



# Manufacturer Supplied Technology Equipment

Alabama Community College System

Responding to  
Bid # ACCS-2024-01  
February 9th, 2024

Kelly Luber  
C Spire Business Account Manager  
(601) 255-0098  
[kluber@cspire.com](mailto:kluber@cspire.com)

## LETTER OR TRANSMITTAL

February 9th, 2024

Alabama Community College System  
Attn: Joint Purchase Agreement Initiative  
135 South Union Street Suite#158  
Montgomery, Alabama 36104

Thank you for the opportunity to earn your business. C Spire Business is very pleased to submit this proposal in response to Bid # ACCS-2024-01 for Manufacturer Supplied Technology Equipment. Your C Spire solution offers the advanced technology you need, coupled with personal support fully delivered within this region. We believe our proposal fully meets your critical requirements, making C Spire a sound choice.

We work tirelessly to meet rigorous standards set by IT giants such as Cisco, Dell Technologies, Microsoft, VMware, and Citrix to earn their top certifications. That means you get the benefit of our expertise, partner-level discounts, and our team of highly specialized engineers. C Spire is known throughout the Southeast as the premier provider of business technology services.

This letter is to acknowledge that TekLinks Inc. dba C Spire Business is officially submitting a response to the Request for Bid due on February 9<sup>th</sup>, 2024. Drake Cushing, General Manager of C Spire Business is authorized to contractually obligate our organization.

Kelly Luber, C Spire Business Account Manager is authorized to negotiate the contract on behalf of C Spire and can be contact at (601) 255-0098 or kluber@cspire.com and can be contacted for clarification to any part of this response.

C Spire Business accepts the Conditions Governing the Procurement unless otherwise explicitly noted in the response to this RFB and we have received any and all amendments to the RFB.

We are confident C Spire is the right partner for the future and look forward to working with you and providing the most advanced technology available on the market today. Feel free to contact me if anything within our proposal requires further clarification or you have questions we can answer or facilitate.

Sincerely,



Drake Cushing  
General Manager, C Spire Business

## EVALUATION SUBMISSION FORM

The purpose of this form is to provide a single summary document per submitting vendor, that references required materials. This document is intended to assist the Evaluation Committee easily find specific items of information during the evaluation process and to assist participating agency personnel in locating specific vendor information after the award of the bid.

### Vendor Contact Information

This will be published for participating agencies to streamline the vendor contact process. Please complete this information as accurately as possible. If the information below changes, please send a revised version of this page to [jpa-notification@accs.edu](mailto:jpa-notification@accs.edu)

Vendor Name: [TekLinks, Inc. dba C Spire Business](#)  
 Website Address: <https://www.cspire.com/web/business>

Date: [February 9th, 2024](#)

	Name(s)	Phone Number(s)	E-Mail Address(s)
Primary Contract Executive(s)	<a href="#">Kelly Luber</a> <a href="#">C Spire Business Account Manager</a>	<a href="#">(601) 255-0098</a>	<a href="mailto:kluber@cspire.com">kluber@cspire.com</a>
Senior Account/Sales Manager(s) (by region if necessary)	<a href="#">Please see Attachment: Account/Sales Managers</a>		
Account/Sales Manager(s) (by region if necessary)	<a href="#">Please see Attachment: Account/Sales Managers</a>		
Technical Support	<a href="#">C Spire Business Support</a>	<a href="#">(855) 277-4732</a>	<a href="mailto:enterprisesupport@cspire.com">enterprisesupport@cspire.com</a>

### BID INFORMATION INDEX

Please complete the following form to assist the Evaluation Committee in finding specific information related to your bid response.

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Geographic Coverage	<a href="#">C Spire RFP Response – ACCS 2024</a>	<a href="#">44</a>
Availability of Technical Support	<a href="#">C Spire RFP Response – ACCS 2024</a>	<a href="#">58</a>
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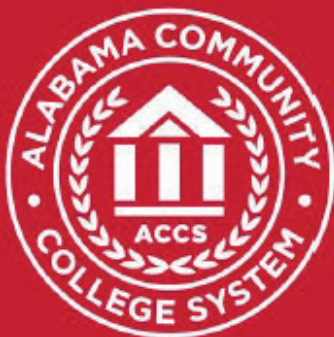


Please see C Spire Business responses in blue

ALABAMA COMMUNITY COLLEGE SYSTEM & HIGHER ED.

# Joint Purchasing Agreement Request for Bid

*MANUFACTURER SUPPLIED TECHNOLOGY EQUIPMENT WITH PERIPHERALS,  
SOFTWARE, NETWORKING, EQUIPMENT, MAINTENANCE AND PROFESSIONAL  
SUPPORT SERVICES BID*



**March 2024**

*Date: January 4th, 2024*

*Bid #: ACCS-2024-01*

*Submission Deadline: February 9th, 2024, at 5:00 PM CST*

## INTRODUCTION

### 1.1 Purpose of This Request for Bid

The Alabama Community College System (ACCS) is partnering with other Alabama Higher Education entities to request bids from technology equipment manufacturers and/or dealers on behalf of the System institutions and other authorized entities. The ACCS is comprised of twenty-three (23) community colleges, two (2) technical colleges, one (1) military institution, and the Alabama Technology Network (Appendix A). Any institutions or programs that may be acquired or added to the ACCS during the life of this contract will automatically be added as entities eligible to procure products from the contract. Any four-year institution or K- 12 district/system which wishes to join during the life of this contract may be added as an eligible entity. Additionally, the public K-12, two, and four-year institutions listed in Appendix A and the website are also eligible to purchase from this contract.

Each entity will generate its own purchase orders, payments, etc., and delivery must be made according to the instructions on the purchase order. The intent of this request is to establish an annual contract for technology- related equipment to be purchased on an as needed basis for the listed entities as needs arise during the contract period.

The purpose of this Request for Bid (RFB) is to establish a contract on a competitive basis with qualified technology equipment suppliers, distributors, and/or manufacturers who shall directly supply technology equipment and value-added professional services, including software and peripherals, and maintenance and support services to qualified purchasers.

This RFB is not designed to meet the E-Rate requirements specified by the Universal Service Administrative Company. The Alabama Community College System shall not negotiate on behalf of any party with a Letter of Agency. The System shall not certify an FCC Form 470, nor receive and evaluate bids, nor negotiate with service providers of E-Rate products and services.

The Alabama Community College System reserves the right to negotiate with vendors for a product or product line that was not available at the time of the Request for Bid.

The thrust of the RFB is to obtain greater volume price discounts by combining the volume of purchases from participating entities within the State of Alabama with administrative savings that will result from the maintenance of a single, comprehensive contract for each selected vendor.

This RFB is prepared under the authority of ACT No. 2003-392. This procurement will result in a multiple source award.

Term – Bid awards issued under this Request for Bids shall be for an initial period of one year to renew automatically for one additional year if not canceled by The System prior to the one-year anniversary date of the award letter. The System shall have the option to extend awards for an additional (third) year by giving notice of such extension prior to the two-year anniversary of the award letter.

### 1.2 Summary Scope of Work

The selected vendor(s) shall accept purchase orders from and deliver technology equipment, including general- purpose software and peripherals, to authorized procuring entities. Vendors are required to provide maintenance services on equipment that is purchased. Optionally, vendors may provide installation, training and support services directly related to the efficient use or operation of the purchased equipment.

## Acknowledged

### 1.3 Scope of Procurement

The scope of procurement includes a wide range of manufacturer supplied technology equipment, including peripherals, general-purpose software, maintenance, professional consulting services, and support services. Vendors shall not provide any form of application development services under the terms and conditions of the contract. Educational offerings including special purpose educational software and hardware configurations are included.

#### **Acknowledged**

### 1.4 Definition of Terminology

This section contains definitions that are used throughout this procurement document, including appropriate abbreviations.

“Contract” means an agreement for the procurement of items of tangible personal property or services.

“Desirable” includes terms such as “may”, “can”, “should”, “preferably”, or “prefers” to identify a sought-after, but discretionary, item or factor.

“Equipment” refers to all technology-related equipment, including but not limited to desktop and laptop computers, servers, workstations, printers, displays, peripherals, LAN hardware, video-conferencing systems, multimedia and computer related hardware components and spare parts.

“Evaluation Committee” means a body appointed to perform the evaluation of vendor responses.

“Finalist” is defined as a vendor who meets all the mandatory specifications of the Request for Bid and whose score on evaluation factors is sufficiently high to qualify that vendor for further consideration by the Evaluation Committee.

“General purpose” includes, but is not limited to, the following classes of software: operating systems, report generators, spreadsheets, word processing, workgroup management, database, project management, messaging and electronic mail, graphics construction and presentation, publishing, data communications, statistical and/or analysis, imaging, compilers and interrupters, utilities, programmer productivity tools, office productivity tools. Educational software designed for System usage is included.

“Local-Area-Network” (LAN) refers to a high-speed communications system optimized for connecting information-processing equipment within a building or group of buildings. The communications devices that are required to transmit data between buildings via a public or private network are included.

“Mandatory” includes terms “must”, “shall”, “will”, “is required”, or “are required” to identify a compulsory item or factor. Failure to meet a mandatory item or factor will result in the rejection of the vendor’s bid.

“Manufacturer” means the company that designs, assembles and/or markets technology equipment including servers, workstations, desktop and/or laptop personal computers.

“Vendor” is a technology equipment manufacturer who chooses to submit a bid.

“Request for Bid” or “RFB” means all documents, including those attached or incorporated by reference, used for soliciting bid.

“Responsible vendor” means a company who submits a responsive bid furnishing, when required, information and data to prove that financial resources, production or service facilities, personnel service reputation and experience are adequate to make satisfactory delivery of the services or items of tangible personal property described in the bid.

“System” means any and all entities comprising the Alabama Community College System or any other eligible entity.

#### **Acknowledged**

“Universal Resource Locator” or “URL” means a standardized addressing scheme for accessing hypertext documents and other services using the WWW browser.

## CONDITIONS GOVERNING THE PROCUREMENT

### 2.1 Explanation of Events

The following paragraphs describe the activities listed in the sequence of events.

**Acknowledged**

#### 2.1.1 Issue of RFB

This RFB is being issued by Alabama Community College System (the "System").

**Acknowledged**

#### 2.1.2 Clarification and Responses

Potential vendors may submit written requests (letter or email) as to the intent or clarity of the RFB. Requests for clarification are to be addressed to the Joint Purchase Agreement Administrator as follows:

Alabama Community College System  
Attn: ITS Division – Tokrica Mack  
P.O. Office Box 302130  
Montgomery, AL 36130-2130  
Email: [jpa-notification@accs.edu](mailto:jpa-notification@accs.edu) or [Tokrica.mack@accs.edu](mailto:Tokrica.mack@accs.edu)  
Phone: 334-293-4507

**Acknowledged**

#### 2.1.3 Deadline to Submit Written Questions

Potential vendors may submit written questions as to the intent or clarity of the RFB until close of business on February 2<sup>nd</sup>, 2024.

**Acknowledged**

#### 2.1.4 Response to Written Questions/RFB Amendments

Written responses to written questions and any RFB amendments will be posted online at:  
<https://www.accs.edu/vendors/>

**Acknowledged**

#### 2.1.5 Submission of Bid

Two (2) paper copies and an electronic copy (USB drive) of the bid responses are required with a completed Evaluation Submission form (Appendix E). The electronic copy of the bid response should be a single PDF file that mirrors the bound, paper copies. Each copy of the response should be placed in a single volume where practical. All documents submitted with the response should be in that single volume. One copy “must” be marked as “original” with the company officer’s signature.

Vendors may attend the bid opening, but no information or opinions concerning the ultimate contract award will be given at the bid opening or during the evaluation process. The results will not be available to vendors until after an award is made. Bid results and tabulations will not be made available by telephone or mail. Information pertaining to complete files may be secured by visiting the System Office of the Alabama Community College System during normal working hours.



The bid opening will be held on Monday, February 12th, 2024, at 10:00 AM CST in the Presidents Conference Room at the System Office of the Alabama Community College System (135 South Union Street, 3rd Floor, Montgomery, Alabama 36104).

Sealed bids are to be addressed to the physical mailing address in the following manner:

Alabama Community College System  
Attn: Joint Purchase Agreement Initiative  
135 South Union Street Suite#158  
Montgomery, Alabama 36104

It is expected that this request will be complete and unambiguous. However, vendors seeking clarification to this request should deliver inquiries in writing to the Administrator as noted per section 2.1.3.

Written replies of general significance will be posted online. Prospective vendors acknowledge that no other source is authorized to provide information concerning this request.

