**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.

|  |  |  |
| --- | --- | --- |
| **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 |  |
|  |  |  |
| 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.

|  |  |  |
| --- | --- | --- |
| **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.

|  |  |  |
| --- | --- | --- |
| **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.

|  |  |  |
| --- | --- | --- |
| **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.

|  |  |  |
| --- | --- | --- |
| **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.

|  |  |  |
| --- | --- | --- |
| **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.

|  |  |  |
| --- | --- | --- |
| **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.

|  |  |  |
| --- | --- | --- |
| **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.