**Exhibit A**

**Bidder Response Workbook**

**1.1 Bidder Qualifications**

Instructions to bidders: please provide answers to the following questions in a separate document in the order they are asked, using the appropriate number sequence

**1.1.1 - Organization Profile**

Please give information on the organization’s profile including:

* Overview of organization.
* Corporate organization including location of corporate headquarters and branches.

**1.1.2 - Experience**

Describe the organization’s direct experience servicing higher education/non-profit clients. Please include the number of higher education/non-profit clients and the dollar amount of contracts under management.

**1.1.3 - Relationship Management**

Please identify the personnel who will work on the CCSNH account, their experience and their credentials. And please provide the name and title of the manager who would handle the CCSNH account.

**1.1.4 – References**

Please provide 3 public sector/ education references that are similar in size and scope of activity as CCSNH.

**1.1.5 - Insurance Certificates**

Please provide a list of the type and amounts of insurance carried.

1. It is agreed that, in accordance with Chapter 281 of the Revised Statutes Annotated, as amended, the bidder shall purchase and keep in effect, for the life of the agreement, workers’ compensation insurance and require its sub-contractors to do likewise. The bidder shall furnish CCSNH with certificates showing that this insurance has been purchased.
2. Further agreed the bidder shall purchase and keep in effect, for the life of the agreement, commercial general liability insurance, including contractual coverage, for all claims of bodily injury, death, or property damage, in policy amounts of not less than $1,000,000 per occurrence and $2,000,000 in the aggregate (CCSNH to be named as an additional insured). The bidder shall furnish CCSNH with certificates showing that this insurance has been purchased.
3. Further agreed, the bidder shall purchase and keep in effect, for the life of the agreement, commercial and personal automobile liability insurance covering motor vehicles, including owned, hired, borrowed, and non-owned vehicles. Such insurance shall be in the minimum amount of $500,000.00 combined single limit for bodily injury and property damages. The bidder shall furnish the CCSNH with certificates showing that this insurance has been purchased.
4. Should any of the above-described policies be canceled before the expiration date thereof, the issuing company shall mail thirty (30) days written notice to the certificate holder or ten (10) days in cases of non-payment of premium. Each policy shall contain a clause prohibiting cancellation or modifications of the policy earlier than this time frame, after written notice thereof has been received by the CCSNH.
5. The certificates shall show the required coverage, retention (deductible) and cancellation clause. The bidder shall have a continuing duty to provide new certificates of insurance as the policies are amended or renewed.

**1.1.6 - Legal and Compliance Status**  
Certify, to the best of your knowledge:

1. Are you/principals debarred, suspended, or excluded from federal/state transactions? If yes, explain.
2. Within three years, convicted of or judged for fraud, contract offenses, or financial misconduct? If yes, explain.
3. Currently indicted or charged for such offenses? If yes, explain.
4. Under investigation by federal/state agencies in the past three years? If yes, explain.

**1.1.7 - Regulatory Compliance**  
Certify that you comply with FCC, E-Rate (if applicable), and FERPA standards. Provide documentation upon request; non-compliance may terminate the contract.

**11.1 General Telephony Communication**

Instructions to Vendors: For each requirement, indicate compliance by checking the appropriate box (e.g., [X] Yes or [X] No). Provide details in the Comments column if partial compliance or clarification is needed.  
Note: Non-compliance does not disqualify submissions. This section assesses system capabilities.

