

STATE OF NEBRASKA SERVICE CONTRACT AWARD

State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, Nebraska 68508

Telephone: (402) 471-6500
Fax: (402) 471-2089

CONTRACT NUMBER
55324 04

PAGE 1 of 1	ORDER DATE 06/05/19
BUSINESS UNIT 65060012	BUYER DIANNA GILLILAND (AS)
VENDOR NUMBER: 3740022	
VENDOR ADDRESS: ALLO COMMUNICATIONS LLC 610 BROADWAY PO BOX 1123 IMPERIAL NE 69033-1123	

AN AWARD HAS BEEN MADE TO THE VENDOR/CONTRACTOR NAMED ABOVE FOR THE SERVICES AS LISTED BELOW FOR THE PERIOD:

JULY 01, 2019 THROUGH JUNE 30, 2020

THIS CONTRACT IS NOT AN EXCLUSIVE CONTRACT TO FURNISH THE SERVICES SHOWN BELOW, AND DOES NOT PRECLUDE THE PURCHASE OF SIMILAR SERVICES FROM OTHER SOURCES.

THE STATE RESERVES THE RIGHT TO EXTEND THE PERIOD OF THIS CONTRACT BEYOND THE TERMINATION DATE WHEN MUTUALLY AGREEABLE TO THE VENDOR/CONTRACTOR AND THE STATE OF NEBRASKA.

Original/Bid Document 4183 Z1

Contract to supply and deliver Centrex Services to the State of Nebraska as per the attached specifications for the contract period July 1, 2019 through June 30, 2020.

Vendor Contact: Brad Moline, President
Phone: 308-633-5000
Cell: 308-883-8240
Fax: 308-882-7850
E-Mail: bmoline@allophone.net

THIS IS THE THIRD RENEWAL OF THE CONTRACT AS AMENDED. (ms 06/05/19)

Line	Description	Estimated Quantity	Unit of Measure	Unit Price	Extended Price
1	CENTREX SERVICES MONTHLY SERVICE	1,399,910.4000	\$	1.0000	1,399,910.40
Total Order					1,399,910.40

6/10/19
PL
Dianna Gilliland
BUYER
6/10/19
MATERIEL ADMINISTRATOR

NEBRASKA

Good Life. Great Service.

DEPT. OF ADMINISTRATIVE SERVICES

CONTRACT RENEWAL

April 12, 2019

Mr. Brad Moline
Allo Communications LLC
610 Broadway
PO Box 1123
Imperial NE 69033-1123

RE: Contract Number 55324 O4, Centrex Services

Dear Mr. Moline:

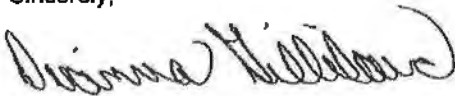
The above named contract for providing Centrex Services to the State of Nebraska, expires June 30, 2019.

It carries a provision for renewal when mutually agreeable to the Contractor and the State of Nebraska. The State of Nebraska wishes to renew this contract for an additional one (1) year period, i.e. July 1, 2019 through June 30, 2020.

If this is agreeable with Allo Communications LLC, please sign and return as soon as possible, keeping one (1) copy for your files.

If no response is received within thirty (30) calendar days, the State of Nebraska will assume that Allo Communications LLC does not intend to renew contract number 55324 O4 and thus may begin the formal solicitation process to obtain Centrex Services.

Sincerely,



Dianna Gilliland, Buyer
State Purchasing Bureau

Allo Communications LLC is agreeable to the renewal of 55324 O4 for Centrex Services July 1, 2019 through June 30, 2020.

SIGNATURE: 

TITLE: President

DATE: 4-12-19

Department of Administrative Services | MATERIEL DIVISION

1526 K Street, Ste. 130
Lincoln, Nebraska 68508

OFFICE 402-471-6500
FAX 402-471-2089

das.nebraska.org

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1526 K Street, Suite 130
Lincoln, Nebraska 68508

Telephone: (402) 471-6500
Fax: (402) 471-2089

CONTRACT NUMBER
55324 04

PAGE 1 of 1	ORDER DATE 05/31/18
BUSINESS UNIT 65060012	BUYER DIANNA GILLILAND (AS)
VENDOR NUMBER: 3740022	
VENDOR ADDRESS: ALLO COMMUNICATIONS LLC 610 BROADWAY PO BOX 1123 IMPERIAL NE 69033-1123	

AN AWARD HAS BEEN MADE TO THE VENDOR/CONTRACTOR NAMED ABOVE FOR THE SERVICES AS LISTED BELOW FOR THE PERIOD:

JULY 01, 2018 THROUGH JUNE 30, 2019

THIS CONTRACT IS NOT AN EXCLUSIVE CONTRACT TO FURNISH THE SERVICES SHOWN BELOW, AND DOES NOT PRECLUDE THE PURCHASE OF SIMILAR SERVICES FROM OTHER SOURCES.

THE STATE RESERVES THE RIGHT TO EXTEND THE PERIOD OF THIS CONTRACT BEYOND THE TERMINATION DATE WHEN MUTUALLY AGREEABLE TO THE VENDOR/CONTRACTOR AND THE STATE OF NEBRASKA.

Original/Bid Document 4183 Z1

Contract to supply and deliver Centrex Services to the State of Nebraska as per the attached specifications for the contract period July 1, 2018 through June 30, 2019. The contract may be renewed for one (1) additional one (1) year period when mutually agreeable to the vendor and the State of Nebraska.

Vendor Contact: Brad Moline, President
Phone: 308-633-5000
Cell: 308-883-8240
Fax: 308-882-7850
E-Mail: bmoline@allophone.net

THIS IS THE SECOND RENEWAL OF THE CONTRACT AS AMENDED. (bb 05/31/18)

Line	Description	Estimated Quantity	Unit of Measure	Unit Price	Extended Price
1	CENTREX SERVICES MONTHLY SERVICE	1,399,910.4000	\$	1.0000	1,399,910.40
Total Order					1,399,910.40

6/4/18
K
Dianna Gilliland 5-31-18
BUYER
MATERIEL ADMINISTRATOR
R43500(NISK0002)NISK0002 20150901

STATE OF NEBRASKA SERVICE CONTRACT AWARD

State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, Nebraska 68508

Telephone: (402) 471-6500
Fax: (402) 471-2089

CONTRACT NUMBER
55324 04

PAGE 1 of 1	ORDER DATE 04/12/17
BUSINESS UNIT 65060012	BUYER ROBERT THOMPSON (AS)
VENDOR NUMBER: 3740022	
VENDOR ADDRESS: ALLO COMMUNICATIONS LLC 610 BROADWAY PO BOX 1123 IMPERIAL NE 69033-1123	

AN AWARD HAS BEEN MADE TO THE VENDOR/CONTRACTOR NAMED ABOVE FOR THE SERVICES AS LISTED BELOW FOR THE PERIOD:

MARCH 06, 2018 THROUGH JUNE 30, 2018

THIS CONTRACT IS NOT AN EXCLUSIVE CONTRACT TO FURNISH THE SERVICES SHOWN BELOW, AND DOES NOT PRECLUDE THE PURCHASE OF SIMILAR SERVICES FROM OTHER SOURCES.

THE STATE RESERVES THE RIGHT TO EXTEND THE PERIOD OF THIS CONTRACT BEYOND THE TERMINATION DATE WHEN MUTUALLY AGREEABLE TO THE VENDOR/CONTRACTOR AND THE STATE OF NEBRASKA.

Original/Bid Document 4183 Z1

Contract to supply and deliver Centrex Services to the State of Nebraska as per the attached specifications for the contract period March 6, 2018 through June 30, 2018. The contract may be renewed for two (2) additional one (1) year periods when mutually agreeable to the vendor and the State of Nebraska.

Vendor Contact: Brad Moline, President
Phone: 308-633-5000
Cell: 308-883-8240
Fax: 308-882-7850
E-Mail: bmoline@allophone.net

THIS IS THE FIRST EXTENSION OF THE CONTRACT AS AMENDED. (fc 04/12/17)

Line	Description	ESTIMATED Quantity	Unit of Measure	Unit Price	Extended Price
1	CENTREX SERVICES MONTHLY SERVICE	1,399,910.4000	\$	1.0000	1,399,910.40
Total Order					1,399,910.40

4/14/17
AC
BUYER
9/15/17
MATERIEL ADMINISTRATOR

STATE OF NEBRASKA SERVICE CONTRACT AWARD

State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, Nebraska 68508

Telephone: (402) 471-6500
Fax: (402) 471-2089

PAGE 1 of 1	ORDER DATE 02/28/17
BUSINESS UNIT 65060012	BUYER ROBERT THOMPSON (AS)
VENDOR NUMBER: 3740022	
VENDOR ADDRESS: ALLO COMMUNICATIONS LLC 610 BROADWAY PO BOX 1123 IMPERIAL NE 69033-1123	

CONTRACT NUMBER
55324 04

AN AWARD HAS BEEN MADE TO THE VENDOR/CONTRACTOR NAMED ABOVE FOR THE SERVICES AS LISTED BELOW FOR THE PERIOD:

MARCH 06, 2017 THROUGH MARCH 05, 2018

THIS CONTRACT IS NOT AN EXCLUSIVE CONTRACT TO FURNISH THE SERVICES SHOWN BELOW, AND DOES NOT PRECLUDE THE PURCHASE OF SIMILAR SERVICES FROM OTHER SOURCES.

THE STATE RESERVES THE RIGHT TO EXTEND THE PERIOD OF THIS CONTRACT BEYOND THE TERMINATION DATE WHEN MUTUALLY AGREEABLE TO THE VENDOR/CONTRACTOR AND THE STATE OF NEBRASKA.

Original/Bid Document 4183 Z1

Contract to supply and deliver Centrex Services to the State of Nebraska as per the attached specifications for the contract period March 6, 2017 through March 5, 2018. The contract may be renewed for two (2) additional one (1) year periods when mutually agreeable to the vendor and the State of Nebraska.

Vendor Contact: Brad Moline, President
Phone: 308-633-5000
Cell: 308-883-8240
Fax: 308-882-7850
E-Mail: bmoline@allophone.net

THIS IS THE FIRST RENEWAL OF THE CONTRACT AS AMENDED (ss 2/28/17)

Line	Description	Quantity	Unit of Measure	Unit Price	Extended Price
1	CENTREX SERVICES MONTHLY SERVICE	1,399,910.4000	\$	1.0000	1,399,910.40
Total Order					1,399,910.40

3/3/17
k
BUYER
MATERIEL ADMINISTRATOR
3/3/17

STATE OF NEBRASKA SERVICE CONTRACT AWARD

State Purchasing Bureau
301 Centennial Mall South, 1st Floor
Lincoln, Nebraska 68508
OR
P.O. Box 94847
Lincoln, Nebraska 68509-4847
Telephone: (402) 471-2401
Fax: (402) 471-2089

CONTRACT NUMBER
55324 04

PAGE 1 of 2	ORDER DATE 03/06/13
BUSINESS UNIT 65060012	BUYER MICHELLE MUSICK (AS)
VENDOR NUMBER: 3740022	
VENDOR ADDRESS: ALLO COMMUNICATIONS LLC 610 BROADWAY PO BOX 1123 IMPERIAL NEBRASKA 69033-1123	

AN AWARD HAS BEEN MADE TO THE VENDOR/CONTRACTOR NAMED ABOVE FOR THE SERVICES AS LISTED BELOW FOR THE PERIOD:

MARCH 06, 2013 THROUGH MARCH 05, 2017

THIS CONTRACT IS NOT AN EXCLUSIVE CONTRACT TO FURNISH THE SERVICES SHOWN BELOW, AND DOES NOT PRECLUDE THE PURCHASE OF SIMILAR SERVICES FROM OTHER SOURCES.

THE STATE RESERVES THE RIGHT TO EXTEND THE PERIOD OF THIS CONTRACT BEYOND THE TERMINATION DATE WHEN MUTUALLY AGREEABLE TO THE VENDOR/CONTRACTOR AND THE STATE OF NEBRASKA.

Original/Bid Document 4183 Z1

Contract to provide Centrex Services to the State of Nebraska. Office of the CIO, for a period effective March 6, 2013 through March 5, 2017 with the option to renew for three (3), one (1) year periods as mutually agreed upon by all parties.

The State may request that payment be made electronically instead of by state warrant. ACH/EFT Enrollment Form can be found at: <http://www.das.state.ne.us/accounting/forms/achenrol.pdf>

The Contractor is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of new employees physically performing services within the State of Nebraska. A federal immigration verification system mean the electronic verification of the work authorization program authorized by the Illegal Immigration Reform and Immigrant Responsibility Act of 1996, 8 U.S.C. 1324a, known as the E-Verify Program, or an equivalent federal program designated by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of a newly hired employee.

The contractor certifies that the contractor is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any federal department or agency from participating in transactions (debarred). The contractor also agrees to include the above requirements in any and all subcontracts into which it enters. The contractor shall immediately notify the Department if, during the term of this contract, contractor becomes debarred. The Department may immediately terminate this contract by providing contractor written notice if contractor becomes debarred during the term of this contract. If the Contractor is an individual or sole proprietorship, the following applies:

1. The Contractor must complete the United States Citizenship Attestation Form, available on the Department of Administrative Services website at: www.das.state.ne.us.
2. If the Contractor indicates on such attestation form that he or she is a qualified alien, the Contractor agrees to provide the US Citizenship and Immigration Services documentation require to verify the Contractor's lawful presence in the United States using the Systematic Alien Verification for Entitlements (SAVE) Program.
3. The Contractor understands and agrees that lawful presence in the United States is required and the Contractor may be disqualified or the contract terminated if such lawful presence cannot be verified as required by Neb. Rev. Stat. §4-108.

The contract shall incorporate the following previously submitted documents:

1. Contract Award;
2. Any Contract Amendments, in order of significance;
3. Any Request for Proposal Addenda and/or Amendments to include Questions and Answers;
4. The original RFP document;
5. The signed Request for Proposal form; and
6. The Contractor's Proposal.

Michelle Musick 3-7-13
BUYER *RK* 3/7/13
3-8-13
MATERIEL ADMINISTRATOR

STATE OF NEBRASKA SERVICE CONTRACT AWARD

PAGE 2 of 2	ORDER DATE 03/06/13
BUSINESS UNIT 65060012	BUYER MICHELLE MUSICK (AS)
VENDOR NUMBER: 3740022	

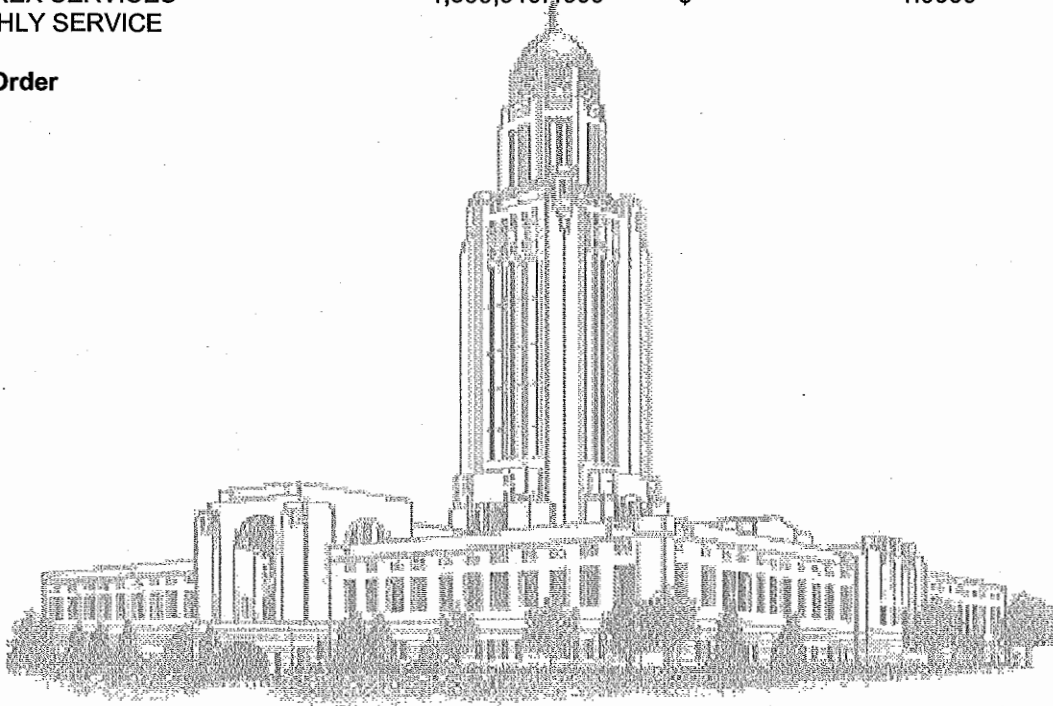
Vendor Contact: Brad Moline, President
Phone: 308-633-5000
Cell: 308-883-8240
Fax: 308-882-7850
E-Mail: bmoline@allophone.net

(3/6/13 knj)

State Purchasing Bureau
301 Centennial Mall South, 1st Floor
Lincoln, Nebraska 68508
OR
P.O. Box 94847
Lincoln, Nebraska 68509-4847
Telephone: (402) 471-2401
Fax: (402) 471-2089

CONTRACT NUMBER
55324 O4

Line	Description	Quantity	Unit of Measure	Unit Price	Extended Price
1	CENTREX SERVICES MONTHLY SERVICE	1,399,910.4000	\$	1.0000	1,399,910.40
Total Order					1,399,910.40



MM 3-7-13
BUYER INITIALS

ADDENDUM TWO

DATE: December 31, 2012

TO: All Vendors

FROM: Michelle Musick/Mary Lanning, Buyers
State Purchasing Bureau

RE: Revised Schedule of Events for RFP Number 4183Z1

ACTIVITY		DATE/TIME
4.	Proposal opening Location: Nebraska State Office Building State Purchasing Bureau 301 Centennial Mall South, Mall Level Lincoln, NE 68508	January 4, 2013 January 18, 2013 2:00 PM Central Time
5.	Review for conformance of mandatory requirements	January 4, 2013 January 18, 2013
6.	Evaluation period	January 4, 2013 – January 16, 2013 January 18, 2013 – January 30, 2013
7.	“Oral Interviews/Presentations and/or Demonstrations” (if required)	To Be Determined
8.	Post “Letter of Intent to Contract” to Internet at http://www.das.state.ne.us/materiel/purchasing/rfp.htm	January 16, 2013 January 30, 2013
9.	Contract award	January 25, 2013 February 8, 2013
10.	Contractor start date	March 1, 2013

This addendum will become part of the bid and should be acknowledged with the RFP.

ADDENDUM ONE

DATE: December 11, 2012

TO: All Vendors

FROM: Michelle Musick/Mary Lanning, Buyer
State Purchasing Bureau

RE: Questions and Answers for RFP Number 4183Z1
to be opened January 4, 2013 2 PM Central Time

Following are the questions submitted and answers provided for the above mentioned Request For Proposal. The questions and answers are to be considered as part of the Request For Proposal.

QUESTIONS	ANSWERS
1. Page 20, Section TT: Standards require accommodation for ADA complain devices – Please list any TTY or other devices required as part of this RFP	We do not have a list of each TTY device in service. However, all TTY devices in place utilize standard analog lines.
2. Page 23, Sub-Section F: Attendant Console requests console features and capabilities similar to current arrangements – Please describe the current functionality (Attendant station, CTI base...etc)	Attendant consoles currently in place are Nortel digital telephone sets with add-on modules. CTI is not currently in use and required features can be found in Attachment 1 of the RFP document.
3. Section 13: Does the State have any circuits in this RFP that are or will be registered as Telecommunications Services Priority (TSP) circuits? If so, please list those locations.	The State is not currently using TSP
4. Page 51, Attachment 6: Indicates current equipment. Is the State open to replacement of these stations with stations of like or greater features?	Station replacement is a possibility where cost effective to do so.
5. Are you willing to go for IP-Based Switch/network provider? Vs. Nortel CO Switch?	IP Based solutions are acceptable as long as they are provided by a LEC or CLEC that is certificated by the Nebraska Public Service Commission.

QUESTIONS	ANSWERS
6. Are you willing to accept partial coverage/multiple providers?	Service will be awarded by City as outlined in Attachment 2. Each City will be awarded to a single bidder however awards may be made to multiple bidders based on the results of the RFP submissions and the needs of the State.
7. Does 4 digit dialing need to exist across all markets (outside of serviceable)? If Yes, how do you manage translations between carriers today?	4 digit dialing between Cities is not a requirement.
8. We need to know what you mean by Unified Messaging (i.e. voicemail to email and fax to email)	For the purposes of this RFP “Unified Messaging” refers to the capability to send voice mail messages to users Outlook e-mail account.
9. What features/functions do you need for your Call Center? Is the Call Center a hosted service as part of Centrex or do you have your own system?	We use a combination of Carrier provided ACD, UCD, hosted and State owned system call center solutions. For the purposes of this RFP we are requesting rates and information on bidder provided ACD and UCD solutions only.
10. Please elaborate the application needs from Guaranteed Central Office Disconnect Supervision.	Central office must guarantee that all two party calls are torn down by the central office in the event that one or both parties disconnect.
11. Are you willing to replace Nortel Proprietary Sets with Analog Phone Sets? a. Attachment 1, Page 42 – Direct Station select/busy lamp field on meridian business sets or equivalent b. Multiple appearance ringing options (MADN Ring Forward) i. 35.) CPE (Attachment 1, page 42) Attachment 6, page 32 #18 ii. 36.) Attendant console would have to be analog solution	Most Nortel proprietary sets are in place because they require features not previously available with standard analog service. Analog phone set replacements will be acceptable as long as existing features and functionality can be duplicated.

State of Nebraska (State Purchasing Bureau) REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES FORM

RETURN TO:
State Purchasing Bureau
301 Centennial Mall South, 1st Fl
Lincoln, Nebraska 68508
OR
P.O. Box 94847
Lincoln, Nebraska 68509-4847
Phone: 402-471-2401
Fax: 402-471-2089

SOLICITATION NUMBER	RELEASE DATE
RFP 4183Z1	November 29, 2012
OPENING DATE AND TIME	PROCUREMENT CONTACT
January 4, 2013 2:00 p.m. Central Time	Michelle Musick / Mary Lanning

This form is part of the specification package and must be signed and returned, along with proposal documents, by the opening date and time specified.

PLEASE READ CAREFULLY!

SCOPE OF SERVICE

The State of Nebraska, Administrative Services (AS), Materiel Division, Purchasing Bureau, is issuing this Request for Proposal, RFP Number 4183Z1 for the purpose of selecting a qualified contractor to provide Centrex services.

Written questions are due no later than December 6, 2012, and should be submitted via e-mail to matpurch.dasmat@nebraska.gov. Written questions may also be sent by facsimile to (402) 471-2089.

Bidder should submit one (1) original and six (6) copies of the entire proposal. In the event of any inconsistencies among the proposals, the language contained in the original proposal shall govern. Proposals must be submitted by the proposal due date and time.

PROPOSALS MUST MEET THE REQUIREMENTS OUTLINED IN THIS REQUEST FOR PROPOSAL TO BE CONSIDERED VALID. PROPOSALS WILL BE REJECTED IF NOT IN COMPLIANCE WITH THESE REQUIREMENTS.

1. Sealed proposals must be received in State Purchasing by the date and time of proposal opening indicated above. No late proposals will be accepted. No electronic, e-mail, fax, voice, or telephone proposals will be accepted.
2. This form "REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES" MUST be manually signed, in ink, and returned by the proposal opening date and time along with bidder's proposal and any other requirements as specified in the Request for Proposal in order to be considered for an award.
3. It is the responsibility of the bidder to check the website for all information relevant to this solicitation to include addenda and/or amendments issued prior to the opening date. Website address is as follows:
<http://www.das.state.ne.us/materiel/purchasing/>
4. It is understood by the parties that in the State of Nebraska's opinion, any limitation on the contractor's liability is unconstitutional under the Nebraska State Constitution, Article XIII, Section 3, and that any limitation of liability shall not be binding on the State of Nebraska despite inclusion of such language in documents supplied with the contractor's bid or in the final contract.

BIDDER MUST COMPLETE THE FOLLOWING

By signing this Request For Proposal For Contractual Services form, the bidder guarantees compliance with the provisions stated in this Request for Proposal, agrees to the terms and conditions (see Section III) and certifies bidder maintains a drug free work place environment.

FIRM: _____

COMPLETE ADDRESS: _____

TELEPHONE NUMBER: _____ FAX NUMBER: _____

SIGNATURE: _____ DATE: _____

TYPED NAME & TITLE OF SIGNER: _____

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GLOSSARY OF TERMS

Acceptance Test Procedure: Benchmarks and other performance criteria, developed by the State of Nebraska or other sources of testing standards, for measuring the effectiveness of products or services and the means used for testing such performance.

Addendum: Something added or deleted.

ACD: Automatic Call Distributor. A specialized system designed to route incoming calls to a defined group of personnel in a manner that is evenly distributed.

Agency: Any state agency, board, or commission other than the University of Nebraska, the Nebraska State colleges, the courts, the Legislature, or any officer or agency established by the Constitution of Nebraska.

Agent: A person authorized by a superior or organization to act on their behalf.

Amend: To alter or change by adding, subtracting, or substituting. A contract can be amended only by the parties participating in the contract. A written contract can only be amended in writing.

Amendment: Written correction or alteration.

Appropriation: Legislative authorization to expend public funds for a specific purpose. Money set apart for a specific use.

Award: All purchases, leases, or contracts which are based on competitive proposals will be awarded according to the provisions in the Request for Proposal. The State reserves the right to reject any or all proposals, wholly or in part, or to award to multiple bidders in whole or in part. The State reserves the right to waive any deviations or errors that are not material, do not invalidate the legitimacy of the proposal, and do not improve the bidder's competitive position. All awards will be made in a manner deemed in the best interest of the State.

Best and Final Offer (BAFO): A second-stage bid in a public procurement for services.

Bid: The executed document submitted by a bidder in response to a Request for Proposal.

Bid Bond: A bond given by a surety on behalf of the bidder to ensure that the bidder will enter into the contract as bid and is retained by the State from the date of the bid opening to the date of contract signing.

Bidder: Any person or entity submitting a competitive bid response to a solicitation.

Business: Any corporation, partnership, individual, sole proprietorship, joint-stock company, joint venture, or any other private legal entity.

Business Day: Any weekday, excepting public holidays.

Calendar Day: Every day shown on the calendar; Saturdays, Sundays and State/Federal holidays included. Not to be confused with "Work Day".

Collusion: A secret agreement or cooperation between two or more persons or entities to accomplish a fraudulent, deceitful or unlawful purpose.

Competition: The process by which two or more vendors vie to secure the business of a purchaser by offering the most favorable terms as to price, quality, delivery and/or service.

Confidential Information: Unless otherwise defined below, “Confidential Information” shall also mean proprietary trade secrets, academic and scientific research work which is in progress and unpublished, and other information which if released would give advantage to business competitors and serve no public purpose (see Neb. Rev. Stat. §84-712.05(3)). In accordance with Nebraska Attorney General Opinions 92068 and 97033, proof that information is proprietary requires identification of specific, named competitor(s) who would be advantaged by release of the information and the specific advantage the competitor(s) would provide.

Contract: An agreement between two or more persons to perform a specific act or acts.

Contract Administration: The Management of various facets of contracts to assure that the contractors total performance is in accordance with the contractual commitments and obligations to the purchaser are fulfilled.

Contract Management: Includes reviewing and approving of changes, executing renewals, handling disciplinary actions, adding additional users, and any other form of action that could change the contract.

Contractor: Any person or entity that supplies goods and/or services.

Conversion Period: A period of time not to exceed six (6) months, during which the State converts to a new Operating System under “Conversion” as per this RFP.

Copyright: A grant to a writer/artist that recognizes sole authorship/creation of a work and protects the creator’s interest(s) therein.

CPU: Any computer or computer system that is used by the State to store, process, or retrieve data or perform other functions using Operating Systems and applications software.

Critical Program Error: Any Program Error, whether or not known to the State, which prohibits or significantly impairs use of the Licensed Software as set forth in the documentation and intended in the contract.

CTI: Computer Telephony Integration. The Integration of telephony features with computer applications, commonly used to automate Call Centers.

Default: The omission or failure to perform a contractual duty.

Deviation: Any proposed change(s) or alteration(s) to either the contractual language or deliverables within the scope of this Request for Proposal.

Documentation: The user manuals and any other materials in any form or medium customarily provided by the contractor to the users of the Licensed Software which will provide the State with sufficient information to operate, diagnose, and maintain the Licensed Software properly, safely, and efficiently.

Evaluation Committee: A committee (or committees) appointed by the requesting agency that advises and assists the procuring office in the evaluation of proposals.

Evaluation of Proposal: The process of examining a proposal after opening to determine the bidder's responsibility, responsiveness to requirements, and to ascertain other characteristics of the proposal that relate to determination of the successful bidder.

Extension: A provision, or exercise of a provision, of a contract that allows a continuance of the contract (at the option of the State of Nebraska) for an additional time according to contract conditions. Not to be confused with "Renewals."

F.O.B. Destination: Free on Board. The delivery charges have been included in the quoted price and prepaid by the vendor. Vendor is responsible for all claims associated with damages during delivery of product.

Foreign Corporation: A foreign corporation is a corporation that was formed (i.e. incorporated) in another state but transacting business in Nebraska pursuant to a certificate of authority issued by the Nebraska Secretary of State.

Installation Date: The date when the procedures described in "Installation by Contractor, and Installation by State", as found in the RFP, are completed.

IVR: Interactive Voice Response.

Late Proposal: A proposal received at the place specified in the solicitation after the date and time designated for all proposals to be received.

Licensed Software: Any and all software and documentation by which the State acquires or is granted any rights under the contract.

Mandatory: Required, compulsory or obligatory.

May: Denotes discretion.

Module: A collection of routines and data structures that perform a specific function of the Licensed Software.

Must: Denotes the imperative, required, compulsory or obligatory.

Opening Date: Specified date and time for the public opening of received, labeled and sealed formal proposals. Not to be confused with "Release Date".

Operating System: The control program in a computer that provides the interface to the computer hardware and peripheral devices, and the usage and allocation of memory resources, processor resources, input/output resources, and security resources.

Outsourcing: Acquiring computing or related services from a source outside of the State of Nebraska which may include programming and/or executing the State's Licensed Software on the State's CPU's, programming, and/or executing the State's programs and Licensed Software on the contractor's CPU's or any mix thereof.

Outsourcing Company: A company that provides Outsourcing Services under contract to the State.

Performance Bond: A bond given by a surety on behalf of the contractor to ensure the timely and proper (in sole estimation of the State) performance of a contract.

Platform: A specific hardware and Operating System combination that is different from other hardware and Operating System combinations to the extent that a different version of the Licensed Software product is required to execute properly in the environment established by such hardware and Operating System combination.

Pre-Proposal Conference: A meeting scheduled for the purpose of providing clarification regarding a Request for Proposal and related expectations.

Product: A module, a system, or any other software-related item provided by the contractor to the State.

Program Error: Code in Licensed Software which produces unintended results or actions, or which produces results or actions other than those described in the specifications. A program error includes, without limitation, any "Critical Program Error."

Program Set: The group of programs and products, including the Licensed Software specified in the RFP, plus any additional programs and products licensed by the State under the contract for use by the State.

Project: The total of all software, documentation, and services to be provided by the contractor under this contract.

Proposal: The executed document submitted by a bidder in response to a Request for Proposal.

Proprietary Information: Proprietary information is defined as trade secrets, academic and scientific research work which is in progress and unpublished, and other information which if released would give advantage to business competitors and serve no public purpose (see Neb. Rev. Stat. §84-712.05(3)). In accordance with Attorney General Opinions 92068 and 97033, proof that information is proprietary requires identification of specific, named competitor(s) who would be advantaged by release of the information and the specific advantage the competitor(s) would receive.

Protest: A complaint about a governmental action or decision related to a Request for Proposal or the resultant contract, brought by a prospective bidder, a bidder, a contractor, or other interested party to AS Materiel Division or another designated agency with the intention of achieving a remedial result.

Public Proposal Opening: The process of opening proposals, conducted at the time and place specified in the Request for Proposal, and in the presence of anyone who wishes to attend.

Recommended Hardware Configuration: The data processing hardware (including all terminals, auxiliary storage, communication, and other peripheral devices) to the extent utilized by the State as recommended by the contractor.

Release Date: Date of release of the Request for Proposal to the public for submission of proposal responses. Not to be confused with "Opening Date".

Renewal: Continuance of a contract for an additional term after a formal signing by the parties.

Representative: Includes an agent, an officer of a corporation or association, a trustee, executor or administrator of an estate, or any other person legally empowered to act for another.

Request for Proposal (RFP): All documents, whether attached or incorporated by reference, utilized for soliciting competitive proposals.

Responsible Bidder: A bidder who has the capability in all respects to perform fully all requirements with integrity and reliability to assure good faith performance.

Responsive Bidder: A bidder who has submitted a bid which conforms in all respects to the solicitation document.

Shall: Denotes the imperative, required, compulsory or obligatory.

Should: Indicates an expectation.

Solicitation: The process of notifying prospective bidders or offerors that the State of Nebraska wishes to receive proposals for furnishing services. The process may consist of public advertising, posting notices, or mailing Request for Proposals and/or Request for Proposal announcement letter to prospective bidders, or all of these.

Solicitation Document: Request for Proposal.

Specifications: The information provided by or on behalf of the contractor that fully describes the capabilities and functionality of the Licensed Software as set forth in any material provided by the contractor, including the documentation and User's Manuals described herein.

System: Any collection or aggregation of two (2) or more Modules that is designed to function, or is represented by the contractor as functioning or being capable of functioning as an entity.

Termination: Occurs when either party pursuant to a power created by agreement or law puts an end to the contract. All obligations which are still executory on both sides are discharged but any right based on prior breach or performance survives.

Trademark: A distinguishing sign, symbol, mark, word, or arrangement of words in the form of a label or other indication, that is adopted and used by a manufacturer or distributor to designate its particular goods and which no other person has the legal right to use.

Trade Secret: Information, including, but not limited to, a drawing, formula, pattern, compilation, program, device, method, technique, code, or process that; (a) derives independent economic value, actual or potential, from not being known to, and not being ascertainable by proper means, other persons who can obtain economic value from its disclosure or use; and (b) is the subject of efforts that are reasonable under the circumstances to maintain its secrecy (see Neb. Rev. Stat. §87-502(4)).

Upgrade: Any improvement or change in the Software that improves or alters its basic function.

Vendor: An actual or potential contractor; a contractor.

Will: Denotes the imperative, required, compulsory or obligatory.

I. SCOPE OF THE REQUEST FOR PROPOSAL

The State of Nebraska, Administrative Services (AS), Materiel Division, Purchasing Bureau (hereafter known as State Purchasing Bureau), is issuing this Request for Proposal, RFP Number 4183Z1 for the purpose of selecting a qualified contractor to provide Centrex services.

A contract resulting from this Request for Proposal will be issued for a period of four (4) years from date of contract award with the option to renew for three (3) additional one (1) year periods as mutually agreed upon by all parties.

ALL INFORMATION PERTINENT TO THIS REQUEST FOR PROPOSAL CAN BE FOUND ON THE INTERNET AT: <http://www.das.state.ne.us/materiel/purchasing/rfp.htm>

A. SCHEDULE OF EVENTS

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change.

ACTIVITY		DATE/TIME
1.	Release Request for Proposal	November 29, 2012
2.	Last day to submit written questions	December 6, 2012
3.	State responds to written questions through Request for Proposal "Addendum" and/or "Amendment" to be posted to the Internet at: http://www.das.state.ne.us/materiel/purchasing/rfp.htm	December 11, 2012
4.	Proposal opening Location: Nebraska State Office Building State Purchasing Bureau 301 Centennial Mall South, Mall Level Lincoln, NE 68508	January 4, 2013 2:00 PM Central Time
5.	Review for conformance of mandatory requirements	January 4, 2013
6.	Evaluation period	January 4, 2013 – January 16, 2013
7.	"Oral Interviews/Presentations and/or Demonstrations" (if required)	To Be Determined
8.	Post "Letter of Intent to Contract" to Internet at http://www.das.state.ne.us/materiel/purchasing/rfp.htm	January 16, 2013
9.	Contract award	January 25, 2013
10.	Contractor start date	March 1, 2013

II. PROCUREMENT PROCEDURES

A. PROCURING OFFICE AND CONTACT PERSON

Procurement responsibilities related to this Request for Proposal reside with the State Purchasing Bureau. The point of contact for the procurement is as follows:

Name: Michelle Musick / Mary Lanning
Agency: State Purchasing Bureau
Address: 301 Centennial Mall South, Mall Level
Lincoln, NE 68508

OR

Address: P.O. Box 94847
Lincoln, NE 68509
Telephone: 402-471-2401
Facsimile: 402-471-2089
E-Mail: matpurch.dasmat@nebraska.gov

B. GENERAL INFORMATION

The Request for Proposal is designed to solicit proposals from qualified vendors who will be responsible for providing Centrex service at a competitive and reasonable cost. Proposals that do not conform to the mandatory items as indicated in the Request for Proposal will not be considered.

Proposals shall conform to all instructions, conditions, and requirements included in the Request for Proposal. Prospective bidders are expected to carefully examine all documentation, schedules and requirements stipulated in this Request for Proposal, and respond to each requirement in the format prescribed.

A fixed-price contract will be awarded as a result of this proposal. In addition to the provisions of this Request for Proposal and the awarded proposal, which shall be incorporated by reference in the contract, any additional clauses or provisions required by the terms and conditions will be included as an amendment to the contract.

C. COMMUNICATION WITH STATE STAFF

From the date the Request for Proposal is issued until a determination is announced regarding the selection of the contractor, contact regarding this project between potential contractors and individuals employed by the State is restricted to only written communication with the staff designated above as the point of contact for this Request for Proposal.

Once a contractor is preliminarily selected, as documented in the intent to contract, that contractor is restricted from communicating with State staff until a contract is signed. Violation of this condition may be considered sufficient cause to reject a contractor's proposal and/or selection irrespective of any other condition.

The following exceptions to these restrictions are permitted:

1. written communication with the person(s) designated as the point(s) of contact for this Request for Proposal or procurement;
2. contacts made pursuant to any pre-existing contracts or obligations; and
3. state-requested presentations, key personnel interviews, clarification sessions or discussions to finalize a contract.

Violations of these conditions may be considered sufficient cause to reject a bidder's proposal and/or selection irrespective of any other condition. No individual member of the State, employee of the State, or member of the Evaluation Committee is empowered to make binding statements regarding this Request for Proposal. The buyer will issue any clarifications or opinions regarding this Request for Proposal in writing.

D. WRITTEN QUESTIONS AND ANSWERS

Any explanation desired by a bidder regarding the meaning or interpretation of any Request for Proposal provision must be submitted in writing to the State Purchasing Bureau and clearly marked "RFP Number 4183Z1; Centrex service Questions". It is preferred that questions be sent via e-mail to matpurch.dasmat@nebraska.gov. Questions may also be sent by facsimile to 402-471-2089, but must include a cover sheet clearly indicating that the transmission is to the attention of Michelle Musick / Mary Lanning, showing the total number of pages transmitted, and clearly marked "RFP Number 4183Z1; Centrex service Questions".

Written answers will be provided through an addendum to be posted on the Internet at <http://www.das.state.ne.us/materiel/purchasing/rfp.htm> on or before the date shown in the Schedule of Events.

E. ORAL INTERVIEWS/PRESENTATIONS AND/OR DEMONSTRATIONS

The Evaluation Committee(s) may conclude after the completion of the Technical and Cost Proposal evaluation that oral interviews/presentations and/or demonstrations are required in order to determine the successful bidder. All bidders may not have an opportunity to interview/present and/or give demonstrations; the State reserves the right to select only the top scoring bidders to present/give oral interviews in its sole discretion. The scores from the oral interviews/presentations and/or demonstrations will be added to the scores from the Technical and Cost Proposals. The presentation process will allow the bidders to demonstrate their proposal offering, explaining and/or clarifying any unusual or significant elements related to their proposals. Bidders' key personnel may be requested to participate in a structured interview to determine their understanding of the requirements of this proposal, their authority and reporting relationships within their firm, and their management style and philosophy. Bidders shall not be allowed to alter or amend their proposals. Only representatives of the State and the presenting bidders will be permitted to attend the oral interviews/presentations and/or demonstrations.

Once the oral interviews/presentations and/or demonstrations have been completed the State reserves the right to make a contract award without any further discussion with the bidders regarding the proposals received.

Detailed notes of oral interviews/presentations and/or demonstrations may be recorded and supplemental information (such as briefing charts, et cetera) may be accepted; however, such supplemental information shall not be considered an amendment to a bidders' proposal. Additional written information gathered in this manner shall not constitute replacement of proposal contents.

Any cost incidental to the oral interviews/presentations and/or demonstrations shall be borne entirely by the bidder and will not be compensated by the State.

F. SUBMISSION OF PROPOSALS

The following describes the requirements related to proposal submission, proposal handling and review by the State.

To facilitate the proposal evaluation process, one (1) original, clearly identified as such, and six (6) copies of the entire proposal should be submitted. The copy marked "original" shall take precedence over any other copies, should there be a discrepancy. Proposals must be submitted by the proposal due date and time. A separate sheet must be provided that clearly states which sections have been submitted as proprietary or have copyrighted materials. All proprietary information the bidder wishes the State to withhold must be submitted in accordance with the instructions outlined in Section III, Proprietary Information. Proposal responses should include the completed Form A, Bidder Contact Sheet. Proposals must reference the request for proposal number and be sent to the specified address. Container(s) utilized for original documents should be clearly marked "ORIGINAL DOCUMENTS". Please note that the address label should appear as specified in Section II part A on the face of each container or bidder's bid response packet. Rejected late proposals will be returned to the bidder unopened, if requested, at bidder's expense. If a recipient phone number is required for delivery purposes, 402-471-2401 should be used. The request for proposal number must be included in all correspondence.

Emphasis should be concentrated on conformance to the Request for Proposal instructions, responsiveness to requirements, completeness and clarity of content. If the bidder's proposal is presented in such a fashion that makes evaluation difficult or overly time consuming, it is likely that points will be lost in the evaluation process. Elaborate and lengthy proposals are neither necessary nor desired.

The Technical and Cost Proposals should be presented in separate sections (loose-leaf binders are preferred) on standard 8 ½" x 11" paper, except that charts, diagrams and the like may be on fold-outs which, when folded, fit into the 8 ½" by 11" format. Pages may be consecutively numbered for the entire proposal, or may be numbered consecutively within sections. Figures and tables must be numbered consecutively within sections. Figures and tables must be numbered and referenced in the text by that number. They should be placed as close as possible to the referencing text.

G. PROPOSAL OPENING

The sealed proposals will be publicly opened and the bidding entities announced on the date, time and location shown in the Schedule of Events. Proposals will be available for viewing by those present after the proposal opening. Vendors may also contact the State to schedule an appointment for viewing proposals after the opening date.

H. LATE PROPOSALS

Proposals received after the time and date of the proposal opening will be considered late proposals. Rejected late proposals will be returned to the bidder unopened, if requested, at bidder's expense. The State is not responsible for proposals that are late or lost due to mail service inadequacies, traffic or any other reason(s).

I. REJECTION OF PROPOSALS

The State reserves the right to reject any or all proposals, wholly or in part, or to award to multiple bidders in whole or in part. The State reserves the right to waive any deviations or errors that are not material, do not invalidate the legitimacy of the proposal and do not improve the bidder's competitive position. All awards will be made in a manner deemed in the best interest of the State.

J. EVALUATION OF PROPOSALS

All responses to this Request for Proposal which fulfill all mandatory requirements will be evaluated. Each category will have a maximum possible point potential. The State will conduct a fair, impartial and comprehensive evaluation of all proposals in accordance with the criteria set forth below. Areas that will be addressed and scored during the evaluation include:

1. Executive Summary;
2. Corporate Overview shall include but is not limited to;
 - a. the ability, capacity and skill of the bidder to deliver and implement the system or project that meets the requirements of the Request for Proposal;
 - b. the character, integrity, reputation, judgment, experience and efficiency of the bidder;
 - c. whether the bidder can perform the contract within the specified time frame;
 - d. the quality of bidder performance on prior contracts;
 - e. such other information that may be secured and that has a bearing on the decision to award the contract;
3. Technical Approach; and
4. Cost Proposal.

Evaluation criteria will become public information at the time of the Request for Proposal opening. Evaluation criteria and a list of respondents will be posted to the State Purchasing Bureau website at <http://www.das.state.ne.us/materiel/purchasing/rfp.htm> Evaluation criteria will not be released prior to the proposal opening.

K. EVALUATION COMMITTEE

Proposals will be independently evaluated by members of the Evaluation Committee(s). The committee(s) will consist of staff with the appropriate expertise to conduct such proposal evaluations. Names of the members of the Evaluation Committee(s) will not become public information.

Prior to award, bidders are advised that only the point of contact indicated on the front cover of this Request For Proposal For Contractual Services Form can clarify issues or render any opinion regarding this Request for Proposal. No individual member of the State, employee of the State or member of the Evaluation Committee(s) is empowered to make binding statements regarding this Request for Proposal.

L. MANDATORY REQUIREMENTS

The proposals will first be examined to determine if all mandatory requirements listed below have been addressed to warrant further evaluation. Proposals not meeting mandatory requirements will be excluded from further evaluation. The mandatory requirement items are as follows:

1. Signed, in ink, Request For Proposal For Contractual Services form;
2. Executive Summary;
3. Corporate Overview;
4. Technical Approach;
5. Attachment 2, Line Rates;
6. Attachment 3, Install Rates, Part A;
7. Attachment 4, Install Rates, Part B;
8. Attachment 5, Voicemail Rates; and

9. Attachment 6.

M. REFERENCE CHECKS

The State reserves the right to check any reference(s), regardless of the source of the reference information, including but not limited to, those that are identified by the company in the proposal, those indicated through the explicitly specified contacts, those that are identified during the review of the proposal, or those that result from communication with other entities involved with similar projects.

Information to be requested and evaluated from references may include, but is not limited to, some or all of the following: project description and background, job performed, functional and technical abilities, communication skills and timeliness, cost and schedule estimates and accuracy, problems (poor quality deliverables, contract disputes, work stoppages, et cetera), overall performance, and whether or not the reference would rehire the firm or individual. Only top scoring bidders may receive reference checks and negative references may eliminate bidders from consideration for award.

N. SECRETARY OF STATE/TAX COMMISSIONER REGISTRATION REQUIREMENTS

All bidders are expected to comply with any statutory registration requirements. It is the responsibility of the bidder who is the recipient of an Intent to Award to comply with any statutory registration requirements pertaining to types of business entities (e.g. a foreign or Nebraska corporation, non-resident contractor, limited partnership, or other type of business entity). The bidder who is the recipient of Intent to Award will be required to certify that it has so complied and produce a true and exact copy of its registration certificate, or, in the case registration is not required, to provide the reason as to why none is required. This must be accomplished prior to the award of contract.

O. VIOLATION OF TERMS AND CONDITIONS

Violation of the terms and conditions contained in this Request for Proposal or any resultant contract, at any time before or after the award, shall be grounds for action by the State which may include, but is not limited to, the following:

1. rejection of a bidder's proposal;
2. suspension of the bidder from further bidding with the State for the period of time relative to the seriousness of the violation, such period to be within the sole discretion of the State.

III. TERMS AND CONDITIONS

By signing the "Request For Proposal For Contractual Services" form, the bidder guarantees compliance with the provisions stated in this Request for Proposal, agrees to the terms and conditions and certifies bidder maintains a drug free work place environment.

Bidders are expected to closely read the Terms and Conditions and provide a binding signature of intent to comply with the Terms and Conditions; provided, however, a bidder may indicate any exceptions to the Terms and Conditions by (1) clearly identifying the term or condition by subsection, (2) including an explanation for the bidder's inability to comply with such term or condition which includes a statement recommending terms and conditions the bidder would find acceptable. Rejection in whole or in part of the Terms and Conditions may be cause for rejection of a bidder's proposal.

A. GENERAL

Accept
& Initial

The contract resulting from this Request for Proposal shall incorporate the following documents:

1. the signed Request For Proposal form;
2. the original Request for Proposal document;
3. any Request for Proposal addenda and/or amendments to include questions and answers;
4. the contractor's proposal;
5. any contract amendments, in order of significance; and
6. contract award.

