SOLIX

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Fiscal Agent to Administer the Nevada Universal Service Fund (NUSF)
Part I A – Technical Proposal

Request for Proposal: 3229

Opening Date: February 25, 2016

Opening Time: 2:00 PM

Prepared for

State of Nevada Department of Administration
Purchasing Division
515 E. Musser Street, Suite 300; Carson City, NV 89701

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February 23, 2016

State of Nevada Department of Administration
Purchasing Division
515 E. Musser Street, Suite 300
Carson City, NV 89701
ATTN: Ms. Gail Burchett, Purchasing Officer II

RE: Request for Proposal: 3229 for Fiscal Agent to Administer the Nevada Universal Fund (NUSF)

Dear Ms. Burchett:

Solix, Inc. (Solix) is pleased to submit our proposal in response to the referenced solicitation for a Fiscal Agent to administer the State of Nevada's Universal Service Fund (NUSF). We are leveraging our 22 years of USF experience to offer a solution that continues to deliver high value and achieve the Public Utilities Commission of Nevada (PUCN) goals for the program.

As an independent and neutral third-party administrator, we do not advocate positions on behalf of clients before any regulatory authority. Solix' long and successful experience managing state universal funds, the depth of our ranks in state fund operations, finance, and information systems, and our status as an independent and impartial administrator, position our company as a valuable and experienced business partner. The PUCN will continue to realize benefits such as efficient program administration, reduction in waste, fraud and abuse, and accurate analysis and recommendation of annual surcharge rates.

Our 17 year incumbency means we will be ready Day 1 with no interruption in services and no transition risk. The same staff that has provided superior service over the last contract period(s) will continue to support the program moving forward. Solix is proud of our work on the NUSF and Lifeline programs in the State of Nevada and we remain committed to being your supplier of choice for all aspects of USF administration.

All prices, costs, and terms and conditions in this proposal shall remain fixed and valid for a minimum period of 180 days.

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If you have any questions or comments, please do not hesitate to contact me at 973.581.7676.

Sincerely,

Eric D. Seguin
Senior Vice President
Customer Relationship Management

EXECUTIVE SUMMARY

As the preferred 3rd party administrator since the implementation of the NUSF in 1999, Solix has proven to consistently deliver desired business outcomes for the PUCN. For example, supporting program expansion to include Lifeline recipients has enabled the PUCN to increase benefit disbursement amounts while keeping administrative costs low, thereby increasing efficiency. Continuous program improvements from 2000-2015 have led to the disbursement of over $6 million in High Cost support and Lifeline benefits while minimizing fraud, waste and abuse.

The PUCN has relied on Solix' 20 years of USF experience in:

- ***Program design;***
- ***Regulatory support;***
- ***Financial forecasting, monitoring and reporting;***
- ***Billing and collection;***
- ***Funds distribution; and***
- ***Design and management of USF systems, reporting and technology.***

Ready Day 1* - Solix *offers the PUCN:

- ***Proven, existing processes and Information Technology infrastructure;***
- ***An experienced NUSF Operations team;***
- ***Established rapport with Nevada telecommunications carriers and PUCN staff;***
- ***Successful disbursement and quality control methods; and***
- ***An understanding of State regulations that enables us to effectively operationalize changes.***

Solix' solution to administer the NUSF has been finely tuned to meet the PUCN requirements and efficiently collect, deposit and distribute monies. This solution is comprised of the following proven, well-integrated components:

- ***Ready access to core staff - With an average of 11 years' experience in Universal Fund Administration, these subject matter experts will serve as trusted advisors in ensuring that all aspects of the NUSF operate smoothly.***
- ***Fund investment protocol - The same Certified Treasury Professional and staff who have overseen NUSF fund investments for the last 17 years will serve the PUCN in understanding and navigating future changes in the investment climate.***
- ***Robust financial management system - Our integrated multi-fund management features and Epicor financial system efficiently and accurately support secure administration of NUSF receipts and disbursements.***
- ***Solix' Universal Solutions Platform (USP) – As shown in Table 1, the upgrades we have made to this web-based platform have streamlined the reporting interface for contributing***

and recipient carriers as well as the NUSF transaction workflow, activity tracking and reporting. This investment will continue to deliver program efficiencies for the NUSF in future years.

Table 1. The integration, automation and control features in the USP are consistently optimized by Solix' Information Technology staff to evolve with program rules and benefit stakeholders.

USP FEATURE	BENEFIT
▪ Carriers enter revenue data, modify and self-certify online	▪ Streamlines the reporting process ▪ Enhances the carrier user experience
▪ Real-time reporting capability	▪ Receive reports on time ▪ Rapidly analyze carrier data ▪ Promote program transparency
▪ Performs calculations in real-time as data is entered	▪ Eliminates mathematical errors ▪ Saves time
▪ Editable web form controls	▪ Quickly adjust reporting requirements when changes are introduced ▪ Reduces data entry errors by carriers

▪ Secure platform:
  ▪ Data encryption technology
  ▪ One Administrator login per carrier (with the ability to create subordinate logins)
	▪ Protects confidential carrier data from breaches

▪ Only completed worksheets will be accepted by the system	▪ Minimizes outreach required for additional information
▪ USP and accounting systems are integrated: ▪ Automate data transfers	▪ Ensures accuracy ▪ Eliminates manual data entry

Our thorough understanding of the regulatory requirements set forth by Lifeline and High Cost Fund mechanisms combined with our telecommunications industry experience, technology and resources have enabled the PUCN to maintain a high-integrity program.

Solix offers the PUCN a proven, low-risk approach to NUSF operations. Table 2 below shows how the PUCN will continue to benefit from risk avoidance measures.

Table 2. Solix understands the potential program risks and pitfalls associated with administering the NUSF and offers significant countermeasures to avoid or mitigate them.

NUSF CHALLENGE OR RISK	SOLIX AVOIDANCE OR MITIGATION MEASURES
▪ Complexity of administering multiple programs involving many participating carriers could lead to processing errors or reporting delays.	▪ Solix operations are directed full-time by a NUSF Operations Manager with ten years of experience in this capacity. ▪ The Solix USP codifies eligibility details by recipient and by program and captures data for timely and accurate reporting.
▪ Reductions in revenues due to changes in telecommunications technology and regulations could cause lower receipts, risking a shortfall in forecasted fund balance and posing a financial risk.	▪ Solix regularly monitors revenue reporting to ensure sufficient collections in order to meet NUSF obligations. ▪ Solix produces detailed financial reports to monitor and analyze fund activity and balances on a quarterly basis.
▪ Replacing a well-performing incumbent with a new contractor introduces transition costs as well as program risk due to staff learning curve, information systems migration, and disturbance in routines for program participants.	▪ By retaining Solix as NUSF administrator, the PUCN can remain focused on rulemakings and program enhancements rather than risking effective program operations through a transition.

"[The] Carrier offered advantages by subcontracting with Solix, including the fact that Solix is a neutral third party fund administrator, and that it is well-respected by regulators at state levels as well as by telecommunications carriers"

Excerpt from the Decision issued by the Connecticut Public Utilities Regulatory Authority - Department of Energy and Environmental Protection when carrier was awarded the TRS Contract in 2012.

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TAB I – TITLE PAGE

Part I A – Technical Proposal	
RFP Title:	Fiscal Agent for Nevada Universal Service Fund (NUSF)
RFP:	3229
Vendor Name:	Solix, Inc.
Address:	30 Lanidex Plaza West | Parsippany, NJ 07054
Opening Date:	February 25, 2016
Opening Time:	2:00 PM

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TAB III – VENDOR INFORMATION SHEET

V1	Company Name	Solix, Inc.

V2	Street Address	30 Lanidex Plaza West

V3	City, State, ZIP	Parsippany, New Jersey 07054

V4	Telephone Number		
	Area Code: 973	Number: 581-6700	Extension: -----

V5	Facsimile Number		
	Area Code: 973	Number: 599-6586	Extension: -----

V6	Toll Free Number		
	Area Code: 800	Number: 200-0818	Extension: -----

V7	***Contact Person for Questions / Contract Negotiations, including address if different than above***
	Name: Eric D. Seguin
	Title: Senior Vice President, Customer Relationship Management
	Address: 30 Lanidex Plaza West, Parsippany, New Jersey 07054
	Email Address: eric.seguin@solixinc.com

V8	Telephone Number for Contact Person		
	Area Code: 973	Number: 581-7676	Extension: -----

V9	Facsimile Number for Contact Person		
	Area Code: 973	Number: 599-6586	Extension: -----

V10	***Name of Individual Authorized to Bind the Organization***	
	Name: Eric D. Seguin	Title: Senior Vice President, Customer Relationship Management

V11	Signature ***(Individual must be legally authorized to bind the vendor per NRS 333.337)***	
	Signature: Eric D Segu	Date: 02/23/2016

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TAB IV – STATE DOCUMENTS

Tab IV – State Documents includes the following:

A. The signature page from all amendments with an original signature by an individual authorized to bind the organization.

B. Attachment A – Confidentiality and Certification of Indemnification with an original signature by an individual authorized to bind the organization.

