

Arizona provisions for WSCA Wireless Contracts

(rev 3-3)

Background – Arizona Network. In the summer of 2003, HB2533 (A.R.S 41-712 and 41-713) established the requirement for the State to establish an enterprise telecommunications services program to support the voice and data requirements of most State agencies, boards and commissions. In the spring of 2004, the Department of Administration (“ADOA”) established the Telecommunications Program Office (“TPO”) and issued the solicitation that will eventually lead to the award of a statewide telecommunications outsourcing contract to a single contractor, and in doing so established the State’s enterprise voice and data telecommunications program, the “Arizona Network” or “AZNet”, in January of 2005. The current contract under the AZNet program will expire in January of 2012. The State has determined that the new AZNet program will consist of multiple but interrelated telecommunications contractors as opposed to a single contractor model. The TPO will continue to oversee and direct the AZNet program and its constituent contractors. The five (5) primary areas of the new AZNet program are to include Voice Communications Services (i.e., telephony infrastructure and management), Network Services (i.e., data infrastructure and management), Telecommunications Carrier Services (i.e., connectivity and transport), Telecommunications Expense Management Services (i.e., billing receipt, billing audit, expense allocation, re-invoicing, payment receipt, payment remission and dispute management services), and Cellular Services (mobile wireless, voice and data devices and services, the subject and scope of these requirements). The following requirements are mandatory for State agencies, boards, and commissions, and optional, at the end users discretion, for Arizona Purchasing Co-operative members.

1. Requirements Applicable to all Wireless Contractors.

1.1. Integration with the TEM. A major component of the State’s AZNet program is the Telecommunications Expense Management (“TEM”) services contract (currently in solicitation, ADSPO11-0000489, see <https://procure.az.gov>). All voice, data and wireless contractors falling under the purview of the AZNet program, including all Participating Addendums (“PA”) issued under the WSCA Wireless Master Price Agreements (“MPA”) shall interface with and transact all of their billing with State agencies, boards and commissions through the State’s TEM. TEM services include dispute management with all contractors under the AZNet program, including all wireless contractors. All contractors shall participate in dispute resolution activities as managed by the State’s TEM.

2. Requirements Applicable to the AZNet Cellular Contractor.

2.1. AZNet Cellular Contractor. Among the PAs that State may enter into under the WSCA Wireless MPAs, the State may establish a primary wireless contractor, to whom the majority of the State’s wireless volume and spend will be directed (“AZNet Cellular Contractor” or “Contractor”). Although the State will not commit any volumes under any resulting PAs, in accordance with ARS 41-712, 713, all State agencies, boards and commissions will be required to use the AZNet Cellular Contract to meet their needs for wireless devices and services. Only with the written approval from the TPO will agencies be allowed to utilize any other State PA under a WSCA Wireless MPA.

2.2. Statewide Pooled Plans. AZNet Cellular Contractor shall provide the State with a plan, or plans, that leverage State Agency-wide volume across all State customers (defined as all State agencies, boards, and commissions) and allow for the sharing or “pooling” of minutes and services across the State. Contractor’s plan(s) shall allow the pooling of minutes and data services across the State and State Agency Customers, for all services, all device types, including Smartphones, broadband cards, without regard for their domestic geographic location, so long as they are purchased as a State of Arizona customer. E.g. an Arizona representative that resides in Washington D.C. will be eligible to utilize the States pool of minutes. Such plan(s) shall allow State Customers to use minutes from the pool minutes without contributing to the pool of minutes, such as a Zero Minute or Add-a-Phone/Line option

2.3. Further Discounts and Volume Tiers. AZNet Cellular Contractor shall provide the State with further discounts, the baseline discount of which – assuming a minimum baseline volume of three thousand (3,000) lines – shall be below the most favorable discount set forth in the WSCA MPA. From this baseline, Contractor shall include further discounts associated with a series of subsequent volume tiers, such that the State is continuously incentivized to increase its participation under the AZNet Cellular Contract in order to achieve ever improving discounts.

2.4. Scope.

2.4.1. Service Plans. All Services plans are subject to the State’s review and approval, Contractor shall provide a variety of service plans. Desirable features would include, but are not limited to:

- a. Nationwide coverage and common rate plans

- b. Uniform pricing plans nationwide, regardless of location
- c. Unlimited nights and weekend and mobile-to-mobile
- d. Wireless services for tablets
- e. Mobile-to-fixed fee
- f. No domestic long-distance charges
- g. No roaming charges
- h. Three-way calling
- i. Caller ID
- j. Call waiting
- k. Voice mail
- l. Unlimited text and paging
- m. Unlimited data
- n. Unlimited Group Calling for Push-to-Talk
- o. Third-party service blocking
- p. Phone book / contact backup
- q. Phone Locator
- r. Tethering
- s. Unlimited GPS
- t. Short code text blocking
- u. International service
- v. Discounted rates to Mexico and internationally

2.4.2. Cellular Devices and Accessories. All devices and accessories are subject to the State's review and approval. Desirable features would include, but are not limited to:

- a. Cellular phones
- b. Smartphones
- c. Refurbished Phones
- d. SIM Card only
- e. Mobile Hotspots
- f. USB Modems
- g. Belt clip
- h. Carrying cases
- i. Desktop adapter (battery charger/data transfer
- j. Vehicle hands-free mounting kit
- k. Optional device insurance