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| **Requirement** | **Complies? (Yes/No)** | **Comments** |
| 11.1.1 Audio Bridging - Provide on-demand audio conference bridges. | Yes  No |  |
| 11.1.2 Call Forwarding - Enable extension users to set forwarding rules (e.g., to mobile, colleagues, voicemail). | Yes  No |  |
| 11.1.3 Call Groups/ACD - Program multi-ring groups for workgroups with tailored notifications (e.g., ring pattern, email). | Yes  No |  |
| 11.1.4 Call Hold and Mute - Enable muting, parking, and holding calls for retrieval. | Yes  No |  |
| 11.1.5 Call Recording - Record and transcribe PSTN calls ad hoc. | Yes  No |  |
| 11.1.6 Call Transfer - Allow reception to transfer calls without dropping; enable internal transfers with ring back. | Yes  No |  |
| 11.1.7 Caller Line ID (CLID) - Provide inbound CLID to all devices; allow concealing outbound CLID. | Yes  No |  |
| 11.1.8 Calling Plans - Offer toll and toll-free plan options; include overage charges for bundled plans. | Yes  No |  |
| 11.1.9 Corporate Internal Dialing - Assign four-digit extensions with follow-me mobility, independent of reception. | Yes  No |  |
| 11.1.10 Dialing Directory - Publish and maintain a directory integrated with Active Directory (AD). | Yes  No |  |
| 11.1.11 Direct Inward Dial (DID) - Assign and modify DIDs for business needs (e.g., direct access to departments). | Yes  No |  |
| 11.1.12 Distinctive Ring Pattern - Assign different ring patterns for call types (e.g., internal, external). | Yes  No |  |
| 11.1.13 Nomadic Emergency Services (911 and E911) - Provide location-based emergency routing for all extensions. | Yes  No |  |
| 11.1.14 Facsimile Support - Send and receive faxes within MS Teams. | Yes  No |  |
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| 11.1.15 Traditional Facsimile Device Support - Support fax via ATAs for traditional devices or printers. | Yes  No |  |
| 11.1.16 IVR and Auto-Attendant - Route external callers to live attendants for personal service. | Yes  No |  |
| 11.1.17 Mobile Call Transfer - Enable seamless transfers among handsets, workstations, and mobile apps. | Yes  No |  |
| 11.1.18 Presence Status - Publish and manage presence with integration with Microsoft Outlook (e.g., time, meeting status). | Yes  No |  |
| 11.1.19 Reception Desk Roaming - Direct reception calls based on policy, availability, or manual routing. | Yes  No |  |
| 11.1.20 Self-Service Call Blocking - Allow users to block selective PSTN numbers. | Yes  No |  |
| 11.1.21 Shared Lines - Display and share lines on extensions for placing/taking calls on behalf of others. | Yes  No |  |
| 11.1.22 Speed Dial, Contacts, and Call History - Manage speed dial, contacts, and call history. | Yes  No |  |
| 11.1.23 Teams Integration - Integrate full telephony features (e.g., dial pad) in MS Teams with device transfer. | Yes  No |  |
| 11.1.24 Three-Way Conferencing - Enable on-demand three-way voice conferencing with external callers. | Yes  No |  |
| 11.1.25 Video Upgrade - Upgrade audio calls to video based on mutual capabilities. | Yes  No |  |
| 11.1.26 Voice Mail - Provide voicemail with automated notifications (e.g., Teams, email), transcription, and customization. | Yes  No |  |
| 11.1.27 Handset Paging - Enable paging to a group of handsets; specify max handsets per group. | Yes  No |  |
| 11.1.28 SMS - Include robust SMS/MMS with seamless messaging across devices; note additional charges. | Yes  No |  |
| 11.1.29 Single Sign-On (SSO) and Identity Management - Support SSO with OKTA and Entra ID integration. | Yes  No |  |
| 11.1.30 Regulatory Compliance with NH Laws - Ensure compliance with NH telecom, emergency, and privacy laws. | Yes  No |  |
| 11.1.31 Regulatory Compliance: Kari’s Law & Ray Baum’s Act - Ensure direct 911 dialing, notifications, and dispatchable locations. | Yes  No |  |

**11.2 Physical Handsets and Devices**

Instructions to Vendors: For each requirement, indicate compliance by checking the appropriate box (e.g., [X] Yes or [X] No). Provide details in the Comments column if partial compliance or clarification is needed.  
Note: Non-compliance does not disqualify submissions. This section assesses system capabilities.

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| **Requirement** | **Complies? (Yes/No)** | **Comments** |
| 11.2.1 Handsets and End-User Devices - Recommend handsets for Executive, General, Common Areas, and Conference Rooms with pricing. | Yes  No |  |
| 11.2.2 Hot Desking - Share handset hardware among users in temporary workspaces. | Yes  No |  |
| 11.2.3 Peripheral Transfer - Enable seamless call transfers among peripherals (e.g., headsets, handsets, softphone). | Yes  No |  |
| 11.2.4 Remote Provisioning - Remotely deploy physical handsets. | Yes  No |  |
| 11.2.5 Teleworker Handsets - Provision and support handsets for remote teleworkers without the need for a VPN. | Yes  No |  |

**11.3 System Administration**

Instructions to Vendors: For each requirement, indicate compliance by checking the appropriate box (e.g., [X] Yes or [X] No). Provide details in the Comments column if partial compliance or clarification is needed.  
Note: Non-compliance does not disqualify submissions. This section assesses system capabilities.