All information shall be entered in ink or typewritten in the appropriate space on the bid. Mistakes may be crossed out, corrected and initialed in ink by a company representative. An authorized individual must sign all bids in ink; failure to do so will result in rejection of response.

**Acknowledged**

#### 2.1.6 Bid Evaluation

An Evaluation Committee will perform the evaluation of bids.

**Acknowledged**

#### 2.1.7 Selection of Finalists

The Evaluation Committee will select finalists. Only finalists will be invited to participate in the subsequent steps of the procurement. The schedule for the oral presentations or equipment demonstrations will be determined at this time (if deemed necessary).

**Acknowledged**

#### 2.1.8 Clarification from Finalists

Finalists may be asked to submit clarification to their bids (if deemed necessary).

**Acknowledged**

#### 2.1.9 Contract Award

After review of the Evaluation Committee, the System will award contracts to the most advantageous vendors. Bids that are deemed most advantageous, taking into consideration the evaluation factors set forth in the RFB will be selected for award. No minimum or maximum number of awards has been predetermined. The System shall make reference to prices quoted by successful vendors on the Alabama State Department of Education Joint Purchase Agreement to determine the reasonableness of prices quoted in response to this Request for Bids.

**Acknowledged**

## **RESPONSE TO GENERAL REQUIREMENTS AND SPECIFICATIONS**

### **GENERAL REQUIREMENTS AND SPECIFICATIONS**

#### **3.1 Acceptance of Conditions Governing the Procurement**

Vendor must indicate their acceptance of the Conditions Governing the Procurement section in the letter of transmittal. Submission of a bid constitutes acceptance of the Evaluation Factors contained in this RFB. Vendor must also include ISO 9001 certification as required by the State Code governing Joint Purchase Agreements. According to Alabama law, any companies, or contractors whose affiliates, subdivisions, subsidiaries, or departments have ISO 9001 certification can bid on the information technology to be jointly purchased by educational institutions. ISO 9001 certification is only required for vendors who are providing hardware.

**C Spire Business accepts the Conditions Governing the Procurement. C Spire Business is an authorized reseller and does not manufacture any hardware products and consequently does not hold the ISO9001 certification. We are responding to this RFB Cisco, Microsoft, Dell Technologies, Broadcom, Veeam, Pure, Syn-Apps, Citrix, Palo Alto, Fortinet, 10ZiG, Varonis, Vertiv, Zerto, SentinelOne, Exagrid, Arctic Wolf, Lenovo, Intrado & C Spire Business Managed & Cloud Services. C Spire Business is an authorized partner for each of these manufacturers and each of the hardware manufacturers amongst the list maintains an ISO9001 certificate like the ones below.**

### 3.2 Incurring Cost

Any cost incurred by the vendor in preparation, transmittal, and presentation of any material submitted in response to this RFB shall be borne solely by the vendor.

**Will comply**

### 3.3 Vendor Responsibility

The selected vendor(s) shall be solely responsible for fulfillment of the responsibilities under the terms and conditions of the contract. The procuring entities will issue purchase orders and make payments to only the named vendor(s).

**Will comply**

### 3.4 Serving Sub-Contractors

The System recognizes the fact that the potential vendors have different business models for the delivery of support services. Whereas one potential vendor may provide support services through a wholly owned subsidiary, another may provide support services through a local business partner, certified education partner or qualified organization herein referred to as a servicing subcontractor. Therefore, vendors may propose the use of servicing subcontractors for the performance of local marketing, maintenance, or technical support services in accordance with the terms and conditions of the contract. Servicing subcontractors may not directly accept purchase orders or payments for products or services from procuring entities under the terms and conditions of the contract.

**Will comply**

### 3.5 Amended Bids

A vendor may submit an amended bid before the deadline for receipt of bids. Such amended bids must be complete replacements for a previously submitted bid and must be clearly identified as such in the transmittal letter. The Evaluation Committee will not merge, collate, or assemble bid materials.

**Will comply**

### 3.6 Vendors' Rights to Withdraw Bid

Vendors will be allowed to withdraw their bids at any time prior to the deadline for receipt of bids. The vendor must submit a written withdrawal request signed by the vendor's duly authorized representative addressed to the representative listed above. The right is reserved to waive informalities, select alternatives, and reject any or all responses, in the event such appears to be in the best interest of the System.

**Will comply**

### 3.7 Bid Offer Firm

Responses to this RFB, including prices, will be considered firm for ninety (90) days after the due date for receipt of bids.

**Will comply**

### 3.8 Disclosure of Bid Contents

The bids will be kept confidential until the contracts are awarded. At that time, all bids and documents pertaining to the bids will be open to the public. All responses become a matter of public record at award. The System accepts no responsibility for maintaining confidentiality of any information submitted with any response whether labeled confidential or not.

**Will comply**

### 3.9 No Obligation

This RFB in no manner obligates Alabama Community College System or any authorized entity to the lease or purchase of any products or services offered until a contract is awarded and vendor receives a valid purchase order from an authorized procuring entity.

The System has the right to cancel any contract, for cause, including, but not limited to, the following: (1) failure to deliver within the terms of contract; (2) failure of the product or service to meet specifications, conform to sample quality, or to be delivered in good condition; (3) misrepresentation by the vendor, (4) fraud, collusion, conspiracy, or other unlawful means of obtaining any contract with the state; (5) conflict of contract provisions with constitutional or statutory provisions of state or federal law; and (6) any other breach of contract.

Termination - the System reserves the right, for its convenience and without cause or penalty, to terminate any agreement with 30 days' written notice.

**Will comply**

### 3.10 Legal Review

The System requires that all vendors agree to be bound by the General Requirements contained in this RFB. Any vendor concerns must be promptly brought to the attention of Alabama Community College System.

**Will comply**

### 3.11 Governing Law

The vendor shall observe, perform, and comply with or require compliance with all federal, state, and local laws, ordinances, rules and regulations and all amendments thereto which in any manner may affect the operation of vendor's activities undertaken pursuant to this Agreement. The vendor shall also comply with all state and local building, fire, health, zoning laws, codes and/or regulations that affect or that are applicable to vendor's activities and operations hereunder. This RFB and the final agreement shall be governed and construed in accordance with the laws of the State of Alabama without giving effect to any choice-or-conflict-of-laws, provision, or rules (whether of the State of Alabama or any other jurisdiction) that would cause the application of the laws of any jurisdiction other than those of the State of Alabama.

**Will comply**

### 3.12 Basis for Bid

Only information supplied by the System in writing or in this RFB should be used as the basis for the preparation of vendor responses.

**Will comply**

### 3.13 Agreement Terms and Conditions

The agreement between the System and the vendor will follow the format specified and contain the terms and conditions outlined in this request. However, Alabama Community College System reserves the right to negotiate with a successful vendor provision in addition to those contained in this RFB. This RFB, as revised and/or supplemented, and the successful vendor's response will be incorporated into and become part of the agreement.

Vendors are encouraged to submit specific alternate language to the terms and conditions, that vendor believes would enhance the efficient administration of the agreement or result in lower product prices or both. The System may or may not accept the alternative language. General references to the vendor's terms and conditions or attempts at complete substitutions are not acceptable and will result in disqualification of the vendor's response.

**Will comply**

**3.14 Vendor Qualifications**

The Evaluation Committee may make such investigations as necessary to determine the ability of the vendor to adhere to the requirements specified within the RFB. The Evaluation Committee will reject the bid of any vendor who is not a responsible bidder or fails to submit a responsive offer as defined.

**Will comply**

**3.15 Change in Vendor Representatives**

The System reserves the right to require a change in vendor representatives if the assigned representatives are not meeting its needs adequately.

**Will comply**

**3.16 Equipment and Services Schedules**

The vendor may offer only those products and services that are included on the Equipment and Services Schedule (ESS). Vendors shall keep the schedule current and correct on an Internet website maintained by the vendor and shall reflect changes in technology in accordance with the terms and conditions of the contract.

**Will comply**

**3.17 Benefit of Cost Reduction**

The System is to be given the benefit of any reduction in price below the quoted price during the term of this contract. Examples include, but are not limited to, manufacturer price reductions and special promotional offerings.

**Will comply**

**3.18 Bid Terms**

By submitting a response, the vendor agrees that this contract is to be governed by the terms and conditions set forth in the bid. Any exceptions to the specifications must be clearly identified in the last section of the vendor’s response.

**Will comply**

**3.19 Fiscal Funding**

The continuation of the contract is contingent upon the appropriation of funds to fulfill the requirements of the contract by the legislature. If the legislature fails to appropriate sufficient monies to provide the continuation of a contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated.

**Will comply**

**3.20 Insurance**

The vendor shall bear the full and complete responsibility for all risk of damage or loss of equipment, products, or money resulting from any cause whatsoever and shall not penalize the System for any losses incurred in association with this agreement. Any insurance policy or policies shall cover the entire travel service operation at the System including all areas that may in the future be placed under the control or use of the vendor. The vendor shall maintain, during the life of this contract, the following minimum insurance:

KIND OF INSURANCE	MINIMUM LIMITS OF LIABILITY
Worker’s Compensation	Statutory – Alabama
Employer’s Liability	\$2,000,000 (each employee, each accident and policy limit)



Commercial General Liability:	\$2,000,000
Each Occurrence	\$2,000,000
Personal and Advertising Injury	\$2,000,000
Products/Completed	\$3,000,000
Operations General Aggregate	
Automobile Liability	\$2,000,000 each accident – combined single limit

These policies shall contain a thirty- (30) day written notice to the System before cancellation, reduction, or other modification of any kind to the required coverage.

The vendor, at its cost, must provide acceptable evidence of compliance with the worker’s compensation insurance requirements of the State of Alabama. In the event the vendor fails to maintain and keep in force, all Insurance and Worker’s Compensation coverage listed above, the System shall have the right to terminate this contract. The System and vendor shall each be listed as the named insured in said policy (ies) so that each is independently protected to the face amount of the policy.

Upon notification of award and prior to issuance of contract, the vendor shall provide the System with certification of insurance with the required kinds of insurance and minimum liabilities specified, issued by an insurance company licensed to do business in the State of Alabama and carrying an AM Best rating of A- or better, signed by an authorized agent. In the event of cancellation, material change or intent not to renew any of the insurance requirements specified, thirty (30) days written notice shall be given to the System by the party initiating any revision.

**C Spire Business agrees and will comply. Upon award and prior to issuance of contract, C Spire Business agrees to provide proof of insurance inclusive of the minimum liabilities specified, by an insurance company licensed to do business in the State of Alabama.**

**3.21 New Products**

Unless specifically called for in this request, all products for purchase must be new, never previously used, and the current model and/or packaging. No remanufactured, demonstrator, used, or irregular product will be considered for purchase unless otherwise specified in the request. The manufacturer’s standard warranty will apply unless otherwise specified in the request. All equipment should be supplied complete, ready to be installed, including all cabling and connectors where applicable.

**Will comply**

**SPECIFICATIONS**

This section contains specifications and relevant information vendors should use for the preparation of their responses. Vendors should respond as described to each specification. The responses along with the required supporting material will be evaluated and awarded points accordingly.

**3.22 Product and Services Delivery Overview**

Vendors must describe their ability to provide professional services, technology equipment including related products and support services to the System and the various authorized entities. The response to this requirement should, at a minimum, include a map with an indication of the locations where products may be delivered plus the number and type of support personnel or other resources that may be employed to service procuring entity purchase orders (a very basic example map for a fictitious company is provided in Appendix B). The narrative in response to this specification should include, at a minimum, a general overview of the proposed services and an overview of how the services are to be provided in the locations indicated.

Vendors must thoroughly describe their procedures for resolving customer problems and complaints including timelines and escalation measures. Vendors must submit customer satisfaction statistics or survey results concerning the quality of the products and/or services offered.

Vendors must thoroughly describe their ability to provide value added technical services including installation, training or directly related optional services and the geographic area where the services may be provided. Vendors should provide a map with an indication of the locations where each type of value-added service may be provided.

### **C Spire History and Background**

C Spire began in the 1950's as a local exchange carrier, offering phone service to underserved areas of Mississippi. In 1988 C Spire got into the fiber and wireless business. Today C Spire is the largest privately held wireless carrier in the country. In 2018 we acquired TekLinks and in 2020 C Spire acquired Harbor Communications. These strategic acquisitions have made C Spire a market leader in hosted voice, data and managed IT solutions.

C Spire is a full-service technology company that provides wireless services, home services, business services, cloud and VoIP services and wholesale and carrier services. C Spire's solutions are designed to provide a stable, high-speed broadband fiber network providing the necessary connectivity, bandwidth, and support to exceed customer expectations. Our solutions provide unparalleled service and unprecedented performance, as evidenced by numerous industry distinctions, market research findings and customer feedback.

