

commission amount is therefore obtained by multiplying the commission percentage times each month's total charges.

**☼ CenturyLink has read, understands and will comply.**

3.19.4 Please provide a description of the vendor's billing and collection process based on the following criteria, including but not limited to:

3.19.4.1 How are calls billed and who is the billing company?

**☼ CenturyLink has read, understands and will comply.**

***CDRs for collect calls are sent electronically to our billing company, ILD. They send the records out to the various phone companies servicing those customers receiving the calls. The charges will appear as a third party billing (collect call) on the customer's phone bill.***

3.19.4.2 Explain the billing process for collecting, rating, sorting, distributing and billing of calls.

**☼ CenturyLink has read, understands and will comply.**

***CenturyLink utilizes the services of Merchant Clearing House (MCH) to bill collect calls to consumers. These collect calls are presented on the Integrated Long Distance ("ILD") bill page and included with the consumer's monthly phone bill. The calls are identified as "Billed on behalf of CenturyLink" and reflect the origination phone number, destination phone number, date and time of call, duration of call and total charge for call.***

***Rating***

***Billing begins after the called party answers and positively accepts the call charges and following the delivery of the following prompt to the called party "You may begin speaking now". No charges are assessed for refused calls, no answer, busy, answering machines, faxes, or pagers. The System is equipped with a rating engine and a rated call detail record (CDR) is created at the completion of each call and stored in the on-board database.***

***Sorting***

***ICSolutions submits the collect calls to the billing company (MCH) on a weekly basis. The collect call billing application will first compute the applicable USF fees and combine with the rated call value to create the bundled billable call value. Once this process is complete, the billable calls are subjected to an audit routine to confirm accuracy and completeness. The calls are then aggregated into a single billing file utilizing a pre-defined naming convention and the data file is transmitted to a designated FTP directory on the Billing Company outclearing platform.***

***Audit and Edits***

***Upon receipt of the data file at the Billing Company FTP site, the CDRs are subjected to a rigorous screening process prior to outclearing to the LECs. This process incorporates a comprehensive series of data edits and screens including onnet/offnets, duplicate call, age of toll, message class, high velocity, toll blocking, state/regulatory compliance, along with standard syntax and formatting edits.***

***Billing***

***These call records are subsequently submitted to the telephone companies for billing and collection. As part of its standard operating procedures, CenturyLink will confirm that the number of outcleared records reconcile to the number of records stored in System database and centralized data warehouse.***

3.19.4.3           What types of payment options are available to the called party?

 ***CenturyLink has read, understands and will comply.***

***When an inmate makes a phone call using the CenturyLink ITS, the inmate is required to select a payment method for the call prior to placing the call. The ITS is configured to prompt the inmate to select the call payment method, and to provide information necessary to correctly bill the call. Unless the call is free, each call is either charged to an inmate debit account, a called-party prepaid account, or billed to the called party by a LEC as a collect call.***

***Prepaid Collect Accounts***

***Prepaid Collect accounts are the account types that are established by a called party to set up a pre-funded account for a specific billing telephone number (BTN). This type of account is ideal for enabling calls to a number that would otherwise be blocked (for example, a cell phone, or a landline phone customer with credit problems or billing arrangement issues). A Prepaid Collect account enables one or more payers to deposit (pre-pay) funds into the account.***

***Prepaid Collect Accounts are created through a direct phone conversation between the customer (called party) and the Customer Service Center (1-888-506-8407). Funds can be deposited into a Prepaid Collect account through several available payment methods, including online, by phone, or through a live agent.***

***Collect Accounts***

***Collect accounts are set up in the traditional manner where charges for calls are billed directly to the called party by a LEC. A record of this account is maintained in the ITS and certain validation and maintenance tasks can be performed for a collect account.***

***Although the ITS does not track and bill charges for collect calls, CenturyLink is essentially “lending” the call costs, for which the carrier must reimburse CenturyLink after the account holder has paid them. For managing potential fraud and bad debt on collect calls, monetary usage thresholds are defined in the ITS. These threshold amounts are defined per day, per week, and per month.***

***Inmate Debit Accounts***

***A called party can also deposit funds into an inmate’s account that are then applied to pay for outbound phone calls to any called party number that is approved by the facility for that inmate. This account can also be funded by the inmate.***

