STATE OF CALIFORNIA
DEPARTMENT OF TECHNOLOGY
STATEWIDE TECHNOLOGY PROCUREMENT
STANDARD AGREEMENT
TECH 213 (NEW 12/2018)

REGISTRATION NUMBER	
PURCHASING AUTHORITY NUMBER (if applicable)	AGREEMENT NUMBER
	C4-DNCS-19-001-32

1. This Agreement is entered into between the Contracting Agency and the Contractor named below:

CONTRACTING AGENCY NAME

California Department of Technology

CONTRACTOR NAME

CenturyLink Communications, LLC dba CenturyLink dba LUMEN

2. The term of this Agreement is: November 4, 2020, or upon approval by CDT STP, whichever is later, through June 30, 2025, with three (3) one-year options to extend.

3. The maximum amount of this Agreement is: $ 0.00 (zero dollars and zero cents)

4. The parties agree to comply with the terms and conditions of the following exhibits which are by this reference made a part of the Agreement:

EXH	TITLE	PAGES
A	(*) Contractor's eVAQ # 19-001-32, in its entirety	49
B	(*) IFB C4DNCS19 through BAFO, in its entirety	
C	(*) Contractor's BAFO Response, in its entirety	
D	Attachment 1 - List of Contractor's Response Documents attached to this Agreement for the Awarded Categories 22 and 29.	

Items shown with an asterisk (*) are hereby incorporated by reference and made part of this agreement as if attached hereto.
IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto.

CONTRACTOR		**Department of Technology, Statewide Technology Procurement Use Only**
CONTRACTOR NAME *(If other than an individual, state whether a corporation, partnership, etc.)* CenturyLink Communications, LLC dba CenturyLink dba LUMEN		

CONTRACTOR AUTHORIZED SIGNATURE	DATE SIGNED
Dennis Fisher Dennis Fisher (Dec 19, 2020 09:26 MST)	Dec 19, 2020

PRINTED NAME AND TITLE OF PERSON SIGNING

Dennis Fisher, Director of Pricing & Offer Management

ADDRESS
100 CenturyLink Drive, Monroe, LA 71203

STATE OF CALIFORNIA

CONTRACTING AGENCY NAME

California Department of Technology

CONTRACTING AGENCY AUTHORIZED SIGNATURE	DATE SIGNED
Samit Wangnoo	Dec 19, 2020

PRINTED NAME AND TITLE OF PERSON SIGNING
Samit Wangnoo, Branch Chief, Statewide Technology Procurement

CONTRACTING AGENCY ADDRESS

P.O. Box 1810, MS Y-12, Rancho Cordova, CA 95741-1810

California Department of Technology
APPROVED
Dec 21, 2020
DATE
Signed *Tiffany Angulo* (Dec 21, 2020 12:04 PST)
Tiffany Angulo
Statewide Technology Procurement

☐ Exempt per_

STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF TECHNOLOGY
AGREEMENT NUMBER: C4-DNCS-19-001-32
CenturyLink Communications, LLC dba CenturyLink dba LUMEN

ATTACHMENT 1 – LIST OF CONTRACTOR'S RESPONSE DOCUMENTS ATTACHED TO THIS AGREEMENT

1) Volume 1, Common Documents
    a. Contractor's Response to Exhibits 3, 5, 6, and 9 (5 pages)
    b. Contractor's BAFO Response to Business Requirements "Group 2" (103 pages)
    c. Appendix A Glossary Addendum 9 (13 pages)
    d. Appendix B Individual Price Reduction Agreement (3 pages)
    e. Appendix C Data Guidelines (42 pages)
    f. Appendix D Authorization to Order (5 pages)
2) Volume 2, Category 22
    a. Contractor's BAFO Response to Category 22 Statement of Work (60 pages)
3) Volume 3, Category 22
    a. Contractor's BAFO Response to Category 22 Catalog A (10 pages)
4) Volume 2, Category 29
    a. Contractor's BAFO Response to Category 29 Statement of Work (87 pages)
5) Volume 3, Category 29
    a. Contractor's BAFO Response to Category 29 Catalog A (18 pages)

EXHIBIT 3: RESPONSE TO IFB REQUIREMENTS

The Bidder must indicate agreement to each of the IFB Requirements identified below. By checking the box the Bidder affirms that it understands the requirement and agrees to comply with the requirements.

IFB Part 1 Section:

☒ 2.14 Employment of Undocumented Aliens

☒ 2.15 Antitrust Claims

☒ 2.16 Incorporation of eVAQ Requirements and General Provisions

☒ 2.19 Ability to Perform

☒ 2.20 Primary Bidder

☒ 2.22 Subcontractors

☒ 2.23 Contractor's License

☒ 2.24 Worker's Compensation

☒ 2.25 Service Taxes, Fees, Surcharges, and Surcredits

☒ 2.33 Performance Bond Notice

☒ 2.34 Public Works Requirements

☒ 2.35 Labor Laws to be Observed

☒ 2.36 Federal Universal Service Fund

☒ 2.37 Amendment

☒ 2.38 Availability

☒ 2.39 Glossary

☒ 3.6.3 Digital Accessibility

EXHIBIT 5: COVER LETTER FORM

Bidder's Company Legal Name: CenturyLink Communications, LLC dba CenturyLink

Bidder's Company Address: 931 14th Street, 9th Floor, Denver, CO 80202

Indicate Yes or No for Agreement with each of the following items:

The proposal response is the bidder's binding offer, good for 180 calendar days from scheduled contract award date, as noted in section 2.3, KEY ACTION DATES. Yes

The bidder agrees to the terms and conditions of this solicitation, including all Exhibits and Appendices, and accepting responsibility as the prime contractor if awarded the contract resulting from this solicitation. Yes

The bidder agrees that the bidder has available staff with the appropriate skills to complete the contract for all services as described in this solicitation and SOW. Yes

This form is signed by an individual who is authorized to bind the bidding firm contractually. The individual's name must also be typed, and include the title or position that the individual holds in the firm. An unsigned proposal may be rejected. Yes

Provide email and phone number of the person signing the letter:

Phone number: (916) 812-2091

Email: Leah.Powner@CenturyLink.com

Apply signature of authorized individual of the Bidder:

Name: Leah Powner

Title: *on behalf of Dennis Fisher, Director, Offer Management*

Date signed: July 16, 2020

BIDDER DECLARATION

1. Prime bidder information **(Review attached Bidder Declaration Instructions prior to completion of this form)**:

   a. Identify current California certification(s) **(MB, SB, NVSA, DVBE):** _____ **or None** ☑ (If "None", go to Item #2)

   b. Will subcontractors be used for this contract? **Yes** ☑ **No** ☐ (If yes, indicate the distinct element of work <u>your firm</u> will perform in this contract e.g., list the proposed products produced by your firm, state if your firm owns the transportation vehicles that will deliver the products to the State, identify which solicited services your firm will perform, etc.). Use additional sheets, as necessary.

   _____

   _____

   c. If you are a California certified DVBE: (1) Are you a broker or agent? **Yes** ☐ **No** ☑
      (2) If the contract includes equipment rental, does your company own at least 51% of the equipment provided in this contract (quantity and value)? **Yes** ☑ **No** ☐ **N/A** ☐

2. If no subcontractors will be used, skip to certification below. Otherwise, list all subcontractors for this contract. (Attach additional pages if necessary):

Subcontractor Name, Contact Person, Phone Number & Fax Number	Subcontractor Address & Email Address	CA Certification (MB, SB, NVSA, DVBE or None)	Work performed or goods provided for this contract	Corresponding % of bid price	Good Standing?	51% Rental?
				5%	☑	☐
		None		5%	☑	☐
		None	Installation Work	5%	☑	☐

CERTIFICATION: By signing the bid response, I certify under penalty of perjury that the information provided is true and correct.

EXHIBIT 9: BIDDING PREFERENCES AND INCENTIVES

All Bidders must complete this form and submit with Final Proposal

Small Business Preference

Bidder must select from one of the four statements below:

1. ☐ I am a DGS certified Small Business and claim the Small Business Preference. My DGS Small Business certification number is:

2. ☐ I have recently filed for DGS Small Business preference but have not yet received certification, but I am claiming the Small Business preference.

3. ☐ I am not a DGS certified Small Business, but 25% or more of the revenue from the award will go to DGS certified Small Business Subcontractors performing a Commercially Useful Function and therefore I am claiming the preference.

   Bidder must complete and submit Exhibit 6: GSPD-05-105 Bidder Declaration, indicating the percentage of the revenue that will be received by each DGS certified Small Business Subcontractor.

4. ☒ I am not claiming the DGS Small Business preference.

DVBE Incentive

Bidder must select from one of the four statements below:

1. ☐ I am a DGS certified DVBE. A copy of my STD. 843 form is attached.

2. ☐ I have recently filed for DGS DVBE certification, but have not yet received certification.

3. ☐ I am not a DGS certified DVBE, but a percentage of the revenue will be going to DGS certified DVBE Subcontractors performing a Commercially Useful Function, and therefore I am claiming the DVBE incentive.

   Bidder must submit a complete Exhibit 6: GSPD-05-105, Bidder Declaration, indicating the percentage of the revenue that will be received by each DGS certified DVBE Subcontractor. Bidder must also submit an Exhibit 7, STD 843 DVBE Declarations, for each DVBE Subcontractor, signed by the DVBE owner/manager.

4. ☒ I am not claiming the DVBE incentive.

TACPA Preference

Bidder must select from one of the two statements below:

1. ☒ I am not claiming the TACPA preference.
2. ☐ I am claiming the TACPA bidding preference. Bidder must submit
    Exhibit 8: STD 830 TACPA Preference Request.