C Spire is passionate about ensuring best-in-class customer experiences. In fact, it is even embedded in the company name— 'customer-inspired'! With over 1,900 employees, C Spire is the first ever to combine advanced connectivity with cloud, software, hardware, communications, and professional services to create a single, seamless, managed IT service fabric.

Our aim has always been to provide businesses of any size with the technology they need to succeed. We bring together a team of specialized IT experts who work with customers to deliver a wide range of solutions based on a business's goals and challenges. C Spire Business has office locations across Tennessee, Alabama, and Mississippi.

We are very proud of the technology company we've been able to build here in Alabama as our state is often overlooked by technology providers who don't wish to invest in our state and, instead, call on our state businesses and entities from outside our state's borders. C Spire Business feels that such a business relationship does nothing to help drive Alabama jobs, tax revenues, economic development and community outreach within our state. We are proud to call Alabama our home. We look to grow our relevancy to our clients by investing in what they care about most.

C Spire Business designs, implements, and supports solutions from only the leading providers of technology including Cisco, Microsoft, Dell Technologies, Broadcom, Veeam, Pure, Syn-Apps, Citrix, Palo Alto, Fortinet, 10ZiG, Varonis, Vertiv, Zerto, SentinelOne, Exagrid, Arctic Wolf, Lenovo, Intrado and Managed & Cloud Services from our regional data centers. C Spire Business has access to over 180 Data Centers where these services can be offered. By focusing on these industry leaders and next generation services, we can deliver a high level of expertise that is unparalleled in the region. We have dedicated professionals working with this choice list of manufacturers to ensure that our engineers are experts in the products we sell. C Spire Business employs a significant number of local Engineers who carry the highest levels of engineering certifications from each of our chosen manufacturers.

To decrease risk around the consumption of managed and cloud services from C Spire Business we invest heavily in our managed services engineering staff and our facilities. Our data center facilities total over 72,000 square feet of space which boasts distributed redundancy of power, cooling, internet/telecom connectivity, infrastructure and even data center site resiliency. C Spire Business also owns and operates 4 managed cloud environments across these facilities. C Spire Business employs over 50 engineering resources to design, implement, operate, and maintain our 5 data centers and 4 cloud environments. C Spire Business has been ranked the 20th best performing Managed Services Provider globally by MSPmentor the 9th best performing Cloud Service Provider in the nation by Talkin' Cloud.

### **Field Engineering Scale, Depth & Certification:**

C Spire is proud to partner with and gain top certifications from the leading names in business IT solutions and our team of engineers holds specialized certifications with vendors such as Cisco, Dell, Microsoft, Palo Alto, and VMware. C Spire engineers have over 160 certifications in 65 specialty areas. High-level certifications for our engineers mean next-level knowledge for your organization. That's why we're proud to partner with and gain top certifications from the leading names in business IT solutions.

For a look at the range of certifications we hold at C Spire Business:

<https://www.cspire.com/web/business/engineering-certifications>

### **Engineering Consistency & Client Relationships**

When you partner with C Spire Business, you are assigned a Corporate Account Manager and Lead Systems Engineer to work with you. The uniqueness of our approach is that the Lead Systems Engineer is the named technical resource to consult with a client starting from presales engagements all the way through architecture designs, implementations and post implementation support. This approach streamlines project communications down to a specific engineering resource throughout the entire project life cycle. There are clear benefits to the dedicated C Spire Business account team, which is supported by Engineering Coordinators, an escalation team and a host of engineering specialists that can be engaged for client support and problem resolution when needed. This escalation and support team is there to supplement the Lead Systems Engineer when a client needs C Spire Business and their Lead Systems Engineer is not immediately available. This unique C Spire Business approach and the specific knowledge of the client environment that our account teams maintain, allows us to facilitate effective IT planning and develop long term client relationships. C Spire Business strives for our account teams to be extensions of our client's information technology teams.

### **Client Responsiveness & Resource Depth**

In order to deliver high levels of client satisfaction, C Spire Business maintains physical offices throughout the geographic footprint that we serve and strives to maintain relationships with the best IT personnel in our business, so when we enter a new market, we are able to hire the brightest IT minds in that area, continue to develop their skills and accordingly demonstrate a commitment to the geography by opening a physical business office in each.

C Spire Business offices are generally only a 2-3 hour drive to another office, allowing for appropriate sharing of company engineering resources to meet our client's support expectations. C Spire Business employs over 200 on staff engineering experts in Alabama, Mississippi, and Tennessee, with a total of 1,900 employees.

## IT Awards and Recognition



#5 | Top 100 Vertical MSP  
#1 | Healthcare Vertical MSP in the World



C Spire recognized on Channel Futures 2023 Top 501 List



C Spire recognized on CRN's 2023 MSP 500 List



Cisco Americas Social Impact Partner of the Year 2022



Cisco Enterprise Networking Partner of the Year for FY22 Gulf States Region



Cisco Commercial Partner of the Year for FY22 Gulf States Region



#118 CRN recognizes C Spire on 2022 Solution Provider 500 List



#4 | Top 100 Vertical MSP  
#2 | Healthcare Vertical MSP in the World



Tech Elite 250 for 2022



Top 150 Managed Service Provider in North America



2021 Cisco Americas US Central Area Service Provider of the Year Award



Cisco Enterprise Networking Partner of the Year for FY21 Gulf States Region



Cisco Gulf States Partner of the Year for FY21



Top 250 Solution Providers in North America



Top 150 Managed Service Provider in North America



#113 | Top 500 Solution Provider in North America

C Spire Business can provide value added technical services including assessment, design, implementation, configuration, consultation, and training to all Alabama Community College System locations.

C Spire Business can purchase equipment either directly from its manufacturers or through a variety of different stocking distributors to ensure products arrive to clients as quickly and dependably as possible. Such shipments are made from warehouses located throughout the United States. Delivery can be made to any Alabama Community College System location. If awarded the ACCS contract, C Spire Business agrees to set up more comprehensive Electronic Commerce capabilities to further enhance what we offer today and ease online product ordering. However, C Spire Business specializes in more complex technologies that require proper design and configuration as opposed to only commodity hardware (IE: network and unified communications solutions as opposed to spare hard drives). Therefore, the C Spire Business organization is designed to embrace a much more intimate relationship with our clients than only online transactions. The Alabama Community College System will have a central point of contact for all sales inquiries (Corporate Account Manager), the central contact will either handle the sales inquiry directly or will work in conjunction with an assigned engineering, sales support, or order processing resource to help.

C Spire Business can provide each Alabama Community College System member with the contact information of their dedicated C Spire Business team which will consist of:

- Enterprise/Corporate Account Manager (CAM) – Sales and account management. Main point of contact. Problem resolution.
- Presales Engineer – Presales system design and consultation
- Lead Field Engineer – Presales system design and post-sales implementation and support
- Sales Support – Quote creation and order ETA information
- Ordering Specialist – Order entry and processing

C Spire Business strongly encourages purchasing entities to invest in technical support or maintenance services that fit the category of most every product being purchased. Technical support services will provide hardware replacement and Technical Assistance Center access. It will also enable C Spire Business to open a trouble case on behalf of the purchasing entity if desired. A more complete description of Technical Support services can be found on our partners websites or by C Spire Business at the request of the State of Community College System.



## **Ticketing Automatic Escalation System**

C Spire Business procedures for resolving customer problems and complaints are very thorough, a complete description, along with detailed flow charts is contained in this section.

The ITIL framework has been adopted by C Spire Business and helps us ensure a consistent service delivery. It has also been foundational in our ability to achieve various levels of organizational certification (<https://www.cspire.com/cms/business/assurance-certifications/>). The majority of customer Incidents, Service Requests, and Problems are addressed by the Client Support Services and Client Service Engineering teams. Both teams are composed of a tiered structure designed to facilitate a quick and consistent client support experience. The resources within these teams are aligned in the following fashion:

### *Customer Support Services, Helpdesk Specialist (HD):*

Helpdesk consists of a team of true frontline technicians that answer all incoming calls and triage/resolve tickets within a 5-15 minute time frame. Equally important, Helpdesk technicians assign out all tickets on our various ticketing boards by load balancing them to our available Tier 1 resources. The Helpdesk is designed to provide our clients a positive customer support contact that will resolve “Quick Hit” tickets (password resets, account creations, Terminal session support, etc.), collect and document pertinent information, and escalate tickets to the proper resources for fastest resolution.

### *Customer Support Services, Tier 1 System Administrator (T1):*

Tier 1 is a team of highly knowledgeable technical resources that focus on handling the bulk of incoming ticket volume. T1 resources work to respond within our contractual SLA and will resolve any issue if at all possible within one hour of dedicated effort. If a T1 resource is not able to resolve after one hour of effort, they are encouraged to engage with our Tier 2 team for guidance or escalation. T1 is designed to handle our daily ticket volume quickly and to escalate efficiently when a ticket falls outside of their scope in terms of access, complexity, or time required.

### *Customer Support Services, Tier 2 System Administrator (T2):*

Tier 2 is a team consisting of generalist resources with the highest technical ability within Customer Support Services. This group focuses on handling complex issues within our client environments and related to our various technology services. It is only when a T2 resource is unable to resolve an issue after four hours of dedicated effort, limited by access, or dictated by emergency priority, that an issue is escalated further to our engineering teams. T2 is designed to address complexity in order to protect our engineering groups from run rate support as much as possible.

### *Client Service Engineering, Tiers 1 through 3:*

Client Service Engineering is a team consisting of technology specialists more closely aligned to the products and services we provide. When a ticket is escalated from Customer Support Services to Client Service Engineering, a Tier 1 Engineer for that technology is assigned and will engage other engineering disciplines or higher-tiered Engineering resources as necessary to reach resolution, while keeping the customer informed each step of the way.

These teams work together to maintain our Knowledge Management System in order to ensure that everyone has the information they need at their fingertips to provide a consistent service experience. While our Knowledge Management System includes Managed Documents that describe our core Processes and Procedures (Incident Management, Problem Management, Demand Management, etc.), it also securely stores information on customer environments and technology-specific KB articles.

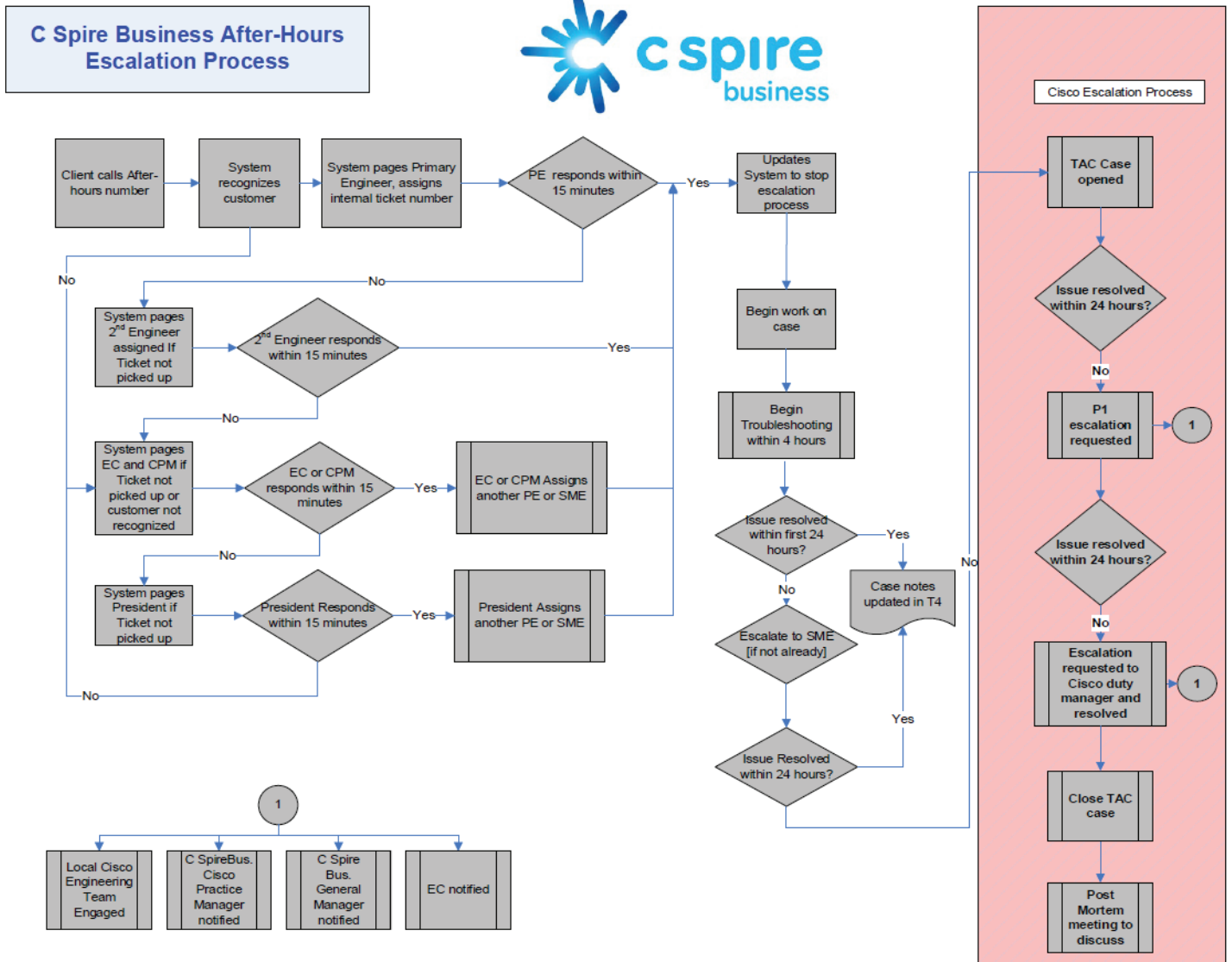
Additionally, our Customer Support Services and Client Service Engineering teams are trained to inform their Management and the appropriate members of Account Management of any customer complaints that occur during the support process. A Complaint ticket is then created, reviewed, investigated, and addressed

by members of Management and Account Management with the results being reviewed by Senior Management. This process helps us continually evaluate and improve the customer experience.