3.19.4.4           What threshold will be imposed upon the called party on a daily, weekly and/or monthly basis?

 ***CenturyLink has read, understands and will comply.***

**For numbers called using prepaid collect and inmate-paid debit there are no thresholds. This is also true for customers receiving a “direct bill” from CenturyLink, such as attorneys, bondsmen, and other high-volume users who have set up an arrangement with our billing department.**

**Thresholds are imposed only on phone numbers receiving calls using traditional collect billing through their phone company. This is due to the high bad debt risk associated with this type of billing. For traditional collect, CenturyLink’s threshold for NDOC is \$60 per 30-day period, although this amount may be adjusted up or down depending on our bad debt experience for the account. Any adjustment in the threshold would occur only after notification to the client.**

**\*\*\* CenturyLink Unique Feature \*\*\***

**Upon reaching the threshold for a given period, the called party is automatically routed to a live CenturyLink billing representative who clearly explains options including payment to the phone company and converting the account to prepaid collect. Therefore, no called party is ever blocked from receiving calls without their knowledge, and without the ability to immediately clear their line. Only CenturyLink provides this level of service, which reduces complaints and increases commission revenue for NDOC.**

3.19.4.5 Describe the process for customer service inquiries and hours of availability.

 **CenturyLink has read, understands and will comply.**

**Customer service inquiries for LEC billed collect accounts can contact our call center at 1-888-664-7839. Live operators are available Monday through Friday, 8 AM through 9 PM Eastern Time.**

**Prepaid collect customers may access live operators for assistance with their prepaid accounts 24 hours a day, 365 days a year by dialing toll free: 1-888-506-8407 or by going to our website, [www.icsolutions.com](http://www.icsolutions.com).**

3.19.4.6 Describe the time when the billing for an inmate call begins (when the inmate dials the telephone number, when the ITS dials the desired number, when the called party answers, when the called party accepts the call, etc.).

 **CenturyLink has read, understands and will comply.**

**Billing for an inmate call begins when the called party accepts the call.**

3.19.4.7 ~~What additional fees, if any, are charged on the end user’s telephone bill (billing fee, etc.)?~~ DELETED PER AMENDMENT 1

3.19.4.8 Provide a sample of the proposed monthly statement – usage incurred by the ITS.

 **CenturyLink has read, understands and will comply.**

**CenturyLink has provided a current NDOC monthly statement as requested in Tab – Sample Reports.**

- 3.19.4.9 Vendor must describe their process for unblocking a telephone number which was originally restricted for non-payment. This process must include the time frame for removing the restriction once the payment posts.

Describe this process.

 **CenturyLink has read, understands and will comply.**

***If a called party number is blocked for non-payment or for exceeding the monthly collect calling limit, they are automatically routed by the CenturyLink ITS to a collect billing representative.***

**Non-Payment**

***For a non-payment event, when the called party has not paid their current LEC bill, the customer representative will contact the customer's telephone service provider (with the customer on the line at the same time) to make arrangements to pay the balance due. If the balance due is retired, the customer is offered the option to set up a prepaid account. Except in very limited situations, the customer will no longer be allowed to accept collect calls.***

***Upon receipt of payment notification from the billing Local Exchange Carrier (LEC), and the customer setting up a prepaid account, the block is removed immediately.***

**Monthly Limit Exceeded**

***Once the monthly limit is met or exceeded, the line is blocked until either the system resets the limit on the first of the new month or CenturyLink obtains verification of payment for all billed and unbilled inmate calls from the customer's LEC.***

***On the first day of the new month or verification of payment, the line is cleared immediately and calls to that customer can resume receiving calls.***

***If the customer does not want to wait until the first of the new month to reset their limit, they may contact the CenturyLink call center (888-664-7839) to verify the required payment to unblock their account. The customer representative will contact the customer's LEC and verify the existing balance and the date of the last billed collect inmate call from CenturyLink.***

***Using that information, the customer representative will calculate the total of all charges for calls that have been accepted since that last billed call. The customer will be required to pay the LEC any existing charges along with the unbilled inmate collect calls before the customer's account will be unblocked.***

***The customer may make the payment to the LEC with the customer representative online with them, or may choose to make a payment at a later time. If the customer chooses to make the payment at a later time, they will need to contact the CenturyLink call center again after the payment is made.***