Unless otherwise specifically stated in a contract amendment, in case of any conflict between the incorporated documents, the documents shall govern in the following order of preference with number one (1) receiving preference over all other documents and with each lower numbered document having preference over any higher numbered document: 1) the contract award, 2) contract amendments with the latest dated amendment having the highest priority, 3) Request for Proposal addenda and/or amendments with the latest dated amendment having the highest priority, 4) the original Request for Proposal, 5) the signed Request For Proposal form, 6) the contractor's proposal.

Any ambiguity in any provision of this contract which shall be discovered after its execution shall be resolved in accordance with the rules of contract interpretation as established in the State of Nebraska.

Once proposals are opened they become the property of the State of Nebraska and will not be returned.

B. AWARD

Accept
& Initial

All purchases, leases, or contracts which are based on competitive proposals will be awarded according to the provisions in the Request for Proposal. The State reserves the right to reject any or all proposals, wholly or in part, or to award to multiple bidders in whole or in part, and at its discretion, may withdraw or amend the Request for Proposal at any time. The State reserves the right to waive any deviations or errors that are not material, do not invalidate the legitimacy of the proposal, and do not improve the bidder's competitive position. All awards will be made in a manner deemed in the best interest of the State. The Request for Proposal does not commit the State to award a contract. If, in the opinion of the State, revisions or amendments will require substantive changes in proposals, the due date may be extended.

By submitting a proposal in response to this Request for Proposal, the bidder grants to the State the right to contact or arrange a visit in person with any or all of the bidder's clients.

Once an intent to award decision has been determined, it will be posted to the Internet at:
<http://www.das.state.ne.us/materiel/purchasing/rfp.htm>

Grievance and protest procedure is available on the Internet at:
<http://www.das.state.ne.us/materiel/purchasing/agencyservicesprocurementmanual/ProtestGrievanceProcedureForServices.doc>

Any protests must be filed by a vendor within ten (10) calendar days after the intent to award decision is posted to the Internet.

C. COMPLIANCE WITH CIVIL RIGHTS LAWS AND EQUAL OPPORTUNITY EMPLOYMENT / NONDISCRIMINATION

Accept
& Initial

The contractor shall comply with all applicable local, State and Federal statutes and regulations regarding civil rights laws and equal opportunity employment. The Nebraska Fair Employment Practice Act prohibits contractors of the State of Nebraska, and their subcontractors, from discriminating against any employee or applicant for employment, with respect to hire, tenure, terms, conditions or privileges of employment because of race, color, religion, sex, disability, or national origin (Neb. Rev. Stat. §48-1101 to 48-1125). The contractor guarantees compliance with the Nebraska Fair Employment Practice Act, and breach of this provision shall be regarded as a material breach of contract. The contractor shall insert a similar provision in all subcontracts for services to be covered by any contract resulting from this Request for Proposal.

D. PERMITS, REGULATIONS, LAWS

Accept
& Initial

The contractor shall procure and pay for all permits, licenses and approvals necessary for the execution of the contract. The contractor shall comply with all applicable local, state, and federal laws, ordinances, rules, orders and regulations.

E. OWNERSHIP OF INFORMATION AND DATA

Accept
& Initial

The State of Nebraska shall have the unlimited right to publish, duplicate, use and disclose all information and data developed or derived by the contractor pursuant to this contract.

The contractor must guarantee that it has the full legal right to the materials, supplies, equipment, and other rights or titles (e.g. rights to licenses transfer or assign deliverables) necessary to execute this contract. The contract price shall, without exception, include compensation for all royalties and costs arising from patents, trademarks and copyrights that are in any way involved in the contract. It shall be the responsibility of the contractor to pay for all royalties and costs, and the State must be held harmless from any such claims.

F. INSURANCE REQUIREMENTS

Accept
& Initial

The contractor shall not commence work under this contract until he or she has obtained all the insurance required hereunder and such insurance has been approved by the State. If contractor will be utilizing any subcontractors, the contractor is responsible for obtaining the certificate(s) of insurance required herein under from any and all subcontractor(s). Contractor is also responsible for ensuring subcontractor(s) maintain the insurance required until completion of the contract requirements. The contractor shall not allow any subcontractor to commence work on his or her subcontract until all similar insurance required of the subcontractor has been obtained and approved by the contractor. Approval of the insurance by the State shall not limit, relieve or decrease the liability of the contractor hereunder.

If by the terms of any insurance a mandatory deductible is required, or if the contractor elects to increase the mandatory deductible amount, the contractor shall be responsible for payment of the amount of the deductible in the event of a paid claim.

1. WORKERS' COMPENSATION INSURANCE

The contractor shall take out and maintain during the life of this contract the statutory Workers' Compensation and Employer's Liability Insurance for all of the contractors' employees to be engaged in work on the project under this contract and, in case any such work is sublet, the contractor shall require the subcontractor similarly to provide Worker's Compensation and Employer's Liability Insurance for all of the subcontractor's employees to be engaged in such work. This policy shall be written to meet the statutory requirements for the state in which the work is to be performed, including Occupational Disease. This policy shall include a waiver of subrogation in favor of the State. The amounts of such insurance shall not be less than the limits stated hereinafter.

2. COMMERCIAL GENERAL LIABILITY INSURANCE AND COMMERCIAL AUTOMOBILE LIABILITY INSURANCE

The contractor shall take out and maintain during the life of this contract such Commercial General Liability Insurance and Commercial Automobile Liability Insurance as shall protect contractor and any subcontractor performing work covered by this contract from claims for damages for bodily injury, including death, as well as from claims for property damage, which may arise from operations under this contract, whether such operation be by the contractor or by any subcontractor or by anyone directly or indirectly employed by either of them, and the amounts of such insurance shall not be less than limits stated hereinafter.

The Commercial General Liability Insurance shall be written on an occurrence basis, and provide Premises/Operations, Products/Completed Operations, Independent Contractors, Personal Injury and Contractual Liability coverage. The policy shall include the State, and others as required by the Contract Documents, as an Additional Insured. This policy shall be primary, and any insurance or self-insurance carried by the State shall be considered excess and non-contributory. The Commercial Automobile Liability Insurance shall be written to cover all Owned, Non-owned and Hired vehicles.

3. INSURANCE COVERAGE AMOUNTS REQUIRED

a. WORKERS' COMPENSATION AND EMPLOYER'S LIABILITY

Coverage A	Statutory
Coverage B	
Bodily Injury by Accident	\$100,000 each accident
Bodily Injury by Disease	\$500,000 policy limit
Bodily Injury by Disease	\$100,000 each employee

b. COMMERCIAL GENERAL LIABILITY

General Aggregate	\$2,000,000
Products/Completed Operations Aggregate	\$2,000,000
Personal/Advertising Injury	\$1,000,000 any one person
Bodily Injury/Property Damage	\$1,000,000 per occurrence
Fire Damage	\$50,000 any one fire
Medical Payments	\$5,000 any one person

c. COMMERCIAL AUTOMOBILE LIABILITY

Bodily Injury/Property Damage \$1,000,000 combined single limit

d. UMBRELLA/EXCESS LIABILITY

Over Primary Insurance \$1,000,000 per occurrence

4. EVIDENCE OF COVERAGE

The contractor should furnish the State, with their proposal response, a certificate of insurance coverage complying with the above requirements to the attention of the Buyer, Administrative Services, State Purchasing Bureau, 301 Centennial Mall S, 1st Fl, Lincoln, NE 68508 (facsimile 402-471-2089). These certificates or the cover sheet shall reference the RFP number, and the certificates shall include the name of the company, policy numbers, effective dates, dates of expiration and amounts and types of coverage afforded. If the State is damaged by the failure of the contractor to maintain such insurance, then the contractor shall be responsible for all reasonable costs properly attributable thereto.

Notice of cancellation of any required insurance policy must be submitted to Administrative Services State Purchasing Bureau when issued and a new coverage binder shall be submitted immediately to ensure no break in coverage.

G. COOPERATION WITH OTHER CONTRACTORS

Accept
& Initial

The State may already have in place or choose to award supplemental contracts for work related to this Request for Proposal, or any portion thereof.

1. The State reserves the right to award the contract jointly between two or more potential contractors, if such an arrangement is in the best interest of the State.
2. The contractor shall agree to cooperate with such other contractors, and shall not commit or permit any act which may interfere with the performance of work by any other contractor.

H. INDEPENDENT CONTRACTOR

Accept
& Initial

It is agreed that nothing contained herein is intended or should be construed in any manner as creating or establishing the relationship of partners between the parties hereto. The contractor represents that it has, or will secure at its own expense, all personnel required to perform the services under the contract. The contractor's employees and other persons engaged in work or services required by the contractor under the contract shall have no contractual relationship with the State; they shall not be considered employees of the State.

All claims on behalf of any person arising out of employment or alleged employment (including without limit claims of discrimination against the contractor, its officers or its agents) shall in no way be the responsibility of the State. The contractor will hold the State harmless from any and all such claims. Such personnel or other persons shall not require nor be entitled to any compensation, rights or benefits from the State including without limit, tenure rights, medical and hospital care, sick and vacation leave, severance pay or retirement benefits.

I. CONTRACTOR RESPONSIBILITY

Accept
& Initial

The contractor is solely responsible for fulfilling the contract, with responsibility for all services offered and products to be delivered as stated in the Request for Proposal, the contractor's proposal, and the resulting contract. The contractor shall be the sole point of contact regarding all contractual matters.

If the contractor intends to utilize any subcontractors' services, the subcontractors' level of effort, tasks and time allocation must be clearly defined in the contractor's proposal. The contractor shall agree that it will not utilize any subcontractors not specifically included in its proposal, in the performance of the contract, without the prior written authorization of the State. Following execution of the contract, the contractor shall proceed diligently with all services and shall perform such services with qualified personnel in accordance with the contract.

J. CONTRACTOR PERSONNEL

Accept
& Initial

The contractor warrants that all persons assigned to the project shall be employees of the contractor or specified subcontractors, and shall be fully qualified to perform the work required herein. Personnel employed by the contractor to fulfill the terms of the contract shall remain under the sole direction and control of the contractor. The contractor shall include a similar provision in any contract with any subcontractor selected to perform work on the project.

Personnel commitments made in the contractor's proposal shall not be changed without the prior written approval of the State. Replacement of key personnel, if approved by the State, shall be with personnel of equal or greater ability and qualifications.

The State reserves the right to require the contractor to reassign or remove from the project any contractor or subcontractor employee.

In respect to its employees, the contractor agrees to be responsible for the following:

1. any and all employment taxes and/or other payroll withholding;
2. any and all vehicles used by the contractor's employees, including all insurance required by state law;
3. damages incurred by contractor's employees within the scope of their duties under the contract;
4. maintaining workers' compensation and health insurance and submitting any reports on such insurance to the extent required by governing State law; and
5. determining the hours to be worked and the duties to be performed by the contractor's employees.

Notice of cancellation of any required insurance policy must be submitted to the State when issued and a new coverage binder shall be submitted immediately to ensure no break in coverage.

K. STATE OF NEBRASKA PERSONNEL RECRUITMENT PROHIBITION

Accept
& Initial

The contractor shall not, at any time, recruit or employ any State employee or agent who has worked on the Request for Proposal or project, or who had any influence on decisions affecting the Request for Proposal or project.

L. CONFLICT OF INTEREST

Accept
& Initial

By submitting a proposal, bidder certifies that there does not now exist any relationship between the bidder and any person or entity which is or gives the appearance of a conflict of interest related to this Request for Proposal or project.

The bidder certifies that it shall not take any action or acquire any interest, either directly or indirectly, which will conflict in any manner or degree with the performance of its services hereunder or which creates an actual or appearance of conflict of interest.

The bidder certifies that it will not employ any individual known by bidder to have a conflict of interest.

M. PROPOSAL PREPARATION COSTS

The State shall not incur any liability for any costs incurred by bidders in replying to this Request for Proposal, in the demonstrations, or oral presentations, or in any other activity related to bidding on this Request for Proposal.

Accept
& Initial

N. ERRORS AND OMISSIONS

The bidder shall not take advantage of any errors and/or omissions in this Request for Proposal or resulting contract. The bidder must promptly notify the State of any errors and/or omissions that are discovered.

Accept
& Initial

O. BEGINNING OF WORK

The bidder shall not commence any billable work until a valid contract has been fully executed by the State and the successful contractor. The contractor will be notified in writing when work may begin.

Accept
& Initial

P. ASSIGNMENT BY THE STATE

The State shall have the right to assign or transfer the contract or any of its interests herein to any agency, board, commission, or political subdivision of the State of Nebraska. There shall be no charge to the State for any assignment hereunder.

Accept
& Initial

Q. ASSIGNMENT BY THE CONTRACTOR

The contractor may not assign, voluntarily or involuntarily, the contract or any of its rights or obligations hereunder (including without limitation rights and duties of performance) to any third party, without the prior written consent of the State, which will not be unreasonably withheld.

Accept
& Initial

R. DEVIATIONS FROM THE REQUEST FOR PROPOSAL

The requirements contained in the Request for Proposal become a part of the terms and conditions of the contract resulting from this Request for Proposal. Any deviations from the Request for Proposal must be clearly defined by the bidder in its proposal and, if accepted by the State, will become part of the contract. Any specifically defined deviations must not be in conflict with the basic nature of the Request for Proposal or mandatory requirements. "Deviation", for the purposes of this RFP, means any proposed changes or alterations to either the contractual language or deliverables within the scope of this RFP. The State discourages deviations and reserves the right to reject proposed deviations.

Accept
& Initial

S. GOVERNING LAW

The contract shall be governed in all respects by the laws and statutes of the State of Nebraska. Any legal proceedings against the State of Nebraska regarding this Request for Proposal or any resultant contract shall be brought in the State of Nebraska administrative or judicial forums as defined by State law. The contractor must be in compliance with all Nebraska statutory and regulatory law.

Accept
& Initial

T. ATTORNEY'S FEES

In the event of any litigation, appeal or other legal action to enforce any provision of the contract, the contractor agrees to pay all expenses of such action, as permitted by law, including attorney's fees and costs, if the State is the prevailing party.

Accept
& Initial

U. ADVERTISING

Accept
& Initial

The contractor agrees not to refer to the contract award in advertising in such a manner as to state or imply that the company or its services are endorsed or preferred by the State. News releases pertaining to the project shall not be issued without prior written approval from the State.

V. STATE PROPERTY

Accept
& Initial

The contractor shall be responsible for the proper care and custody of any State-owned property which is furnished for the contractor's use during the performance of the contract. The contractor shall reimburse the State for any loss or damage of such property, normal wear and tear is expected.

W. SITE RULES AND REGULATIONS

Accept
& Initial

The contractor shall use its best efforts to ensure that its employees, agents and subcontractors comply with site rules and regulations while on State premises. If the contractor must perform on-site work outside of the daily operational hours set forth by the State, it must make arrangements with the State to ensure access to the facility and the equipment has been arranged. No additional payment will be made by the State on the basis of lack of access, unless the State fails to provide access as agreed to between the State and the contractor.

X. NOTIFICATION

Accept
& Initial

During the bid process, all communication between the State and a bidder shall be between the bidder's representative clearly noted in its proposal and the buyer noted in Section II, A. Procuring Office and Contact Person of this RFP. After the award of the contract, all notices under the contract shall be deemed duly given upon delivery to the staff designated as the point of contact for this Request for Proposal, in person, or upon delivery by U.S. Mail, facsimile, or e-mail. Each bidder should provide in its proposal the name, title and complete address of its designee to receive notices.

1. Except as otherwise expressly specified herein, all notices, requests or other communications shall be in writing and shall be deemed to have been given if delivered personally or mailed, by U.S. Mail, postage prepaid, return receipt requested, to the parties at their respective addresses set forth above, or at such other addresses as may be specified in writing by either of the parties. All notices, requests, or communications shall be deemed effective upon personal delivery or three (3) days following deposit in the mail.
2. Whenever the contractor encounters any difficulty which is delaying or threatens to delay its timely performance under the contract, the contractor shall immediately give notice thereof in writing to the State reciting all relevant information with respect thereto. Such notice shall not in any way constitute a basis for an extension of the delivery schedule or be construed as a waiver by the State of any of its rights or remedies to which it is entitled by law or equity or pursuant to the provisions of the contract. Failure to give such notice, however, may be grounds for denial of any request for an extension of the delivery schedule because of such delay.

Either party may change its address for notification purposes by giving notice of the change, and setting forth the new address and an effective date.

For the duration of the contract, all communication between contractor and the State regarding the contract shall take place between the contractor and individuals specified by the State in writing. Communication about the contract between contractor and individuals not designated as points of contact by the State is strictly forbidden.

Y. EARLY TERMINATION

The contract may be terminated as follows:

Accept
& Initial

1. The State and the contractor, by mutual written agreement, may terminate the contract at any time.
2. The State, in its sole discretion, may terminate the contract for any reason upon 30 days written notice to the contractor. Such termination shall not relieve the contractor of warranty or other service obligations incurred under the terms of the contract. In the event of cancellation the contractor shall be entitled to payment, determined on a pro rata basis, for products or services satisfactorily performed or provided.
3. The State may terminate the contract immediately for the following reasons:
 - a. if directed to do so by statute;
 - b. contractor has made an assignment for the benefit of creditors, has admitted in writing its inability to pay debts as they mature, or has ceased operating in the normal course of business;
 - c. a trustee or receiver of the contractor or of any substantial part of the contractor's assets has been appointed by a court;
 - d. fraud, misappropriation, embezzlement, malfeasance, misfeasance, or illegal conduct pertaining to performance under the contract by its contractor, its employees, officers, directors or shareholders;
 - e. an involuntary proceeding has been commenced by any party against the contractor under any one of the chapters of Title 11 of the United States Code and (i) the proceeding has been pending for at least sixty (60) days; or (ii) the contractor has consented, either expressly or by operation of law, to the entry of an order for relief; or (iii) the contractor has been decreed or adjudged a debtor;
 - f. a voluntary petition has been filed by the contractor under any of the chapters of Title 11 of the United States Code;
 - g. contractor intentionally discloses confidential information;
 - h. contractor has or announces it will discontinue support of the deliverable;
 - i. second or subsequent documented "vendor performance report" form deemed acceptable by the State Purchasing Bureau.

Z. FUNDING OUT CLAUSE OR LOSS OF APPROPRIATIONS

The State may terminate the contract, in whole or in part, in the event funding is no longer available. The State's obligation to pay amounts due for fiscal years following the current fiscal year is contingent upon legislative appropriation of funds for the contract. Should said funds not be appropriated, the State may terminate the contract with respect to those payments for the fiscal years for which such funds are not appropriated. The State will give the contractor written notice thirty (30) days prior to the effective date of any termination, and advise the contractor of the location (address and room number) of any related equipment. All obligations of the State to make payments after the termination date will cease and all interest of the State in any related equipment will terminate. The contractor shall be entitled to receive just and equitable compensation for any authorized work which has been satisfactorily completed as of the termination date. In no event shall the contractor be paid for a loss of anticipated profit.

Accept
& Initial

AA. BREACH BY CONTRACTOR

The State may terminate the contract, in whole or in part, if the contractor fails to perform its obligations under the contract in a timely and proper manner. The State may, by providing a written notice of default to the contractor, allow the contractor to cure a failure or breach of contract within a period of thirty (30) days (or longer at State's discretion considering the

Accept
& Initial

gravity and nature of the default). Said notice shall be delivered by Certified Mail, Return Receipt Requested or in person with proof of delivery. Allowing the contractor time to cure a failure or breach of contract does not waive the State's right to immediately terminate the contract for the same or different contract breach which may occur at a different time. In case of default of the contractor, the State may contract the service from other sources and hold the contractor responsible for any excess cost occasioned thereby.

BB. ASSURANCES BEFORE BREACH

Accept
& Initial

If any document or deliverable required pursuant to the contract does not fulfill the requirements of the Request for Proposal/resulting contract, upon written notice from the State, the contractor shall deliver assurances in the form of additional contractor resources at no additional cost to the project in order to complete the deliverable, and to ensure that other project schedules will not be adversely affected.

CC. PENALTY

Accept
& Initial

In the event that the contractor fails to perform any substantial obligation under the contract, the State may withhold all monies due and payable to the contractor, without penalty, until such failure is cured or otherwise adjudicated.

DD. FORCE MAJEURE

Accept
& Initial

Neither party shall be liable for any costs or damages resulting from its inability to perform any of its obligations under the contract due to a natural disaster, or other similar event outside the control and not the fault of the affected party ("Force Majeure Event"). A Force Majeure Event shall not constitute a breach of the contract. The party so affected shall immediately give notice to the other party of the Force Majeure Event. The State may grant relief from performance of the contract if the contractor is prevented from performance by a Force Majeure Event. The burden of proof for the need for such relief shall rest upon the contractor. To obtain release based on a Force Majeure Event, the contractor shall file a written request for such relief with the State Purchasing Bureau. Labor disputes with the impacted party's own employees will not be considered a Force Majeure Event and will not suspend performance requirements under the contract.

EE. PROHIBITION AGAINST ADVANCE PAYMENT

Accept
& Initial

Payments shall not be made until contractual deliverable(s) are received and accepted by the State.

FF. PAYMENT

Accept
& Initial

State will render payment to contractor when the terms and conditions of the contract and specifications have been satisfactorily completed on the part of the contractor as solely determined by the State. Payment will be made by the responsible agency in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. §81-2401 through 81-2408). The State may require the contractor to accept payment by electronic means such as ACH deposit. In no event shall the State be responsible or liable to pay for any services provided by the contractor prior to the Effective Date, and the contractor hereby waives any claim or cause of action for any such services.

GG. INVOICES

Accept
& Initial

Invoices for payments must be submitted by the contractor to the agency requesting the services with sufficient detail to support payment. The terms and conditions included in the contractor's invoice shall be deemed to be solely for the convenience of the parties. No terms or conditions of any such invoice shall be binding upon the State, and no action by the State,

including without limitation the payment of any such invoice in whole or in part, shall be construed as binding or estopping the State with respect to any such term or condition, unless the invoice term or condition has been previously agreed to by the State as an amendment to the contract.

HH. AUDIT REQUIREMENTS

Accept
& Initial

All contractor books, records and documents relating to work performed or monies received under the contract shall be subject to audit at any reasonable time upon the provision of reasonable notice by the State. These records shall be maintained for a period of five (5) full years from the date of final payment, or until all issues related to an audit, litigation or other action are resolved, whichever is longer. All records shall be maintained in accordance with generally accepted accounting principles.

In addition to, and in no way in limitation of any obligation in the contract, the contractor shall agree that it will be held liable for any State audit exceptions, and shall return to the State all payments made under the contract for which an exception has been taken or which has been disallowed because of such an exception. The contractor agrees to correct immediately any material weakness or condition reported to the State in the course of an audit.

II. TAXES

Accept
& Initial

The State is not required to pay taxes of any kind and assumes no such liability as a result of this solicitation. Any property tax payable on the contractor's equipment which may be installed in a state-owned facility is the responsibility of the contractor.

JJ. INSPECTION AND APPROVAL

Accept
& Initial

Final inspection and approval of all work required under the contract shall be performed by the designated State officials. The State and/or its authorized representatives shall have the right to enter any premises where the contractor or subcontractor duties under the contract are being performed, and to inspect, monitor or otherwise evaluate the work being performed. All inspections and evaluations shall be at reasonable times and in a manner that will not unreasonably delay work.

KK. CHANGES IN SCOPE/CHANGE ORDERS

Accept
& Initial

The State may, at any time with written notice to the contractor, make changes within the general scope of the contract. Changes in scope shall only be conducted with the written approval of the State's designee as so defined by the State from time to time. (The State retains the right to employ the services of a third party to perform any change order(s)).

The State may, at any time work is in progress, by written order, make alterations in the terms of work as shown in the specifications, require the performance of extra work, decrease the quantity of work, or make such other changes as the State may find necessary or desirable. The contractor shall not claim forfeiture of contract by reasons of such changes by the State. Changes in work and the amount of compensation to be paid to the contractor for any extra work so ordered shall be determined in accordance with the applicable unit prices of the contractor's proposal.

Corrections of any deliverable services or performance of work required pursuant to the contract shall not be deemed a modification requiring a change order.

LL. SEVERABILITY

Accept
& Initial

If any term or condition of the contract is declared by a court of competent jurisdiction to be illegal or in conflict with any law, the validity of the remaining terms and conditions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the contract did not contain the particular provision held to be invalid.

MM. CONFIDENTIALITY

Accept
& Initial

All materials and information provided by the State or acquired by the contractor on behalf of the State shall be regarded as confidential information. All materials and information provided by the State or acquired by the contractor on behalf of the State shall be handled in accordance with Federal and State Law, and ethical standards. The contractor must ensure the confidentiality of such materials or information. Should said confidentiality be breached by a contractor; contractor shall notify the State immediately of said breach and take immediate corrective action.

It is incumbent upon the contractor to inform its officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a (i)(1), which is made applicable to contractors by 5 U.S.C. 552a (m)(1), provides that any officer or employee of a contractor, who by virtue of his/her employment or official position has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.

NN. PROPRIETARY INFORMATION

Accept
& Initial

Data contained in the proposal and all documentation provided therein, become the property of the State of Nebraska and the data becomes public information upon opening the proposal. If the bidder wishes to have any information withheld from the public, such information must fall within the definition of proprietary information contained within Nebraska's public record statutes. All proprietary information the bidder wishes the State to withhold must be submitted in a sealed package, which is separate from the remainder of the proposal. The separate package must be clearly marked PROPRIETARY on the outside of the package. Bidders may not mark their entire Request for Proposal as proprietary. Bidder's cost proposals may not be marked as proprietary information. Failure of the bidder to follow the instructions for submitting proprietary and copyrighted information may result in the information being viewed by other bidders and the public. Proprietary information is defined as trade secrets, academic and scientific research work which is in progress and unpublished, and other information which if released would give advantage to business competitors and serve no public purpose (see Neb. Rev. Stat. §84-712.05(3)). In accordance with Attorney General Opinions 92068 and 97033, bidders submitting information as proprietary may be required to prove specific, named competitor(s) who would be advantaged by release of the information and the specific advantage the competitor(s) would receive. Although every effort will be made to withhold information that is properly submitted as proprietary and meets the State's definition of proprietary information, the State is under no obligation to maintain the confidentiality of proprietary information and accepts no liability for the release of such information.

OO. CERTIFICATION OF INDEPENDENT PRICE DETERMINATION/COLLUSIVE BIDDING

Accept
& Initial

By submission of this proposal, the bidder certifies, that he or she is the party making the foregoing proposal that the proposal is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the proposal is genuine and not collusive or sham; that the bidder has not directly or indirectly induced or solicited any other bidder to put in a false or sham proposal, and has not directly or indirectly colluded, conspired, connived, or agreed with any bidder or anyone else to put in a sham proposal, or that anyone shall refrain from bidding; that the bidder has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the proposal price of the bidder or any other bidder, or to fix any overhead, profit, or cost element of the proposal price, or of that of any other bidder, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract; that all statements contained in the proposal are true; and further that the bidder has not, directly or indirectly, submitted his or her proposal price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company association, organization, proposal depository, or to any member or agent thereof to effectuate a collusive or sham proposal.

PP. PRICES

Accept
& Initial

All prices, costs, terms and conditions outlined in the proposal shall remain fixed and valid commencing on the opening date of the proposal until an award is made (and for bidder receiving award prices shall remain as bid for the duration of the contract unless otherwise so stated in the contract) or the Request for Proposal is cancelled.

Contractor represents and warrants that all prices for services, now or subsequently specified are as low as and no higher than prices which the contractor has charged or intends to charge customers other than the State for the same or similar products and services of the same or equivalent quantity and quality for delivery or performance during the same periods of time. If, during the term of the contract, the contractor shall reduce any and/or all prices charged to any customers other than the State for the same or similar products or services specified herein, the contractor shall make an equal or equivalent reduction in corresponding prices for said specified products or services.

Contractor also represents and warrants that all prices set forth in the contract and all prices in addition, which the contractor may charge under the terms of the contract, do not and will not violate any existing federal, state or municipal law or regulations concerning price discrimination and/or price fixing. Contractor agrees to hold the State harmless from any such violation. Prices quoted shall not be subject to increase throughout the contract period unless specifically allowed by these specifications.

QQ. BEST AND FINAL OFFER

Accept
& Initial

The State will compile the final scores for all parts of each proposal. The award may be granted to the highest scoring responsive and responsible bidder. Alternatively, the highest scoring bidder or bidders may be requested to submit best and final offers. If best and final offers are requested by the State and submitted by the bidder, they will be evaluated (using the stated criteria), scored and ranked by the Evaluation Committee. The award will then be granted to the highest scoring bidder. However, a bidder should provide its best offer in its original proposal. Bidders should not expect that the State will request a best and final offer.

RR. ETHICS IN PUBLIC CONTRACTING

Accept
& Initial

No bidder shall pay or offer to pay, either directly or indirectly, any fee, commission, compensation, gift, gratuity, or anything of value to any State officer, legislator or employee based on the understanding that the receiving person's vote, actions or judgment will be influenced thereby. No bidder shall give any item of value to any employee of the State Purchasing Bureau.

Bidders shall be prohibited from utilizing the services of lobbyists, attorneys, political activists, or consultants to secure the contract. It is the intent of this provision to assure that the prohibition of state contact during the procurement process is not subverted through the use of lobbyists, attorneys, political activists, or consultants. It is the intent of the State that the process of evaluation of proposals and award of the contract be completed without external influence. It is not the intent of this section to prohibit bidders from seeking professional advice, for example consulting legal counsel, regarding terms and conditions of this Request for Proposal or the format or content of their proposal.

If the bidder is found to be in non-compliance with this section of the Request for Proposal, they may forfeit the contract if awarded to them or be disqualified from the selection process.

SS. INDEMNIFICATION

Accept
& Initial

1. GENERAL

The contractor agrees to defend, indemnify, hold, and save harmless the State and its employees, volunteers, agents, and its elected and appointed officials ("the indemnified parties") from and against any and all claims, liens, demands, damages, liability, actions, causes of action, losses, judgments, costs, and expenses of every nature, including investigation costs and expenses, settlement costs, and attorney fees and expenses ("the claims"), sustained or asserted against the State, arising out of, resulting from, or attributable to the willful misconduct, negligence, error, or omission of the contractor, its employees, subcontractors, consultants, representatives, and agents, except to the extent such contractor liability is attenuated by any action of the State which directly and proximately contributed to the claims.

2. INTELLECTUAL PROPERTY

The contractor agrees it will at its sole cost and expense, defend, indemnify, and hold harmless the indemnified parties from and against any and all claims, to the extent such claims arise out of, result from, or are attributable to the actual or alleged infringement or misappropriation of any patent, copyright, trade secret, trademark, or confidential information of any third party by the contractor or its employees, subcontractors, consultants, representatives, and agents; provided, however, the State gives the contractor prompt notice in writing of the claim. The contractor may not settle any infringement claim that will affect the State's use of the Licensed Software without the State's prior written consent, which consent may be withheld for any reason.

If a judgment or settlement is obtained or reasonably anticipated against the State's use of any intellectual property for which the contractor has indemnified the State, the contractor shall at the contractor's sole cost and expense promptly modify the item or items which were determined to be infringing, acquire a license or licenses on the State's behalf to provide the necessary rights to the State to eliminate the infringement, or provide the State with a non-infringing substitute that provides the State the same functionality. At the State's election, the actual or anticipated judgment may be treated

as a breach of warranty by the contractor, and the State may receive the remedies provided under this RFP.

3. PERSONNEL

The contractor shall, at its expense, indemnify and hold harmless the indemnified parties from and against any claim with respect to withholding taxes, worker's compensation, employee benefits, or any other claim, demand, liability, damage, or loss of any nature relating to any of the personnel provided by the contractor.

TT. NEBRASKA TECHNOLOGY ACCESS STANDARDS

Accept
& Initial

Contractor shall review the Nebraska Technology Access Standards, found at http://www.nitc.nebraska.gov/standards/accessibility/accessibility_standards.pdf and ensure that products and/or services provided under the contract comply with the applicable standards. In the event such standards change during the contractor's performance, the State may create an amendment to the contract to request that contract comply with the changed standard at a cost mutually acceptable to the parties.

UU. ANTITRUST

Accept
& Initial

The contractor hereby assigns to the State any and all claims for overcharges as to goods and/or services provided in connection with this contract resulting from antitrust violations which arise under antitrust laws of the United States and the antitrust laws of the State.

VV. DISASTER RECOVERY/BACK UP PLAN

Accept
& Initial

The contractor shall have a disaster recovery and back-up plan, of which a copy should be provided to the State, which includes, but is not limited to equipment, personnel, facilities, and transportation, in order to continue services as specified under these specifications in the event of a disaster.

WW. TIME IS OF THE ESSENCE

Accept
& Initial

Time is of the essence in this contract. The acceptance of late performance with or without objection or reservation by the State shall not waive any rights of the State nor constitute a waiver of the requirement of timely performance of any obligations on the part of the contractor remaining to be performed.

XX. RECYCLING

Accept
& Initial

Preference will be given to items which are manufactured or produced from recycled material or which can be readily reused or recycled after their normal use as per state statute (Neb. Rev. Stat. §81-15, 159).

YY. DRUG POLICY

Accept
& Initial

Contractor certifies it maintains a drug free work place environment to ensure worker safety and workplace integrity. Contractor agrees to provide a copy of its drug free workplace policy at any time upon request by the State.

ZZ. NEW EMPLOYEE WORK ELIGIBILITY STATUS

Accept
& Initial

The Contractor is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of new employees physically performing services within the State of Nebraska. A federal immigration verification system means the electronic verification of the work authorization program authorized by the Illegal Immigration Reform and Immigrant Responsibility Act of 1996, 8 U.S.C. 1324a, known as the E-Verify Program, or an equivalent federal program designated by the United States Department of Homeland Security

or other federal agency authorized to verify the work eligibility status of a newly hired employee.

If the Contractor is an individual or sole proprietorship, the following applies:

1. The Contractor must complete the United States Citizenship Attestation Form, available on the Department of Administrative Services website at www.das.state.ne.us.
2. If the Contractor indicates on such attestation form that he or she is a qualified alien, the Contractor agrees to provide the US Citizenship and Immigration Services documentation required to verify the Contractor's lawful presence in the United States using the Systematic Alien Verification for Entitlements (SAVE) Program.
3. The Contractor understands and agrees that lawful presence in the United States is required and the Contractor may be disqualified or the contract terminated if such lawful presence cannot be verified as required by Neb. Rev. Stat. §4-108.

AAA. CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND INELIGIBILITY

The contractor, by signature to this RFP, certifies that the contractor is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any federal department or agency from participating in transactions (debarred). The contractor also agrees to include the above requirements in any and all subcontracts into which it enters. The contractor shall immediately notify the Department if, during the term of this contract, contractor becomes debarred. The Department may immediately terminate this contract by providing contractor written notice if contractor becomes debarred during the term of this contract.

Accept
& Initial

IV. PROJECT DESCRIPTION AND SCOPE OF WORK

A. PROJECT OVERVIEW

The State of Nebraska, Office of the Chief Information Officer (OCIO) intends to establish a contract for Digital and Analog Centrex Services in various communities located throughout the State of Nebraska. This section outlines the States technical requirements. In this section bidders must indicate their compliance or exceptions to each requirement immediately following the requirement. The bidders must respond to each and every requirement. The State will deduct points for each response that is not fully compliant or partially compliant. The State reserves the right to reject any bid. Responses will also be graded on clarity and completeness. If the bidder chooses, they may simply respond to requirements by stating "The bidder has Read, Understands, and will comply".

The resulting contract will cover service for a period of four (4) years. Prior to the expiration of this contract, the State will release another RFP for replacement service. Any contract awarded as a result of this RFP should not be considered Exclusive.

B. PROJECT ENVIRONMENT

State agencies are currently utilizing a combination of analog Centrex, digital Centrex, and business line service. A list of Nebraska communities requiring service and the approximate line counts needed, can be found on Attachment 7. The State reserves the right to make multiple awards. In communities where the bidder does not provide Centrex service, standard Business line service may be substituted.

C. PROJECT REQUIREMENTS

1. CENTREX SERVICE

a. BASICS

All provided Centrex service must include station-to-station calling within the Centrex group, and access to the State's contracted long distance provider. All lines must be "Flat Rate". "Measured Service" lines will not be considered

b. NETWORK ACCESS REGISTERS

If the Contractors network utilizes Network Access Registers for originating and terminating calls outside the local Centrex calling group, Network Access Registers must be provided at no cost to the State. This includes installation and monthly recurring charges.

c. DIALING PARITY

Users must be able to place ALL calls outside the Centrex group by dialing a "9" and the desired telephone number. Users must be able to place all toll calls by dialing a "9" and a "1" followed by the 10 digit telephone number.

d. REMOTE ACCESS TO FEATURE CHANGES/DATABASE UPDATES

The State Division of Communications authorized staff currently uses dial-up access to make moves, adds, and changes to Centrex line features and attributes on both a near real-time and batch basis. This functionality must be provided at no cost to the State.

If the Contractor is unable to provide this functionality to the State, the Contractor must agree to make all requested feature changes at no cost to the

State within eight (8) hours from receipt of request, unless the required change is service affecting, in which case the changes must be made immediately upon receipt of request. All requests will either be made in writing or through the Contractors "Trouble Ticket" procedure. The State currently has line programming access to carrier switches in the following communities:

- i. Omaha
- ii. Fremont
- iii. Wayne
- iv. Norfolk
- v. Grand Island
- vi. North Platte
- vii. Chadron

e. MINIMUM CENTREX FEATURES

The minimum requirements for Centrex features are listed on Attachment 1. The Contractor must provide those features at no additional cost. The bidder must also list all additional features provided in their proposal.

f. ATTENDANT CONSOLE

The Contractor must provide standard attendant console features and capabilities similar to current arrangements.

2. SWITCHING PLATFORM

All Service must be provided using a Class 5 Central Office. Proposals utilizing PBX's will not be considered. Contractors may use "Remote Nodes" when economically feasible however, each remote node proposed must be designed by the manufacturer of the host Central Office for use as a remote node on that particular Central Office. The bidder must provide detailed information as to the switching platform, and specific switching system, to be utilized in providing the proposed service. This information must include, but is not limited to:

- a. The manufacturer, model, installation date, current software release, last software update, and planned software updates.
- b. Documentation from the switching system manufacturer attesting the proposed Central Office Service is in full and complete compliance with all Bellcore standards, directives and bulletins.
- c. The bidder's policy regarding ongoing feature enhancements, software updates, software additions, and right-to-use fees to the current feature set of the proposed Central Office.
- d. The last date the proposed serving Central Office switching system was updated, and general timetables for future feature enhancements and software updates.
- e. The bidder's policy on providing customer requested feature enhancements.
- f. The bidder's policy on the "pass through" of software and feature enhancement costs to the State.

3. NUMBER PORTABILITY

The Contractor must provide for local number portability at no charge to the State. The State must be able to retain their current telephone number blocks. In the event that a bidder other than the incumbent carrier receives a contract award, all State owned telephone numbers and reserved number blocks will be ported to the awarded Contractors network at no cost to the State.

4. DIRECTORY LISTINGS

Listings must be provided in all directories furnished by the Contractor. Although not all Centrex numbers are listed, some numbers may require multiple listings in a single directory. The bidder must provide a description of any electronic directory service available and pricing for their directory listing service.

5. E911

Emergency calls via 911 must be carried and be compatible with all E911 emergency notification networks within the service area. The Contractor must ensure that calls to E911 centers indicate the actual street level address of the calling number. In any event that the State places an order with the Contractor to move a line(s) from one location to another, it will be the Contractor's responsibility to ensure that Automatic Location Identifier (ALI) records are updated to reflect the address change. ALI updates must be completed by the Contractor at no cost to the State. In some cases the State may move a telephone number from one building to another by manipulating physical "cross-connects". The bidder must provide their procedure for updating the ALI database when moves are completed by the State. The contractor must be willing to assist the State in E-911 auditing by providing a copy of the ALI database records for all State owned numbers when requested at no cost.

6. CALL CENTER FUNCTIONALITY

Bidders must describe in detail call center technology offerings that include ACD, IVR, and CTI functionality. Descriptions must cover all available packages from basic to complex and must include supervisor capabilities and reporting options.

7. DEMARCATION POINTS

The Contractor should provide for demarcation point placement in any facilities occupied by any State Agency, State Institution, or Political Subdivision covered by this contract. The State will not pay any additional costs to increase or install Contractor owned cable count at any location where local telephone service currently exists. The State will not pay to install or maintain contractor owned cable or equipment at any location where the State required line count exceeds 5 lines.

8. DIRECTORY ASSISTANCE – 411 SERVICE

Directory Assistance service must be provided to include requests for all domestic locations to the extent that listings are available. Directory service pricing must be included with bidder's proposal.

9. LEC AND IXC INTERFACE TO OTHER SERVICE PROVIDERS

The Contractor must accept total responsibility to ensure an operational system including any necessary interfaces between any local exchange carriers and any IXCs.

10. ACCESS GRADE OF SERVICE

The Contractor must provide access to their networks at a minimum P01 grade of service without cost to the State. The bidder must provide a statement of their proposed grade of service.

11. RECORDED MESSAGES

The Contractor must provide network intercept to recorded announcements as an inherent network capability when a call cannot be completed. On request by the State, the Contractor must also provide customized announcements including call referral to another number. The bidder must list all costs associated with call referral messages.

12. OPERATIONAL MEASUREMENTS

The Contractor will be responsible for all aspects of service, quality, reliability, interconnectivity, and interoperability of the services offered. When requested, the Contractor must provide at no cost to the State, reports that detail switched service outages to include facilities description, down time, repair time, reason for failure, and corrective action to prevent reoccurrence.

Requested reports must be provided to the State within ten (10) business days. In lieu of this arrangement, the State prefers on-line retrieval via the Internet within 24 hours. In addition, immediate reporting of service affecting problems must be made to the Division of Communications. Further, the Contractor must attend regular meetings with the State at the State's designated time and location to discuss on-going problem resolution and service enhancements.

The Contractor must agree to provide engineering reports on Network Access Register groups at least two (2) times per calendar year.

13. CENTRAL OFFICE-BASED VOICE PROCESSING NEEDS AND FEATURES

The bidder must provide with the proposal a list of each city where voicemail is available, as well as the monthly cost. Voice mail offerings must be integrated with the line for personalized greetings and message retrievals including message waiting indication, remote message notification, and Unified Messaging. It must provide for a minimum of thirty (30) minutes of voice storage per mailbox with message length of 3 minutes maximum. Automated Attendant capability must be provided as applications dictate. This provision does not exclude the State's ownership of other voice processing systems.

The Contractor must also provide "announcement only" boxes where callers can hear a recorded announcement, but are unable to leave messages.

The bidder must provide a complete technical and functional description of all voice processing system(s) offered.

The contractor must provide the State with printed Voicemail user guides for each user.

14. ROUTING TRANSLATIONS

All routing translations and updates to Contractor owned switching equipment must be performed on a quarterly basis by the Contractor at no cost to the State. This includes all new NPA's and NXX's as they are implemented. Routing translation updates must be performed on all NCOS and ARS patterns utilized by the State.

The bidder must provide with the proposal a list of the various dialing/service restrictions (otherwise known as NCOS) and a description of each. If the Contractor does not have suitable NCOS's for the State, the Contractor must be willing to create them at no cost to the State.

15. LONG DISTANCE SERVICE

The State reserves the right to contract with any Long Distance carrier. The Contractor must provide "Switched" access to the State's long distance carrier at no additional cost. In some cases the State chooses to utilize direct trunking from Centrex groups to a State owned or private carrier network. The Contractor must agree to provide this trunking at the State's request. If charges are applicable for dedicated trunking arrangements, they must be listed in the "Cost" section of the proposal.

D. BUSINESS REQUIREMENTS

1. MINIMUM ORDER

The State will not accept any requirements by the bidder concerning minimum orders. The State may place orders for 1 line, or as many as 1000 lines at any given time, and will pay the same installation and monthly rate for each line regardless of the quantity of lines ordered.

2. ADDS AND DELETES

- a. The State will have the right to install any number of lines at the contracted rate plus any applicable installation charge. These additions will be co-terminus with the original contract. All services purchased from the Contractor for this contract will expire at the same time.
- b. The State will have the right to remove any number of lines from service without penalty. Removal of lines from service must not impact the monthly rate for any lines remaining in service.

3. BILLING

The billing cycle for all contractor provided services must end on the last day of each month, and the next billing cycle must begin on the day immediately following the preceding billing cycle.

The monthly invoice and electronic billing data shall be delivered to the Division of Communications at 501 S. 14th # 300 Lincoln, NE 68508 by the 10th of the month following that which the service was provided.

4. MONTHLY INVOICES

a. MONTHLY INVOICES

The State will receive the monthly invoices from the Contractor and re-bill the State clients. An accurate bill for all current services covering the previous calendar month must be delivered by the 10th of the following month. The bidders must include in their proposal a document depicting the actual invoice format that includes each service type offered. Bidders must also provide a sample electronic file in the format prescribed.

For local service, the invoice must show order activity detail, current monthly charges by service, and any miscellaneous charges organized in a clear manner. An overall summary must provide total lines and total cost.

i. Electronic Record Layout

Electronic record layout must be in EBCDIC format, and all fields must be "fixed length". There must be a separate line for each telephone number that includes as a minimum the following:

- a)** ASOC/USOC code
- b)** Description
- c)** Quantity
- d)** Individual rate
- e)** Total charge

ii. Work Performed at Customer Locations

All work performed at customer locations must be included with the monthly electronic bill. Work order/labor charges must include the following:

- a)** Telephone number that work was performed on
- b)** Total number of labor hours
- c)** Total charge
- d)** Description of work performed
- e)** Material description and cost

iii. Charges and Usage Information

All charges and usage information related to local service and billable calls must be provided in an electronic file (preferably SFTP) each month and rendered to the State by the 10th of the following month. In cases where the Contractor must bill for third party toll calls such as "collect calls", that file must itemize each call in detail and in consistent fixed length format. The format must include the following items:

- a)** Time of Day
- b)** Date of Call
- c)** Originating Number (calling number)
- d)** Originating City/State
- e)** Terminating Number (called number)
- f)** Terminating City/State
- g)** Call Duration (billable time)
- h)** Charges
- i)** Authorization Code

The bidder must provide the contact names, escalation procedures, and telephone numbers for billing questions and technical problems. In their cost proposal, the bidder must provide the cost of supplying the billing records as an electronic file and cost of supplying on 3490E or 3490 cartridge.

- iv. Receiving Files Electronically
Receiving files electronically is a dynamic area, current platforms supported by the State are:
 - a) Connect Direct (NDM)
 - b) SFTP
 - c) Secure Copy
 - d) 3490, 3490E Cartridge
- v. Receiving Electronic Files
Receiving electronic files is an automated process which runs automatically. The State will not consider a CD, DVD or email attachment to be automated. Any process that relies on a single person at a desktop to receive data and manually extract or manipulate files will not be considered automation.

The bidder must submit an electronic example of billing detail along with the proposal.

b. ERRORS, DISCREPANCIES, AND NON-COMPLIANCE PENALTIES

Accurate billing, timely invoice delivery, and billing dispute resolutions are required, and repeated failure to meet these requirements will result in penalties that compensate the State for all costs including labor for such resolutions. The State may choose to deduct an amount equal to \$150.00 per labor hour for time spent identifying and disputing billing errors and tracking credits for billing errors. All billing errors must be corrected and/or credited within 60 days.

The bidder must provide a single point of contact for resolution of billing issues. An escalation procedure must also be provided for unresolved billing disputes.

c. WORK ORDERS

All billable work orders assigned to the State must be provided and itemized on the Contractor's invoice to receive payment for such work/service. In the itemization, the Contractor's service order number, the due dates, the service descriptions, and the circuit ID/telephone numbers and itemized costs for each must be included.

