MPLS Bandwidth Utilization



Source	Target	Min	Max	Average	Standard Deviation
l0-pe01.anc.oss.prv.acsalaska.net	GigabitEthernet0/1.4010-mpls layer	0.05 %	0.68 %	0.10 %	0.08 %
l0-pe01.anc.oss.prv.acsalaska.net	GigabitEthernet0/2.4011-mpls layer	0.05 %	11.01 %	0.18 %	0.75 %

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Cisco Device CPU Performance

Device CPU Performance

Host	Last 5 sec	Last 1 min	Last 5 min
cs6.prv.den.acsalaska.net	39.00 %	41.00 %	40.00 %
cs3.prv.den.acsalaska.net	41.00 %	41.00 %	40.00 %
cs11.prv.den.acsalaska.net	6.00 %	7.00 %	8.00 %
pe01.anc.oss.prv.acsalaska.net	10.00 %	7.00 %	6.00 %
cs9.prv.den.acsalaska.net	1.00 %	1.00 %	1.00 %
cs2.prv.den.acsalaska.net	0.00 %	1.00 %	1.00 %
cs10.prv.den.acsalaska.net	1.00 %	1.00 %	1.00 %

Showing 7/7 rows.

Cisco Device Memory Performance

Device Memory Performance

Host	MB Used	Free	Percent Free
cs3.prv.den.acsalaska.net	2.45 MB	0.71 MB	22.00 %
cs6.prv.den.acsalaska.net		0.82 MB	26.00 %
cs10.prv.den.acsalaska.net	16.19 MB	15.81 MB	49.00 %
cs2.prv.den.acsalaska.net	16.24 MB	15.76 MB	49.00 %
cs9.prv.den.acsalaska.net	16.12 MB	15.88 MB	49.00 %
cs11.prv.den.acsalaska.net	19.67 MB	52.52 MB	72.00 %
pe01.anc.oss.prv.acsalaska.net	57.32 MB	323.08 MB	84.00 %

Showing 7/7 rows.

Cisco Device Buffer Misses

Device Buffer Misses

Host	Small	Medium	Big	Large	Very Large	Huge
cs11.prv.den.acsalaska.net	0.00 #	0.00 #	0.00 #	0.00 #	0.00 #	3.00 #
pe01.anc.oss.prv.acsalaska.net	0.00 #	0.00 #	0.00 #	0.00 #	0.00 #	0.00 #
cs9.prv.den.acsalaska.net	0.00 #	0.00 #	0.00 #	0.00 #	0.00 #	0.00 #
cs6.prv.den.acsalaska.net	0.00 #	0.00 #	0.00 #	0.00 #	0.00 #	0.00 #
cs3.prv.den.acsalaska.net	0.00 #	0.00 #	0.00 #	0.00 #	0.00 #	0.00 #
cs2.prv.den.acsalaska.net	0.00 #	0.00 #	0.00 #	0.00 #	0.00 #	0.00 #
cs10.prv.den.acsalaska.net	0.00 #	0.00 #	0.00 #	0.00 #	0.00 #	0.00 #

Showing 7/7 rows.

Cisco Device Environment Status

Device Environment Status

Host	Fan State
cs10.prv.den.acsalaska.net	Normal
cs2.prv.den.acsalaska.net	Normal
cs11.prv.den.acsalaska.net	Normal
cs9.prv.den.acsalaska.net	Normal
pe01.anc.oss.prv.acsalaska.net	
cs6.prv.den.acsalaska.net	
cs3.prv.den.acsalaska.net	

Showing 7/7 rows.

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UnifiedServiceManager

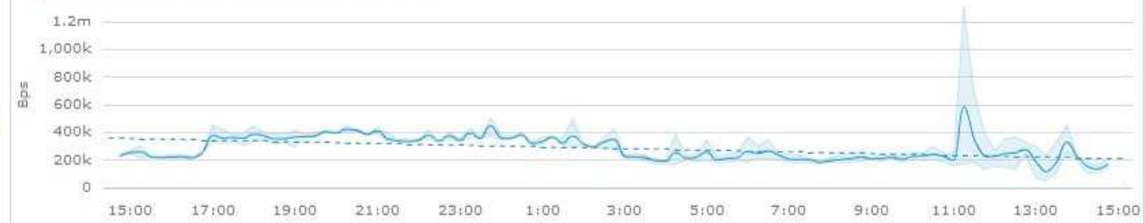
Name | Search | Actions

- Groups (16)
  - ACS Demo Client (12)
  - ACS Demo Environment (16)
  - Network (10)
    - cs10.prv.den.acsalaska.net
    - cs11.prv.den.acsalaska.net
    - cs2.prv.den.acsalaska.net
    - cs3.prv.den.acsalaska.net
    - cs6.prv.den.acsalaska.net
    - cs9.prv.den.acsalaska.net
    - l0-pe01.anc.oss.prv.acsalaska.net
    - prt10079.prv.den.acsalaska.net
    - us.co1.cb3.glbdns2.microsoft.com
    - www.google.com
  - Operating Systems (6)
  - Server (2)
- Geo View
- Inventory (20)
- Search Results (0)

