



Solicitation # CJ18012

Attachment U

Wireless Data, Voice and Accessories RFP

Award Category 4 Questionnaire

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## Category 4 Technical Questionnaire

Please address all of the below questions in your proposal to be considered for award under Award Category 4. If you have multiple offerings in this category, then fill this questionnaire out for each offering that you propose.

1- General information: Provide a general description of the network on which this service will be provided including such details as:

- a. Overall description of the network technology and infrastructure being proposed
- b. Wireless technology (and standards) employed
- c. Overall network layout and extent of coverage
- d. Performance specifications of the network services provided (Refer to the relevant sections in Attachment L to understand the information and detail required)
- e. Does the application that you are proposing have associated End User Licensing Agreements, and if yes, please provide.

2 - Please describe your proposal and your firm's abilities regarding:

- a. Ensuring that the security capabilities of the network services offered are at least on par with those employed in existing cellular networks.
- b. 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). The Offeror will also need to list the major classes of disasters taken into account in their planning, the service impact each would have, the maximum time to recover from each of these types of disaster events, and any disaster scenarios for which it does not have a back-up plan.
- c. Describe how your proposal can deliver not just the basic transport, but the full range of services typically required for the type of service being offered (e.g. local number portability and E911 capability for switched cellular service replacements).

- d. Describe your expertise in designing, building and maintaining wireless networks and providing enterprise-grade services over them. That would include the ability to:
- Generate accurate bills
  - Deliver customer support
  - Provide network monitoring (including customer access to such information)
  - Provide adequate levels of service for managing installations, moves, adds, and changes (MACs)
  - Handling trouble reports
  - The other essential functions of a network services provider.
- e. The Offeror would have to provide guaranteed lead times for providing each of the major performance categories (i.e. various types of installations, MACs, number porting, outages, bill adjustments, response to customer inquiries, etc.).

3 - Services Offerings: Please describe the value of the services offered under this category in the following areas:

- a. Extent of the coverage area of network service being offered and the value of the specific areas being covered
- b. Quality, functionality and uniqueness of services offered and their applicability to this RFP.
- c. Overall Service Performance such as:
  1. Reliability and uptime of the network as evidenced by parameters.
  2. Published Service Level Agreements (SLA's)
  3. The Offeror to explain how they provide guaranteed lead times for providing each of the major performance categories (i.e. various types of installations, MACs, number porting, outages, bill adjustments, response to customer inquiries, etc.).
  4. Connection rates, Dropped calls, Voice Quality/Mean Opinion Score (MOS) ratings for voice calls
  5. Peak/Sustained, Upstream Downstream data rates for data services
  6. Similar performance metrics for other services that might be proposed