5. METHOD AND SCHEDULE OF PAYMENTS

Payment will be made only against invoices complying with the requirements listed above. Such payment will be made within 45 days of receipt of an acceptable invoice. Invoices which are inaccurate will not be paid until corrected. Upon notice to the Contractor of billing errors, the Contractor will be required to correct the invoice, and resubmit to the State. Upon submission of accurate invoice, the State will make payment within 45 days. All invoices deemed to be inaccurate must be corrected by the Contractor and re-submitted within 60 days. Failure of Contractor to submit a corrected invoice or issue credits for overcharges within ninety (90) days will be deemed forfeiture by Contractor of all compensation due toward the disputed invoice.

- a. In events where the Contractor does not correct invoices, the State reserves the right to pursue one or more of the following remedies:
 - i. Withholding of payment on disputed invoices.

- ii. "Vendor Performance Report" Filed with Materiel Division.
- iii. Removing or suspending Contractor from State vendor list.
- iv. Additional legal action as deemed appropriate by the State.

- b. The following Nebraska State Statute addresses accurate invoicing by Contractors.

81-2405

Incorrect bill; notice to creditor; corrected bill; payment.

When a bill submitted to an agency is filled out incorrectly or when there is any defect or impropriety in a bill submitted, the agency shall notify the creditor in writing prior to the date on which payment in full is due. The notice shall contain a description of the defect or impropriety and any additional information necessary to enable the creditor to correct the bill. Upon receiving a properly corrected bill, the agency shall make payment in full of the bill on or before the forty-fifth calendar day after the receipt of the corrected bill or, when the agency is making payment for goods or services provided by a third party, on or before the sixtieth calendar day after the receipt of the corrected bill.

Source:

Laws 1988, LB 1079, § 5.

6. E-RATE COORDINATION

The Contractor must work with the State of Nebraska to apply the contract to the Federal E-Rate program for educational institutions within the rules provided by the Federal Government and its authorized entities.

7. LINE SERVICE SUSPENSION

Upon request, the Contractor must agree to suspend Centrex service on any line or group of lines for a temporary period at a reduced line rate, not to exceed 25% of the normal monthly rates. The State expects that non-recurring charges will not be assessed for this service.

8. PENALTIES FOR SERVICE DELIVERY NON-COMPLIANCE

For all orders placed after initial installation, committed due dates from the Contractor must be honored or a penalty may be assessed that is equal to no less than one month's charge for that service and any install cost, including labor

9. SERVICE REQUESTS

The State requires timely response to all requests for order activity. All requests must be acknowledged by the Contractor in writing within 48 hours. This acknowledgement must include a Contractor order number and order due date. All order activity must be completed by the Contractor within 14 calendar days of request except where cable availability is an issue. In cases where useable cable pair is not sufficient to complete install, cable pair, or "pair gain" equipment must be installed and ordered service must be made available within 45 calendar days.

The Division of Communications will provide a list of State personnel who are authorized to place orders. The Contractor will not accept or act on orders from anyone whose name does not appear on the Division of Communications provided list.

All due dates must be met by the Contractor. In the event that a Contractor provided due date cannot be met, the Division of Communications must be notified in writing at least two (2) business days prior to original due date. If for any reason the original due date is missed by the Contractor either completely or in part the Contractor must waive all installation charges for that particular order. This includes Contractor failure to install services "AS ORDERED" by the State. The Contractor must notify the service requestor when a work order has been completed. This must be done within eight (8) business hours after completion of the work order.

10. DEDICATED SUPPORT AND REPAIR TEAM

The bidder must provide a single point of contact who is qualified to support the activities of order, installation and repair. The bidder must provide a list of personnel who will be assigned to the contract resulting from this RFP, as well as a current resume for each.

The State reserves the right to require the Contractor to replace any account team representative when the State determines that their performance is less than satisfactory. The Contractor must agree to make any requested replacement within 30 calendar days.

11. SECURITY

The Contractor must provide for total security of information and its services. This must include holding all databases and call records as confidential. With the exception of requests made by Law Enforcement agencies the Contractor may not release information concerning call records. The Contractor may not provide any information concerning service covered by this contract to any individuals or entities who engage in any form of telemarketing. The Contractor may not market their products or services to any State agency except the Division of Communications without prior written permission. The Contractor will be responsible for assuring the State will not be charged for any third party billing associated with any system or service the State has not specifically authorized in writing beforehand (billing for collect calls will be an exception). Other dialing restrictions required by the State include, but are not limited to, calls to 900/976 numbers, access to other carriers (1010xxx) and any CLASS features offered on a charge per use basis. Exceptions to these restrictions will be made only upon written request by the State. Other screening that is available within the Contractor's network must be provided to prevent any unauthorized charges to the State. The Contractor must credit any unauthorized charges to the State within two (2) billing cycles.

12. SYSTEM MANAGEMENT

When requested by the State, the Contractor must provide reports including system parameters, station inventory by numbers and circuit inventory by numbers. The State prefers access to the above information through an on-line, near real time system via the Internet at no additional cost.

13. SUPPORT IN TIMES OF EMERGENCY

Because of the nature of State Government business, and it's requirement to support Law Enforcement, NEMA, FEMA, Military Dept. and various other agencies charged with the protection of life and property, the Contractor must agree to do everything in its power to support the State's telecommunication needs in times of emergency. This support includes, but is not limited to installation of temporary circuits, temporary rerouting of existing circuits, and the prioritized restoration of mission critical circuits and lines. Upon contract award, the State will identify lines and circuits which are considered to be "Mission Critical" and necessary to the preservation of life and property. The Contractor must agree to give priority to the restoration of these services in times of emergency at no additional cost to the State.

The bidder must provide a list of contacts and telephone numbers for personnel who can be called upon during emergencies. These contacts must be located in Nebraska and must have the authority to expedite the installation and/or restoration of State service, and be willing to work directly with Division of Communications personnel 24 hours a day, 365 days a year. These Contractor personnel may be contacted periodically and their contact numbers verified as the Division of Communications conducts preparedness exercises.

14. CONVERSION AND INSTALLATION COSTS

The State will pay installation charges for services implemented or ordered as part of this conversion. The bidder must list all installation charges for services covered under the contract in the "Cost" section of their proposal. Installation charges that do not appear in the bidder's proposal may not be billed to the State. The following two (2) conversion costs must be clearly understood by the bidder and identified in the cost proposal:

a. PART A

The total cost for service installation to the Contractor side of the DMARC. Contractor provided service for this cost must include service order charges, line programming and translation charges, clear written labeling of all contractor provided lines at the DMARC, trip charges, labor charges associated with install, and a complete database (excel spreadsheet or ascii text) of all installed service to include; telephone number, service address, billing telephone number, install date, and certification that lines have been installed and are operating at the DMARC "AS ORDERED". The database must be delivered in a comma delimited text file to the State at the completion of the install for each city. Upon completion of install in each city the contractor may bill the State for install charges in one lump sum. These charges must be identified on the invoice as "Part A install charges for (*city name*) Nebraska". Bidders must use the forms in Attachment 3 to provide pricing for Part A.

b. PART B

The total cost for service installation from the Contractor's side of the DMARC to the customer telephone set. Contractor provided service for this cost must include, trip charges, labor charges associated with install, necessary cross connects from DMARC to customer punch-down block, necessary cross connects from customer punch-down block to assigned telephone set, testing at telephone set to ensure service is operating "AS ORDERED", and a complete database of all installed service to include; telephone number, service address, billing telephone number, install date, and certification that lines have been

installed and are operating at the customer assigned wall jack "AS ORDERED". The database must be delivered in a comma delimited text file to the State at the completion of the install for each city. Upon completion of install in each city the contractor may bill the State for install charges in one lump sum. These charges must be identified on the invoice as "Part B install charges for (*city name*) Nebraska". Bidders must use the forms in Attachment 4 to provide pricing for Part B.

15. LABOR COSTS

The bidder must list all hourly labor and trip charges in the "Cost" section of their proposal. Labor and trip charges must remain stable for the duration of any resulting contract. The Contractor may not bill the State for any labor charges resulting from trouble tickets when the actual cause is determined to be either Contractor controlled equipment or Contractor failure to properly install service "As Ordered" by the State. It is required that the same hourly charges will apply for miscellaneous wiring, DMARC extensions, and cross-connect work.

16. MONTHLY RECURRING COSTS

The bidder must provide monthly costs for lines and services. Individual line rates must include any Federal Access charges, Carrier Access Line charges, and Access Recovery Charges. The overall line rate must remain stable during the contract period. The bidder must indicate all monthly costs for service in the "cost" section of their proposal. In each city where bidder submits a bid, they must be able to provide service to ALL locations within that city, and the bidder must submit a single rate for the entire city.

If a bidder is selected to provide service, they must provide service and extend the proposed rates on all future lines within their awarded service area for the duration of the contract.

If a bidder is selected to provide service in a particular city, they will be required to provide service at any and all locations within that city at the proposed rates for the duration of the contract. The State will not award to multiple bidders within any single city.

17. VOLUME COMMITMENTS

Because of the fluid nature of State Government, funding sources, and continually evolving technology in general, the State will not entertain volume commitments for services covered under a contract resulting from the bidders proposal. Proposals containing volume commitments or "tiered" pricing will be rejected.

18. DIGITAL TELEPHONE SETS

Attachment 6 lists the number and type of digital telephone sets currently in service. The bidder must provide monthly maintenance for digital telephone sets (existing and new) to include repair or replacement when necessary. Purchase costs, monthly maintenance rates, and monthly lease rates must be included in the Cost Proposal section of the bidders' proposal.

19. RATE REVIEW

The Contractor must be willing to review any rate structure offered to the State on an annual basis, and make adjustments based on mutual agreement.

20. TECHNOLOGY REFRESH

The State and the Contractor will work in partnership to ensure the services provided under this contract will be continuously refreshed as technologies evolve and user needs grow. The Chief Information Officer, in conjunction with, or on behalf of, all other participants, will assume the primary role in seeking and proposing new technologies and enhancements. This technology refreshment clause will be a required condition of the contract.

The State and the Contractor will conduct periodic reviews of the contract at specific milestones during the term of the contract to review service offerings and pricing. These reviews may result in expanding the services offered by the Contractor to include new pricing elements or pricing modifications associated with improved economies of scale and/or technological innovations. Changes in the industry related to regulation and/or pricing mechanisms may also result in modification of rates identified in the services offered by the Contractor. These review periods will commence when the State feels an improvement in economies of scale or technological innovation has occurred.

21. BIDDER CERTIFICATION

All bidders must be certificated by the Nebraska Public Service Commission as a LEC or CLEC in each area they are proposing service. Proposals submitted by bidders who are not certified by the PSC will not be considered.

E. PERFORM IMPLEMENTATION

1. CUT-OVER AND CHECK OUT

Prior to the cutovers, the Contractor will participate in coordination meetings that will establish schedules for cutover of local and long distance services. These meetings will be held by the State and include the LECs and IXC's as appropriate. At these meetings, the Contractor and the State will cooperatively determine the actual date of each location cutover allowing each Contractor to begin sending traffic over the other's circuits in compliance with their proposal. The Contractor will be responsible for coordinating with each other to verify that all requirements of this specification are in operation and performing correctly. Conversion of existing services described herein must be completed on the scheduled dates. The Contractor will be responsible for all penalties and additional charges that the State of Nebraska may incur if they do not meet the agreed upon completion dates for all services.

All actual service cutovers must be scheduled with Division of Communications personnel, and it may be necessary to perform selected cutovers at critical locations between the hours of 5:00 PM and 8:00 AM M-F, or during weekend hours. Locations falling into this category will be determined by the Division of Communications, and these installations must be performed after hours at no additional cost.

The Contractor will be responsible for number porting (if necessary). Porting of telephone numbers must be performed with contractor personnel at the customer site.

2. TRAINING

The Contractor must, if requested, provide local classroom training to the State at a location approved by the Division of Communications as part of the system conversion and without cost to the State.

- a. Training on new equipment provided or required by the Contractor.
- b. System administration training (i.e., CDC, DECAS, billing, etc.)
- c. Other furnished equipment/systems, i.e. customer premise equipment, Voice Mail, ACD, VRU, CTI, etc.
- d. System feature training for end users

F. PROVIDE POST IMPLEMENTATION SUPPORT

1. REDUNDANCY AND BUSINESS RECOVERY

The bidder must provide a plan of redundancy and business recovery. A copy of the plan must be included in the bidders' response. The plan must include back-up and alternative facilities/resources, plans, procedures, conditions, authorizations, response and recovery times, statistical history including MTTR, and other information needed to assess and ensure the bidder's capability to recover with a minimum of service disruption or degradation. In the event a major outage occurs, response and recovery must begin immediately. The Contractor must restore service as soon as possible. If restoration of service is not accomplished within one hour, the Contractor must provide an alternative service that may include switching to an alternative provider. In the event a change is required to an alternate provider, the Contractor must provide service without any rate increase to the State. Further, in the event the provider reroutes long distance traffic to another long distance provider or other facilities due to Contractor facility failure, any additional cost incurred as a result of such event must be compensated to the State by the Contractor.

2. RESPONSE TIME AND TROUBLE REPORTING

The Contractor must provide a centralized trouble reporting and maintenance system that is staffed 24 hours a day, seven days a week. Upon notification by phone, the Contractor must repair within one hour of notification. A verbal report of trouble clearance must be furnished to the State employee who reported the trouble within one hour of trouble clearance. A copy of the written trouble ticket must be provided to the State, when requested. The report must provide notice that a correction of the problem has occurred. If correction has not occurred within one hour, a report must be provided showing the plan to correct the problem inclusive of a projected correction time. The centralized trouble reporting center must provide notification to the State immediately after any occurrence of a service affecting network failure condition when the State has not previously reported such failure.

The bidder MUST provide an escalation procedure and contact list to be used for unresolved troubles, including names, titles, and phone numbers of contact persons in the escalation chain. Major service affecting problems that are not resolved within one hour of the time of notification of trouble will constitute a prolonged outage and will be escalated.

For trouble isolation involving multiple interfaces between the IXC and LEC equipment where no particular fault can be determined to be a specific Contractor issue prior to repair, the problem must be resolved without charges to the State.

The local service Contractor will be responsible for determining the cause for service outages and providing that determination to the State at no cost. Those troubles that are determined to be the result of the LEC facilities failure must be repaired without cost to the State. Specifically, in the event the failure is determined to be on the

Contractor side of the demarcation point, the Contractor must NOT charge for such failure determination.

The bidder will provide documentation showing typical repair times by service type based on historical information.

3. NETWORK MANAGEMENT

The Contractor must provide for a 7-day x 24-hour network operations center to manage all services including help desk functions. The State requires comprehensive standards based network management system to be implemented to include:

- a.** Network Monitoring
- b.** Security Management
- c.** Fault Management
- d.** Performance Management.

V. PROPOSAL INSTRUCTIONS

This section documents the mandatory requirements that must be met by bidders in preparing the Technical and Cost Proposal. Bidders should identify the subdivisions of "Project Description and Scope of Work" clearly in their proposals; failure to do so may result in disqualification. Failure to respond to a specific requirement may be the basis for elimination from consideration during the State's comparative evaluation.

Proposals are due by the date and time shown in the Schedule of Events. Content requirements for the Technical and Cost Proposal are presented separately in the following subdivisions:

A. TECHNICAL PROPOSAL

The Technical Proposal shall consist of four (4) sections:

1. SIGNED "State of Nebraska Request For Proposal For Contractual Services" form;
2. Executive Summary;
3. Corporate Overview; and
4. Technical Approach.

1. REQUEST FOR PROPOSAL FORM

By signing the "Request For Proposal For Contractual Services" form, the bidder guarantees compliance with the provisions stated in this Request for Proposal, agrees to the Terms and Conditions stated in this Request for Proposal and certifies bidder maintains a drug free work place environment.

The Request For Proposal For Contractual Services form must be signed in ink and returned by the stated date and time in order to be considered for an award.

2. EXECUTIVE SUMMARY

The Executive Summary shall condense and highlight the contents of the solution being proposed by the bidder in such a way as to provide the Evaluation Committee with a broad understanding of the Contractor's Technical Proposal.

Bidders must present their understanding of the problems being addressed by implementing a new system, the objectives and intended results of the project, and the scope of work. Bidders shall summarize how their Technical Proposal meets the requirements of the Request for Proposal, and why they are best qualified to perform the work required herein.

3. CORPORATE OVERVIEW

The Corporate Overview section of the Technical Proposal must consist of the following subdivisions:

a. BIDDER IDENTIFICATION AND INFORMATION

The bidder must provide the full company or corporate name, address of the company's headquarters, entity organization (corporation, partnership, proprietorship), state in which the bidder is incorporated or otherwise organized to do business, year in which the bidder first organized to do business, whether the name and form of organization has changed since first organized, and Federal Employer Identification Number and/or Social Security Number.

b. FINANCIAL STATEMENTS

The bidder must provide financial statements applicable to the firm. If publicly held, the bidder must provide a copy of the corporation's most recent audited financial reports and statements, and the name, address and telephone number of the fiscally responsible representative of the bidder's financial or banking organization.

If the bidder is not a publicly held corporation, either the reports and statements required of a publicly held corporation, or a description of the organization, including size, longevity, client base, areas of specialization and expertise, and any other pertinent information must be submitted in such a manner that proposal evaluators may reasonably formulate a determination about the stability and financial strength of the organization. Additionally, a non-publicly held firm must provide a banking reference.

The bidder must disclose any and all judgments, pending or expected litigation, or other real or potential financial reversals, which might materially affect the viability or stability of the organization, or state that no such condition is known to exist.

c. CHANGE OF OWNERSHIP

If any change in ownership or control of the company is anticipated during the twelve (12) months following the proposal due date, the bidder must describe the circumstances of such change and indicate when the change will likely occur. Any change of ownership to an awarded vendor(s) will require notification to the State.

d. OFFICE LOCATION

The bidder's office location responsible for performance pursuant to an award of a contract with the State of Nebraska must be identified.

e. RELATIONSHIPS WITH THE STATE

The bidder shall describe any dealings with the State over the previous five (5) years. If the organization, its predecessor, or any party named in the bidder's proposal response has contracted with the State, the bidder shall identify the contract number(s) and/or any other information available to identify such contract(s). If no such contracts exist, so declare.

f. BIDDER'S EMPLOYEE RELATIONS TO STATE

If any party named in the bidder's proposal response is or was an employee of the State within the past five (5) months, identify the individual(s) by name, State agency with whom employed, job title or position held with the State, and separation date. If no such relationship exists or has existed, so declare.

If any employee of any agency of the State of Nebraska is employed by the bidder or is a subcontractor to the bidder, as of the due date for proposal submission, identify all such persons by name, position held with the bidder, and position held with the State (including job title and agency). Describe the responsibilities of such persons within the proposing organization. If, after review of this information by the State, it is determined that a conflict of interest exists or may exist, the bidder may be disqualified from further consideration in this proposal. If no such relationship exists, so declare.

g. CONTRACT PERFORMANCE

If the bidder or any proposed subcontractor has had a contract terminated for default during the past five (5) years, all such instances must be described as required below. Termination for default is defined as a notice to stop performance delivery due to the bidder's non-performance or poor performance, and the issue was either not litigated due to inaction on the part of the bidder or litigated and such litigation determined the bidder to be in default.

It is mandatory that the bidder submit full details of all termination for default experienced during the past five (5) years, including the other party's name, address and telephone number. The response to this section must present the bidder's position on the matter. The State will evaluate the facts and will score the bidder's proposal accordingly. If no such termination for default has been experienced by the bidder in the past five (5) years, so declare.

If at any time during the past five (5) years, the bidder has had a contract terminated for convenience, non-performance, non-allocation of funds, or any other reason, describe fully all circumstances surrounding such termination, including the name and address of the other contracting party.

h. SUMMARY OF BIDDER'S CORPORATE EXPERIENCE

The bidder shall provide a summary matrix listing the bidder's previous projects similar to this Request for Proposal in size, scope and complexity. The State will use no more than three (3) narrative project descriptions submitted by the bidder during its evaluation of the proposal.

The bidder must address the following:

- i. Bidder must provide narrative descriptions to highlight the similarities between their experience and this Request for Proposal. These descriptions must include:
 - a) the time period of the project;
 - b) the scheduled and actual completion dates;
 - c) the contractor's responsibilities;
 - d) for reference purposes, a customer name (including the name of a contact person, a current telephone number, a facsimile number and e-mail address); and
 - e) each project description shall identify whether the work was performed as the prime contractor or as a subcontractor. If a bidder performed as the prime contractor, the description must provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget.
- ii. Contractor and subcontractor(s) experience must be listed separately. Narrative descriptions submitted for subcontractors must be specifically identified as subcontractor projects.

- iii. If the work was performed as a subcontractor, the narrative description shall identify the same information as requested for the contractors above. In addition, subcontractors shall identify what share of contract costs, project responsibilities, and time period were performed as a subcontractor.

i. **SUMMARY OF BIDDER'S PROPOSED PERSONNEL/MANAGEMENT APPROACH**

The bidder must present a detailed description of its proposed approach to the management of the project.

The bidder must identify the specific professionals who will work on the State's project if their company is awarded the contract resulting from this Request for Proposal. The names and titles of the team proposed for assignment to the State project shall be identified in full, with a description of the team leadership, interface and support functions, and reporting relationships. The primary work assigned to each person should also be identified.

The bidder shall provide resumes for all personnel proposed by the bidder to work on the project. The State will consider the resumes as a key indicator of the bidder's understanding of the skill mixes required to carry out the requirements of the Request for Proposal in addition to assessing the experience of specific individuals.

Resumes must not be longer than three (3) pages. Resumes shall include, at a minimum, academic background and degrees, professional certifications, understanding of the process, and at least three (3) references (name, address, and telephone number) who can attest to the competence and skill level of the individual. Any changes in proposed personnel shall only be implemented after written approval from the State.

j. **SUBCONTRACTORS**

If the bidder intends to subcontract any part of its performance hereunder, the bidder must provide:

- i. name, address and telephone number of the subcontractor(s);
- ii. specific tasks for each subcontractor(s);
- iii. percentage of performance hours intended for each subcontract; and
- iv. total percentage of subcontractor(s) performance hours.

4. **TECHNICAL APPROACH**

The technical approach section of the Technical Proposal must consist of the following subsections:

- a. understanding of the project requirements;
- b. proposed development approach;
- c. technical considerations;
- d. detailed project work plan; and
- e. deliverables and due dates.

B. COST PROPOSAL REQUIREMENTS

This section describes the requirements to be addressed by bidders in preparing the Cost Proposal. The bidder must submit the Cost Proposal in a section of the proposal that is a separate section or is packaged separately as specified in this RFP from the Technical Proposal section.

The component costs of the fixed price proposal for providing the services set forth in the Request for Proposal must be provided by submitting forms substantially equivalent to those described below.

1. PRICING SUMMARY

This summary shall present the total fixed price to perform all of the requirements of the Request for Proposal. The bidder must include details in the Cost Proposal supporting any and all costs. These details must include, at a minimum, detailed descriptions and/or specifications of the goods and/or services to be provided, quantities, and timing and unit costs, if applicable.

The State reserves the right to review all aspects of the Cost Proposal for reasonableness and to request clarification of any proposal where the cost component shows significant and unsupported deviation from industry standards or in areas where detailed pricing is required.

2. PRICES

Prices quoted shall be net, including transportation and delivery charges fully prepaid by the bidder, F.O.B. destination named in the Request for Proposal. No additional charges will be allowed for packing, packages, or partial delivery costs. When an arithmetic error has been made in the extended total, the unit price will govern.

Form A

Bidder Contact Sheet

Request for Proposal Number 4183Z1

Form A should be completed and submitted with each response to this Request for Proposal. This is intended to provide the State with information on the bidder's name and address, and the specific person(s) who are responsible for preparation of the bidder's response.

Preparation of Response Contact Information	
Bidder Name:	
Bidder Address:	
Contact Person & Title:	
E-mail Address:	
Telephone Number (Office):	
Telephone Number (Cellular):	
Fax Number:	

Each bidder shall also designate a specific contact person who will be responsible for responding to the State if any clarifications of the bidder's response should become necessary. This will also be the person who the State contacts to set up a presentation/demonstration, if required.

Communication with the State Contact Information	
Bidder Name:	
Bidder Address:	
Contact Person & Title:	
E-mail Address:	
Telephone Number (Office):	
Telephone Number (Cellular):	
Fax Number:	

Attachment 1

Request for Proposal Number 4183Z1

1. Station Speed Dialing – speed dial lists must be from 8 numbers up to 30 numbers on each list. As a part of this feature, Group Speed Dialing must also be available where one station is the controlling station for a shared speed dial list.
2. Three-Way Calling
3. Call Pick-up (barge-in/non-barge-in), Directed Call Pick-up
4. Call Transfer (internal)
5. Call Transfer (external)
6. Call Hold
7. Call Forwarding, Secondary MADN
8. Call Forwarding, Variable (in and out of Centrex, internal/external denied, all calls)
9. Call Forwarding, Busy (internal denied, external denied, all calls)
10. Call Forwarding, Don't Answer (internal denied, external denied, all calls)
11. Remote Access to Call Forwarding
12. Distinctive Ringing (internal calls versus outside calls, single line with multiple numbers)
13. Automatic Callback Calling
14. Message Waiting Indication Activation (CLASS)
15. Call Waiting
16. Call Park
17. Caller ID Display
18. Station Line ID delivery with per line or per call blocking
19. Centrex Station ID for T-1's terminated in Centrex
20. Station controlled conference calling (6 party).
21. Hunting – Directory Number Hunting, Distributed Line Hunting, Series Completion Hunting, Circular Hunting, Multi-Line Hunt Groups
22. Direct Station Select/Busy Lamp Field on Meridian Business Sets or equivalent
23. Multiple Line Appearances on sets to include add-on modules as required
24. Make Set/Line Busy
25. Station restrictions, i.e. denied originating, denied terminating, toll restriction
26. Block 1010xxx access to other carriers
27. Block access to 900/976 services
28. Block unauthorized PIC changes
29. Block third party collect calls on a per line basis, exceptions identified in writing by the State
30. Station-to-station dialing, i.e. 4- or 5-digit dialing
31. Group Intercom (abbreviated dialing within pre-defined groups)
32. Multiple Appearance Ringing Options (MADN Ring Forward)
33. Call Trace
34. Programmable Line Selection – Originating/terminating line selection and repeated alert ringing
35. Guaranteed Central Office Disconnect Supervision
36. Call Block

Attachment 2

Line Rates

Request for Proposal Number 4183Z1

Contractors must submit their monthly recurring per line rate for each city by completing the form provided below. If the Contractor does not provide service in a particular city, they may leave that line blank.

CITY	MONTHLY RATE PER LINE
AINSWORTH	
ALDA	
ALLIANCE	
AMES	
ATKINSON	
BELLEVUE	
BIG SPRINGS	
BRIDGEPORT	
BROKEN BOW	
CENTRAL CITY	
CHADRON	
CLARKSON	
CRAWFORD	
DAKOTA CITY	
ELKHORN	
ELM CREEK	
ELWOOD	
FREMONT	
FULLERTON	
Gering	
GOTHENBURG	
GRAND ISLAND	
GRETN	
HARRISON	
HOLDREGE	
HUMPHREY	
LA PLATTE	
LA VISTA	
LAUREL	
LEXINGTON	
LOUP CITY	

CITY	MONTHLY RATE PER LINE
LYONS	
MC COOK	
MINDEN	
NORFOLK	
NORTH PLATTE	
OAKLAND	
OFFUTT AFB	
OGALLALA	
OMAHA	
ONEILL	
OXFORD	
PAPILLION	
PENDER	
PILGER	
ROSCOE	
SCHUYLER	
Scottsbluff	
SIDNEY	
SO SC CITY	
SO SX CITY	
ST LIBORY	
ST PAUL	
TEKAMAH	
VALENTINE	
WAKEFEILD	
WATERLOO	
WAYNE	
WEST POINT	

Attachment 3

Part A Install Rates

Request for Proposal Number 4183Z1

The Contractor must submit the entire installation cost for part A in each city by completing the form below. The Contractor must populate the line beside each city with the total "Part A" installation cost for that city. If the Contractor does not provide service in a particular city or cities, they may leave those lines blank.

CITY	TOTAL INSTALL COST PER CITY FOR PART A
AINSWORTH	
ALDA	
ALLIANCE	
AMES	
ATKINSON	
BELLEVUE	
BIG SPRINGS	
BRIDGEPORT	
BROKEN BOW	
CENTRAL CITY	
CHADRON	
CLARKSON	
CRAWFORD	
DAKOTA CITY	
ELKHORN	
ELM CREEK	
ELWOOD	
FREMONT	
FULLERTON	
Gering	
GOTHENBURG	
GRAND ISLAND	
GRETN	
HARRISON	
HOLDREGE	
HUMPHREY	
LA PLATTE	
LA VISTA	
LAUREL	

CITY	TOTAL INSTALL COST PER CITY FOR PART A
LEXINGTON	
LOUP CITY	
LYONS	
MC COOK	
MINDEN	
NORFOLK	
NORTH PLATTE	
OAKLAND	
OFFUTT AFB	
OGALLALA	
OMAHA	
ONEILL	
OXFORD	
PAPILLION	
PENDER	
PILGER	
ROSCOE	
SCHUYLER	
Scottsbluff	
SIDNEY	
SO SC CITY	
SO SX CITY	
ST LIBORY	
ST PAUL	
TEKAMAH	
VALENTINE	
WAKEFEILD	
WATERLOO	
WAYNE	
WEST POINT	

Attachment 4

Part B Install Rates

Request for Proposal Number 4183Z1

The Contractor must submit the entire installation cost for part B in each city by completing the form below. The Contractor must populate the line beside each city with the total "Part B" installation cost for that city. If the Contractor does not provide service in a particular city or cities, they may leave those lines blank.

CITY	TOTAL INSTALL COST PER CITY FOR PART B
AINSWORTH	
ALDA	
ALLIANCE	
AMES	
ATKINSON	
BELLEVUE	
BIG SPRINGS	
BRIDGEPORT	
BROKEN BOW	
CENTRAL CITY	
CHADRON	
CLARKSON	
CRAWFORD	
DAKOTA CITY	
ELKHORN	
ELM CREEK	
ELWOOD	
FREMONT	
FULLERTON	
Gering	
GOTHENBURG	
GRAND ISLAND	
GRETN	
HARRISON	
HOLDREGE	
HUMPHREY	
LA PLATTE	
LA VISTA	

CITY	TOTAL INSTALL COST PER CITY FOR PART B
LAUREL	
LEXINGTON	
LOUP CITY	
LYONS	
MC COOK	
MINDEN	
NORFOLK	
NORTH PLATTE	
OAKLAND	
OFFUTT AFB	
OGALLALA	
OMAHA	
ONEILL	
OXFORD	
PAPILLION	
PENDER	
PILGER	
ROSCOE	
SCHUYLER	
Scottsbluff	
SIDNEY	
SO SC CITY	
SO SX CITY	
ST LIBORY	
ST PAUL	
TEKAMAH	
VALENTINE	
WAKEFEILD	
WATERLOO	
WAYNE	
WEST POINT	

Attachment 5

Voice Mail Rates

Request for Proposal Number 4183Z1

Contractors must submit their monthly recurring per box rate for each city in the format described below. The Contractor must also submit the entire installation cost for each box in the format described below.

CITY	MO. VOICE MAIL RATE	INSTALL COST PER BOX	MO. UNIFIED MESSAGING RATE
AINSWORTH			
ALDA			
ALLIANCE			
AMES			
ATKINSON			
BELLEVUE			
BIG SPRINGS			
BRIDGEPORT			
BROKEN BOW			
CENTRAL CITY			
CHADRON			
CLARKSON			
CRAWFORD			
DAKOTA CITY			
ELKHORN			
ELM CREEK			
ELWOOD			
FREMONT			
FULLERTON			
Gering			
GOTHENBURG			
GRAND ISLAND			
GRETN			
HARRISON			
HOLDREGE			
HUMPHREY			
LA PLATTE			

CITY	MO. VOICE MAIL RATE	INSTALL COST PER BOX	MO. UNIFIED MESSAGING RATE
LA VISTA			
LAUREL			
LEXINGTON			
LOUP CITY			
LYONS			
MC COOK			
MINDEN			
NORFOLK			
NORTH PLATTE			
OAKLAND			
OFFUTT AFB			
OGALLALA			
OMAHA			
ONEILL			
OXFORD			
PAPILLION			
PENDER			
PILGER			
ROSCOE			
SCHUYLER			
Scottsbluff			
SIDNEY			
SO SC CITY			
SO SX CITY			
ST LIBORY			
ST PAUL			
TEKAMAH			
VALENTINE			
WAKEFEILD			
WATERLOO			
WAYNE			
WEST POINT			

Attachment 6

Request for Proposal Number 4183Z1

For the purpose of this RFP, Contractors must submit their Digital telephone set cost. The Contractor must also submit their monthly lease and maintenance cost. Contractors may utilize subcontractors to provide hardware however, the primary Contractor will be responsible and accountable for the goods and services provided by that subcontractor.

	Purchase Cost	36 Mo. Lease Cost	Mo. Maint Cost	Installation Labor Rate
Nortel M5208				
Nortel M5209	N/A	N/A		
Nortel M5216				
Nortel M5316				
Nortel M522				
Nortel M5008				
Tone Commander 6210U				
Tone Commander 6220U				
Tone Commander 6030X				
ISDN i2021	N/A	N/A		N/A
ISDN I 2022	N/A	N/A		N/A
ISDN 8510T	N/A	N/A		N/A
ISDN 8528T	N/A	N/A		N/A
ISDN 6504	N/A	N/A		N/A
ISDN 6508	N/A	N/A		N/A
ISDN 6508T	N/A	N/A		N/A

Attachment 7

Request for Proposal Number 4183Z1

The following is a list of addresses of State telephone numbers in selected cities. This address is accurate to the best of the State's knowledge.

ADDRESS	CITY	ADDRESS TOTALS	CITY TOTALS
340 S MORRISON ST	AINSWORTH	1	
455 N MAIN ST	AINSWORTH	2	
644 E 4TH ST	AINSWORTH	4	
736 E 4TH ST	AINSWORTH	10	
AHN 2205	AINSWORTH	1	18
938 S 60TH RD	ALDA	1	1
100 W 14 ST	ALLIANCE	1	
101 S HOWARD AVE	ALLIANCE	2	
2610 CR 57	ALLIANCE	5	
298 HUSKER RD	ALLIANCE	8	
302 BOX BUTTE AV	ALLIANCE	8	
411 BLACK HILLS AVE	ALLIANCE	16	
411 NIOBRARA AV	ALLIANCE	6	
524 BOX BUTTE AV	ALLIANCE	1	
624 YELLOWSTONE AVE	ALLIANCE	6	
924 MISSOURI AVE	ALLIANCE	2	55
2351 CO RD 18	AMES	1	
625 W HIGHWAY 30	AMES	3	4
306 W 5TH ST	ATKINSON	1	
504 N CARBERRY ST	ATKINSON	1	2
10809 S 17TH ST	BELLEVUE	1	
12505 S 40TH ST	BELLEVUE	3	
3604 SUMMIT PLAZA DR	BELLEVUE	3	
3811 TWIN CREEK DR	BELLEVUE	4	11
114 FRONTAGE RD	BIG SPRINGS	5	
640 RD 209	BIG SPRINGS	2	
AHN 7838	BIG SPRINGS	1	8
509 E 14 ST	BRIDGEPORT	6	
605 MAIN ST	BRIDGEPORT	2	
713 L ST	BRIDGEPORT	4	
729 MAIN ST	BRIDGEPORT	14	
AHN 2286	BRIDGEPORT	2	
AHN 2287	BRIDGEPORT	1	

ADDRESS	CITY	ADDRESS TOTALS	CITY TOTALS
AHN 85	BRIDGEPORT	1	
AHN 86	BRIDGEPORT	1	31
1015 S D ST	BROKEN BOW	1	
1030 S D ST	BROKEN BOW	1	
137 S D ST	BROKEN BOW	3	
141 S D ST	BROKEN BOW	1	
1930 NOME ST	BROKEN BOW	1	
2475 S E ST	BROKEN BOW	14	
314 S 10TH AVE	BROKEN BOW	2	
515 E SOUTH E ST	BROKEN BOW	5	
AHN-149	BROKEN BOW	1	29
1416 6TH ST	CENTRAL CITY	2	
1706 24TH ST	CENTRAL CITY	2	4
1033 E 3RD ST	CHADRON	20	
1100 MAIN ST,CHADRON	CHADRON	52	
130 E 4 ST	CHADRON	1	
15951 HIGHWAY 385	CHADRON	8	
316 MAIN ST	CHADRON	3	
430 E 2 ST	CHADRON	8	
451 MAIN ST	CHADRON	1	
485 E 12 ST	CHADRON	2	
6321 HWY 20	CHADRON	1	
700 LAKE ST	CHADRON	1	
700 MAPLE ST	CHADRON	4	
AHN 2300	CHADRON	1	
HC 75	CHADRON	1	
RR 2	CHADRON	1	104
120 BRYAN ST	CLARKSON	1	1
30 MAIN ST	CRAWFORD	1	
3200 HIGHWAY 20	CRAWFORD	17	
3621 HIGHWAY 20	CRAWFORD	2	
471 SQUAW CREEK RD	CRAWFORD	3	
FORT ROBINSON	CRAWFORD	11	34
1401 PINE ST	DAKOTA CITY	12	
1601 BROADWAY ST	DAKOTA CITY	8	
502 PINE ST	DAKOTA CITY	1	21
105 MEADOW LN	ELKHORN	1	
221 N STATE ST	ELKHORN	5	6
3231 HIGHWAY 183	ELM CREEK	1	
401 N BEECROFT ST	ELM CREEK	1	

ADDRESS	CITY	ADDRESS TOTALS	CITY TOTALS
AHN 1674	ELM CREEK	1	3
1 EAST PARK DR18A	ELWOOD	1	
1 EAST PARK DR25A	ELWOOD	2	
101 RIPLEY ST	ELWOOD	2	5
124 E 5TH ST	FREMONT	59	
1428 N PARK AV	FREMONT	1	
1542 HIGHWAY 275-77	FREMONT	1	
1610 HWY 77-275 N	FREMONT	1	
1715 N BELL ST	FREMONT	2	
1959 E MILITARY AV	FREMONT	20	
2550 W 23 ST	FREMONT	7	
2951 N CLARKSON ST, FREMONT	FREMONT	8	
406 E 6TH ST	FREMONT	1	
4349 STATE LAKES RD	FREMONT	11	
435 N PARK AVE	FREMONT	21	
725 N PARK AVE	FREMONT	2	
835 N BROAD ST	FREMONT	11	
839 S BROAD ST	FREMONT	5	
910 N LINCOLN AV	FREMONT	4	154
54954 STATE HIGHWAY 14	FULLERTON	3	3
1240 D ST.	GERING	2	
140375 RUNDELL RD	GERING	7	
1432 10TH ST	GERING	3	
1600 10TH ST	GERING	169	
1825 10TH ST	GERING	2	
89A WOODLEY PARK ROAD	GERING	27	
975 CRESCENT DRIVE	GERING	1	211
123 LAKE AVE	GOTHENBURG	2	
311 4TH ST	GOTHENBURG	1	
3218 LAKE AVE	GOTHENBURG	1	
900 J AVE	GOTHENBURG	1	
AHN 2386	GOTHENBURG	1	
S HWY 47	GOTHENBURG	1	7
116 S PINE ST	GRAND ISLAND	1	
208 N PINE ST	GRAND ISLAND	6	
100 E 1 ST	GRAND ISLAND	1	
102 N 60TH RD	GRAND ISLAND	1	
105 N WHEELER AV	GRAND ISLAND	1	
115 N WEBB RD	GRAND ISLAND	4	

ADDRESS	CITY	ADDRESS TOTALS	CITY TOTALS
116 S PINE ST	GRAND ISLAND	45	
117 E 1 ST	GRAND ISLAND	10	
1203 W 2 ST	GRAND ISLAND	1	
121 S PINE ST	GRAND ISLAND	3	
1306 W 3RD ST	GRAND ISLAND	26	
1424 W 2ND ST	GRAND ISLAND	1	
1811 W 2 ST,SUITE 470	GRAND ISLAND	1	
204 W SOUTH FRONT ST	GRAND ISLAND	4	
205 W 1ST ST	GRAND ISLAND	6	
208 N PINE ST D	GRAND ISLAND	80	
211 N TILDEN ST	GRAND ISLAND	4	
211 N WASHINGTON ST	GRAND ISLAND	1	
2121 N WEBB RD	GRAND ISLAND	3	
2124 N LAFAYETTE AV	GRAND ISLAND	1	
215 KAUFMAN AVE	GRAND ISLAND	5	
2201 N BROADWELL AV	GRAND ISLAND	4	
2300 W CAPITAL AVE	GRAND ISLAND	1	
2310 W CAPITAL AV	GRAND ISLAND	31	
2418 N WEBB RD	GRAND ISLAND	1	
2512-1	GRAND ISLAND	1	
2710 N NORTH RD	GRAND ISLAND	17	
2900 W OLD LINCOLN HWY	GRAND ISLAND	4	
3010 E AIRPORT RD	GRAND ISLAND	5	
3180 HIGHWAY 34 W	GRAND ISLAND	6	
3301 W ONE-R RD	GRAND ISLAND	3	
3305 W OLD POTASH HWY	GRAND ISLAND	9	
3335 W CAPITAL AV, GRAND ISLAND	GRAND ISLAND	40	
3431 W OLD LINCOLN HWY	GRAND ISLAND	11	
3600 N ACADEMY RD	GRAND ISLAND	30	
3835 W OLD POTASH HWY	GRAND ISLAND	10	
3855 N SKY PARK RD	GRAND ISLAND	1	
4900 S ENGLEMAN RD	GRAND ISLAND	4	
724 W KOENIG ST	GRAND ISLAND	1	
ALDA INTERCHANGE	GRAND ISLAND	1	
HWY 281	GRAND ISLAND	1	
I 80 &HWY 281	GRAND ISLAND	2	388
15525 S 234TH ST	GRETN	3	
19202 I80	GRETN	3	
21502 W HIGHWAY 31	GRETN	8	

ADDRESS	CITY	ADDRESS TOTALS	CITY TOTALS
21506 W HIGHWAY 31	GRETNA	1	
8585 S 204TH ST	GRETNA	1	16
4643 HIGHWAY 29	HARRISON	1	
5011 HENRY RD, HARRISON	HARRISON	1	
840 HIGHWAY 20	HARRISON	2	4
1013 W 4TH ST	HOLDREGE	8	
1308 S 2ND ST	HOLDREGE	7	
176 5TH AVE	HOLDREGE	1	
502 EAST AVE	HOLDREGE	1	
511 HANCOCK ST	HOLDREGE	1	
701 4TH AVE, HOLDREGE	HOLDREGE	6	
701 5TH AVE	HOLDREGE	8	
715 5TH AVE	HOLDREGE	4	
72821 J RD	HOLDREGE	1	37
26930 STATE HIGHWAY 91	HUMPHREY	1	
47576 US HIGHWAY 81	HUMPHREY	1	2
16405 CLAY ST	LA PLATTE	3	3
6949 S 110TH ST	LA VISTA	9	9
214 N HIGHWAY 20	LAUREL	2	2
101 W 8TH ST	LEXINGTON	4	
1501 PLUM CREEK PKWY	LEXINGTON	9	
1503 PLUM CREEK PKWY	LEXINGTON	1	
2812 PLUM CREEK PKWY	LEXINGTON	3	
302 S WASHINGTON ST	LEXINGTON	4	
306 HEARTLAND RD	LEXINGTON	2	
700 N WASHINGTON	LEXINGTON	1	
706 N WASHINGTON ST	LEXINGTON	1	
75151 ROAD 436	LEXINGTON	1	
800 N WASHINGTON ST	LEXINGTON	11	37
47561 HIGHWAY 92	LOUP CITY	1	
47584 HIGHWAY 92	LOUP CITY	1	
630 O ST	LOUP CITY	4	
79021 SHERMAN DAM RD	LOUP CITY	1	
79025 SHERMAN DAM RD	LOUP CITY	1	
79027 SHERMAN DAM RD	LOUP CITY	1	9
1150 COUNTY RD RS	LYONS	1	1
108 W D ST	MC COOK	37	
212 E B ST, MC COOK	MC COOK	5	
2309 N HIGHWAY 83	MC COOK	1	
2309 N HWY 83	MC COOK	21	

ADDRESS	CITY	ADDRESS TOTALS	CITY TOTALS
38709 US HIGHWAY 6	MC COOK	6	
404 W 7 ST	MC COOK	1	
502 NORRIS AV	MC COOK	1	
619 W AUDITORIUM ST	MC COOK	9	
706 NORRIS AV	MC COOK	1	
72718 TRAIL 2	MC COOK	1	
AHN 2203,MCCOOK,NE	MC COOK	1	
E HWY 6 &34	MC COOK	3	87
424 N COLORADO AVE	MINDEN	1	
509 W 9TH ST	MINDEN	2	3
1001 ALASKA AVE	NORFOLK	11	
105 E NORFOLK AVE	NORFOLK	26	
109 N 5TH ST	NORFOLK	1	
1105 S 13TH ST	NORFOLK	3	
1106 AGNUS DR	NORFOLK	1	
1112 BONITA DR	NORFOLK	3	
119 W NORFOLK AVE	NORFOLK	9	
1212 W BENJAMIN AVE	NORFOLK	35	
130 S 4TH ST	NORFOLK	6	
1401 W EISENHOWER AVE	NORFOLK	11	
1630 N VICTORY RD	NORFOLK	1	
1700 N VICTORY RD	NORFOLK	180	
1706 E OMAHA AVE	NORFOLK	1	
1707 N AIRPORT RD	NORFOLK	4	
206 W MONROE AVE	NORFOLK	16	
209 N 5TH ST	NORFOLK	110	
214 N 7TH ST	NORFOLK	10	
2201 N 13TH ST	NORFOLK	6	
304 N 5TH ST	NORFOLK	27	
3204 S 13TH S	NORFOLK	1	
406 MADISON AVE	NORFOLK	1	
408 N 13TH ST	NORFOLK	7	
600 E BENJAMIN AVE	NORFOLK	125	
601 E BENJAMIN AVE	NORFOLK	2	
801 E BENJAMIN AVE	NORFOLK	9	
808 PARK AVE	NORFOLK	3	
817 S 1ST ST	NORFOLK	7	
84684 555TH AVE	NORFOLK	1	
900 W NORFOLK AVE	NORFOLK	10	
AHN-16 N HWY 81	NORFOLK	1	628

ADDRESS	CITY	ADDRESS TOTALS	CITY TOTALS
1 E HIGHWAY 30	NORTH PLATTE	2	
1001 E WALKER RD	NORTH PLATTE	1	
1101 HALLIGAN DR	NORTH PLATTE	2	
111 S DEWEY ST	NORTH PLATTE	3	
111 W 3 ST	NORTH PLATTE	3	
1111 W 9 ST	NORTH PLATTE	1	
114 S CHESTNUT ST	NORTH PLATTE	2	
120 W 2 ST	NORTH PLATTE	12	
120 W 4TH ST	NORTH PLATTE	11	
1221 W 17TH ST	NORTH PLATTE	1	
1300 E 4TH ST	NORTH PLATTE	3	
1300 MCDONALD RD	NORTH PLATTE	7	
1308 N SYCAMORE ST	NORTH PLATTE	3	
1402 N JEFFERS ST	NORTH PLATTE	20	
1402 N SYCAMORE ST	NORTH PLATTE	2	
1413 N POPLAR ST	NORTH PLATTE	1	
14512 N HIGHWAY 97	NORTH PLATTE	1	
1700 N JEFFERS ST	NORTH PLATTE	6	
200 S SILBER ST	NORTH PLATTE	95	
211 W 3 ST	NORTH PLATTE	28	
2400 W 14 ST	NORTH PLATTE	5	
2401 HALLIGAN DR	NORTH PLATTE	3	
2402 S JEFFERS ST	NORTH PLATTE	23	
2915 BIRCHWOOD RD	NORTH PLATTE	1	
2921 W SCOUTS RES RANCH RD	NORTH PLATTE	8	
300 E 3 ST	NORTH PLATTE	4	
301 E 7 ST	NORTH PLATTE	1	
301 W F ST	NORTH PLATTE	1	
306 E 6 ST	NORTH PLATTE	95	
3320 W NORTH LAKE RD	NORTH PLATTE	2	
3501 W 2 ST	NORTH PLATTE	3	
3600 E PHILIP AV	NORTH PLATTE	1	
401 E 7 ST	NORTH PLATTE	2	
402 E STATE FARM RD	NORTH PLATTE	1	
405 N VINE	NORTH PLATTE	1	
4205 S SHACK RD	NORTH PLATTE	1	
500 S RIVER RD	NORTH PLATTE	11	
6099 E I-80	NORTH PLATTE	12	
617 N TABOR AV	NORTH PLATTE	2	

