

Section N – Technical Proposal

Plain Old Telephone Lines (“POTS”) - Questionnaire Worksheet

This worksheet is intended for prospective Contractors to outline their relevant experience and capabilities in alignment with the solicitation's requirements. The information provided must be comprehensive and directly address all specified requirements. The information submitted should be organized with priority given to the most important and relevant experience listed first.

1.0 Qualifications (10 Points)

Requirement	Proposer's Response
Provide three examples of successful POTS replacement implementations for public sector entities, including project scope, duration, and contact information.	
Provide resumes of all project team members to be assigned to this contract. Include certifications and relevant experience.	
Provide a company overview, including financial stability, age, years in telecom, ownership structure, number of employees, and office locations.	
Has your company experienced a workforce reduction within the past five years? If so, explain the circumstances and corrective actions.	
Disclose any Conflicts of Interest or Litigation History within the past five years.	
Provide documentation of applicable technical and regulatory certifications (e.g., UL Listing, FCC ID, MFVN Certification, HIPAA/PCI/FirstNet readiness, RoHS compliance).	
Confirm your organization's compliance with Federal Contract Terms (Appendix A - Section C) and Cooperative Use by Participating Agencies across multiple jurisdictions.	
Describe your company's approach to quality assurance, customer satisfaction, and client retention.	
Provide evidence of insurance, and risk management capabilities appropriate for large-scale deployments.	
Describe your corporate responsibility, sustainability, or environmental stewardship initiatives relevant to telecommunications and electronics manufacturing.	

2.0 Technical Questions (30 Points)

Requirement	Proposer's Response
Describe your company's network architecture, including backbone, POPs (points of presence), and redundancy design.	
Explain carrier diversity and failover methodology, including dual SIM or multi-carrier capability.	
Provide details on how your solution ensures survivability and continuity for life-safety systems.	
Describe network availability, reliability metrics, and historical uptime (e.g., past 12 months).	
List all cellular carriers and network partners used. Specify whether service is direct or through third-party providers.	
Describe your Service Level Agreement (SLA), including uptime guarantees, response time, and remedies for non-performance.	
Describe your device's battery backup capabilities (minimum 8-hour requirement) and options for extended runtime.	
Provide a detailed description of your system's web-based monitoring and management portal, including alerting, reporting, and administrative controls.	
Describe your maintenance and repair plan, including disaster recovery and escalation procedures.	
Provide warranty terms or attach a sample warranty covering devices, software, and services.	

3.0 Approach, Implementation, Training Plan (30 Points)

Requirement	Proposer's Response
Describe your deployment process from site assessment to system cut over, including average installation timelines and dependencies.	
Explain how migration from copper to your solution is managed to prevent service disruption to critical systems (e.g., alarms, elevators, life-safety lines).	
Identify project team roles, communication structure, and escalation hierarchy. Include project schedule and milestone tracking.	
Outline procedures for initial site testing, validation, and acceptance prior to full rollout.	
Describe how you will coordinate with participating agencies nationwide under this cooperative contract.	

Provide your end-user and technical staff training plan, including delivery formats (on-site, virtual, documentation).	
Identify all deliverables provided at project completion (e.g., device inventory, credentials, configuration documentation, as-builts).	
Explain post-implementation support model, response times, escalation paths, and after-hours emergency support.	
Describe performance metrics or Key Performance Indicators (KPIs) used to measure reliability, service quality, and compliance with SLAs.	
Explain your technology roadmap for ongoing software/firmware updates, feature enhancements, and adaptation to emerging telecom standards.	