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***The customer representative will again contact the customer's LEC and verify that the required payment has been made. Once confirmation is obtained, the customer's usage balance will be reset to zero, and the line will automatically unblock.***

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4. COMPANY BACKGROUND AND REFERENCES

4.1 VENDOR INFORMATION

4.1.1 Vendors must provide a company profile in the table format below.

 *CenturyLink has read, understands and will comply.*

Question	Response
Company name:	<b>CenturyLink Public Communications Inc.</b>
Ownership (sole proprietor, partnership, etc.):	<b>Corporation</b>
State of incorporation:	<b>Florida</b>
Date of incorporation:	<b>March 21 , 1994</b>
# of years in business:	<b>20</b>
List of top officers:	<p><b><u>OFFICERS:</u></b></p> <p><b>Chief Executive Officer &amp; President Glen F. Post, III</b></p> <p><b>Executive Vice President and Chief Operating Officer Karen A. Puckett</b></p> <p><b>Executive Vice President and Chief Financial Officer R. Stewart Ewing, Jr.</b></p> <p><b>Executive Vice President and General Counsel Stacey W. Goff</b></p> <p><b>Executive Vice President – IT Services Girish Varma</b></p> <p><b>Executive Vice President – Public Policy and Government Relations Steven Davis</b></p> <p><b>President – Wholesale Operations William E. Cheek</b></p> <p><b>Executive Vice President – Controller and Operations Support... David D. Cole</b></p> <p><b>Executive Vice President – Network Services</b></p>

Question	Response
	<p><b>Maxine Moreau</b></p> <p><b>Executive Vice President – Corporate Strategy, Product Development and Chief Technology Officer</b></p> <p><b>Olani Matthew Beal</b></p> <p><b>Vice President and Treasurer</b></p> <p><b>Glynn E. Williams, Jr.</b></p> <p><b>Vice President</b></p> <p><b>Jonathan J. Robinson</b></p> <p><b>Secretary</b></p> <p><b>Kay C. Buchar</b></p> <p><b>Assistant Secretary</b></p> <p><b>Carrick B. Inabnett</b></p> <p><b>Assistant Secretary</b></p> <p><b>Paul N. Cooper</b></p>
Location of company headquarters:	<b>Monroe, Louisiana</b>
Location(s) of the company offices:	<b>Monroe, Louisiana/ Overland Park, Kansas</b>
Location(s) of the office that will provide the services described in this RFP:	<b>Overland Park, Kansas</b>
Number of employees locally with the expertise to support the requirements identified in this RFP:	<b>We have four employees in the State of Nevada that currently support the NDOCITS contract</b>
Number of employees nationally with the expertise to support the requirements in this RFP:	<b>46</b>
Location(s) from which employees will be assigned for this project:	<b>Las Vegas Nevada, Overland Park, Kansas</b>

4.1.2 **Please be advised**, pursuant to NRS 80.010, a corporation organized pursuant to the laws of another state must register with the State of Nevada, Secretary of State’s Office as a foreign corporation before a Contract can be executed between the State of Nevada and the awarded vendor, unless specifically exempted by NRS 80.015.

 **CenturyLink has read, understands and will comply.**



- 4.1.3 The selected vendor, prior to doing business in the State of Nevada, must be appropriately licensed by the State of Nevada, Secretary of State’s Office pursuant to NRS76. Information regarding the Nevada Business License can be located at <http://sos.state.nv.us>.

Question	Response
Nevada Business License Number:	<b>NV19971285398</b>
Legal Entity Name:	<b>CenturyLink Public Communications Inc.</b>

Is “Legal Entity Name” the same name as vendor is doing business as?

Yes	<b>X</b>	No	
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If “No”, provide explanation.

- 4.1.4 Vendors are cautioned that some services may contain licensing requirement(s). Vendors shall be proactive in verification of these requirements prior to proposal submittal. Proposals that do not contain the requisite licensure may be deemed non-responsive.

 **CenturyLink has read, understands and will comply.**

- 4.1.5 Has the vendor ever been engaged under Contract by any State of Nevada agency?

Yes	<b>X</b>	No	
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If “Yes”, complete the following table for each State agency for whom the work was performed. Table can be duplicated for each Contract being identified.