ADDRESS	CITY	ADDRESS TOTALS	CITY TOTALS
715 S JEFFERS ST	NORTH PLATTE	32	
801 RODEO RD	NORTH PLATTE	1	
875 S NEWBERRY RD	NORTH PLATTE	1	
900 E 10 ST	NORTH PLATTE	3	
AHN 1012	NORTH PLATTE	1	
AHN 2	NORTH PLATTE	1	
AHN 3975	NORTH PLATTE	1	
AHN-704 S HWY 83	NORTH PLATTE	2	
HIGHWAY 73 & I-80	NORTH PLATTE	1	
LINCOLN COUNTY DRAIN	NORTH PLATTE	1	
NO PLATTE RIVER GAUGE	NORTH PLATTE	1	
NORTH PLATTE	NORTH PLATTE	3	
S HIGHWAY 83, AHN 1	NORTH PLATTE	1	
SO PLATTE RIVER GAUGE	NORTH PLATTE	1	431
1376 COUNTY ROAD	OAKLAND	1	1
401 N OAKLAND AVE	OAKLAND	2	2
106 PEACEKEEPER DR	OFFUTT AFB	7	
301-D BLDG ST	OFFUTT AFB	1	8
201 E 5 ST	OGALLALA	1	
1475 HIGHWAY 61 N	OGALLALA	1	
1500 HWY 61 N	OGALLALA	8	
1502 HIGHWAY 61 N	OGALLALA	1	
1507 W 1 ST	OGALLALA	1	
182 AIRPORT RD	OGALLALA	5	
201 E 5 ST	OGALLALA	15	
307 E D ST	OGALLALA	4	
374 CO RD EAST 90	OGALLALA	1	
511 N SPRUCE ST	OGALLALA	1	
551 W HIGHWAY 26	OGALLALA	1	
600 W 9 ST	OGALLALA	2	
610 HIGHLAND DR	OGALLALA	2	
749 E 30 RD	OGALLALA	1	
AHN 3780	OGALLALA	1	
DPA 1-1502 HWY 61 N	OGALLALA	1	
DPA 1-600 W 9 ST	OGALLALA	1	47
10000 CALIFORNIA ST	OMAHA	1	
1004 FARNAM ST	OMAHA	14	
10493 BLONDO ST	OMAHA	1	
10495 BLONDO ST	OMAHA	1	
10500 WEST DODGE RD	OMAHA	1	

ADDRESS	CITY	ADDRESS TOTALS	CITY TOTALS
10714 BERRY PLZ	OMAHA	1	
10730 PACIFIC ST	OMAHA	5	
10821 FARNAM DR	OMAHA	1	
1101 S 42ND ST	OMAHA	132	
1110 S 67TH ST	OMAHA	1	
11133 O ST	OMAHA	1	
11650 RAINWOOD RD	OMAHA	7	
119 S 49 AV	OMAHA	13	
11949 Q ST	OMAHA	87	
12 BOB GIBSON BLVD	OMAHA	1	
12001 Q ST	OMAHA	15	
12003 Q ST	OMAHA	3	
12011 Q ST	OMAHA	19	
1212 BOB GIBSON BLVD	OMAHA	5	
1215 S 42ND ST	OMAHA	202	
12628 AUGUSTA AVE	OMAHA	3	
12925 WEST DODGE RD	OMAHA	1	
13006 WEST CENTER RD	OMAHA	2	
1313 FARNAM ST	OMAHA	655	
1313 HARNEY ST	OMAHA	3	
1326 S 32 ST	OMAHA	12	
1341 PARK AVE	OMAHA	1	
13708 WEST MAPLE RD	OMAHA	12	
139 S 40TH ST	OMAHA	34	
15600 WEST MAPLE RD	OMAHA	2	
16198 W MAPLE RD	OMAHA	1	
16262 L ST	OMAHA	1	
1701 FARNAM ST	OMAHA	2	
1722 ST MARYS AV	OMAHA	1	
1801 FARNAM ST	OMAHA	4	
1801 N 73RD ST	OMAHA	35	
1805 N 73 S	OMAHA	30	
1819 FARNAM ST	OMAHA	1	
1821 N 73RD ST,OMAHA	OMAHA	85	
1909 BURT ST	OMAHA	7	
1941 S 42ND ST	OMAHA	34	
2222 CUMING ST	OMAHA	2	
2240 LANDON CT	OMAHA	3	
2320 AVENUE J	OMAHA	1	
2323 AVENUE J E	OMAHA	13	

ADDRESS	CITY	ADDRESS TOTALS	CITY TOTALS
2402 O ST	OMAHA	1	
2809 S 160 ST	OMAHA	4	
2899 F ST	OMAHA	1	
2915 GRANT ST	OMAHA	1	
2918 N 108 ST	OMAHA	4	
3040 LAKE ST	OMAHA	44	
319 S 17 ST	OMAHA	27	
3333 FARNAM ST	OMAHA	1	
3409 N 50 ST	OMAHA	3	
3603 N 156TH S	OMAHA	2	
3612 CUMING ST	OMAHA	1	
3616 D ST	OMAHA	1	
3728 PADDOCK RD	OMAHA	1	
3737 LAKE ST	OMAHA	98	
3805 S 50TH ST	OMAHA	1	
3833 GROVER ST	OMAHA	2	
3838 DAVENPORT ST	OMAHA	1	
3860 LEAVENWORTH ST	OMAHA	1	
3902 DAVENPORT ST	OMAHA	5	
4003 A ST	OMAHA	1	
408 S 18TH ST	OMAHA	1	
4101 WOOLWORTH AV	OMAHA	1	
4107 S 24TH ST	OMAHA	1	
4200 DOUGLAS ST	OMAHA	1	
4208 S 50TH ST	OMAHA	4	
4215 EMILE ST	OMAHA	1	
4223 CENTER ST	OMAHA	6	
428 S 38 ST	OMAHA	3	
4411 S 108TH ST	OMAHA	44	
4425 CENTER ST	OMAHA	38	
4460 FARNAM ST	OMAHA	1	
4470 FARNAM ST	OMAHA	1	
4501 DODGE ST	OMAHA	1	
4840 F ST	OMAHA	1	
4927 S 24 ST	OMAHA	8	
4935 S 24 ST	OMAHA	7	
4955 F ST	OMAHA	1	
5002 S 24 ST	OMAHA	1	
5015 BATTLEFIELD DR	OMAHA	3	
5050 AMES AVE	OMAHA	24	

ADDRESS	CITY	ADDRESS TOTALS	CITY TOTALS
5109 MADISON ST	OMAHA	3	
518 S 38 ST	OMAHA	1	
5211 S 31 ST	OMAHA	92	
5303 F ST	OMAHA	3	
5400 N 72 ST	OMAHA	3	
5404 CEDAR ST	OMAHA	20	
5513 CENTER ST	OMAHA	11	
5717 F ST	OMAHA	44	
5723 F ST	OMAHA	2	
5730 S 144TH ST	OMAHA	3	
5818 S 22ND ST	OMAHA	1	
5899 SARGENT ST	OMAHA	1	
5929 S 25TH ST	OMAHA	3	
5999 SARGENT ST	OMAHA	1	
600 S 42 ST	OMAHA	11	
6000 DODGE ST	OMAHA	2	
6001 DODGE ST	OMAHA	6	
602 S 38TH AVE	OMAHA	1	
6322 GIRARD ST	OMAHA	1	
6600 L ST	OMAHA	1	
6808 SPRING ST	OMAHA	2	
6922 N 97 CIR	OMAHA	6	
6969 MERCY RD	OMAHA	19	
701 N 102ND ST	OMAHA	1	
7110 F ST	OMAHA	1	
7414 N 30 ST	OMAHA	3	
8021 S 84 ST	OMAHA	15	
8121 D ST	OMAHA	1	
8143 D ST	OMAHA	1	
8301 WEST DODGE RD	OMAHA	2	
8901 N 30TH ST	OMAHA	1	
8901 S 137 CIR	OMAHA	2	
8901 S 154 ST	OMAHA	8	
9300 JOHN J PERSHING DR	OMAHA	1	
9353 CORBY ST	OMAHA	1	
9399 JOHN J PERSHING DR	OMAHA	1	
XLI 15-1701 FARNAM ST	OMAHA	1	2080
128 N 6TH ST	ONEILL	9	
204 E US HIGHWAY 20	ONEILL	1	
404 W DOUGLAS ST	ONEILL	4	

ADDRESS	CITY	ADDRESS TOTALS	CITY TOTALS
49164 US HIGHWAY 20	ONEILL	4	
635 N 4TH ST	ONEILL	4	22
811 HOWELL ST	OXFORD	4	4
1210 GOLDEN GATE DR	PAPILLION	4	
1261 GOLDEN GATE DR	PAPILLION	48	52
415 MAIN ST	PENDER	8	8
57391 HIGHWAY 275	PILGER	1	1
815 E ROSCOE HWY 30	ROSCOE	1	1
101 W 16TH ST	SCHUYLER	1	
411 E 11TH ST	SCHUYLER	1	2
1102 W. 42ND ST.	SCOTTSBLUFF	97	
1517 BROADWAY	SCOTTSBLUFF	4	
1517 BROADWAY STE. 122	SCOTTSBLUFF	1	
1517 BROADWAY STE. 125	SCOTTSBLUFF	2	
17 E. 21ST ST	SCOTTSBLUFF	4	
1809 3RD AVE	SCOTTSBLUFF	1	
1930 E. 20TH PL	SCOTTSBLUFF	21	
2810 1ST AVE	SCOTTSBLUFF	8	
4500 AVE I	SCOTTSBLUFF	67	
4502 AVENUE I	SCOTTSBLUFF	60	265
1020 10 AV	SIDNEY	10	
13100 I 80	SIDNEY	1	
1820 ILLINOIS ST	SIDNEY	14	
2225 LEGION PARK RD	SIDNEY	4	
2320 ILLINOIS ST	SIDNEY	8	
2687 EL RANCHO RD	SIDNEY	1	
287 RD 127	SIDNEY	1	
371 COLLEGE DR	SIDNEY	2	
551 PARKLAND DR	SIDNEY	3	
844 GREENWOOD RD	SIDNEY	6	
922 ILLINOIS ST	SIDNEY	6	
923 8TH AVE	SIDNEY	2	
SIDNEY,NE AHN 789	SIDNEY	1	59
785 HIGHWAY 20	SO SC CITY	1	
1001 COLLEGE WAY	SO SX CITY	1	
254 HIGHWAY 20	SO SX CITY	1	
2601 CORNHUSKER DR	SO SX CITY	4	
406 GOLF RD	SO SX CITY	2	
4801 DAKOTA AVE	SO SX CITY	1	
500 W 9TH ST	SO SX CITY	2	

ADDRESS	CITY	ADDRESS TOTALS	CITY TOTALS
901 W 21ST ST	SO SX CITY	5	
AHN 0052	SO SX CITY	1	
AHN 4454	SO SX CITY	1	19
190 ST PAUL RD	ST LIBORY	2	2
1130 HIGHWAY 281	ST PAUL	3	
1221 GRANT ST	ST PAUL	5	
1301 HOWARD AVE	ST PAUL	1	
1355 HWY 281	ST PAUL	2	
216 3RD ST	ST PAUL	1	
319 CUSTER ST	ST PAUL	1	
408 ELM ST	ST PAUL	1	
418 INDIAN ST	ST PAUL	1	
522 TAYLOR ST	ST PAUL	1	
612 INDIAN ST	ST PAUL	27	
704 6TH ST	ST PAUL	7	
824 6TH ST	ST PAUL	1	
954 13TH AVE	ST PAUL	3	54
627 COUNTY ROAD 29	TEKAMAH	1	1
126 N GOVERNMENT ST	VALENTINE	1	
132 HALL ST	VALENTINE	2	
39919 US HIGHWAY 20	VALENTINE	1	
420 E 1ST ST	VALENTINE	1	
602 E 1ST ST	VALENTINE	4	
801 CRAIG ST	VALENTINE	1	
810 CHERRY ST	VALENTINE	2	
90159 SMITH FALLS RD	VALENTINE	2	
90164 HATCHERY RD	VALENTINE	2	
AHN 9353	VALENTINE	1	
AHN1 S HIGHWAY 97	VALENTINE	1	18
311 WINTER ST	WAKEFEILD	1	
524 W 2ND ST	WAKEFEILD	1	2
27702 F ST	WATERLOO	3	3
1111 MAIN ST	WAYNE	4	
1205 SCHREINER DR	WAYNE	1	
1300 E 7TH ST	WAYNE	4	
200 E 10 ST	WAYNE	2	
306 PEARL S	WAYNE	2	
421 CENTENNIAL RD	WAYNE	11	
510 N PEARL ST	WAYNE	1	
800 E 7 ST	WAYNE	2	27

ADDRESS	CITY	ADDRESS TOTALS	CITY TOTALS
1500 N LINOLN ST	WEST POINT	1	
200 S LINCOLN ST	WEST POINT	6	
202 ANNA STALP AVE	WEST POINT	5	
435 N MONITOR ST	WEST POINT	1	13

Request for Proposal Number 4183 Z1
Contract Number 55324 O4
Proposal Opening: March 6, 2013

In accordance with Nebraska Revised Statutes §84.712.05(3), the following material(s) has not been included due to it being marked proprietary.

Allo Communications LLC

1. MetaSphere Enhanced Applications Server V7.4 User Guide

In accordance with Federal U.S. Copyright Law Title 17 U.S.C. Section 101 et seq., Title 18 U.S.C. 2319, the following material(s) has not been included due to them being copyrighted.

Allo Communications LLC

1. Aastra 6755i Product Sheet
2. MetaSwitch NEBS Level 3 Certification



ORIGINAL

RESPONSE TO

State of Nebraska

RFP 4183Z1

CENTREX SERVICES

JANUARY 4, 2013



Location List
Method of Serving State of Nebraska Locations

<u>Town</u>	<u>Fiber</u>	<u>Leased Lines</u>	<u>Resale</u>	<u>Total</u>
Alliance	40	10	5	55
Bridgeport	26	-	5	31
Broken Bow	-	28	1	29
Gering	211	-	-	211
Lexington	-	36	1	37
North Platte	395	20	16	431
McCook	-	76	11	87
Ogallala	36	2	9	47
Scottsbluff	265	-	-	265
Sidney	-	56	3	59
Total	<u>973</u>	<u>228</u>	<u>51</u>	<u>1,252</u>
	78%	18%	4%	100%

Note 1: Above is our best estimate of the serving arrangement by ALLO for the State of Nebraska voice services. All resale locations are outside of the city limits. The fiber locations will all have 1 Gigabit of bandwidth to the location which will easily serve the voice services. These locations can then be connected to the SON backbone with ALLO's metroEthernet services. ALLO currently serves the Scottsbluff and Gering locations in this fashion.

Note 2: The leased lines are in communities that ALLO is considering building fiber or ALLO's fiber will be completed during the term of this RFP.



ORIGINAL

Bid Proposal RFP 4183Z1

Index

Technical Proposal

- A. Signed "State of Nebraska Request for Proposal For Contractual Services" form and Form A – Bidder Contact Sheet
- B. Executive Summary
- C. Corporate Overview
- D. Technical Approach
- E. Technical Proposal with Time Line
- F. Terms and Conditions

Cost Proposal

- G. Attachment 1 – 6, Cost Table, and Location List

Supporting Documents

- H. Resumes
- I. MetaSwitch NEBS Level 3 Certification
- J. MetaSphere User Guide (summary overview of voicemail, unified messaging, ACD, and other features including self-provisioning CommPortal)
- K. Aastra 6755i Product Sheet
- L. PBX Extension to Mobile Phones – Bria Solutions for iPhone and Android
- M. Multi Line Hunt Group Example for CommPortal
- N. Redundancy and Business Recovery Plan – Summary for Voice Services and Overall Business Continuity Plan
- O. Billing Example – Paper Bill
- P. Billing Example – Electronic Format

ORIGINAL

State of Nebraska (State Purchasing Bureau) REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES FORM

RETURN TO:
State Purchasing Bureau
301 Centennial Mall South, 1st Fl
Lincoln, Nebraska 68508
OR
P.O. Box 94847
Lincoln, Nebraska 68509-4847
Phone: 402-471-2401
Fax: 402-471-2089

SOLICITATION NUMBER	RELEASE DATE
RFP 4183Z1	November 29, 2012
OPENING DATE AND TIME	PROCUREMENT CONTACT
January 4, 2013 2:00 p.m. Central Time	Michelle Musick / Mary Lanning

This form is part of the specification package and must be signed and returned, along with proposal documents, by the opening date and time specified.

PLEASE READ CAREFULLY!

SCOPE OF SERVICE

The State of Nebraska, Administrative Services (AS), Materiel Division, Purchasing Bureau, is issuing this Request for Proposal, RFP Number 4183Z1 for the purpose of selecting a qualified contractor to provide Centrex services.

Written questions are due no later than December 6, 2012, and should be submitted via e-mail to matpurch.dasmat@nebraska.gov. Written questions may also be sent by facsimile to (402) 471-2089.

Bidder should submit one (1) original and six (6) copies of the entire proposal. In the event of any inconsistencies among the proposals, the language contained in the original proposal shall govern. Proposals must be submitted by the proposal due date and time.

PROPOSALS MUST MEET THE REQUIREMENTS OUTLINED IN THIS REQUEST FOR PROPOSAL TO BE CONSIDERED VALID. PROPOSALS WILL BE REJECTED IF NOT IN COMPLIANCE WITH THESE REQUIREMENTS.

1. Sealed proposals must be received in State Purchasing by the date and time of proposal opening indicated above. No late proposals will be accepted. No electronic, e-mail, fax, voice, or telephone proposals will be accepted.
2. This form "REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES" MUST be manually signed, in ink, and returned by the proposal opening date and time along with bidder's proposal and any other requirements as specified in the Request for Proposal in order to be considered for an award.
3. It is the responsibility of the bidder to check the website for all information relevant to this solicitation to include addenda and/or amendments issued prior to the opening date. Website address is as follows:
<http://www.das.state.ne.us/materiel/purchasing/>
4. It is understood by the parties that in the State of Nebraska's opinion, any limitation on the contractor's liability is unconstitutional under the Nebraska State Constitution, Article XIII, Section 3, and that any limitation of liability shall not be binding on the State of Nebraska despite inclusion of such language in documents supplied with the contractor's bid or in the final contract.

BIDDER MUST COMPLETE THE FOLLOWING

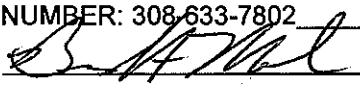
By signing this Request For Proposal For Contractual Services form, the bidder guarantees compliance with the provisions stated in this Request for Proposal, agrees to the terms and conditions (see Section III) and certifies bidder maintains a drug free work place environment.

FIRM: ALLO COMMUNICATIONS LLC

COMPLETE ADDRESS: 610 BROADWAY, IMPERIAL, NE 69033

TELEPHONE NUMBER: 308-633-7802

FAX NUMBER: 308-882-7850

SIGNATURE:  DATE: DECEMBER 31, 2012

TYPED NAME & TITLE OF SIGNER: BRADLEY A. MOLINE, PRESIDENT

Form A**Bidder Contact Sheet****Request for Proposal Number 4183Z1**

Form A should be completed and submitted with each response to this Request for Proposal. This is intended to provide the State with information on the bidder's name and address, and the specific person(s) who are responsible for preparation of the bidder's response.

Preparation of Response Contact Information	
Bidder Name:	ALLO Communications, LLC
Bidder Address:	610 Broadway Street Imperial, NE 69033
Contact Person & Title:	Kami Balthazor, Special Projects Coordinator
E-mail Address:	kbalthazor@allophone.net
Telephone Number (Office):	308-633-7834
Telephone Number (Cellular):	308-641-9907
Fax Number:	308-633-5001

Each bidder shall also designate a specific contact person who will be responsible for responding to the State if any clarifications of the bidder's response should become necessary. This will also be the person who the State contacts to set up a presentation/demonstration, if required.

Communication with the State Contact Information	
Bidder Name:	ALLO Communications, LLC
Bidder Address:	610 Broadway Street Imperial, NE 69033
Contact Person & Title:	Brad Moline, President
E-mail Address:	bmoline@allophone.net
Telephone Number (Office):	308-633-5000
Telephone Number (Cellular):	308-883-8240
Fax Number:	308-882-7850

2. Executive Summary

ALLO Communications is a Nebraska Eligible Telecommunications Carrier certified by the Nebraska Public Service Commission in 2003. We are a Nebraska-based and Nebraska-owned telecommunications company offering primarily fiber optic local telephone, long distance, broadband, Internet and television to residents and businesses in Nebraska. We believe our technology advantage combined with superior customer service is our competitive advantage.

ALLO has reviewed and understands the requirements of RFP 4183Z1. ALLO agrees to comply with the Terms and Conditions as described in ALLO's response to the request for proposal.

ALLO's solution will utilize our fiber network where available and utilize a leasing agreement with CenturyLink for non-fiber locations within the city limits of towns that we are bidding. Areas outside the city limits must be served by ALLO via a resell agreement with CenturyLink. ALLO must utilize this approach as our fiber is not at all locations in the cities that we are bidding. In order to comply with the requirement to serve all locations, ALLO must utilize a mix of the three solutions.

Fiber Locations

ALLO is excited to offer the State of Nebraska our solution for improved Centrex services through ALLO's hosted PBX. ALLO has an advantage over other service providers by offering fiber-optic services resulting in virtually unlimited bandwidth capabilities in most of the locations that ALLO is bidding. By connecting ALLO service locations via fiber, the State of Nebraska will realize advantages of unparalleled bandwidth capabilities. Increasing bandwidth at any given location can be done with a few key strokes from ALLO's customer service center in Imperial, Nebraska. As new bandwidth demands are created, ALLO can respond quickly. Our network is a fiber to the premises design that provides 1 Gigabit per second bandwidth to each location.

ALLO installed a state-of-the-art switch and began building its fiber network in 2004-2005 within the Scottsbluff and Gering communities. Since that time, we have expanded our fiber service areas to include Alliance, Bridgeport, Ogallala and North Platte. With over 200 miles of fiber network providing unlimited bandwidths, ALLO is the Nebraska's leader providing world-class communications capabilities.

Responding to any State requests can be done with very short notice. Our local offices are staffed with fiber splicers, telecom professionals, switch operators, and 24x7x365 coverage. ALLO's personnel provide virtually immediate response to trouble and are supported by 24x7x365 coverage at ALLO's customer service center in Imperial, Nebraska.

THE ALLO DIFFERENCE – Technical Advantages

ALLO continually works to develop new and unique methods to utilize our fiber network and state-of-the-art switch. New products for our customers will utilize ALLO's multi-

purpose fiber connection to better meet our customers' needs with modern telephone capabilities.

- **EXCEPTIONAL CUSTOMER SERVICE** – ALLO's service offerings are modern and designed to provide Nebraska's best customer experience. This design includes a philosophy that emphasizes being local, hassle-free and exceptional. ALLO's customer service design ensures that customer needs are quickly solved. The modern switching infrastructure, all-fiber network (where available), empowered local tech force, and "non-corporate" management structure result in Nebraska's premier customer service. The exceptional level of customer service reduces ALLO's customers' overall cost of service. As the State of Nebraska has experienced over the past five years, ALLO's service levels and attention to detail is unsurpassed.
- **MODERN HOSTED PBX SOLUTIONS (SAVINGS AND CAPABILITIES)** – Centrex is a proprietary name using Nortel's old circuit switching solution. Technically, ALLO does not provide Centrex services over our fiber plant but provides hosted PBX services over IP, digital or analog telephone stations. ALLO's hosted PBX products, including IP phones, reduce the "all in" cost of a new telephone system, while providing low monthly service costs, and utilizing the wide range of capabilities of IP telephones. ALLO's Aastra telephones utilize modern technology and provide an appropriate "future-proof" solution for the life of this contract and beyond. ALLO's telephones provide enhanced call quality, call management, customization, and more, resulting in improved productivity. Combining the Aastra telephones with ALLO's world-class network and switching infrastructure results in time and money savings. ALLO's network operations center can monitor the phone to ensure proper operation without dispatching technicians in most cases. Finally, the State of Nebraska will realize substantial savings as moving telephones within a building can be done by SON personnel without expensive telco technician charges.

ALLO's hosted service over fiber can utilize a wide variety of analog, digital and IP telephones. However, Nortel Digital Meridian Centrex telephones are proprietary to the old Nortel DMS-XXX circuit switch. Modern packet switching technology is not compatible with these telephones. As with the State of Nebraska contract in 2006, ALLO will replace the Digital Meridian Centrex phones in the areas that ALLO is awarded that are served by ALLO's fiber.

- **WORLD CLASS SOLUTIONS VIA FIBER OPTICS (Technology Refreshment)** – ALLO's technical methodology is to converge all communications services (voice, video and data) into optical Ethernet. Over a single fiber to each location, ALLO delivers enormous bandwidth that can be utilized on demand. Services are delivered over simple 10/100/1G ports or converted to POTS ports at the network interface device without the cost and issues of circuit-based networks. Individual networks are separated at Layer 2 with full QOS enforcement.

ALLO's central office and telephone exchange provides state-of-the-art voice switching services including POTS, PRIs, SIP and enhanced services. ALLO's design provides redundant paths across ALLO's network, long distance providers, and trunking with the local LECs.

- **PBX EXTENSION TO MOBILE PHONES (IMPROVED FUNCTIONALITY)** - ALLO introduces an exciting new mobility capability to its Hosted PBX solution. Our SIP-based VoIP client application, running on Apple IOS and Android devices, provides the functionality of a desk-top hard phone with the advantages of mobility. Calls made and received on this client remain within the SON's hosted PBX, not the cellular carrier, therefore all PBX functions are retained and no cellular minutes are consumed. Extension monitoring, intercom codes and call transfers all operate as expected; if a call is unanswered it will forward to the extension's defined voice-mail box, not the cell phone account, ensuring messages are consolidated within the hosted PBX extension. Perhaps more importantly, calls made from the client application correctly display to callers the name and number of the PBX extension, ensuring the cellular number remains private.

The PBX Extension to mobile phones provides for the ability to work from home or other locations as if the user was in their office. Whenever the application is activated on the mobile device, the office phone and the mobile device will each ring and display caller identification. Finally, this feature provides significant redundancy as the application will continue to operate in the event of a local office or telephone station issue.

- **FREE SON INTERCITY CALLING** – ALLO will not charge long distance charges for intercity calling between SON locations that both originating and terminating locations are on ALLO services.
- **TOTAL COST SAVINGS** – ALLO's solution provides the best services at a low cost for the State of Nebraska. ALLO's customer service, hosted PBX solutions, monitoring capabilities, free intercity calling, and PBX extension to mobile phones combine for the lowest all-in cost to the State of Nebraska.

Non-Fiber Locations Within the City Limits

ALLO will lease certain portions of CenturyLink's network combined with ALLO's network infrastructure to provide the solution. ALLO has provided services to customers in Nebraska utilizing this service method since 2003. The State of Nebraska will benefit from ALLO's advantages mentioned above related to customer service, voicemail, and cost savings but will not have the benefits of ALLO's fiber network. ALLO may complete fiber networks in some or all of these communities within the contract period.

Locations Outside of the City Limits

ALLO does not have fiber and is not able to lease network assets outside of the city limits. ALLO will simply resell CenturyLink's services in these areas if awarded the locations. ALLO's service will be equivalent to CenturyLink for these areas.

ALLO is bidding on locations within the following cities:

- **Scottsbluff** – Currently served by ALLO on ALLO's fiber.
- **Gering** – Currently served by ALLO on ALLO's fiber.
- **Alliance** – ALLO serves most of the business district with fiber and expects to serve substantially all of the city limits with fiber soon. Other locations within the city limits can be served by leasing CenturyLink copper and switching.
- **Bridgeport** - ALLO serves substantially all of the business district with fiber. Certain locations within the city limits may be served by leasing CenturyLink copper and switching.
- **Ogallala** - ALLO serves substantially all of the business district with fiber. Certain locations within the city limits may be served by leasing CenturyLink copper and switching.
- **North Platte** - ALLO serves most of the business district with fiber. During 2012, ALLO built a fiber network that provides service to 80% of the city. During 2013, ALLO expects to complete the remaining 20% of the city limits. Other locations within the city limits can be served by leasing CenturyLink copper and switching.
- **Broken Bow, Holdrege, Lexington, McCook, and Sidney** – ALLO will serve locations within the city limits by leasing CenturyLink copper and switching. ALLO may complete fiber networks in some or all of these communities within the contract period.
- **Locations Outside the City Limits** – All locations outside of the city limits included in the RFP will be served by reselling CenturyLink services if awarded to ALLO. Any features, services, or modifications will be limited by CenturyLink's standard resell intervals.

ALLO's solution design framework will provide the solid foundation the SON will need to have a worry-free phone system experience. With the experience of our ALLO team, we can support the potential migration from older, outdated phone systems to a more modern, feature-filled phone system more adequately designed for the State of Nebraska. Thank you for considering ALLO Communications as your Hosted PBX/Centrex service provider. We will continue to deliver world-class service and support and execute on your requirements. We look forward to continuing to extend our relationship with the State of Nebraska into the future.



3. **CORPORATE OVERVIEW**

The Corporate Overview section of the Technical Proposal must consist of the following subdivisions:

a. **BIDDER IDENTIFICATION AND INFORMATION**

The bidder must provide the full company or corporate name, address of the company's headquarters, entity organization (corporation, partnership, proprietorship), state in which the bidder is incorporated or otherwise organized to do business, year in which the bidder first organized to do business, whether the name and form of organization has changed since first organized, and Federal Employer Identification Number and/or Social Security Number.

Allo Communications LLC
610 Broadway
PO Box 1123
Imperial, NE 69033
Federal Identification Number: 74-3064505

Organized in 2003 as a Limited Liability Company in the State of Nebraska, as ALLO Communications LLC.

FINANCIAL STATEMENTS

The bidder must provide financial statements applicable to the firm. If publicly held, the bidder must provide a copy of the corporation's most recent audited financial reports and statements, and the name, address and telephone number of the fiscally responsible representative of the bidder's financial or banking organization.

If the bidder is not a publicly held corporation, either the reports and statements required of a publicly held corporation, or a description of the organization, including size, longevity, client base, areas of specialization and expertise, and any other pertinent information must be submitted in such a manner that proposal evaluators may reasonably formulate a determination about the stability and financial strength of the organization. Additionally, a non-publicly held firm must provide a banking reference.

ALLO Response -

During 2004 and the first quarter of 2005, ALLO designed and deployed a fiber to the premise network and independent telecommunications exchange in Scottsbluff and Gering (Twin Cities). ALLO quickly gained new customers including approximately 80% of the businesses and governmental entities in the Twin Cities.

Since that time, ALLO has expanded its service areas to include Ogallala, Bridgeport, Alliance and North Platte. In a short amount of time, ALLO has attained an average of 35% of the business market share, which is a great testimony to our commitment to providing cutting edge products and exceptional service.

ALLO's executives have operated in the competitive local exchange business since 1997, the year after local telecommunications were deregulated. After beginning service in the Twin Cities in mid-2005, ALLO achieved monthly profitability beginning in December 2005, a remarkable achievement so quickly after a new network has been deployed.

ALLO offers tremendous expertise by offering 200 plus miles of fiber networking within our cities that provides unlimited bandwidths that businesses and organizations need to provide growth in Nebraska. In addition, we have also built redundancy into the system to create a network that provides unmatched communications capabilities in Nebraska. Currently, ALLO has in excess of \$15 million in equity.

ALLO's banking reference is John Paisley with Adams Bank and Trust, 545 Broadway Street, Imperial, Nebraska 69033. John can be reached at 308- 882-4286.

ALLO does not have any judgments, pending or expected litigation, or other real or potential financial reversals, which might materially affect the viability or stability of the organization.

b. CHANGE OF OWNERSHIP

ALLO Response:

ALLO Communications LLC does not anticipate any name change or change in control of ALLO for the foreseeable future.

c. OFFICE LOCATION

ALLO Response:

ALLO's Responsible Office is located at:

ALLO Communications LLC
610 Broadway
PO Box 1123
Imperial, NE 69033

Support Offices:

1710 E 20th Street
Scottsbluff, NE 69163

100 North Spruce Street
Ogallala, NE 69153

702 E Francis

North Platte, NE 69101

d. RELATIONSHIPS WITH THE STATE

ALLO Response: ALLO was awarded contract #21451-04 in 2006 to offer services to all State of Nebraska departments in Scottsbluff and Gering. Additionally, ALLO provides the SON with various circuits over our fiber network.

e. BIDDER'S EMPLOYEE RELATIONS TO STATE

ALLO Response: ALLO has no current employees or contractors with relations to the State of Nebraska.

f. CONTRACT PERFORMANCE

ALLO Response: ALLO has never had a default with a contract. Nor has ALLO had a contract terminated for convenience, non-performance, non-allocation of funds, or any other reason.

g. SUMMARY OF BIDDER'S CORPORATE EXPERIENCE

The bidder shall provide a summary matrix listing the bidder's previous projects similar to this Request for Proposal in size, scope and complexity. The State will use no more than three (3) narrative project descriptions submitted by the bidder during its evaluation of the proposal.

The bidder must address the following:

- i. Bidder must provide narrative descriptions to highlight the similarities between their experience and this Request for Proposal. These descriptions must include:
 - a) the time period of the project;
 - b) the scheduled and actual completion dates;
 - c) the contractor's responsibilities;
 - d) for reference purposes, a customer name (including the name of a contact person, a current telephone number, a facsimile number and e-mail address); and
 - e) each project description shall identify whether the work was performed as the prime contractor or as a subcontractor. If a bidder performed as the prime contractor, the description must provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget.
- ii. Contractor and subcontractor(s) experience must be listed separately. Narrative descriptions submitted for subcontractors must be specifically identified as subcontractor projects.

- iii. If the work was performed as a subcontractor, the narrative description shall identify the same information as requested for the contractors above. In addition, subcontractors shall identify what share of contract costs, project responsibilities, and time period were performed as a subcontractor.

ALLO Response:

Project 1 – State of Nebraska

During the fourth quarter of 2006, ALLO converted substantially all of the Centrex lines (450 stations in numerous locations) that were previously with Embarq to ALLO's service in Scottsbluff and Gering. The project included replacing outdated telephones where needed with IP telephones, upgrading services on the IP and analog telephones, and adding numerous vertical features. The time frame for the project included work to be completed by October 1, 2006. The time frame was not possible due to the fact that long runs of fiber needed to be constructed and the contract was awarded with a very short time frame to complete. ALLO worked with the Office of the CIO to complete the project on a mutually agreed upon revised completion date. The project was completed at the rates stated in the contract.

The State of Nebraska is now served entirely by a fiber-based service that includes modern telephones (where requested) and modern capabilities. The fiber has allowed ALLO to increase the number of lines needed at a facility without additional construction. In most cases, additional lines have been live in 24 hours. Data connectivity has also been modified in an immediate time frame when necessary.

ALLO Communications also provides services for the Health and Human Services Scottsbluff call center, Network Nebraska connections, and various other services.

ALLO was the prime contractor on the project and did not use subcontractors except for fiber construction.

This solution includes use of LAN extensions, voicemail, call distribution and other features of ALLO's hosted PBX solutions.

Reference –
Brenda Decker, Bob Howard, Jayne Scofield, Jim Sheets
State of Nebraska
Office of the CIO
Lincoln, NE

Project 2 – Valley Bank and Trust Project

During 2005, ALLO was instructed by Valley Bank & Trust to complete the following during 2005 and 2006:

- Port approximately 75 local access lines in 5 locations to ALLO's service.
- Connect five locations via 10 Mb LAN extensions
- Provide 5 Mbps synchronous Internet service.
- Convert all Nebraska locations to ALLO's long distance service.

Working within the customer's timeline, ALLO completed the project. IP telephones were installed in the first half of 2006 to complete the project. ALLO has been responsible for the completion of all work and fiber connectivity. The project was completed at the rates stated in the contract.

Reference –

John Radford
Valley Bank and Trust
1425 10th Street
Gering, NE 69341
308-436-2300 (office)
jradford@valleybank.ne.com

Project 3 – Regional Care, Inc.

During the first quarter of 2006, Regional Care, Inc. (RCI) contracted with ALLO to provide Hosted PBX (Centrex) services at its Scottsbluff, Nebraska location. RCI operates 40 stations in a call center operation.

ALLO had begun discussions with RCI during late 2005 about replacing their key system with a hosted PBX solution. RCI considered ALLO's capabilities, inquired about various solutions and toured ALLO's facilities during their decision making process. ALLO converted their lines for the key system in February 2006. In March 2006, RCI obtained a large customer that resulted in capacity needs beyond their current telephone system.

In mid-April, ALLO installed a Hosted PBX system that included all IP telephones. While the planning and installation time frame was only less than three weeks, ALLO responded to the situation with urgency and installed telephones in the customer's required timeframe. Over the next several months, ALLO modified the service to reflect RCI's needs and business changes. All work completed was done within the rates stated in the contract.

No exact timeline was utilized as RCI needed the services as soon as possible.

Reference –

Scott Reisig
Regional Care, Inc.

905 West 27th
Scottsbluff, NE 69361
308-635-2260 (office)
reisig@regionalcare.com

h. SUMMARY OF BIDDER'S PROPOSED PERSONNEL/MANAGEMENT APPROACH

ALLO Response:

ALLO Team – See Attached Resumes:

Brad Moline – President (Project Administrator)

Jeff Kuenne – Vice President Network Design (Technical & Network Design)

Nick Colton – Director of Network Services (Trouble Management and Surveillance Monitoring)

Allison O'Neil – Vice President of Customer Operations (Bill & Collections)

Brad Moline will be the primary contact for contract implementation. Jeff Kuenne will provide the primary technical support. Once the initial conversion has been completed, Allison O'Neil will be the primary contact for all services.

ALLO Communications has a history of attracting and retaining the highest quality talent to staff our solution design, engineering, service delivery and operations teams. Our Team has been very successful during the past 6 years providing Centrex services to the State of Nebraska project that is currently being implemented by the above Management Team.

i. SUBCONTRACTORS

If the bidder intends to subcontract any part of its performance hereunder, the bidder must provide:

- i. name, address and telephone number of the subcontractor(s);
- ii. specific tasks for each subcontractor(s);
- iii. percentage of performance hours intended for each subcontract; and
- iv. total percentage of subcontractor(s) performance hours.

ALLO Response - ALLO does not anticipate utilizing subcontractors on this project.

4. PROJECT DESCRIPTION AND SCOPE OF WORK

A. PROJECT OVERVIEW

The State of Nebraska, Office of the Chief Information Officer (OCIO) intends to establish a contract for Digital and Analog Centrex Services in various communities located throughout the State of Nebraska. This section outlines the States technical requirements. In this section bidders must indicate their compliance or exceptions to each requirement immediately following the requirement. The bidders must respond to each and every requirement. The State will deduct points for each response that is not fully compliant or partially compliant. The State reserves the right to reject any bid. Responses will also be graded on clarity and completeness. If the bidder chooses, they may simply respond to requirements by stating "The bidder has Read, Understands, and will comply".

The resulting contract will cover service for a period of four (4) years. Prior to the expiration of this contract, the State will release another RFP for replacement service. Any contract awarded as a result of this RFP should not be considered Exclusive.

ALLO Response – The bidder has Read, Understands, and will comply.

B. PROJECT ENVIRONMENT

State agencies are currently utilizing a combination of analog Centrex, digital Centrex, and business line service. A list of Nebraska communities requiring service and the approximate line counts needed, can be found on Attachment 7. The State reserves the right to make multiple awards. In communities where the bidder does not provide Centrex service, standard Business line service may be substituted.

ALLO Response – The bidder has Read, Understands, and will comply.

ALLO'S TECHNICAL APPROACH

ALLO's solution will utilize our fiber network where available and utilize a leasing agreement with CenturyLink for non-fiber locations within the city limits of towns that we are bidding. Areas outside the city limits must be served by ALLO via a resell agreement with CenturyLink. ALLO must utilize this approach as our fiber is not at all locations in the cities that we are bidding. In order to comply with the requirement to serve all locations, ALLO must utilize a mix of the three solutions.

Fiber Locations

ALLO is excited to offer the State of Nebraska our solution for improved Centrex services through ALLO's hosted PBX. ALLO has an advantage over other service providers by offering fiber-optic services resulting in virtually unlimited bandwidth capabilities in most of the locations that ALLO is bidding. By connecting ALLO service locations via fiber, the State of Nebraska will realize advantages of unparalleled bandwidth capabilities. Increasing bandwidth at any given location can be done with a few key strokes from ALLO's customer service center in Imperial, Nebraska. As new

bandwidth demands are created, ALLO can respond quickly. Our network is a fiber to the premises design that provides 1 Gigabit per second bandwidth to each location.

ALLO installed a state-of-the-art switch and began building its fiber network in 2004-2005 within the Scottsbluff and Gering communities. Since that time, we have expanded our fiber service areas to include Alliance, Bridgeport, Ogallala and North Platte. With over 200 miles of fiber network providing unlimited bandwidths, ALLO is the Nebraska's leader providing world-class communications capabilities.

Responding to any State requests can be done with very short notice. Our local offices are staffed with fiber splicers, telecom professionals, switch operators, and 24x7x365 coverage. ALLO's personnel provide virtually immediate response to trouble and are supported by 24x7x365 coverage at ALLO's customer service center in Imperial, Nebraska.

THE ALLO DIFFERENCE – Technical Advantages

ALLO continually works to develop new and unique methods to utilize our fiber network and state-of-the-art switch. New products for our customers will utilize ALLO's multi-purpose fiber connection to better meet our customers' needs with modern telephone capabilities.

- **MODERN HOSTED PBX SOLUTIONS (SAVINGS AND CAPABILITIES)** – Centrex is a proprietary name using Nortel's old circuit switching solution. Technically, ALLO does not provide Centrex services over our fiber plant but provides hosted PBX services over IP, digital or analog telephone stations. ALLO's hosted PBX products, including IP phones, reduce the "all in" cost of a new telephone system, while providing low monthly service costs, and utilizing the wide range of capabilities of IP telephones. ALLO's Aastra telephones utilize modern technology and provide an appropriate "future-proof" solution for the life of this contract and beyond. ALLO's telephones provide enhanced call quality, call management, customization, and more, resulting in improved productivity. Combining the Aastra telephones with ALLO's world-class network and switching infrastructure results in time and money savings. ALLO's network operations center can monitor to the phone to ensure proper operation without dispatching technicians in most cases. Finally, the State of Nebraska will realize substantial savings as moving telephones within a building can be done by SON personnel without expensive telco technician charges.

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- **WORLD CLASS SOLUTIONS VIA FIBER OPTICS** – ALLO's technical methodology is to converge all communications services (voice, video and data) into optical Ethernet. Over a single fiber to each location, ALLO delivers enormous bandwidth that can be utilized on demand. Services are delivered over simple 10/100/1G ports or converted to POTS ports at the network interface device without the cost and issues of circuit-based networks. Individual networks are separated at Layer 2 with full QOS enforcement.

ALLO's Class 4/5 central office and telephone exchange provides state-of-the-art voice switching services including POTS, PRIs, SIP and enhanced services. ALLO's design provides redundant paths across ALLO's network, long distance providers, and trunking with the local LECs.

- **PBX EXTENSION TO MOBILE PHONES (IMPROVED FUNCTIONALITY)** - ALLO introduces an exciting new mobility capability to its Hosted PBX solution. Our SIP-based VoIP client application, running on Apple IOS and Android devices, provides the functionality of a desk-top hard phone with the advantages of mobility. Calls made and received on this client remain within the SON's hosted PBX, not the cellular carrier, therefore all PBX functions are retained and no cellular minutes are consumed. Extension monitoring, intercom codes and call transfers all operate as expected; if a call is unanswered it will forward to the extension's defined voice-mail box, not the cell phone account, ensuring messages are consolidated within the hosted PBX extension. Perhaps more importantly, calls made from the client application correctly display to callers the name and number of the PBX extension, ensuring the cellular number remains private.

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- **FREE SON INTERCITY CALLING** – ALLO will not charge long distance charges for intercity calling between SON locations that both originating and terminating locations are on ALLO services..

Non-Fiber Locations Within the City Limits

ALLO will lease certain portions of CenturyLink's network combined with ALLO's network infrastructure to provide the solution. ALLO has provided services to customers in Nebraska utilizing this service method since 2003. The State of Nebraska will benefit from ALLO's advantages mentioned above related to customer service, voicemail, and cost savings but will not have the benefits of ALLO's fiber network. ALLO may complete fiber networks in some or all of these communities within the contract period.

Locations Outside of the City Limits

ALLO does not have fiber and is not able to lease network assets outside of the city limits AND will simply resell CenturyLink's services in these areas if awarded. ALLO's service will be equivalent to CenturyLink for these areas.

ALLO is bidding on locations within the following cities:

- **Scottsbluff** – Currently served by ALLO on ALLO's fiber.
- **Gering** – Currently served by ALLO on ALLO's fiber.
- **Alliance** – ALLO serves most of the business district with fiber and expects to serve substantially all of the city limits with fiber soon. Other locations within the city limits can be served by leasing CenturyLink copper and switching.

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- **Locations Outside the City Limits** – All locations outside of the city limits included in the RFP will be served by reselling CenturyLink services if awarded to ALLO. Any features, services, or modifications will be limited by CenturyLink's standard resell intervals.

C. PROJECT REQUIREMENTS

1. CENTREX SERVICE

a. BASICS

All provided Centrex service must include station-to-station calling within the Centrex group, and access to the State's contracted long distance provider. All lines must be "Flat Rate". "Measured Service" lines will not be considered.

ALLO Response – The bidder has Read, Understands, and will comply.

b. NETWORK ACCESS REGISTERS

If the Contractors network utilizes Network Access Registers for originating and terminating calls outside the local Centrex calling group, Network Access Registers must be provided at no cost to the State. This includes installation and monthly recurring charges.

ALLO Response – The bidder has Read, Understands, and will comply.

c. DIALING PARITY

Users must be able to place ALL calls outside the Centrex group by dialing a "9" and the desired telephone number. Users must be able to place all toll calls by dialing a "9" and a "1" followed by the 10 digit telephone number.

ALLO Response – The bidder has Read, Understands, and will comply. At the State's request, ALLO will remove the requirement of dialing "9" for faxes, modems, or other lines as requested for no additional charge.

d. REMOTE ACCESS TO FEATURE CHANGES/DATABASE UPDATES

The State Division of Communications authorized staff currently uses dial-up access to make moves, adds, and changes to Centrex line features and attributes on both a near real-time and batch basis. This functionality must be provided at no cost to the State.

If the Contractor is unable to provide this functionality to the State, the Contractor must agree to make all requested feature changes at no cost to the State within eight (8) hours from receipt of request, unless the required change is service affecting, in which case the changes must be made immediately upon receipt of request. All requests will either be made in writing or through the Contractors "Trouble Ticket" procedure. The State currently has line programming access to carrier switches in the following communities:

- i. Omaha
- ii. Fremont
- iii. Wayne
- iv. Norfolk
- v. Grand Island
- vi. North Platte
- vii. Chadron

ALLO Response – The bidder has Read, Understands, and will comply. The State will have access to a Delegated Management Group (DMG). A DMG is used to manage a large or complex set of users. Within the DMG, the State can delegate the management of specific groups of users to lower-level administrators. When an administrator is given policy management control of a group, that administrator has policy management control over the user members of that group. If the SON would prefer, ALLO will make the changes requested at no charge and within the time frame specified.

e. MINIMUM CENTREX FEATURES

The minimum requirements for Centrex features are listed on Attachment 1. The Contractor must provide those features at no additional cost. The bidder must also list all additional features provided in their proposal.

