

EXHIBIT 4

Scope of Work – Technical Requirements

This RFP requires bidders to provide a proposed technical volume which includes Service Level Agreement (SLA) with bid response. ODOC request bidders address the following metrics:

1. **Network Availability:** the supplier will make all reasonable efforts to ensure 99.9-99.99% network availability for each circuit.
2. **Network Latency Commitment; Network Jitter Commitment; Frame & Packet Loss Commitment.**
3. **Respond to any outage within two hours with a maximum of four hours for restoration of service.** This time shall be calculated beginning from the point that ODOC contacts the service center and reports the problem. incident reports available to ODOC within a reasonable time frame and no more than five working days of service interruption resolution.
4. **Link Performance per segment:** The service will maintain the proposed Link Performance throughout the term of the contract. There is no right of provider to limit or throttle the capacity of the circuit at any time for any reason. For data-only circuits, ODOC shall have sole access to the network and its points of entry unless explicitly requested otherwise.
5. **Network Operations Center:** Will provide customer support functions including problem tracking, resolution and escalation support management on a 24x7x365 basis. ODOC has the right and is encouraged to call concerning any problems that may arise relative to its connection with Supplier provided services.
6. **Trouble Reporting and Response:** Upon interruption, degradation or loss of service, may contact service provider by defined method with a response based on trouble level. Upon contact from ODOC, the service provider's support team will initiate an immediate response to resolve any ODOC issue. ODOC will receive rapid feedback on trouble resolution, including potential resolution time.
7. **Escalation:** If service has not been restored in a timely manner, or ODOC does not feel that adequate attention has been allocated, ODOC can escalate the trouble resolution by request. A list of escalation contacts will be provided when implementation schedule is completed.

8. Resolution: ODOC will be notified immediately once the problem is resolved and will be asked for verbal closure of the incident.
9. Trouble Reporting, Escalation and Resolution: A detail trouble reporting, escalation and resolution plan will be provided to ODOC.
10. Historical uptime: Provide aggregate uptime statistics for the proposed service in ODOC's geographic area.
11. The provisions of bandwidth per standards established by the OCC in OAC 165:59 7 6(c)(1): The Oklahoma Department of Corrections shall be eligible for funding up to 100Mbps. Therefore, bids shall be proposed at 100 Mbps at all sites
12. **Suppliers must file for Oklahoma Universal Service Fund (OUSF) support within 90-days of the start of OUSF eligible services.**
For more information about RHC: <https://www.usac.org/rural-health-care/>
For more information about OUSF:
<https://oklahoma.gov/occ/divisions/public-utility/ousf.html>

13. INVOICING

Any awards must be invoiced according to the required expectations and invoicing practices of the State of Oklahoma, Oklahoma Department of Corrections, as well as the Universal Service Administration Company(USAC) and the FCC. For services which will be funded through the federal Telecommunication Services Program, the service provider will need to be compliant with the rules pertaining to invoicing the program administrator, USAC. For services which will be funded through the federal Healthcare Connect Fund, the service provider will need to be compliant with the rules pertaining to invoicing the program administrator, USAC. All bidders must assume responsibility for understanding these requirements.

Invoices must delineate the charges by healthcare provider location. Invoices must include the HCP number assigned by USAC for all charges associated with services provided at the physical location of that correctional facility healthcare provider, including but not limited to circuit type and bandwidth speed. Compliance with this requirement will allow for greater administrative ease for all parties involved in the invoicing process and will allow for faster processing of invoices. Compliance with this requirement will also allow the ODOC to more easily file a request for funding with USAC.

14. Specific ODOC invoicing and billing contacts will be provided in association with award(s) at a later date.

AUDIT REQUIREMENTS

To ensure audit compliance, supplier agrees to retain all documentation related to the purchase and payment, including Forms 463 and receipt of payment from USAC, for all products and services provided to the Applicant. Related documentation must be retained for a period of TEN years from the last date of service.

47 U.S. Code § 254 - Universal service

Per statute, ODOC only required to pay the estimated non-subsidized portion of the eligible cost until such time as USAC issues a decision on requested funding commitment. Supplier shall be forbidden from assessing late charges, fees, or any other penalty should awardee receive partial payment which reflects ODOC's non-subsidized portion of the charges. Additionally, Supplier shall be forbidden from charging interest fees for any circuit/service for which awardee receives one-time payment for ODOC's estimated non-subsidized portion of the charges. Supplier agrees that they must continue to provide service to ODOC as required of its obligation to take part in the mechanisms to preserve in advance universal service.

COMPETITIVE BIDDING REQUIREMENTS – OKLAHOMA UNIVERSAL SERVICE FUND BENEFICIARIES (17 O.S. § 139.109.1(B)(5))

Oklahoma Universal Service Fund (OUSF) beneficiaries shall conduct a fair and open competitive bidding process to select the services and carrier eligible for support. The competitive bidding process shall meet the following standards:

- The solicitation of bids shall clearly identify the bandwidth range requested by the OUSF beneficiary or consortium,
- The OUSF beneficiary shall not limit bidders based upon technology,
- The bidding shall be open to all carriers authorized to receive OUSF funding in the telephone exchange where the OUSF beneficiary is located or where the members of the consortium are located, and
- The bidding shall not be structured in a manner to exclude carriers eligible to receive OUSF funding in the telephone exchange where the OUSF beneficiary is located.
- Eligible services that are exempt from competitive bidding pursuant to state law or the rules of the Federal Universal Service Support Mechanisms or successor program or programs

shall be exempt from the Special Universal Services competitive bidding requirements set forth in this subsection, and the Oklahoma Universal Service Fund beneficiary must provide evidence of such exemption as part of the funding request.

- a. In the interest of fostering a fair and open bidding process from all qualified bidders eligible to receive OUSF funding under the Oklahoma Telecommunications Act, the following are requirements for requests for bids:
 1. The bidder must be an eligible provider, as defined in 17 O.S. § 139.102.
 2. Bidding shall not be structured in a manner to exclude carriers eligible to receive OUSF funding where the OUSF beneficiary is located.
 - A. The bid request must require ineligible services be priced separately from OUSF eligible services.
 - B. The bid request shall not require that the internet and WAN be provided by the same eligible provider.
 - C. The bid request shall clearly identify the bandwidth range requested by the OUSF beneficiary.