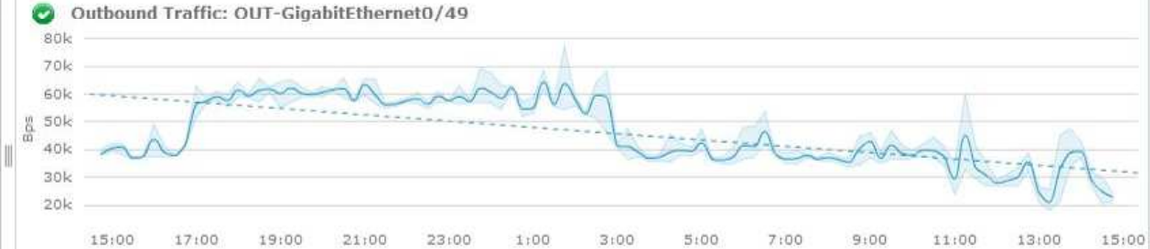
System | Alarms | Metrics | Groups | Reports

- Network
  - Device
    - CPU
    - Environment
    - Interface
      - GigabitEthernet0/49
    - Memory
    - System
  - Protocol

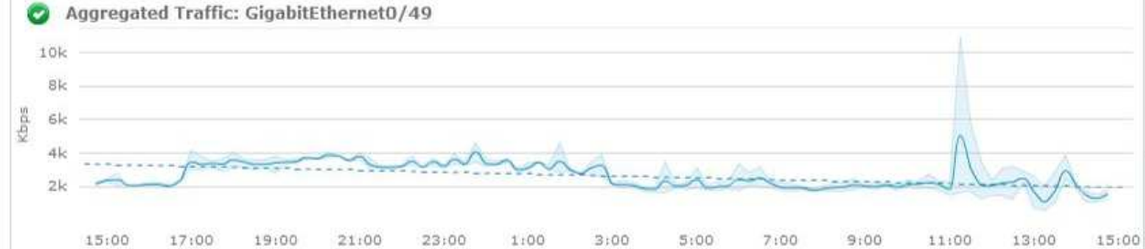
Inbound Traffic: IN-GigabitEthernet0/49



Outbound Traffic: OUT-GigabitEthernet0/49



Aggregated Traffic: GigabitEthernet0/49

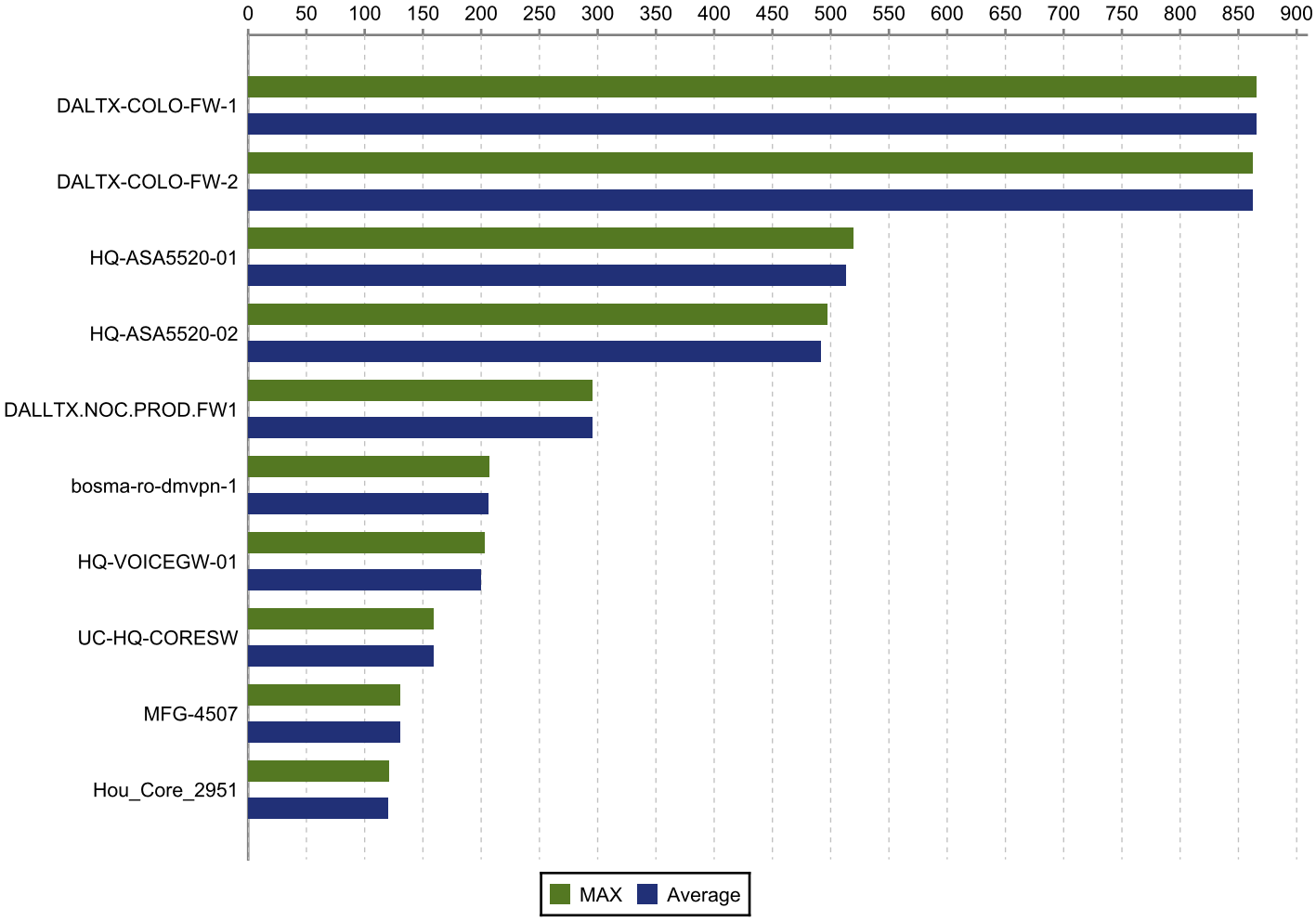


Inbound Traffic: IN-GigabitEthernet0/49

Cisco by Memory Used (MB)