ALLO Response – The bidder has Read, Understands, and will comply. Additional features that the State may be interested in include:

- Sim Ring – The ability to ring two numbers even if the numbers are on different carriers (ie. office phone and cell phone ring simultaneously with the first destination being answered connected to the caller).
- ACD – Automated call distribution. If the State has operations groups that need calls distributed evenly to a work group, ACD can provide a superior solution to various hunt group solutions.

- IP or Analog Signaling – All features are available for IP or analog telephones.
- Do Not Disturb – Ability to indicate that station does not want to take calls.
- Hot Line – Automatically dials a number once the phone is off hook. This feature is particularly useful for use near fuel pumps and other dangerous areas to call 911.

f. ATTENDANT CONSOLE

The Contractor must provide standard attendant console features and capabilities similar to current arrangements.

ALLO Response – The bidder has Read, Understands, and will comply. ALLO Communications has an "Auto Attendant" that can offer the following benefits:

- A hierarchy of Interactive Voice Response (IVR) menus that enable callers to choose from a list of options. These options direct the caller to the most appropriate department or person within the organization to handle that type of call, or to a number outside the Business Group if appropriate.
- A schedule of business hours and holidays that controls the presentation of IVR menus, so that a different set of announcements and menus can be presented outside business hours and during holidays.
- A cut-through call routing capability that enables a caller to dial direct to a person in the organization by dialing the appropriate extension number.
- A dial-by-name capability that enables a caller to dial direct to a person in the organization by entering the first few letters of the person's name.

In addition, there is a set of administrative capabilities including the Business Group Web Interface (provided by CommPortal) and a Telephone Admin Interface. These enable a Business Group administrator to set up and configure the menu structure, the associated announcements, and the schedule information. Alternatively, you can use the Business Group Web Interface to configure the Auto Attendant menus on behalf of the Business Group administrator.

2. SWITCHING PLATFORM

All Service must be provided using a Class 5 Central Office. Proposals utilizing PBX's will not be considered. Contractors may use "Remote Nodes" when economically feasible however, each remote node proposed must be designed by the manufacturer of the host Central Office for use as a remote node on that

particular Central Office. The bidder must provide detailed information as to the switching platform, and specific switching system, to be utilized in providing the proposed service. This information must include, but is not limited to:

- a. The manufacturer, model, installation date, current software release, last software update, and planned software updates.

ALLO Response:

- Manufacturer – Metaswitch
- Model – VP3510
- Installation Date – May 2005
- Current Software Release – Version 7.4
- Last Software Update – 5/2012
- Planned Software Update - 2014

- b. Documentation from the switching system manufacturer attesting the proposed Central Office Service is in full and complete compliance with all Bellcore standards, directives and bulletins.

ALLO Response: - See August 27, 2002 press release regarding NEBS Level 3 Certification at Exhibit A.

- c. The bidder's policy regarding ongoing feature enhancements, software updates, software additions, and right-to-use fees to the current feature set of the proposed Central Office.

ALLO Response – ALLO will include standard feature enhancements, software updates, software additions, and right-to-use fees in the quoted monthly rate. Vertical features will be separately quoted.

- d. The last date the proposed serving Central Office switching system was updated, and general timetables for future feature enhancements and software updates.

ALLO Response:

- Last Software Update – 5/2012
- Planned Software Update - 2014

- e. The bidder's policy on providing customer requested feature enhancements.

ALLO Response – ALLO evaluates customer requested feature enhancements on a case by case basis. If the enhancement can be applied generally to the customer base, in most cases the enhancement will be added to a future release, or in some cases, a special release. If the enhancement is deemed to be customer specific and not beneficial to the customer base as a whole, the enhancement will be evaluated, priced, and if technologically feasible, provided to the customer at the cost of the enhancement.

- f. The bidder's policy on the "pass through" of software and feature enhancement costs to the State.

ALLO Response - ALLO evaluates customer requested feature enhancements on a case by case basis. If the enhancement can be applied generally to the customer base, in most cases the enhancement will be added to a future release, or in some cases, a special release. If the enhancement is deemed to be customer specific and not beneficial to the customer base as a whole, the enhancement will be evaluated, priced, and if technologically feasible, provided to the customer at the cost of the enhancement.

3. NUMBER PORTABILITY

The Contractor must provide for local number portability at no charge to the State. The State must be able to retain their current telephone number blocks. In the event that a bidder other than the incumbent carrier receives a contract award, all State owned telephone numbers and reserved number blocks will be ported to the awarded Contractors network at no cost to the State.

ALLO Response – The bidder has Read, Understands, and will comply.

4. DIRECTORY LISTINGS

Listings must be provided in all directories furnished by the Contractor. Although not all Centrex numbers are listed, some numbers may require multiple listings in a single directory. The bidder must provide a description of any electronic directory service available and pricing for their directory listing service.

ALLO Response – ALLO will provide a directory listing for each "Billing Telephone Number". The listing database is maintained by DexOne. Additional line listings cost \$3.00 per month.

5. E911

Emergency calls via 911 must be carried and be compatible with all E911 emergency notification networks within the service area. The Contractor must ensure that calls to E911 centers indicate the actual street level address of the calling number. In any event that the State places an order with the Contractor to move a line(s) from one location to another, it will be the Contractor's responsibility to ensure that Automatic Location Identifier (ALI) records are updated to reflect the address change. ALI updates must be completed by the Contractor at no cost to the State. In some cases the State may move a telephone number from one building to another by manipulating physical "cross-connects". The bidder must provide their procedure for updating the ALI database when moves are completed by the State. The contractor must be willing to assist the State in E-911 auditing by providing a copy of the ALI database records for all State owned numbers when requested at no cost.

ALLO Response – The bidder has Read, Understands, and complies with all State of Nebraska E-911 requirements including ALI updates. The procedure for updating ALI is automated by our customer service software. All telephone numbers require a physical address. When dispatching a move order, the software requires the new address. The ALI update occurs within 24 hours of the move. ALLO is willing to assist the State in E-911 auditing. ALI updates are also completed for all IP telephones.

6. CALL CENTER FUNCTIONALITY

Bidders must describe in detail call center technology offerings that include ACD, IVR, and CTI functionality. Descriptions must cover all available packages from basic to complex and must include supervisor capabilities and reporting options.

ALLO Response – The bidder has Read, Understands, and will comply. Please see tab on Multi-Line Hunt Groups as an example of capabilities.

ALLO currently provides hosted PBX services to over 1,200 individual stations in our markets. Basic ACD, IVR and CTI functionality is utilized in each solution. ALLO will design the solution for the State of Nebraska that results in the telephone operation that operates in the manner that is required.

Basic supervisor and reporting options are available as have been experienced in ALLO's current solutions for the State of Nebraska. ALLO's solutions are adaptable to the State of Nebraska's needs as have been experienced in the current solutions provided. Providing a description covering all available packages from basic to complex is most difficult as solutions available are almost infinite in number.

7. DEMARCATION POINTS

The Contractor should provide for demarcation point placement in any facilities occupied by any State Agency, State Institution, or Political Subdivision covered by this contract. The State will not pay any additional costs to increase or install Contractor owned cable count at any location where local telephone service currently exists. The State will not pay to install or maintain contractor owned cable or equipment at any location where the State required line count exceeds 5 lines.

ALLO Response – The bidder has Read, Understands, and will comply.

8. DIRECTORY ASSISTANCE – 411 SERVICE

Directory Assistance service must be provided to include requests for all domestic locations to the extent that listings are available. Directory service pricing must be included with bidder's proposal.

ALLO Response – The bidder has Read, Understands, and will comply. The cost for directory assistance is \$1.00 per request. However, we recommend

utilizing search engines such as Google to complete directory assistance research without charge.

9. LEC AND IXC INTERFACE TO OTHER SERVICE PROVIDERS

The Contractor must accept total responsibility to ensure an operational system including any necessary interfaces between any local exchange carriers and any IXCs.

ALLO Response – The bidder has Read, Understands, and will comply.

10. ACCESS GRADE OF SERVICE

The Contractor must provide access to their networks at a minimum P01 grade of service without cost to the State. The bidder must provide a statement of their proposed grade of service.

ALLO RESPONSE – ALLO provides access to our network at a minimum P01 grade of service.

11. RECORDED MESSAGES

The Contractor must provide network intercept to recorded announcements as an inherent network capability when a call cannot be completed. On request by the State, the Contractor must also provide customized announcements including call referral to another number. The bidder must list all costs associated with call referral messages.

ALLO Response – The bidder has Read, Understands, and will comply. Customized announcements are provided for \$25.00 for up to 30 days of announcement.

12. OPERATIONAL MEASUREMENTS

The Contractor will be responsible for all aspects of service, quality, reliability, interconnectivity, and interoperability of the services offered. When requested, the Contractor must provide at no cost to the State, reports that detail switched service outages to include facilities description, down time, repair time, reason for failure, and corrective action to prevent reoccurrence.

Requested reports must be provided to the State within ten (10) business days. In lieu of this arrangement, the State prefers on-line retrieval via the Internet within 24 hours. In addition, immediate reporting of service affecting problems must be made to the Division of Communications. Further, the Contractor must attend regular meetings with the State at the State's designated time and location to discuss on-going problem resolution and service enhancements.

The Contractor must agree to provide engineering reports on Network Access Register groups at least two (2) times per calendar year.

ALLO Response – The bidder has Read, Understands, and will comply.

13. CENTRAL OFFICE-BASED VOICE PROCESSING NEEDS AND FEATURES

The bidder must provide with the proposal a list of each city where voicemail is available, as well as the monthly cost. Voice mail offerings must be integrated with the line for personalized greetings and message retrievals including message waiting indication, remote message notification, and Unified Messaging. It must provide for a minimum of thirty (30) minutes of voice storage per mailbox with message length of 3 minutes maximum. Automated Attendant capability must be provided as applications dictate. This provision does not exclude the State's ownership of other voice processing systems.

The Contractor must also provide "announcement only" boxes where callers can hear a recorded announcement, but are unable to leave messages.

The bidder must provide a complete technical and functional description of all voice processing system(s) offered.

The contractor must provide the State with printed Voicemail user guides for each user.

ALLO Response – The bidder has Read, Understands, and will comply
ALLO subscribers can set up and use the following services through our voicemail system.

- Voicemail and Unified Messaging, which manage subscribers' messages.
- Find Me Follow Me, a locator service which calls a sequence of pre-defined telephone numbers if callers can't reach a subscriber on the first number they dialed.
- Reminders, an alarm-call service which delivers recurring or one-off audio messages at a pre-determined time.
- Easy Attendant, an easy-to use, automated call answering service suitable for small businesses that presents callers with a recorded menu and allows them to choose to be transferred to a particular subscriber or to a voicemail account.
- Premium Attendant, a more advanced automated call-answering service than Easy Attendant, with multiple menus, more call handling options as well as finer scheduling control. It is possible to upgrade existing Easy Attendant lines to use Premium Attendant.
- Business Groups, used to provide the equivalent of a Private Branch Exchange (PBX) to a set of subscribers. Those subscribers in a Business Group have a greater range of available features, such as the ability to set greetings and call handling specifically for callers from within their Business group

14. ROUTING TRANSLATIONS

All routing translations and updates to Contractor owned switching equipment must be performed on a quarterly basis by the Contractor at no cost to the State. This includes all new NPA's and NXX's as they are implemented. Routing translation updates must be performed on all NCOS and ARS patterns utilized by the State.

The bidder must provide with the proposal a list of the various dialing/service restrictions (otherwise known as NCOS) and a description of each. If the Contractor does not have suitable NCOS's for the State, the Contractor must be willing to create them at no cost to the State.

ALLO Response – The bidder has Read, Understands, and will comply. Current restrictions available include:

- Toll Call Blocking – Toll Blocking restricts an End User from dialing any 1 + long distance telephone number.
- 900/976 Number Blocking - Restricts an End User from dialing any 1+900-xxx-xxxx telephone numbers or any 1+976-xxx-xxxx telephone numbers.
- PIC Change Blocking – Prevents unauthorized changing of your long distance carrier.
- 1010xxx Blocking – Prevents unauthorized long distance phone calls from employees "masking" their long distance phone calls.
- Collect Call Blocking – Prevents any collect calls being dialed through to the State.

15. LONG DISTANCE SERVICE

The State reserves the right to contract with any Long Distance carrier. The Contractor must provide "Switched" access to the State's long distance carrier at no additional cost. In some cases the State chooses to utilize direct trunking from Centrex groups to a State owned or private carrier network. The Contractor must agree to provide this trunking at the State's request. If charges are applicable for dedicated trunking arrangements, they must be listed in the "Cost" section of the proposal.

ALLO Response – The bidder has Read, Understands, and will comply. Additionally, ALLO has a redundant long distance carrier available for routing during an extended outage of the State's long distance carrier. ALLO would re-route the long distance at tariffed rates.

Any State agencies that will be served by ALLO Communications will enjoy toll-free inter-agency calls. This will result in the State realizing significant savings in long distance.

D. BUSINESS REQUIREMENTS

1. MINIMUM ORDER

The State will not accept any requirements by the bidder concerning minimum orders. The State may place orders for 1 line, or as many as 1000 lines at any given time, and will pay the same installation and monthly rate for each line regardless of the quantity of lines ordered.

ALLO Response – The bidder has Read, Understands, and will comply.

2. ADDS AND DELETES

- a. The State will have the right to install any number of lines at the contracted rate plus any applicable installation charge. These additions will be co-terminus with the original contract. All services purchased from the Contractor for this contract will expire at the same time.
- b. The State will have the right to remove any number of lines from service without penalty. Removal of lines from service must not impact the monthly rate for any lines remaining in service.

ALLO Response – The bidder has Read, Understands, and will comply.

3. BILLING

The billing cycle for all contractor provided services must end on the last day of each month, and the next billing cycle must begin on the day immediately following the preceding billing cycle.

The monthly invoice and electronic billing data shall be delivered to the Division of Communications at 501 S. 14th # 300 Lincoln, NE 68508 by the 10th of the month following that which the service was provided.

ALLO Response – The bidder has Read, Understands, and will comply.

4. MONTHLY INVOICES

a. MONTHLY INVOICES

The State will receive the monthly invoices from the Contractor and re-bill the State clients. An accurate bill for all current services covering the previous calendar month must be delivered by the 10th of the following month. The bidders must include in their proposal a document depicting the actual invoice format that includes each service type offered. Bidders must also provide a sample electronic file in the format prescribed.

For local service, the invoice must show order activity detail, current monthly charges by service, and any miscellaneous charges organized in a clear manner. An overall summary must provide total lines and total cost.

- i. **Electronic Record Layout**
Electronic record layout must be in EBCDIC format, and all fields must be "fixed length". There must be a separate line for each telephone number that includes as a minimum the following:

- a) ASOC/USOC code
- b) Description
- c) Quantity
- d) Individual rate
- e) Total charge

- ii. **Work Performed at Customer Locations**

All work performed at customer locations must be included with the monthly electronic bill. Work order/labor charges must include the following:

- a) Telephone number that work was performed on
- b) Total number of labor hours
- c) Total charge
- d) Description of work performed
- e) Material description and cost

iii. Charges and Usage Information

All charges and usage information related to local service and billable calls must be provided in an electronic file (preferably SFTP) each month and rendered to the State by the 10th of the following month. In cases where the Contractor must bill for third party toll calls such as "collect calls", that file must itemize each call in detail and in consistent fixed length format. The format must include the following items:

- a) Time of Day
- b) Date of Call
- c) Originating Number (calling number)
- d) Originating City/State
- e) Terminating Number (called number)
- f) Terminating City/State
- g) Call Duration (billable time)
- h) Charges
- i) Authorization Code

The bidder must provide the contact names, escalation procedures, and telephone numbers for billing questions and technical problems. In their cost proposal, the bidder must provide the cost of supplying the billing records as an electronic file and cost of supplying on 3490E or 3490 cartridge.

iv. Receiving Files Electronically

Receiving files electronically is a dynamic area, current platforms supported by the State are:

- a) Connect Direct (NDM)
- b) SFTP
- c) Secure Copy
- d) 3490, 3490E Cartridge

v. Receiving Electronic Files

Receiving electronic files is an automated process which runs automatically. The State will not consider a CD, DVD or email attachment to be automated. Any process that relies on a single person at a desktop to receive data and manually extract or manipulate files will not be considered automation.

The bidder must submit an electronic example of billing detail along with the proposal.

ALLO Response – The bidder has Read, Understands, and will comply. ALLO utilizes MidAmerica Computer Company (MACC) for billing services. MACC has reviewed the requirements and will provide the billing in the formats required. See the relevant tab in this proposal. MACC will need to clarify certain requirements at the time of contract award in order to comply entirely with the requirement.

Note that modifications to electronic invoice as requested from the State will be made. ALLO intends to provide the electronic invoice using SCP. It should be noted that ALLO does not currently bill for any third parties and should not bill any toll charges to the State as ALLO does not currently have the State's long distance contract. No other per minute charges should exist.

ALLO utilizes a relational database for billing purposes and can further customize the electronic bill for receipt by the State.

For billing questions and technical problems, the following escalation procedure should be followed:

ALLO Business Group – 308-633-5000

Allison O'Neil – 308-633-7805

b. ERRORS, DISCREPANCIES, AND NON-COMPLIANCE PENALTIES

Accurate billing, timely invoice delivery, and billing dispute resolutions are required, and repeated failure to meet these requirements will result in penalties that compensate the State for all costs including labor for such resolutions. The State may choose to deduct an amount equal to \$150.00 per labor hour for time spent identifying and disputing billing errors and tracking credits for billing errors. All billing errors must be corrected and/or credited within 60 days.

The bidder must provide a single point of contact for resolution of billing issues. An escalation procedure must also be provided for unresolved billing disputes.

ALLO Response – The bidder has Read, Understands, and will comply. ALLO's point of contact for billing issues is Janeece Woofert, 308-633-7813 with escalation to Allison O'Neil, Vice President 308-633-7805.

c. WORK ORDERS

All billable work orders assigned to the State must be provided and itemized on the Contractor's invoice to receive payment for such work/service. In the itemization, the Contractor's service order number, the due dates, the service descriptions, and the circuit ID/telephone numbers and itemized costs for each must be included.

ALLO Response – The bidder has Read, Understands, and will comply.

5. METHOD AND SCHEDULE OF PAYMENTS

Payment will be made only against invoices complying with the requirements listed above. Such payment will be made within 45 days of receipt of an acceptable invoice. Invoices which are inaccurate will not be paid until corrected. Upon notice to the Contractor of billing errors, the Contractor will be required to correct the invoice, and resubmit to the State. Upon submission of accurate invoice, the State will make payment within 45 days. All invoices deemed to be inaccurate must be corrected by the Contractor and re-submitted within 60 days. Failure of Contractor to submit a corrected invoice or issue credits for overcharges within ninety (90) days will be deemed forfeiture by Contractor of all compensation due toward the disputed invoice.

a. In events where the Contractor does not correct invoices, the State reserves the right to pursue one or more of the following remedies:

- i. Withholding of payment on disputed invoices.
- ii. "Vendor Performance Report" Filed with Materiel Division.
- iii. Removing or suspending Contractor from State vendor list.
- iv. Additional legal action as deemed appropriate by the State.

b. The following Nebraska State Statute addresses accurate invoicing by Contractors.

81-2405

Incorrect bill; notice to creditor; corrected bill; payment.

When a bill submitted to an agency is filled out incorrectly or when there is any defect or impropriety in a bill submitted, the agency shall notify the creditor in writing prior to the date on which payment in full is due. The notice shall contain a description of the defect or impropriety and any additional information necessary to enable the creditor to correct the bill. Upon receiving a properly corrected bill, the agency shall make payment in full of the bill on or before the forty-fifth calendar day after the receipt of the corrected bill or, when the agency is making payment for goods or services provided by a third party, on or before the sixtieth calendar day after the receipt of the corrected bill.

Source:

Laws 1988, LB 1079, § 5.

ALLO Response – The bidder has Read, Understands, and will comply

6. E-RATE COORDINATION

The Contractor must work with the State of Nebraska to apply the contract to the Federal E-Rate program for educational institutions within the rules provided by the Federal Government and its authorized entities.

ALLO Response – The bidder has Read, Understands, and will comply. ALLO has numerous customers utilizing the Federal E-Rate program.

7. LINE SERVICE SUSPENSION

Upon request, the Contractor must agree to suspend Centrex service on any line or group of lines for a temporary period at a reduced line rate, not to exceed 25% of the normal monthly rates. The State expects that non-recurring charges will not be assessed for this service.

ALLO Response – The bidder has Read, Understands, and will comply. ALLO will charge \$4 per line per month that is in suspension.

8. PENALTIES FOR SERVICE DELIVERY NON-COMPLIANCE

For all orders placed after initial installation, committed due dates from the Contractor must be honored or a penalty may be assessed that is equal to no less than one month's charge for that service and any install cost, including labor.

ALLO Response – The bidder has Read, Understands, and will comply

9. SERVICE REQUESTS

The State requires timely response to all requests for order activity. All requests must be acknowledged by the Contractor in writing within 48 hours. This acknowledgement must include a Contractor order number and order due date. All order activity must be completed by the Contractor within 14 calendar days of request except where cable availability is an issue. In cases where useable cable pair is not sufficient to complete install, cable pair, or "pair gain" equipment must be installed and ordered service must be made available within 45 calendar days.

The Division of Communications will provide a list of State personnel who are authorized to place orders. The Contractor will not accept or act on orders from anyone whose name does not appear on the Division of Communications provided list.

All due dates must be met by the Contractor. In the event that a Contractor provided due date cannot be met, the Division of Communications must be notified in writing at least two (2) business days prior to original due date. If for any reason the original due date is missed by the Contractor either completely or in part the Contractor must waive all installation charges for that particular order. This includes Contractor failure to install services "AS ORDERED" by the State. The Contractor must notify the service requestor when a work order has been completed. This must be done within eight (8) business hours after completion of the work order.

ALLO Response – The bidder has Read, Understands, and will comply. ALLO does not utilize copper plant in its fiber areas, the useable pair issues or work-around equipment will not be necessary. In other areas, ALLO will work with CenturyLink or others to provide sufficient facilities as required.

10. DEDICATED SUPPORT AND REPAIR TEAM

The bidder must provide a single point of contact who is qualified to support the activities of order, installation and repair. The bidder must provide a list of personnel who will be assigned to the contract resulting from this RFP, as well as a current resume for each.

The State reserves the right to require the Contractor to replace any account team representative when the State determines that their performance is less than satisfactory. The Contractor must agree to make any requested replacement within 30 calendar days.

ALLO Response – The bidder has Read, Understands, and will comply. Allison O'Neil can be reached at 308-633-7805. Allison will be the dedicated single point of contact for order, installation, and repair.

11. SECURITY

The Contractor must provide for total security of information and its services. This must include holding all databases and call records as confidential. With the exception of requests made by Law Enforcement agencies the Contractor may not release information concerning call records. The Contractor may not provide any information concerning service covered by this contract to any individuals or entities who engage in any form of telemarketing. The Contractor may not market their products or services to any State agency except the Division of Communications without prior written permission. The Contractor will be responsible for assuring the State will not be charged for any third party billing associated with any system or service the State has not specifically authorized in writing beforehand (billing for collect calls will be an exception). Other dialing restrictions required by the State include, but are not limited to, calls to 900/976 numbers, access to other carriers (1010xxx) and any CLASS features offered on a charge per use basis. Exceptions to these restrictions will be made only upon written request by the State. Other screening that is available within the Contractor's network must be provided to prevent any unauthorized charges to the State. The Contractor must credit any unauthorized charges to the State within two (2) billing cycles.

ALLO Response – The bidder has Read, Understands, and will comply. ALLO does not have any third-party billing associations. 411 is the only per-use item that will be activated.

12. SYSTEM MANAGEMENT

When requested by the State, the Contractor must provide reports including system parameters, station inventory by numbers and circuit inventory by numbers. The State prefers access to the above information through an on-line, near real time system via the Internet at no additional cost.

ALLO Response – The bidder has Read, Understands, and will comply.

13. SUPPORT IN TIMES OF EMERGENCY

Because of the nature of State Government business, and it's requirement to support Law Enforcement, NEMA, FEMA, Military Dept. and various other agencies charged with the protection of life and property, the Contractor must

agree to do everything in its power to support the State's telecommunication needs in times of emergency. This support includes, but is not limited to installation of temporary circuits, temporary rerouting of existing circuits, and the prioritized restoration of mission critical circuits and lines. Upon contract award, the State will identify lines and circuits which are considered to be "Mission Critical" and necessary to the preservation of life and property. The Contractor must agree to give priority to the restoration of these services in times of emergency at no additional cost to the State.

The bidder must provide a list of contacts and telephone numbers for personnel who can be called upon during emergencies. These contacts must be located in Nebraska and must have the authority to expedite the installation and/or restoration of State service, and be willing to work directly with Division of Communications personnel 24 hours a day, 365 days a year. These Contractor personnel may be contacted periodically and their contact numbers verified as the Division of Communications conducts preparedness exercises.

ALLO Response – The bidder has Read, Understands, and will comply. ALLO will place the State's Mission Critical services in the second tier of prioritization immediately behind ALLO's switch connectivity to the Tandem and "A" links. The State Mission Critical services will be acknowledged and given preference in repair. ALLO's fiber operates on redundant "rings", and in most areas, will have multiple paths for service completion.

Additionally, ALLO will offer to provide temporary services at its offices and other locations on its fiber for the State. In the event of an emergency at a given facility or in our service area, ALLO can re-route calls to other locations within our service area to other locations within the state. Using fiber rather than copper, re-routing to another facility can be accomplished in a very short period of time.

ALLO operates 7X24X365. In the event of an emergency 1-866-481-ALLO will be utilized, or if unavailable because of disaster, 308-882-7800 should be called.

For emergencies, the following staff should be utilized:

Brad Moline – 308-633-7802 (work) 308-883-8240 (cell) 308-882-5369 (home)
Jeff Kuenne – 308-633-7822 (work) 816-716-7224 (cell) 308-882-2111 (home)
Nick Colton – 308-633-7814 (work) 308-883-6587 (cell) 308-882-5540 (home)
Kim Brackett – 308-633-7821 (work) 308-637-4515 (cell)

For disasters in other parts of Nebraska, ALLO is willing to design and implement a forwarding, toll free plan, or IP routing to route calls to our Scottsbluff switch. For a minimal charge of \$5,000, ALLO will work with the State's representatives to establish a plan to switch calls if a regional disaster occurs (i.e. Lincoln). ALLO will test the plan for \$1,000 per test assuming that there is little out-of-pocket costs for the test other than ALLO employee labor. If the plan is ever utilized, charges of \$50 per line and \$50 per month with one month minimums will be charged with an additional one-time fee of \$5,000 for mobilization. Other charges will be charged at tariffed rates.

14. CONVERSION AND INSTALLATION COSTS

The State will pay installation charges for services implemented or ordered as part of this conversion. The bidder must list all installation charges for services covered under the contract in the "Cost" section of their proposal. Installation charges that do not appear in the bidder's proposal may not be billed to the State. The following two (2) conversion costs must be clearly understood by the bidder and identified in the cost proposal:

a. **PART A**

The total cost for service installation to the Contractor side of the DMARC. Contractor provided service for this cost must include service order charges, line programming and translation charges, clear written labeling of all contractor provided lines at the DMARC, trip charges, labor charges associated with install, and a complete database (excel spreadsheet or ascii text) of all installed service to include; telephone number, service address, billing telephone number, install date, and certification that lines have been installed and are operating at the DMARC "AS ORDERED". The database must be delivered in a comma delimited text file to the State at the completion of the install for each city. Upon completion of install in each city the contractor may bill the State for install charges in one lump sum. These charges must be identified on the invoice as "Part A install charges for (city name) Nebraska". Bidders must use the forms in Attachment 3 to provide pricing for Part A.

ALLO Response – See ALLO's cost proposal.

b. **PART B**

The total cost for service installation from the Contractor's side of the DMARC to the customer telephone set. Contractor provided service for this cost must include, trip charges, labor charges associated with install, necessary cross connects from DMARC to customer punch-down block, necessary cross connects from customer punch-down block to assigned telephone set, testing at telephone set to ensure service is operating "AS ORDERED", and a complete database of all installed service to include; telephone number, service address, billing telephone number, install date, and certification that lines have been installed and are operating at the customer assigned wall jack "AS ORDERED". The database must be delivered in a comma delimited text file to the State at the completion of the install for each city. Upon completion of install in each city the contractor may bill the State for install charges in one lump sum. These charges must be identified on the invoice as "Part B install charges for (city name) Nebraska". Bidders must use the forms in Attachment 4 to provide pricing for Part B.

ALLO Response – See ALLO's cost proposal.

15. **LABOR COSTS**

The bidder must list all hourly labor and trip charges in the "Cost" section of their proposal. Labor and trip charges must remain stable for the duration of any resulting contract. The Contractor may not bill the State for any labor charges resulting from trouble tickets when the actual cause is determined to be either

Contractor controlled equipment or Contractor failure to properly install service "As Ordered" by the State. It is required that the same hourly charges will apply for miscellaneous wiring, DMARC extensions, and cross-connect work.

ALLO Response – See ALLO's cost proposal.

16. MONTHLY RECURRING COSTS

The bidder must provide monthly costs for lines and services. Individual line rates must include any Federal Access charges, Carrier Access Line charges, and Access Recovery Charges. The overall line rate must remain stable during the contract period. The bidder must indicate all monthly costs for service in the "cost" section of their proposal. In each city where bidder submits a bid, they must be able to provide service to ALL locations within that city, and the bidder must submit a single rate for the entire city.

If a bidder is selected to provide service, they must provide service and extend the proposed rates on all future lines within their awarded service area for the duration of the contract.

If a bidder is selected to provide service in a particular city, they will be required to provide service at any and all locations within that city at the proposed rates for the duration of the contract. The State will not award to multiple bidders within any single city.

ALLO Response – See ALLO's cost proposal.

17. VOLUME COMMITMENTS

Because of the fluid nature of State Government, funding sources, and continually evolving technology in general, the State will not entertain volume commitments for services covered under a contract resulting from the bidder's proposal. Proposals containing volume commitments or "tiered" pricing will be rejected.

ALLO Response – The bidder has Read, Understands, and will comply.

18. DIGITAL TELEPHONE SETS

Attachment 6 lists the number and type of digital telephone sets currently in service. The bidder must provide monthly maintenance for digital telephone sets (existing and new) to include repair or replacement when necessary. Purchase costs, monthly maintenance rates, and monthly lease rates must be included in the Cost Proposal section of the bidders' proposal.

ALLO Response – See ALLO's cost proposal.

ALLO's telephone sets are more modern and more feature-rich than the Nortel and Lucent sets described in Attachment 6. In fact, ALLO's solution competes very favorably with Cisco Call Manager and other much more expensive solutions utilized by corporate customers.

ALLO's Aastra telephones utilize modern technology and provide an appropriate "future-proof" solution for the life of this contract. ALLO's telephones provide enhanced call quality, call management, customization, and more resulting in improved productivity. Combining the Aastra telephones with ALLO's world-class network and switching infrastructure results in time and money savings. ALLO's network operations center can monitor to the phone to ensure proper operation without dispatching technicians in most cases. Finally, the State of Nebraska will realize substantial savings as moving telephones within a building can be done by SON personnel without expensive telco technician charges.

ALLO's hosted service can utilize a wide variety of analog, digital and IP telephones. However, Nortel Digital Meridian Centrex telephones are proprietary to the old Nortel DMS-XXX circuit switch. Modern packet switching technology is not compatible with these telephones. As with the State of Nebraska contract in 2006, ALLO will replace the Digital Meridian Centrex phones in the areas that ALLO is awarded.

See tab for an Aastra 55i Features guide.

19. RATE REVIEW

The Contractor must be willing to review any rate structure offered to the State on an annual basis, and make adjustments based on mutual agreement.

ALLO Response – The bidder has Read, Understands, and will comply

20. TECHNOLOGY REFRESH

The State and the Contractor will work in partnership to ensure the services provided under this contract will be continuously refreshed as technologies evolve and user needs grow. The Chief Information Officer, in conjunction with, or on behalf of, all other participants, will assume the primary role in seeking and proposing new technologies and enhancements. This technology refreshment clause will be a required condition of the contract.

The State and the Contractor will conduct periodic reviews of the contract at specific milestones during the term of the contract to review service offerings and pricing. These reviews may result in expanding the services offered by the Contractor to include new pricing elements or pricing modifications associated with improved economies of scale and/or technological innovations. Changes in the industry related to regulation and/or pricing mechanisms may also result in modification of rates identified in the services offered by the Contractor. These review periods will commence when the State feels an improvement in economies of scale or technological innovation has occurred.

ALLO Response – The bidder has Read, Understands, and will comply.

ALLO's fiber network is considered by many to be the most modern and dependable network offered in the State of Nebraska. ALLO will continue to offer new and cost-efficient solutions for all of our customers. ALLO believes that its

technology advantage combined with superior customer service is our competitive advantage.

21. BIDDER CERTIFICATION

All bidders must be certificated by the Nebraska Public Service Commission as a LEC or CLEC in each area they are proposing service. Proposals submitted by bidders who are not certified by the PSC will not be considered.

ALLO Response – The bidder has Read, Understands, and will comply.

E. PERFORM IMPLEMENTATION

1. CUT-OVER AND CHECK OUT

Prior to the cutovers, the Contractor will participate in coordination meetings that will establish schedules for cutover of local and long distance services. These meetings will be held by the State and include the LECs and IXCs as appropriate. At these meetings, the Contractor and the State will cooperatively determine the actual date of each location cutover allowing each Contractor to begin sending traffic over the other's circuits in compliance with their proposal. The Contractor will be responsible for coordinating with each other to verify that all requirements of this specification are in operation and performing correctly. Conversion of existing services described herein must be completed on the scheduled dates. The Contractor will be responsible for all penalties and additional charges that the State of Nebraska may incur if they do not meet the agreed upon completion dates for all services.

All actual service cutovers must be scheduled with Division of Communications personnel, and it may be necessary to perform selected cutovers at critical locations between the hours of 5:00 PM and 8:00 AM M-F, or during weekend hours. Locations falling into this category will be determined by the Division of Communications, and these installations must be performed after hours at no additional cost.

The Contractor will be responsible for number porting (if necessary). Porting of telephone numbers must be performed with contractor personnel at the customer site.

ALLO Response – The bidder has Read, Understands, and will comply.

2. TRAINING

The Contractor must, if requested, provide local classroom training to the State at a location approved by the Division of Communications as part of the system conversion and without cost to the State.

- a. Training on new equipment provided or required by the Contractor.
- b. System administration training (i.e., CDC, DECAS, billing, etc.)

- c. Other furnished equipment/systems, i.e. customer premise equipment, Voice Mail, ACD, VRU, CTI, etc.
- d. System feature training for end users

ALLO Response – The bidder has Read, Understands, and will comply.

F. PROVIDE POST IMPLEMENTATION SUPPORT

1. REDUNDANCY AND BUSINESS RECOVERY

The bidder must provide a plan of redundancy and business recovery. A copy of the plan must be included in the bidders' response. The plan must include back-up and alternative facilities/resources, plans, procedures, conditions, authorizations, response and recovery times, statistical history including MTTR, and other information needed to assess and ensure the bidder's capability to recover with a minimum of service disruption or degradation. In the event a major outage occurs, response and recovery must begin immediately. The Contractor must restore service as soon as possible. If restoration of service is not accomplished within one hour, the Contractor must provide an alternative service that may include switching to an alternative provider. In the event a change is required to an alternate provider, the Contractor must provide service without any rate increase to the State. Further, in the event the provider reroutes long distance traffic to another long distance provider or other facilities due to Contractor facility failure, any additional cost incurred as a result of such event must be compensated to the State by the Contractor.

ALLO Response – The bidder has Read, Understands, and will comply. Please see Summary Redundancy and Business Recovery Plan tab.

ALLO does not maintain a statistical history of MTTR. ALLO Communications will have a tech on-site in less than an hour for a call that requires an on-site service repair. Most service issues can be detected and corrected remotely from our ALLO facilities.

Our typical repair time is less than 2 hours for an outage, and less than 24 hours for a non-emergency service related ticket. The State of Nebraska has current experience with ALLO's service levels.

2. RESPONSE TIME AND TROUBLE REPORTING

The Contractor must provide a centralized trouble reporting and maintenance system that is staffed 24 hours a day, seven days a week. Upon notification by phone, the Contractor must repair within one hour of notification. A verbal report of trouble clearance must be furnished to the State employee who reported the trouble within one hour of trouble clearance. A copy of the written trouble ticket must be provided to the State, when requested. The report must provide notice that a correction of the problem has occurred. If correction has not occurred within one hour, a report must be provided showing the plan to correct the problem inclusive of a projected correction time. The centralized trouble

reporting center must provide notification to the State immediately after any occurrence of a service affecting network failure condition when the State has not previously reported such failure.

The bidder MUST provide an escalation procedure and contact list to be used for unresolved troubles, including names, titles, and phone numbers of contact persons in the escalation chain. Major service affecting problems that are not resolved within one hour of the time of notification of trouble will constitute a prolonged outage and will be escalated.

For trouble isolation involving multiple interfaces between the IXC and LEC equipment where no particular fault can be determined to be a specific Contractor issue prior to repair, the problem must be resolved without charges to the State.

The local service Contractor will be responsible for determining the cause for service outages and providing that determination to the State at no cost. Those troubles that are determined to be the result of the LEC facilities failure must be repaired without cost to the State. Specifically, in the event the failure is determined to be on the Contractor side of the demarcation point, the Contractor must NOT charge for such failure determination.

The bidder will provide documentation showing typical repair times by service type based on historical information.

ALLO Response – The bidder has Read, Understands, and will comply.

See tab for Summary Redundancy and Business Recovery Plan

Trouble reporting – ALLO Business group at 308-633-5000

1st tier escalation – Nick Colton – 308-633-7814 (work) 308-883-6587 (cell)
308-882-5540 (home)

2nd tier escalation – Jeff Kuenne – 308-633-7822 (work) 816-716-7224 (cell)
308-882-2111 (home)

3rd tier escalation – Brad Moline – 308-633-7802 (work) 308-883-8240 (cell)
308-882-5369 (home)

ALLO Communications will have a tech on-site in less than an hour for a call that requires an on-site service repair. Most service issues can be detected and corrected remotely from our ALLO facilities.

Our typical repair time is less than 2 hours for an outage, and less than 24 hours for a non-emergency service related ticket.

3. NETWORK MANAGEMENT

The Contractor must provide for a 7-day x 24-hour network operations center to manage all services including help desk functions. The State requires

comprehensive standards based network management system to be implemented to include:

- a. Network Monitoring
- b. Security Management
- c. Fault Management
- d. Performance Management.

ALLO Response – The bidder has Read, Understands, and will comply. ALLO Communications provides year-round 24x7x365 technical support, providing proactive monitoring and management of your service. The key to our proactive approach is our integrated system of tools, technology and training that allow us to understand our clients' and provide excellent hosted environments. As the State of Nebraska has experienced over the past several years, ALLO's network management system is superior to others providing services in Nebraska.

5. TECHNICAL PROPOSAL

a. Understanding of the project and its requirements.

ALLO Response:

ALLO Communications understands the requirement of the project is to provide Centrex and other services including fax and modem services to the State of Nebraska locations that ALLO serves. ALLO must provide service in an equivalent form to that currently being offered to the State of Nebraska for the local Centrex service. ALLO will connect with existing telephones in most cases, and replace telephones as needed.

b. Proposed development approach:

ALLO Response:

ALLO Communications provides comprehensive support through every phase of the project lifecycle, including implementation and delivery, operations management, and account management support. See below chart for our development approach:

Design	Deploy	Operate	Maintain	Evolve
✓Discovery	✓Logistics	✓24x7 Support	✓Manage Vendors	✓Manage Changes
✓Requirements	✓Install & Configure	✓Notify & Report	✓Onsite Break-Fix	✓Plan Capacity
✓Planning	✓Test & Turn-Up	✓Resolve Issues	✓Data Backup	✓Upgrades

c. Technical considerations:

ALLO Response:

ALLO currently provides services to the State of Nebraska under these technical requirements. ALLO has demonstrated that our service solution is technically sound and appropriate for the SON. No technical considerations exist that have not been described in other sections of this response.

d. Detailed Project Work Plan:

Week of 1/28/2013

Receive contract award.

Receive station call features and call patterns from State in new areas to be served.

Develop individual site conversion schedule.

Begin conducting tours of facilities and verifying call flows.

Begin installing drop fiber and NIDs to facilities not yet served by ALLO.

Week of 2/4/2013

Finish conducting tours of facilities and verifying call flows.

Begin provisioning in ALLO's switch.

Continue installing drop fiber and NIDs to facilities where needed.

Week of 2/11/2013

Test calling solutions and begin installing IP telephones where necessary.

Finish installing drop fiber and NIDs to facilities.

Begin training on ALLO's services.

Begin converting service to ALLO including porting of numbers.

Week of 2/18/2013

Continue testing of calling solutions and finish installs.

Continue training on ALLO's services.

Continue converting service to ALLO including porting of numbers.

Week of 2/25/2013

Provide on-site support to ensure all conversions are complete.

Evaluate customer needs and satisfaction to determine on-site needs.

Cutoff first bill.

Week of 3/1/2013

Prepare first bills and electronic bills.

e. Deliverables and Due Dates

ALLO Response:

The deliverables and due dates are included in the project work plan above. All lines and telephones are to be ported and working in an equivalent form by March 1st, 2013. ALLO will deliver a fiber drop, working NID, telephone configurations and customer-based equipment to ensure that the State of Nebraska locations have operational telephone service by the due date.

After all lines are active in an equivalent form, ALLO will continue to work with the State of Nebraska on improving their communication services in a cost efficient manner.

III. TERMS AND CONDITIONS

By signing the "Request For Proposal For Contractual Services" form, the bidder guarantees compliance with the provisions stated in this Request for Proposal, agrees to the terms and conditions and certifies bidder maintains a drug free work place environment.

Bidders are expected to closely read the Terms and Conditions and provide a binding signature of intent to comply with the Terms and Conditions; provided, however, a bidder may indicate any exceptions to the Terms and Conditions by (1) clearly identifying the term or condition by subsection, (2) including an explanation for the bidder's inability to comply with such term or condition which includes a statement recommending terms and conditions the bidder would find acceptable. Rejection in whole or in part of the Terms and Conditions may be cause for rejection of a bidder's proposal.

GENERAL



Accept
& Initial

The contract resulting from this Request for Proposal shall incorporate the following documents:

1. the signed Request For Proposal form;
2. the original Request for Proposal document;
3. any Request for Proposal addenda and/or amendments to include questions and answers;
4. the contractor's proposal;
5. any contract amendments, in order of significance; and
6. contract award.

Unless otherwise specifically stated in a contract amendment, in case of any conflict between the incorporated documents, the documents shall govern in the following order of preference with number one (1) receiving preference over all other documents and with each lower numbered document having preference over any higher numbered document: 1) the contract award, 2) contract amendments with the latest dated amendment having the highest priority, 3) Request for Proposal addenda and/or amendments with the latest dated amendment having the highest priority, 4) the original Request for Proposal, 5) the signed Request For Proposal form, 6) the contractor's proposal.

Any ambiguity in any provision of this contract which shall be discovered after its execution shall be resolved in accordance with the rules of contract interpretation as established in the State of Nebraska.

Once proposals are opened they become the property of the State of Nebraska and will not be returned.

AWARD



Accept
& Initial

All purchases, leases, or contracts which are based on competitive proposals will be awarded according to the provisions in the Request for Proposal. The State reserves the right to reject any or all proposals, wholly or in part, or to award to multiple bidders in whole or in part, and at its discretion, may withdraw or amend the Request for Proposal at any time. The State reserves the right to waive any deviations or errors that are not material, do not invalidate the legitimacy of the proposal, and do not improve the bidder's

competitive position. All awards will be made in a manner deemed in the best interest of the State. The Request for Proposal does not commit the State to award a contract. If, in the opinion of the State, revisions or amendments will require substantive changes in proposals, the due date may be extended.

By submitting a proposal in response to this Request for Proposal, the bidder grants to the State the right to contact or arrange a visit in person with any or all of the bidder's clients.

Once an intent to award decision has been determined, it will be posted to the Internet at:

<http://www.das.state.ne.us/materiel/purchasing/rfp.htm>

Grievance and protest procedure is available on the Internet at:

<http://www.das.state.ne.us/materiel/purchasing/agency-services-procurement-manual/ProtestGrievanceProcedureForServices.doc>

Any protests must be filed by a vendor within ten (10) calendar days after the intent to award decision is posted to the Internet.

COMPLIANCE WITH CIVIL RIGHTS LAWS AND EQUAL OPPORTUNITY EMPLOYMENT / NONDISCRIMINATION

BM

Accept
& Initial

The contractor shall comply with all applicable local, State and Federal statutes and regulations regarding civil rights laws and equal opportunity employment. The Nebraska Fair Employment Practice Act prohibits contractors of the State of Nebraska, and their subcontractors, from discriminating against any employee or applicant for employment, with respect to hire, tenure, terms, conditions or privileges of employment because of race, color, religion, sex, disability, or national origin (Neb. Rev. Stat. §48-1101 to 48-1125). The contractor guarantees compliance with the Nebraska Fair Employment Practice Act, and breach of this provision shall be regarded as a material breach of contract. The contractor shall insert a similar provision in all subcontracts for services to be covered by any contract resulting from this Request for Proposal.

PERMITS, REGULATIONS, LAWS

BM

Accept
& Initial

The contractor shall procure and pay for all permits, licenses and approvals necessary for the execution of the contract. The contractor shall comply with all applicable local, state, and federal laws, ordinances, rules, orders and regulations.

OWNERSHIP OF INFORMATION AND DATA

BM

Accept
& Initial

The State of Nebraska shall have the unlimited right to publish, duplicate, use and disclose all information and data developed or derived by the contractor pursuant to this contract.

The contractor must guarantee that it has the full legal right to the materials, supplies, equipment, and other rights or titles (e.g. rights to licenses transfer or assign deliverables) necessary to execute this contract. The contract price shall, without exception, include compensation for all royalties and costs arising from patents, trademarks and copyrights that are in any way involved in the contract. It shall be the responsibility of the contractor to pay for all royalties and costs, and the State must be held harmless from any such claims.

INSURANCE REQUIREMENTSAccept
& Initial

The contractor shall not commence work under this contract until he or she has obtained all the insurance required hereunder and such insurance has been approved by the State. If contractor will be utilizing any subcontractors, the contractor is responsible for obtaining the certificate(s) of insurance required herein under from any and all subcontractor(s). Contractor is also responsible for ensuring subcontractor(s) maintain the insurance required until completion of the contract requirements. The contractor shall not allow any subcontractor to commence work on his or her subcontract until all similar insurance required of the subcontractor has been obtained and approved by the contractor. Approval of the insurance by the State shall not limit, relieve or decrease the liability of the contractor hereunder.

If by the terms of any insurance a mandatory deductible is required, or if the contractor elects to increase the mandatory deductible amount, the contractor shall be responsible for payment of the amount of the deductible in the event of a paid claim.

WORKERS' COMPENSATION INSURANCE

The contractor shall take out and maintain during the life of this contract the statutory Workers' Compensation and Employer's Liability Insurance for all of the contractors' employees to be engaged in work on the project under this contract and, in case any such work is sublet, the contractor shall require the subcontractor similarly to provide Worker's Compensation and Employer's Liability Insurance for all of the subcontractor's employees to be engaged in such work. This policy shall be written to meet the statutory requirements for the state in which the work is to be performed, including Occupational Disease. This policy shall include a waiver of subrogation in favor of the State. The amounts of such insurance shall not be less than the limits stated hereinafter.

**COMMERCIAL GENERAL LIABILITY INSURANCE AND COMMERCIAL
AUTOMOBILE LIABILITY INSURANCE**

The contractor shall take out and maintain during the life of this contract such Commercial General Liability Insurance and Commercial Automobile Liability Insurance as shall protect contractor and any subcontractor performing work covered by this contract from claims for damages for bodily injury, including death, as well as from claims for property damage, which may arise from operations under this contract, whether such operation be by the contractor or by any subcontractor or by anyone directly or indirectly employed by either of them, and the amounts of such insurance shall not be less than limits stated hereinafter.

