



NASPO
ValuePoint

Solicitation # CJ18012

Wireless Data, Voice, and Accessories RFP

Attachment B

Scope of Work

Section 1: General

1.1 Background

The State of Utah Division of Purchasing and General Services (“Lead State”) is requesting proposals for Wireless Data, Voice and Accessories in furtherance of the NASPO ValuePoint Cooperative Purchasing Program. The purpose of this Request for Proposal (RFP) is to establish Master Agreements with qualified Offerors to provide Wireless Data, Voice, and Accessories for all Participating States. The objective of this RFP is to obtain best value, and in some cases achieve more favorable pricing, than is obtainable by an individual state or local government entity because of the collective volume of potential purchases by numerous state and local government entities. The Master Agreement(s) resulting from this procurement may be used by state governments (including departments, agencies, institutions), institutions of higher education, political subdivisions (i.e., colleges, school districts, counties, cities, etc.), the District of Columbia, territories of the United States, and other eligible entities subject to approval of the individual chief procurement official and compliance with local statutory and regulatory provisions. The initial term of the master agreement shall be 5 (Five) years with renewal provisions for an additional 5 (Five) as outlined in Section 3 of the NASPO ValuePoint Master Terms and Conditions (Attachment A).

1.2 Order of precedence

Per the NASPO ValuePoint Master Terms and Conditions, Participating Addenda (called “PA”) will have precedence over the Master Agreement within the participating jurisdiction.

1.3 Green Awards

End users of the Master Agreements that derive from this solicitation may have requirements to purchase products and services that adhere best practices of sustainability and environmental consciousness. Offerors should anticipate addressing these needs as they arise in the Participating Addendum process.

1.4 E-Rate

To the extent the services offered are subject to the E-rate discount program, all award Contract Vendors must commit to participation in the Federal Communication Commission's E-rate discount program established under authority of the Federal Telecommunications Commission Act of 1996. Participation in, and implementation of, this program must be provided without the addition of any service or administration fee by the Contract Vendor.

1.5 Net Neutrality

Recent changes by the Federal Communications Commission in their rules related to the issue of Net Neutrality have increased state's interest in promulgating their own law, rule and policies on this topic. This solicitation will have no requirements related to Net Neutrality for the Master Agreements. It is anticipated, that this issue will be pertinent in the Participating Addendum process. Attachment P contains a description of each state's net neutrality law, rule and policy available to the Lead State at the time of this posting. States have been given the opportunity to contribute to Attachment P to set expectation regarding net neutrality in the PA process. Potential participating entities will be made aware of this consideration by the Lead State in a reasonable fashion.

Section 2: Categories of Award

2.0 Overview of Award Categories

The products and services for this solicitation will be awarded in 4 (four) categories. These categories are:

Category 1-Cellular Wireless Services: This category will cover the basic cellular wireless transport services for voice, data and messaging, as well as any new basic transport services that may be introduced for applications like those defined for Internet of Things (IoT) applications. "Cellular wireless transport" is defined to mean carrier provided wireless services that employ a radio access network based on technologies defined by the Third Generation Partnership Program (3GPP). We are requesting pricing for both traditional cellular plans that include a subsidized mobile device as well as bring your own device (BYOD) plans where the user will supply their own mobile device and require only network service from the carrier.

Category 2- Equipment and Accessories: This category includes any equipment or accessories operating over cellular carrier provided network services or intended for use with cellular connected devices.

Category 3- Turnkey Wireless and IoT Solutions that are offered as a product: This category includes any of the wireless or IoT solutions or applications being offered as a complete product by the cellular wireless carriers or any other offeror(s).

Category 4- Alternative Wireless Transport Options: The category covers wireless network services other than those offered by the traditional cellular carriers. Those services may be based on specifications defined by the 3GPP or on standards from any other internationally recognized communication standard's body allowing for the incorporation of other.

2.1 Category 1- Cellular Wireless Services

This category will cover the basic cellular wireless transport services for voice, data and messaging, as well as any new basic transport services that may be introduced for applications like those defined for Internet of Things (IoT) applications. "Cellular wireless transport" is defined to mean carrier provided wireless services that employ a radio access network based on technologies defined by the Third Generation Partnership Program (3GPP). We are requesting pricing for both traditional cellular plans that include a subsidized mobile device as well as bring your own device (BYOD) plans where the user will supply their own mobile device and require only network service from the carrier.

This Award Category is for National Award only.

2.1.1 Definitions

3rd Generation Partnership Project (3GPP) The international standards body that covers cellular telecommunications network technologies (<http://www.3gpp.org>).

3G Third generation of wireless mobile telecommunication technology as defined by the 3rd Generation Partnership Project (3GPP).

4G Fourth generation of wireless mobile telecommunication technology as defined by the 3rd Generation Partnership Project (3GPP).

5G Fifth generation of wireless mobile telecommunication technology as defined by the 3rd Generation Partnership Project (3GPP).

Bandwidth Throttling The mechanism a service provider uses to reduce the data network capacity available to a user of its wireless services.

Bandwidth Throttling Threshold In "unlimited" cellular data plans, the data volume at which the carrier begins instituting bandwidth throttling for the balance of the billing period.

Bring Your Own Device (BYOD) Plans where the user will supply their own mobile device and require only network service from the carrier.

Cellular Wireless Carrier: A wireless carrier that owns the majority of its infrastructure and operates a mobile wireless network primarily utilizing standards developed by the 3GPP.

Cellular Voice A wireless voice telephone service offered by the cellular carriers.

Cellular Wireless Carrier-provided wireless services that employs a radio access network based on technologies defined by the 3rd Generation Partnership Program (3GPP).

Coverage Area The geographic area in which a carrier provides service. When located within this area, a subscriber with a compatible device should be able to access usable wireless services on that carrier's network or its partner networks.

FirstNet FirstNet is a government subsidized wireless network specifically designed for the needs of public safety users; access to FirstNet services will be limited to defined categories of users related to public safety. FirstNet was created under the Middle Class Tax Relief and Job Creation Act of 2012.

Individual Responsible (IR) Plan Discount Individual Responsible Accounts ("IRU") are accounts for products and services between offerors awarded a contract under this solicitation and individuals who are employees of eligible users of the Master Agreement. IRU accounts are for the personal use of individual employees of eligible end users of the Master Agreement.

Corporate/Government Responsible (CRU) Plan CRU plans are plans that are purchased by end users of the Master Agreement that is awarded from this solicitation.

Land Mobile Radio (LMR) Terrestrial-based, wireless communications systems, generally operating in the frequency range below 1 GHz, and commonly used by emergency responders to support voice and low-speed data communications.

Mission Critical Push-to-Talk (MCPTT) A new standard for public safety PTT systems (starting with 3GPP Rel. 13) that also operates over the cellular carriers' wireless networks and supports, among other capabilities, the ability for wireless stations to discover and communicate directly with other system users without relaying those transmissions through a cellular base station.