Top 10 for last day

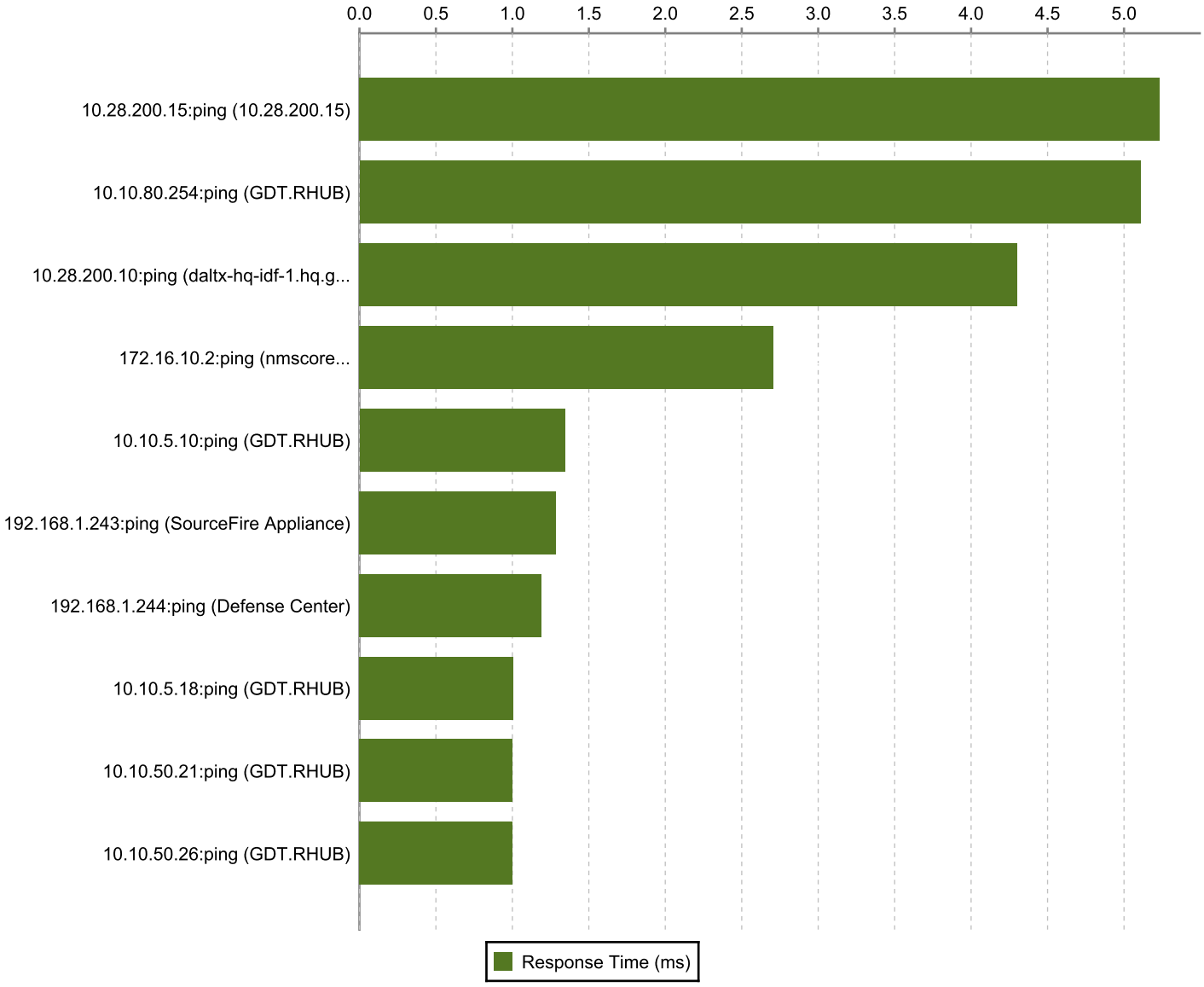
Source	Target	Average	Min	Max
DALTX-COLO-FW-1	Memory Used	865.05	864.86	865.34
DALTX-COLO-FW-2	Memory Used	861.99	861.93	862.05
HQ-ASA5520-01	Memory Used	513.25	511.79	519.00
HQ-ASA5520-02	Memory Used	491.84	490.71	496.74
DALLTX.NOC.PROD.FW1	Memory Used	295.17	294.98	295.37
bosma-ro-dmvpn-1	Memory Used	206.34	206.28	207.13
HQ-VOICEGW-01	Memory Used	199.44	199.03	202.93
UC-HQ-CORESW	Memory Used	159.01	159.01	159.02
MFG-4507	Memory Used	130.12	130.10	130.57
Hou_Core_2951	Memory Used	119.76	119.56	121.09



Hosts by Response Time (ms)

Top 10 for last day

Source	Target	Average	Min	Max
10.28.200.15	10.28.200.15:ping	5.23	1.00	21.00
GDT.RHUB	10.10.80.254:ping	5.11	2.00	792.00
daltx-hq-idf-1.hq.gdt.corp	10.28.200.10:ping	4.30	1.00	18.00
nmscore01.generaldatatech.com	172.16.10.2:ping	2.71	1.00	29.00
GDT.RHUB	10.10.5.10:ping	1.34	1.00	85.00
SourceFire Appliance	192.168.1.243:ping	1.29	0.00	16.00
Defense Center	192.168.1.244:ping	1.19	0.00	15.00
GDT.RHUB	10.10.5.18:ping	1.01	1.00	3.00
GDT.RHUB	10.10.50.21:ping	1.00	1.00	1.00
GDT.RHUB	10.10.50.26:ping	1.00	1.00	1.00



SAMPLE INVOICE

STATE OF ALASKA
PO BOX 110206
JUNEAU, AK 99811

Account Number	1234567
Invoice Date	August 1, 2014

Bill-At-A-Glance

Balance Outstanding		**$ 0.00**
ACS Internet Services	40,000.00	
Current Billing Total		**40,000.00**

Amount Due by August 24, 2014 $ 40,000.00

Check your account balance and pay online at www.alaskacommunications.com

Contact
Alaska Communications
In Anchorage 563-8000
Toll Free 1-800-808-8083

Alaska Communications
System Holdings, INC.
TIN 91-1921377

Beginning July 1, 2014, local exchange subscribers in Alaska will see an increase in their local telephone bills. The *Access Recovery Charge* is increasing from $.53 to $.64 per line for residential services; multi line business services from $1.06 per line to $1.29 per line. In addition, the *Network Access Fee* will increase to $5.25 per line beginning August 1, 2014 for service areas outside of the Anchorage community.