C. Attachment C – Vendor Certifications with an original signature by an individual authorized to bind the organization.

D. Copies of any vendor licensing agreements and/or hardware and software maintenance agreements.

E. Copies of applicable certifications and/or licenses.

A. AMENDMENT SIGNATURE PAGES

The signature page from all amendments with an original signature by an individual authorized to bind the organization.

Not Applicable

B. ATTACHMENT A – CONFIDENTIALITY AND CERTIFICATION OF INDEMNIFICATION

Submitted proposals, which are marked "confidential" in their entirety, or those in which a significant portion of the submitted proposal is marked "confidential" **will not** be accepted by the State of Nevada. Pursuant to NRS 333.333, only specific parts of the proposal may be labeled a "trade secret" as defined in NRS 600A.030(5). All proposals are confidential until the contract is awarded; at which time, both successful and unsuccessful vendors' technical and cost proposals become public information.

In accordance with the Submittal Instructions of this RFP, vendors are requested to submit confidential information in separate binders marked "**Part I B Confidential Technical**" and "**Part III Confidential Financial**".

The State will not be responsible for any information contained within the proposal. Should vendors not comply with the labeling and packing requirements, proposals will be released as submitted. In the event a governing board acts as the final authority, there may be public discussion regarding the submitted proposals that will be in an open meeting format, the proposals will remain confidential.

By signing below, I understand it is my responsibility as the vendor to act in protection of the labeled information and agree to defend and indemnify the State of Nevada for honoring such designation. I duly realize failure to so act will constitute a complete waiver and all submitted information will become public information; additionally, failure to label any information that is released by the State shall constitute a complete waiver of any and all claims for damages caused by the release of the information.

This proposal contains Confidential Information, Trade Secrets and/or Proprietary information as defined in ***Section 2 "ACRONYMS/DEFINITIONS."***

Please initial the appropriate response in the boxes below and provide the justification for confidential status.

Part I B – Confidential Technical Information			
YES	***X***	NO	
Justification for Confidential Status			
Solix considers its licensing, maintenance and support agreements with software and firmware suppliers to be proprietary and confidential. These agreements, considered in part or in their entirety, provide significant insight into the system architecture and information technology (IT) infrastructure of our Universal Service Fund solution/approach. Public knowledge of this information would degrade our competitive position in the public benefit administration market space. In addition, Solix considers its State of Nevada Business			

License and Key Personnel reference contact information to also be proprietary/confidential information. ***This information is included in Tabs IV and VII of Part I B – Confidential Technical Information, submitted as part of Solix' response to RFP No.: 3229.***

A Public Records CD has been included for the Technical and Cost Proposal			
YES	***X***	NO (See note below)	
Note: By marking "NO" for Public Record CD included, you are authorizing the State to use the "Master CD" for Public Records requests.			

Part III – Confidential Financial Information			
YES	***X***	NO	
Justification for Confidential Status			
Solix is submitting Part III – Confidential Financial Information in accordance with the requirements of Paragraph 9.5 of Request for Proposal: 3229.			

Solix, Inc.
Company Name

Signature

Eric D. Seguin
Print Name

February 23, 2016
Date

This document must be submitted in Tab IV of vendor's technical proposal

C. ATTACHMENT C – VENDOR CERTIFICATIONS

Vendor agrees and will comply with the following:

(1) Any and all prices that may be charged under the terms of the contract do not and will not violate any existing federal, State or municipal laws or regulations concerning discrimination and/or price fixing. The vendor agrees to indemnify, exonerate and hold the State harmless from liability for any such violation now and throughout the term of the contract.

(2) All proposed capabilities can be demonstrated by the vendor.

(3) The price(s) and amount of this proposal have been arrived at independently and without consultation, communication, agreement or disclosure with or to any other contractor, vendor or potential vendor.

(4) All proposal terms, including prices, will remain in effect for a minimum of 180 days after the proposal due date. In the case of the awarded vendor, all proposal terms, including prices, will remain in effect throughout the contract negotiation process.

(5) No attempt has been made at any time to induce any firm or person to refrain from proposing or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal. All proposals must be made in good faith and without collusion.

(6) All conditions and provisions of this RFP are deemed to be accepted by the vendor and incorporated by reference in the proposal, except such conditions and provisions that the vendor expressly excludes in the proposal. Any exclusion must be in writing and included in the proposal at the time of submission.

(7) Each vendor must disclose any existing or potential conflict of interest relative to the performance of the contractual services resulting from this RFP. Any such relationship that might be perceived or represented as a conflict should be disclosed. By submitting a proposal in response to this RFP, vendors affirm that they have not given, nor intend to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant or any employee or representative of same, in connection with this procurement. Any attempt to intentionally or unintentionally conceal or obfuscate a conflict of interest will automatically result in the disqualification of a vendor's proposal. An award will not be made where a conflict of interest exists. The State will determine whether a conflict of interest exists and whether it may reflect negatively on the State's selection of a vendor. The State reserves the right to disqualify any vendor on the grounds of actual or apparent conflict of interest.

(8) All employees assigned to the project are authorized to work in this country.

(9) The company has a written equal opportunity policy that does not discriminate in employment practices with regard to race, color, national origin, physical condition, creed, religion, age, sex, marital status, sexual orientation, developmental disability or handicap.

(10) The company has a written policy regarding compliance for maintaining a drug-free workplace.

(11) Vendor understands and acknowledges that the representations within their proposal are material and important, and will be relied on by the State in evaluation of the proposal. Any vendor misrepresentations shall be treated as fraudulent concealment from the State of the true facts relating to the proposal.

(12) Vendor must certify that any and all subcontractors comply with Sections 7, 8, 9, and 10, above.

(13) The proposal must be signed by the individual(s) legally authorized to bind the vendor per NRS 333.337.

Solix, Inc.

Vendor Company Name

Vendor Signature

Eric D. Seguin

Print Name

February 23, 2016

Date

This document must be submitted in Tab IV of vendor's technical proposal

Note: In response to Item (7) of Attachment C (Vendor Certifications), Solix, Inc. does hereby disclose that it has provided, does provide, and may in the future continue to provide, commercial services to various telecommunications service providers, some of which may be eligible for receipt of Universal Service Funds in connection with their participation in the NUSF program. In order to ensure that any possible conflict of interest is fully mitigated, any individuals who are assigned to perform fiscal agent duties on government-related Universal Service Fund administration programs are not involved with Solix' commercial service projects, and vice-versa.

D. LICENSING AND MAINTENANCE AGREEMENTS

Vendor licensing agreements and/or hardware and software maintenance agreements between Solix and our suppliers are deemed confidential and/or proprietary. As such, this information can be found in proposal Part I B – Confidential Technical Proposal, in response to Request for Proposal: 3229.

E. APPLICABLE CERTIFICATIONS AND/OR LICENSES

Solix' State of Nevada Business License is deemed confidential and/or proprietary. As such, this information can be found in proposal Part I B – Confidential Technical Proposal, in response to Request for Proposal: 3229.

TAB V – ATTACHMENT B - TECHNICAL PROPOSAL CERTIFICATION OF COMPLIANCE WITH TERMS AND CONDITIONS OF RFP

I have read, understand and agree to comply with ***all*** the terms and conditions specified in this Request for Proposal.

YES ***X*** I agree to comply with the terms and conditions specified in this RFP.

NO _____ I do not agree to comply with the terms and conditions specified in this RFP.

If the exception and/or assumption require a change in the terms in any section of the RFP, the contract, or any incorporated documents, vendors ***must*** provide the specific language that is being proposed in the tables below. If vendors do not specify in detail any exceptions and/or assumptions at time of proposal submission, the State will not consider any additional exceptions and/or assumptions during negotiations.

Solix, Inc.
Company Name

Signature

Eric D. Seguin
Print Name

February 23, 2016
Date

Vendors MUST use the following format. Attach additional sheets if necessary.

EXCEPTION SUMMARY FORM

EXCEPTION #	RFP SECTION NUMBER	RFP PAGE NUMBER	EXCEPTION (Complete detail regarding exceptions must be identified)
N/A	N/A	N/A	N/A

ASSUMPTION SUMMARY FORM

ASSUMPTION #	RFP SECTION NUMBER	RFP PAGE NUMBER	ASSUMPTION (Complete detail regarding assumptions must be identified)
N/A	N/A	N/A	N/A

This document must be submitted in Tab V of vendor's technical proposal

TAB VI – SECTION 3 – SCOPE OF WORK

3. Scope of Work

3.1 Role of Fiscal Agent

3.1.1 Audits

Conduct audits, when necessary, of contributors to the fund, to ensure that correct payments are being remitted by the providers of the telecommunication service.