LTE (Long-Term Evolution) A 3GPP standard for high-speed cellular wireless communications.

Mobile Messaging The ability to compose and exchange electronic messages that may include text, audio, video and other symbols between two or more users of mobile phones, tablets or other devices.

Public Safety The functions of government, which ensure the protection of citizens, persons in their territory, organizations, and institutions against threats to their well-being.

Push-to-Talk (PTT) A method of wireless voice communications using a momentary button to switch the wireless device from voice reception mode to transmit mode; in a cellular PTT system, all transmissions are relayed over the carrier's radio channels and through a server installed in the carrier's network infrastructure. Transmissions are received by all stations within range of that particular radio channel and are part of that broadcast group.

Quality of Service (QoS) Mechanisms employed in packet switching networks that allows them to prioritize certain classes of traffic over others thereby providing better performance for those preferred classes with regard to transit delay, jitter (variation in transit delay), and packet loss.

Short Message Service (SMS)/Multimedia Messaging Service (MMS) Wireless services offered by the cellular carriers allowing users to exchange short text (SMS) or audio/video files (MMS). These services

are differentiated from other messaging services like Apple Messages and WhatsApp by the fact that they are offered by the cellular carriers and are typically charged as a separate item on the service plan along with voice and data.

Subsidized Plan Cellular plans where the carrier will provide a phone, or tablet at a subsidized price.

Wireless The transmitting of signals using radio waves instead of wires.

Wireless Carrier A provider of wireless communications services that owns or controls all the elements necessary to sell and deliver services to an end user including radio spectrum allocation, wireless network infrastructure, back haul infrastructure, billing, customer care, provisioning computer systems and marketing and repair organizations.

Wireless Data A communication service offered by mobile carriers that allows users to access the internet and other data services via its wireless networks using a smartphone, tablet or other cellular-connected mobile device.

Wireless Plan A bundled subscription offering from a cellular carrier providing some combination of services.

Wireless Priority Service (WPS) A government-directed emergency phone service managed by the Department of Homeland Security's Office of Emergency Communications (OEC). Like FirstNet for data services, WPS provides priority network access to wireless voice service (2G or VoLTE) exclusively to defined categories of qualified subscribers.

2.1.2 Subsequent Network Characteristics and Technology

This solicitation covers the addition of new technology and methods that are substantively similar to existing 3G, 4G, and 5G Network characteristics.

2.1.3 Plans

Offerors will define the rate plans to be available under the Master Agreement that results from this solicitation and must provide all details of every plan offered in Attachment G. At a minimum plan details should include the items listed in Attachment G if applicable.

Subsidized Plans

Subsidized plans are those that include a device to connect to the wireless network as a part of the monthly plan cost.

Bring Your Own Device Plans

Bring your own device plans are those that require the user to provide a device for connection to the cellular network or to pay for a device separately from the monthly service plan.

2.1.4 Legacy Plans

Plans covered by the predecessor Master Agreements administered by the State of Nevada (Contract No. 1907)(“Legacy Plans”) for purchasing entities who are currently enrolled will be included within the

scope of the Master Agreements awarded by this solicitation. All Legacy Plans must be described on Attachment G: Plan Coverage Attachment.

Discontinuance of Plans

Offeror will maintain plans if they are being used. Offeror may discontinue any plan or feature that has not had any active subscribers for at least the previous 90 days. Offeror to provide a minimum of 90 days notice to Lead State if a Plan is to be discontinued to end users.

2.1.5 Service Requirements

Designated Sales Point of Contact

Each Master Agreement awarded by this solicitation shall have a designated point of contact for sales purposes.

Designated Customer Service Point of Contact

Each Master Agreement awarded by this solicitation shall have a designated point of contact for Customer Service escalation purposes.

Designated Contract Manager

Each Master Agreement awarded by this solicitation shall have a designated point of contact who manages the contract and may be contacted by administrators of the Master Agreement or PAs.

2.1.6 Pricing Requirements

Subsidized Device Plans

Plans covered by the predecessor Master Agreements administered by the State of Nevada (Contract No. 1907) that offered phones at no cost are to be included by the Master Agreements awarded by this solicitation if the offeror is awarded under this solicitation. For any new plans offered under this contract, Proposers have the flexibility to include a subsidized phone in the plan cost or to require the user to provide a device or pay for it separately.

Financing

Financing is allowed under the Master Agreement, but may be subject to each PA as some jurisdictions may not allow Financing.

Individual Responsible (IRU) Plan Discount

Pricing Discounts for Individual Responsible plans by public employees are to be stated on the Cost sheet. See Section 5.

Waiver of Service Activation Fees

Service Activations Fees will not be allowed under the Master Agreements that derive from this solicitation.

Number Porting

Carrier must provide wired or wireless number porting to/from the mobile device with no charges or penalty.

Upgrade

Users must be able to upgrade or downgrade their service plan at any time with no limits and no restarting of service line contract terms.

Cancellation Fees

Carrier must provide for any participating entity the ability to cancel at least 25% of the active lines of service under contract (subsidized device) in any given year with no early termination fees or other cancellation fees.

Carrier must not assess any cancellation fee or early termination fee for any lines of service that are provided under a Bring Your Own Device option where subsidized equipment is not included in the monthly rate plan cost.

Activation and Billing

Carrier must not commence billing for a device until completion of an order and activation request is executed by the participating entity representative, the user or another individual designated by the participating entity representative. Specific billing and activation procedures may be refined within Participating Addenda.

Cost Sheet

Offeror must populate the cost sheet Attachment C. The plans identified in Attachment C are to be offered to end users and will be included in Attachment G. Offeror must also indicate a discount for plans available under the master agreement that results from this solicitation., that are not entered into Attachment C.

Plan Description

Offeror must include detailed descriptions of all new rate plans approved by the lead state by fully populating Attachment G with complete details related to each plan and feature offered under this contract.

Presentation

Offerors should propose plans that can be easily understood without complex restrictions and terms. Scoring will reflect the degree of concise and impactful plans – from flexibility and cost perspectives.

2.1.7 Internet of Things (IoT) Services

Data plans related to Internet of Things services are covered by this award category. Please describe your Internet of Things offering as it relates to Attachment L, Network Technology Questionnaire in your proposal.

2.1.8 Public Safety/Wireless Priority Service

2.1.8 PUBLIC SAFETY CATEGORY

The Wireless Services Provider (Offeror) will describe how their proposal if and how they intend to provide an exclusive, dedicated broadband network for public safety communications to public safety entities and first responders.

Offeror will describe if and how they would provide for a dedicated network exclusive for use by emergency response providers such as Federal, State, and local emergency public safety, law enforcement, emergency response, emergency medical (including hospital emergency facilities), and related personnel, agencies, and authorities; including Native American Tribes (Sovereign Nations) or authorized tribal organization and rural communities, unincorporated town or village, or other public entity.