Bidder Name: CenturyLink Communications, LLC dba CenturyLink

Signature of Bidder's authorized individual:

Name and Title: Leah Powner, *on behalf of Dennis Fisher, Director, Offer
                    Management*

INVITATION FOR BID
IFB C4DNCS19
Data Networks and Communications Services
STATEMENT OF WORK

BUSINESS REQUIREMENTS

FOR CATEGORIES 21, 22, 26, 27 and 29

CenturyLink Communications, LLC dba CenturyLink dba LUMEN

Sept 14, 2020

BAFO

Issued by:

STATE OF CALIFORNIA

California Department of Technology Statewide Procurement

PO Box 1810

Rancho Cordova, CA 95741

ADDENDUM LOG

Addendum #	Date	Addendum Description
2	11/22/19	G.2.2 #15 – removed requirement. G.2.2.1 #4 – modified language. Table G.2.2.1 – modified language. G.4.2 – modified language. G.4.3 #9 – modified language.
3	12/5/19	G.2.5.4 #5 – modified language. G.3.2 #11 – modified language. G.4.7.1 – modified language. G.4.7.2 – modified language. G.6.1.2.1 #2 – modified language. G.6.1.2.3 #3 – modified language. G.6.3 #6 – modified language. G.10.5.2 – modified language. G.11.1.3 – modified language.
5	1/14/20	G.1 – modified language G.2.1 – removed language G.2.4.2 – modified language G.4.7.2 – modified language G.6.1 #3 – modified language G.6.1 #4 – modified language G.6.1 #18 – modified language G.6.2 – modified language G.6.2.1 #1 – modified language G.6.2.1 #2 – removed requirement G.6.9 – modified language G.9 #3 – modified language G.10.4 – modified language
7	3/30/20	Title Page – modified category language G.1 – modified category language G.5 – modified language G.7 – removed deliverable language G.8.1 #1 – modified language G.8.2 #1 – modified language G.11.2 – modified language G.3.1, 7.8, 6.1.2 – corrected "Bidder Understands"... to add drop down(s). Added Stop Clock Condition to Table G.10.5.1.1 #24, Table G.10.5.2.1 #12, and Table G.10.5.3.1 #14.

Addendum #	Date	Addendum Description
		Updated section references in G.13.2.4 and Section G.13.2.5.
8	6/12/20	G.6.7.1 - Added language for Exhibit 11 G.9.1 - Removed language G.10.1.2 - Added #12 G.11.1.1 - Added language
BAFO	9/14/20	Removed all references to Category 30. Added Category 27 to title page G.2.2 - #6 & #8, added "yes/no" drop downs Updated Table G.2.2.1, Deficiencies and Charges, #7 G.6.7 - Updated language G.10.1.2 - Removed requirement #3 "eVAQ"

SOW BUSINESS REQUIREMENTS

FOR CATEGORIES 21, 22, 26, 27, and 29

G.1 OVERVIEW

This Invitation for Bid (IFB) C4DNCS19 provides the State's solicitation for the SOW Business Requirements associated with the Data Network and Communications Services (DNCS) SOW Technical Requirements described in:

Category 21, Standalone VoIP;

Category 22, Cloud-Hosted VoIP Services;

Category 26, SONET Point-to-Point Connectivity;

Category 27, Standard Contact Center Services; and

Category 29, Converged VoIP

The State's electronic Vendor Application of Qualifications (eVAQ) is an external process to this solicitation and all questions related to the eVAQ should be addressed to the Statewide Technology Procurement (STP) Procurement Official.

The CALNET DNCS Contract(s) that result from the award of this IFB will be managed on a day-to-day basis by the CALNET Program.

G.1.1 Bidder Response Requirements

Throughout this IFB, Bidders are required to acknowledge acceptance of the Requirements described herein by responding to one of the following:

1. Example A (for requirements that require confirmation that the Bidder understands and accepts the requirement):

"Bidder understands the Requirement and shall meet or exceed it? Choose an item**." (Choices include Yes or No)**

Or,

2. Example B (for responses that are only applicable to incumbent Bidders):

"Bidder understands the Requirement and shall meet or exceed it? Choose an item**." (Choices include Yes, No or N/A)**

G.1.2 Designation of Requirements

All SOW Business Requirements specified in this IFB are Mandatory and must be responded to as identified in this IFB, Part 1 – General Instructions, SOW

Mandatory Business and Technical Requirements by the Bidder. Additionally, some Mandatory Requirements are "Mandatory-Scorable" and are designated as "(M-S)".

Costs associated with these SOW Business Requirements shall be included in the prices provided by the Bidder for the individual items included in the Cost Worksheets. Items not listed in the Cost Worksheets will not be billable by the Contractor.

G.1.3 Pacific Time Zone

Unless specific otherwise, all Requirements are stated in the Pacific Time Zone and Contractors shall use the Pacific Time Zone.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.2 CALNET PROGRAM REQUIREMENTS

G.2.1 Contractor Responsibilities

The Contractor shall:

1. Comply with the Requirements defined in this IFB and subsequent Service Requests, including the business support and SOW Technical Requirements detailed herein.

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Comply with the rules and regulations of the Federal Communications Commission and the California Public Utilities Commission as they pertain to the Services and Requirements of this IFB.

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Comply with the terms and conditions of their respective Contract(s).

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Ensure that Key Personnel as defined in Section G.2.3, Staffing and Resource Requirements are in place and resources are available for Contract Conversion and/or upon receipt of first Service Request for IFB Services, per the terms and conditions of the awarded Contract.

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Accept full responsibility for all Contract Requirements. This responsibility includes the conduct of the Contractor, their

Subcontractors and Affiliates, in complying with the terms and conditions of the Contract.

Bidder understands the Requirement and shall meet or exceed it? Yes

Unless otherwise specified in this IFB, all SOW Business Requirements shall be met and delivered by the Contractor regardless of whether the Subcontractors or Affiliates provide Services to Customers. Contractors shall provide all reports, tools, procedures and other Deliverables that incorporate all Subcontractor and Affiliate information and activity.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor, their Subcontractors and Affiliates shall provide Consultative Business Assistance to Customers in the planning, selection, application, and cost-effective use of Contract Services.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall comply with the State's policies for Requirements in provisioning Telecommunications Services as defined in the State's Telecommunications Management Manual (STMM), and CALNET DNCS User Instructions.