In this section is a description of the process followed to acquire after-hours support. Note that it is always an option to contact your assigned engineer directly (during normal business hours or after-hours). C Spire Business has implemented a customized version of the Trouble Ticketing software. This software is integrated with our Automated Attendant and Microsoft Exchange email systems. When a call comes in after-hours the caller can follow the prompts to have their call forwarded to the Trouble Ticket System (TTS). The call is converted into an email format within Exchange and sent to TTS where it pages the Primary Assigned Engineer (PAE). If the PAE does not log into TTS within 15 minutes of the page and “pick up the ticket” then TTS will page a Secondary Assigned Engineer (SAE).

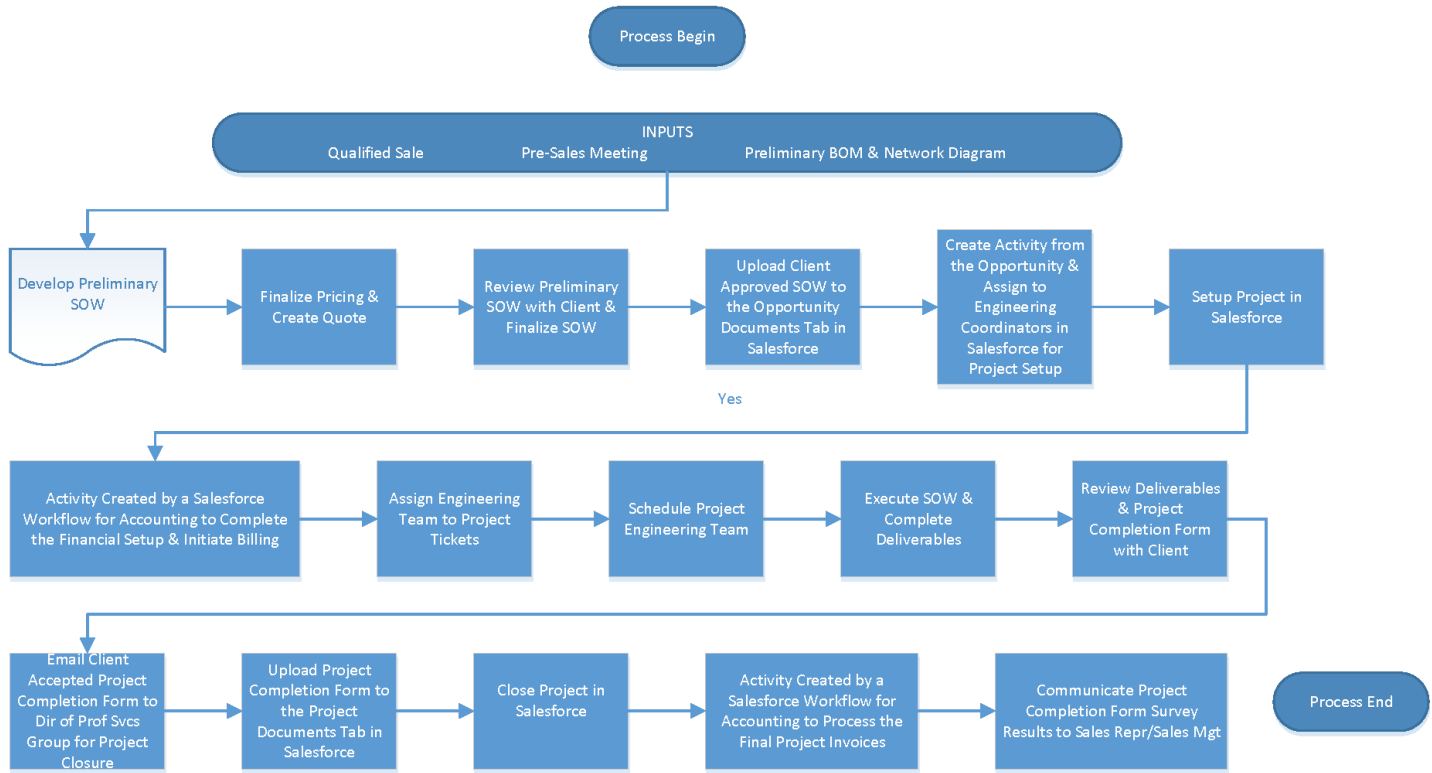
The SAE then has 15 minutes to “pick up the ticket” and stop the escalation process. If the SAE does not respond then TTS will page the Engineering Coordinators (EC) and Client Care Management (CCM). If one of these people does not pick up the ticket and stop the escalation process then TTS pages the executive management team at C Spire Business. When the EC’s, CCM or executive management “pick up a ticket” it is their responsibility to call the customer, assess the situation and identify the appropriate and assigned engineer to respond and start the problem resolution process. The following examples show the escalation process of the TTS.

## Escalation Process



## Project Engagement Process

### FLAT FEE PROJECT ENGAGEMENT PROCESS



## Cisco Certifications / Accreditations

C Spire Business is a Cisco Systems Gold Integrator Partner, with 4 Cisco Certified Internetworking Experts (CCIE), 2 Double Cisco Certified Internetworking Experts, 11 Cisco Certified Networking Associates, 11 Cisco Certified Sales Experts, and 20+ Cisco certified professionals. The following Cisco certifications, accreditations, and specializations are held by C Spire Business:

### Reseller Certification

- Gold Integrator Partner

### Reseller Specializations

- Advanced Collaboration Architecture Specialization
- Advanced Data Center Architecture Specialization
- Advanced Enterprise Networks Architecture Specialization
- Advanced Security Architecture Specialization
- Cisco Webex Contact Center Specialization
- Cisco IoT Specialization
- Collaboration SaaS Specialization
- Customer Experience Specialization
- IOT Advantage Specialization
- Cisco Umbrella for MSSPs Specialization
- Full-Stack Observability Solution Specialization
- Meraki Access
- Powered Service

### Authorizations

- Adoption Services Support
- Buying Models Commerce Certification
- Cisco WebEx Calling Certification
- EA AppD Data Center
- EA Cisco DNA Switching Wireless Routing
- EA Collab - UC TP PC
- EA Collab – Flex Plan
- EA Data Center ACI and HyperFlex
- EA Data Center Choice-Intersight TAAS CC
- EA Data Center Cloud
- EA Meraki
- EA Secure Remote Work
- EA Security choice
- SaaS Simple Resale

### Cloud & Managed Service Provider

- MPLS VPN
- Infrastructure as a Service
- Cloud and Managed Services Master

### Other

- Security Enterprise Licensing Agreement
- Cisco Certified Refurbished Equipment
- Regular Try and Buy
- Tetration Try and Buy
- Meraki Confirmed Partner
- Duo Confirmed Partner
- Live Action Confirmed Partner



### NPS - C Spire Business Customer Satisfaction Survey

C Spire Business has a Net Promoter Score of 79% (max possible score = 100) based on returned customer surveys. Customers are surveyed at the resolution of any submitted support requests. C Spire Business ascribes to the Net Promoter Score methodology for gauging customer satisfaction.

More information on Net Promoter Score can be found here: <https://www.medallia.com/net-promoter-score/>. The following graphic is an illustration of the customer satisfaction results as of January 2024.



#### DETRACTORS

'Detractors' gave a score lower or equal to 6. They are not particularly thrilled by the product or the service. They, with all likelihood, won't purchase again from the company, could potentially damage the company's reputation through negative word of mouth.



#### PASSIVES

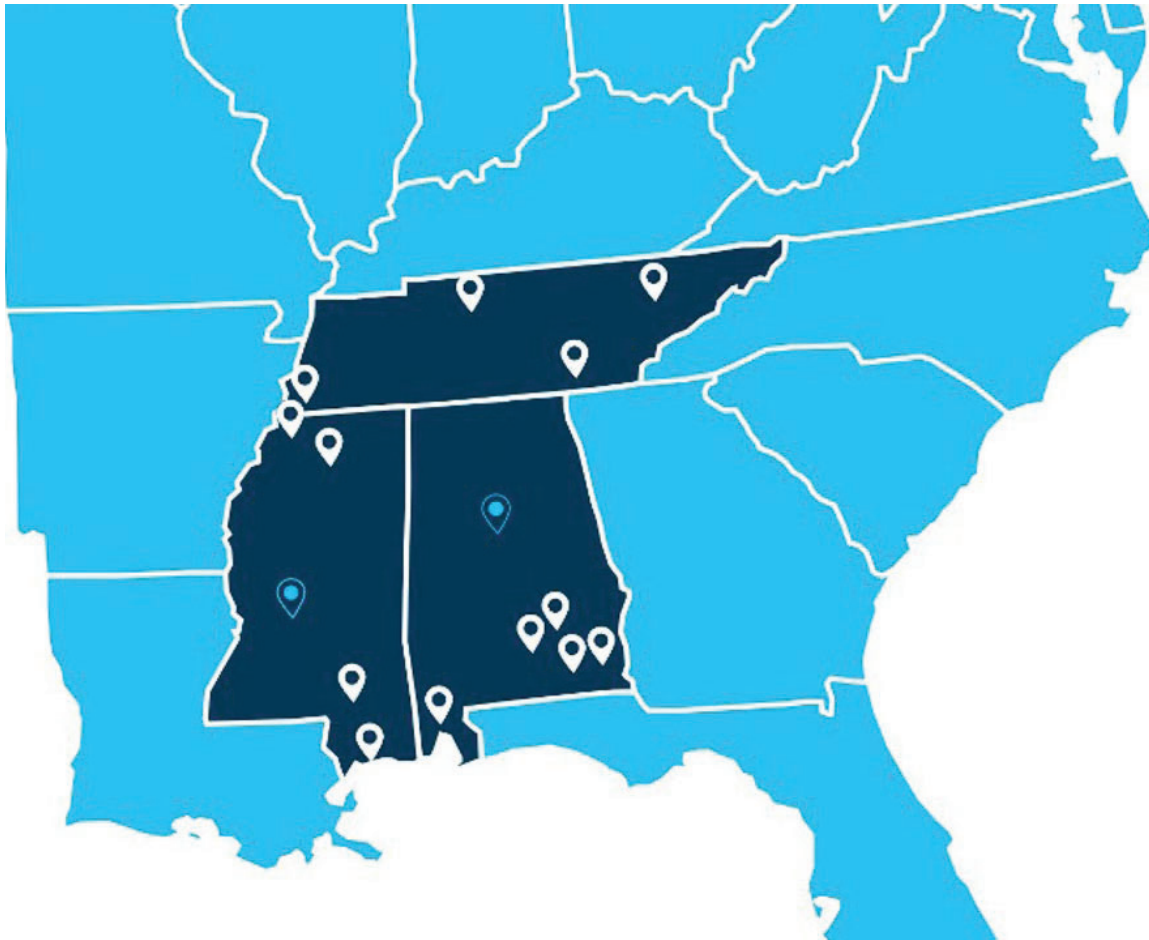
'Passives' gave a score of 7 or 8. They are somewhat satisfied but could easily switch to a competitor's offering if given the opportunity. They probably wouldn't spread any negative word-of-mouth, but are not enthusiastic enough about your products or services to actually promote them.