Carriers will describe how their proposed services will have the ability to provide the most comprehensive, reliable coverage and highest priority for emergency communications, such as:

- Broadband LTE network allowing first responders and other public safety personnel to send and receive voice, data, video, images, push-to-talk and text without concerns about network congestion.
- Mobile Devices
- Mobile Device Management, to include Maintenance and Replacement
- Public Safety Applications and Solutions
- Assured Priority and Preemption when needed
- Network Security

Interoperability:

Interoperability is critical to all public safety agencies, therefore; The Wireless Service Provider (the Offeror), will describe how they enable comprehensive public safety broadband interoperability at all levels including the sharing of priority and preemption protocols, applications, and mission critical Push-to-Talk (MCPTT) communications and off-air device to device communications during an emergency situation.

Deployable Access:

The Wireless Service Provider (the Offeror) will describe how they will provide cellular connection in areas where service does not exist or where service fails during emergency circumstances. The Wireless Service Provider will describe how they provide dedicated access to Satellite Cell on Wheels and Portable Emergency Communications.

The Wireless Service Provider (Offeror) will describe additional deployable equipment for dedicated access in areas where service does not exist or where service fails during emergency situations.

Optional Services:

Additional Public Safety Services sold under the NASPO ValuePoint Master Agreement other than the requirements listed, must be properly reviewed and approved by the lead state.

Option to Terminate:

The NASPO ValuePoint Master Agreement is an additional procuring mechanism. The Wireless Service Provider (the Contractor) must agree; if a Public Service Entity chooses to utilize the NASPO ValuePoint Master Agreement, the procuring agency has the option to terminate their agreement at any time without added fees or penalties for cancellation.

The Lead State may cancel the Public Safety/Wireless Priority Service portion of the Category 1 Scope at any time. If the Lead State chooses to cancel the Public Safety/Wireless Priority Service portion of Category 1 Scope, it will provide contractors with 180 days notice.

No other Terms and Conditions, End User Agreements, or any other terms will be offered with the new product or service unless it is included in the Master Agreement.

2.2 Category 2- Equipment and Accessories

This category includes any equipment or accessories operating over cellular carrier provided network services or intended for use with cellular connected devices.

This Award Category is for National Award only.

2.2.1 Definitions

Accessories Any equipment, component or add-on accessory intended for use with cellular connected devices.

Equipment Any device operating over cellular carrier provided network. Does not include servers, desktops or laptop computing devices.

Cellular Devices Any phones or other equipment used to connect over wireless services offered by cellular carriers (Category 1).

2.2.2 Eligible Equipment and Accessories

Those products eligible as equipment and accessories under this solicitation, currently includes and may be expanded as technology advances:

- Basic Cellular Devices
- Smartphones - iOS, Android, Other

- Stand Alone, Integrated or USB Dongle Cellular Modems
- Wi-Fi/Cellular Routers
- Tablets that are cellular-network connected
- Other equipment with a primary purpose for communicating over the cellular carrier network, currently including:
 - Sensors
 - Cellular-enabled Video cameras
- Accessories:
 - Replacement Batteries
 - Cases & related accessories
 - Screen Protectors
 - Chargers
 - Cords / cables
 - Signal Boosters / antennae
 - Headsets and speakers for use with wireless devices

2.2.3 Service Requirements

Condition of Equipment and Accessories

All equipment and accessories provided under this contract must be new, unused and properly functioning when received by participating entity if priced as a new product.

Superseded, used, returned, or reconditioned items will be accepted if labelled as such in the sales order.

Trial Period

Contractor may allow for a designated trial period for testing/evaluating equipment and accessories without additional charges or fees if applicable. Offeror will describe the timeframe for the 'trial period' and procedures for implementing this policy in the sales invoice or purchase order.

Return of Equipment and Accessories

Any equipment or accessories that are not properly functioning when received by the participating entity must be replaced by the contractor with new and properly functioning equipment or accessories within 5 business days of the defective equipment or accessories being reported to the contractor.

Participating entities shall not be responsible for any costs related to the return and/ or replacement of any equipment or accessories that are returned due to quality problems, duplicate shipments or other shipping errors, outdated products or other issues related to non-compliance with terms of this agreement. Contractors must confirm in writing to the end user when returns are received.

Participating entities shall not be assessed restocking fees or any other fees for items trialed and then returned as unacceptable for any reason.

Offeror will allow for equipment and accessory purchases at all retail stores open to the public. Sales personnel at retail stores will be aware of pricing from the Master Agreement that results from this solicitation.

2.2.4 Pricing

Cost Sheet

See Attachment C for details for Award Category 2.

Financing

Financing is allowed under the Master Agreement, but may be subject to each PA as some jurisdictions may not allow Financing.

Individual Responsible (IRU) Plan Discount

Pricing Discounts for equipment and accessories offered to public employees with Individual Responsible plans are to be stated on the Cost sheet (Attachment C). See section 5 for additional details.

Shipping

Offeror if a Carrier must activate service on new equipment within 72 hours of request or shipping.

2.3 Category 3 – Internet of Things and other Turnkey Wireless Applications

This category includes any of the wireless or IoT solutions or applications being offered as a complete product by the cellular wireless carriers or any other offeror(s).

This Award Category may be for National Award, or Regional Award at the indication of the Offeror in their proposal. Offerors will indicate this preference in Attachment W.

Awards will be made in each individual sub-category of Category 3, not for Category 3 as a whole. An award in one sub-category does not entitle a vendor to offer products or services in any other subcategories for which they were not specifically awarded.

2.3.1 Definitions

Turnkey Wireless Solution For the purposes of this solicitation a Turnkey Wireless Solution is an integrated, on premise or hybrid system that includes three broad elements:

- End Points physical objects (things like sensors, cameras, end point devices, etc.) that contain embedded technology to sense or interact with their internal state or external environment and the ability to communicate with a remote application
- Network Services a wireless communication network providing M2M communication services or some other method of data transport connecting the dedicated physical objects with;
- Back Office Systems applications and central or back end systems (servers, software, operating systems, storage, etc.).

2.3.2 Turnkey Wireless Solutions

A Proposal shall fully disclose what is included in the Turnkey Wireless Solutions, including all operational components, training, services, equipment, licenses, third party agreements, any and all fees and performance guarantees.

Products and services offered by carriers/offerors under Legacy Plans that are now part of Category 3 awards under this solicitation will be part of the contracts that result from this solicitation if the carrier/offerors has also been awarded under that Category and Sub-category.

For example: MDM products under legacy plans may only be offered under the new Master Agreement if the Offeror is awarded under the MDM subcategory of Category 3 awards.

If an Offeror is not awarded a product under an Award Category 3 subcategory, but has provided a product or service under Legacy Plans, the offeror may continue to offer the product to end users already under contract. The product may not be offered to new end users unless the offeror has won award of the subcategory.

Turnkey Wireless Solutions Single Contract The provider offering a Turnkey Wireless Solutions may utilize subcontractors and partners to provide various elements of the system, but the system including all licensing rights will be covered by a single contract between the end user that purchases the system and the provider who is awarded a master agreement for this category of award.