As requested by the PUCN, Solix will conduct audits to verify that:

- ***Financial records and carrier earnings reports are consistent and accurate;***
- ***Carriers are reporting the appropriate intrastate revenues to the NUSF;***
- ***Customers are assessed at the proper NUSF charge; and***
- ***Program integrity is maintained and fraud, waste, and abuse are mitigated***

Having conducted carrier audits for several state USFs for over 20 years including the Nevada USF, Solix has acquired the procedural and regulatory expertise necessary to produce complete and accurate audit files. At the request of the PUCN, Solix has performed desk audits of eight (8) carriers. Carriers were categorized based on revenue generated in order to audit a sufficient sample size of large and small carriers. Some audit findings that added value to the PUCN were:

- ***Carriers did not always report all assessable revenues (led to a fund increase);***
- ***An improper method of charging the NUSF was used on customer bills (led to customer savings); and***
- ***The reporting and charging of non-assessable revenues (led to discovery of overpayment by customers)***

To avoid any perception of conflict of interest, audit responsibilities will be delegated to Michael Ferrone, a Solix Internal Audit staff member who is not directly involved in state fund operations. Mr. Ferrone is a Certified Information Systems Auditor who reports directly to Solix' Board of Directors. He has an understanding of NUSF procedures and regulations having conducted audits of 8 carriers in Nevada and numerous audits for other state USFs.

Among Solix' typical carrier audit procedures are the following:

- ***Prepare and send to the selected carrier an opening letter that includes a description of the scope and objective of the audit, a questionnaire, and a request for certain items required to perform the audit.***

- ***Obtain the documentation and materials requested in the opening letter and determine the need for additional information or follow-up questions.***
- ***Conduct an opening meeting with appropriate company personnel and discuss the objectives and scope of the audit, how questions and findings will be handled, and the procedures for issuing the final report.***
- ***Obtain from Solix state funds staff copies of the selected carriers' worksheets to determine if there are any unusual variances in revenues, uncollectables, or other relevant data.***
- ***Obtain copies of the selected carrier's annual reported revenue data filed with regulatory authorities for comparative analysis.***
- ***Obtain an understanding of the carrier's billing system and accounting processes. Review the billing system to determine how revenues are classified and treated in billing summaries.***
- ***Gain an understanding of the company's uncollectible procedures for NUSF reporting purposes.***
- ***Review the company's internal controls to ensure proper reporting of billed retail revenues and uncollectables.***
- ***If the carrier passes through the USF charge to customers, review sample bills for selected months to determine if the pass-through is correctly applied at the appropriate rate and for appropriate types of service.***
- ***For the sample months, determine if company records (e.g., billing summaries, journals, ledgers, etc.) support the revenue reported to Solix.***
- ***Verify that the uncollectable revenue written off and reflected in NUSF reporting agrees with company records.***
- ***Provide updates and reports to the PUCN regarding the status of carrier reviews, any unusual occurrences during the audits, and company-specific recommendations and findings.***

3.1.2 Applicant Qualification Verification

Verify the qualifications of applicants that request support from the NUSF fund.

Solix will continue to verify qualifications of applicants in accordance with the regulations of each program eligible to receive NUSF funding. By engaging a fiscal agent with experience verifying applicants for the High Cost

Solix currently verifies qualifications for two funding mechanisms under the NUSF umbrella:
- ***3 High Cost support carriers***
- ***11 Lifeline carriers***

Fund and Lifeline in Nevada, the maximum amount of USF funding to eligible recipients can be unlocked, thereby maximizing efficiencies for the PUCN.

- ***High Cost: In reviewing applications for High Cost support, Solix verifies the following in accordance with NAC 704.68048 and 704.68045:***
  - ***Carrier's interstate and intrastate switched access rates are in parity.***
  - ***That the carrier's basic service rates are comparable to rates charged by providers of basic service for similar services in urban areas.***
- ***Lifeline: In reviewing applications for Lifeline support in accordance with NAC 704.680478 and 704.680479, Solix verifies requested support (# of customers) based on the forecast used to generate the rate assessment.***

3.1.3 Collect Assessments

Collect assessments from each telecommunications provider and deposit the funds into the NUSF.

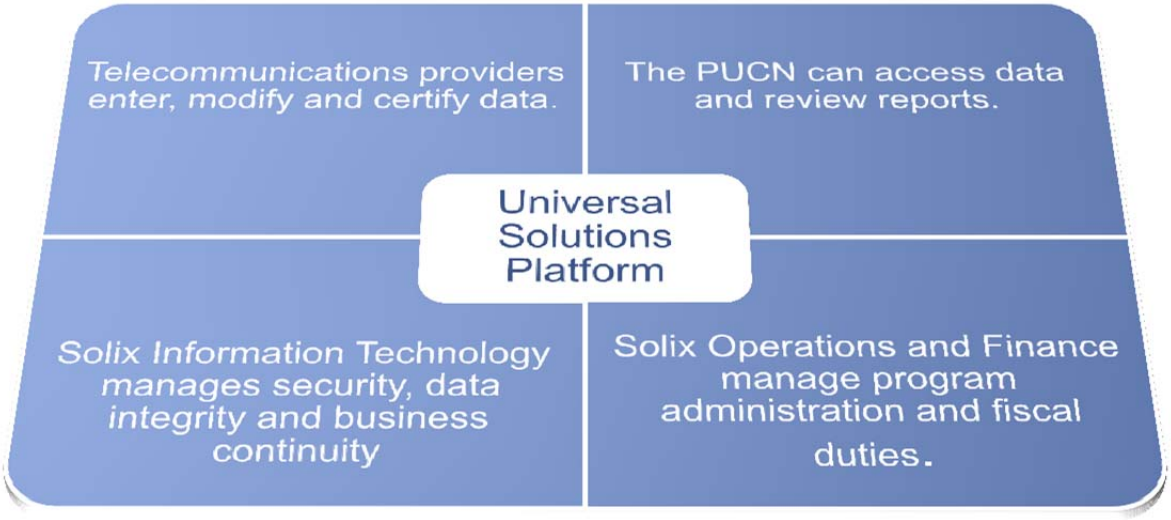
Taking a proactive approach to informing carriers about practices and procedures will streamline the assessment collection process. Information will be made available for carriers on a Solix-hosted NUSF website. Solix will continue to develop, produce and mail a NUSF informational package to each carrier. The package will include a welcome letter to establish and maintain relationships as well as customer notices required by the NUSF's rate-setting order. By providing this package early and up front, carriers with limited resources will be given sufficient time to react to changes in rate calculation.

Solix will continue to use our NUSF carrier remittance worksheet to collect quarterly or annual revenue, the authorized minimum of $10/year assessment and authorized support information (See TAB IX – Other Information Material, Appendix A.) We will continue to require that worksheets and payments be submitted by the 15th of the month following the end of each quarter. Solix will review worksheets for any significant inconsistencies in reported assessable revenue, which could indicate inaccurate reporting. In such a case, Solix will ask the reporting carrier to explain the inconsistency. If a carrier cannot explain the variance to Solix' satisfaction and does not agree to correct the reported data, Solix will escalate the concern to PUCN staff, possibly with a request for authority to conduct a financial audit.

Carrier assessment data will continue to be collected via the Solix Universal Solutions Platform (USP), which can be accessed through a Solix-hosted NUSF

The Solix USP has dramatically reduced carrier reporting and processing time and enabled staff to quickly identify outlying data and follow up with carriers for clarification.

webpage. The USP interface is integrated with our accounting system and provides a user friendly environment for carriers to enter, modify and certify information. Each carrier will certify the accuracy of information entered into the online worksheet by having an authorized employee enter their electronic signature.



Solix systems and processes will continue to accept carrier checks accompanied by a payment voucher to a Solix NUSF account lockbox as well as electronic fund transfers. Lockbox deposits will be swept daily into the NUSF bank account. Solix' accounting system on a quarterly basis will continue to automatically send an account statement to each carrier with a non-zero balance. This statement includes past activity for the account, the due date for the current payment, a Solix contact phone number and fax and an address for mailing payments. (See TAB IX – Other Information Material, Appendix B.)

Solix will continue to monitor the FCC and PUCN websites and coordinate with PUCN staff to update the records of carriers who should remit payments to the NUSF.

Josephine Farkas, Solix' NUSF Manager, will continue to be the program manager and principle point of contact, fielding inquiries and requests from PUCN staff and Fund participants. Ms. Farkas and Jean Snopkowski, Solix' Director of State Funds, will continue to be responsible for ensuring that each inquiry and request is handled promptly and satisfactorily.

Deposit the funds into the NUSF

For the NUSF, Solix has established a separate and segregated, FDIC-insured bank account with BNY Mellon, and a dedicated and secure lockbox has been established for

receiving NUSF payments. BNY Mellon's systems are integrated with ours in a highly secure manner, providing additional efficiencies and ensuring reliable, effective, and prompt processing of all transactions. BNY Mellon provides Solix with daily cash accounting reports detailing all transactions. The bank processes NUSF remittances promptly and sends a corresponding transaction report to Solix.

In 2015, funds held in an agency capacity by Solix averaged over $230 million

Solix' Treasury group will employ a comprehensive program to invest and preserve all undistributed funds in accordance with three primary objectives: safety, liquidity, and yield. We have established relationships with several high-profile institutional investment management firms, and we invest funds in their 2a-7 institutional money market funds. Solix will maintain only minimal cash resources in bank accounts while balances await transfer to investments or to cover outstanding disbursements.