#### PROMOTERS

'Promoters' answered 9 or 10. They love the company's products and services. They are the repeat buyers, are the enthusiastic evangelist who recommends the company products and services to other potential buyers.

## C Spire Business Locations




Birmingham 201 Summit Pkwy Birmingham, AL 35209	Gulfport 10394 Express Dr Gulfport, MS 39503	Chattanooga 1206 Pointe Centre Dr Chattanooga, TN 37421
Enterprise 106 N Edwards St Enterprise, AL 36330	Hattiesburg 4200 Mamie St Hattiesburg, MS 39402	Knoxville 10100 Global Way Knoxville, TN 37932
Luverne 90 S Forest Ave Luverne, AL 36049	Oxford 169 Hwy 6 East Oxford MS 38655	Memphis 1715 Aaron Brenner Dr Memphis, TN 38120
Mobile 107 Saint Francis St Mobile, AL 36602	Ridgeland 1018 Highland Colony Pkwy Ridgeland, MS 39157	Nashville Maryland Farms Office Park Brentwood, TN 37027
Ozark 1298 Andrews Ave Ozark, AL 36360	Southaven 5740 Getwell Road Southaven, MS 38672	
Troy 1006 S Brundidge St Troy, AL 36081		

**3.23 Reporting**

Vendors must agree to provide quarterly utilization reports to the System based upon the schedule and minimum content as described in this request. Quarterly reports must be submitted to The System Office by email to [JPA-Notification@accs.edu](mailto:JPA-Notification@accs.edu). The electronic copy must be in the form of a PDF file. Vendors must describe their ability and commitment to meet this requirement and include a sample quarterly report with the bid response. The required report must be compiled and forwarded to the Joint Purchase Agreement Initiative Administrator within two weeks of the end of each quarter. Vendors may count quarters either from the calendar (i.e., the end of March will be the end of the first quarter) or from the time we awarded you the bid (i.e., May 1 will be the end of the first quarter). An example of the required reporting format is included in Appendix C. Failure to provide the required report in the specified format could result in removal from the contract.

Vendors are encouraged to describe and include additional sample reports. Vendors are encouraged to describe other reporting capabilities such as electronic delivery of reports or direct access to the Internet or other databases that may be used to administer the agreements or support marketing. **C Spire Business agrees to continue to provide quarterly utilization reports to ACCS based upon the schedule and the content described in this request. An example of the report for equipment purchases is included.**

		Quarterly Usage Report	Date	Contract Name:
Invoice Date	Sales Date	Purchasing Entity	Invoice Number	Sales Amount
10/06/2023	7/25/2023	Customer 1	C0-XXXXXXX	\$ XX, XXX.XX
10/10/2023	10/6/2023	Customer 2	C0-XXXXXXX	\$ XX, XXX.XX
10/11/2023	10/6/2023	Customer 3	C0-XXXXXXX	\$ XX, XXX.XX
10/12/2023	10/20/2022	Customer 4	C0-XXXXXXX	\$ XX, XXX.XX
10/13/2023	10/11/2023	Customer 5	C0-XXXXXXX	\$ XX, XXX.XX
10/14/2023	10/10/2023	Customer 6	C0-XXXXXXX	\$ XX, XXX.XX
10/18/2023	10/10/2023	Customer 7	C0-XXXXXXX	\$ XX, XXX.XX

### 3.24 Electronic Commerce

Vendors must describe their ability to provide and maintain, at a minimum, an Internet website that contains the complete ESS as well as product specifications and options. Vendors are encouraged to describe an existing capability or commitment to implement a website that would provide procuring entities guidance and assistance with product selection, purchase order tracking, reporting or other relevant capabilities. The ability or commitment to accept and process purchase orders electronically should be thoroughly described. Internet URL's may be provided which reference sites that demonstrate the desired functionality.

#### **C Spire Business has a web-based system for our clients.**

With My C Spire Business, you have the power in your hands. Access tons of tools to help your business adapt faster and succeed easier.

<https://www.cspire.com/web/business/aboutmycspirebusiness>

#### **Make payments.**

Send secure online payments or set up AutoPay.

#### **Shop products.**

Add VoIP phones and features, internet and Microsoft 365.

#### **Get support.**

Submit and track support tickets for your C Spire solutions.

#### **Request moves.**

Schedule service moves between your locations.

#### **Request quotes.**

Get quotes for any new business solution you need.

#### **Find guides.**

Check Knowledge Base for tips on using your solutions.

#### **Manage accounts.**

Control multiple accounts from a single secure sign-in

#### **Manage applications.**

Get even more control over solutions with My Apps.

#### **Update information.**

Easily make changes to billing, addresses and other details.

A number of tools are presently available at our manufacturer partner's websites to also aid in ACCS members desire to learn about the products C Spire Business provides.

<b>Cisco</b>	<a href="https://www.cisco.com/c/en/us/products/index.html">https://www.cisco.com/c/en/us/products/index.html</a>
<b>Citrix</b>	<a href="https://www.citrix.com/products/">https://www.citrix.com/products/</a>
<b>Dell</b>	<a href="https://www.delltechnologies.com/en-us/products/index.htm">https://www.delltechnologies.com/en-us/products/index.htm</a>
<b>Fortinet</b>	<a href="https://www.fortinet.com/">https://www.fortinet.com/</a>
<b>Microsoft</b>	<a href="https://support.microsoft.com/en-us/all-products">https://support.microsoft.com/en-us/all-products</a>
<b>Palo Alto</b>	<a href="https://www.paloaltonetworks.com/network-security">https://www.paloaltonetworks.com/network-security</a>
<b>Pure</b>	<a href="https://www.purestorage.com/products/flash-array-m.html">https://www.purestorage.com/products/flash-array-m.html</a>
<b>Broadcom</b>	<a href="https://www.broadcom.com/">https://www.broadcom.com/</a>
<b>Syn-Aps</b>	<a href="https://www.syn-apps.com/">https://www.syn-apps.com/</a>
<b>Veeam</b>	<a href="https://www.veeam.com/data-center-availability-suite.html?ad=menu-products">https://www.veeam.com/data-center-availability-suite.html?ad=menu-products</a>
<b>Varonis</b>	<a href="https://www.varonis.com/">https://www.varonis.com/</a>
<b>Vertiv</b>	<a href="https://www.vertiv.com/en-us/products/">https://www.vertiv.com/en-us/products/</a>
<b>Zerto</b>	<a href="https://www.zerto.com/">https://www.zerto.com/</a>
<b>10ZiG</b>	<a href="https://www.10zig.com/about">https://www.10zig.com/about</a>
<b>SentinelOne</b>	<a href="https://www.sentinelone.com/">https://www.sentinelone.com/</a>
<b>Exagrid</b>	<a href="https://www.exagrid.com/">https://www.exagrid.com/</a>
<b>Arctic Wolf</b>	<a href="https://arcticwolf.com/solutions/">https://arcticwolf.com/solutions/</a>
<b>Lenovo</b>	<a href="https://www.lenovo.com/us/en/pc/">https://www.lenovo.com/us/en/pc/</a>
<b>Intrado</b>	<a href="https://www.intrado.com/">https://www.intrado.com/</a>

### 3.25 Breadth of Offering

Vendors must, at a minimum, offer products or services in at least one of the following categories: Client Computers (Workstations, Desktops, Terminals, Laptops, Tablet, Notebook, Handheld Devices)

- Servers
- Printers
- Monitors
- Storage
- Networking Equipment
- Audio and Video Conferencing Equipment
- Multimedia Hardware
- VOIP/Unified Communications Solutions
- Video Surveillance Solutions
- Key and Access Control Equipment
- Software
- Professional Services
- Other

Vendors must provide a comprehensive list of the models or variations available in each of the following categories for which a vendor offers products:

- Client Computers (Workstations, Desktops, Terminals, Laptops, Tablet, Notebook, Handheld Devices)
- Servers
- Printers
- Monitors
- Storage
- Networking Equipment
- Audio and Video Conferencing Equipment
- Multimedia Hardware
- VOIP/Unified Communications Solutions
- Video Surveillance Solutions
- Key and Access Control Equipment
- Software
- Other

The narrative that is submitted in support of the list should provide the Evaluation Committee with a clear indication of the breadth of the product line flexibility and performance.

Vendors must provide, at a minimum, a licensed operating system with each type of processor, where applicable. Vendors must provide a list of the operating systems for each of the following categories of processors:

- Client Computers (Workstations, Desktops, Terminals, Laptops, Tablet, Notebook, Handheld Devices). Servers
- Networking Equipment
- Audio and Video Conferencing Equipment
- VOIP/Unified Communications Solutions
- Key and Access Control Equipment
- Other



The narrative that is submitted in support of the list should provide the Evaluation Committee with a clear indication of the number and type of operating systems that are proposed.

Vendors may propose and provide a wide range of general-purpose software products. Vendors may provide a summarized list of the general-purpose software that is proposed for each of the following categories of processors:

- Client Computers (Workstations, Desktops, Terminals, Laptops, Tablet, Notebook, Handheld Devices). Servers
- Networking Equipment
- Audio and Video Conferencing
- Equipment VOIP/Unified
- Communications Solutions Video
- Surveillance solutions
- Key and Access Control
- Equipment Other

The narrative that is submitted in support of the list should provide the Evaluation Committee with a clear indication of the number and type of general-purpose software products that are proposed.

Vendors may propose and provide a wide range of the technical services including installation, training and technical support:

- Client Computers (Workstations, Desktops, Terminals, Laptops, Tablet, Notebook, Handheld Devices) Servers Printers Monitors Storage
- Networking Equipment
- Audio and Video Conferencing
- Equipment Multimedia Hardware
- VOIP/Unified Communications
- Solutions Video Surveillance
- solutions
- Key and Access Control
- Equipment Other

The narrative that is submitted in support of the list should provide the Evaluation Committee with a clear indication of the number and type of technical support services that are proposed.

## Acknowledged

Solution	Description
Unified Communications	C Spire Business offers the Cisco Unified Communications suite of products. This suite of products includes Cisco Call Manager, Unity Voice Mail, Mobility, and Call Center.
Business Internet	Backed by over 200 engineers, our fiber network is designed and maintained to provide a organization with constant uptime, complete with 24/7 monitoring of circuit health and status.
VoIP	<p><u><a href="#">IP VOICE</a></u>  C Spire provides a Polycom VoIP Enterprise Phone System hosted at a carrier grade data center. This solution includes:</p> <ul style="list-style-type: none"> <li>• Polycom VVX IP Phones</li> <li>• Polycom Conference Phones</li> <li>• IP Voice Complete</li> <li>• Unlimited Outbound Domestic Long Distance</li> <li>• Onsite Training for Staff</li> <li>• Local Service</li> <li>• Web Administration Portal</li> <li>• Auto Attendant</li> <li>• Receptionist Console</li> <li>• Install &amp; Setup</li> <li>• All Maintenance &amp; Support 24/7</li> </ul> <p>IP Voice can help a business get more work done in a shorter time. We enable the mobile workforce, connect remote offices, increase productivity and client satisfaction.</p>
Webex	C Spire Business offers Webex, Cisco's cloud-based web and video conferencing service that allows users to host or participate in video conferencing, online meetings, and screen sharing, with up to 1,000 participants allowed in a virtual meeting room.
Networking	<p>C Spire Business provides a host of network connectivity and circuit delivery options, from simple DIA circuits to MPLS/VPDN network design and buildout.</p> <p>C Spire Business offers a fully managed SD-WAN solution to allow for advanced Layer 7 application control, QoS, SLAs, and failover for redundant connectivity.</p>
Virtualization	<p>C Spire Business operates its own cloud IaaS offering, allowing customers to virtualize workloads in C Spire's cloud with a robust suite of connectivity and management services.</p> <p>As a Citrix Gold Partner, C Spire can also allow for Desktop &amp; Application virtualization sessions hosted either by C Spire Business or in Citrix cloud.</p>
Backup / Disaster Recovery	C Spire Business provides a robust array of backup and Disaster Recovery/Business Continuity services based on Veeam and Zerto platforms
Managed Services	Having one of the largest Managed Services practices in the country, C Spire Business provides an array of managed IT services, such as managed cloud, managed networks and security, and managed servers.