Limited Related Service The provider shall provide support services as needed to install, maintain and enhance the system over the life of the system. These Limited Related Services shall be included in the system pricing. Installation services may be capped in proportion to the project at hand. The Proposal shall describe all related services that are included in the Turnkey Wireless System. The purchasing entity shall have the option to purchase additional services at pricing offered by the proposer and provide an hourly rate related to the project for the Additional Consulting or Integration Services.

Additional Consulting or Integration Services

- a. The purchasing entity shall have the ability to purchase consulting or integration services from the provider.
- b. Consulting Services – In Category 3, “Consulting Service” means planning, assessment and other professional consulting services provided by the offeror related to the public entities planning, design, assessing, operating or maintaining an IoT solution.
- c. Additional Services – In Category 3, “Integration Service” means the process of making new IoT devices, data, platforms and applications, as well as existing IT assets (for example, business applications, data, mobile, SaaS and legacy systems) work well together in the context of implementing end-to-end IoT business solutions. Integration services are not part of turnkey system or limited related service, but may be acquired from the provider or from a separate integration service provider at the sole discretion of the purchasing entity.

Limited Related Service and Additional Consulting or Integration Services will be billed at an Hourly rate will be included on the Cost Sheet (Attachment C) and will be included in the Master Agreement. The Hourly rate will be a blended rate and will encompass all related cost for these additional services.

2.3.3 Category 3 Subcategories of Award

See Attachment V for Category 3 Subcategory Definitions.

Evaluation and award in this Award Category will be done by each individual subcategory.

For example, proposals for Subcategory 3A will be scored together and will not include any proposals from any other subcategory.

Right to Refresh

This category of master agreements (Turnkey Wireless Solutions) may be reopened and refreshed at the sole discretion of the Lead State at any time. The refresh may allow additional Turnkey Wireless Solutions offering in the broad scope or by specifically identified sub categories. The Lead State reserves the right to change the methodology for award for all or any subcategories at the time of the refresh/reopen of the solicitation. Awards for Award Category 3 in any refresh solicitation will be given the same contract term as the initial award.

Data Protection

The provider shall:

- a. Specify the best available standards-based encryption technologies and options to protect sensitive data, depending on the particular service model that you intend to provide under this Master Agreement, while in transit or at rest.
- b. Describe whether or not it is willing to sign relevant and applicable agreements that may be necessary to protect data with a Purchasing Entity.
- c. Describe how it will only use data for purposes defined in the Master Agreement, participating addendum, or related service level agreement.
- d. Specify its data disposal procedures, policies and destruction confirmation process

Subcontractors

Providers must explain for each Turnkey Wireless Solutions offered if they intend to provide it directly or through the use of Subcontractors. Any Subcontractor that a Provider chooses to use in fulfilling the requirements of the solicitation must also meet all Administrative, Business and Technical Requirements of the RFP, as applicable to the solutions provided in this category.

- a. Offeror must describe the extent to which it intends to use subcontractors to perform contract requirements. Include each position providing service and provide a detailed description of how the subcontractors are anticipated to be involved under the Master Agreement.
- b. If the subcontractor is known, provide the qualifications of the subcontractor to provide the services; if not, describe how you will guarantee selection of a subcontractor that meets the experience requirements of the RFP.
- c. Include a description of how the Offeror will ensure that all subcontractors and their employees will meet all Statement of Work requirements.

2.3.4 Security For each Turnkey Wireless Solutions proposed include both a security disclosure statement.

Offerors for Award Category 3 must submit answers to Attachment S- Security Disclosure Statement in their proposal.

2.3.5 Client Infrastructure Impact and Support

Offerors will be willing to provide a description of the Impact and Support on End User infrastructure upon request Assessment what impacts the Turnkey Wireless application will have on the infrastructure used by purchasing entity, including the client's network, data storage and client owned and operated endpoints before installation. Offeror will at the time of purchase identify any support required by the purchasing entity to support the proposed Turnkey Wireless Solutions.

2.3.6 Client Infrastructure and Support

Unless the purchasing entity waives the requirement, the Offeror shall provide a description of the Impact and Support on the End User infrastructure. This shall include an assessment of impacts the Turnkey Wireless application will have on the infrastructure used by purchasing entity, including the client's network, data storage and client owned and operated endpoints before installation. The description shall also identify any resources required by the purchasing entity to support the proposed Turnkey Wireless Solutions.

2.3.7 Pricing Requirements

Cost Sheet

See Attachment C for details for Award Category 3.

No other Terms and Conditions, End User Agreements, or any other terms will be offered with the new product or service unless it is included in the Master Agreement at formation or by Amendment.

2.4 Category 4- Alternative Wireless Transport Services

2.4.1 Definitions

The category will cover wireless network services other than those offered by the traditional cellular carriers. Those services may be based on specifications defined by the 3GPP or on standards from any other internationally recognized communication standard's body allowing for the incorporation of other elements in the solution.

This Award Category may be for National Award, or Regional Award at the indication of the Offeror in their proposal. Offerors will indicate this preference in Attachment W.

Providers shall include a description of their infrastructure, services provided, and network technologies employed by completing Attachment U- Award Category 4 Questionnaire for each service proposed.

Providers shall identify plan pricing for each discrete connectivity service.

Connectivity Services within the scope Alternative

Data Transport may be updated as new technologies permit i.e. LTE 5 replacing LTE 4 etc.

Equipment used in concert with plans

If a piece of equipment is required to be used in order for end users to utilize plans under Award category 4, the equipment will be within scope of the contracts that result from this solicitation provided offerors include the equipment on the costsheet that becomes part of this contract.

2.4.3 Security

Offerors for Award Category 4 must submit answers to Attachment S in their proposal.

2.4.4 Cost

See Attachment C for details for Award Category 4.

Section 3: Award Criteria for Categories of Award

3.1 Category 1: Wireless Data and Voice

The Minimum Mandatory Requirements and Technical Scorable Criteria in this section are for the award category defined in Section 2.1

3.1.1 Minimum Mandatory Requirements (See Attachment D)

3.1.1.1 General Minimum Mandatory Requirements

Reporting Requirements - Offeror will adhere to reporting requirements listed in Section 6 and Attachments H-K as applicable.

Dedicated NASPO ValuePoint Representation - Offeror must designate centralized point(s) of contact for sales, customer service escalation and contract administration. These roles can be held by one individual or up to three different individuals, provided all points of contact report to the same supervisor or manager within the offeror's organization.

Financial Stability Attestation- Attachment R - Offeror must submit a filled out Attachment R Financial Stability Form. Including a Dun and Bradstreet "DUNS" rating and report.