Dividends earned on the undistributed fund balance can be used for purposes such as offsetting fund obligations, reducing future funding requirements, or as otherwise directed by the PUCN. Solix understands that only the Commission shall determine the disposition of surplus fund monies. Accordingly, we will continue to report quarterly on Fund balances and Fund activity to the PUCN so that the Commission can make timely decisions regarding the use of surplus funds.

3.1.4 Proof of Service and Past Due Notices

Send and retain proof of service of 30, 60, and 90-day past due notices to entities delinquent in filing and/or financial obligations to the NUSF.

Solix will remain persistent in our collection efforts with companies that are delinquent in filing their worksheets as well as companies that are late in paying their required remittances. We will mail delinquency notices to carriers via USPS each quarter beginning 30 days after the carrier worksheet due date. Solix NUSF staff will follow up with notices 60 and 90 days after the payment due date. Each notice sent will be accompanied by a follow-up email. Solix sends Commission staff a list of delinquent and non-compliant Fund participants (see TAB IX – Other Information Material, Appendix C) with our quarterly Statement of Fund Performance (see TAB IX – Other Information Material, Appendix D).

The PUCN recently began publishing dockets of delinquent carriers. Solix IT staff rapidly responded to this change in procedure by customizing a new reporting field in the USP. This system feature allows for the PUCN to track the date that carriers come into compliance, which is a key component to ensuring carrier statuses are current and appropriate measures are enforced.

3.1.5 Notices of Overpayment

Send two (2) written notices, 30 days apart, to entities that have overpaid their financial obligations. If no response is received, those funds will be applied to the NUSF reserve.

Solix, as directed in the contract, will continue to notify carriers that have overpaid and has a credit balance by issuing two (2) written notices at thirty (30) days apart; we will archive any responses received by the carriers. If a carrier does not respond after the second notice, Solix will apply those funds to the reserve account.

3.1.6 Disbursement

Disburse monies from the NUSF to providers of telecommunication services that qualify for funding in accordance with NAC 704.6804 to 704.68056 inclusive and with any applicable orders from the PUCN.

With proven information systems and absolute dedication to timely and accurate disbursements, we have met all PUCN distribution deadlines in accordance with NAC 704.6804 to 704.68056. Solix will continue to disburse monies from the NUSF to qualified telecommunication providers via our Epicor accounting system. Epicor has disbursement functionality that supports the processing of more than 22,000 state programmatic disbursements each year, exceeding $354.2 million in annual payments. The disbursement system also allows recipients the option of receiving their payments by check or electronic funds transfer to a designated depository account.

The Epicor Financial System ensures that preparation of financial statements is consistent with published international standards and best practices. Epicor designed the system to support Solix' compliance with international accounting standards (IAS), international financial reporting standards (IFRS and other generally accepted accounting principles (GAAP).

Solix maintains comprehensive internal controls and separate procedures tailored to each of the funds we administer, as shown in Figure 1. The team ensures NUSF-specific procedures and processes are in place to accurately disburse payments to authorized recipients.

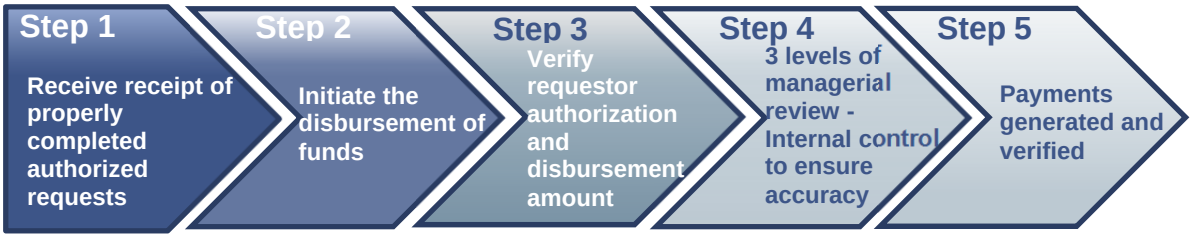


Figure 1: Solix incorporates the appropriate level of process controls to ensure that only authorized requests are disbursed and fraud, waste, and abuse are minimized.

In order to ensure the integrity of our disbursement processes, as well as to provide proper control over the hundreds of millions of dollars in cash flow managed, Solix' disbursement systems are subject to periodic reviews by both internal and external auditors. The reviews of our systems and processes have confirmed that we provide substantial levels of internal control, including appropriate segregation of duties, thereby providing the PUCN assurance as to the accuracy and timeliness of disbursements to eligible recipients. Only authorized personnel with appropriate executive oversight and approval have access to our systems.

3.1.7 NUSF Draws

Allow companies approved for NUSF draws to do so quarterly while ensuring those companies do not overdraw.

Solix staff will perform a comprehensive analysis of each submission to confirm the accuracy of carrier withdrawals. On a quarterly basis, we analyze the respective ETC docket issued by the PUCN approving High Cost support as well as analyze the Lifeline Forecast submitted the prior year to ensure that guidelines are met. If we determine that a carrier has overdrawn, the ETC is contacted requesting that a revision of the disbursement request is submitted before final payment is issued.

3.1.8 Quarterly Activity Report

Prepare and submit a quarterly report of all activities of the NUSF including but not limited to:

3.1.8.1 Total annual payments into the NUSF from each provider of telecommunications services: and

3.1.8.2 An itemization of all disbursements from the NUSF to each qualified telecommunications provider.

Solix will continue to submit quarterly reports to the PUCN showing total annual payment and itemized disbursements. The PUCN can also depend on Solix for ad-hoc reporting and analysis upon request.

As an internal control to ensure reporting accuracy, financial data is reviewed by three staff members in the Finance Group and two staff members in the Government Relations Group. In both organizations, reviews are conducted in order of increasing supervisory authority. Only Finance and Government Relations personnel will have access to NUSF-related data and reports. Our desk and operational procedures have been reviewed in numerous internal and external audits, and have consistently resulted in no significant findings. The great care we take to provide accurate data will ensure the integrity and clarity of the Funds' annual Financial Statements are relied upon by external auditors.

3.1.9 Annual Report

Prepare and submit a report by August 15th of each year of the contract detailing the status of unclaimed funds and entities delinquent in their filing and financial obligations for the immediately preceding calendar year NUSF filing and remittance period. The report should include proof of service of 30, 60, and 90-day late notices to delinquent entities, any written responses provided by the entities to which the notices were sent, and whether those entities came into compliance, and if so, the date on which they complied.

Solix confirms that we will submit a report to the PUCN by August 15th detailing the status of unclaimed funds and delinquent entities for the preceding calendar year. The report will include proof of service of 30, 60 and 90 day delinquency notices, written responses from carriers, whether those entities came into compliance and the date they came into compliance. As Solix continues to generate this report in a timely fashion, the PUCN will have a sufficient runway to investigate delinquent cases and determine subsequent action plans to bring carriers into compliance.

Although it is not stipulated in our contract, Solix will continue to provide an annual operations report each year. These reports offer the added benefit of:

- ***Historical view of the Program;***
- ***Transparency around the overall status of the program;***
- ***Graphical representations of financial figures;***
- ***An update on investment strategy and earned interest; and***
- ***Recommendations for program improvements.***

3.1.10 Annual Reconciliation

Provide an annual reconciliation of funds to the contract cap.

Solix agrees to provide an annual reconciliation of administrative fees to the PUCN. Our methodology will ensure that monthly invoices are accurate and do not exceed the contract cap.

3.1.11 Request to PUCN to collect and distribute monies

Prepare and submit a request to the PUCN to collect and distribute monies from the NUSF for the following year and:

3.1.11.1 Estimate the amount of funds required to support the NUSF for the next year;

3.1.11.2 Suggest the percentage rate which shall be applied to the intrastate retail revenues of all telecommunication service providers; and

3.1.11.3 Generate the estimated funds required for the next year.

Solix considers a number of factors in determining the suggested percentage rate to be applied to telecommunication service provider revenues, including:

- ***An analysis of NUSF financial data:***
  - ***This includes budget vs. actual analysis and variance analysis with detailed explanations.***
- ***Cash forecasts to help ensure that no shortfalls in funds will occur.***
- ***Forecasts from carriers of their Lifeline requirement for the following year and any High-Cost requests.***
- ***Providing the PUCN ample notice to set the required contribution rate.***
- ***Prediction of delinquent fund participants and the impact on the Fund.***
- ***Year over year revenue analysis to confirm:***
  - ***Fund participants are filing correctly;***
  - ***Long-term telecommunications industry trends are holding true; and***
  - ***The recommended contribution rate will cover all disbursements.***

Ultimately, Solix will suggest a reasonable percentage rate that satisfies the objectives of the NUSF, while minimizing the impact on Nevada consumers.