Question	Response
Name of State agency:	<b>Nevada Department of Corrections</b>
State agency contact name:	<b>Dawn A. Rosenberg</b>
Dates when services were performed:	<b>Contract began April 2008</b>
Type of duties performed:	<b>Inmate Telephone Service</b>
Total dollar value of the Contract:	<b>\$5,74,672 in 2013</b>

- 4.1.6 Are you now or have you been within the last two (2) years an employee of the State of Nevada, or any of its agencies, departments, or divisions?

Yes		No	<b>X</b>
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If “Yes”, please explain when the employee is planning to render services, while on annual leave, compensatory time, or on their own time?

If you employ (a) any person who is a current employee of an agency of the State of Nevada, or (b) any person who has been an employee of an agency of the State of Nevada within the past two (2) years, and if such person will be performing or producing the services which you will be Contracted to provide under this Contract, you must disclose the identity of each such person in your response to this RFP, and specify the services that each person will be expected to perform.

- 4.1.7 Disclosure of any significant prior or ongoing Contract failures, Contract breaches, civil or criminal litigation in which the vendor has been alleged to be liable or held liable in a matter involving a Contract with the State of Nevada or any other governmental entity. Any pending claim or litigation occurring within the past six (6) years which may adversely affect the vendor’s ability to perform or fulfill its obligations if a Contract is awarded as a result of this RFP must also be disclosed.

Does any of the above apply to your company?

Yes		No	X
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If “Yes”, please provide the following information. Table can be duplicated for each issue being identified.

Question	Response	
Date of alleged Contract failure or breach:		
Parties involved:		
Description of the Contract failure, Contract breach, or litigation, including the products or services involved:		
Amount in controversy:		
Resolution or current status of the dispute:		
If the matter has resulted in a court case:	Court	Case Number
Status of the litigation:		

- 4.1.8 Vendors must review the insurance requirements specified in *Attachment E, Insurance Schedule for RFP 3073*. Does your organization currently have or will your organization be able to provide the insurance requirements as specified in *Attachment E*.

Yes	X	No	
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Any exceptions and/or assumptions to the insurance requirements *must* be identified on *Attachment B, Technical Proposal Certification of Compliance with Terms and Conditions of RFP*. Exceptions and/or assumptions will be taken into consideration as part of the evaluation process; however, vendors must be specific. If vendors do not specify any exceptions and/or assumptions at time of proposal submission, the State will not consider any additional exceptions and/or assumptions during negotiations.

Upon Contract award, the successful vendor *must* provide the Certificate of Insurance identifying the coverages as specified in *Attachment E, Insurance Schedule for RFP 3073*.

- 4.1.9 Company background/history and why vendor is qualified to provide the services described in this RFP. Limit response to no more than five (5) pages.

*CenturyLink is pleased to have partnered with the Nevada Department of Corrections over the last six years as the provider for inmate telephone services (ITS), and is looking forward to continuing this excellent working relationship in the future. We believe that our technology, the personnel and capabilities we have in place today, and ongoing commitment to serve the State with highest levels of integrity make us the clear choice.*

#### CONSISTENT HISTORY OF SERVICE AND INTEGRITY

- *Re-built the allowed number database from scratch after the exit of the previous provider, including digital storage of forms*
- *Reduced billing fees for friends and family members*
- *Improved customer service to friends and family members – for example we have consistently maintained call center hold times at 90 seconds or less*
- *Increased commissionable revenue approximately 20% despite decreasing rates*
- *Implemented Investigator Pro voice biometrics mid-contract*
- *Initiated semi-annual attorney audits to ensure that privileged numbers belong to verified attorneys*
- *Implemented inmate Trust Account balance inquiries over the ITS*
- *Implemented “Message of the Day” to aid NDOC communications to inmates*
- *Integrated with NOTIS OMS to implement detailed inmate location restrictions, improving PIN integrity and security*
- *Voice messaging from family members to inmates*
- *Piloted CellSense cell phone detection unit at no cost to the Department*
- *Finally, our commitment to working with NDOC as partners following the FCC rate Order. While other major providers have taken the opportunity to unilaterally stop paying commissions on interstate calls – essentially re-stating their contracts – CenturyLink has*

*worked with NDOC and all our customers to ensure CenturyLink complied with BOTH the Order and the contract.*

❖ INTEGRITY MATTERS ❖  
*CenturyLink commits to working with the Department throughout the ongoing FCC rate proceedings to ensure NDOC and its constituents are treated fairly and in full compliance with our contractual obligations*