Data Ownership Attestation - Unless otherwise specifically agreed to by the Purchasing Entity, the Purchasing Entity will own all right, title and interest in its data that is related to the Services provided by this Master Agreement. The Provider shall not access Purchasing Entity user accounts or Purchasing Entity data, except (1) in the course system operations, (2) in response to service or technical issues, (3) as required by the express terms of this Master Agreement, Participating Addendum, SLA, and/or other contract documents, or (4) at the Purchasing Entity's written request.

b. Provider and any Subcontractor shall not collect, access, or use user-specific Purchasing Entity Data except as strictly necessary to provide Service to the Purchasing Entity. No information regarding a Purchasing Entity's use of the Service may be disclosed, provided, rented or sold to any third party for any reason unless required by law or regulation or by an order of a court of competent jurisdiction. This obligation shall survive and extend beyond the term of this Master Agreement.

3.1.1.2 Category Specific Minimum Mandatory requirements

Five (5) years experience as a wireless provider Offeror must have at least 5 years providing services in this category.

Offeror must own at least 50% of its infrastructure Offeror must own at least 50% of the infrastructure used to support the network.

Call Infrastructure Ownership Offeror must carry at least 50% of network calls on infrastructure that they own.

Network Technology Questionnaire Offeror must fill out and submit the attached Network Technology Questionnaire, Attachment L.

Pricing Page Participation - Offeror will participate in the Pricing Landing Page requirements in Section 7.

Security Disclosure Statement Offeror must fill out the attached Security Disclosure Statement, Attachment S.

3.1.2 Technical Scorable Criteria (See Attachment E)

3.1.2.1 General Technical Scorable Criteria

Reporting Offeror will be scored based on their demonstrated reporting capabilities to end users, NASPO ValuePoint, and the Lead State. Flexibility and customizability in reporting is desired.

Company information Offeror will be scored based on the perceived capability, experience and expertise of their firm. Information that is not limited to but may include:

- a. Employee number and expertise
- b. Years of experience
- c. Infrastructure

- d. Coverage
- e. Financial health of company

Customer Service and escalation Offeror will describe how it will address customer service and escalation of issues. Committee will score based on the perceived effective customer service plan and any other related services offered.

3.1.2.2 Category Specific Technical Scorable Criteria

Services Offerings Offeror will be scored based on the perceived value of the services offered under this category

- a. Plan Variety Offered
- b. Availability of Advanced Network Services (e.g. Verizon OneTalk, T-Mobile DIGITS, etc.)
- c. Pooling Plan Availability/Flexibility
- d. Data Service Performance- Peak/Sustained, Upstream Downstream
- e. Bandwidth Throttling Threshold/Fallback Rate on Unlimited Data Plans
- f. Availability of Priority Voice and Data Network Services for the Public Safety Community
- g. Range, Availability and Coverage of IoT-focused Services
- h. Messaging Service Options (e.g. Rich Communications Service- RCS)
- i. Overall Quality of Network Service
- j. 3rd Party Certifications of Network Performance
- k. Network Reliability and Disaster Recovery Planning
- l. E911 Technology

Security Factors Offeror will be scored on their services, and offerings related to security. Items to be considered:

- a. Overall Approach To Network Security
- b. Use of standards-based internationally endorsed security standards and practices.
- c. Confirmation that all business and consumer billing information, phone numbers and other information collected in the provision of services is fully protected from intrusion or loss.
- d. Secure Transmission Services Offered (e.g. VPN Tunneling, MPLS integration, etc.)
- e. Apps/MDM
- f. Network Attributes

Network Technology Offeror will be scored based on the perceived effectiveness of their network technology. Offeror will provide a point-by-point response to the Network Technology Questionnaire (See Attachment L)

IRU Discount offering Offeror will be scored based on their IRU Discount offering. Items that will be considered:

- a. % off per customer
- b. Per bill, data plan, voice plan etc.

- c. Additional offered benefits to IRU accounts
- d. Ease in administration

Environmental Evaluation Criteria

Your proposal will be evaluated on the following environmental items. All Offerors are required to submit a point by point response to the following questions.

- A. EPEAT is a rating system designed to help large-volume purchasers evaluate, compare, and select electronic products based upon their environmental attributes. The EPEAT category for Mobile Phones is based in part on the ANSI/UL 110 Standard for Sustainability of Mobile Phones. The EPEAT registration criteria and a database of all registered products are provided at <http://www.epeat.net>. Provide the information requested below based on how your firm has made a public commitment to environmental and sustainability:
 - B.
 - 1. Provide a website link to your current environmental sustainability policy if available.
 - 2. Provide a website link to your most recent annual sustainability report if available.
 - 3. Information about any sustainable transportation practices and reduce the carbon intensity, also helping to reduce carbon emissions.
 - 4. Information about any sustainable packaging services your firm offers.
 - 5. Provide Information about how your firm recycles Devices or has a take-back- buy-back program.
 - 6. Any environmental certifications or awards your firm has received during the past 5 years.
 - C. Provide information on which of their proposed product devices meet the standards environmental criteria in sustainable standards listed below.
 - Bronze
 - Silver
 - Gold

This criteria addresses the life cycle of the products, including material extraction, hazardous substance reduction, end-of-life management, packaging and corporate sustainability.

- D. Mobile device products provided under this contract are required to have achieved a Bronze rating or higher in the EPEAT system in [COUNTRY/COUNTRIES]. [Purchaser] will prefer products that have achieved an EPEAT Silver or EPEAT Gold rating.

Proposers are required to provide [quarterly/semiannual/annual] reporting on the number of EPEAT-registered products purchased or leased under this contract, together with the total number of unregistered products purchased. For each piece of equipment sold/leased, EPEAT Registration Status (i.e. Bronze, Silver, Gold or Unregistered) must be provided. The information must be reported in aggregate in a matrix providing the following data:

Product Type	EPEAT Gold	EPEAT Silver	EPEAT Bronze	Unregistered
Mobile Phones				
TOTAL				

3.1.3 Cost Criteria (See Attachment C)

Attachment C lists the most common scenarios currently in use by NASPO users. Offerors must provide their most competitive plan that satisfies the requirements of each scenario. These plans will be included in in Attachment G.

Additionally, Offerors must provide complete detailed rate sheets for all plans and services offered to NASPO ValuePoint under Category 1, included all rate plans available under the existing Master Agreement (contract number 1907) in Attachment G.

Offerors will be asked to provide the discount off plans offered in this award category in Attachment C.

3.2 Category 2: Wireless Accessories and Equipment

The Minimum Mandatory Requirements and Technical Scorable Criteria in this section are for the award category defined in Section 2.2

3.2.1 Minimum Mandatory Requirements (See Attachment D)

3.2.1.1 General Minimum Mandatory Requirements

Reporting Requirements - Offeror will adhere to reporting requirements listed in Section 6 and Attachments H-K as applicable.

Dedicated NASPO ValuePoint Representation - Offeror must designate centralized point(s) of contact for sales, customer service escalation and contract administration. These roles can be held by one individual or up to three different individuals, provided all points of contact report to the same supervisor or manager within the offeror's organization.