Please fold on perforation below, detach and return with your payment made payable to Alaska Communications Systems for the total amount due.

P.O. Box 196666
Anchorage, AK 99519-6666

Account Number	1234567
Invoice Date	August 1, 2014

Total Amount Due by August 24, 2014 $ 40,000.00

Please let us know if you would like to update your mailing address:

Name:

Company Name:

Address:

City: **State:** **Zip:**

------ manifest line ---------

State of Alaska
PO BOX 110206
Juneau AK 99811

00005380020 10100001897140 6000053800

ABOUT US
Alaska Communications, an Alaska-based group of companies headquartered in Anchorage, is the state's leading, full-service telecommunications provider, offering reliable, high-quality telecommunications service to more than 70 communities. We provide facilities-based local telephone, wireless, data, network, long distance and Internet service throughout Alaska.

INTERNET TECHNICAL SUPPORT
Internet support information is available at www.alaskacommunications.com or call us at 1-800-808-8083.

BILLING INFORMATION
In addition to the charges for Alaska Communications services, this bill may contain charges from other companies for which we bill; however, all charges are combined into one Total Amount Due. If a payment has already been made towards these charges, please deduct it from the total amount due. When a bill is not paid in full, all companies represented on the bill will receive an equal allocation of the payment received. To the extent that such allocations result in a payment shortfall, any of these companies may pursue collection measures including service disconnection. To avoid having your local telephone service disconnected for non-payment when a bill is not paid in full, customers need to clearly designate the portion of payment intended for local service. Applicable local service charges are designated with an asterisk (*). Failure to remit the amount due by 6:00 p.m. on the indicated due date may result in a late fee being assessed. A deposit may also be required.

CHARGES FOR PAY-PER-CALL (900) SERVICE
Pay-per-call (900) telephone charges may be disputed if you believe the charges are unauthorized, fraudulent or illegal. Your telephone service may not be disconnected for failure to pay for pay-per-call telephone service. The "900" service provider may exercise its right to collect for legitimate charges. Access to pay-per-call (900) services may be involuntarily blocked for failure to pay legitimate charges. Pay-per-call (900) number blocking is available upon request.

The Regulatory Commission of Alaska number is 276-6222 (in Anchorage) or 1-800-390-2782 (outside Anchorage). Consumers may contact the RCA for inquiries or disputes regarding local or intrastate service that cannot be resolved directly with the company. The Federal Communications Commission can be contacted at 1-888-225-5322 for assistance regarding interstate service that cannot be resolved directly with the company.

CONTACTING ALASKA COMMUNICATIONS
Visit www.alaskacommunications.com to learn more about our products, services, find a retail location or to learn more about Alaska Communications in your community. Alaska Communications Customer Service can be reached at 1-800-808-8083.

Please send all mail correspondence to:
Alaska Communications Systems 600 Telephone Avenue Anchorage, Alaska 99503

5 EASY WAYS TO PAY YOUR BILL
Auto-pay-This option authorizes Alaska Communications to automatically charge your Alaska Communications account balance to your VISA, MasterCard or Discover every month. Go to www.alaskacommunications.com/Account/Bill-Payment-Options.aspx for more information.
Online Bill Pay-Pay all of your Alaska Communications invoices quickly and securely, with one easy transaction. You can use VISA, MasterCard, Discover or an electronic check that draws funds from your checking account. Go to www.alaskacommunications.com for more information.
Phone-Use our 24-hour automated phone system to pay your bill using VISA, MasterCard or Discover anytime. No hold times. No standing in line. Call 563-EASY (1-800-808-8083 outside Anchorage).
Mail-Send your payment in the return envelope provided with your bill. Include the payment form from your bill and write your account number on your check.
Payment Kiosk-Our self-serve kiosks accept cash, personal checks or credit cards. Kiosks are available during store hours in select Alaska Communications store locations. Go to http://www.alaskacommunications.com/Online-Care/Find-a-Store.aspx to find a payment kiosk in your area.

Account Number 1234567
Invoice Date August 1, 2014

ACS Internet Services

Internet Monthly Services		
WAN Services	7/1/2014 - 7/31/2014	$40,000.00
Additional Core Backbone	7/1/2014 - 7/31/2014	TBD
Additional Core Internet	7/1/2014 - 7/31/2014	TBD
Subtotal Internet Monthly Services		**$40,000.00**

Total ACS Internet Services $40,000.00