## OUR COMMITMENT TO NDOC UNDER THE NEW CONTRACT

*With the implementation of the new contract, including a 100% non-service impacting transition to our state-of-the-art central calling platform, CenturyLink is able to provide a number of new options to the Department:*

### *Investigative/Security Tools*

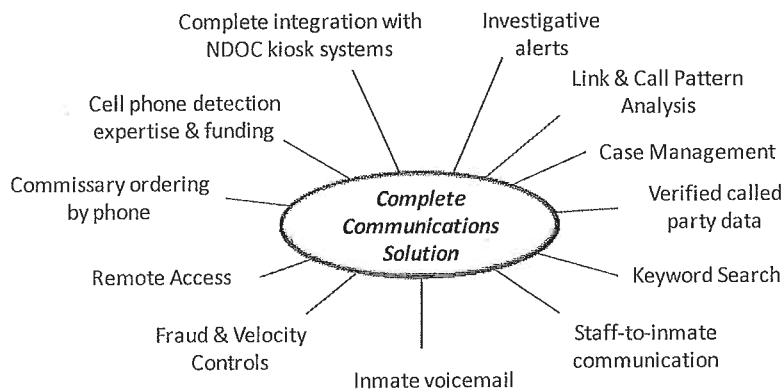
- *Phonetic word search. Our word search tool – WordDetective – is built on a unique platform that looks for parts of speech instead of trying to transcribe entire words, which greatly enhances the ability of the tool to find the words that the investigator is seeking.*
- *Link and Call Pattern Analysis to help investigators find connections and suspicious calling behavior.*
- *Inmate-to-Inmate Call Identification (ICER) to identify instances when inmates are connected over a single phone call*
- *Integration with other major Nevada detention facilities, including Clark County and City of Las Vegas*
- *Optional location-based cell phone call control feature. Enables NDOC to set “geo fences” around facilities to alert investigators when a called party is within a defined perimeter*
- *Cell Phone Detection Expertise and Funding. CenturyLink has completed what is arguably the largest deployment of managed access technology at the Texas Department of Criminal Justice, and has the most in-depth knowledge of this complex subject. Discussed in Section 3.11.1.5.*

### *Operational Tools (see especially our response to 3.9.17)*

- *“Communicator” internal communications module, which enables appointment scheduling, grievance reporting, PREA or crime tip reporting*
- *Strategic partnership with Keefe Group, which allows us to implement real-time debit funding, commissary ordering by phone, and many other value-added features. This*

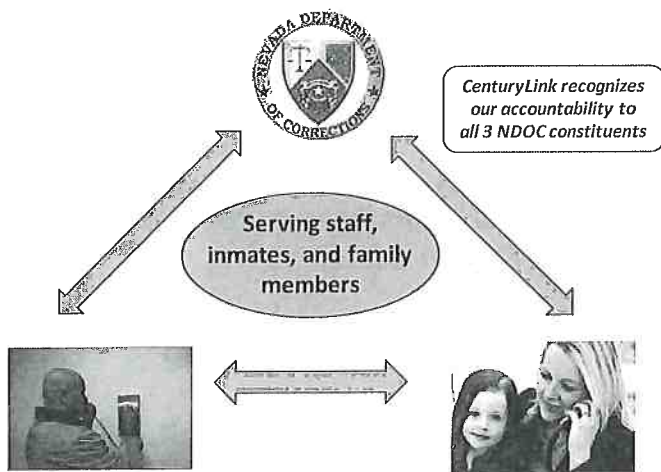
*partnership also allows ITS technicians to become factory-certified to maintain the kiosks, for even better service to the State.*

- **Interactive Voice Response (IVR) modules for information services to both inmates and family members**



**Service to Staff, Inmates, and Family Members**

- ***NDOC will be transferred to our state-of-the-art fault-tolerant centralized platform. As part of a Tier 1 network provider, this system is engineered to “telco-grade” capacity and system redundancy specifications. Since our first installation of the Enforcer ITS, we have processed over 100 million call detail records (CDRs) and audio recordings. Not a single CDR or audio recording has been lost.***
- ***Same Dedicated In-State Service Team: Although we are a part of a large national corporation, our Correctional Markets Division is focused solely on managing complex inmate telephone system installations. Bottom line: NDOC can be assured of focused, quality attention and service from a team with the resources to do things right.***
- ***Industry-leading called party billing and care program. Generous collect thresholds, real-time access to live operators for account setup, funding, and unblocking, prompt response to inmate inquiries.***