The Commercial General Liability Insurance shall be written on an occurrence basis, and provide Premises/Operations, Products/Completed Operations, Independent Contractors, Personal Injury and Contractual Liability coverage. The policy shall include the State, and others as required by the Contract Documents, as an Additional Insured. This policy shall be primary, and any insurance or self-insurance carried by the State shall be considered excess and non-contributory. The Commercial Automobile Liability Insurance shall be written to cover all Owned, Non-owned and Hired vehicles.

INSURANCE COVERAGE AMOUNTS REQUIRED

WORKERS' COMPENSATION AND EMPLOYER'S LIABILITY

Coverage A	Statutory
Coverage B	
Bodily Injury by Accident	\$100,000 each accident
Bodily Injury by Disease	\$500,000 policy limit
Bodily Injury by Disease	\$100,000 each employee

COMMERCIAL GENERAL LIABILITY

General Aggregate	\$2,000,000
Products/Completed Operations Aggregate	\$2,000,000
Personal/Advertising Injury	\$1,000,000 any one person
Bodily Injury/Property Damage	\$1,000,000 per occurrence
Fire Damage	\$50,000 any one fire
Medical Payments	\$5,000 any one person

COMMERCIAL AUTOMOBILE LIABILITY

Bodily Injury/Property Damage limit	\$1,000,000 combined single
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UMBRELLA/EXCESS LIABILITY

Over Primary Insurance	\$1,000,000 per occurrence
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EVIDENCE OF COVERAGE

The contractor should furnish the State, with their proposal response, a certificate of insurance coverage complying with the above requirements to the attention of the Buyer, Administrative Services, State Purchasing Bureau, 301 Centennial Mall S, 1st Fl, Lincoln, NE 68508 (facsimile 402-471-2089). These certificates or the cover sheet shall reference the RFP number, and the certificates shall include the name of the company, policy numbers, effective dates, dates of expiration and amounts and types of coverage afforded. If the State is damaged by the failure of the contractor to maintain such insurance, then the contractor shall be responsible for all reasonable costs properly attributable thereto.

Notice of cancellation of any required insurance policy must be submitted to Administrative Services State Purchasing Bureau when issued and a new coverage binder shall be submitted immediately to ensure no break in coverage.

COOPERATION WITH OTHER CONTRACTORS



Accept
& Initial

The State may already have in place or choose to award supplemental contracts for work related to this Request for Proposal, or any portion thereof.

The State reserves the right to award the contract jointly between two or more potential contractors, if such an arrangement is in the best interest of the State.

The contractor shall agree to cooperate with such other contractors, and shall not commit or permit any act which may interfere with the performance of work by any other contractor.

INDEPENDENT CONTRACTOR
Accept
& Initial

It is agreed that nothing contained herein is intended or should be construed in any manner as creating or establishing the relationship of partners between the parties hereto. The contractor represents that it has, or will secure at its own expense, all personnel required to perform the services under the contract. The contractor's employees and other persons engaged in work or services required by the contractor under the contract shall have no contractual relationship with the State; they shall not be considered employees of the State.

All claims on behalf of any person arising out of employment or alleged employment (including without limit claims of discrimination against the contractor, its officers or its agents) shall in no way be the responsibility of the State. The contractor will hold the State harmless from any and all such claims. Such personnel or other persons shall not require nor be entitled to any compensation, rights or benefits from the State including without limit, tenure rights, medical and hospital care, sick and vacation leave, severance pay or retirement benefits.

CONTRACTOR RESPONSIBILITY
Accept
& Initial

The contractor is solely responsible for fulfilling the contract, with responsibility for all services offered and products to be delivered as stated in the Request for Proposal, the contractor's proposal, and the resulting contract. The contractor shall be the sole point of contact regarding all contractual matters.

If the contractor intends to utilize any subcontractors' services, the subcontractors' level of effort, tasks and time allocation must be clearly defined in the contractor's proposal. The contractor shall agree that it will not utilize any subcontractors not specifically included in its proposal, in the performance of the contract, without the prior written authorization of the State. Following execution of the contract, the contractor shall proceed diligently with all services and shall perform such services with qualified personnel in accordance with the contract.

CONTRACTOR PERSONNEL
Accept
& Initial

The contractor warrants that all persons assigned to the project shall be employees of the contractor or specified subcontractors, and shall be fully qualified to perform the work required herein. Personnel employed by the contractor to fulfill the terms of the contract shall remain under the sole direction and control of the contractor. The contractor shall include a similar provision in any contract with any subcontractor selected to perform work on the project.

Personnel commitments made in the contractor's proposal shall not be changed without the prior written approval of the State. Replacement of key personnel, if approved by the State, shall be with personnel of equal or greater ability and qualifications.

The State reserves the right to require the contractor to reassign or remove from the project any contractor or subcontractor employee.

In respect to its employees, the contractor agrees to be responsible for the following:

any and all employment taxes and/or other payroll withholding;

any and all vehicles used by the contractor's employees, including all insurance required by state law;
damages incurred by contractor's employees within the scope of their duties under the contract;
maintaining workers' compensation and health insurance and submitting any reports on such insurance to the extent required by governing State law; and
determining the hours to be worked and the duties to be performed by the contractor's employees.

Notice of cancellation of any required insurance policy must be submitted to the State when issued and a new coverage binder shall be submitted immediately to ensure no break in coverage.

STATE OF NEBRASKA PERSONNEL RECRUITMENT PROHIBITION


Accept
& Initial

The contractor shall not, at any time, recruit or employ any State employee or agent who has worked on the Request for Proposal or project, or who had any influence on decisions affecting the Request for Proposal or project.

CONFLICT OF INTEREST


Accept
& Initial

By submitting a proposal, bidder certifies that there does not now exist any relationship between the bidder and any person or entity which is or gives the appearance of a conflict of interest related to this Request for Proposal or project.

The bidder certifies that it shall not take any action or acquire any interest, either directly or indirectly, which will conflict in any manner or degree with the performance of its services hereunder or which creates an actual or appearance of conflict of interest.

The bidder certifies that it will not employ any individual known by bidder to have a conflict of interest.

PROPOSAL PREPARATION COSTS


Accept
& Initial

The State shall not incur any liability for any costs incurred by bidders in replying to this Request for Proposal, in the demonstrations, or oral presentations, or in any other activity related to bidding on this Request for Proposal.

ERRORS AND OMISSIONS


Accept
& Initial

The bidder shall not take advantage of any errors and/or omissions in this Request for Proposal or resulting contract. The bidder must promptly notify the State of any errors and/or omissions that are discovered.

BEGINNING OF WORK


Accept
& Initial

The bidder shall not commence any billable work until a valid contract has been fully executed by the State and the successful contractor. The contractor will be notified in writing when work may begin.

ASSIGNMENT BY THE STATE


Accept
& Initial

The State shall have the right to assign or transfer the contract or any of its interests herein to any agency, board, commission, or political subdivision of the State of Nebraska. There shall be no charge to the State for any assignment hereunder.

ASSIGNMENT BY THE CONTRACTOR

B7M
Accept
& Initial

The contractor may not assign, voluntarily or involuntarily, the contract or any of its rights or obligations hereunder (including without limitation rights and duties of performance) to any third party, without the prior written consent of the State, which will not be unreasonably withheld.

DEVIATIONS FROM THE REQUEST FOR PROPOSAL

B7M
Accept
& Initial

The requirements contained in the Request for Proposal become a part of the terms and conditions of the contract resulting from this Request for Proposal. Any deviations from the Request for Proposal must be clearly defined by the bidder in its proposal and, if accepted by the State, will become part of the contract. Any specifically defined deviations must not be in conflict with the basic nature of the Request for Proposal or mandatory requirements. "Deviation", for the purposes of this RFP, means any proposed changes or alterations to either the contractual language or deliverables within the scope of this RFP. The State discourages deviations and reserves the right to reject proposed deviations.

GOVERNING LAW

B7M
Accept
& Initial

The contract shall be governed in all respects by the laws and statutes of the State of Nebraska. Any legal proceedings against the State of Nebraska regarding this Request for Proposal or any resultant contract shall be brought in the State of Nebraska administrative or judicial forums as defined by State law. The contractor must be in compliance with all Nebraska statutory and regulatory law.

ATTORNEY'S FEES

B7M
Accept
& Initial

In the event of any litigation, appeal or other legal action to enforce any provision of the contract, the contractor agrees to pay all expenses of such action, as permitted by law, including attorney's fees and costs, if the State is the prevailing party.

ADVERTISING

B7M
Accept
& Initial

The contractor agrees not to refer to the contract award in advertising in such a manner as to state or imply that the company or its services are endorsed or preferred by the State. News releases pertaining to the project shall not be issued without prior written approval from the State.

STATE PROPERTY

B7M
Accept
& Initial

The contractor shall be responsible for the proper care and custody of any State-owned property which is furnished for the contractor's use during the performance of the contract. The contractor shall reimburse the State for any loss or damage of such property, normal wear and tear is expected.

SITE RULES AND REGULATIONS

B7M
Accept
& Initial

The contractor shall use its best efforts to ensure that its employees, agents and subcontractors comply with site rules and regulations while on State premises. If the contractor must perform on-site work outside of the daily operational hours set forth by the State, it must make arrangements with the State to ensure access to the facility and the equipment has been arranged. No additional payment will be made by the State on the basis of lack of access, unless the State fails to provide access as agreed to between the State and the contractor.

NOTIFICATIONAccept
& Initial

During the bid process, all communication between the State and a bidder shall be between the bidder's representative clearly noted in its proposal and the buyer noted in Section II, A. Procuring Office and Contact Person of this RFP. After the award of the contract, all notices under the contract shall be deemed duly given upon delivery to the staff designated as the point of contact for this Request for Proposal, in person, or upon delivery by U.S. Mail, facsimile, or e-mail. Each bidder should provide in its proposal the name, title and complete address of its designee to receive notices.

Except as otherwise expressly specified herein, all notices, requests or other communications shall be in writing and shall be deemed to have been given if delivered personally or mailed, by U.S. Mail, postage prepaid, return receipt requested, to the parties at their respective addresses set forth above, or at such other addresses as may be specified in writing by either of the parties. All notices, requests, or communications shall be deemed effective upon personal delivery or three (3) days following deposit in the mail.

Whenever the contractor encounters any difficulty which is delaying or threatens to delay its timely performance under the contract, the contractor shall immediately give notice thereof in writing to the State reciting all relevant information with respect thereto. Such notice shall not in any way constitute a basis for an extension of the delivery schedule or be construed as a waiver by the State of any of its rights or remedies to which it is entitled by law or equity or pursuant to the provisions of the contract. Failure to give such notice, however, may be grounds for denial of any request for an extension of the delivery schedule because of such delay.

Either party may change its address for notification purposes by giving notice of the change, and setting forth the new address and an effective date.

For the duration of the contract, all communication between contractor and the State regarding the contract shall take place between the contractor and individuals specified by the State in writing. Communication about the contract between contractor and individuals not designated as points of contact by the State is strictly forbidden.

EARLY TERMINATIONAccept
& Initial

The contract may be terminated as follows:

The State and the contractor, by mutual written agreement, may terminate the contract at any time.

The State, in its sole discretion, may terminate the contract for any reason upon 30 days written notice to the contractor. Such termination shall not relieve the contractor of warranty or other service obligations incurred under the terms of the contract. In the event of cancellation the contractor shall be entitled to payment, determined on a pro rata basis, for products or services satisfactorily performed or provided.

The State may terminate the contract immediately for the following reasons:

if directed to do so by statute;

contractor has made an assignment for the benefit of creditors, has admitted in writing its inability to pay debts as they mature, or has ceased operating in the normal course of business;

a trustee or receiver of the contractor or of any substantial part of the contractor's assets has been appointed by a court;

fraud, misappropriation, embezzlement, malfeasance, misfeasance, or illegal conduct pertaining to performance under the contract by its contractor, its employees, officers, directors or shareholders;

an involuntary proceeding has been commenced by any party against the contractor under any one of the chapters of Title 11 of the United States Code and (i) the proceeding has been pending for at least sixty (60) days; or (ii) the contractor has consented, either expressly or by operation of law, to the entry of an order for relief; or (iii) the contractor has been decreed or adjudged a debtor;

a voluntary petition has been filed by the contractor under any of the chapters of Title 11 of the United States Code;

contractor intentionally discloses confidential information;

contractor has or announces it will discontinue support of the deliverable;

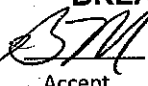
second or subsequent documented "vendor performance report" form deemed acceptable by the State Purchasing Bureau.

FUNDING OUT CLAUSE OR LOSS OF APPROPRIATIONS


Accept
& Initial

The State may terminate the contract, in whole or in part, in the event funding is no longer available. The State's obligation to pay amounts due for fiscal years following the current fiscal year is contingent upon legislative appropriation of funds for the contract. Should said funds not be appropriated, the State may terminate the contract with respect to those payments for the fiscal years for which such funds are not appropriated. The State will give the contractor written notice thirty (30) days prior to the effective date of any termination, and advise the contractor of the location (address and room number) of any related equipment. All obligations of the State to make payments after the termination date will cease and all interest of the State in any related equipment will terminate. The contractor shall be entitled to receive just and equitable compensation for any authorized work which has been satisfactorily completed as of the termination date. In no event shall the contractor be paid for a loss of anticipated profit.

BREACH BY CONTRACTOR


Accept
& Initial

The State may terminate the contract, in whole or in part, if the contractor fails to perform its obligations under the contract in a timely and proper manner. The State may, by providing a written notice of default to the contractor, allow the contractor to cure a failure or breach of contract within a period of thirty (30) days (or longer at State's discretion considering the gravity and nature of the default). Said notice shall be delivered by Certified Mail, Return Receipt Requested or in person with proof of delivery. Allowing the contractor time to cure a failure or breach of contract does not waive the State's right to immediately terminate the contract for the same or different contract breach which may occur at a different time. In case of default of the contractor, the State may contract the service from other sources and hold the contractor responsible for any excess cost occasioned thereby.

ASSURANCES BEFORE BREACH
Accept
& Initial

If any document or deliverable required pursuant to the contract does not fulfill the requirements of the Request for Proposal/resulting contract, upon written notice from the State, the contractor shall deliver assurances in the form of additional contractor resources at no additional cost to the project in order to complete the deliverable, and to ensure that other project schedules will not be adversely affected.

PENALTY
Accept
& Initial

In the event that the contractor fails to perform any substantial obligation under the contract, the State may withhold all monies due and payable to the contractor, without penalty, until such failure is cured or otherwise adjudicated.

FORCE MAJEURE
Accept
& Initial

Neither party shall be liable for any costs or damages resulting from its inability to perform any of its obligations under the contract due to a natural disaster, or other similar event outside the control and not the fault of the affected party ("Force Majeure Event"). A Force Majeure Event shall not constitute a breach of the contract. The party so affected shall immediately give notice to the other party of the Force Majeure Event. The State may grant relief from performance of the contract if the contractor is prevented from performance by a Force Majeure Event. The burden of proof for the need for such relief shall rest upon the contractor. To obtain release based on a Force Majeure Event, the contractor shall file a written request for such relief with the State Purchasing Bureau. Labor disputes with the impacted party's own employees will not be considered a Force Majeure Event and will not suspend performance requirements under the contract.

PROHIBITION AGAINST ADVANCE PAYMENT
Accept
& Initial

Payments shall not be made until contractual deliverable(s) are received and accepted by the State.

PAYMENT
Accept
& Initial

State will render payment to contractor when the terms and conditions of the contract and specifications have been satisfactorily completed on the part of the contractor as solely determined by the State. Payment will be made by the responsible agency in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. §81-2401 through 81-2408). The State may require the contractor to accept payment by electronic means such as ACH deposit. In no event shall the State be responsible or liable to pay for any services provided by the contractor prior to the Effective Date, and the contractor hereby waives any claim or cause of action for any such services.

INVOICES
Accept
& Initial

Invoices for payments must be submitted by the contractor to the agency requesting the services with sufficient detail to support payment. The terms and conditions included in the contractor's invoice shall be deemed to be solely for the convenience of the parties. No terms or conditions of any such invoice shall be binding upon the State, and no action by the State, including without limitation the payment of any such invoice in whole or in part, shall be construed as binding or estopping the State with respect to any such term or condition, unless the invoice term or condition has been previously agreed to by the State as an amendment to the contract.

AUDIT REQUIREMENTS
Accept
& Initial

All contractor books, records and documents relating to work performed or monies received under the contract shall be subject to audit at any reasonable time upon the provision of reasonable notice by the State. These records shall be maintained for a period of five (5) full years from the date of final payment, or until all issues related to an audit, litigation or other action are resolved, whichever is longer. All records shall be maintained in accordance with generally accepted accounting principles.

In addition to, and in no way in limitation of any obligation in the contract, the contractor shall agree that it will be held liable for any State audit exceptions, and shall return to the State all payments made under the contract for which an exception has been taken or which has been disallowed because of such an exception. The contractor agrees to correct immediately any material weakness or condition reported to the State in the course of an audit.

TAXES
Accept
& Initial

The State is not required to pay taxes of any kind and assumes no such liability as a result of this solicitation. Any property tax payable on the contractor's equipment which may be installed in a state-owned facility is the responsibility of the contractor.

INSPECTION AND APPROVAL
Accept
& Initial

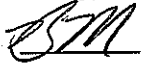
Final inspection and approval of all work required under the contract shall be performed by the designated State officials. The State and/or its authorized representatives shall have the right to enter any premises where the contractor or subcontractor duties under the contract are being performed, and to inspect, monitor or otherwise evaluate the work being performed. All inspections and evaluations shall be at reasonable times and in a manner that will not unreasonably delay work.

CHANGES IN SCOPE/CHANGE ORDERS
Accept
& Initial

The State may, at any time with written notice to the contractor, make changes within the general scope of the contract. Changes in scope shall only be conducted with the written approval of the State's designee as so defined by the State from time to time. (The State retains the right to employ the services of a third party to perform any change order(s)).

The State may, at any time work is in progress, by written order, make alterations in the terms of work as shown in the specifications, require the performance of extra work, decrease the quantity of work, or make such other changes as the State may find necessary or desirable. The contractor shall not claim forfeiture of contract by reasons of such changes by the State. Changes in work and the amount of compensation to be paid to the contractor for any extra work so ordered shall be determined in accordance with the applicable unit prices of the contractor's proposal.

Corrections of any deliverable services or performance of work required pursuant to the contract shall not be deemed a modification requiring a change order.

SEVERABILITY
Accept
& Initial

If any term or condition of the contract is declared by a court of competent jurisdiction to be illegal or in conflict with any law, the validity of the remaining terms and conditions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the contract did not contain the particular provision held to be invalid.

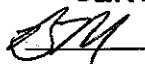
CONFIDENTIALITY
Accept
& Initial

All materials and information provided by the State or acquired by the contractor on behalf of the State shall be regarded as confidential information. All materials and information provided by the State or acquired by the contractor on behalf of the State shall be handled in accordance with Federal and State Law, and ethical standards. The contractor must ensure the confidentiality of such materials or information. Should said confidentiality be breached by a contractor, contractor shall notify the State immediately of said breach and take immediate corrective action.

It is incumbent upon the contractor to inform its officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a (i)(1), which is made applicable to contractors by 5 U.S.C. 552a (m)(1), provides that any officer or employee of a contractor, who by virtue of his/her employment or official position has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.

PROPRIETARY INFORMATION
Accept
& Initial

Data contained in the proposal and all documentation provided therein, become the property of the State of Nebraska and the data becomes public information upon opening the proposal. If the bidder wishes to have any information withheld from the public, such information must fall within the definition of proprietary information contained within Nebraska's public record statutes. All proprietary information the bidder wishes the State to withhold must be submitted in a sealed package, which is separate from the remainder of the proposal. The separate package must be clearly marked PROPRIETARY on the outside of the package. Bidders may not mark their entire Request for Proposal as proprietary. Bidder's cost proposals may not be marked as proprietary information. Failure of the bidder to follow the instructions for submitting proprietary and copyrighted information may result in the information being viewed by other bidders and the public. Proprietary information is defined as trade secrets, academic and scientific research work which is in progress and unpublished, and other information which if released would give advantage to business competitors and serve no public purpose (see Neb. Rev. Stat. §84-712.05(3)). In accordance with Attorney General Opinions 92068 and 97033, bidders submitting information as proprietary may be required to prove specific, named competitor(s) who would be advantaged by release of the information and the specific advantage the competitor(s) would receive. Although every effort will be made to withhold information that is properly submitted as proprietary and meets the State's definition of proprietary information, the State is under no obligation to maintain the confidentiality of proprietary information and accepts no liability for the release of such information.

CERTIFICATION OF INDEPENDENT PRICE DETERMINATION/COLLUSIVE BIDDING
Accept
& Initial

By submission of this proposal, the bidder certifies, that he or she is the party making the foregoing proposal that the proposal is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the proposal is genuine and not collusive or sham; that the bidder has not directly or indirectly induced or solicited any other bidder to put in a false or sham proposal, and has not directly or indirectly colluded, conspired, connived, or agreed with any bidder or anyone else to put in a sham proposal, or that anyone shall refrain from bidding; that the bidder has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the proposal price of the bidder or any other bidder, or to fix any overhead, profit, or cost element of the proposal price, or of that of any other bidder, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract; that all statements contained in the proposal are true; and further that the bidder has not, directly or indirectly, submitted his or her proposal price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company association, organization, proposal depository, or to any member or agent thereof to effectuate a collusive or sham proposal.

PRICES
Accept
& Initial

All prices, costs, terms and conditions outlined in the proposal shall remain fixed and valid commencing on the opening date of the proposal until an award is made (and for bidder receiving award prices shall remain as bid for the duration of the contract unless otherwise so stated in the contract) or the Request for Proposal is cancelled.

Contractor represents and warrants that all prices for services, now or subsequently specified are as low as and no higher than prices which the contractor has charged or intends to charge customers other than the State for the same or similar products and services of the same or equivalent quantity and quality for delivery or performance during the same periods of time. If, during the term of the contract, the contractor shall reduce any and/or all prices charged to any customers other than the State for the same or similar products or services specified herein, the contractor shall make an equal or equivalent reduction in corresponding prices for said specified products or services.

Contractor also represents and warrants that all prices set forth in the contract and all prices in addition, which the contractor may charge under the terms of the contract, do not and will not violate any existing federal, state or municipal law or regulations concerning price discrimination and/or price fixing. Contractor agrees to hold the State harmless from any such violation. Prices quoted shall not be subject to increase throughout the contract period unless specifically allowed by these specifications.

BEST AND FINAL OFFER
Accept
& Initial

The State will compile the final scores for all parts of each proposal. The award may be granted to the highest scoring responsive and responsible bidder. Alternatively, the highest scoring bidder or bidders may be requested to submit best and final offers. If best and final offers are requested by the State and submitted by the bidder, they will be evaluated (using the stated criteria), scored and ranked by the Evaluation Committee. The award will then be granted to the highest scoring bidder. However, a bidder should provide its best offer in its original proposal. Bidders should not expect that the State will request a best and final offer.

ETHICS IN PUBLIC CONTRACTING


Accept
& Initial

No bidder shall pay or offer to pay, either directly or indirectly, any fee, commission, compensation, gift, gratuity, or anything of value to any State officer, legislator or employee based on the understanding that the receiving person's vote, actions or judgment will be influenced thereby. No bidder shall give any item of value to any employee of the State Purchasing Bureau.

Bidders shall be prohibited from utilizing the services of lobbyists, attorneys, political activists, or consultants to secure the contract. It is the intent of this provision to assure that the prohibition of state contact during the procurement process is not subverted through the use of lobbyists, attorneys, political activists, or consultants. It is the intent of the State that the process of evaluation of proposals and award of the contract be completed without external influence. It is not the intent of this section to prohibit bidders from seeking professional advice, for example consulting legal counsel, regarding terms and conditions of this Request for Proposal or the format or content of their proposal.

If the bidder is found to be in non-compliance with this section of the Request for Proposal, they may forfeit the contract if awarded to them or be disqualified from the selection process.

INDEMNIFICATION**GENERAL**


Accept
& Initial

The contractor agrees to defend, indemnify, hold, and save harmless the State and its employees, volunteers, agents, and its elected and appointed officials ("the indemnified parties") from and against any and all claims, liens, demands, damages, liability, actions, causes of action, losses, judgments, costs, and expenses of every nature, including investigation costs and expenses, settlement costs, and attorney fees and expenses ("the claims"), sustained or asserted against the State, arising out of, resulting from, or attributable to the willful misconduct, negligence, error, or omission of the contractor, its employees, subcontractors, consultants, representatives, and agents, except to the extent such contractor liability is attenuated by any action of the State which directly and proximately contributed to the claims.

INTELLECTUAL PROPERTY

The contractor agrees it will at its sole cost and expense, defend, indemnify, and hold harmless the indemnified parties from and against any and all claims, to the extent such claims arise out of, result from, or are attributable to the actual or alleged infringement or misappropriation of any patent, copyright, trade secret, trademark, or confidential information of any third party by the contractor or its employees, subcontractors, consultants, representatives, and agents; provided, however, the State gives the contractor prompt notice in writing of the claim. The contractor may not settle any infringement claim that will affect the State's use of the Licensed Software without the State's prior written consent, which consent may be withheld for any reason.

If a judgment or settlement is obtained or reasonably anticipated against the State's use of any intellectual property for which the contractor has indemnified the State, the contractor shall at the contractor's sole cost and expense promptly

modify the item or items which were determined to be infringing, acquire a license or licenses on the State's behalf to provide the necessary rights to the State to eliminate the infringement, or provide the State with a non-infringing substitute that provides the State the same functionality. At the State's election, the actual or anticipated judgment may be treated as a breach of warranty by the contractor, and the State may receive the remedies provided under this RFP.

PERSONNEL

The contractor shall, at its expense, indemnify and hold harmless the indemnified parties from and against any claim with respect to withholding taxes, worker's compensation, employee benefits, or any other claim, demand, liability, damage, or loss of any nature relating to any of the personnel provided by the contractor.

NEBRASKA TECHNOLOGY ACCESS STANDARDS


Accept
& Initial

Contractor shall review the Nebraska Technology Access Standards, found at http://www.nitc.nebraska.gov/standards/accessibility/accessibility_standards.pdf and ensure that products and/or services provided under the contract comply with the applicable standards. In the event such standards change during the contractor's performance, the State may create an amendment to the contract to request that contract comply with the changed standard at a cost mutually acceptable to the parties.

ANTITRUST


Accept
& Initial

The contractor hereby assigns to the State any and all claims for overcharges as to goods and/or services provided in connection with this contract resulting from antitrust violations which arise under antitrust laws of the United States and the antitrust laws of the State.

DISASTER RECOVERY/BACK UP PLAN


Accept
& Initial

The contractor shall have a disaster recovery and back-up plan, of which a copy should be provided to the State, which includes, but is not limited to equipment, personnel, facilities, and transportation, in order to continue services as specified under these specifications in the event of a disaster.

TIME IS OF THE ESSENCE


Accept
& Initial

Time is of the essence in this contract. The acceptance of late performance with or without objection or reservation by the State shall not waive any rights of the State nor constitute a waiver of the requirement of timely performance of any obligations on the part of the contractor remaining to be performed.

RECYCLING


Accept
& Initial

Preference will be given to items which are manufactured or produced from recycled material or which can be readily reused or recycled after their normal use as per state statute (Neb. Rev. Stat. §81-15, 159).

DRUG POLICY


Accept
& Initial

Contractor certifies it maintains a drug free work place environment to ensure worker safety and workplace integrity. Contractor agrees to provide a copy of its drug free workplace policy at any time upon request by the State.

NEW EMPLOYEE WORK ELIGIBILITY STATUS
Accept
& Initial

The Contractor is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of new employees physically performing services within the State of Nebraska. A federal immigration verification system means the electronic verification of the work authorization program authorized by the Illegal Immigration Reform and Immigrant Responsibility Act of 1996, 8 U.S.C. 1324a, known as the E-Verify Program, or an equivalent federal program designated by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of a newly hired employee.

If the Contractor is an individual or sole proprietorship, the following applies:

The Contractor must complete the United States Citizenship Attestation Form, available on the Department of Administrative Services website at www.das.state.ne.us.

If the Contractor indicates on such attestation form that he or she is a qualified alien, the Contractor agrees to provide the US Citizenship and Immigration Services documentation required to verify the Contractor's lawful presence in the United States using the Systematic Alien Verification for Entitlements (SAVE) Program.

The Contractor understands and agrees that lawful presence in the United States is required and the Contractor may be disqualified or the contract terminated if such lawful presence cannot be verified as required by Neb. Rev. Stat. §4-108.

CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND INELIGIBILITY
Accept
& Initial

The contractor, by signature to this RFP, certifies that the contractor is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any federal department or agency from participating in transactions (debarred). The contractor also agrees to include the above requirements in any and all subcontracts into which it enters. The contractor shall immediately notify the Department if, during the term of this contract, contractor becomes debarred. The Department may immediately terminate this contract by providing contractor written notice if contractor becomes debarred during the term of this contract.

Attachment 1**Request for Proposal Number 4183Z1**

1. Station Speed Dialing – speed dial lists must be from 8 numbers up to 30 numbers on each list. As a part of this feature, Group Speed Dialing must also be available where one station is the controlling station for a shared speed dial list.
2. Three-Way Calling
3. Call Pick-up (barge-in/non-barge-in), Directed Call Pick-up
4. Call Transfer (internal)
5. Call Transfer (external)
6. Call Hold
7. Call Forwarding, Secondary MADN
8. Call Forwarding, Variable (in and out of Centrex, internal/external denied, all calls)
9. Call Forwarding, Busy (internal denied, external denied, all calls)
10. Call Forwarding, Don't Answer (internal denied, external denied, all calls)
11. Remote Access to Call Forwarding
12. Distinctive Ringing (internal calls versus outside calls, single line with multiple numbers)
13. Automatic Callback Calling
14. Message Waiting Indication Activation (CLASS)
15. Call Waiting
16. Call Park
17. Caller ID Display
18. Station Line ID delivery with per line or per call blocking
19. Centrex Station ID for T-1's terminated in Centrex
20. Station controlled conference calling (6 party).
21. Hunting – Directory Number Hunting, Distributed Line Hunting, Series Completion Hunting, Circular Hunting, Multi-Line Hunt Groups
22. Direct Station Select/Busy Lamp Field on Meridian Business Sets or equivalent
23. Multiple Line Appearances on sets to include add-on modules as required
24. Make Set/Line Busy
25. Station restrictions, i.e. denied originating, denied terminating, toll restriction
26. Block 1010xxx access to other carriers
27. Block access to 900/976 services
28. Block unauthorized PIC changes
29. Block third party collect calls on a per line basis, exceptions identified in writing by the State
30. Station-to-station dialing, i.e. 4- or 5-digit dialing
31. Group Intercom (abbreviated dialing within pre-defined groups)
32. Multiple Appearance Ringing Options (MADN Ring Forward)
33. Call Trace
34. Programmable Line Selection – Originating/terminating line selection and repeated alert ringing
35. Guaranteed Central Office Disconnect Supervision
36. Call Block

Attachment 2

Line Rates

Request for Proposal Number 4183Z1

Contractors must submit their monthly recurring per line rate for each city by completing the form provided below. If the Contractor does not provide service in a particular city, they may leave that line blank.

Note that the rates quoted below include the usage, line, and line charges. These rates do not include the rates for 911 surcharge, extended area service, local number portability, TDD, NUSF, FUSF or other charges that may be imposed by various governmental entities now or in the future.

CITY	MONTHLY RATE PER LINE
AINSWORTH	
ALDA	
ALLIANCE	\$20.00
AMES	
ATKINSON	
BELLEVUE	
BIG SPRINGS	
BRIDGEPORT	\$20.00
BROKEN BOW	\$25.00
CENTRAL CITY	
CHADRON	
CLARKSON	
CRAWFORD	
DAKOTA CITY	
ELKHORN	
ELM CREEK	
ELWOOD	
FREMONT	
FULLERTON	
Gering	\$17.00
GOTHENBURG	
GRAND ISLAND	
GRETN	
HARRISON	
HOLDREGE	\$25.00

CITY	MONTHLY RATE PER LINE
HUMPHREY	
LA PLATTE	
LA VISTA	
LAUREL	
LEXINGTON	\$25.00
LOUP CITY	
LYONS	
MC COOK	\$25.00
MINDEN	
NORFOLK	
NORTH PLATTE	\$17.00
OAKLAND	
OFFUTT AFB	
OGALLALA	\$20.00
OMAHA	
ONEILL	
OXFORD	
PAPILLION	
PENDER	
PILGER	
ROSCOE	
SCHUYLER	
Scottsbluff	\$17.00
SIDNEY	\$25.00
SO SC CITY	
SO SX CITY	
ST LIBORY	
ST PAUL	
TEKAMAH	
VALENTINE	
WAKEFEILD	
WATERLOO	
WAYNE	
WEST POINT	

Attachment 3**Part A Install Rates****Request for Proposal Number 4183Z1**

The Contractor must submit the entire installation cost for part A in each city by completing the form below. The Contractor must populate the line beside each city with the total "Part A" installation cost for that city. If the Contractor does not provide service in a particular city or cities, they may leave those lines blank.

CITY	TOTAL INSTALL COST PER CITY FOR PART A
AINSWORTH	
ALDA	
ALLIANCE	No installation charge applicable
AMES	
ATKINSON	
BELLEVUE	
BIG SPRINGS	
BRIDGEPORT	No installation charge applicable
BROKEN BOW	No installation charge applicable
CENTRAL CITY	
CHADRON	
CLARKSON	
CRAWFORD	
DAKOTA CITY	
ELKHORN	
ELM CREEK	
ELWOOD	
FREMONT	
FULLERTON	
Gering	No installation charge applicable
GOTHENBURG	
GRAND ISLAND	
GRETNA	
HARRISON	
HOLDREGE	
HUMPHREY	
LA PLATTE	

CITY	TOTAL INSTALL COST PER CITY FOR PART A
LA VISTA	
LAUREL	
LEXINGTON	No installation charge applicable
LOUP CITY	
LYONS	
MC COOK	No installation charge applicable
MINDEN	
NORFOLK	
NORTH PLATTE	No installation charge applicable
OAKLAND	
OFFUTT AFB	
OGALLALA	No installation charge applicable
OMAHA	
ONEILL	
OXFORD	
PAPILLION	
PENDER	
PILGER	
ROSCOE	
SCHUYLER	
Scottsbluff	No installation charge applicable
SIDNEY	No installation charge applicable
SO SC CITY	
SO SX CITY	
ST LIBORY	
ST PAUL	
TEKAMAH	
VALENTINE	
WAKEFEILD	
WATERLOO	
WAYNE	
WEST POINT	

Attachment 4**Part B Install Rates****Request for Proposal Number 4183Z1**

The Contractor must submit the entire installation cost for part B in each city by completing the form below. The Contractor must populate the line beside each city with the total "Part B" installation cost for that city. If the Contractor does not provide service in a particular city or cities, they may leave those lines blank.

CITY	TOTAL INSTALL COST PER CITY FOR PART B
AINSWORTH	
ALDA	
ALLIANCE	No installation charge applicable
AMES	
ATKINSON	
BELLEVUE	
BIG SPRINGS	
BRIDGEPORT	No installation charge applicable
BROKEN BOW	No installation charge applicable
CENTRAL CITY	
CHADRON	
CLARKSON	
CRAWFORD	
DAKOTA CITY	
ELKHORN	
ELM CREEK	
ELWOOD	
FREMONT	
FULLERTON	
Gering	No installation charge applicable
GOTHENBURG	
GRAND ISLAND	
GRETN	
HARRISON	
HOLDREGE	
HUMPHREY	
LA PLATTE	

CITY**TOTAL INSTALL COST PER CITY FOR PART B**

LA VISTA

LAUREL

LEXINGTON

LOUP CITY

LYONS

MC COOK

No installation charge applicable

MINDEN

NORFOLK

NORTH PLATTE

No installation charge applicable

OAKLAND

OFFUTT AFB

OGALLALA

No installation charge applicable

OMAHA

ONEILL

OXFORD

PAPILLION

PENDER

PILGER

ROSCOE

SCHUYLER

Scottsbluff

No installation charge applicable

SIDNEY

No installation charge applicable

SO SC CITY

SO SX CITY

ST LIBORY

ST PAUL

TEKAMAH

VALENTINE

WAKEFEILD

WATERLOO

WAYNE

WEST POINT

Attachment 5 Voice Mail Rates

Request for Proposal Number 4183Z1

Contractors must submit their monthly recurring per box rate for each city in the format described below. The Contractor must also submit the entire installation cost for each box in the format described below.

Note: The current functionality for ALLO's unified messaging includes providing the voicemails to the user's email account and customization of voicemail box treatment. Fax integration is anticipated in the future.

CITY	MO. VOICE MAIL RATE	INSTALL COST PER BOX	MO. UNIFIED MESSAGING RATE
AINSWORTH			
ALDA			
ALLIANCE	\$4.00	\$5.00	\$2.00
AMES			
ATKINSON			
BELLEVUE			
BIG SPRINGS			
BRIDGEPORT	\$4.00	\$5.00	\$2.00
BROKEN BOW	\$4.00	\$5.00	\$2.00
CENTRAL CITY			
CHADRON			
CLARKSON			
CRAWFORD			
DAKOTA CITY			
ELKHORN			
ELM CREEK			
ELWOOD			
FREMONT			
FULLERTON			
Gering	\$4.00	\$5.00	\$2.00
GOTHENBURG			
GRAND ISLAND			
GRETN			
HARRISON			

CITY	MO. VOICE MAIL RATE	INSTALL COST PER BOX	MO. UNIFIED MESSAGING RATE
HOLDREGE	\$4.00	\$5.00	\$2.00
HUMPHREY			
LA PLATTE			
LA VISTA			
LAUREL			
LEXINGTON	\$4.00	\$5.00	\$2.00
LOUP CITY			
LYONS			
MC COOK	\$4.00	\$5.00	\$2.00
MINDEN			
NORFOLK			
NORTH PLATTE	\$4.00	\$5.00	\$2.00
OAKLAND			
OFFUTT AFB			
OGALLALA	\$4.00	\$5.00	\$2.00
OMAHA			
ONEILL			
OXFORD			
PAPILLION			
PENDER			
PILGER			
ROSCOE			
SCHUYLER			
Scottsbluff	\$4.00	\$5.00	\$2.00
SIDNEY	\$4.00	\$5.00	\$2.00
SO SC CITY			
SO SX CITY			
ST LIBORY			
ST PAUL			
TEKAMAH			
VALENTINE			
WAKEFEILD			
WATERLOO			
WAYNE			
WEST POINT			

Attachment 6

Request for Proposal Number 4183Z1

For the purpose of this RFP, Contractors must submit their Digital telephone set cost. The Contractor must also submit their monthly lease and maintenance cost. Contractors may utilize subcontractors to provide hardware however, the primary Contractor will be responsible and accountable for the goods and services provided by that subcontractor.

	Purchase Cost	36 Mo. Lease Cost	Mo. Maint Cost	Installation Labor Rate
Nortel M5208				
Nortel M5209	N/A	N/A		
Nortel M5216				
Nortel M5316				
Nortel M522				
Nortel M5008				
Tone Commander 6210U				
Tone Commander 6220U				
Tone Commander 6030X				
ISDN i2021	N/A	N/A		N/A
ISDN i 2022	N/A	N/A		N/A
ISDN 8510T	N/A	N/A		N/A
ISDN 8528T	N/A	N/A		N/A
ISDN 6504	N/A	N/A		N/A
ISDN 6508	N/A	N/A		N/A
ISDN 6508T	N/A	N/A		N/A

ALLO Communications does not recommend the Nortel Digital Meridian Centrex telephones as the telephones are proprietary to the Nortel DMS-XXX circuit switch. The ISDN telephones listed above are also end of life from AT&T/Lucent technologies. The telephones are expensive and do not take advantage of many of the benefits of IP Technology including:

- Lower Toll costs
- Utilization of one network (Ethernet) for voice and data services
- Inexpensive moves, adds and changes as the State will be able to install or move telephones simply by plugging the phones into a jack on the corporate LAN

- Enabling many new services and capabilities that have been or are being developed for the IP telephones including multimedia conferencing, unified messaging, Web hosting, one number/follow me, and more.

ALLO will replace the Lucent and Meridian Centrex phones in the fiber areas with the Aastra 55i or a similar model as listed below. ALLO will follow the State's directions regarding the replacement of these phones.:

	<u>Purchase</u>	<u>36 Month Lease</u>	<u>Monthly Maint Cost</u>
Aastra 55i	\$225.00	\$8.50	\$2.00
Side Car	\$150.00	\$6.00	\$1.50

ALLO does not charge an additional amount for installation or configuration of the IP phones that we supply.



**Allo Communications
Cost Table**

Item	Monthly Charge	Non-Recurring Charge	Other
Line Charge			
Fiber- Large town	\$ 17.00	\$ 25.00	No non-recurring charge for initial conversion
Fiber-Small town	\$ 20.00	\$ 25.00	
Leased line town	\$ 25.00	\$ 25.00	No non-recurring charge for initial conversion
- including standard features			
PRI	ICB	ICB	
SIP	ICB	ICB	
Software & Feature			
Enhancement Costs			
- General application		No Charge	
- Customer specific		Individual Case Basis	
Additional Directory Listing	\$ 3.00		
Directory Assistance			\$ 1.00 per use
Extra Line Listing	\$ 3.00		
Foreign Listing	\$ 5.00		
Non-listed Number	\$ 5.00		
Non-published Number	\$ 6.00		
Special Recorded Message	\$ 25.00		
Seasonal Suspend	\$ 4.00		
Service Modification		\$ 15.00	
Voicemail	\$ 4.00	\$ 5.00	
Automated Call Distribution	\$30/location	\$ 100.00	
PBX Extension to Mobile Phone	\$ 4.00	\$ 10.00	
Labor			\$ 50.00 per hour, 1 hour min
Wiring			\$ 50.00 per hour, 1 hour min
Trip Charge		\$ -	\$ -
Wire Charge			\$ 0.20 per foot
Jack Charge			\$ 8.00 each
Long Distance			\$ 0.05 per minute
10 mb LAN Extension	\$ 150.00	\$ 50.00	per end
100mb LAN Extension	\$ 250.00	\$ 100.00	per end
Disaster Plan	\$ -	\$5,000.00	
Disaster Test	\$ -	\$1,000.00	
Disaster Activation		\$5,000.00	
Distaster Activation/Line	\$ 50.00	\$ 50.00	

Note: Prices above include usage, line, and line charges. These rates do not include charges for 911 surcharge, extended area service, local number portability, TDD, NUSF, FUSF, or other charges that may be imposed by governmental entities now or in the future.

Bradley A. Moline

bmoline@allophone.net
(308) 633-7802

Education: University of Nebraska-Lincoln, Lincoln, Nebraska
Bachelor of Science in Business Administration – emphasis in accounting
With distinction

Experience: President and Founder, Allo Communications LLC, Imperial, Nebraska
October 2002 to present

- Oversee day-to-day activities of Allo
- Work with key accounts to ensure service expectations are met
- Evaluate customer fit of new technologies

Director, Covenant Transport, Inc (NASDAQ-CVTI) Chattanooga, Tennessee
May 2003 to present

- Member of audit committee
- Member of compensation committee
- Former chief financial officer from 1994 to 1997
- Oversaw initial public offering and revenue growth from \$80 million to \$300 million

President, Imperial Super Foods, Inc., Imperial, Nebraska
February 2002 to present

- Review results and returns
- Meet with vice president who runs the day-to-day operations

Chief Financial Officer, Birch Telecom, Inc., Kansas City, Missouri
1997 to 2001

- Started before the company had any revenue
- Built business plan that resulted in \$300 million of annual revenues
- Raised over \$700 million in financing
- Evaluated financial viability of a variety of technologies for the competitive carrier

References: Rawnda Pierce
Twin Cities Development
Scottsbluff, Nebraska
(308) 632-2833

Nicholas Celentano
Aurora Loan Services
10350 Park Meadows Drive
Littleton, CO 80124
720-945-5855 Office
720-480-2458 Cell
ncelentano@alservices.com

Rick Tuggle
Senior Vice President
First State Bank
Scottsbluff, Nebraska
(308) 632-4158

Jeff Kuenne

jkuenne@allophone.net
(308) 633-7822

- Education:** Kansas University, Lawrence, Kansas
Bachelor of Science in Electrical Engineering
- Experience:** Vice President, Allo Communications LLC, Imperial, Nebraska
January 2005-present
- Oversee day-to-day network activities
 - Responsible for network design
 - Evaluate new technologies
 - Supervise network construction and surveillance
 - Design customer solutions
- Chief Technologist, Birch Telecom, Inc., Kansas City, Missouri
- Formulated overall technology strategy
 - Validated technology concepts
 - Directed technology lab investigating next-generation switching and access strategies
- Senior Engineer, Sprint PCS, Kansas City, Missouri
- Tested new technologies from Lucent and Nortel
- Engineer, Sprint, Kansas City, Missouri
- Member International Network Design and Engineering group
- References:** Kyle Gifford
Gifford & Cox
North Platte, NE
(308) 534-4000
- Greg Lawhon
Former President
Birch Telecom
Kansas City, Missouri
(816) 786-3225
- John Radford
Valley Bank & Trust
Scottsbluff, Nebraska
(308) 436-2300

Allison O'Neil

aoneil@allophone.net
(308) 633-7805

Education: University of Nebraska-Lincoln, Lincoln, Nebraska
Bachelor of Business Administration (Completed May 2001)
Major: Finance Minor: Mathematics

Experience: Vice President of Finance and Customer Operations
Allo Communications, Imperial, Nebraska
October 2004 to Present

- Manage provisioning team
- Analyze monthly billing and submit any billing disputes
- Update billing system weekly
- Supervise accounting entries and accounts payable
- Monitor company bank accounts and reconcile monthly statements
- Calculate and remit all taxes and surcharges
- Maintain company tariff
- Submit required FCC forms to the Universal Service Administrative Company for Fund Administration, High Cost, Low Cost and School and Libraries Support
- Maintain communication with Nebraska Public Service Commission including
- Submission of monthly line count information and all required regulatory forms
- Point of contact for employee group health insurance and commercial insurance
- Established employee retirement plan

Financial Analyst

Gilmore & Bell, P.C., Kansas City, Missouri

December 2002 to October 2004

- Completed detailed financial analysis for arbitrage rebate calculations
- Verified 8038 numbers for bond issues including Bond Yield, TIC and Weighted Average Maturity
- Prepared amortization schedules for lease and bond closings
- Analyzed arbitrage rebate regulations to assure accuracy of calculations

Fund Accountant

State Street, Kansas City, Missouri

August 2001 to December 2002

- Responsible for daily accounting of mutual bond funds
- Reconciled and reported foreign and domestic cash balances daily
- Calculate, analyze and report Net Asset Value daily
- Prepared monthly financial reconciliation reports
- Trained new group members

References:

Angela Bryan
Associate Director of Financing Programs
Massachusetts Health and Educational Facilities Authority
99 Summer Street
Suite 1000
Boston, MA 02110
(617) 737-8377

Marc McCarty
Executive Director and Vice President
Gilmore & Bell, P.C.
2405 Grand Boulevard
Suite 1100
Kansas City, MO 64108
(816) 221-1000

Brian Hill
Account Manager
State Street
801 Pennsylvania
Kansas City, MO 64105
(816) 871-9090

Nick Colton

ncolton@allophone.net
(308) 633-7814

Education:

Westwood College of Technology, Denver, Colorado
Bachelors of Science in Computer Networking Management

Westwood College of Technology, Denver, Colorado
Associates Degree in Computer Network Engineering

Experience:
Nebraska

Director of Network Operations, Allo Communications LLC, Imperial,

August 2003 to present

- Oversee all network-related issues and day to day operations
- Facilitate in growing network and interoperating with other providers and clients
- Oversee ISP servers, email servers, DNS servers, TFTP and DHCP servers in Twin Cities market
- Manage web servers, email servers, DNS servers, TFTP and DHCP servers in Twin Cities market
- Stay current on virus/worm activity and attempt to block from our network
- Manage DS-3 and DS-1 circuits to ensure maximum uptime in Twin Cities market
- Manage all network routers, switches, and end user equipment in Twin Cities market
- Design and implement complex LANs and WANs
- Manage the network support team
- Manage enterprise trouble ticket process, ensure customer tickets are being resolved and closed in a timely manner
- Oversee all IP space in the Twin Cities market
- Test new equipment before integrating into network to ensure proper voice quality
- Oversee network security
- Create, test, and implement ACLs on all equipment on our network
- Oversee network management consulting at Chase County Schools and Chase County Hospital as well as assisting network support team with other customers as the need arises

Colorado

Technical Operations Coordinator, EchoStar Communications, Denver,

February 2001 to August 2003

- Monitor enterprise-wide technical call queues as well as investigate any issues which may be driving call queue.
- Escalate technical issues to the correct parties for resolution & coordinate communications to notify customers as well as customer service representatives
- Track software, video/audio quality and hardware trends while reporting issues to engineering as needs arise.