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TAB VII – SECTION 4 - COMPANY BACKGROUND AND REFERENCES

4. Company Background and References

4.1 Vendor Information

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

Question	Response
Company name:	***Solix, Inc.***
Ownership (sole proprietor, partnership, etc.):	***Shareholder-Owned, Independent Stock Corporation***
State of incorporation:	***Delaware***
Date of incorporation:	***06/30/2000***
# of years in business:	***33 (Parent Company NECA founded in 1983)***
List of top officers:	***Jack Miller*** ***President & Chief Executive Officer*** ***Allen Lane*** ***Senior Vice President & Chief Financial Officer*** ***Bill Ingersoll*** ***Senior Vice President & Chief Information Officer*** ***Eric Seguin*** ***Senior Vice President – Customer Relationship Management*** ***Maryanne Spatola*** ***Senior Vice President & Chief Human Resources Officer*** ***Cathy Rahlfs*** ***Vice President & Corporate Compliance Officer***
Location of company headquarters:	***30 Lanidex Plaza West*** ***Parsippany, NJ 07054***
Location(s) of the company offices:	***Solix, Inc.*** ***30 Lanidex Plaza West*** ***Parsippany, NJ 07054***

Question	Response
	Solix, Inc. ***700 West Lincoln Avenue*** ***Suite 200*** ***Charleston, IL 61920*** ***Solix, Inc.*** ***402 E. Avenue D*** ***Killeen, TX 76541*** ***Solix, Inc.*** ***9200 Indian Creek Parkway*** ***Suite 420*** ***Overland Park, KS 66210***
Location(s) of the office that will provide the services described in this RFP:	***Solix, Inc.*** ***30 Lanidex Plaza West*** ***Parsippany, NJ 07054***
Number of employees locally with the expertise to support the requirements identified in this RFP:	***260***
Number of employees nationally with the expertise to support the requirements in this RFP:	***543***
Location(s) from which employees will be assigned for this project:	***Solix, Inc.*** ***30 Lanidex Plaza West*** ***Parsippany, NJ 07054***

4.1.2 Nevada State Registration

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.

Solix acknowledges, understands and complies with the State of Nevada business registration requirements. Solix is currently registered in the State of Nevada.

4.1.3 Nevada State Business License

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:	***NV20051804228***
Legal Entity Name:	***Solix, Inc.***

Is "Legal Entity Name" the same name under which vendor is doing business as?

Yes	***X***	No	

If "No", provide explanation.

Not Applicable

4.1.4 Licensing requirements verification

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.

Solix acknowledges this requirement

4.1.5 Solix' State of Nevada agency contract experience

Has the vendor ever been engaged under contract by any State of Nevada agency?

Yes	***X***	No	

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:	***Public Utilities Commission of Nevada (PUCN)***
State agency contact name:	***Rex Bosier***
Dates when services were performed:	***September 1, 1999 to Present***
Type of duties performed:	***Fiscal Agent for the Administration of the Nevada Universal Service Fund – Collect assessments, disburse funds to qualifying providers, and prepare and submit quarterly reports of all activities to the Commission.***
Total dollar value of the contract:	***$953,965 includes system development, ongoing operations and renewal options)***

Question	Response
Name of State agency:	***Public Utilities Commission of Nevada (PUCN)***
State agency contact name:	***Garrett Weir***
Dates when services were performed:	***January 1, 2015 to Present***
Type of duties performed:	***Lifeline Administration – Eligibility determination, customer care, customized websites, program design and automation, secure data collection, prepare and submit reports of all activities to the Commission.***
Total dollar value of the contract:	***$1,107,462***

Question	Response
Name of State agency:	***Public Utilities Commission of Nevada (PUCN)***
State agency contact name:	***Crystal Jackson***
Dates when services were performed:	***March 1, 2011 thru December 12, 2011***
Type of duties performed:	***Carrier Compliance Audits – At the request of the PUCN, Solix conducted compliance audits of nine carriers contributing to the Nevada Universal Service Fund (NUSF). The objective of the audits was to ensure that each contributing company was making its required contributions to the NUSF.***
Total dollar value of the contract:	***$25,000***

4.1.6 Solix' employment within the State of Nevada

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	***X***

If "Yes", please explain when the employee is planning to render services, while on annual leave, compensatory time, or on their own time?

No parties named in this proposal have been employed by the State of Nevada or by any Nevada state agency within the past twenty-four months.

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.

Not Applicable

4.1.7 Contract failures, breaches or litigations

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***

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:	***N/A***
Parties involved:	***N/A***
Description of the contract failure, contract breach, or litigation, including the	***N/A***

Question	Response	
products or services involved:		
Amount in controversy:	***N/A***	
Resolution or current status of the dispute:	***N/A***	
If the matter has resulted in a court case:	Court	Case Number
	N/A	***N/A***
Status of the litigation:	***N/A***	

4.1.8 Insurance Requirements

Vendors must review the insurance requirements specified in ***Attachment E, Insurance Schedule for RFP 3229***. Does your organization currently have or will your organization be able to provide the insurance requirements as specified in ***Attachment E.***

Yes	***X***	No	

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.

Acknowledged – Solix takes no exceptions to or makes assumptions regarding the insurance requirements specified in Attachment E, Insurance Schedule for RFP 3229.

Upon contract award, the successful vendor ***must*** provide the Certificate of Insurance identifying the coverages as specified in ***Attachment E, Insurance Schedule for RFP 3229.***

Solix acknowledges the requirement to provide, upon contract award, a Certificate of Insurance identifying the coverages as specified in Attachment E, Insurance Schedule for RFP 3229.

4.1.9 Solix' background and history

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.

Solix is a leading provider of eligibility determination, qualification program management and customer care services to government, telecommunications, broadband, utility and healthcare organizations. We deliver smart, cost-effective, compliant outsourcing solutions that leverage our technologies and consultative expertise. Our customers benefit from faster, more accurate applicant qualification, increased program efficiency and improved customer communications. Our core competencies are illustrated in Figure 2 below.

Eligibility-Related Program Development	***Avoidance of Benefit Duplication***
Eligibility-Related Program Planning	***Billing / Collections / Cash Management / Funds Disbursement***
Eligibility-Related Program Administration	***Grant Program Administration***
Eligibility-Related Consulting	***Peer Review Services***
Project Development and Management	**Dependent Eligibility Verification (DEVA)**
Application Intake	***IT Solutions***
Application Review	***Program Integrity / Compliance / Waste / Fraud and Abuse Prevention***
Eligibility Determination	***Program Audit Support***

Figure 2. Solix' demonstrated core competencies enable us to effectively administer State USF programs

As shown in Figure 3, Solix administers programs and issues eligibility decisions that result in the award of more than $5 billion in annual public benefit funding. We accomplish this through the disciplined, comprehensive review of millions of applications, and the timely and accurate processing of more than 100 million electronic records and nearly 50,000 programmatic disbursements annually.

Figure 3. Solix enables agencies to efficiently and effectively develop, implement and manage complex public benefit programs.

Each year the State Fund Operations Group solicits feedback from clients. Our most recent survey resulted in an overall score of 4.89 out of 5.0 for all questions asked. Some specific written comments included:

"I'm pleased with my access to experienced representatives. I'm glad that Solix does not have much staff turnover."

"The great thing I know is that if I have a question and send a simple email, I'll have a response within the hour."

"The state is extremely pleased that Solix went out of their way to find a bank in their state to place the funds."

"Our account manager always sends our fund performance reports to us around the same time each month. This helps us in reviewing our reports on a timely basis."

"I can trust the reports to always be accurate."

"Our primary contacts have demonstrated a detailed knowledge of our fund, procedures, rules, and the software used to collect information from the companies."

"My account manager is doing an excellent job monitoring the fund and keeping me informed of questionable transactions."

Solix' longevity administering USFs and similar programs attests to our competence and knowledge. We are a leader in the industry, constantly advancing technologies and improving operational efficiencies, and we ensure that the PUCN benefits from our competence and knowledge.

As demonstrated by Solix' long and successful experience managing Universal Service Funds for many states, we offer a proven approach to fund administration. We have a highly regarded reputation as an effective and neutral third-party administrator whose work is respected by regulators at both the state and federal levels, as well as by the companies and participants who contribute to and receive funds from these programs. We tailor our administrative role to each jurisdiction's particular requirements and work closely with regulators to manage these programs expertly and economically.

As the incumbent administrator of the NUSF since 1999, Solix is uniquely positioned to offer a comprehensive and cost-effective solution that meets all of the requirements necessary to manage the NUSF. Combined with our extensive experience in fiscal management, both in terms of process and staffing, our familiarity with the NUSF offers Solix insights into NUSF program goals as well as Nevada customers and service providers. We view this market familiarity as an advantage in understanding the needs of these customers and how this knowledge can be leveraged into developing a useful and productive fiscal management strategy for the PUCN.