Financial Stability Attestation- Attachment R - Offeror must submit a filled out Attachment R Financial Stability Form. Including a Dun and Bradstreet "DUNS" rating and report.

Data Ownership Attestation - **Unless otherwise specifically agreed to by the Purchasing Entity, the Purchasing Entity will own all right**, title and interest in its data that is related to the Services provided by this Master Agreement. The Provider shall not access Purchasing Entity user accounts or Purchasing Entity data, except (1) in the course system operations, (2) in response to service or technical issues, (3) as required by the express terms of this Master Agreement, Participating Addendum, SLA, and/or other contract documents, or (4) at the Purchasing Entity's written request.

b. Provider and any Subcontractor shall not collect, access, or use user-specific Purchasing Entity Data except as strictly necessary to provide Service to the Purchasing Entity. No information regarding a Purchasing Entity's use of the Service may be disclosed, provided, rented or sold to any third party for any reason unless required by law or regulation or by an order of a court of competent jurisdiction. This obligation shall survive and extend beyond the term of this Master Agreement.

3.2.1.2 Category Specific Minimum Mandatory requirements

Must ship to anywhere in the United States and territories

Must have at least 5 years as a provider of wireless equipment and accessories

3.2.2 Technical Scorable Criteria (See attachment E)

3.2.2.1 General Technical Scorable Criteria

Reporting Offeror will be scored based on their demonstrated reporting capabilities to end users, NASPO ValuePoint, and the Lead State. Flexibility and customizability in reporting is desired.

Company information Offeror will be scored based on the perceived capability, experience and expertise of their firm. Information that is not limited to but may include:

- a. Employee number and expertise
- b. Years of experience
- c. Infrastructure
- d. Coverage
- e. Financial health of company

Customer Service and escalation Offeror will describe how it will address customer service and escalation of issues. Committee will score based on the perceived effective customer service plan and any other related services offered.

3.2.2.2 Category Specific Technical Scorable Criteria

Catalog Offerings Offeror will be scored based on the perceived value of the services offered under this category

- a) Catalog Variety
- b) Quality of offerings

IRU Discount offering Offeror will be scored based on their IRU Discount offering. The Committee would prefer an "across the board" discount from all services. Items that will be considered:

- c) % off per customer
- d) Per bill

3.2.3 Cost Criteria (See Attachment C)

Attachment C lists the current most commonly purchased equipment and accessories under the NASPO contract. Offeror must provide the specific make, model and cost of the three most frequently purchased items in each category. Offeror must also provide the minimum discount they will provide off of all other items sold in each category (if applicable).

3.3 Category 3: Turnkey Wireless and IoT Solutions

The Minimum Mandatory Requirements and Technical Scorable Criteria in this section are for the award category defined in Section 2.3. **Award in this Award Category will be done by each individual subcategory.**

3.3.1 Minimum Mandatory Requirements

3.3.1.1 General Minimum Mandatory Requirements

Reporting Requirements - Offeror will adhere to reporting requirements listed in Section 6 and Attachments H-K as applicable.

Dedicated NASPO ValuePoint Representation - Offeror must designate centralized point(s) of contact for sales, customer service escalation and contract administration. These roles can be held by one individual or up to three different individuals, provided all points of contact report to the same supervisor or manager within the offeror's organization.

Financial Stability Attestation- Attachment R Offeror must submit a filled out Attachment R Financial Stability Form. Including a Dun and Bradstreet "DUNS" rating and report.

Data Ownership Attestation **Unless otherwise specifically agreed to by the Purchasing Entity, the Purchasing Entity will own all right**, title and interest in its data that is related to the Services provided by this Master Agreement. The Provider shall not access Purchasing Entity user accounts or Purchasing Entity data, except (1) in the course system operations, (2) in response to service or technical issues, (3) as required by the express terms of this Master Agreement, Participating Addendum, SLA, and/or other contract documents, or (4) at the Purchasing Entity's written request.

b. Provider and any Subcontractor shall not collect, access, or use user-specific Purchasing Entity Data except as strictly necessary to provide Service to the Purchasing Entity. No information regarding a Purchasing Entity's use of the Service may be disclosed, provided, rented or sold to any third party for any reason unless required by law or regulation or by an order of a court of competent jurisdiction. This obligation shall survive and extend beyond the term of this Master Agreement.

3.3.1.2 Category Specific Minimum Mandatory requirements

Security Disclosure Statement Offeror must fill out the attached Security Disclosure Statement, Attachment S.

Award Category 3 Questionnaire Offeror must fill out the attached Award Category 3 Questionnaire, Attachment T.

Client Questionnaire Offeror must have clients of their choice fill out the attached Attachment Q, and include it with their proposal.

Complete Turnkey Wireless Solution For solutions offered in this Category, the offeror will be responsible for obtaining all of the required components (endpoints, network services, back-office processing, network management, etc.), testing to ensure functionality and interoperability, ensuring security of the solution, and provide installation, project management for the overall solution delivered and serve as the single billing entity.

3.3.2 Technical Scorable Criteria

3.3.2.1 General Technical Scorable Criteria

Reporting Offeror will be scored based on their demonstrated reporting capabilities to end users, NASPO ValuePoint, and the Lead State. Flexibility and customizability in reporting is desired.

Company information Offeror will be scored based on the perceived capability, experience and expertise of their firm. Information that is not limited to but may include:

- a. Employee number and expertise
- b. Years of experience
- c. Infrastructure
- d. Coverage
- e. Financial health of company

Customer Service and escalation Offeror will describe how it will address customer service and escalation of issues. Committee will score based on the perceived effective customer service plan and any other related services offered.

3.3.2.2 Category Specific Technical Scorable Criteria

Turnkey Offerings Offeror will be scored based on their demonstrated value and capability of their turnkey offering.

Description of Turnkey Planning and Process Offeror will be scored based on the customer service they offer in this category. Factors to be considered is not limited to, but may include:

- a. Dedicated Point of Contact
- b. Training offered to NVP
- c. Escalation Plan

Service Factors Offeror will be scored based on:

- a. Description of related services included in Turnkey Solution
- b. Experience and qualifications of related service providers

- c. Description of Additional Integration and Consulting Services provided
- d. Experience and qualifications of Additional Integration and Consulting Services

References Offeror will be scored based customer/end user responses to the Client Questionnaire, Attachment Q.

Training Training will be scored based on training plan in this category:

- a. Pre installation training
- b. Operational training
- c. Ongoing Training

Security Offeror will be scored on their services, and offerings related to security. Items to be considered:

- a. Security Disclosure Statement (Attachment S)
- b. Data ownership and control
- c. Infrastructure Impact and Support provisions including provisions taken to ensure that failure of the turnkey solution will not impact the underlying operations

3.3.3 Cost Criteria (See Attachment C)

3.4 Category 4: Alternative Wireless Transport Services

The Minimum Mandatory Requirements and Technical Scorable Criteria in this section are for the award category defined in Section 2.4

3.4.1 Minimum Mandatory Requirements

3.4.1.1 General Minimum Mandatory Requirements

Reporting Requirements - Offeror will adhere to reporting requirements listed in Section 6 and Attachments H-K as applicable.