Solution	Description
Cloud Services	<p>C Spire Business offers a wide array of Cloud Infrastructure and Connectivity services, from Virtual Machines, cloud hosted Firewalls, Cloud Storage, Cloud Backup and Disaster Recovery, to SDN connectivity to private sessions in AWS and Azure.</p> <p>C Spire Business also provides productivity services such as Microsoft 365.</p>
End User Support and Managed Helpdesk	<p>C Spire Business can provide direct support to end-users and their devices, freeing up IT staffs to focus on driving value to the organization.</p>
Data Center Solutions	<p>Critical to any IT operation is the reliability of the data center components responsible for maintaining uptime of the IT equipment. C Spire Business is a certified partner with both Liebert and APC for UPS's, environmental control systems, racks and wiring solutions. C Spire wholly owns and operates a certified Tier III Data Center, as well as additional datacenters that are SSAE16 certified for hosting managed and cloud services. C Spire Business is uniquely qualified in understanding the factors that must be considered as part of a data center. Likewise, C Spire Business has certifications enabling them to install these types of solutions.</p>
Hardware & Software	<p>C Spire is the Southeast's premiere supplier of value-added hardware and software from leading IT manufacturers all over the world. We work tirelessly to meet rigorous standards set by IT giants such as Cisco, Dell Technologies, Microsoft, VMware, and Citrix in order to earn their top certifications. That means customers get the benefit of our expertise, partner-level discounts, and highly specialized engineers. And because we also specialize in Professional Services and Managed IT, we can add management or support to equipment, giving a one-stop-shop for IT needs.</p>
Professional Services	<p>C Spire Business designs, implements, and supports solutions from the leading providers of technology including Cisco, Citrix, Dell, Fortinet, Microsoft, Palo Alto, Pure, Syn-Aps, Veeam, Vertiv, VMware, 10ZiG and Managed &amp; Cloud Services from our 5 regional data centers. By focusing on these industry leaders and next generation services, we can deliver a high level of expertise that is unparalleled in the region. C Spire Business employs a significant number of local Engineers who carry the highest levels of engineering certifications from each of our chosen manufacturers including certification combinations that are only matched by approximately 400 individuals in the world.</p>

**3.26 Primary Account Representative**

Vendors must identify by name and location both the proposed primary account representative and the marketing supervisor who will be responsible for the performance of the agreement. Any changes to this information must be immediately sent to the Joint Purchase Agreement Administrator.

**Kelly Luber will be the primary account representative for this agreement and will be the marketing supervisor who will be responsible for the performance of the agreement.**

Kelly Luber  
 C Spire Business Account Manager  
 (601) 255-0098  
 kluber@cspire.com

**3.27 References**

Vendors must submit three (3) references of entities of like size and complexity, and/or entities that have or are currently receiving similar products and services to those proposed by the vendor for this procurement. Each reference must include the name of the contact person, address, telephone number and description of products and services provided.

Name	Wallace State Community College – Hanceville
Address	801 Main Street NW Hanceville AL 35077
Contact	Matt Ingram, Computer Specialist
Phone	256-338-1587
Services	Data Center, Network infrastructure, Unified Communications/WebEx, Video Conferencing, Wireless Networking, Storage and Virtualization products, HVAC, Power, data racks, data and voice cabling/wiring installation services. Includes Cisco Systems, Dell/EMC, Fortinet, SynApps, Palo Alto, VMWare, Veeam, Microsoft, Liebert Corporation a business of Vertiv, Engineering design, technical support and installation services for all noted products.

Name	Athens State University
Address	300 N. Beaty St. Athens, AL 35611
Contact	Bud Gifford, Assistant Director, Information Technology Services
Phone	256-216-6677
Services	Data Center, Network infrastructure, Unified Communications/WebEx, Video Conferencing, Wireless Networking, Storage and Virtualization products, HVAC, Power, data racks, data and voice cabling/wiring installation services. Includes Cisco Systems, Dell/EMC, Fortinet, SynApps, Palo Alto, VMWare, Veeam, Microsoft, Liebert Corporation a business of Vertiv, Engineering design, technical support and installation services for all noted products.

Name	Northwest-Shoals Community College
Address	800 George Wallace Blvd Muscle Shoals, AL 35662
Contact	Rob Freeman, Network Server Administrator
Phone	256-331-8000
Services	Data Center, Network infrastructure, Unified Communications/WebEx, Video Conferencing, Wireless Networking, Storage and Virtualization products, HVAC, Power, data racks, data and voice cabling/wiring installation services. Includes Cisco Systems, Dell/EMC, Fortinet, SynApps, Palo Alto, VMWare, Veeam, Microsoft, Liebert Corporation a business of Vertiv, Engineering design, technical support and installation services for all noted products.

### 3.29 Oral Presentation and Demonstration

If selected as a finalist, vendors agree to provide the Evaluation Committee with the opportunity to meet with and question the proposed primary account representative at the oral presentation (if deemed necessary by the Evaluation Committee). The proposed primary account manager is expected to conduct the presentation.

Vendors will be required to demonstrate their Internet-based reporting and electronic commerce capabilities to the Evaluation Committee.

**Will comply**

### 3.30 Equipment and Services Schedule

Vendors must submit with their responses a complete Equipment and Services Schedule including all the products and services offered, at the initial pricing level stated in response to section 3.25.

The ESS may be submitted in a single file, PDF format on a compact disc, USB drive, or made available via a website.

**Unless otherwise specified in Section 3.28, C Spire Business is proposing and responding with the entire enterprise/commercial product catalogs from Cisco, Microsoft, Dell Technologies, Broadcom, Veeam, Pure, Syn-Apps, Citrix, Palo Alto, Fortinet, 10ZiG, Varonis, Vertiv, Zerto, SentinelOne, Exagrid, Arctic Wolf, Lenovo and Intrado as our ESS proposal submission.**

**While we have not included copies of each manufacturer's latest catalog because of their size and the fact that they change frequently, we have responded with our pricing as a % off of manufacturers list price across the product segments identified in each manufacturers pricing catalog. C Spire Business is happy to provide a current and complete catalog or link for a current and complete catalog from any of the manufacturers in our response at any ACCS member's request. Also as part of our ESS response, we have included a full, discounted C Spire Business Managed and Cloud Services price list. C Spire Business agrees and will comply.**

### 3.31 Scope of Work

The vendor shall deliver computing system products and services to procuring entities in accordance with the terms of this agreement. Accordingly, the vendor shall provide products or services only upon the issuance and acceptance by vendor of valid "purchase orders". Purchase orders will be issued to purchase the license for software or to purchase or lease products listed on the ESS. A procuring entity may purchase any quantity of product or service listed in the ESS at the prices stated therein. For large orders, the procuring entity may negotiate quantity price discounts below the ESS price(s) for a given purchase order. Vendor may offer authorized educational institutions educational price discounts that result in prices below the ESS listed prices.

**Will comply**

### 3.32 Title Passage

Title to equipment shall pass to the procuring entity upon acceptance of equipment.

**Will comply**

### 3.33 Quantity Guarantee

This agreement is not an exclusive agreement. Procuring entities may obtain computing system products and services from other contract awarded vendors during the agreement term.

**Will comply**

### 3.34 Order of Precedence

Each purchase order that is accepted by the vendor will become a part of the agreement as to the products

and services listed on the purchase order only; no additional terms or conditions will be added to this agreement as the result of acceptance of a purchase order. In the event of any conflict among these documents, the following order of precedence shall apply:

- A. the terms and conditions of this RFB
- B. exhibits to this agreement
- C. the list of products and services contained in the purchase order
- D. vendor's response

**Will comply**

### 3.35 Payment Provisions

All payments under this agreement are subject to the following provisions:

#### A. Acceptance

The procuring entity shall determine whether all products delivered to it meet the vendor's published specifications. No payment shall be made for any products until the products have been accepted by the procuring entity.

Unless otherwise agreed upon between the procuring entity and the vendor, within thirty (30) days from the date the procuring entity receives written notice from the vendor that payment is requested for services or within thirty (30) days from the receipt of products, the procuring entity shall accept or reject the products or services.

#### B. Payment of Invoice

Payments shall be submitted to the vendor at the address shown on the invoice.

Payment shall be tendered to the vendor within thirty (30) days from acceptance.

In the event an order is shipped incomplete (partial), the procuring entity must pay for each shipment as invoiced by the vendor unless the procuring entity has clearly specified "No Partial Shipments" on each purchase order.

#### C. Invoices

Invoices shall be submitted to the procuring entity.

**Will comply**

### 3.36 Shipment and Risk of Loss

Vendor must ship all products F.O.B. destination regardless of price discounts. Risk of loss or damage to the products shall pass to the procuring entity upon delivery to the procuring entity. Vendor agrees to assist the procuring entity with the processing of claims for such loss or damage and to expedite the processing of claims for such loss or damage and to expedite replacement of lost or damaged products. Destination charges shall be included in the product price on the ESS.

All license agreements or sales order contracts, which must be signed prior to delivery of proposed items, must be included with the bid for review by the System. Documents not submitted with the response will not be considered at a later date. In all cases, should there be a conflict of terms and conditions, those terms and conditions in this REQUEST and any resulting System purchase order will prevail.

Whenever a procuring entity does not accept any product and returns it to the vendor, all related documentation furnished by the vendor shall be returned also. The vendor shall bear all risk of loss or damage with respect to returned products except for loss or damage directly attributable to the negligence of the procuring entity.



Unless otherwise agreed upon by the procuring entity, the vendor is responsible for the pick-up of returned equipment. Software and documentation will be returned via U.S. Mail at the expense of the procuring entity. Unless otherwise arranged between the procuring entity and vendor, all shipments of products shall be by vendor truck, UPS, or Federal Express Second Day (or other way, specify).

**Will comply**

### 3.37 Warranties

At a minimum, the products shall be covered under the manufacturer's warranties in effect at the time the products are delivered or the warranties in effect at the time of contract award, whichever is most beneficial to the procuring entity.

**Will comply**

### 3.38 Price Guarantees

The procuring entity shall pay the lower of the prices contained in the ESS or an announced promotion price, educational discount price, general price reduction or large order negotiated price. Only general price reduction decreases will apply to all subsequent orders accepted by vendor after the date of the issuance of the revised prices. Vendor agrees to maintain ESS product prices in accordance with the volume price discount guarantees filed. Prices set forth in the ESS are subject to decrease without prior notice. Special pricing discounts offered by successful bidders after the award of bids shall remain in effect for a minimum of 30 days.

**Will comply**

### 3.39 Technical Support

The vendor agrees to maintain a toll-free technical support telephone line. The line shall be accessible to procuring entity personnel who wish to obtain competent technical assistance regarding the installation or operation of products supplied by the vendor.

**C Spire Help Desk support can be reached at 855-277-4732 or [enterprisesupport@cspire.com](mailto:enterprisesupport@cspire.com)**

### 3.40 Product Delivery

Vendor agrees to deliver products to procuring entities within 30 days after receipt of a valid purchase order unless otherwise negotiated with procuring entity.

**Will comply**

### 3.41 Impracticality of Performance

A party shall be excused from performance under this agreement for any period that the party is prevented from performing as a result of an act of God, strike, war, civil disturbance, epidemic, or court order, provided that the party has prudently and promptly acted to take any and all steps that are within the party's control to ensure performance. Subject to this provision, such non-performance shall not be deemed a default or a ground for termination.

**Will comply**

### 3.42 Records and Audit

Vendor agrees to maintain detailed records pertaining to the price of services rendered and products delivered for a period of three years from the date of acceptance of each purchase order. These records shall be subject to inspection by the procuring entity and appropriate governmental authorities with the state of Alabama. The procuring agency shall have the right to audit billings either before or after payment. Payment under this agreement shall not foreclose the right of the procuring entity to recover excessive or illegal payments.

**Will comply**

### 3.43 Use of Subcontractors

The vendor may subcontract installation, training, warranty, or maintenance services. However, the vendor shall remain solely responsible for the performance of this agreement. All procuring entity payments for products or services shall be made directly to the vendor. If subcontractors are to be used, the name of the authorized subcontractor(s) shall be identified in the applicable participating addendum(s).

**Will comply**

### 3.44 Indemnification

The vendor shall indemnify and hold harmless the System from any loss, cost or expense suffered or incurred in connection with any claim, suit or proceeding brought against the System so far as it is based on defects in products provided to the System.