As evidenced by supporting facts, the following characteristics are hallmarks of the USF programs we administer:

- ***Dependable program reporting and fund distributions, on time, every time. With proven information systems and absolute dedication to meeting deadlines, we have met all NUSF-related reporting and distribution deadlines.***
- ***Effective contribution collections to optimize fund management. Universal Service Funds under Solix administration exhibit high compliance to carrier contribution schedules. Since taking on fiscal agent responsibilities for another State USF, the previous carrier delinquency rate of 20.4% has fallen to zero. With more than 1,000 carriers contributing to that state's USF, assessment delinquencies (31-150 days overdue) has averaged 0.02% for the last four years.***
- ***Support from experts in telecom fund management. As current administrator of 11 state universal service funds and fiscal agent for four state TRS funds, Solix possesses staff with considerable expertise in fund procedures; end-to-end system design; regulatory support; fund forecasting, monitoring and reporting; cash and investment management; billing and collection; and fund distributions.***

- ***Highly reliable cash management services. As of 2015, Solix held funds valued over $232 million in an agency capacity. As a neutral administrator of public programs, Solix is subject to more than a dozen external audits each year, including by the Government Accountability Office (GAO) and the Federal Communication Commission's (FCC) Office of the Inspector General (OIG). For three large programs, we have voluntarily sought and received independent verification of processes and solutions through successful Service Organization Control 1 (SOC1) Type II SSAE 16 audits. With in-house professional treasury managers and established banking relationships, we are expert in supporting the collection and disbursement of program funds.***

4.1.10 Length of time providing similar service

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

Our successful history of USF administration dates back to 1994, at which time we implemented and managed the Vermont Universal Service Fund (USF). As illustrated in Table 3 below, we now administer 15 state universal service funding mechanisms.

Table 3. Solix performance on related programs has earned strong satisfaction from our customers, as evidenced by the many contiguous years of our support.

FUND NAME	ANNUAL DISBURSEMENT VALUE	AVERAGE NO. OF PARTICIPANTS	DURATION OF SOLIX ADMINISTRATION (YRS.)
Arizona USF	$770K	245	19
Colorado High Cost Support Mechanism	$54M	400	5
District of Columbia USTF	$400K	170	3
Indiana USF	$12M	355	9
Nevada USF	$400K	350	17
New Mexico State Rural USF	$21M	250	10
Oregon USF	$40.5M	400	11
Pennsylvania USF	$34M	400	16
Puerto Rico USF	$6.5M	85	16

FUND NAME	ANNUAL DISBURSEMENT VALUE	AVERAGE NO. OF PARTICIPANTS	DURATION OF SOLIX ADMINISTRATION (YRS.)
Texas USF	$260M	1085	18
Connecticut TRS	$2.0M	250	14
Hawaii TRS	$900K	180	13
Alaska TRS	$350K	27	3
Vermont USF	$3.1M	95	5
Colorado TRS	$45K	129	1

4.1.11 Confidential financial information

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.

The requirements of this section are acknowledged. Solix is submitting Part III, Confidential Financial Information in accordance with Section 9.5, Part III – Confidential Financial Information, of RFP: 3229.

4.1.11.1 Dun and Bradstreet Number

Solix, Inc.'s Data Universal Number System (DUNS) Number is: 128198871

4.1.11.2 Federal Tax Identification Number

Solix, Inc.'s Federal Tax Identification Number (TIN) is: 22-3741663

4.2 Subcontractor Information

4.2.1 Use of subcontractors and subcontract management approach

Does this proposal include the use of subcontractors?

Yes		No	***X***

If "Yes", vendor must:

4.2.1.1 Subcontractors and services for specific RFP requirements

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

Not applicable

4.2.1.2 Subcontract details

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

A. Describe the relevant contractual arrangements;

Not applicable

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

Not applicable

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

Not applicable

4.2.1.3 Subcontract management approach

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

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

Not applicable

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

Not applicable

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

Not applicable

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.

Not applicable

4.2.1.4 Vendor Information – Subcontractors

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

Not applicable

4.2.1.5 Business References – Subcontractors

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

Not Applicable

4.2.1.6 Subcontractor insurance

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

Not Applicable

4.2.1.7 Post-contract award subcontractor changes

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.

Acknowledged

4.3 Business References

4.3.1 Business References from Similar Projects

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.

Solix is pleased to present the following four (4) business references from similar, relevant projects performed within the last three (3) year timeframe:

No.	Project Name	Customer
001	***Texas USF Administrator***	***Public Utilities Commission of Texas***
002	***District of Columbia USF Administrator***	***Public Service Commission of the District of Columbia***

No.	Project Name	Customer
003	*Indiana USF Administrator*	*Indiana Utility Regulatory Commission*
004	*Oregon USF Administrator*	*Oregon Public Utility Commission*

4.3.2 Business Reference Details

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.

Reference #:	***001***		
Company Name:	***Solix, Inc.***		
Identify role company will have for this RFP project (Check appropriate role below):			
✓	***VENDOR***		***SUBCONTRACTOR***
Project Name:	***Texas USF Administrator under contract with the Public Utility Commission of Texas (PUCT)***		
Primary Contact Information			
Name:	***Jay Stone***		
Street Address:	***1701 N. Congress Avenue***		
City, State, Zip:	***Austin, TX 78701***		
Phone, including area code:	***512-936-7425***		
Facsimile, including area code:	***512-936-7058***		
Email address:	***Jay.stone@puc.texas.gov***		
Alternate Contact Information			
Name:	***Thomas Gleeson***		
Street Address:	***1701 N. Congress Avenue***		
City, State, Zip:	***Austin, TX 78701***		
Phone, including area code:	***512-936-7287***		
Facsimile, including area code:	***512-936-7058***		
Email address:	***Thomas.gleeson@puc.texas.gov***		
Project Information			

Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	***Solix implemented and has administered, the Texas Universal Service Fund (TUSF) under contract with the Public Utility Commission of Texas since 1998. For this program alone, Solix makes monthly disbursements totaling $260 million annually. Solix provides a wide variety of Universal Service Fund (USF) reports each month to the Texas Public Utility Commission as well as extensive customer service to Fund participants and Commission staff.***
Original Project/Contract Start Date:	***September 1, 2000***
Original Project/Contract End Date:	***Aug 31, 2016***
Original Project/Contract Value:	***$2,912,640***
Final Project/Contract Date:	***Aug 31, 2016***
Was project/contract completed in time originally allotted, and if not, why not?	***Yes***
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?	***Yes***

Reference #:	***002***		
Company Name:	***Solix, Inc.***		
Identify role company will have for this RFP project (Check appropriate role below):			
✓	***VENDOR***		***SUBCONTRACTOR***
Project Name:	***District of Columbia Administrator under contract with the Public Service Commission of the District of Columbia***		
Primary Contact Information			
Name:	***Lara Walt, Esquire***		
Street Address:	***1325 G Street N.W. Suite 800***		
City, State, Zip:	***Washington, DC 20005***		
Phone, including area code:	***202-626-9191***		
Facsimile, including area code:	***202-393-6769***		
Email address:	***lwalt@psc.dc.gov***		

Alternate Contact Information	
Name:	***Dr. Jesse P. Clay, Jr.***
Street Address:	***1333 H Street, N.W., 2nd Floor West Tower***
City, State, Zip:	***Washington, DC 20005***
Phone, including area code:	***202-626-5145***
Facsimile, including area code:	***202-626-5106***
Email address:	***jclay@psc.dc.gov***
Project Information	
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	***Solix is the Prime Contractor responsible for program operations and building the IT Systems that supports the DC USTF program. As administrator, Solix receives contributions from approximately 75 LECs and VoIP providers each month and makes disbursements totaling approximately $1.1M annually to support TRS/CAP Tel and Lifeline services.***
Original Project/Contract Start Date:	***January 1, 2014 USTF***
Original Project/Contract End Date:	***December 31, 2016***
Original Project/Contract Value:	***$220,300***
Final Project/Contract Date:	***December 31, 2016***
Was project/contract completed in time originally allotted, and if not, why not?	***Yes***
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?	***Yes***

Reference #:	***003***		
Company Name:	***Solix, Inc.***		
Identify role company will have for this RFP project (Check appropriate role below):			
✓	***VENDOR***		***SUBCONTRACTOR***
Project Name:	***Administrator of the Indiana Universal Service Fund under contract with the Indiana Utility Regulatory Commission***		
Primary Contact Information			

Name:	***Sally Getz***
Street Address:	***101 West Washington Street, Suite 1500 E.***
City, State, Zip:	***Indianapolis, Indiana 46204***
Phone, including area code:	***317-234-1543***
Facsimile, including area code:	***317-232-6758***
Email address:	***sgetz@urc.in.gov***
Alternate Contact Information	
Name:	***Pamela Taber***
Street Address:	***101 West Washington Street, Suite 1500 E.***
City, State, Zip:	***Indianapolis, Indiana 46204***
Phone, including area code:	***317-232-2755***
Facsimile, including area code:	***317-232-6758***
Email address:	***ptaber@urc.in.gov***
Project Information	
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	***Solix implemented and has administered the Indiana Universal Service Fund (IUSF) since 2007. The IUSF provided Solix the opportunity to create and implement its first state universal service fund secure web-based solution that replaced all paper worksheets. As the IUSF administrator, Solix receives monthly contributions from approximately 360 carriers and makes monthly disbursements to 33 qualified recipients.***
Original Project/Contract Start Date:	***September 17, 2007***
Original Project/Contract End Date:	***December 31, 2014***
Original Project/Contract Value:	***$1,189,966 (includes system development, ongoing operations and renewal options)***
Final Project/Contract Date:	***December 31, 2016***
Was project/contract completed in time originally allotted, and if not, why not?	***Yes***
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?	***Yes***