Bidder understands the Requirement and shall meet or exceed it? Yes

All documents required to be submitted by the Contractor within the SOW Business Requirements shall be provided to the CALNET Program in an editable Microsoft (MS) Word 2013 (or higher) format unless stated otherwise in these SOW Business Requirements. Each submission shall include the specific Business Requirement Section number.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.2.1.1 Marketing Requirements

Neither the Contractor, Subcontractors nor Affiliates will express or imply any association with CALNET through their marketing nor shall they use the CALNET brand without prior written approval from the CALNET CMO.

Bidder understands the Requirement and shall meet or exceed it? Yes

Contract marketing activities shall represent and be limited to the Contractor's Category.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall not present or sell services that are NOT available on the Contract in a manner that implies to the Customer the Service will be made contractually available.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall not use the CALNET name, mark or logo, directly or indirectly in any press releases, public announcements or marketing campaigns without written approval from the CALNET Program.

Bidder understands the Requirement and shall meet or exceed it? Yes

The CALNET CMO reserves the right to request and review Contractor's CALNET marketing materials.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.2.2 Contractor Program Manager Responsibilities

The Contractor shall assign a Contractor Program Manager (CPM) that will be available to the State throughout the Contract Term. The CPM shall ensure compliance with the Contract Requirements. Responsibilities include, at a minimum:

1. Service as the CALNET Program's primary point of contact and ensure the Contractor is compliant with all terms and conditions of this IFB, including technical solutions, performs administrative functions, reporting, and Contract management functions.

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Ensure the Contractor responds to the CALNET Program's verbal requests and/or directions regarding Contract and program oversight issues.

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Respond through written communication within five Business Days to the CALNET CMO's written requests.

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Act as a point of escalation for all Contract and program oversight issues for the CALNET CMO.

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Attend regularly scheduled CALNET DNCS Executive Meetings and ad hoc meetings in order to address Contract compliance or

Customer Service issues; the Contractor's remote attendance shall be at the CALNET CMO's discretion.

Bidder understands the Requirement and shall meet or exceed it? Yes

6. Ensure the Contractor does not market services that are not available on the Contract in a manner that implies to Customers the services are, or will become, contractually available under CALNET DNCS.

Bidder understands the Requirement and shall meet or exceed it? Yes

7. Ensure the Contractor provides the CALNET CMO with written notice of regulatory changes that impact the Provisioning of Contract Services and/or the administration of the Contract.

Bidder understands the Requirement and shall meet or exceed it? Yes

8. Ensure the Contractor complies with "Most Favored Nation" Status of the State per General Provisions - eVAQ, Section 78.

Bidder understands the Requirement and shall meet or exceed it? Yes

9. Ensure the Contractor Staff are knowledgeable on products/Services and the terms and conditions of the Contract.

Bidder understands the Requirement and shall meet or exceed it? Yes

10. Ensure each Customer has obtained a signed CALNET DNCS Delegation (when applicable) prior to the implementation of Services in accordance with STMM Chapter 3-502.

Bidder understands the Requirement and shall meet or exceed it? Yes

11. Ensure Contract amendments receive required corporate approvals.

Bidder understands the Requirement and shall meet or exceed it? Yes

12. Ensure the Contractor provides staff resources with skill levels to meet Contract Requirements.

Bidder understands the Requirement and shall meet or exceed it? Yes

13. Ensure the Contractor is responsive to Service failures and provides Executive Summaries (Section G.3.3, Network Outage Response) for significant and Catastrophic Outages to the CALNET CMO within five Business Days of the CALNET CMO request.

Bidder understands the Requirement and shall meet or exceed it? Yes

14. Ensure notifications for significant service impacting events are disseminated in accordance with the Notification SLAs in the SOW Technical Requirements.

Bidder understands the Requirement and shall meet or exceed it? Yes

15. Ensure the Contractor notifies the CALNET CMO within five Business Days of a change of status of the CPM.

Bidder understands the Requirement and shall meet or exceed it? Yes

16. Be the point of contact to ensure that the resources necessary to support all of the contractual Requirements in this IFB are available throughout the Contract Term.

Bidder understands the Requirement and shall meet or exceed it? Yes

17. Ensure the Contractor submits, maintains and resubmits all Contract documents in ADA format for the duration of the Contract as set forth in Part 1 – General Instructions, including all amendments.

Bidder understands the Requirement and shall meet or exceed it? Yes

18. Ensure that Contract documents altered for amendment(s) are submitted to the CALNET Program in the ADA format outlined in Part 1 – General Instructions.

Bidder understands the Requirement and shall meet or exceed it? Yes

19. Ensure the Contractor submits, maintains and resubmits all Contract documents in Century Gothic, 12-point font for the duration of the Contract as set forth in Part 1 – General Instructions, or unless otherwise directed by the CALNET CMO.