The vendor hereby covenants and agrees, at its sole cost and expense during the term of this agreement, to indemnify and hold harmless the System and its officers, agents and employees against and from any and all claims or demands by or on behalf of any person, firm, corporation or governmental authority, arising out of, attributable to or in connection with the use, occupation, possession, conduct or management of the vendor concerning the equipment or services performed and rendered hereunder, including, but without limitation, any and all claims for injury or death to persons or damage to property or any and all claims for Patent, Trademark, Copyright, Intellectual Property, or Trade Secret Infringement. The vendor also covenants and agrees, at its sole cost and expense, to hold the System and its officers, agents, and employees from and against all judgments, costs, counsel fees, expense and liabilities incurred in connection with any such claim and any action or proceeding brought thereon, and in case any action is brought against the System or against any of its officers, agents, or employees, by reason of any such claim, the vendor upon notice from the System will resist and defend such action or proceeding by qualified counsel. However, the provisions of this Section shall not apply to any claims arising from the negligent or willfully wrongful acts or omissions of the System, or its officers, agents, or employees.

For the purposes of paragraph 3.44, the term, the System, shall include all entities listed in Appendix A or any subsequent revision thereof and their respective officers, directors, employees, agents, and assigns. **The Customer shall give Service Provider prompt written notice and the opportunity to defend (at Service Provider's expense) any claim for which the Customer will seek indemnification under this Contract. Service Provider shall have the option to settle such claim in its sole discretion, provided that such settlement does not result in any un-indemnified liability to Customer. C Spire's indemnity obligation shall not extend to any liability that are the result of the gross negligence or willful misconduct of the District, Its Employees or Agents.**

### 3.45 Website Maintenance

Vendor agrees to maintain and support an Internet website for access to the ESS, configuration assistance, product descriptions, product specifications and other aids in accordance with instructions provided by the contract. In addition, vendor may provide electronic commerce assistance for the electronic submission of purchase orders, purchase order tracking and reporting.

**Will comply**

### 3.46 Ethics

The vendor warrants that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of services required under this agreement.

If any owner, officer, partner, board or director member, employee, or holder of more than 5% of the fair market value of your firm or any member of their households is a public official or public employee (including the System) as defined by the Code of Alabama Section 36-25-1, this information must be included in your response. Failure to disclose this information in your response will result in the

elimination of your response from evaluation. If your firm is awarded any contract as a result of this request, the System reserves the right to furnish a copy of any resulting contract to the State of Alabama Ethics Commission as directed in the Code of Alabama, Section 36-25-11, within ten (10) days of award.

System employees are not allowed to accept personal gifts or gratuities.

**Will comply**

#### 3.47 Replacement Parts

Replacement parts may be refurbished with the agreement of the procuring entity.

**Will comply**

#### 3.48 FCC Certification

The vendor agrees that hardware supplied by the vendor meets all applicable FCC Certifications. Improper, falsely claimed, or expired FCC certifications are grounds for contract termination.

**Will comply**

#### 3.49 Site Preparation

A procuring entity shall prepare and maintain its site in accordance with written instructions furnished by the vendor prior to the scheduled delivery date of any equipment or service and shall bear the costs associated with the site preparation.

**Will comply**

#### 3.50 Assignment

The vendor shall not assign nor transfer any interest in this agreement or assign any claims for money due or to become due under this agreement without prior written approval from the procuring entity.

**Will comply**

#### 3.51 Survival

Certain paragraphs of this agreement including but not limited to Patent, Copyright, Trademark, and Trade Secret Indemnification; Indemnification; and Limit of Liability shall survive the expiration of this agreement. Software licenses, lease, warranty, and service agreements that were entered into under the terms and conditions of this agreement shall survive this agreement.

**Will comply**

#### 3.52 Lease Agreements

Vendor may lease equipment to procuring entities in accordance with terms and conditions approved by the appropriate governing authority for the procuring entity.

**Will comply**

#### 3.53 Vendor Disclosure Statement

Act 2001-955 requires the disclosure statement to be completed and filed with all proposals, bids, contracts, or grant proposals to the State of Alabama in excess of \$5,000. In circumstances where a contract is awarded by competitive bid, the disclosure statement shall be required only from the person receiving the contract and shall be submitted within ten (10) days of the award.

Upon being awarded the contract, Alabama State Law requires that the vendor must complete a Vendor Disclosure Statement. The 2-page form and the instructions are available online as noted per Appendix D. The form is required by the vendor and covers the duration of the bid.

Vendor agrees, for the duration of the agreement, that they will not violate federal immigration law or

knowingly employ, hire for employment, or continue to employ an unauthorized alien within the State of Alabama in compliance with the Beason-Hammon Alabama Taxpayer & Citizen Protection Act (Act 2011-535). Upon being awarded the contract, Alabama State Law requires that the vendor must complete the Business Entity Employer Contractor Compliance form as proof that the vendor has enrolled in the E-Verify program as required by state law. The form and the instructions are available online as noted per Appendix D. E-Verify documentation, which is unavailable due to the Federal Government shutdown, will be deferred until such documentation may be obtained from any federal agency.

It is further agreed that the terms and commitments contained herein shall not constitute a debt of the State of Alabama in violation of Section 213 of the Constitution of Alabama of 1901, as amended by Amendment Number 26. If any provision of the agreement contravenes any statute or constitutional provision, either now in effect or which may be enacted during the term of this agreement, then the conflicting provision of this agreement shall be deemed null and void. Vendor understands, acknowledges, and agrees that its sole and exclusive remedy for any claim which may arise for or relate to this agreement is to file a claim with the Board of Adjustment of the State of Alabama.

In compliance with Act 2016-312, the vendor hereby certifies it is not currently engaged in, and will not engage in, the boycott of a person or an entity based in or doing business with a jurisdiction with which this state can enjoy open trade.

**Will comply**

## **BID FORMAT AND ORGANIZATION**

### 4.1 Bid Format

All bids must be typewritten on standard 8 ½ x 11 paper (larger paper is permissible for charts, spreadsheets, etc.) and placed within a binder with tabs delineating each section.

**See enclosed**

#### 4.1.1 Bid Organization

The bid response must be organized and indexed in the following format and must contain, as a minimum, all listed items in the sequence indicated.

- A. Letter of Transmittal
- B. Evaluation Submission Form
- C. Table of Contents
- D. Bid Summary (optional)
- E. Response to General Requirements and Specifications

Within each section of the bid, vendors should address the items in the order in which they appear in this RFB.

Any bid that does not adhere to these requirements may be deemed non-responsive and rejected on that basis. A bid summary may be included by vendor to provide the Evaluation Committee with an overview of the technical and business features of the response; however, this material will not be used in the evaluation process unless specifically referenced from other portions of the vendor's response.

**See enclosed**

#### 4.1.2 Letter of Transmittal

Each response must be accompanied by a letter of transmittal. The letter of transmittal MUST:

- A. Identify the submitting organization
- B. Identify the name and title of the person authorized by the organization to contractually obligate the organization
- C. Identify the name, title and telephone number of the person authorized to negotiate the contract on behalf of the organization
- D. Identify the names, titles, and telephone numbers of persons to be contacted for clarification
- E. Explicitly indicate acceptance of the Conditions Governing the Procurement
- F. Be signed by the person authorized to contractually obligate the organization
- G. Acknowledge receipt of any and all amendments to this RFB.

4.1.3 Financial Documentation (See Forms & Examples 6.4 Appendix) Each response MUST be accompanied with the following documentation:

- 1. State of Alabama Disclosure Statement (Notarized)
- 2. Certificate of Compliance
- 3. Immigration Status Form
- 4. Current W-9
- 5. E-Verify Memorandum of Understanding with Articles (13 Pages)
- 6. Vendor Setup Form and Certification Regarding Debarment Form

**See enclosed**

## **EVALUATION**

### 5.1 Evaluation Process

All responses will be reviewed for compliance with the mandatory requirements stated within the RFB. Bids deemed non-responsive will be eliminated from further consideration. The System may contact the vendor for clarification of the response.

The Evaluation Committee may use other sources of information to perform the evaluation. Responsive bids will be evaluated on factors that have been assigned a point value. The responsible vendor(s) with the highest scores will be selected as finalist(s) based upon the bids submitted. The responsible vendors, whose bids are most advantageous, taking into consideration the evaluation factors, will be recommended for award. Please note, however, that a serious deficiency in the response to any one factor may be grounds for rejection regardless of overall score. This procurement is expected to result in a multiple source award. The right to reject any or all bids, or any portions thereof, is reserved.

**Acknowledged**

## 6.1 Appendix A

### Alabama Community College System Institutions and Other MOU Participants

#### **Community Colleges**

Bevill State Community College, Sumiton, AL  
Bishop State Community College, Mobile, AL  
John C. Calhoun Community College, Decatur, AL  
Central Alabama Community College, Alexander City, AL  
Chattahoochee Valley Community College, Phenix City, AL  
Coastal Alabama Community College Bay Minnette, AL  
Enterprise Community College, Enterprise, AL  
Gadsden State Community College, Gadsden, AL  
Jefferson State Community College, Birmingham, AL  
J.F. Drake State Community and Technical College, Huntsville, AL  
T.A. Lawson State Community College, Birmingham, AL  
Lurleen B. Wallace Community College, Andalusia, AL  
Northeast Alabama Community College, Rainsville, AL  
Northwest-Shoals Community College, Muscle Shoals, AL  
Shelton State Community College, Tuscaloosa, AL  
Snead State Community College, Boaz, AL  
Southern Union State Community College, Wadley, AL  
H. Council Trenholm State Community College, Montgomery, AL  
George C. Wallace Community College, Dothan, AL  
Wallace State Community College, Hanceville, AL  
George Corley Wallace State Community College, Selma, AL

#### **Technical Colleges**

J.F. Ingram State Technical College, Deatsville, AL  
Reid State Technical College, Evergreen, AL

#### **Military Academy**

Marion Military Institute, Marion, AL

#### **Statewide Development Training**

Alabama Technology Network (ATN), Montgomery, AL

#### **Other Participating Public Institutions of Higher Education**

AIDT (Alabama Industrial Development Training)  
Alabama Fire College, Tuscaloosa, AL  
Alabama State University, Montgomery, AL  
Athens State University, Athens, AL  
Auburn University, Auburn, AL  
Auburn University-Montgomery, Montgomery, AL  
Jacksonville State University, Jacksonville, AL  
Troy University, Troy, AL  
University of Alabama Birmingham – Birmingham, AL  
University of Alabama Huntsville - Huntsville, AL  
University of North Alabama, Florence, AL  
University of West Alabama, Livingston, AL



### **Other Participating Public Institutions K-12**

Alabaster City Schools  
Birmingham City Schools  
Crenshaw County Schools  
Cullman Commission on Education  
Fort Payne City Schools  
Pelham City Schools  
Pike County Board of Education  
Troy City Schools  
Tuscaloosa County School System

### **Acknowledged**

#### **6.2 Appendix B – Example Map**

**See enclosed**

#### **6.3 Appendix C – Example Required Usage Report**

This example contains the minimum information provided. Vendors are encouraged to submit their own report data in their own format.

**See enclosed**

## 6.4 Appendix D - Vendor Disclosure, Immigration Compliance & Financial Forms

Vendor Setup, State of Alabama Vendor Disclosure Statement, Certificate of Compliance (Beason-Hammon), Certification Regarding Debarment and Tax Certification and Immigration Status Forms are included in the RFB below:

E-Verify MOU: (While this is not an attached form, we require a copy of the complete E-Verify Document with electronic signature from Homeland Security (this document will be approximately 13-17 pages) available at this link: <https://www.e-verify.gov/mye-verify>.

First Time E-Verify Enrollment at this link: <https://www.e-verify.gov/employers>

6.3.1 Select E-Verify Enrollment

6.3.2 For first time enrollment, please complete the enrollment process

6.3.3 For all enrolled employers, please update any information and submit the updated documentation.

W-9 Form: (While this is not an attached form, we require a copy of the complete W-9 form available at this link) <https://www.irs.gov/pub/irs-pdf/fw9.pdf>

\*Vendor Setup Form: If you do not wish to receive ACH payments, please complete the Vendor portion of the form, and leave the Financial Institution blank or "N/A".

\*\*Alabama Disclosure Statement: Must be notarized.

\*\*\*Note: these forms are a requirement for all State Agencies to collect for contractual obligations.

**See enclosed and Attachment: E-Verify and Attachment: W9**

## ATTACHMENT: C SPIRE CERTIFICATIONS

C Spire is proud to partner with and gain top certifications from the leading names in business IT solutions and our team of engineers holds specialized certifications with vendors such as Cisco, Dell, Microsoft, Palo Alto, and VMware. C Spire engineers have over 160 certifications in 65 specialty areas. High-level certifications for our engineers mean next-level knowledge for your organization. That's why we're proud to partner with and gain top certifications from the leading names in business IT solutions.