## SEAMLESS TRANSITION

***Just as important as what we will do for NDOC, is what NDOC will not have to address if you continue with us:***

- ***New service personnel. The same leadership, Program Management, and field service personnel that are already know NDOC will continue under the new contract. No new processes, no learning on the job.***
- ***NOTIS integration work. Data transfer processes are already built, meaning no re-work.***
- ***Voice biometric re-enrollment. With CenturyLink, inmates will not have to be re-enrolled for voice biometrics – a major potential drain on NDOC facility personnel.***
- ***Location restriction mapping. The location restriction mapping project took months to complete, and would not need to be repeated.***
- ***Data integration ‘mediation’ with Keefe Group. Our already-built interfaces and existing contractual relationship = easily replicating kiosk functionality on the inmate telephones, and even factory-certifying our ITS technicians as additional service personnel for the kiosks.***
- ***Family member account close-out and migration. No family member confusion, no calls to central office.***
- ***Installation disruption. Any on-site work can occur on NDOC’s schedule, not ours.***
- ***Re-learning a new ITS. The same user interface and core features will continue.***
- ***Risk of data loss. No need to risk data transfers across software platforms.***

## CONCLUSION: WHY CONTINUE WITH CENTURYLINK?

***We hope that over these past six years, we have earned the right to continue as NDOC’s inmate communications provider. At the same time we realize the Department’s choice depends not only on past performance, but also the creative solutions we can provide under the new contract.***

***CenturyLink has provided a comprehensive proposal that meets or exceeds all DOC requirements, without exception. Perhaps more important, we have provided details on services above-and-beyond NDOC’s requirements that span service, operations, and security.***

***In summary, we believe this proposal demonstrates our deep knowledge of the Department’s needs, an unconditional commitment to accountability and integrity, and technical and financial resources that no other ITS vendor can match.***

***Thank you for the privilege of serving the State of Nevada for the past six years. We look forward to continuing our service for years to come.***

4.1.10 Length of time vendor has been providing services described in this RFP to the public and/or private sector. Please provide a brief description.

 **CenturyLink has read, understands and will comply.**

**CenturyLink Public Communications, Inc. (hereafter referred to as “CenturyLink” is a wholly-owned subsidiary of Embarq Corporation, which is in turn a wholly-owned subsidiary of CenturyLink, Inc.) has been providing inmate telephone and public payphone services for over 23 years. In 1996, this group was incorporated in the State of Florida to allow more flexibility to operate outside the highly regulated Local Exchange Carrier umbrella.**

**In the correctional markets area, we currently serve over 243,000 inmates in five states, including Nevada (the others are Texas, Wisconsin, Arkansas, and Kansas) and numerous county and city facilities. We have been providing ITS services to Nevada since 2006. As an example of our capabilities, for the Texas Department of Criminal Justice (TDCJ) implementation, we had to install all wiring and infrastructure to support the ITS system, as TDCJ had never allowed the general population to place calls. The installation required over 5,800 phones at 114 facilities throughout the state.**

4.1.11 Financial information and documentation to be included in Part III, Confidential Financial Information of vendor’s response in accordance with Section 9.5, Part III – Confidential Financial Information.

4.1.11.1 Dun and Bradstreet Number

4.1.11.2 Federal Tax Identification Number

4.1.11.3 The last two (2) years and current year interim:

A. Profit and Loss Statement

B. Balance Statement

 **CenturyLink has read, understands and will comply.**

**CenturyLink has provided our latest 10K Annual Report in Tab – Annual Report. CenturyLink’s Dun and Bradstreet number is 782223411 and our Federal Tax Identification Number is 59-326809.**

## 4.2 SUBCONTRACTOR INFORMATION

4.2.1 Does this proposal include the use of subcontractors?

Yes	X	No	
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If “Yes”, vendor must:



- 4.2.1.1 Identify specific subcontractors and the specific requirements of this RFP for which each proposed subcontractor will perform services.