Bidder understands the Requirement and shall meet or exceed it? Yes

20. Ensure all required deliverable documents, as a result of the award of this IFB, are submitted in a concise manner and specifically address the topic(s) identified. Contractor shall refrain from including marketing materials and generalized statements.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.2.2.1 Contract Program Management Performance

The purpose of General Provisions - eVAQ Section 63, Liquidated Damages, (including but not limited to performance deficiency charges) is to ensure the Contractor accountability and to improve performance of administrative, reporting, and Contract management functions when deficiencies are identified. Performance deficiency charges provided for herein are distinct from any Service Level Agreement (SLA's) charge provided elsewhere in this Contract.

Bidder understands the Requirement and shall meet or exceed it? Yes

Beginning with the CALNET CMO and the CPM, the provisions of General Provisions – eVAQ Section 63, Liquidated Damages, will be exercised in resolving performance deficiency issues using the following sequence of actions:

1. The CALNET CMO shall notify the CPM of performance deficiency occurrence in writing.

Bidder understands the Requirement and shall meet or exceed it? Yes

2. The CALNET CMO and CPM shall meet prior to invoicing the Contractor, at the State's discretion, to confer regarding the performance deficiency charges, the underlying failures or deficiencies in the Contractor's performance, and alternative remedies and/or cures.

Bidder understands the Requirement and shall meet or exceed it? Yes

3. The CALNET CMO shall set cure period, not to exceed 60 calendar days unless otherwise directed by the State.

Bidder understands the Requirement and shall meet or exceed it? Yes

4. If the Contractor continues to be noncompliant with the identified Contract performance deficiencies after the cure period set by the CALNET CMO, the State may invoice the Contractor for the Deficiency Charges detailed in Table G.2.2.1 (Deficiencies and Charges).

Bidder understands the Requirement and shall meet or exceed it? Yes

5. The Contractor shall pay the invoice within 30 calendar days of receipt or notify the CALNET CMO within ten Business Days if it intends to dispute the invoice per General Provisions – eVAQ Section 54, Disputes.

Bidder understands the Requirement and shall meet or exceed it? Yes

6. The Contractor shall provide all assistance and support reasonably necessary for the administration of such performance deficiency charges, including, the provision of additional documentation regarding Contractor's performance and payment of the deficiency charges.

Bidder understands the Requirement and shall meet or exceed it? Yes

7. The Contractor may not earn back, with subsequent performance or otherwise, the amounts of any performance deficiency charge(s) that become due to the State.

Bidder understands the Requirement and shall meet or exceed it? Yes

The CALNET CMO reserves the right to waive or diminish a deficiency charge globally or on a case-by-case basis per individual occurrence. The waiver or diminishment shall not reduce the applicability of the deficiency charges for future occurrences, and shall not abridge the rights of the State.

Bidder understands the Requirement and shall meet or exceed it? Yes

Table G.2.2.1 below describes the deficiency and charges for the Contractor's performance. The table includes categories describing deficiencies in the performance of administrative, reporting, and relationship management functions.

Table G.2.2.1, Deficiencies and Charges

Line Item	Deficiency	Charges	Bidder Meets or Exceeds? Yes or No
1	CPM's failure to respond in writing within five Business Days to the CMO's written requests. (Section G.2.2, #3)	Up to $1,000 per occurrence and $250 per week thereafter until the Contractor's response is received	Yes
2	The Contractor markets services to CALNET Customers that are not available on the Contract in a manner that implies to the Customer the services are or will become contractually available. (Section G.2.2, #6)	Up to $1,000 per occurrence	Yes
3	The Contractor fails to comply with General Provisions - eVAQ, Section 78 ("Most Favored Nation" Status of the State). (Section G.2.2, #8)	Up to $1,000 per Product Identifier/up to $250 per week per identifier thereafter until the Contractor billing reflects MFN pricing.	Yes

Line Item	Deficiency	Charges	Bidder Meets or Exceeds? Yes or No
4	Contractor fails to submit an approved Individual Pricing Reduction Agreement (IPRA) to the CALNET Program within 30 calendar days of Contractor's signature. (Section G.9.1)	Up to $1,000 per occurrence and $250 per week thereafter until Contractor provides a copy of the approved IPRA to the CALNET Program	**Yes**
5	The Contractor fails to validate Customer has a signed CALNET Delegation prior to the implementation of service required per the State Telecommunications Manual (STMM) Chapter 3-502.0. (Section G.2.2, #10)	Up to $1,000 per occurrence and $250 per week thereafter until the Contractor obtains approval.	**Yes**
6	The Contractor fails to provide Executive Summaries of Network Outages within five Business Days of the CALNET CMO request. (Section G.2.2, #13)	Up to $1,000 per occurrence.	**Yes**
7	The Contractor fails to notify CALNET CMO and authorized staff of significant service impacting event in accordance with Section G.3.3, Network Outage Response	Up to $1,000 per occurrence.	**Yes**

Line Item	Deficiency	Charges	Bidder Meets or Exceeds? Yes or No
8	The Contractor fails to flag a Non-CALNET service and/or feature on a Customer invoice as identified in accordance with Section G.6.1, Billing and Invoicing Requirements, and Section G.4.3, Data Reporting Requirements	Up to $100.00 for each Non-CALNET service and/or feature per month, per Customer invoice.	Yes
9	The Contractor fails to submit and amend Contract document(s) in an ADA format (Section #17, #18, and #19) consistent with Part 1 – General Instructions, Section 3.1.3, Digital Accessibility.	Total cost for CDT to remediate CALNET documents(s). Amount shall not exceed $100.00 per page.	Yes

G.2.3 Staffing and Resource Requirements

The Contractor shall submit an organizational chart to the CALNET CMO within 30 calendar days of Contract Award. The organizational chart shall identify personnel that will be assigned to the Contract including title, area of responsibility, Contract Category, contact information (email and phone number), escalation chain/level (if applicable) and employee photographs.