For a look at the range of certifications we hold at C Spire Business:

<https://www.cspire.com/web/business/engineering-certifications>

## ATTACHMENT: HELP DESK

C Spire call center and Network Operations Center, is centrally lead from Ridgeland MS, with remote call support centers in Birmingham, AL. Nashville and Knoxville, TN., as well as Meadville MS. Our support teams monitor services, manage and man in each of our centers as well as remotely to provide diversity and scalable support for our customers 24X7X365. Outside of business hours, we offer on-call support for emergency and high impact services that require attention, calls made into the support center are triaged and routed to our certified on-call agents for ticket creation, and trouble resolution. Escalation of any trouble remains the same 24X7X365.

Service support begins with our C Spire Business Solutions – Customer Support Operations (CSO) team, a group of certified support staff. The CSO team may be reached by the dedicated support number, via email and/or web portal that provides customers with self-service access to manage their VoIP services, submit orders, create, update and view support tickets.

C Spire support teams utilize various tools, software and applications to diagnose, troubleshoot and resolve customer technical issues.

### Help Desk

CSO, will first identify and record the customer contact and authorized users that may make changes to an account or report any issue for service being provided by C Spire. Trouble and Move Add Change incidents may be created via phone, email, web portal or chat. During the interaction with customers via chat, email, or phone call, basic current features and account adjustments can be made by this group. If features require a sales order to process, CSO will note the account and route to the appropriate team (groups may vary depending on the status of the customer).

The Help Desk works with the customer to address basic connectivity/VoIP issues – i.e., power cycle, password resets and basic “how to’s.” Should an issue not be resolved during the interaction with the Help Desk team, the problem will then be routed to the Tier 1 group for more advanced diagnosis.

### Tier 1

C Spire's Tier 1 team provides more in-depth consultation with the customer beginning with documentation from Tier 1 and is typically initiated via email through the ticketing system or from a warm transfer phone call from the Help Desk.

### Tier 2

Tier 2 has direct contact with the manufacturer of networking elements and the NOCC on recent changes and released updates to troubleshoot and resolve an event reported by the customer. Tier 2 will reach out to additional teams for resolution if they are not able to address an issue quickly.

### **Tier 3 Engineering Support**

In the event, there's an issue our front-line care teams are unable to resolve, our team of engineers is directly accessible Monday-Friday 6:00 am – 6:00 pm and on-call nights and weekends.

### **Customer Inspired SLA's**

<https://www.cspire.com/web/business/resources/agreements-policies/service-level-agreements>

### **Escalation Hierarchy**

If necessary, the C Spire Support Staff can escalate responses pertaining to interruptions and performance issues to all levels of management.

<b><u>Support Level</u></b>	<b><u>Escalation Contact</u></b>
1st Level	Assist for Business Call Center 24/7
2nd Level	Manager, Customer Support
3rd Level	Senior Manager, Customer Operations
4th Level	Director, Customer Operations
5th Level	VP, Service Delivery

### **Contact**

Business Support  
855-277-4732  
enterprisesupport@cspire.com

# Our solutions.

C Spire Business delivers a wide range of solutions to help your business dominate day in and day out. Here are some of the services we can offer.



## Internet & Network Connectivity

Gain the ultra-fast internet, reliability and bandwidth your business needs to keep running its best - no data caps or throttling. Plus, we provide professional on-site installation with flexible scheduling.

- **Gigabit fiber business internet**
- **Over 17,000 miles of fiber for unmatched stability**
- **Dedicated in-region support**
- **24/7 monitoring for constant uptime**



## Voice & Collaboration

Power your success with an easy-to-use voice solution designed for unparalleled reliability, backed by local support. We'll provide you with a flexible VoIP platform that offers a steady stream of new phone features.

- **Unbeatable reliability**
- **Clearer audio quality**
- **Premium features**
- **24/7 local support**

### IP Voice Complete with Webex Plan Features:

- Unlimited Phone Calls
- Voicemail to Email
- Music on Hold - User
- Call Forwarding
- Hunt Groups
- Remote Office
- Busy Lamp Field
- Cloud Calling
- Video Conferencing
- Secure Messaging

### IP Voice Conference Plan Features:

- Call Waiting
- Flash Call Hold
- Caller ID
- Call Logs



## Next-level tools for everywhere collaboration

Call, message and meet with anyone on any device with Webex, your all-in-one collaboration solution. Included at no extra charge with the IP Voice Complete plan.

### CALL

Swap between desk phone, smartphone, tablet, or computer with the same core experience on every device.

### MESSAGE

Connect your internal and external teams with smarter, easier messaging for instant collaboration across apps.

### MEET

Join secure virtual meetings with streamlined cloud integration for calendaring, screen sharing, and more



### Desk & Conference Phones

Get industry-leading business phones that set the standard for performance and premium features. Available as part of your service package or for purchase.

### Cloud Contact Center

Gain a robust hosted call-center platform with all the features you need to handle calls efficiently. Ideal for businesses that have call centers with 20+ agents.

## Cloud

Let our team of experts guide your business on its journey to the cloud. We'll help you find the right solution for challenges like limited resources for managing data and applications, lack of scalability, and outgrowing infrastructure.

- **Best-in-class security standards to assist with compliance**
- **24/7 availability on any device, anywhere**
- **High flexibility & scalability to deliver IT resources where you need them**
- **Cost effective – no need to invest capital on expensive hardware or software**

### Hyperscale Cloud

C Spire Cloud operates a network of world-class delivery edge locations, enabling a full suite of truly secure and low-latency deployment cloud services.

### Virtual Data Center

Control it all or have our experts manage it for you. Either way, we'll help you pair the agility of the cloud with security and stability you can build your business on



#### **AWS/Azure Integration**

We make the cloud simple and then make it your strength, providing all the resources and expertise you need to achieve your IT objectives and drive results.

#### **Low Latency**

We harness over 30 years of networking expertise and our world-class fiber ecosystem to redefine the performance you expect from a cloud provider.



## **Microsoft 365 with C Spire Business**

With expert support and tailored small business and enterprise solutions, we'll make sure your organization gets the most from Microsoft's industry-leading tools and applications.

#### **Expert Advice**

Get help selecting plans and maximizing your ROI to manage costs while you keep your employees connected and productive.

#### **Tailored Solutions**

Flexible plans make it simple to choose the right option for your business and adjust your products and services as your needs evolve.

#### **24/7 Service & Support**

With C Spire Business, you'll have 24/7 support to help you fully utilize your Microsoft 365 solution and quickly scale to fit your business needs.

#### **Migrate with Ease**

Let our experts address any questions and concerns and help make switching to Microsoft 365 as seamless as possible.

#### **Self-Service**

Manage your users and licenses with the My C Spire Business online portal. No more carrying extra licenses. Add them on-demand without having to contact sales.

#### **Office 365**

Lose the headache and expense of owning and operating your own email service. Access your email, calendar, and contacts on any internet-connected device.

#### **Private Cloud**

Our private cloud offers highly available service through dedicated computers, storage, and networking, all managed by our expert engineers. Get control over your data without spending capital on hardware or in-house engineers.

#### **Hybrid Cloud**

Get the best of public and private clouds with a customizable hybrid solution – the control of a dedicated, near-premises environment and the cost-effectiveness and efficiency of an off-premises shared environment.



## Data Center

Gain access to best-in-class facilities at a competitive price, with over 180 data centers across the U.S., including our four fully owned and operated data centers in the Southeast. We'll provide your business with the highest levels of availability, security, and reporting standards.

### RELIABLE

Built with multiple layers of redundancy, including flywheels, UPS, and diesel generators, plus a robust data replication grid.

### EFFICIENT

Utilize copper grounding systems, overhead power, HVAC controls, ionized humidifiers, ductless A/C units and cold-water chilling.

### SECURE

Require keycard and biometric screening for access. 24/7 video surveillance. Adhere to independent audit requirements like PCI and SOC 1 & 2.

#### Colocation

IT professionals turn to C Spire when they want to utilize their current equipment and staff to manage and maintain infrastructure, but need to house it in a secure, cutting-edge facility.

#### Cloud

Our cloud solutions deliver the benefits of a fully managed network and infrastructure with a range of service options, from on-demand public cloud to fully managed private hosting.

#### Edge Locations

We provide the cloud fabric of choice for finance, healthcare, insurance, and government agencies, with world-class cloud delivery edge locations across the Mid-South and beyond.



## Resale & Professional Services

When you're looking for an IT expert, you want the best of the best. We give you access to over 200 IT engineers with the highest vendor certifications available, plus value-added hardware and software from industry leaders.

**We train on the latest manufacturer technologies, so your team doesn't have to, and ensure a smooth, stress-free completion of complicated projects.**



## Cybersecurity

"One size fits all" cybersecurity can leave you open at great risk and great cost. C Spire Business delivers multilayered solutions built around your business needs – adaptive, defense ready and compliant with industry regulations.

- **Gain an experienced partner to guide you through the ever-changing landscape of cyberthreats.**
- **Access our staff of 200 expert engineers, with decades of combined experience in multiple industries.**
- **Experience peace of mind regarding compliance and regulation standards.**

### Security-as-a-Service

Our cloud-powered cybersecurity tools fully integrate software, security operations and monitoring into one solution to help keep your resources secure and compliant. We work to monitor, analyze, and protect your networks with intrusion detection, vulnerability assessments, web application and log management solutions.



# Our partners.

## Hardware & software built for high standards.

Storage, servers, unified communications, network infrastructure – C Spire Business is the Southeast’s premier supplier of value-added hardware and software from the world’s leading IT manufacturers.

We work tirelessly to meet the rigorous standards set by companies like Cisco, Dell Technologies, Microsoft, VMware, and Citrix to earn their top certifications. That means you get access to expertise, partner-level discounts, and highly specialized engineers.

And because we also specialize in Professional Services and Managed IT, we can easily add management or support to any of your equipment, offering a one-stop shop for your IT needs. Here’s a look at some of our strategic partners.



# Our account tools.

The My C Spire Business online portal makes it easier and faster than ever to manage your account. So you spend more time on what you do best – leading your team over the goal line. Here are a few of the features, with even more on the way.

## SHOP PRODUCTS & SERVICES

Shop products and get a quote.

## MAKE BILL PAYMENTS

Send secure payments online or set up AutoPay.

## GET SUPPORT

Get help with your C Spire services the easiest way.

## UPDATE ACCOUNT INFO

Change your billing, addresses and other details.

## TRACK YOUR ORDERS

Keep up with order updates, comments and more.

## MANAGE MULTIPLE ACCOUNTS

Handle all your accounts from a single sign-in.

## ACCESS HELPFUL GUIDES

See Knowledge Base for tips on using your solutions.

## REQUEST A MOVE

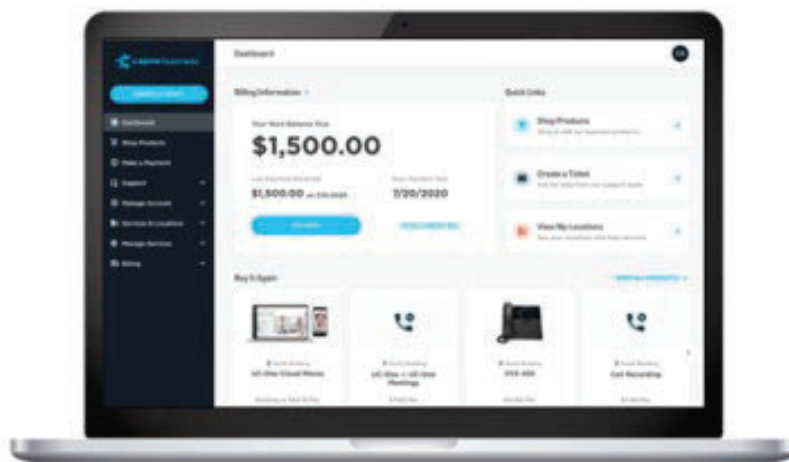
Easily schedule service moves between locations.

## MANAGE APPLICATIONS

Get even more control over solutions with My Apps.

## MANAGE YOUR PRODUCTS

Easily view, change, and disconnect your products.





## Our locations.

With 16 offices across the Southeast and access to over 180 data centers nationwide, we help businesses across the country tackle their toughest IT challenges while providing dedicated local support.

### ALABAMA

Birmingham  
Huntsville  
Montgomery  
Mobile  
Enterprise  
Luverne  
Ozark  
Troy

### MISSISSIPPI

Gulfport  
Hattiesburg  
Ridgeland  
Tupelo  
Oxford

### TENNESSEE

Chattanooga  
Knoxville  
Nashville  
Memphis

### Our dedicated in-region support.

Need immediate help with your C Spire Business service? Visit [help.cspire.com/business](https://help.cspire.com/business) or call us any time of day at **1-855-CSPIRE2 (277-4732)**.