Dedicated NASPO ValuePoint Representation - Offeror must designate centralized point(s) of contact for sales, customer service escalation and contract administration. These roles can be held by one individual or up to three different individuals, provided all points of contact report to the same supervisor or manager within the offeror's organization.

Financial Stability Attestation- Attachment R - Offeror must submit a filled out Attachment R Financial Stability Form. Including a Dun and Bradstreet "DUNS" rating and report.

Data Ownership Attestation - **Unless otherwise specifically agreed to by the Purchasing Entity, the Purchasing Entity will own all right**, title and interest in its data that is related to the Services provided by this Master Agreement. The Provider shall not access Purchasing Entity user accounts or Purchasing Entity data, except (1) in the course system operations, (2) in response to service or technical issues, (3) as required by the express terms of this Master

Agreement, Participating Addendum, SLA, and/or other contract documents, or (4) at the Purchasing Entity's written request.

- b. Provider and any Subcontractor shall not collect, access, or use user-specific Purchasing Entity Data except as strictly necessary to provide Service to the Purchasing Entity. No information regarding a Purchasing Entity's use of the Service may be disclosed, provided, rented or sold to any third party for any reason unless required by law or regulation or by an order of a court of competent jurisdiction. This obligation shall survive and extend beyond the term of this Master Agreement.

3.4.1.2 Category Specific Minimum Mandatory requirements

Security Disclosure Statement - Offeror must fill out the attached Security Disclosure Statement, Attachment S.

Award Category 4 Questionnaire Offeror must fill out the attached Award Category 4 Questionnaire, Attachment U.

3.4.2 Technical Scorable Criteria

3.4.2.1 General Technical Scorable Criteria

Reporting Offeror will be scored based on their demonstrated reporting capabilities to end users, NASPO ValuePoint, and the Lead State. Flexibility and customizability in reporting is desired.

Company information Offeror will be scored based on the perceived capability, experience and expertise of their firm. Information that is not limited to but may include:

- a. Employee number and expertise
- b. Years of experience
- c. Infrastructure
- d. Coverage
- e. Financial health of company

Customer Service and escalation Offeror will describe how it will address customer service and escalation of issues. Committee will score based on the perceived effective customer service plan and any other related services offered.

3.4.2.2 Category Specific Technical Scorable Criteria

Service Offerings Offeror will be scored based on the value and variety of plans offered under this category. Information to be considered is not limited to, but may include:

- a. Catalog variety
- b. Quality of offerings

Infrastructure and Coverage Offeror will be scored based on their perceived infrastructure capability and coverage. Offeror will provide a description of their Infrastructure and Coverage of proposed network. Items that may be considered include:

- a. Demonstrate back-up and recovery plans with the ability to address the major types of network failures that are likely to occur, and state the planned network availability (e.g. 99.9xxx% availability).
- b. Utilize standards-based, non-proprietary network technology that will allow buyers to incorporate other equipment in the solution in an open and non-exclusive fashion.
- c. 3rd Party Certifications of Network Performance
- d. Coverage

References Offeror will be scored based customer/end user responses to the Client Questionnaire, Attachment Q.

Security Offeror will be scored on their services, and offerings related to security. Items to be considered:

- a. Security Disclosure Statement (Attachment S)
- b. Data ownership and control
- c. Infrastructure Impact and Support provisions including provisions taken to ensure that failure of the turnkey solution will not impact the underlying operations

3.4.3 Cost Criteria (See Attachment C)

Section 4: Adding New Products and Services

The Lead State anticipates establishing a process for regular communication with contractors and addition of new products and services. Addition of new products will be treated differently based on which category of award covers the product or service.

4.1 General Requirements

The Lead State, along with the sourcing committee of this Solicitation will review and add new products and services to the Master Agreements outlined below. The Lead State reserves the right to modify this process to ensure open, transparent and reasonable review of proposed new products and services.

4.2 New Products added under Award Category 1

For new service plans under Award Category 1, Carriers may add new plans as they become available to end users, so long as the plans are added to Attachment G, Contract Coverage Attachment, at the next quarterly update and therefore incorporated into the Master Agreement. If the new plans are not added to Attachment G at the next quarterly update, they will not be included within the scope of the Master Agreements that result from this solicitation. Once plans are incorporated into the Master Agreement in this manner, they are subject to the termination restrictions in section 2.1.4.

4.3 New Products added under Award Category 2

Offerors may add new products under Award Category 2 at any time as long as they fall within the scope of that award category. The Lead State reserves the right to make the determination of whether a product falls within award category 2.

4.4 New Products added under Award Category 3

For new products under Award Category 3, Contractors must submit a request to the Lead State and sourcing team for consideration using Attachment N. All new products under Award Category 3 will be allowed only through amendment of the Master Agreements that result from this solicitation.

After consultation with the sourcing team, the Lead State may choose to include the new product under the Master Agreements by amendment. The Contractor will provide an updated Attachment G at the next quarterly update for public distribution.

4.4.1 New Product Request Form

The New Product Request form will be submitted to the Lead State to request any new products or services under Award Category 3(See Attachment M).

Proposed additional terms and conditions, end user agreements or related materials to be used with the new product must be included with the New Product Request form to be considered for addition to the Master Agreement. Terms and Conditions for additional products/services may be negotiated by the Lead State before addition.

4.4.2 New Product Request Log

All new added products and services under Award Category 3 will be included on Attachment N, Request Log sheet that will include Lead State recommendations and observations. This log will be included in the contract file and will be available for public view.

4.4.3 Quarterly Amendments

The Lead State expects to conduct quarterly amendments of the Master Agreement to add new products and services under Award Category 3. The Lead State reserves the right to amend, or not amend the Master Agreement at any time.

Terms and Conditions not included in the addition of new products for Award Category 3 will not be part of any agreement with end users. Contractors will present end users only with the Terms and Conditions agreed to by the parties in the Master Agreement Amendment.

4.4.4 Terms and Conditions Compliance with Master Agreement

All Products offered under Award Category 3 shall comply fully with all applicable Federal and State laws and regulations. The Order of Precedence clause in the NASPO ValuePoint Master Agreement Terms and Conditions and/or Participating Addendum will control in the event of any conflict between the NASPO ValuePoint Master Agreement and/or Participating Addendum and the Product Terms and Conditions. Any third-party product provider must agree to the Master Agreement Terms and Conditions.

4.5 New Products added under Award Category 4

For new service plans under Award Category 4, Offerors may add new plans as they become available to end users, so long as the plans are added to Attachment G: Contract Coverage Attachment, at the next quarterly update. If the new plans are not added to Attachment G at the next quarterly update, they will not be included within the scope of the Master Agreements that result from this solicitation.