Bidder understands the Requirement and shall meet or exceed it? Yes

Up to date organizational charts will be provided upon request from the CALNET CMO throughout the Contract Term.

Bidder understands the Requirement and shall meet or exceed it? Yes

The organizational chart shall include Key Personnel that will work with the CALNET CMO to include, at a minimum:

1. Executive Officers;

2. Contractor Program Manager (CPM);

3. Customer Service Center Manager – see Section G.3.2, Customer Service Center;

4. Transition/Migration Project Manager(s);

5. Technical Resources Manager(s) shall oversee the Contractor's technical resources as described in Section G.3.5, Technical Resources, responsible for providing support to CALNET CMO and Customers; and,

6. Subject Matter Experts (SMEs) or Project Managers for the following Contract functions:

   a. Provisioning and Implementation;

   b. Billing and Invoicing;

   c. Administrative Fees;

   d. Reporting;

   e. Public and Private Websites;

   f. Service Catalogs;

   g. Trouble Ticket Reporting; and,

   h. SLA's.

Bidder understands the Requirement and shall meet or exceed it? Yes

7. The Contractor's Key Personnel shall meet and confer with the State on Contract related issues. The meetings shall take place in the greater Sacramento area at a location specified by the CALNET CMO. Remote attendance shall be allowed at the discretion of the CALNET CMO.

Bidder understands the Requirement and shall meet or exceed it? Yes

8. Contractor shall ensure that resources are available to support all of the contractual Requirements noted in this IFB.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.2.4 Contract Business Relationships

The State anticipates IFB Contracts to support Telecommunications and network Services. The State anticipates Services across CALNET DNCS Categories will complement each other in service applications and require interoperability.

G.2.4.1 The State and the Contractor Business Relationships

The State is committed to working cooperatively with the Contractors to establish a positive working relationship and an environment that facilitates communication, cooperation, and collaboration between other Contractors and with the State.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.2.4.2 Business Relationships with Other Telecommunications Providers

The Contractor(s) shall fully cooperate with the State and other Contractors as necessary to coordinate the performance of all Services under the CALNET Contracts, including participation in any advisory forum established by the State and the establishment of business processes that facilitate the orderly Transition and Migration, of Customers to CALNET Services and the implementation of any other ongoing provisioning support for said Services.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor(s) may subcontract with other Telecommunications providers for the Provisioning of specific Deliverables and Services in the Subcontractors' authorized facilities-based territories. This encourages the Telecommunications industry to work together in alliance arrangements to provide peer-to-peer Services on a fully retail basis for the delivery of CALNET DNCS Deliverables and Services as described in this IFB. Consistent with the provisions of Federal and State law, the State expects carriers to transmit information on a retail-to-retail basis for the purposes of providing Deliverables and Services.

Bidder understands the Requirement and shall meet or exceed it? Yes

For the purpose of managing the Contract as described in Section G.2.1, Contractor Responsibilities, the Contractor(s) will act as the agent of the Contractor's Subcontractors and Affiliates when dealing with the State on a daily basis.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall inform the CALNET CMO in writing of any agreements with Subcontractors or Affiliates that impact the performance of the Contract (See General Provisions - eVAQ, Section 85, Subcontractors).

Bidder understands the Requirement and shall meet or exceed it? Yes

Contractor shall not engage in co-branding with affiliates or other entities acquired after contract execution until such affiliates are added to the contract via amendment.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.2.4.3 CPM as Single Point of Contact

If a Contractor is awarded more than one IFB Category, the Contractor may be required by the CALNET CMO to provide a Single Point of Contact (SPOC) for each of the Contractor's IFB awarded Contracts.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.2.4.4 CALNET Authorization to Customer Proprietary Network Information

The Contractor shall provide the CALNET Program all data, invoices, reports, and access to trouble tickets for Service(s) subscribed to under this Contract, pursuant to provisions of this Contract. The CALNET CMO authorized users shall have access to Customer Proprietary Network Information (CPNI) for purposes of administering this Contract. The Contractor shall provide access only to CALNET Program staff as authorized by the CALNET CMO.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.2.5 Provisioning and Planning

This section describes the support responsibilities of the Contractor for activities related to Customer acquisition of Telecommunications Services as defined in this IFB. The Contractor shall be responsible for the coordination and processing of all acquisitions for Services provided by Subcontractors and Affiliates.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.2.5.1 General Requirements

The Contractor shall:

1. Notify the CALNET CMO in writing within 24 hours of the Contractor's receipt of the first complete Service Request for CALNET DNCS Services.

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Ensure Service Requests for Services subject to CALNET Delegations have a CALNET CMO approved delegation before accepting a Customer Service Request.