- Monitor Electronic Program Guide table spooling, software spooling, signal downlinks as well as authorizations and report issues as needed.
- Act as liaison between the customer service centers and our uplink/engineering groups.

Head of IT, Imperial Public Library, Imperial, NE

August 1996 to August 2003

- Maintain server, verify backups and upgrade software on servers as necessary
- Maintain, repair and upgrade patron computers as necessary.
- Implement and maintain a 10-node network.
- Maintain web server and ensure the web software and book tracking software can be accessible for online book searches.

References:

Renee Fink
Chief Financial Officer
Chase County Hospital
600 West 12th St
Imperial, NE 69033
(308) 882-7231
cfocch@gpcom.net

Paul Ekberg
Head of IT
Chase County Schools
520 E 9th
Imperial, NE 69033
pekberg@chase3000.com

Jim Parks
CFO/CIO
Box Butte General Hospital
2101 Box Butte Avenue
Alliance, NE 69301
jparks@bbgh.org

Scott E. Fiedler

sfiedler@allophone.net

(308) 633-7808

Education: University of Nebraska-Lincoln, Lincoln, Nebraska
Bachelor of Science in Business Administration

Experience: Director of Sales, Allo Communications, Imperial, Nebraska
June 2006 to Present

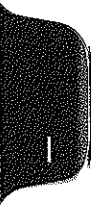
- Oversee day to day sales and marketing
- Facilitate growth in sales territories
- Work with engineering to develop new technologies
- Train customers to implement new technologies to their needs
- Prepare and present quotes to customers
- Train sales representatives
- Travel to different sales territories and work with local sales representatives on quoting and closing
- Customer service, visit with existing customer to make sure service is perfect

Quality Control, Goodyear Tire and Rubber Co., Lincoln, Nebraska
December 1982 to June 2006

- Travel to Mexico and throughout the U.S. to ensure quality standards
- Oversee production on a daily basis to make sure product was in spec and properly shipped
- Helped company transition to Lean Manufacturing and ISO certification
- Ensure just-in-time delivery of product to customers
- Read specs and diagrams to determine product dimensions and tolerances
- Utilize precision measuring devices to ensure product quality.

References:

John Radford
Valley Bank & Trust
Scottsbluff, Nebraska
308-436-2300



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MetaSphere Enhanced Applications Server V7.4 User Guide has been removed as confidential information.



Aastra 6755i Product Sheet has been removed due to copyright.



Bria iPhone Edition

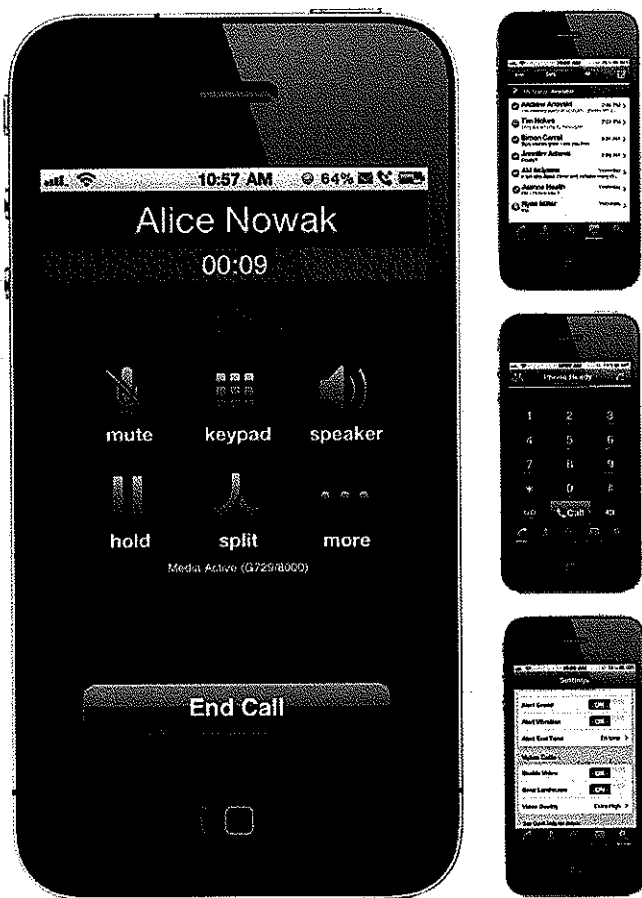
Data Sheet

Bria iPhone Edition

The softphone that fits in the palm of your hand

Bria iPhone Edition is a highly secure, SIP-based softphone for Apple's iPhone and iPod touch. With Bria iPhone Edition, you can use a Wi-Fi or 3G/4G connection to make and receive voice over IP calls, and take advantage of premium features like Video Calls or Presence and Messaging to enhance your mobile softphone experience.

Advanced User Interface



Bria iPhone Edition's intuitive user interface provides:

- Seamless integration with CounterPath's desktop softphones
- Intuitive access to dial pad, contacts, call history and more, based on the iPhone's native phone design
- One-touch access to call management options during voice and video calls such as add call, mute, hold and speakerphone
- Support for 4-digit dialing
- Auto-attendant support

PBX Extension

Bria iPhone Edition becomes an extension to your PBX! As an increased number of business professionals are using the collaborative tools found in smartphone devices to aid in their work activities, Bria iPhone Edition offers businesses an easy way to integrate their enterprises' voice and messaging solutions within the Apple iOS family.

Multiple Call Support

With multiple call support, users can quickly and easily handle incoming multiple calls, merge and split calls apart, and place users on hold with a simple tap to the user interface. The iPhone SIP client leverages the award-winning usability from CounterPath's desktop softphone to enable dynamic call handling and increased productivity. With Bria iPhone Edition, it's like taking your deskphone on the road.

Security

As voice communications have become more vulnerable to the same type of attacks that data has endured over the past two decades, enterprises are constantly trying to ensure that any software deployments are protected from vicious malware and viruses. Unlike other SIP-phone providers, with CounterPath's Bria iPhone Edition, you can take comfort that your calls are secure with advanced TLS and SRTP. Bria iPhone Edition brings the same strength and protection offered in the Bria desktop softphone to your mobile device.

Where to Buy

The commercial version of Bria may be purchased on Apple's iTunes Store. For customized versions of Bria iPhone Edition, contact your CounterPath sales representative for more information (bulk purchases only).

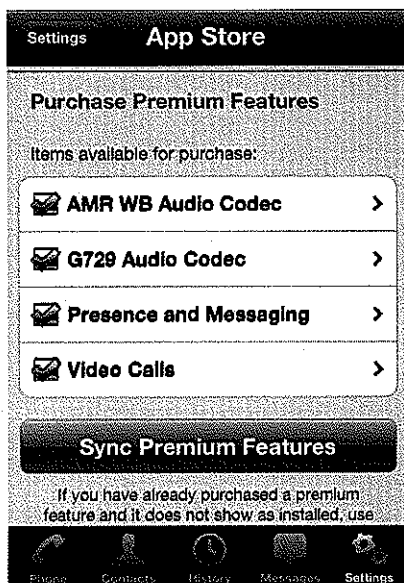


Bria iPhone Edition

The softphone that fits in the palm of your hand

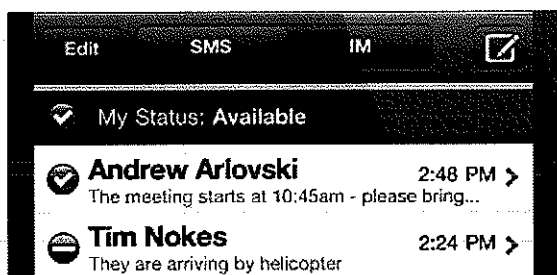
Premium Features

Want more than just voice calling? Bria iPhone Edition includes premium feature add-ons such as Video Calls, Presence and Messaging, and audio codecs that can be purchased within the client. Simply go to the Premium Features button under the Settings tab to access and learn more about these features.



Presence and Messaging

Bria iPhone Edition's Presence and Messaging add-on lets you connect with contacts on Google Talk, Facebook or other SIP-compliant instant messaging or chat platforms. It also enables you to utilize your IP PBX to send and receive Instant Messages with colleagues in real-time and see when contacts are available. When connected to a server that allows chatting with multiple contacts at one, Bria Phone Edition facilitates adding up to ten contacts in a group chat setting using XMPP.



Video Calls

Enjoy face-to-face communications with Bria iPhone Edition's Video Calls add-on. Utilizing either the forward or rear-facing camera on your iPhone or iPod touch, you can make video calls to your contacts using H.264 and VP8 video codecs. Picture-in-picture view lets you see how you look to the person you're calling and you can rotate the screen to either portrait or landscape depending on your needs.



Audio Codecs

Boost your audio quality and improve speech clarity and intelligibility by purchasing G.729 and AMR-WB audio codec add-ons. These codecs provide excellent audio quality over limited bandwidth connections, such as 3G, and reduces the amount of data used – saving you even more money on your calls.

Bria iPhone Edition

The softphone that fits in the palm of your hand

Standard Phone Features

- Full SIP compliance – enabling use of any SIP-compliant server
- Multiple account support – up to 16 accounts
- Multitasking capabilities – for use with the Apple iOS 4 operating system
- Pre-defined VoIP provider list available when adding new accounts on the Accounts screen
- Call display and voicemail indicator
- Speakerphone, mute and hold
- Call history – list of received, missed and dialed calls
- Contact List and Contact Favorites – leveraging the iPhone Contacts
- Call recording
- Ringtones and contact avatars
- Custom wallpaper
- Multiple call support
 - Swap between two active calls
 - Merge and Split calls (Three-way conferencing support)
 - Call transfer (attended and unattended)
- Audio codecs include G.711, iLBC, GSM and SILK
 - G.722 support is also included for iPhone 3GS+ and iPod touch 3rd Generation+
- Support for DTMF: the ability to enter numbers to use an auto attendant
 - Via RFC 2833, SIP INFO and in-band

Accessories

The following accessories are supported:

- Headset with microphone (including Bluetooth™): Bria uses the ear-piece and microphone on the headset
- Headphones (no microphone): Bria uses the ear-piece on the headphone and the built-in microphone on the iPhone

Advanced Features

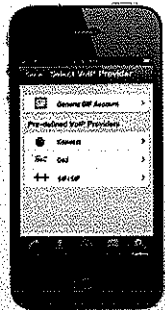
- NAT traversal
 - Application Managed, Server Managed or User Specified
 - Global IP Support
 - STUN & ICE
- Media Efficiency and Quality
 - Noise Reduction
 - VAD (Voice Activation Detection)
- QoS (Quality of Service)
 - ToS Marking
- High resolution images for iPhone 4 and 4S
- Security and Encryption
 - TLS and SRTP (Secure call signaling and audio encryption)
- DNS SRV record lookups

In-App Purchases

- Video Calls - Available on iPhone 4+
 - H.264 and VP8 codec support
 - Support for two quality settings: Lower (QCIF – 176 pixels by 144 lines) and Higher (CIF – 352 pixels x 288 lines)
- Presence and Messaging
 - For XMPP and SIP SIMPLE protocols, including SMS. SIP SIMPLE usability subject to VoIP provider support.
 - Multi-party SMS support
 - Group chat using XMPP for up to ten contacts
- G.729 low bandwidth audio codec
 - Provides excellent audio quality
 - Ideal for connections with limited bandwidth, such as 3G.
 - Reduces the amount of data used during a call.
- AMR-WB audio codec
 - Wide bandwidth audio codec
 - Provides superior sound quality due to a wider speech bandwidth
 - Improves speech clarity and intelligibility

Branding

Optional customized branding available for enterprises and service providers



Getting Started - It's as easy as S-I-P!

In order to make and receive calls with Bria iPhone Edition, you can either select a CounterPath Certified pre-defined VoIP provider or input the following SIP credentials from your service provider into the User-defined Account field.

- **Display** – If supported, it will be displayed as your Caller ID; eg. Hudson Jacobs
- **Username** – eg. 1140
- **Password** – eg. 123456
- **Domain** – eg. abc.com or 172.18.2.5
- **Voice Mail Number** – If supported, the phone number provided by your service provider to access voicemail
- **Outbound Proxy** – If required by your service provider
- **Authorization Name** – If required by your service provider

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COUNTERPATH



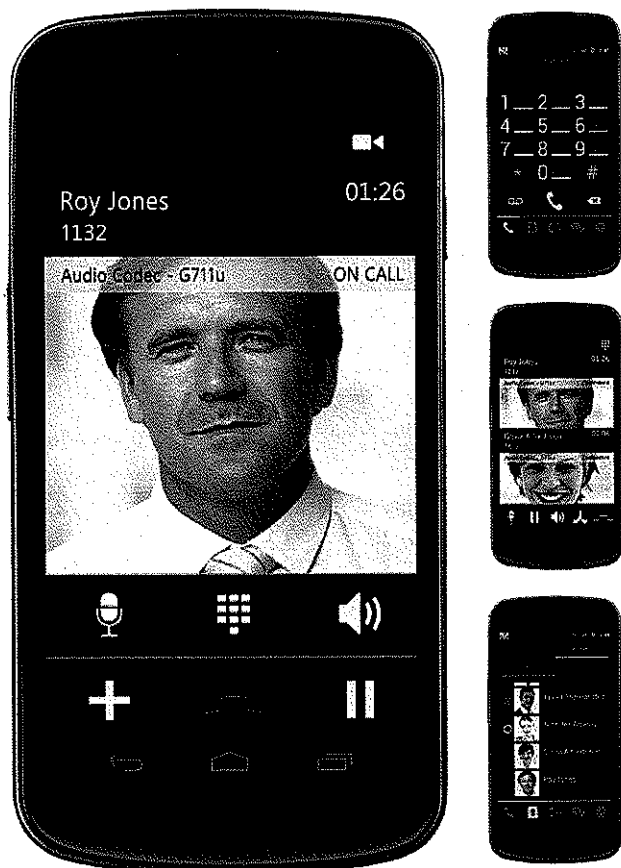
Bria Android Edition Data Sheet

Bria Android Edition

The power of Bria on your Android device

Bria Android Edition is a highly secure, standards-based mobile VoIP softphone that allows you to take the power of your favorite desktop softphone with you – at work, at home or anywhere in-between. With Bria Android Edition, you can use a 3G or Wi-Fi connection to make and receive calls, or purchase premium features like Video Calls or Presence and Messaging to enhance your mobile softphone experience.

Advanced User Interface



Bria Android Edition's intuitive user interface provides:

- Seamless integration with CounterPath's desktop softphones
- Intuitive access to dial pad, contacts, call history and more, based on the native phone design
- One-touch access to call management options during voice and video calls such as add call, mute, hold and speakerphone
- Support for 4-digit dialing
- Auto-attendant support

PBX Extension

Bria Android Edition becomes an extension to your PBX! As an increased number of business professionals are using the collaborative tools found in smartphone devices to aid in their work activities, Bria Android Edition offers businesses an easy way to integrate their enterprises' voice solution within the Android product line.

Multiple Call Support

With multiple call support, users can quickly and easily handle incoming multiple calls, merge and split calls apart, and place users on hold with a simple tap to the user interface. The Android SIP client leverages the award-winning usability from CounterPath's desktop softphone to enable dynamic call handling and increased productivity. With Bria Android Edition, it's like taking your deskphone on the road.

Security

As voice communications have become more vulnerable to the same type of attacks that data has endured over the past two decades, enterprises are constantly trying to ensure that any software deployments are protected from vicious malware and viruses. Unlike other SIP-phone providers, with CounterPath's Bria Android Edition, you can take comfort that your calls are secure with advanced TLS and SRTP.

Where to Buy

Bria Android Edition is available from Google Play at <https://play.google.com/>

For customized versions of Bria Android Edition, contact your CounterPath sales representative for more information (bulk purchases only).

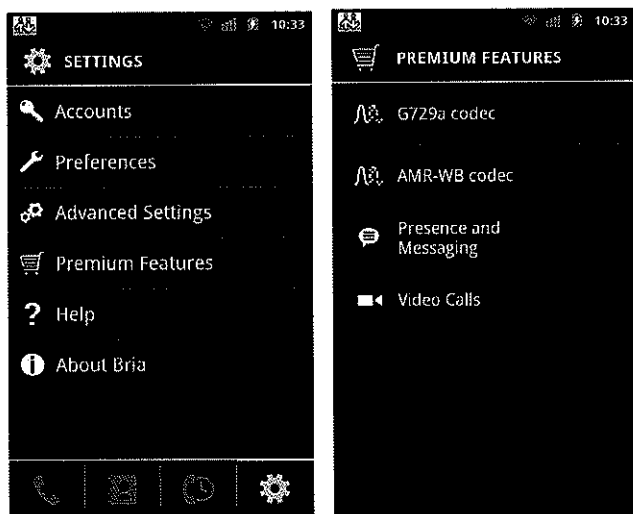


Bria Android Edition

The power of Bria on your Android device

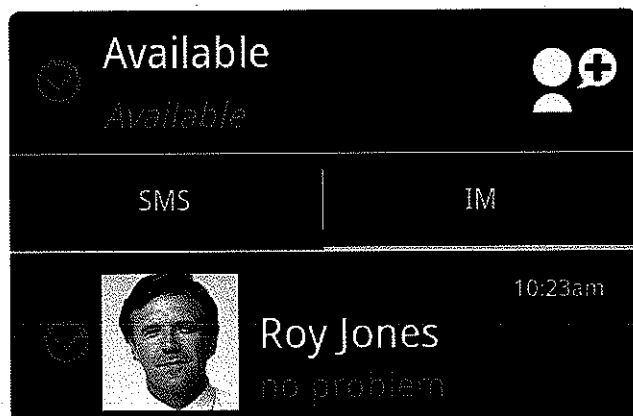
Premium Features

Want more than just voice calling? Bria Android Edition includes premium feature add-ons such as Video Calls, Presence and Messaging, and audio codecs that can be purchased within the client. Simply go to the Premium Features button under the Settings tab to access and learn more about these features.



Presence and Messaging

Bria Android Edition's Presence and Messaging add-on lets you connect with contacts on Google Talk, Facebook or other SIP-compliant instant messaging or chat platforms. It also enables you to utilize your IP PBX to send and receive Instant Messages with colleagues in real-time and see when contacts are available.



Video Calls

Enjoy face-to-face communications with Bria Android Edition's Video Calls add-on. Utilizing either the forward or rear-facing camera on your device, you can make video calls to your contacts using an H.264 video codec. Picture-in-picture view lets you see how you look to the person you're calling and you can rotate the screen to either portrait or landscape depending on your needs.



Audio Codecs

Boost your audio quality and improve speech clarity and intelligibility by purchasing the G.729 and AMR-WB audio codec add-ons. These codecs provide excellent audio quality over limited bandwidth connections, such as 3G, and reduce the amount of data used – saving you even more money on your calls.

Bria Android Edition

The power of Bria on your Android device

Standard Phone Features

- Support for up to 16 accounts on any SIP-compliant server
- Predefined VoIP providers list available when adding new accounts on the Accounts screen
- Multi-tasking support for background operation, such as fielding incoming calls while using other applications
- Call display and voicemail indicator
- Voicemail support
- Speakerphone, mute and hold
- A detailed call history pane that displays dialed, answered and missed calls, along with ability to delete entries
- Contact List – leveraging the phone's native address book
- Ringtones and contact avatars
- Dial plan support (softphone-side)
- Multiple call support
 - Swap between two active calls
 - Merge and split (Three-way conferencing support)
 - Call transfer (attended and unattended)
- Audio codecs include G.711 a/u, G.722, iLBC, GSM and SILK
- Automatic codec selection to ensure optimal call quality
- DTMF support: the ability to enter number into an auto attendant
 - via RFC 2833, SIP INFO and In-band
- VPN support

Accessories

The following accessories are supported:

- Headset with microphone: Bria uses the ear-piece and microphone on the headset
- Headphones (no microphone): Bria uses the ear-piece on the headphone and the built-in microphone on the device

Advanced Features

- NAT traversal
 - Application managed, server managed or user specified
 - Global IP Support
 - STUN & ICE
- Media Efficiency and Quality
 - Noise reduction
 - VAD (Voice Activation Detection)
 - Echo cancellation
- QoS (Quality of Service)
 - ToS Marking
- Security and Encryption
 - TLS and SRTP (Secure call signaling and audio encryption)
- DNS SRV record lookups

In-App Purchases

- Video Calls
 - H.264 codec support
 - Support for two quality settings:
 1. Lower: QCIF (Quarter Common Intermediate Format 176 pixels by 144 lines)
 2. Higher: CIF (Common Intermediate Format 352 pixels x 288 lines)
- Presence and Messaging
 - For XMPP and SIP SIMPLE protocols, including SMS. SIP SIMPLE usability subject to VoIP provider support.
- G.729 low bandwidth audio codec
 - Provides excellent audio quality
 - Ideal for connections with limited bandwidth, such as 3G.
 - Reduces the amount of data used during a call.
- AMR-WB audio codec
 - Wide bandwidth audio codec
 - Provides superior sound quality due to a wider speech bandwidth
 - Improves speech clarity and intelligibility

Branding

Optional customized branding available for enterprises and service providers



Getting Started - It's as easy as S-I-P!

In order to make and receive calls with Bria Android Edition, you can either select a CounterPath Certified pre-defined VoIP provider or input the following SIP credentials from your service provider into the Generic account field.

- **Display** – If supported, it will be displayed as your Caller ID; eg. Hudson Jacobs
- **Username** – eg. 1140
- **Password** – eg. 123456
- **Domain** – eg. abc.com or 172.18.2.5
- **Voice Mail Number** – If supported, the phone number provided by your service provider to access voicemail
- **Outbound Proxy** – If required by your service provider
- **Authorization Name** – If required by your service provider

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MLHGs

Prev Next

A Multi Line Hunt Group (MLHG) is a collection of Business Group lines. Calls to a MLHG are passed to the first non-busy line in the group, or to all non-busy lines simultaneously. If all lines are busy, then the caller is added to a queue.

In the MLHG page, the BG Administrator can view, edit, move and remove MLHGs, add and remove member lines, and access the configuration options for the member lines. The MLHGs page lists all of the MLHG lines in the Business Group fragment or selected department (not including those in sub-departments).

Figure 45: CommPortal BG Admin MLHGs display

Joanna Price

MLHGs in Department: Data Connection

To view the settings for an individual MLHG click on the corresponding icon in the rightmost column. Please contact us if you would like to set up a new MLHG.

MLHG Name	Number of Lines	
Account's	5	
Front Desk	1	
Sales	3	

Move selected to: --Select Department--

The BG Administrator can:

- move selected lines to another department using the drop down menu and the Move button at the bottom of the page
- open the Group Settings page for a MLHG line using the Group button associated with it.

MLHGs

The MLHG Group Settings page contains three tabs: MLHG Pilots, MLHG Lines, and Settings. By default, the MLHG Group Settings page opens on the MLHG Pilots tab.

Figure 46: CommPortal BG Admin MLHG Group Settings display

Joanna Price

MLHG MLHG 1 in Department: None

MLHG Pilots MLHG Lines Settings

☐	Position	Telephone Number	Extension	Name	Department	
☐	1	(201) 203 2200	00	Alice	None	
☐	2	(201) 203 2201	01	Bob	None	
☐	3	(201) 203 2202	02	Charles	None	
☐	4	(201) 203 2203	03	David	None	
☐	5	(201) 203 2204	04	Edward	None	

Remove Selected Change Positions Add Lines Add single line: Add

The MLHG Pilots tab lists all of the pilot lines currently in the MLHG. The MLHG group name and department are displayed at the top of the page.

The BG Administrator can configure a line using the Individual Line button associated with it.

The MLHG Lines tab lists all of the lines currently in the MLHG. The position of a member line in the MLHG is indicated by the number on the left. The status of a member line is indicated by the icon to the left of the line name. The icon is green if the member line is logged into the MLHG; it is red if the member line is logged out of the MLHG.

The BG Administrator can:

add, remove and change the position of lines using the buttons at the bottom of the page -

- clicking on the Add Lines button will display a list of allowed values, including directory numbers that are already members of other MLHGs. Selecting one of these numbers adds it to the MLHG.

MLHGs

- Directory numbers that correspond to subscribers or MLHG Pilot lines that are members of other MLHGs can also be entered manually.
- configure a line using the Individual Line button associated with it.

The Settings tab contains two pages.

- In the Preferences page the BG Administrator can change the name of the MLHG and find out whether or not the MLHG allows members to log in and out.

In the Hunt Settings page the BG Administrator can specify the following.

- Call Distribution Algorithm (linear, circular, uniform or ring all)
 - Maximum Queue Length
 - Maximum time in seconds that calls are queued for
 - Whether or not line hunting is applied to direct dialed calls
 - Whether or not the called number is delivered as the Caller ID
- Additionally, if the MLHG is configured to use hunt on no-answer behavior:
- Maximum length of time in seconds a member's phone can ring before the call is passed to another free member in the MLHG
 - Length of time in seconds that a member who has failed to answer a call is not offered further calls from any MLHG that use hunt on no-answer behavior.

This is section 4.7 of the printed documentation.

Prev Next

Redundancy and Business Recovery Plan (Summary)

Central Office – ALLO's central office is telco grade with built in redundancy in its core network and Class 4/5 switch. The central office infrastructure includes redundant power supplies and the necessary power and battery backups. ALLO's central office is located at 1710 E 20th Street in Scottsbluff. ALLO's central office is housed in a vault within a utility building that has 6 inch cement walls.

The equipment in the central office is fully redundant and monitored 24/7. In the event of electronic failure, backup cards begin operating immediately. New components are available no later than 24 hours from failing from existing vendors if the component is not part of the sparing program.

Should an extreme disaster occur damaging the switch room and related equipment, ALLO will have new components shipped immediately. As the modern packed switching technology and support equipment are not as large as the old circuit switch technology, new equipment can be on-site and installed within 48 hours. All software is backed up off-site daily and tested at least semi-annually.

Fiber Plant – ALLO's fiber plant has redundancy built into the distribution fiber. In most cases, a fiber cut will be re-routed with minimal or no customer impact. ALLO's fiber assets include three independent paths for voice services and two independent paths for data services. In the event of a fiber cut, the network operations center will immediately notice alarms from the inability to have proper signal to a NID or group of NIDs. ALLO has on-call fiber splicers 24x7 to correct the problem. In the event of a larger disaster, ALLO's fiber construction crew is on-call and located in Scottsbluff and North Platte. Crews can begin restoring service immediately. Additional fiber splicers are available in Cheyenne, WY for assistance if needed.

Customer Premise Equipment – ALLO maintains an inventory of spare electronics that are deployed at a customer site. In the event of a failure, the network operations center will notice the communication degradation between the central office and customer premise equipment and begin corrective action immediately. If the degradation is customer impacting, an on-site technician is immediately dispatched with the spare equipment.

Network Operations – One of the biggest improvements offered by the packet switch and fiber optic network versus the old copper and circuit switch networks is the ability for the network operations center to view signaling to the NID and, in the case of IP telephones, to the telephone set at a packet level. Response times are vastly improved and in many cases, ahead of the customer noticing degradation of service.

ALLO Communications LLC

Business Continuity Plan

[illegible]

See Appendix A for details on the roles and responsibilities of each team.

6. Team member responsibilities

17. Each team member will designate an alternate backup
18. All the members should keep an updated calling list of their work team members' work, home, and cell phone numbers both at home and at work.
- All team members should keep this binder for reference at home in case the disaster happens during after normal work hours. All team members should familiarize themselves with the contents of this plan.

7. Instructions for using the plan

1. Invoking the plan

This plan becomes effective when a disaster occurs. Normal problem management procedures will initiate the plan, and remain in effect until operations are resumed at the original location, or a replacement location and control is returned to the appropriate functional management.

2. Disaster declaration

The Emergency Management Team and Location Response Coordinator are responsible for declaring a disaster for Technical Services and activating the various recovery teams as outlined in this plan.

In a major disaster situation affecting multiple business units, the decision to declare a disaster will be determined by ALLO Corporate. The Emergency Management Team/Location Response Coordinator will respond based on the directives specified by Corporate.

3. Notification

Regardless of the disaster circumstances, or the identity of the person(s) first made aware of the disaster, the Emergency Management Team (EMT) must be activated immediately in the following cases:

19. Two (2) or more systems and/or sites are down concurrently for five (3) or more hours
20. Five (5) or more systems and/or sites are down concurrently for five (2) or more hours
21. Any problem at any system or network facility that would cause either of the above conditions to be present or there is certain indication that either of the conditions are about to occur

4. External communications

26. This backup must be stored offsite.
27. The system supervisor is responsible for this activity.

Offsite storage procedures

Off-site storage is maintained on NAS devices stored at secure ALLO locations geographically spaced.

6. Emergency management procedures

The following procedures are to be followed by system operations personnel and other designated ALLO personnel in the event of an emergency. Where uncertainty exists, the more reactive action should be followed to provide maximum protection and personnel safety.

Note: Anyone not recognized by the Technical Services staff as normally having business in the area must be challenged by the staff who should then notify security personnel.

These procedures are furnished to ALLO management personnel to take home for reference. Several pages have been included to supply emergency contacts.

In the event of any situation where access to a building housing a system is denied, personnel should report to alternate locations. Primary and secondary locations are listed below.

Alternate locations Workplace: Scottsbluff Alternate

- Attempt to contact your immediate supervisor or management via telephone. Home and cell phone numbers are included in this document

Workplace: Imperial Alternate

- Attempt to contact your immediate supervisor or management via telephone. Home and cell phone numbers are included in this document

In the event of a major catastrophe affecting an ALLO facility, immediately notify the **Network Operations Manager**.

Procedure	STEP	ACTION
	1	Notify Network Operations Manager of pending event, if time permits.
	2	If impending natural disaster can be tracked, begin preparation of site

7. In the event of a fire

In the event of a fire or smoke in any of the facilities, the guidelines and procedures in this section are to be followed.

If fire or smoke is present in the facility, **evaluate the situation and** determine the severity, categorize the fire as *Major* or *Minor* and take the appropriate action as defined in this section. Call 911 as soon as possible if the situation warrants it.

43. Personnel are to attempt to extinguish **minor fires** (e.g., single hardware component or paper fires) using hand-held fire extinguishers located throughout the facility. Any **other fire or smoke situation** will be handled by qualified building personnel until the local fire department arrives.
44. In the event of a major fire, call 911 and immediately evacuate the area.
45. In the event of any emergency situation, system site security and personal safety are the major concern. If possible, the operations supervisor should remain present at the facility until the fire department has arrived.
46. In the event of a major catastrophe affecting the facility, immediately notify the **Network Operations Manager**.

Procedure	STEP	ACTION
	1	Dial 9-1-1 to contact the fire department
	2	Immediately notify all other personnel in the facility of the situation and evacuate the area.
	3	Alert emergency personnel on: PHONE NUMBERS Provide them with your name, extension where you can be reached, building and room number, and the nature of the emergency. Follow all instructions given.
	4	Alert the Director of Network Operations. He/she will notify the Emergency Management Team Coordinator. <i>Note:</i> During non-staffed hours, security personnel will notify the Regional Technical Manager responsible for the location directly.
	5	Contact appropriate vendor personnel to aid in the decision regarding the protection of equipment if time and circumstance permit
	6	All personnel evacuating the facilities will meet at their assigned outside location (assembly point) and follow instructions given by the designed authority. Under no circumstances may any personnel leave without the consent of supervision.

The plan will be stored in a common location where it can be viewed by system site personnel and the Emergency Management Team. Each recovery team will have its own directory with change management limited to the recovery plan coordinator.

The Recovery Plan Coordinator will be responsible for the plan. A recovery plan coordinator will be assigned for each company location. Their specific responsibilities are as follows:

Frequency of plan update: Quarterly or when there is a change in personnel

1. Provide hard copy of plan to all team members. Team members must store copy at home, in a personal car, or electronically via a hand-held device or laptop computer.
2. Regularly review and update information in the disaster recovery plan (e.g., contact lists, equipment inventories). Communicate with the Emergency Management Coordinator to get up-to-date information periodically.
3. Hold initial team meeting to get team members acquainted with the plan and hold annual/semi-annual meetings to review the plan on an ongoing basis
4. Maintain an accurate record of the locations of alternate sites, equipment suppliers, data storage locations, portable power generators and implementation plans.

2. Alert/Verification/ Declaration phase (1 – 5 hours)

1. Notification of incident affecting the site

On-duty personnel responsibilities

If in-hours:

Upon observation or notification of a potentially serious situation during working hours at a system/facility, ensure that personnel on site have enacted standard emergency and evacuation procedures if appropriate and notify the Location Response Coordinator.

If out of hours:

Technical Services personnel should contact the Location Response Coordinator.

2. Provide status to EMT

1. The Location Response Coordinator (LRC) will contact the Emergency Management Team (EMT) and provide the following information when any of the following conditions exist: (See Appendix B for contact list)

47. One or more facilities are down for any length of time.

3. Disaster declared: mobilize incident response team/Report to command center

Once a disaster is declared, the Incident Response Team (IRT) is mobilized. This recovery team will initiate and coordinate the appropriate recovery actions. IRT members assemble at the Command Center as quickly as possible. See Appendix E for Regional Command Center Locations.

The LRT remains at the affected site to perform a preliminary damage assessment (if permitted) and gather information until the IRT arrives.

1. Conduct detailed damage assessment (This may also be performed prior to declaring a disaster)

1. Under the direction of local authorities and/or LRC/IRT assess the damage to the affected location and/or assets. Include vendors/providers of installed equipment to ensure that their expert opinion regarding the condition of the equipment is determined ASAP.

A. Participate in a briefing on assessment requirements, reviewing:

- (1) Assessment procedures
- (2) Gather requirements
- (3) Safety and security issues

NOTE: Access to the facility following a fire or potential chemical contamination will likely be denied for 24 hours or longer.

- A. Document assessment results using Assessment and Evaluation Forms contained in Appendix G**

Building access permitting:

5. Conduct an on-site inspection of affected areas to assess damage to essential hardcopy records (files, manuals, contracts, documentation, etc.) and electronic data
 6. Obtain information regarding damage to the facility (s) (e.g., environmental conditions, physical structure integrity, furniture, and fixtures) from the LRC/LRT.
2. Develop a Restoration Priority List, identifying facilities, vital records and equipment needed for resumption activities that could be operationally restored and retrieved quickly
 3. Develop a Salvage Priority List identifying sites and records which could eventually be salvaged
 4. Recommendations for required resources

suppliers, food suppliers and others for emergency support. Depending on the incident, its severity and alternate location option selected, contact the appropriate alternate site organization, the local bank office and other relevant firms.

4. Notify EMT and corporate business units of recovery Startup

Using the call list in Appendix B, notify the appropriate company personnel. Inform them of any changes to processes or procedures, contact information, hours of operation, etc. (may be used for media information)

5. Operations recovered

Assuming all relevant operations have been recovered to an alternate site, and employees are in place to support operations, the company can declare that it is functioning in a normal manner at the recovery location.

63. Coordinate the development of site specific recovery plans and ensure they are updated semi-annually.

3. Location Response Team (LRT)

Note: See Appendix B for contact list. Recommend that technicians and other suitably trained staff located at the affected location assume this role.

Charter:

The Location Response Team (LRT) is responsible for the initial alerting/notification of the problem to the LRC during normal business hours. During off hours, the LRT will be notified along with the LRC. In the event of a disaster declaration, this team will become a part of the Incident Response Team.

Support activities:

7. Provide the following information to the LRC in the event of an outage:
 - a. Type of event
 - b. Location of occurrence
 - c. Time of occurrence
8. Coordinate resumption of voice and data communications:
 - a. Work with management to re-route voice and data lines, especially when alternate site (s) or alternate work locations are predefined
 - b. Recover voice mail and electronic mail systems when requested by EMT.
 - c. Verify voice mail and electronic mail are operational at the alternate site.
 - d. Review the ALLO Minimum Acceptable Operational Requirements checklist to determine if sufficient resources are in place to support operations
9. Coordinate resumption of information system operations:
 - a. Work with management to recover critical systems, applications and infrastructure at recovery site (s) or alternate work locations
 - b. Recover critical data files and related information when requested by EMT
 - c. Ensure that network and perimeter security is re-established at alternate location
 - c. Verify normal, secure operation of systems and servers at alternate site
 - d. Review the ALLO Minimum Acceptable Operational Requirements checklist to determine if sufficient resources are in place to support operations

2. **Appendix B: Recovery team contact lists**

1. **Emergency Management Team (EMT)**

Name	Address	Home	Mobile/Cell Phone
Brad Moline	440 W 11 th , Imperial, NE	308-882-5369	308-883-8240
Jeff Kuenne	920 Broadway, Imperial NE	308-882-2111	816-716-7224
Nick Colton	1009 Kramer St, Imperial, NE	308-882-5540	308-883-6587
Allison O'Neil	1125 Max Dr, Imperial, NE		308-883-0190

2. **Location Response Coordinators (LRC)**

Name	Address	Home	Mobile/Cell Phone
Eli Sparks			308-883-4009
Nick Colton	1009 Kramer St, Imperial, NE	308-882-5540	308-883-6587

3. **Location Response Team Members (LRT) – Imperial, NE**

Name	Address	Home	Mobile/Cell Phone
Alec Hieber	1105 Broadway, Imperial, NE		308-883-6332
Tanna Hanna	514 Park St, Imperial, NE		308-883-9077

4. **Location Response Team Members (LRT) – Scottsbluff, NE**

Name	Address	Home	Mobile/Cell Phone
Kyle Nichols	2011 3 rd Ave, Scottsbluff, NE		308-631-6188
Kim Brackett	20 Crestview Dr, Gering, NE		308-637-4515

5. **Incident Response Team (IRT)**

Name	Address	Home	Mobile/Cell Phone
Nick Colton	1009 Kramer St, Imperial, NE	308-882-5540	308-883-6587
Alec Hieber	1105 Broadway, Imperial, NE		308-883-6332

6. Appendix G: Forms

1. Incident/Disaster form

Upon notification of an incident/disaster situation the On-Duty Personnel will make the initial entries into this form. It will then be forwarded to the ECC, where it will be continually updated. This document will be the running log until the incident/disaster has ended and "normal business" has resumed.

TIME AND DATE

TYPE OF EVENT

LOCATION

BUILDING ACCESS ISSUES

2. Critical equipment status form

CRITICAL EQUIPMENT STATUS ASSESSMENT AND EVALUATION FORM

Recovery Team: _____

<u>Equipment</u>	<u>[-----STATUS-----]</u> <u>Condition</u>	<u>Salvage</u>	<u>Comments</u>
1. _____	_____	_____	_____
2. _____	_____	_____	_____
3. _____	_____	_____	_____
4. _____	_____	_____	_____
5. _____	_____	_____	_____
6. _____	_____	_____	_____
7. _____	_____	_____	_____
8. _____	_____	_____	_____
9. _____	_____	_____	_____
10. _____	_____	_____	_____
11. _____	_____	_____	_____
12. _____	_____	_____	_____
13. _____	_____	_____	_____
14. _____	_____	_____	_____
15. _____	_____	_____	_____

Legend

Condition: OK - Undamaged
 DBU - Damaged, but usable
 DS - Damaged, requires salvage before use
 D - Destroyed, requires reconstruction

5. Mechanical Engineering (HVAC, Facilities, etc.)

Company Name	Contact	Work	Mobile/Cell Phone
Cozad Services	Roger Keim	308-784-3477	308-325-4317

6. Additional Suppliers / Contractors

Company Name	Contact	Work	Mobile/Cell Phone





ALLO COMMUNICATIONS
1710 E 20TH
SCOTTSBLUFF NE 69361



Visit us on the web
www.ALLOcommunications.com

For Billing Inquiries, call (866) 481-2556

Account Number: 0000004669
Account Name: STATE OF NEBRASKA
Bill Date: December 24, 2012
Due Date: 01/15/2013

PAY YOUR BILL ONLINE - MAIL CHECK OR MONEY ORDER -
AUTOMATIC BILL PAY - CALL IN
NOTE: A \$25 Charge will apply for insufficient funds.
LATE PENALTY TO BE IMPLEMENTED: Effective January 1, 2013
delinquent accounts
will be assessed a late penalty of \$5.00 or 1.5% on amounts over
\$350.00
on the 20th of the month.
DELINQUENT NOTE: If your account has an UNPAID BALANCE
FORWARD and payment has
not been made by January 5th, your services may be interrupted.

Account Summary

Last Month

Balance from last statement	15,350.57
Unpaid Balance Forward	\$ 15,350.57
<i>Please disregard Unpaid Balance if Paid.</i>	

This Month

Customer Charges	330.00
Telephone Charges	12,392.32
Long Distance Charges	3.58
FiberTV Charges	108.14
NE UNIVERSAL SVC. CHG	758.02
FED UNIVERSAL SVC. CHG	35.57
Current Charges	\$ 13,627.63
Unpaid Balance Forward	15,350.57
Total Amount Due	\$ 28,978.20

*** DETACH AND RETURN THIS PORTION WITH YOUR PAYMENT ***

0189-632

ALLO COMMUNICATIONS
1710 E 20TH
SCOTTSBLUFF NE 69361

ADDRESS SERVICE REQUESTED

STATE OF NEBRASKA
PO BOX 95045
LINCOLN NE 68509-5045

?PQ?
?BCNT?



☐ FOR CHANGE OF ADDRESS: Please check here
and complete form on reverse. Thank you.

Account Number: 0000004669
Bill Date: December 24, 2012
Due Date: 01/15/2013
Phone Number: 308-632-1370

Remit To:

ALLO COMMUNICATIONS
PO BOX 1123
IMPERIAL NE 69033-1123

Balance Due Includes Past
Due Amount - Please Remit: \$ 28,978.20

Amount
Enclosed: \$



For Billing Inquiries, call (866) 481-2556
 Account Number: 0000004669
 Account Name: STATE OF NEBRASKA
 Due Date: 01/15/2013
 Visit our website at www.ALLOcommunications.com

Page 3

?BCNT? ?CPQ?

Summary of Current Account Activity

Services	Monthly Charges	Other Charges & Credits	Long Distance	Taxes, Sur-charges & Fees	Charges
0000004519C VOCATIONAL REHAB	0.00	30.00	0.00	0.00	30.00
308-632-1321 Telephone	421.52	15.00	0.00	26.78	463.30
VOCATIONAL REHABILITATION SERV	421.52	45.00	0.00	26.78	493.30
308-436-6597 Telephone	48.94	0.00	0.00	3.35	52.29
ADMINISTRATION BUILDING SOUTH	48.94	0.00	0.00	3.35	52.29
308-632-1312 Telephone	64.94	0.00	0.00	4.46	69.40
PANHANDLE RC&D	64.94	0.00	0.00	4.46	69.40
308-632-0462 Telephone	27.47	0.00	0.00	1.67	29.14
LONG TERM CARE OMBUDSMAN	27.47	0.00	0.00	1.67	29.14
308-632-0470 Telephone	97.88	0.00	0.00	6.69	104.57
LEAGUE OF HUMAN DIGNITY	97.88	0.00	0.00	6.69	104.57
308-436-6584 Telephone	76.41	0.00	0.00	5.02	81.43
PANHANDLE AREA DEVELOPMENT	76.41	0.00	0.00	5.02	81.43
308-632-0559 Telephone	24.47	0.00	0.00	1.67	26.14
LIBRARY	24.47	0.00	0.00	1.67	26.14
308-632-1401 Telephone	24.47	0.00	0.00	1.67	26.14
HHS - SCOTTSBLUFF 2	24.47	0.00	0.00	1.67	26.14
308-632-1278 Telephone	134.35	0.00	0.00	8.36	142.71
WORKFORCE DEVELOPMENT 1	134.35	0.00	0.00	8.36	142.71
308-632-1285 Telephone	51.94	0.00	0.00	3.35	55.29
WORKFORCE DEVELOPMENT 2	51.94	0.00	0.00	3.35	55.29
308-632-1423 Telephone	106.88	0.00	0.00	6.69	113.57
WORKFORCE DEVELOPMENT 3	106.88	0.00	0.00	6.69	113.57
308-632-1411 Telephone	27.47	0.00	0.00	1.67	29.14
DEPT OF LABOR - UNEMPLOYMENT 1	27.47	0.00	0.00	1.67	29.14
308-632-1420 Telephone	118.88	0.00	0.00	6.69	125.57
DEPT OF LABOR - UNEMPLOYMENT 2	118.88	0.00	0.00	6.69	125.57
308-632-1424 Telephone	24.47	0.00	0.00	1.67	26.14
DEPT OF LABOR - UNEMPLOYMENT 3	24.47	0.00	0.00	1.67	26.14
308-436-6563 Telephone	48.94	0.00	0.00	3.35	52.29
NATIONAL GUARD GERING	48.94	0.00	0.00	3.35	52.29
0000004886C UNL EXTENSION PA	0.00	50.00	0.00	0.00	50.00
308-632-1230 Telephone	1,204.56	0.00	0.00	77.68	1,282.24
UNL EXTENSION PANHANDLE R & E	1,204.56	50.00	0.00	77.68	1,332.24
308-632-1258 Telephone	51.94	0.00	0.00	3.35	55.29
UNL EXTENSION DRY BEAN COMMISS	51.94	0.00	0.00	3.35	55.29
308-632-1382 Telephone	27.47	0.00	0.00	1.67	29.14
UNL EXTENSION NE GEOLOGICAL	27.47	0.00	0.00	1.67	29.14
308-632-1396 Telephone	48.94	0.00	0.00	3.35	52.29
UNL EXTENSION VIDEO CONF RM	48.94	0.00	0.00	3.35	52.29
308-632-1480 Telephone	220.23	0.00	0.00	15.06	235.29
UNL EXTENSION SB COUNTY EXT	220.23	0.00	0.00	15.06	235.29
308-632-1304 Telephone	79.41	0.00	0.00	5.02	84.43
VISUALLY IMPAIRED OFFICE	79.41	0.00	0.00	5.02	84.43
0000004900C HHS - GERING	0.00	65.00	0.00	0.00	65.00
308-436-6500 Telephone	3,893.62	0.00	0.00	244.38	4,137.92
308-633-2828 Telephone	0.00	0.00	0.47	0.08	0.55

Services	Monthly Charges	Other Charges & Credits	Long Distance	Taxes, Sur-charges & Fees	Charges
HHS - GERING	3,893.62	65.00	0.47	244.38	4,203.47
308-436-6535 Telephone	79.41	0.00	0.00	5.02	84.43
HHSCHILD SUPPORT ENFORCEMENT	79.41	0.00	0.00	5.02	84.43
308-436-6515 Telephone	27.47	0.00	0.00	1.67	29.14
HHS MINORITY HEALTH	27.47	0.00	0.00	1.67	29.14
308-436-6951 Telephone	213.76	0.00	0.00	13.39	227.15
HHS REGULATION & LICENSURE	213.76	0.00	0.00	13.39	227.15
308-436-6942 Telephone	27.47	0.00	0.00	1.67	29.14
HHS CENTER ON CF & L	27.47	0.00	0.00	1.67	29.14
308-436-6955 Telephone	158.82	0.00	0.00	10.04	168.86
HHS HUMAN RESOURCES & DEV	158.82	0.00	0.00	10.04	168.86
308-632-1284 Telephone	195.76	0.00	0.00	13.39	209.15
NATIONAL GUARD SCOTTSBLUFF	195.76	0.00	0.00	13.39	209.15
308-632-0300 Telephone	1,937.72	0.00	0.00	127.18	2,064.90
308-632-0331 Telephone	0.00	0.00	0.24	0.04	0.28
VETERANS HOME	1,937.72	0.00	0.24	127.22	2,065.18
308-632-0516 Telephone	269.17	0.00	0.00	18.40	287.57
VETERANS HOME TACS	269.17	0.00	0.00	18.40	287.57
308-632-0314 Telephone	164.82	0.00	0.00	10.04	174.86
VETERANS HOME BUSINESS OFFICE	164.82	0.00	0.00	10.04	174.86
308-632-1200 Telephone	286.74	0.00	0.00	18.33	305.07
DEPT OF REVENUE	286.74	0.00	0.00	18.33	305.07
0000004926C STATE PATROL	0.00	185.00	0.00	0.00	185.00
308-632-1211 Telephone	864.51	0.00	0.00	55.22	919.73
308-632-1361 Telephone	0.00	0.00	2.87	0.20	3.07
4669 Fibertv	49.07	0.00	0.00	0.00	49.07
STATE PATROL	913.58	185.00	2.87	55.42	1,156.87
308-632-1202 Telephone	27.47	0.00	0.00	1.67	29.14
DEPT OF REVENUE INVESTIGATIONS	27.47	0.00	0.00	1.67	29.14
308-632-1203 Telephone	27.47	0.00	0.00	1.67	29.14
DEPT OF REVENUE AUDIT	27.47	0.00	0.00	1.67	29.14
308-632-1300 Telephone	174.29	0.00	0.00	11.71	186.00
D.A.S. BUILDING DIVISION	174.29	0.00	0.00	11.71	186.00
308-632-1340 Telephone	51.94	0.00	0.00	3.35	55.29
EQUAL OPPORTUNITY	51.94	0.00	0.00	3.35	55.29
308-632-0544 Telephone	54.94	0.00	0.00	3.35	58.29
ENVIRONMENTAL QUALITY	54.94	0.00	0.00	3.35	58.29
308-632-1383 Telephone	27.47	0.00	0.00	1.67	29.14
PROPERTY TAX	27.47	0.00	0.00	1.67	29.14
308-633-2811 Telephone	24.97	0.00	0.00	1.76	26.73
ADULT PAROLE	24.97	0.00	0.00	1.76	26.73
308-632-1351 Telephone	24.47	0.00	0.00	1.67	26.14
NE BRAND COMMITTEE	24.47	0.00	0.00	1.67	26.14
308-632-1370 Telephone	51.94	0.00	0.00	3.35	55.29
GOVERNOR'S WESTERN OFFICE	51.94	0.00	0.00	3.35	55.29
308-632-1358 Telephone	27.47	0.00	0.00	1.67	29.14
CARRIER ENFORCEMENT	27.47	0.00	0.00	1.67	29.14
308-632-1474 Telephone	27.47	0.00	0.00	1.67	29.14
STATE PATROL 1474	27.47	0.00	0.00	1.67	29.14
308-436-6587 Telephone	220.23	0.00	0.00	15.06	235.29
ROADS DEPARTMENT (NEW)	220.23	0.00	0.00	15.06	235.29
308-632-0473 Telephone	360.11	0.00	0.00	21.75	381.86
HOUSING AUTHORITY	360.11	0.00	0.00	21.75	381.86



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The Telephone charges shown above are being billed on behalf of ALLO COMMUNICATIONS (866) 481-2556.