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| **Requirement** | **Complies? (Yes/No)** | **Comments** |
| 11.3.1 Administrative Management Portal - Provide a portal for CCSNH admins to manage phones and calls by role. | Yes  No |  |
| 11.3.2 Calendar Management - Program holiday and off-hours messages. | Yes  No |  |
| 11.3.3 Call Flow Self-Service - Enable self-service IVR, call group, and queue configuration. | Yes  No |  |
| 11.3.4 Call Groups - Program multi-ring groups for workgroups. | Yes  No |  |
| 11.3.5 Call Queues - Organize queuing to prevent lost calls. | Yes  No |  |
| 11.3.6 IVR - Provision an auto-attendant with menu options. | Yes  No |  |
| 11.3.7 On-Hold Music and Messages - Play pre-recorded content while on hold. | Yes  No |  |
| 11.3.8 Traffic and Utilization Management - Track and report call traffic patterns. | Yes  No |  |
| 11.3.9 Voice Mail Configuration - Allow users to program voicemail settings. | Yes  No |  |
| 11.3.10 Historical Reporting - Provide web-based reporting in CSV/PDF formats for users and groups. | Yes  No |  |
| 11.3.11 Standard User Reporting - Report call volume, duration, missed calls, and forensics. | Yes  No |  |
| 11.3.12 Call Group Reporting - Include busy hour, hold times, abandonment rates, and agent utilization. | Yes  No |  |
| 11.3.13 Scheduled and Automated Reports - Generate and email customizable reports daily/weekly/monthly. | Yes  No |  |
| 11.3.14 Billing and Invoicing - Provide parent/child invoices itemized by campus. | Yes  No |  |
| 11.3.15 ManageEngine Support - Integrate with ManageEngine (optional, but advantageous). | Yes  No |  |

**11.4 Phone Number Porting**

Instructions to Vendors: For each requirement, indicate compliance by checking the appropriate box (e.g., [X] Yes or [X] No). Provide details in the Comments column if partial compliance or clarification is needed.  
Note: Non-compliance does not disqualify submissions. This section assesses system capabilities.

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| **Requirement** | **Complies? (Yes/No)** | **Comments** |
| 11.4.1 Recommend a phased strategy to port numbers to the new provider, detailing a plan ensuring minimal disruption to users. Provide a timeline and communication plan to keep stakeholders informed. | Yes  No |  |
| 11.4.2 Include porting implementation and support options with benefits and costs. | Yes  No |  |

**11.5 Licensing Provisioning**

Instructions to Vendors: For each requirement, indicate compliance by checking the appropriate box (e.g., [X] Yes or [X] No). Provide details in the Comments column if partial compliance or clarification is needed.  
Note: Non-compliance does not disqualify submissions. This section assesses system capabilities.

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| **Requirement** | **Complies? (Yes/No)** | **Comments** |
| 11.5.1 Provide an optimized licensing strategy considering CCSNH’s M365 A3 and A1 licenses. | Yes  No |  |

**11.6 Survivability**

Instructions to Vendors: For each requirement, indicate compliance by checking the appropriate box (e.g., [X] Yes or [X] No). Provide details in the Comments column if partial compliance or clarification is needed.  
Note: Non-compliance does not disqualify submissions. This section assesses system capabilities.

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| **Requirement** | **Complies? (Yes/No)** | **Comments** |
| 11.6.1 Configure a Survivable Branch Appliance (SBA) per campus for functionality during Internet/Teams outages. | Yes  No |  |
| 11.6.2 Ensure SBA supports dial-tone, calling, and processing with up to 6 analog lines. | Yes  No |  |
| 11.6.3 Indicate if SBA can reserve lines for outbound calling. | Yes  No |  |

**11.7 Implementation, Administration, and Support Services**

Instructions to Vendors: For each requirement, indicate compliance by checking the appropriate box (e.g., [X] Yes or [X] No). Provide details in the Comments column if partial compliance or clarification is needed.  
Note: Non-compliance does not disqualify submissions. This section assesses system capabilities.