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Provide technical and business resources to the CALNET Program and to Customers for information on pricing, features, and feature interactions/restrictions. The Contractor's staff shall be available by telephone to participate in meetings to answer questions about contracted Services. The Contractor shall ensure that the Contractor's staff, including Subcontractors and Affiliates, are trained on Contract Services and are knowledgeable on Contract terms and conditions.

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Accept Executive Branch State Agency Service Requests in accordance with procurement Requirements as defined in this IFB and STMM.

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Provide to the CALNET Program a toll-free telephone number for Provisioning and status inquiries Monday through Friday, 8:00 a.m. to 5:00 p.m.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.2.5.2 Planning

The Contractor shall:

1. Perform planning coordination activities related to service implementation.

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Review End-User Requirements to recommend the appropriate service and implementation plan for successful service delivery.

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Perform site surveys, when necessary, to ensure End-User's location is capable of supporting the type of service/feature being considered.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.2.5.3 Design

The Contractor shall:

1. Analyze Service Requests and determine facility requirements.

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Review End-User Requirements to recommend the appropriate Service.

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Determine network interconnection requirements of Service Requests.

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Determine required network management applications and interface requirements.

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Develop and identify engineering, design and standards compliance issues that must be met for the Contractor to utilize the State and Customer assets.

Bidder understands the Requirement and shall meet or exceed it? Yes

6. Upon Customer request, provide the applicable electronic and hardcopy network or service delivery design and drawing.

Bidder understands the Requirement and shall meet or exceed it? Yes

7. Provide Customer an electronic and hardcopy proposal for Services identifying all components and costs in response to a Service Request.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.2.5.4 Provisioning and Implementation

The Contractor shall:

1. Verify Customer's authority to order Services by verifying the information contained in the CALNET data management system for each Service Request for:
   a. State Customers - identified as a Chief Agency Telecommunications Representative (CATR) or an Agency Telecommunications Representative (ATR).

Bidder understands the Requirement and shall meet or exceed it? Yes

b. Non-State Customers - identified by a fully executed Authorization To Order (ATO).

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Confirm the Customer has an approved CALNET Delegation from the CALNET Program for all Services requiring Delegation.

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Acknowledge Service Requests receipt to Customer within one Business Day.

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Process approved Service Requests (Form 20 and/or STD 65) and appropriate attachments (i.e. Scope of Work and/or list of CALNET DNCS line items).

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Provide Customer with an order confirmation notification within five Business Days of receipt of a complete and accurate Service Request. Order confirmation notification shall include all activities associated with the receipt, logging, task identification, Due Date confirmation, scheduling, and completion notification of Customer Service Requests.

Bidder understands the Requirement and shall meet or exceed it? Yes

6. Identify if the Customer's Service Request qualifies as Contracted Service Project Work (Section G.8). If so, a Scope of Work shall be provided to the Customer within ten Business Days of receipt of Service Request in lieu of the order confirmation notification. The Contractor must include negotiated Due Dates for each individual service in the Scope of Work.

Bidder understands the Requirement and shall meet or exceed it? Yes

7. Perform a site inspection of Customer location prior to implementation of service to ensure there is an adequate environment for the new service as mutually agreed upon between the Customer and the Contractor if required for Service(s) ordered.

Bidder understands the Requirement and shall meet or exceed it? Yes

8. Prepare site preparation plans that specify requirements for space, power, air conditioning, humidity control, floor loading, dimensions, Equipment, and any other special requirements necessary for the provision of service in a Customer location as mutually agreed

upon between the Customer and the Contractor if necessary for service(s) ordered.

Bidder understands the Requirement and shall meet or exceed it? Yes

9. Coordinate the Service installation with the Customer Contact. This includes scheduling, coordinating, and documenting meetings as appropriate.

Bidder understands the Requirement and shall meet or exceed it? Yes

10. Develop comprehensive implementation plans and schedules that minimize disruption of the current Customer's Telecommunications system.

Bidder understands the Requirement and shall meet or exceed it? Yes

11. Prepare Service acceptance plans that specify requirements for functional testing, load testing, and cutover testing of the Contractor provided Services as mutually agreed upon by the Customer and the Contractor and as necessary for Service(s) ordered.

Bidder understands the Requirement and shall meet or exceed it? Yes

12. Contractor shall only begin Billing and Invoicing for Services, when the Customer's Service is fully functional; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

13. Contractor shall not charge to disconnect a CALNET Service. Charges for Services shall cease on the Customer requested disconnect date. Notification of disconnect date will be provided to the Contractor at least five Business Days in advance of the disconnect date.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.2.5.5 End-of-Life Provisioning Requirements

1. No Equipment or Software, as part of the proposed solutions or services, may be proposed, specified, or initially deployed for a Customer if the manufacturer has announced that the Equipment or Software has been manufacturer discontinued and that end of manufacturer support has occurred.

Bidder understands the Requirement and shall meet or exceed it? Yes

2. All manufacturer's and Contractor's announcements regarding future Equipment or Software discontinuance, and end of the manufacturer's or the Contractor's support, shall be provided to

the CALNET CMO within 30 calendar days of such announcements. The CALNET CMO may require that the same or equivalent announcements shall be provided to all affected Customers.

Bidder understands the Requirement and shall meet or exceed it? Yes

3. The Contractor may only propose, specify, or initially deploy Services, Equipment or Software that does not meet the Requirements above if:

   a. The Contractor has proposed in writing to the CALNET CMO the Contractor's plan to provide adequate support.

