



Solicitation # CJ18012

Attachment E

Wireless Data, Voice and Accessories RFP

Technical Scorable Criteria

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## General Technical Scorable Criteria

This section covers the criteria that all offerors will be subject to regardless of award category.

### 1. Reporting

The State of Utah Division of Purchasing and General Services ("Lead State") is requesting proposals for

### 2. Company Information

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

- Employee number and expertise
- Years of experience
- Infrastructure
- Coverage
- Financial health of company

### 3. Customer Service and Escalation

Offeror will be scored based on the customer service offered. The committee may consider:

- Dedicated Point of Contact
- Training offered to NVP
- Escalation Plan

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## Category 1 Technical Scorable Criteria

This section covers the criteria that apply to offerors seeking award under Category 1.

### 1. Services 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. 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. 3<sup>rd</sup> Party Certifications of Network Performance
- k. Network Reliability and Disaster Recovery Planning
- l. E911 Technology

### 2. Security Factors

Offeror will be scored based on their services and offerings related to security. Items to be considered is not limited to, but may include:

- 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

### 3. Network Infrastructure

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

#### 4. IRU Discount offering

Offeror will be scored based on their IRU Discount Offering. Items that will be considered is not limited to, but may include:

- a. % off per customer
- b. Per bill, data plan, voice plan etc.?
- c. Additional offered benefits to IRU accounts

#### 5. Environmental Evaluation Criteria

Offeror will be scored based on their perceived value regarding Environmental initiatives and policies. Information to be considered is not limited to, but may include:

- 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:
  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.
- B.
- 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				
<b>TOTAL</b>				

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## Category 2 Technical Scorable Criteria

This section covers the criteria that apply to offerors seeking award under Category 2.

### 1. Catalog 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:

- Range of wireless devices and accessories offered relative to your role (i.e. mobile operator or accessory provider).
- Product line that offers the best, most reliable, and most up-to-date options for each of the product categories carried.
- Ability to provide delivery, product support and warranty service that meets the high expectations of enterprise buyers.

- d. Financial stability that ensures you will remain a viable provider over the life of this contract and beyond.
- e. Maintain the highest levels of information security with regard to any personal or business information captured in billing, customer service or other records.

## **2. IRU Discount offering**

Offeror will be scored based on their IRU Discount Offering. Items that will be considered is not limited to, but may include:

- a. % off per customer
  - b. Per bill, data plan, voice plan etc.?
  - c. Additional offered benefits to IRU accounts
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## **Category 3 Technical Scorable Criteria**

This section covers the criteria that apply to offerors seeking award under Category 3.

### **1. Turnkey 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

### **2. Description of the turnkey planning, coordination 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

### **3. Service Factors**

- 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

#### **4. References**

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

#### **5. Training**

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

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

#### **6. 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

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### **Category 4 Technical Scorable Criteria**

This section covers the criteria that apply to offerors seeking award under Category 4.

#### **1. 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:

- c. Catalog variety
- d. Quality of offerings

## **2. 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

## **3. References**

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

## **4. 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