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| **Requirement** | **Complies? (Yes/No)** | **Comments** |
| 11.7.1 Administration Services - Establish policies, standards, and configurations. | Yes  No |  |
| 11.7.2 Application Integration - Provide consulting for CCSNH and third-party app integration (e.g., APIs). | Yes  No |  |
| 11.7.3 Business Continuity - Support resilience for disruptions with backup/restore capabilities. | Yes  No |  |
| 11.7.4 Change Management - Implement a change management process, including post-implementation. | Yes  No |  |
| 11.7.5 Documentation - Provide architectural, functional, and usage guides for MS Teams Voice. | Yes  No |  |
| 11.7.6 End Point Configuration - Manage deployment and standards for CCSNH devices with Teams integration. | Yes  No |  |
| 11.7.7 Governance Model - Offer a structure with principles, RACI, and performance reporting. | Yes  No |  |
| 11.7.8 Migration Plan - Develop and implement a plan, including NEC system decommissioning. | Yes  No |  |
| 11.7.9 Project Management - Coordinate implementation via a Project Manager with agreed milestones. | Yes  No |  |
| 11.7.10 Planning Services - Provide methodology for objectives, strategies, and budgeting. | Yes  No |  |
| 11.7.11 Support Services - Offer end-user and system support with resolution agreements, integrated with CCSNH IT. | Yes  No |  |
| 11.7.12 System Availability - Guarantee 99.999% uptime. | Yes  No |  |
| 11.7.13 On-Site Deployment - Handle wiring, integration, and device mounting for implementation. | Yes  No |  |
| 11.7.14 Overhead Paging Integration - Integrate UCaaS with existing paging systems. | Yes  No |  |
| 11.7.15 Handset Deployment - Provide materials and coordination for wiring and mounting with minimal disruption. | Yes  No |  |
| 11.7.16 Training - Lead training strategy with tools, sessions, and guides; collaborate on rollout plans. | Yes  No |  |
| 11.7.17 Go-Live - Manage migration with playbooks, validation, and fallback plans. | Yes  No |  |
| 11.7.18 Day 1 and Post Go-Live Support - Provide cutover support with issue tracking and twice-daily updates. | Yes  No |  |
| 11.7.19 Technical Assessment  - Develop and execute a technical assessment as outlined in the Technical Assessment Requirement section, including methodology, timeline, and deliverables to determine final license and hardware counts. | | Yes  No | Provide details on approach, resources, and coordination with CCSNH IT staff. |
|  |  |  |

**11.8 Optional Areas of Interest**

Instructions to Vendors: These components are not required but of interest. Indicate capability by checking the appropriate box (e.g., [X] Yes or [X] No). Provide details in the Comments column, including costs or timelines if applicable.

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| **Requirement** | **Complies? (Yes/No)** | **Comments** |
| 11.8.1 Consultation for network infrastructure hardware, software, servers, or security (on-site or cloud). | Yes  No |  |
| 11.8.2 Consultation for business software tools or automation beyond core scope. | Yes  No |  |
| 11.8.3 IT support or maintenance services beyond core UCaaS scope. | Yes  No |  |
| 11.8.4 Suggestions for operational efficiencies and cost-saving opportunities in UCaaS procurement/operation. | Yes  No |  |
| 11.8.5 For vendors that require a dedicated circuit to deploy their solution, please indicate whether Internet access can be leveraged as a backup connection for each campus. | Yes  No |  |

**12.1 Solution Details**

Instructions to bidders: please provide answers to the following questions in a separate document in the order they are asked, using the appropriate number sequence

**12.1.1 Per-Site Equipment and Cost Details:**

Refer to Exhibit B for preliminary campus estimates to inform initial cost projections, noting that final counts will be determined by the technical assessment.

Please provide:

1. An itemized list with prices of all licensing and equipment (e.g., ATAs, Survivable Gateway) per site.
2. An itemized list of supported handsets (Common Area to Executive and Conference Room) with pricing, as final counts are undetermined. Disclose separate softphone licensing costs.
3. An itemized list with prices of services (e.g., training, bill reviews, maintenance) per site.
4. An itemized list of implementation costs (e.g., labor, training, cabling) per site.
5. Ongoing maintenance and service cost options for years two through five per site. Note: Unless specified, CCSNH requires a one-year minimum warranty for all equipment, software, and handsets.
6. A one-page summary of total project costs across all sites, including labor, shipping, travel, hotel, and training.

**12.1.2 - Solution Summary:**  
A summary of your solution, highlighting features meeting CCSNH needs and competitive advantages.

**12.1.3 - Product Literature and Documentation:**  
Include literature describing features and benefits of proposed equipment, software, and services, plus technical documentation for major components.

**12.1.4 - UCaaS System Architecture:**  
Provide a detailed description with labeled diagrams of the proposed Unified Communications as a Service (UCaaS) system architecture, illustrating major network components (e.g., servers, gateways, endpoints, datacenters, cloud elements) and their interactions. Explain alignment with CCSNH’s operational requirements. All services and data must reside within the United States.

**12.1.5 - Technical Assessment Plan:**

Provide a detailed plan for conducting the technical assessment, including methodology, estimated timeline, resources involved, and itemized costs. Explain how the assessment will inform equipment, licensing, and implementation specifics (e.g., 12.1.1 Per-Site Equipment and Cost Details). Note that final counts are undetermined, and the assessment will establish these requirements.