Reference #:	***004***		
Company Name:	***Solix, Inc.***		
Identify role company will have for this RFP project (Check appropriate role below):			
✓	***VENDOR***		***SUBCONTRACTOR***
Project Name:	***Oregon USF Administrator under contract with the Oregon Public Utility Commission***		
Primary Contact Information			
Name:	***Roger White***		
Street Address:	***201 High Street SE Suite 100***		
City, State, Zip:	***Salem, OR 97301-3612***		
Phone, including area code:	***503-378-6371***		
Facsimile, including area code:	***503-373-7950***		
Email address:	***roger.white@state.or.us***		
Alternate Contact Information			
Name:	***Elaine Cookingham***		
Street Address:	***201 High Street SE Suite 100***		
City, State, Zip:	***Salem, OR 97301-3612***		
Phone, including area code:	***503-378-2080***		
Facsimile, including area code:	***503-373-7950***		
Email address:	***elaine.cookingham@state.or.us***		
Project Information			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	***As Fund Administrator, Solix provides accounting services to the Commission. The ORUSF receives contributions from approximately 418 intrastate telecommunications providers, and makes monthly disbursements totaling $40 million annually to 33 fund recipients.***		
Original Project/Contract Start Date:	***Nov 15, 2011***		
Original Project/Contract End Date:	***January 14, 2013***		
Original Project/Contract Value:	***$277,724***		
Final Project/Contract Date:	***January 14, 2017***		
Was project/contract completed in time	***Yes***		

originally allotted, and if not, why not?	
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?	***Yes***

4.3.3 Attachment F, Reference Questionnaire distribution

Vendors must also submit ***Attachment F, Reference Questionnaire*** to the business references that are identified in ***Section 4.3.2***.

Solix has submitted Attachment F, Reference Questionnaire to the business references that are identified in Section 4.3.2 above.

4.3.4 Attachment F, Reference Questionnaire submission

The company identified as the business references must submit the Reference Questionnaire directly to the Purchasing Division.

The business references identified in Section 4.3.2 above have been instructed, and have acknowledged, that they must submit the Reference Questionnaire directly to the Purchasing Division no later than 4:30 PM Pacific Time on 02/23/2016.

4.3.5 Responsibility for completion of Attachment F, Reference Questionnaire

It is the vendor's responsibility to ensure that completed forms are received by the Purchasing Division on or before the deadline as specified in ***Section 8, RFP Timeline*** for inclusion in the evaluation process. Reference Questionnaires not received, or not complete, may adversely affect the vendor's score in the evaluation process.

Solix acknowledges and understands that it is our responsibility to ensure that completed Attachment F, Reference Questionnaire forms are received by the Purchasing Division no later than 4:30 PM Pacific Time on 02/23/2016 for inclusion in the proposal evaluation process. We further understand that incomplete or unreturned Reference Questionnaires may adversely impact our score in the evaluation process.

4.3.6 Business Reference verification

The State reserves the right to contact and verify any and all references listed regarding the quality and degree of satisfaction for such performance.

Solix acknowledges the State of Nevada's right to contact and verify any and all business references listed herein regarding the quality of our contract performance and their degree of satisfaction with that performance.

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TAB VIII – ATTACHMENT G – PROPOSED STAFF RESUME

4.4 Vendor Staff Resumes

A resume must be completed for each proposed key personnel responsible for performance under any contract resulting from this RFP per ***Attachment G, Proposed Staff Resume***.

Solix acknowledges the requirement of this section and has provided a resume for proposed key personnel in Section 4.4.1 below.

4.4.1 Solix Staff Resumes

A. Vendors must include all proposed staff resumes per Section 4.4, Vendor Staff Resumes in this section.

Tables 4 and 5 list the team that will continue to support the NUSF. All personnel have at least five years of experience managing some aspect of the NUSF.

Resumes for Key NUSF Management Personnel in Table 3 are located in Part IB – Confidential Technical Proposal, as personal business reference contact information is deemed confidential. Brief biographies for Solix' executive management staff are included herein.

Table 4. The Solix NUSF team responsible for daily fund management and accounting operations is comprised of seasoned professionals

SOLIX KEY NUSF MANAGEMENT PERSONNEL	TOTAL YEARS OF EXPERIENCE
Josephine Farkas, Manager –Customer Relations	17
Jean Snopkowski, Director – Customer Relationship Management	12
Monique Robinson, Director – Accounting Operations	23
Jennifer Moy, Manager – Financial Reporting	36
Karin Benson, Manager – Billing / Collections and Accounts Payable	20
John Bochicchio, Assistant Treasurer	38
Michael Quinn, Senior Director – Applications Development	34
Mary Angeles (Ayet) Gonzalez, Manager – Applications Development	31

Table 5. USF operations are supported by an experienced bench of executive management

SOLIX KEY NUSF MANAGEMENT PERSONNEL	TOTAL YEARS OF EXPERIENCE
Eric Seguin, Senior Vice President – Customer Relationship Management	23
Allen Lane, Senior Vice President and Chief Financial Officer	24
Bill Ingersoll, Senior Vice President and Chief Information Officer	25
Carol Kenner, Vice President and Chief Accounting Officer	32

Eric D. Seguin
Senior Vice President, Customer Relationship Management
18 Years' Universal Service Fund Experience

Relevant Skills

- 21 Years USF Experience
- 23 Years Government and Regulatory Experience
- 21 Years Program Management
- Operations Management
- Certified Fraud Examiner (CFE)

Education

MBA, Finance, College of William and Mary
BA, Economics/International Finance, Rutgers University
BA Accounting, St. Leo University

Eric was employed at NECA for 12 years and oversaw its initial implementation of the Nevada USF in 1999. After serving as the Chief of Telecom at the Oklahoma Corporation Commission, he joined Solix in 2007 and currently serves as the Senior Vice President – Government Programs. He oversees all government program operations for Solix, including disaster recovery, Lifeline programs, Universal Service Funds (USFs), Telecommunications Relay Service (TRS), and other public benefit programs.

Services to be performed: Providing executive oversight of all program administration functions, including interface with legislators and senior PUCN staff on matters relating to operationalizing regulatory requirements and overall program performance.

Relevant experience and qualifications:

- Leading the Government Programs organization to achieve all strategic, operational, and service objectives;
- Interfacing with agency staff to ensure achievement of program deliverables, customer service, and program integrity;
- Interfacing with legislators, senior officials and regulators regarding program design and delivery;
- Researching and analyzing federal, state and local regulatory proceedings and

requirements; and

- Developing and delivering expert testimony in support of program administration recommendations and analyses.

Prior to Solix, Eric served as Chief of Telecom with the Oklahoma Corporation Commission. In this role he:

- Supervised the review of telecommunications service offerings and rate filings to ensure market competition;
- Ensured resolution of consumer protection issues and conducted service provider audits;
- Developed telecommunications policy and regulations consistent with legislative actions;
- Conducted technical conferences, rulemakings, and intercompany dispute resolutions; and
- Served on staff of the Federal-State Joint Board on Universal Service, assisting in design of national USF policies.

Previously Held Positions: Policy Analyst, Financial Analyst, and Financial Forecaster, NECA.

Allen Lane
Senior Vice President & Chief Financial Officer
24 Years' Financial Experience

Relevant Skills

- Financial Reporting & Analysis
- Internal Audit

Education

BS, Business Administration, University of Notre Dame

Services to be performed: Providing executive oversight of all program finance, treasury and investment-related functions, inclusive of the Epicor Financial System.

Relevant experience and qualifications: Allen joined Solix in 2014 as Senior Vice President and Chief Financial Officer. In this role, Allen oversees all finance and treasury functions, including accounting, credit/collections, tax, risk management, budgeting, analysis and investor relations. Specific responsibilities include:

- Developing financial strategies that support the company's short and long-term goals and objectives;
- Developing the corporate budget, consolidated from individual department budgets, to become part of the corporate business plan;
- Reviewing and evaluating the company's overall performance as well as individual operating units on a continuing basis and establishing proper measures of performance;
- Developing and providing all financial reports to the Board of Directors, shareholders, tax authorities, management, and other entities directed by the Board of Directors; and
- Ensuring the company is in compliance with all regulatory requirements, including shareholder activities.

Prior to Solix, Allen served as the Global Controller for Strategy&, formerly Booz & Company. In this role he ensured financial records were maintained according to company policy and US GAAP. He also performed analytical review and variance analyses of financial statements. Further, he was responsible for the quarter closing,

preparing reports, performing special projects, and reviewing / implementing policies and procedures.

Prior to Strategy&, Allen served as Director of Internal Audit for Booz Allen Hamilton where he provided independent assurance and consulting services, reporting directly to the Audit Committee. He assisted the Audit Committee in accomplishing objectives to bring a systematic approach to evaluation and improving risk management, control, and governance processes.

Bill Ingersoll
Senior Vice President & Chief Information Officer
25+ Years' Information Systems Experience

Relevant Skills

- Software Development & Implementation
- Technology Research & Implementation
- Design for Six Sigma (DFSS)
- SCRUM Master Certified

Education

Diplomas with New York University
Systems Analysis and Design
Computer Technology (Programming)

Services to be performed: Providing executive oversight of all information technology-related functions, inclusive of the USP.