 **CenturyLink has read, understands and will comply.**

**ICSolutions will provide the ITS system as well as technical support and ongoing maintenance of the System, as well as remote diagnostics of the ITS equipment.**

**ShawnTech Communications, Inc. (ShawnTech) will be the subcontractor for day to day onsite maintenance of telephones, workstations and wiring for the NDOC facilities located in northern Nevada and will provide the call center for reporting troubles in the system.**

- 4.2.1.2 If any tasks are to be completed by subcontractor(s), vendors must:


A. Describe the relevant Contractual arrangements;

 **CenturyLink has read, understands and will comply.**

**ICSolutions will provide the ITS system as well as technical support and ongoing maintenance of the system. ICSolutions will also be responsible for implementation, training and remote diagnostics of the ITS equipment for the life of the contract.**

**ShawnTech Communications, Inc. (ShawnTech) will be the subcontractor for day to day onsite maintenance of telephones, workstations and wiring for the Facilities located in northern Nevada and will provide the call center for reporting troubles in the system.**

B. Describe how the work of any subcontractor(s) will be supervised, channels of communication will be maintained and compliance with Contract terms assured; and

 **CenturyLink has read, understands and will comply.**

**CenturyLink meets weekly with both ICSolutions and Shawntech Communications to review account performance and closely monitors Service Level Agreements to ensure that we are meeting our commitments to NDOC.**

C. Describe your previous experience with subcontractor(s).

 **CenturyLink has read, understands and will comply.**

**CenturyLink partners with both ICSolutions and Shawntech Communications on numerous other State and County contracts across the country. Both subcontractors have been in place at NDOC since the award of the existing contract in 2007.**

- 4.2.1.3 Vendors must describe the methodology, processes and tools utilized for:



- A. Selecting and qualifying appropriate subcontractors for the project/Contract;

 **CenturyLink has read, understands and will comply.**

**CenturyLink partners with both ICSolutions and Shawntech Communications on numerous other State and County contracts across the country. Both subcontractors have been in place at NDOC since the award of the existing contract back in 2007. We are confident based on the history of service provided that both are more than qualified to meet the requirements of this RFP.**

- B. Ensuring subcontractor compliance with the overall performance objectives for the project;

 **CenturyLink has read, understands and will comply.**

**CenturyLink meets weekly with both ICSolutions and Shawntech Communications to review account performance and closely monitors Service Level Agreements to ensure each customers contractual commitments are being met.**

- C. Ensuring that subcontractor deliverables meet the quality objectives of the project/Contract; and

 **CenturyLink has read, understands and will comply.**

**The dedicated CenturyLink Program Manager, Debra Lambe, routinely reviews the Statements of Work with our partners for each account to ensure all subcontractor deliverables are being met.**

- D. Providing proof of payment to any subcontractor(s) used for this project/Contract, if requested by the State. Proposal should include a plan by which, at the State's request, the State will be notified of such payments.

 **CenturyLink has read, understands and will comply.**


**If requested by the State, CenturyLink will submit a copy of the subcontractor invoice and the corresponding payment voucher receipt to provide proof of subcontractor payments.**

- 4.2.1.4 Provide the same information for any proposed subcontractors as requested in *Section 4.1, Vendor Information*.

 **CenturyLink has read, understands and will comply.**

**CenturyLink has provided the subcontractor information as requested from Section 4.1, Vendor Information in Tab IX – Other Information Material.**


- 4.2.1.5 Business references as specified in *Section 4.3, Business References* must be provided for any proposed subcontractors.

 **CenturyLink has read, understands and will comply.**

4.2.1.6 Vendor shall not allow any subcontractor to commence work until all insurance required of the subcontractor is provided to the vendor.

 **CenturyLink has read, understands and will comply.**

4.2.1.7 Vendor must notify the using agency of the intended use of any subcontractors not identified within their original proposal and provide the information originally requested in the RFP in **Section 4.2, Subcontractor Information**. The vendor must receive agency approval prior to subcontractor commencing work.

 **CenturyLink has read, understands and will comply.**

#### **4.3 BUSINESS REFERENCES**

4.3.1 Vendors should provide a minimum of three (3) business references from similar projects performed for private, state and/or large local government clients within the last three (3) years.

4.3.2 Vendors must provide the following information for every business reference provided by the vendor and/or subcontractor:

The “Company Name” must be the name of the proposing vendor or the vendor’s proposed subcontractor.