4.6 Quarterly Call/Meeting

The Lead State expects to have a call with contractors every quarter to discuss the status of the contracts, discuss proposed new products and services, and any other issues that may arise regarding the contract. These calls/meetings will be scheduled at mutually agreed upon times.

4.7 Terms and Conditions Compliance with Master Agreement

Any and all Products offered and furnished under any award category shall comply fully with all applicable Federal and State laws and regulations. The Order of Precedence clause in the NASPO ValuePoint Master Agreement Terms and Conditions and/or Participating Addendum will control in the event of any conflict between the NASPO ValuePoint Master Agreement and/or Participating Addendum and the Product Terms and Conditions. Any third-party product provider must agree to the Master Agreement Terms and Conditions.

Section 5: Individual Responsible Account Discounts

5.1 Individual Responsible Account Definition

Individual Responsible Accounts (“IRU”) are accounts for products and services between offerors awarded a contract under this solicitation and individuals who are employees of eligible users of the Master Agreement. IRU accounts are for the personal use of individual employees of eligible end users of the Master Agreement. IRU discount offerings are not required by offerors but are scored as a Technical Scorable Criteria for Award Category 1.

All other plans used under this contract by eligible end users are Government/Corporate Responsible Plans (CRU).

5.2 Corporate Responsible Account Definition

Corporate Responsible Accounts (“CRU”) are accounts for end users of the Master Agreement.

5.3 Discount for Individual Responsible Account offerings

Offerors will indicate what, if any discount they allow for IRU accounts under this Master Agreement. This discount is entered in their Costsheets (Attachment C) and be included in the Master Agreement.

Section 6: Reporting

6.1 General Requirements

6.1.1 Reporting shall be provided in the format required by NASPO ValuePoint:

6.1.1.1 Attachment H (Award Category 1)

6.1.1.2 Attachment I (Award Category 2)

6.1.1.3 Attachment J (Award Category 3)

6.1.1.4 Attachment K (Award Category 4)

6.1.2 Attachment G: Contract Coverage Attachment

Contractors under the Master Agreement that results from this contract will submit quarterly Attachment G to the Lead State. This attachment is intended to encapsulate the plans, services and offerings of the contractor. This would include any legacy and current offerings, including the plans entered on Attachment C. (anything that would be covered by the Master Agreement).

For Award Category 1, all legacy plans that have a discount under the Current Nevada Master Agreement must continue the discount to be covered by the Master Agreement that results from this solicitation. All legacy plans that do not have a discount under the Current Nevada Master Agreement may continue to have no discount under the Master Agreement that results from this solicitation

Attachment G must be submitted by Contractors awarded under Award Category 1, Award Category 3 and Award Category 4.

6.1.3 Individual participating entities may request specific equipment sales summaries, which shall be provided at no cost.

Upon request, provide reporting elements and/or management reports related to usage for services that are available and would optimize the participating entity's ability to assess utilization and cost.

Be able to provide custom reports as may be requested by individual participating entities. Describe in general, the level of sophistication and complexity, custom usage report data that you can provide to the participating entities. Vendors should provide a sample report with their proposal.

Upon request, provide subscribers with usage reports which include full itemization of call details (such as the information on the Contractor's standard bill for consumer accounts) to

enable verification of usage including: (1) call date, call number call length, call time, and (2) plan cost, per minute charges, overage cost, additional features charges and other fees, etc.

6.2 Quarterly Call/Meeting

Offerors must be available for a quarterly meeting by phone, video conference, or in person to discuss contract concerns, developments and any upcoming additional products or services related to reporting.

6.4 Usage Reports (Other States)

Other States and participating entities may have alternate reporting requirements and will be addressed by their Participating Addendum.

Section 7: Pricing Landing Page

7.1 General

NASPO ValuePoint will develop a pricing landing page (webpage) to display contractor pricing in several key areas on an ongoing basis. It is anticipated that the end users will be able to use this Pricing Landing page as a tool to aid in pricing and negotiating plans and device accessory purchases from all awarded contractors. Contractors are expected to provide certain required fields for the Pricing Landing Page. This Section applies only to Category 1 awards.

7.2 Pricing Landing Page Requirements

7.2.1 General Requirements

The Pricing Landing Page will consist of a webpage to allow for quick reference of plans, equipment, accessories and services offered by contractors. Contractors may update the required fields at their discretion whenever they wish. The fields must be populated by contractors.

7.2.2 for Carriers/Contractors (Awarded under Category 1)

At the onset of the contract, Carriers/Contractors will be required to enter in pricing plans for the following scenarios that are found in Attachment C (Costsheet):

- Plans that include a subsidized device in the monthly rate plan cost
 - Basic phone with unlimited voice and messaging
 - Smartphone - 4 Gig of data, unlimited voice & messaging
 - Smartphone - 300 minutes of voice, unlimited data & messaging
 - Smartphone - unlimited data, voice & messaging
 - data only - low - 150 kb
 - data only - moderate - 4 Gig
 - data only - unlimited data
- Plans that require user to supply the device or pay for it separately
 - Smartphone - 4 Gig of data, unlimited voice & messaging
 - Smartphone - unlimited data, voice & messaging

- Tablet - 1 Gig of data
- Tablet - shares data with other devices
- data only - low - 150 kb
- data only - moderate - 4 Gig
- data only - unlimited data

These categories have been identified as representing the rate plans and services that are most commonly purchased by NASPO Participating Entities. The categories may be changed as desired by the contractor by submitting updates to NASPO ValuePoint.

7.3 Pricing Landing Page Features

Pricing information

The Lead state will develop a required reporting based on the 14 scenarios listed in Attachment C for the landing page. The lead state reserves the right to determine requirements.

Disclaimers

Clear disclaimers to end users that all pricing reflects contractors best estimates for hypothetical use cases and does not represent local fees, taxes and potential discounts available at specific locations

Point of Contact Information

Sales, Customer Service and Contract Administration point of contact information for ease of reference

Current Offers

Current Discounts, Offers, and Specials available to end users. This would be done on a national basis. Disclaimers for reasonable variance will be allowed at the discretion of the lead state.

Section 8: Administration of Contracts

8.1 Quarterly Amendment

The Lead State anticipates it will provide for regular quarterly amendments to the Master Agreement if there is a need to add new products or services. (Section 4). The Lead State at its discretion may elect to amend the Master Agreement at any time.

8.2 Quarterly Call

The Lead State and sourcing team intend to hold quarterly calls to facilitate new products/services, discuss the administration of the Master Agreements, and all other applicable aspects of the master agreement.

8.3 Annual Meeting

Offerors must be available for an annual meeting in person to discuss continuing administration of the contract. The Lead State anticipates meeting once a year in person to facilitate more in depth communication. The location of in-person meetings will be in The Salt Lake City area, or elsewhere at the discretion of the Lead State.

8.4 Published Documents

The Lead State intends to publish all new product/service request forms, new product logs, and any sourcing committee recommendations and notes related for reference. End users may use these documents to aid in their purchasing decisions.