Relevant experience and qualifications: Bill joined Solix in 2014 as Senior Vice President and Chief Information Officer. In his role, he serves as the principal advisor to Solix' management team, customers, designated program managers, and staff on assuring development and implementation of Information Technology (IT) initiatives. Responsibilities include:

- Leading the IT organization to enable business growth, improve cost effectiveness, customer service, and quality;
- Providing strategic and tactical planning, development, evaluation, and coordination of IT systems for operations;
- Directing IT planning and budgeting processes and allocating resources consistent with Solix goals and objectives;
- Ensuring that methodology, technology and infrastructure are robust, secure and consistent with changing laws, regulations and industry best practices; and
- Allocating IT organization human capital to deliver solutions in the most competitive and cost effective manner.

Prior to Solix, Bill served as Vice President & Chief Technology Officer for the Casey Group. He oversaw the company's service delivery operations, including software development, networking, and infrastructure. He established and oversaw the technology

service area to research emerging industry technologies and align them with the company's business strategy.

Carol Kenner, Vice President & Chief Accounting Officer

15 Years' Universal Service Fund Experience

Relevant Skills

- 15 Years' USF Experience
- Operations Management
- Project Management
- Process Implementation

Education

Qualified for MS Accounting, New York University
BA, Economics, Tufts University

Services to be performed: Carol is a Certified Public Accountant and oversees all accounting activities for the NUSF and all state funds administered by Solix. Ms. Kenner is responsible for financial reporting, daily billing and collections operations and fund disbursement processing.

Relevant experience and qualifications: Carol joined Solix in 1998, and she currently serves as the company's Vice President and Chief Accounting Officer. In this role, she directs financial operations with annual revenues of $70 million. This includes general accounting, tax management, reporting, billing and collection, accounts payable and, budgeting. Collaterally, she provides financial reports and information to the Board of Directors and shareholders, as well as administrators of Solix-managed funds.

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TAB IX – OTHER INFORMATION MATERIAL

Vendors must include any other applicable reference material in this section clearly cross referenced with the proposal.

APPENDIX A (REF. PARA. 3.1.3)

Nevada Universal Service Fund

Carrier Remittance Worksheet
Fiscal Year 20XX
(Please read instructions before completing)

A. Company Code: NV - _____	
B. Revenue Data Period *(Please Circle One)*	
1st Qtr XX (Jan - Mar)	2nd Qtr XX (Apr - Jun)
3rd Qtr XX (Jul - Sept)	4th Qtr XX (Oct - Dec)
C. Annual Jan XX - Dec XX (Projections) *(Please Circle One)*	
D. Original	Revision

SECTION 1 – CARRIER IDENTIFICATION

1.	Company Name:	
1a.	Complete Mailing Address:	
1b.	Telephone:	Email (required):

2. Primary Communications Business (Please "X" primary business and "✓" other categories being reported):
☐ILEC ☐IXC ☐RES ☐CLEC ☐CAP ☐WIR ☐OSP ☐PSP ☐VOIP ☐Other (Explain) _____

3.	Parent Company:	
3a.	Complete Mailing Address:	
3b.	Telephone:	Email (required):

SECTION 2 – MONTHLY INTRASTATE RETAIL REVENUE DATA

4. INTRASTATE RETAIL TELECOMMUNICATIONS SERVICE REVENUES (Pursuant to NAC § 740.68054)..... 4. _____
4a. FEDERAL USF SUPPORT REVENUE (actually received)..... 4a. _____
4b. VOICE OVER INTERNET PROTOCOL (VoIP) REVENUE..... 4b. _____
4c. TOTAL ASSESSABLE REVENUE (Line 4 + Line 4a + Line 4b)..... 4c. _____

**** PLEASE NOTE: Do not PAY the $10.00 ANNUAL MINIMUM until 4QXX unless filing annually****

SECTION 3 – REMITTANCE CALCULATION

5. NVUSF ASSESSMENT RATE.....(1/16 - 12/16)..... 5. _____.XXX
6. GROSS NVUSF ASSESSMENT (LINE 4c x LINE 5)..... 6. _____

SECTION 4 – CHANGE IN COMPANY STATUS

9. **New Business Start Date:** _____
10. Business Status Change Date: _____ Carrier Name Changed to: _____
Business Sold to: _____
If Business Discontinued, Termination Date: _____
Business Merged with: _____

SECTION 5 – CERTIFICATION

Under penalties as provided by law, I certify that I have examined this report and to the best of my knowledge and belief it is true, correct and complete. I further acknowledge Solix's authority to request additional supporting information as may be necessary.

11. _____ Date _____ Officer Name (Please Print) _____ Officer Signature _____ Officer Title
12. _____ Date _____ Contact Name (Please Print) _____ Contact Phone _____ Contact Title
13. Complete Contact Mailing Address: _____
14. **Contact Email Address:** _____

Questions???
NVUSF Fund Manager
30 Lanidex Plaza West
P. O. Box 685
Parsippany, NJ 07054
(973) 581-5393 (Phone)
(973) 599-6504 (Fax)
Website: http://www.solixinc.com

Please Send Remittance and Worksheet to:

Regular Mail
NVUSF
P.O. Box 360343
Pittsburgh, PA 15251-6343

Overnight Address
NVUSF
Attn: 360343
500 Ross St 154-0455
Pittsburgh, PA 15251-6343
Tel - 412-234-4381

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APPENDIX B (REF. PARA. 3.1.3)

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SOLIX
Transparent Solutions, Visible Results

STATEMENT

Prepared For:
ABC Company

Customer Number: NV000001
Statement Date: 01/01/2016

Send To:
ABC Company
Attn: John Doe
45 Main Street
Suite 100
Anytown, NY 10002

Mail Payment to Lockbox:
NVUSF
P O Box 360343
Pittsburgh, PA 15200

Tom.smith@aol.com

NVUSF

Date	Number	Due	Type	Reference	Comment	Amount
06/01/2015	NV00001061500	06/01/2015	Invoice	June 2015 Original	NV 00001061500	$11,103.37
06/15/2015	000000827062	06/15/2015	On-Account Cash Receipt		LBTRX017611-001-001	($2,775.00)
07/08/2015	000000828049	07/08/2015	On-Account Cash Receipt		LBTRX018711-001-001	($2,775.00)
					Total:	**$5,553.37**

Please include customer number on payments and remit immediately.
Direct questions to NVUSF FUND ADMINISTRATOR
Phone: (973) 555-5394
Fax: (973) 555-6504

Customer Number: NV000001
Statement Date: 01/01/2016

Statement Balance:
$5,553.37

Page 1 of 1

Under 30	31 To 60	61 To 90
$0.00	$0.00	$5,553.37
91 To 120	**121 To 150**	**Over 151**
$0.00	$0.00	$0.00

Mail Payment to Lockbox:

NVUSF

P O Box 360343

Pittsburgh, PA 15200

APPENDIX C (REF. PARA. 3.1.4)

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NVUS Delinquent Filer

01/01/20 Thru 12/31/20XX

CID	Company Name	Period	Currently	Days Delinquent	Compliance Date
000100	Company A	Q2 20XX	No	1	Jul 16 20XX
000110	Company B	Q1 20XX	Yes	48	
		Q2 20XX	No	2	Jul 17 20XX
000123	Company C	Q2 20XX	No	42	Aug 2 20XX
000135	Company D	Q1 20XX	No	12	Apr 27 20XX
		Q2 20XX	Yes	35	
000148	Company E	Q1 20XX	No	12	Apr 27 20XX
		Q2 20XX	No	9	Nov 24 20XX
		Q3 20XX	No	8	Oct 23 20XX
		Q4 20XX	Yes	4	
000301	Company F	Q2 20XX	No	1	Jul 16 20XX
001028	Company G	Q3 20XX	Yes	19	

Tuesday, February 02, 2016 4:54 PM

APPENDIX D (REF. PARA. 3.1.4)

Nevada Universal Service Fund
Statement of Fund Performance
Prepared by Solix Inc for the Public Utilities Commission of Nevada

	1st Quarter Activity 20XX	Year to date results for FY 1/XX - 12/XX
Assessments/Revenue		
Assessments - Current Fiscal Year	$0.00	$0.00
Assessments - Prior Fiscal Year	$0.00	$0.00
Late Payment Charges	$0.00	$0.00
Interest Income (Reportable)	$0.00	$0.00
Miscellaneous Income	$0.00	$0.00
Total Revenue	$0.00	$0.00
Disbursements		
High Cost Support	$0.00	$0.00
LifeLine Support	$0.00	$0.00
Lifeline Eligibility Verification Services	$0.00	$0.00
Program Administration	$0.00	$0.00
Carrier Audit	$0.00	$0.00
Bad Debt/ Write-Offs	$0.00	$0.00
Total Disbursements	$0.00	$0.00
Operating Surplus/Deficit	$0.00	$0.00

Fund Balance as of XX

Opening Balance	$0.00
Operating Surplus/Deficit	$0.00
Closing Fund Balance	$0.00