Current Customer Charges for LONG TERM CARE OMBUDSMAN

Current Telephone Service

Non-Payment of charges noted with an asterisk (*) may result in disconnection of your local telephone service

Telephone No 308-632-0462
LONG TERM CARE OMBUDSMAN

Monthly Charges Service	Qty	Amount	Total
Charges for 12/24/12-01/23/13 - 1 MONTH			
911 SURCHARGE - SCOTTSBLUFF	1	1.00	1.00
* BUSINESS PLAN	1	19.00	19.00
* BUSINESS EXTENDED AREA SERVICE	1	4.00	4.00
* NUMBER PORTABILITY	1	0.43	0.43
* TDD - DUAL PARTY RELAY	1	0.04	0.04
* BUSINESS VOICEMAIL	1	3.00	3.00
Subtotal Monthly Charges			\$27.47

The company you have chosen for your interLATA calls (long distance calls outside your local toll calling area) is WINDSTREAM

The company you have chosen for your intraLATA calls (long distance calls inside your local toll calling area) is WINDSTREAM

Taxes, Surcharges & Fees	Total
NE UNIVERSAL SVC. CHG	1.60
FED UNIVERSAL SVC. CHG	0.07

Subtotal Taxes, Surcharges & Fees **\$1.67**

The Telephone charges shown above are being billed on behalf of ALLO COMMUNICATIONS (866) 481-2556.

Current Customer Charges for LEAGUE OF HUMAN DIGNITY

Current Telephone Service

Non-Payment of charges noted with an asterisk (*) may result in disconnection of your local telephone service

Telephone No 308-632-0470
LEAGUE OF HUMAN DIGNITY

Monthly Charges Service	Qty	Amount	Total
Charges for 12/24/12-01/23/13 - 1 MONTH			
911 SURCHARGE - SCOTTSBLUFF	4	1.00	4.00
* BUSINESS PLAN	4	19.00	76.00
* BUSINESS EXTENDED AREA SERVICE	4	4.00	16.00
* NUMBER PORTABILITY	4	0.43	1.72
* TDD - DUAL PARTY RELAY	4	0.04	0.16
Subtotal Monthly Charges			\$97.88

The company you have chosen for your interLATA calls (long distance calls outside your local toll calling area) is WINDSTREAM

The company you have chosen for your intraLATA calls (long distance calls inside your local toll calling area) is WINDSTREAM

Taxes, Surcharges & Fees	Total
NE UNIVERSAL SVC. CHG	6.39
FED UNIVERSAL SVC. CHG	0.30

Subtotal Taxes, Surcharges & Fees **\$6.69**

The Telephone charges shown above are being billed on behalf of ALLO COMMUNICATIONS (866) 481-2556.

Current Customer Charges for PANHANDLE AREA DEVELOPMENT

Current Telephone Service

Non-Payment of charges noted with an asterisk (*) may result in disconnection of your local telephone service

Telephone No 308-436-6584
PANHANDLE AREA DEVELOPMENT

Monthly Charges Service	Qty	Amount	Total
Charges for 12/24/12-01/23/13 - 1 MONTH			
911 SURCHARGE - GERING	3	1.00	3.00
* BUSINESS PLAN	3	19.00	57.00
* BUSINESS EXTENDED AREA SERVICE	3	4.00	12.00
* NUMBER PORTABILITY	3	0.43	1.29
* TDD - DUAL PARTY RELAY	3	0.04	0.12
* BUSINESS VOICEMAIL	1	3.00	3.00
Subtotal Monthly Charges			\$76.41

The company you have chosen for your interLATA calls (long distance calls outside your local toll calling area) is WINDSTREAM

The company you have chosen for your intraLATA calls (long distance calls inside your local toll calling area) is WINDSTREAM

Taxes, Surcharges & Fees	Total
NE UNIVERSAL SVC. CHG	4.80
FED UNIVERSAL SVC. CHG	0.22

Subtotal Taxes, Surcharges & Fees **\$5.02**

The Telephone charges shown above are being billed on behalf of ALLO COMMUNICATIONS (866) 481-2556.

Current Customer Charges for LIBRARY

Current Telephone Service

Non-Payment of charges noted with an asterisk (*) may result in disconnection of your local telephone service

Telephone No 308-632-0559
LIBRARY

Monthly Charges Service	Qty	Amount	Total
Charges for 12/24/12-01/23/13 - 1 MONTH			
911 SURCHARGE - SCOTTSBLUFF	1	1.00	1.00
* BUSINESS PLAN	1	19.00	19.00
* BUSINESS EXTENDED AREA SERVICE	1	4.00	4.00
* NUMBER PORTABILITY	1	0.43	0.43
* TDD - DUAL PARTY RELAY	1	0.04	0.04
Subtotal Monthly Charges			\$24.47



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Current Telephone Service

Non-Payment of charges noted with an asterisk () may result in disconnection of your local telephone service*

Telephone No 308-632-1423
WORKFORCE DEVELOPMENT

Monthly Charges Service	Qty	Amount	Total
Charges for 12/24/12-01/23/13 - 1 MONTH			
911 SURCHARGE - SCOTTSBLUFF	4	1.00	4.00
* BUSINESS PLAN	4	19.00	76.00
* BUSINESS EXTENDED AREA SERVICE	4	4.00	16.00
* NUMBER PORTABILITY	4	0.43	1.72
* TDD - DUAL PARTY RELAY	4	0.04	0.16
* BUSINESS VOICEMAIL	3	3.00	9.00
Subtotal Monthly Charges			\$106.88

The company you have chosen for your interLATA calls (long distance calls outside your local toll calling area) is WINDSTREAM

The company you have chosen for your intraLATA calls (long distance calls inside your local toll calling area) is WINDSTREAM

Taxes, Surcharges & Fees	Total
NE UNIVERSAL SVC. CHG	6.39
FED UNIVERSAL SVC. CHG	0.30

Subtotal Taxes, Surcharges & Fees \$6.69

The Telephone charges shown above are being billed on behalf of ALLO COMMUNICATIONS (866) 481-2556.

Current Customer Charges for DEPT OF LABOR - UNEMPLOYMENT 1

Current Telephone Service

Non-Payment of charges noted with an asterisk () may result in disconnection of your local telephone service*

Telephone No 308-632-1411
DEPT OF LABOR - UNEMPLOYMENT

Monthly Charges Service	Qty	Amount	Total
Charges for 12/24/12-01/23/13 - 1 MONTH			
911 SURCHARGE - SCOTTSBLUFF	1	1.00	1.00
* BUSINESS PLAN	1	19.00	19.00
* BUSINESS EXTENDED AREA SERVICE	1	4.00	4.00
* NUMBER PORTABILITY	1	0.43	0.43
* TDD - DUAL PARTY RELAY	1	0.04	0.04
* BUSINESS VOICEMAIL	1	3.00	3.00
Subtotal Monthly Charges			\$27.47

The company you have chosen for your interLATA calls (long distance calls outside your local toll calling area) is WINDSTREAM

The company you have chosen for your intraLATA calls (long distance calls inside your local toll calling area) is WINDSTREAM

Taxes, Surcharges & Fees	Total
NE UNIVERSAL SVC. CHG	1.60
FED UNIVERSAL SVC. CHG	0.07

Subtotal Taxes, Surcharges & Fees \$1.67

The Telephone charges shown above are being billed on behalf of ALLO COMMUNICATIONS (866) 481-2556.

Current Customer Charges for DEPT OF LABOR - UNEMPLOYMENT 2

Current Telephone Service

Non-Payment of charges noted with an asterisk () may result in disconnection of your local telephone service*

Telephone No 308-632-1420
DEPT OF LABOR - UNEMPLOYMENT

Monthly Charges Service	Qty	Amount	Total
Charges for 12/24/12-01/23/13 - 1 MONTH			
911 SURCHARGE - SCOTTSBLUFF	4	1.00	4.00
* BUSINESS ADDITIONAL LISTING	2	3.00	6.00
* BUSINESS PLAN	4	19.00	76.00
* BUSINESS EXTENDED AREA SERVICE	4	4.00	16.00
* NUMBER PORTABILITY	4	0.43	1.72
* TDD - DUAL PARTY RELAY	4	0.04	0.16
* BUSINESS VOICEMAIL	2	3.00	6.00
* BUSINESS EXTRA LINE LISTING	3	3.00	9.00
Subtotal Monthly Charges			\$118.88

The company you have chosen for your interLATA calls (long distance calls outside your local toll calling area) is WINDSTREAM

The company you have chosen for your intraLATA calls (long distance calls inside your local toll calling area) is WINDSTREAM

Taxes, Surcharges & Fees	Total
NE UNIVERSAL SVC. CHG	6.39
FED UNIVERSAL SVC. CHG	0.30

Subtotal Taxes, Surcharges & Fees \$6.69

The Telephone charges shown above are being billed on behalf of ALLO COMMUNICATIONS (866) 481-2556.

Current Customer Charges for DEPT OF LABOR - UNEMPLOYMENT 3

Current Telephone Service

Non-Payment of charges noted with an asterisk () may result in disconnection of your local telephone service*

Telephone No 308-632-1424
DEPT OF LABOR - UNEMPLOYMENT

Monthly Charges Service	Qty	Amount	Total
Charges for 12/24/12-01/23/13 - 1 MONTH			
911 SURCHARGE - SCOTTSBLUFF	1	1.00	1.00
* BUSINESS PLAN	1	19.00	19.00
* BUSINESS EXTENDED AREA SERVICE	1	4.00	4.00
* NUMBER PORTABILITY	1	0.43	0.43
* TDD - DUAL PARTY RELAY	1	0.04	0.04
Subtotal Monthly Charges			\$24.47

The company you have chosen for your interLATA calls (long distance calls outside your local toll calling area) is WINDSTREAM

The company you have chosen for your intraLATA calls (long distance calls inside your local toll calling area) is WINDSTREAM

Taxes, Surcharges & Fees	Total
NE UNIVERSAL SVC. CHG	1.60
FED UNIVERSAL SVC. CHG	0.07

Subtotal Taxes, Surcharges & Fees \$1.67



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Current Telephone Service

Non-Payment of charges noted with an asterisk () may result in disconnection of your local telephone service*

Telephone No 308-632-1382
UNL EXTENSION NE GEOLOGICAL

Monthly Charges Service	Qty	Amount	Total
Charges for 12/24/12-01/23/13 - 1 MONTH			
911 SURCHARGE - SCOTTSBLUFF	1	1.00	1.00
* BUSINESS PLAN	1	19.00	19.00
* BUSINESS EXTENDED AREA SERVICE	1	4.00	4.00
* NUMBER PORTABILITY	1	0.43	0.43
* TDD - DUAL PARTY RELAY	1	0.04	0.04
* BUSINESS VOICEMAIL	1	3.00	3.00
Subtotal Monthly Charges			\$27.47

The company you have chosen for your interLATA calls (long distance calls outside your local toll calling area) is WINDSTREAM

The company you have chosen for your intraLATA calls (long distance calls inside your local toll calling area) is WINDSTREAM

Taxes, Surcharges & Fees	Total
NE UNIVERSAL SVC. CHG	1.60
FED UNIVERSAL SVC. CHG	0.07
Subtotal Taxes, Surcharges & Fees	\$1.67

The Telephone charges shown above are being billed on behalf of ALLO COMMUNICATIONS (866) 481-2556.

Current Customer Charges for UNL EXTENSION VIDEO CONF RM

Current Telephone Service

Non-Payment of charges noted with an asterisk () may result in disconnection of your local telephone service*

Telephone No 308-632-1396
UNL EXTENSION VIDEO CONF RM

Monthly Charges Service	Qty	Amount	Total
Charges for 12/24/12-01/23/13 - 1 MONTH			
911 SURCHARGE - SCOTTSBLUFF	2	1.00	2.00
* BUSINESS PLAN	2	19.00	38.00
* BUSINESS EXTENDED AREA SERVICE	2	4.00	8.00
* NUMBER PORTABILITY	2	0.43	0.86
* TDD - DUAL PARTY RELAY	2	0.04	0.08
Subtotal Monthly Charges			\$48.94

The company you have chosen for your interLATA calls (long distance calls outside your local toll calling area) is WINDSTREAM

The company you have chosen for your intraLATA calls (long distance calls inside your local toll calling area) is WINDSTREAM

Taxes, Surcharges & Fees	Total
NE UNIVERSAL SVC. CHG	3.20
FED UNIVERSAL SVC. CHG	0.15
Subtotal Taxes, Surcharges & Fees	\$3.35

The Telephone charges shown above are being billed on behalf of ALLO COMMUNICATIONS (866) 481-2556.

Current Customer Charges for UNL EXTENSION SB COUNTY EXT

Current Telephone Service

Non-Payment of charges noted with an asterisk () may result in disconnection of your local telephone service*

Telephone No 308-632-1480
UNL EXTENSION SB COUNTY EXT

Monthly Charges Service	Qty	Amount	Total
Charges for 12/24/12-01/23/13 - 1 MONTH			
911 SURCHARGE - SCOTTSBLUFF	9	1.00	9.00
* BUSINESS PLAN	9	19.00	171.00
* BUSINESS EXTENDED AREA SERVICE	9	4.00	36.00
* NUMBER PORTABILITY	9	0.43	3.87
* TDD - DUAL PARTY RELAY	9	0.04	0.36
Subtotal Monthly Charges			\$220.23

The company you have chosen for your interLATA calls (long distance calls outside your local toll calling area) is WINDSTREAM

The company you have chosen for your intraLATA calls (long distance calls inside your local toll calling area) is WINDSTREAM

Taxes, Surcharges & Fees	Total
NE UNIVERSAL SVC. CHG	14.39
FED UNIVERSAL SVC. CHG	0.67
Subtotal Taxes, Surcharges & Fees	\$15.06

The Telephone charges shown above are being billed on behalf of ALLO COMMUNICATIONS (866) 481-2556.

Current Customer Charges for VISUALLY IMPAIRED OFFICE

Current Telephone Service

Non-Payment of charges noted with an asterisk () may result in disconnection of your local telephone service*

Telephone No 308-632-1304
VISUALLY IMPAIRED OFFICE

Monthly Charges Service	Qty	Amount	Total
Charges for 12/24/12-01/23/13 - 1 MONTH			
911 SURCHARGE - SCOTTSBLUFF	3	1.00	3.00
* BUSINESS PLAN	3	19.00	57.00
* BUSINESS EXTENDED AREA SERVICE	3	4.00	12.00
* NUMBER PORTABILITY	3	0.43	1.29
* TDD - DUAL PARTY RELAY	3	0.04	0.12
* BUSINESS VOICEMAIL	2	3.00	6.00
Subtotal Monthly Charges			\$79.41

The company you have chosen for your interLATA calls (long distance calls outside your local toll calling area) is WINDSTREAM

The company you have chosen for your intraLATA calls (long distance calls inside your local toll calling area) is WINDSTREAM

Taxes, Surcharges & Fees	Total
NE UNIVERSAL SVC. CHG	4.80
FED UNIVERSAL SVC. CHG	0.22
Subtotal Taxes, Surcharges & Fees	\$5.02



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Current Customer Charges for HHS REGULATION & LICENSURE

Current Telephone Service

Non-Payment of charges noted with an asterisk (*) may result in disconnection of your local telephone service

Telephone No 308-436-6951
HHS REGULATION & LICENSURE

Monthly Charges Service	Qty	Amount	Total
Charges for 12/24/12-01/23/13 - 1 MONTH			
911 SURCHARGE - GERING	8	1.00	8.00
* BUSINESS PLAN	8	19.00	152.00
* BUSINESS EXTENDED AREA SERVICE	8	4.00	32.00
* NUMBER PORTABILITY	8	0.43	3.44
* TDD - DUAL PARTY RELAY	8	0.04	0.32
* BUSINESS VOICEMAIL	6	3.00	18.00

Subtotal Monthly Charges \$213.76

The company you have chosen for your interLATA calls (long distance calls outside your local toll calling area) is WINDSTREAM

The company you have chosen for your intraLATA calls (long distance calls inside your local toll calling area) is WINDSTREAM

Taxes, Surcharges & Fees	Total
NE UNIVERSAL SVC. CHG	12.79
FED UNIVERSAL SVC. CHG	0.60

Subtotal Taxes, Surcharges & Fees \$13.39

The Telephone charges shown above are being billed on behalf of ALLO COMMUNICATIONS (866) 481-2556.

Current Customer Charges for HHS CENTER ON CF & L

Current Telephone Service

Non-Payment of charges noted with an asterisk (*) may result in disconnection of your local telephone service

Telephone No 308-436-6942
HHS CENTER ON CF & L

Monthly Charges Service	Qty	Amount	Total
Charges for 12/24/12-01/23/13 - 1 MONTH			
911 SURCHARGE - GERING	1	1.00	1.00
* BUSINESS PLAN	1	19.00	19.00
* BUSINESS EXTENDED AREA SERVICE	1	4.00	4.00
* NUMBER PORTABILITY	1	0.43	0.43
* TDD - DUAL PARTY RELAY	1	0.04	0.04
* BUSINESS VOICEMAIL	1	3.00	3.00

Subtotal Monthly Charges \$27.47

The company you have chosen for your interLATA calls (long distance calls outside your local toll calling area) is WINDSTREAM

The company you have chosen for your intraLATA calls (long distance calls inside your local toll calling area) is WINDSTREAM

Taxes, Surcharges & Fees	Total
NE UNIVERSAL SVC. CHG	1.60
FED UNIVERSAL SVC. CHG	0.07

Subtotal Taxes, Surcharges & Fees \$1.67

The Telephone charges shown above are being billed on behalf of ALLO COMMUNICATIONS (866) 481-2556.

Current Customer Charges for HHS HUMAN RESOURCES & DEV

Current Telephone Service

Non-Payment of charges noted with an asterisk (*) may result in disconnection of your local telephone service

Telephone No 308-436-6955
HHS HUMAN RESOURCES & DEV

Monthly Charges Service	Qty	Amount	Total
Charges for 12/24/12-01/23/13 - 1 MONTH			
911 SURCHARGE - GERING	6	1.00	6.00
* BUSINESS PLAN	6	19.00	114.00
* BUSINESS EXTENDED AREA SERVICE	6	4.00	24.00
* NUMBER PORTABILITY	6	0.43	2.58
* TDD - DUAL PARTY RELAY	6	0.04	0.24
* BUSINESS VOICEMAIL	4	3.00	12.00

Subtotal Monthly Charges \$158.82

The company you have chosen for your interLATA calls (long distance calls outside your local toll calling area) is WINDSTREAM

The company you have chosen for your intraLATA calls (long distance calls inside your local toll calling area) is WINDSTREAM

Taxes, Surcharges & Fees	Total
NE UNIVERSAL SVC. CHG	9.59
FED UNIVERSAL SVC. CHG	0.45

Subtotal Taxes, Surcharges & Fees \$10.04

The Telephone charges shown above are being billed on behalf of ALLO COMMUNICATIONS (866) 481-2556.

Current Customer Charges for NATIONAL GUARD SCOTTSBLUFF

Current Telephone Service

Non-Payment of charges noted with an asterisk (*) may result in disconnection of your local telephone service

Telephone No 308-632-1284
NATIONAL GUARD SCOTTSBLUFF

Monthly Charges Service	Qty	Amount	Total
Charges for 12/24/12-01/23/13 - 1 MONTH			
911 SURCHARGE - SCOTTSBLUFF	8	1.00	8.00
* BUSINESS PLAN	8	19.00	152.00
* BUSINESS EXTENDED AREA SERVICE	8	4.00	32.00
* NUMBER PORTABILITY	8	0.43	3.44
* TDD - DUAL PARTY RELAY	8	0.04	0.32

Subtotal Monthly Charges \$195.76



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Current Customer Charges for DEPT OF REVENUE

Current Telephone Service

Non-Payment of charges noted with an asterisk (*) may result in disconnection of your local telephone service

Telephone No 308-632-1200
DEPT OF REVENUE

Monthly Charges Service	Qty	Amount	Total
Charges for 12/24/12-01/23/13 - 1 MONTH			
911 SURCHARGE - SCOTTSBLUFF	11	1.00	11.00
* BUSINESS PLAN	11	19.00	209.00
* BUSINESS EXTENDED AREA SERVICE	11	4.00	44.00
* NUMBER PORTABILITY	10	0.43	4.30
* TDD - DUAL PARTY RELAY	11	0.04	0.44
* BUSINESS VOICEMAIL	6	3.00	18.00
Subtotal Monthly Charges			\$286.74

The company you have chosen for your interLATA calls (long distance calls outside your local toll calling area) is WINDSTREAM

The company you have chosen for your intraLATA calls (long distance calls inside your local toll calling area) is WINDSTREAM

Taxes, Surcharges & Fees	Total
NE UNIVERSAL SVC. CHG	17.58
FED UNIVERSAL SVC. CHG	0.75
Subtotal Taxes, Surcharges & Fees	\$18.33

The Telephone charges shown above are being billed on behalf of ALLO COMMUNICATIONS (866) 481-2556.

Current Customer Charges for STATE PATROL

Non-Payment of charges noted with an asterisk (*) may result in disconnection of your local telephone service

Customer No 0000004926
STATE PATROL

Other Charges & Credits Description	Qty	Amount	Total
* EQUIPMENT - INTERTEL PHONE	1	135.00	135.00
* SERVICE CALL 633-1204	1	50.00	50.00
Subtotal Other Charges & Credits			\$185.00

The Customer charges shown above are being billed on behalf of ALLO COMMUNICATIONS (866) 481-2556

Current Telephone Service

Non-Payment of charges noted with an asterisk (*) may result in disconnection of your local telephone service

Telephone No 308-632-1211
STATE PATROL

Monthly Charges Service	Qty	Amount	Total
Charges for 12/24/12-01/23/13 - 1 MONTH			
911 SURCHARGE - SCOTTSBLUFF	33	1.00	33.00
* BUSINESS ADDITIONAL LISTING	1	3.00	3.00
* BUSINESS PLAN	33	19.00	627.00
* BUSINESS EXTENDED AREA SERVICE	33	4.00	132.00

Monthly Charges

Telephone No 308-632-1211

Service	Qty	Amount	Total
* NUMBER PORTABILITY	33	0.43	14.19
* TDD - DUAL PARTY RELAY	33	0.04	1.32
* BUSINESS VOICEMAIL	18	3.00	54.00

Subtotal Monthly Charges

\$864.51

The company you have chosen for your interLATA calls (long distance calls outside your local toll calling area) is WINDSTREAM

The company you have chosen for your intraLATA calls (long distance calls inside your local toll calling area) is WINDSTREAM

Taxes, Surcharges & Fees	Total
NE UNIVERSAL SVC. CHG	52.75
FED UNIVERSAL SVC. CHG	2.47

Subtotal Taxes, Surcharges & Fees

\$55.22

The Telephone charges shown above are being billed on behalf of ALLO COMMUNICATIONS (866) 481-2556.

Current Long Distance Charges

Telephone No 308-632-1361
STATE PATROL

Seq#	Date	Time	Number	Location	Period Type	Min	Charge	Total
ALLO LONG DISTANCE								
Direct Dialed Calls								
1.	11/20	03:05P	308 430-5400	CHADRON,NE	D DD	1:42	0.12	
2.	11/26	11:22A	402 471-6234	LINCOLN,NE	D DD	0:30	0.04	
3.	11/26	11:36A	308 254-9045	SIDNEY,NE	D DD	0:30	0.04	
4.	12/03	10:23A	402 471-8758	LINCOLN,NE	D DD	2:18	0.17	
5.	12/04	12:49P	402 479-4967	LINCOLN,NE	D DD	0:12	0.02	
6.	12/05	02:58P	308 535-8031	NO PLATTE,NE	D DD	1:36	0.12	
7.	12/17	08:54A	308 432-4889	CHADRON,NE	D DD	2:18	0.17	
8.	12/17	08:57A	402 479-4909	LINCOLN,NE	D DD	2:00	0.14	
9.	12/17	09:01A	308 432-4889	CHADRON,NE	D DD	2:30	0.18	
10.	12/17	09:04A	308 432-6131	CHADRON,NE	D DD	3:18	0.24	
11.	12/17	09:26A	308 432-4889	CHADRON,NE	D DD	1:36	0.12	
12.	12/17	01:36P	308 254-6060	SIDNEY,NE	D DD	2:54	0.21	
13.	12/17	03:51P	402 479-3508	LINCOLN,NE	D DD	15:30	1.09	
14.	12/19	12:23P	402 479-4909	LINCOLN,NE	D DD	1:48	0.13	
15.	12/19	03:14P	308 432-6131	CHADRON,NE	D DD	1:06	0.08	
							39:48	2.87
Total								2.87

ALLO LONG DISTANCE Subtotal

39:48

2.87

Total ALLO LONG DISTANCE Charges

2.87

NE UNIVERSAL SVC. CHG

0.20

Current FiberTV Service

FiberTV ID 4669
STATE PATROL

Monthly Charges

Service	Qty	Amount	Total
Charges for 12/24/12-01/23/13 - 1 MONTH			
FIBER TV BASIC BUS	1	49.00	49.00
FCC USER FEE	1	0.07	0.07

Subtotal Monthly Charges

\$49.07

The FiberTV charges shown above are being billed on behalf of ALLO COMMUNICATIONS (866) 481-2556

Current Customer Charges for DEPT OF REVENUE INVESTIGATIONS



For Billing Inquiries, call (866) 481-2556
Account Number: 0000004669
Account Name: STATE OF NEBRASKA
Due Date: 01/15/2013
Visit our website at www.ALLOcommunications.com

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The Telephone charges shown above are being billed on behalf of ALLO COMMUNICATIONS (866) 481-2556.

Current Customer Charges for ENVIRONMENTAL QUALITY

Current Telephone Service

Non-Payment of charges noted with an asterisk (*) may result in disconnection of your local telephone service

Telephone No 308-632-0544
ENVIRONMENTAL QUALITY

Monthly Charges Service	Qty	Amount	Total
Charges for 12/24/12-01/23/13 - 1 MONTH			
911 SURCHARGE - SCOTTSBLUFF	2	1.00	2.00
* BUSINESS PLAN	2	19.00	38.00
* BUSINESS EXTENDED AREA SERVICE	2	4.00	8.00
* NUMBER PORTABILITY	2	0.43	0.86
* TDD - DUAL PARTY RELAY	2	0.04	0.08
* BUSINESS VOICEMAIL	2	3.00	6.00
Subtotal Monthly Charges			\$54.94

The company you have chosen for your interLATA calls (long distance calls outside your local toll calling area) is WINDSTREAM

The company you have chosen for your intraLATA calls (long distance calls inside your local toll calling area) is WINDSTREAM

Taxes, Surcharges & Fees	Total
NE UNIVERSAL SVC. CHG	3.20
FED UNIVERSAL SVC. CHG	0.15
Subtotal Taxes, Surcharges & Fees	\$3.35

The Telephone charges shown above are being billed on behalf of ALLO COMMUNICATIONS (866) 481-2556.

Current Customer Charges for PROPERTY TAX

Current Telephone Service

Non-Payment of charges noted with an asterisk (*) may result in disconnection of your local telephone service

Telephone No 308-632-1383
PROPERTY TAX

Monthly Charges Service	Qty	Amount	Total
Charges for 12/24/12-01/23/13 - 1 MONTH			
911 SURCHARGE - SCOTTSBLUFF	1	1.00	1.00
* BUSINESS PLAN	1	19.00	19.00
* BUSINESS EXTENDED AREA SERVICE	1	4.00	4.00
* NUMBER PORTABILITY	1	0.43	0.43
* TDD - DUAL PARTY RELAY	1	0.04	0.04
* BUSINESS VOICEMAIL	1	3.00	3.00
Subtotal Monthly Charges			\$27.47

The company you have chosen for your interLATA calls (long distance calls outside your local toll calling area) is WINDSTREAM

The company you have chosen for your intraLATA calls (long distance calls inside your local toll calling area) is WINDSTREAM

Taxes, Surcharges & Fees	Total
NE UNIVERSAL SVC. CHG	1.60
FED UNIVERSAL SVC. CHG	0.07
Subtotal Taxes, Surcharges & Fees	\$1.67

The Telephone charges shown above are being billed on behalf of ALLO COMMUNICATIONS (866) 481-2556.

Current Customer Charges for ADULT PAROLE

Current Telephone Service

Non-Payment of charges noted with an asterisk (*) may result in disconnection of your local telephone service

Telephone No 308-633-2811
ADULT PAROLE

Monthly Charges Service	Qty	Amount	Total
Charges for 12/24/12-01/23/13 - 1 MONTH			
911 SURCHARGE - SCOTTSBLUFF	1	1.00	1.00
ACCESS RECOVERY CHARGE BUS SINGLE	1	0.50	0.50
* BUSINESS PLAN	1	19.00	19.00
* BUSINESS EXTENDED AREA SERVICE	1	4.00	4.00
* NUMBER PORTABILITY	1	0.43	0.43
* TDD - DUAL PARTY RELAY	1	0.04	0.04
Subtotal Monthly Charges			\$24.97

The company you have chosen for your interLATA calls (long distance calls outside your local toll calling area) is WINDSTREAM

The company you have chosen for your intraLATA calls (long distance calls inside your local toll calling area) is WINDSTREAM

Taxes, Surcharges & Fees	Total
NE UNIVERSAL SVC. CHG	1.60
FED UNIVERSAL SVC. CHG	0.16
Subtotal Taxes, Surcharges & Fees	\$1.76

The Telephone charges shown above are being billed on behalf of ALLO COMMUNICATIONS (866) 481-2556.

Current Customer Charges for NE BRAND COMMITTEE

Current Telephone Service

Non-Payment of charges noted with an asterisk (*) may result in disconnection of your local telephone service

Telephone No 308-632-1351
NE BRAND COMMITTEE

Monthly Charges Service	Qty	Amount	Total
Charges for 12/24/12-01/23/13 - 1 MONTH			
911 SURCHARGE - SCOTTSBLUFF	1	1.00	1.00
* BUSINESS PLAN	1	19.00	19.00
* BUSINESS EXTENDED AREA SERVICE	1	4.00	4.00
* NUMBER PORTABILITY	1	0.43	0.43
* TDD - DUAL PARTY RELAY	1	0.04	0.04
Subtotal Monthly Charges			\$24.47



For Billing Inquiries, call (866) 481-2556
Account Number: 0000004669
Account Name: STATE OF NEBRASKA
Due Date: 01/15/2013
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Current Telephone Service

Non-Payment of charges noted with an asterisk (*) may result in disconnection of your local telephone service

Telephone No 308-436-6587
ROADS DEPARTMENT (NEW)

Monthly Charges

Service	Qty	Amount	Total
Charges for 12/24/12-01/23/13 - 1 MONTH			
911 SURCHARGE - GERING	9	1.00	9.00
* BUSINESS PLAN	9	19.00	171.00
* BUSINESS EXTENDED AREA SERVICE	9	4.00	36.00
* NUMBER PORTABILITY	9	0.43	3.87
* TDD - DUAL PARTY RELAY	9	0.04	0.36

Subtotal Monthly Charges **\$220.23**

The company you have chosen for your interLATA calls (long distance calls outside your local toll calling area) is WINDSTREAM

The company you have chosen for your intraLATA calls (long distance calls inside your local toll calling area) is WINDSTREAM

Taxes, Surcharges & Fees	Total
NE UNIVERSAL SVC. CHG	14.39
FED UNIVERSAL SVC. CHG	0.67

Subtotal Taxes, Surcharges & Fees **\$15.06**

The Telephone charges shown above are being billed on behalf of ALLO COMMUNICATIONS (866) 481-2556.

Current Customer Charges for HOUSING AUTHORITY

Current Telephone Service

Non-Payment of charges noted with an asterisk (*) may result in disconnection of your local telephone service

Telephone No 308-632-0473
HOUSING AUTHORITY

Monthly Charges

Service	Qty	Amount	Total
Charges for 12/24/12-01/23/13 - 1 MONTH			
911 SURCHARGE - SCOTTSBLUFF	13	1.00	13.00
* BUSINESS PLAN	13	19.00	247.00
* BUSINESS EXTENDED AREA SERVICE	13	4.00	52.00
* NUMBER PORTABILITY	13	0.43	5.59
* TDD - DUAL PARTY RELAY	13	0.04	0.52
* BUSINESS VOICEMAIL	14	3.00	42.00

Subtotal Monthly Charges **\$360.11**

The company you have chosen for your interLATA calls (long distance calls outside your local toll calling area) is WINDSTREAM

The company you have chosen for your intraLATA calls (long distance calls inside your local toll calling area) is WINDSTREAM

Taxes, Surcharges & Fees	Total
NE UNIVERSAL SVC. CHG	20.78
FED UNIVERSAL SVC. CHG	0.97

Subtotal Taxes, Surcharges & Fees **\$21.75**

The Telephone charges shown above are being billed on behalf of ALLO COMMUNICATIONS (866) 481-2556.

Current Customer Charges for DEPT OF ED - ASSISTIVE TECHNOLOGY

Current Telephone Service

Non-Payment of charges noted with an asterisk (*) may result in disconnection of your local telephone service

Telephone No 308-632-1332
VOCATIONAL REHABILITATION SERV

Monthly Charges

Service	Qty	Amount	Total
Charges for 12/24/12-01/23/13 - 1 MONTH			
911 SURCHARGE - SCOTTSBLUFF	1	1.00	1.00
* BUSINESS PLAN	1	19.00	19.00
* BUSINESS EXTENDED AREA SERVICE	1	4.00	4.00
* NUMBER PORTABILITY	1	0.43	0.43
* TDD - DUAL PARTY RELAY	1	0.04	0.04
* BUSINESS VOICEMAIL	1	3.00	3.00

Subtotal Monthly Charges **\$27.47**

The company you have chosen for your interLATA calls (long distance calls outside your local toll calling area) is WINDSTREAM

The company you have chosen for your intraLATA calls (long distance calls inside your local toll calling area) is WINDSTREAM

Taxes, Surcharges & Fees	Total
NE UNIVERSAL SVC. CHG	1.60
FED UNIVERSAL SVC. CHG	0.07

Subtotal Taxes, Surcharges & Fees **\$1.67**

The Telephone charges shown above are being billed on behalf of ALLO COMMUNICATIONS (866) 481-2556.

Current Customer Charges for DEPT OF ED - SPECIAL POPULATIONS

Current Telephone Service

Non-Payment of charges noted with an asterisk (*) may result in disconnection of your local telephone service

Telephone No 308-632-1338
VOCATIONAL REHABILITATION SERV

Monthly Charges

Service	Qty	Amount	Total
Charges for 12/24/12-01/23/13 - 1 MONTH			
911 SURCHARGE - SCOTTSBLUFF	2	1.00	2.00
* BUSINESS PLAN	2	19.00	38.00
* BUSINESS EXTENDED AREA SERVICE	2	4.00	8.00
* NUMBER PORTABILITY	2	0.43	0.86
* TDD - DUAL PARTY RELAY	2	0.04	0.08
* BUSINESS VOICEMAIL	1	3.00	3.00

Subtotal Monthly Charges **\$51.94**

The company you have chosen for your interLATA calls (long distance calls outside your local toll calling area) is WINDSTREAM

The company you have chosen for your intraLATA calls (long distance calls inside your local toll calling area) is WINDSTREAM

Taxes, Surcharges & Fees	Total
NE UNIVERSAL SVC. CHG	3.20
FED UNIVERSAL SVC. CHG	0.15

Subtotal Taxes, Surcharges & Fees **\$3.35**

The fields in the Header and Detail records would be delimited by a tab, comma, asterisk or other special character.

Header Record Fields

Invoice Date	Company Bill Date
Invoice Number	Account number
Invoice Period Start Date	Bill Short Date
Invoice Period End Date	Bill Short Date +30
Payer Name	Company Name
Payer ID Code	Not currently used
Payer Address	Physical Address
Payer City	Physical City
Payer State	Physical State
Payer Zip	Physical Zip
Payee Name	Account Name
Payee ID Code	Not currently used
Payee Address	Bill Address
Payee City	Bill City
Payee State	Bill State
Payee Zip	Bill Zip
Service Provider Name	Company Name
Service Provider ID Code	Not currently used
Service Provider Contact Phone Number	Remit Inquiry Number

Detail Record Fields *There will be a record for each recur, and occ – denoted by a 'D' for detail record*

Network Number
Amount
Charge Description
Quantity
Total Amount

Detail Record Fields *There will be one record for each call – still denoted by a 'D' for detail record*

Date of Call
Time of Call
To Number
To City
To State
Rate
Type of Call
Minutes
Charge
From Number
From City
From State
Jurisdiction

MACC-0470-C01-EBF.TXT

H|12/01/2012|0000000007|12/01/2012|01/01/2013|SUCCESS TELEPHONE COMPANY - P|PAYOR
 ID|111 ADMIRAL DR|BLAIR|NE|68008|HENRY BAKER|PAYEE ID|13250 NORTH CREEK
 RD|BLAIR|NE|68008||SER ID|319-555-1212
 D|0000000000|000000002.00|LATE PENALTY|000001|0000000002.00|
 D|0000000000|000000000.00|FEDERAL TAX|000001|000000000.06|
 D|0000000000|000000000.00|NE STATE TAX|000001|000000000.13|
 D|0000000000|000000000.00|BLAIR CITY TAX|000001|000000000.04|
 D|0000000000|000000071.95|CHOICE VALUE PLAN|000001|000000071.95|
 D|0000000000|000000000.00|FEDERAL TAX|000001|000000001.47|
 D|0000000000|000000000.00|NE STATE TAX|000001|000000004.25|
 D|0000000000|000000000.00|WASHINGTON COUNTY TAX|000001|000000001.64|
 D|0000000000|000000000.00|BLAIR CITY TAX|000001|000000000.47|
 D|3195550104|000000019.75|BASIC TELEPHONE|000001|000000019.75|
 D|3195550104|000000000.50|E911 SURCHARGE - WASHINGTON COUNTY|000001|000000000.50|
 D|3195550104|000000006.50|FCC SINGLE LINE ACCESS CHARGE|000001|000000006.50|
 D|3195550104|000000000.00|FEDERAL TAX|000001|000000000.61|
 D|3195550104|000000000.00|NE STATE TAX|000001|000000001.31|
 D|3195550104|000000000.00|WASHINGTON COUNTY TAX|000001|000000000.50|
 D|3195550104|000000000.00|BLAIR CITY TAX|000001|000000000.41|
 D|3195550104|000000000.00|BLAIR SCHOOL TAX|000001|000000000.21|
 D|3195550120|000000013.50-LIFELINE CREDIT|000001|000000013.50-|
 D|3195550120|000000000.00|FEDERAL TAX|000001|000000000.41-|
 D|3195550120|000000000.00|NE STATE TAX|000001|000000000.88-|
 D|3195550120|000000000.00|WASHINGTON COUNTY TAX|000001|000000000.34-|
 D|3195550120|000000000.00|ARLINGTON CITY TAX|000001|000000000.17-|
 D|3195550104|000000000.00|TOLL PLAN CHARGE - MACC BUY DOWN PLAN|000001|000000004.95|

D|3195550120|000000000.00|TOLL PLAN CHARGE - MACC BLOCK OF TIME
 PL|000001|000000005.00|

S|0000000216.02|0000000108.01|0000000108.01|0000000108.01|0000000216.02|

H|12/01/2012|0000000513|12/01/2012|01/01/2013|SUCCESS TELEPHONE COMPANY - P|PAYOR
 ID|111 ADMIRAL DR|BLAIR|NE|68008|ALLIE BARONE|PAYEE ID|25000 WINDY BLUFF
 LN|ARLINGTON|NE|68002||SER ID|319-555-1212

D|3195559071|000000019.75|BASIC TELEPHONE|000001|000000019.75|
 D|3195559071|000000002.25|CF - INSIDE WIRE MAINTENANCE|000001|000000002.25|
 D|3195559071|000000000.50|E911 SURCHARGE - WASHINGTON COUNTY|000001|000000000.50|
 D|3195559071|000000006.50|FCC SINGLE LINE ACCESS CHARGE|000001|000000006.50|
 D|3195559071|000000000.00|FEDERAL TAX|000001|000000000.68|
 D|3195559071|000000000.00|NE STATE TAX|000001|000000001.46|
 D|3195559071|000000000.00|WASHINGTON COUNTY TAX|000001|000000000.56|
 D|3195559071|000000000.00|ARLINGTON CITY TAX|000001|000000000.29|
 D|3195559071|000000000.00|FED UNIVERSAL SERVICE FUND|000001|000000004.57|
 D|3195559071|000000000.00|NE UNIVERSAL SERVICE FUND|000001|000000001.82|
 D|3195559071|000000056.50|DSL SERVICE - 1.5 MEG|000001|000000056.50|
 D|3195559071|000000000.00|NE STATE TAX|000001|000000003.67|
 D|3195559071|000000000.00|WASHINGTON COUNTY TAX|000001|000000001.41|
 D|3195559071|000000000.00|ARLINGTON CITY TAX|000001|000000000.71|
 D|3195559071|000000027.50|SATELLITE TV|000001|000000027.50|
 D|3195559071|000000000.00|FEDERAL TAX|000001|000000000.83|
 D|3195559071|000000000.00|NE STATE TAX|000001|000000001.79|
 D|3195559071|000000000.00|WASHINGTON COUNTY TAX|000001|000000000.69|
 D|3195559071|000000000.00|ARLINGTON CITY TAX|000001|000000000.34|

S|0000000131.82|0000000131.82|0000000108.01|0000000239.83|0000000131.82|

H|12/01/2012|0000000994|12/01/2012|01/01/2013|SUCCESS TELEPHONE COMPANY - P|PAYOR
 ID|111 ADMIRAL DR|BLAIR|NE|68008|XYZ COMPANY|PAYEE ID|100 MAPLE
 LN|BLAIR|NE|68008||SER ID|319-555-1212

D|3195551406|000000022.50|BUSINESS ACCESS LINE|000001|000000022.50|
 D|3195551406|000000000.00|FEDERAL TAX|000001|000000000.68|
 D|3195551406|000000000.00|NE STATE TAX|000001|000000001.46|
 D|3195551406|000000000.00|WASHINGTON COUNTY TAX|000001|000000000.56|
 D|3195551406|000000000.00|BLAIR CITY TAX|000001|000000000.45|
 D|3195551406|000000000.00|BLAIR SCHOOL TAX|000001|000000000.23|
 D|3195551406|000000000.00|FRANCHISE FEE|000001|000000000.11|

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D	3195551406	000000000.00	FED UNIVERSAL SERVICE FUND	000001	000000003.92	
D	3195551406	000000000.00	NE UNIVERSAL SERVICE FUND	000001	000000001.56	
D	3195551407	000000022.50	BUSINESS ACCESS LINE	000001	000000022.50	
D	3195551407	000000000.00	FEDERAL TAX	000001	000000000.68	
D	3195551407	000000000.00	NE STATE TAX	000001	000000001.46	
D	3195551407	000000000.00	WASHINGTON COUNTY TAX	000001	000000000.56	
D	3195551407	000000000.00	BLAIR CITY TAX	000001	000000000.45	
D	3195551407	000000000.00	BLAIR SCHOOL TAX	000001	000000000.23	
D	3195551407	000000000.00	FRANCHISE FEE	000001	000000000.11	
D	3195551407	000000000.00	FED UNIVERSAL SERVICE FUND	000001	000000003.92	
D	3195551407	000000000.00	NE UNIVERSAL SERVICE FUND	000001	000000001.56	
D	3195551408	000000022.50	BUSINESS ACCESS LINE	000001	000000022.50	
D	3195551408	000000000.00	FEDERAL TAX	000001	000000000.68	
D	3195551408	000000000.00	NE STATE TAX	000001	000000001.46	
D	3195551408	000000000.00	WASHINGTON COUNTY TAX	000001	000000000.56	
D	3195551408	000000000.00	BLAIR CITY TAX	000001	000000000.45	
D	3195551408	000000000.00	BLAIR SCHOOL TAX	000001	000000000.23	
D	3195551408	000000000.00	FRANCHISE FEE	000001	000000000.11	
D	3195551408	000000000.00	FED UNIVERSAL SERVICE FUND	000001	000000003.92	
D	3195551408	000000000.00	NE UNIVERSAL SERVICE FUND	000001	000000001.56	
D	3195551409	000000022.50	BUSINESS ACCESS LINE	000001	000000022.50	
D	3195551409	000000000.00	FEDERAL TAX	000001	000000000.68	
D	3195551409	000000000.00	NE STATE TAX	000001	000000001.46	
D	3195551409	000000000.00	WASHINGTON COUNTY TAX	000001	000000000.56	
D	3195551409	000000000.00	BLAIR CITY TAX	000001	000000000.45	
D	3195551409	000000000.00	BLAIR SCHOOL TAX	000001	000000000.23	
D	3195551409	000000000.00	FRANCHISE FEE	000001	000000000.11	
D	3195551409	000000000.00	FED UNIVERSAL SERVICE FUND	000001	000000003.92	
D	3195551409	000000000.00	NE UNIVERSAL SERVICE FUND	000001	000000001.56	
D	0000000000	000000100.00	DATA SERVICE	000001	000000100.00	
D	0000000000	000000100.00	TRANSPORT SERVICES	000001	000000100.00	
D	0000000000	000000100.00	VLAN SERVICES	000001	000000100.00	
S	0000000425.88	0000000425.88	0000000108.01	0000000665.71	0000000425.88	