Bidder understands the Requirement and shall meet or exceed it? Yes

   b. The Contractor has proposed in writing to the CALNET CMO a plan that identifies processes and procedures that mitigate loss of service in the event that the Services, Equipment or Software does not function or is not supported as required. If the proposed replacement provides any diminishment of ordered features or functionality, such diminishment and any applicable cost Adjustments or credits must be clearly stated in the plan.

Bidder understands the Requirement and shall meet or exceed it? Yes

   c. In responding to a Contractor's request, the CALNET CMO may require additional information. The determination of the adequacy of the Contractor's request, and the approval, disapproval or other response to the request shall be at the CALNET CMO's discretion. The Contractor shall not change any CALNET Services, Equipment, or Software until the CALNET CMO has provided approval in writing.

Bidder understands the Requirement and shall meet or exceed it? Yes

   d. The State has the option at any time to request from the Contractor supporting evidence of compliance with these End-of-Life Provisioning Requirements.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.2.6 General Training Requirements

The Contractor shall implement an effective program to provide orientation training and education to a broad range of Customers/End-Users and to the CALNET Program. This training is integral to Customer awareness, satisfaction, and efficient use of contracted Services and to the State's management of the Contract.

Costs for training in the IFB shall be included in the costs provided for Services and features described throughout this IFB.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.2.6.1 Contractor Provided Training

The Contractor shall provide training detailed below.

G.2.6.1.1 Customer/End-User Training

The Contractor shall provide Customer/End-User training for all contracted CALNET DNCS Services, SLAs, invoicing and Customer tools in one or more of the following formats:

1. In person, instructor led classroom training within 25 miles or less of Customers locations as mutually agreed upon between the Customer and the Contractor;

Bidder understands the Requirement and shall meet or exceed it? Yes

2. "Web-based" instructor-led training; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

3. "Web-based" self-paced distance learning.

Bidder understands the Requirement and shall meet or exceed it? Yes

When web-based training is used, the Contractor shall provide access to training course materials (i.e. outlines, curriculum, or exercises) through the Public Website.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.2.6.1.2 CALNET Program Staff Training

The Contractor shall provide CALNET Program staff training.

The method of delivery and location for the training shall be at the discretion of the CALNET CMO. The number of CALNET staff to be trained shall be no more than 30 over the life of the Contract.

Bidder understands the Requirement and shall meet or exceed it? Yes

The CALNET program staff training shall include the following:

1. All training provided to the Customer/End-Users shall also be provided to the CALNET Program staff;

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Introduction to the Private Oversight Website (Section G.10.2); and,

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Initial and ad-hoc training for oversight tools, reports, and invoicing processes.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.2.6.1.3 Detailed Technical Training

The Contractor shall provide detailed Technical Training for proposed, new, or replacement services to the CALNET technical staff throughout the Contract Term.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.3 PROBLEM MANAGEMENT

The CALNET Program maintains a Contractor oversight function involving Provisioning and ongoing network Service delivery. The CALNET Program requires access to the Contractor provided tools through web based applications to process network trouble tickets and the Contractor's corrective action. The CALNET Program's role in performing Contractor oversight can be invoked by the escalation process, Customer request, Contractor request, or as a result of service and process monitoring.

In support of this area, the Contractor shall provide communication and coordination beyond the normal trouble reporting and initial Service Request submittal processes.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.3.1 Contractor Service Performance

1. Provisions of this subsection begin upon State acceptance of the Services provided under this Contract and continue through the Term.

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Unless otherwise specified by the State in this Contract, the Services shall be available 24x7, as further described in this Contract.

Bidder understands the Requirement and shall meet or exceed it? Yes

3. The Contractor warrants to the State that (i) Service and Service Deliverables furnished hereunder will conform in all material respects to the Requirements of this Contract, and (ii) the Service and Service Deliverables furnished will be free from material defects in materials and workmanship. Where the parties have

agreed to design specifications (such as a detailed design document) and incorporated the same or equivalent in the Statement of Work or the Customer's Scope of Work directly or by reference, the Contractor will warrant that its Service and Service Deliverables furnished will conform in all material respects to the mutually agreed design specifications. The State's approval of designs or specifications furnished by the Contractor shall not relieve the Contractor of its obligations under this warranty.

Bidder understands the Requirement and shall meet or exceed it? Yes

4. The Contractor warrants that the Service and Service Deliverables furnished hereunder (i) will be free, at the time of delivery, of harmful code (i.e., computer viruses, worms, trap doors, time bombs, disabling code, or any similar malicious mechanism designed to interfere with the intended operation of, or cause damage to, computers, data, or Software); and (ii) will not infringe or violate any United States patent, copyright, trade mark, trade secret, or other proprietary right ("Intellectual Property Right") of a third party. Without limiting the generality of the foregoing, if harmful code is present in any Service and Service Deliverable, the Contractor will use all commercially reasonable efforts, at no additional charge to the State, to eliminate and reduce the effects of such harmful code, including restoration of any lost data using generally accepted data restoration methods.

Bidder understands the Requirement and shall meet or exceed it? Yes

5. The Contractor warrants that the Services shall be performed, and all Services, Deliverables and other materials prepared and delivered, in a timely, professional, efficient, diligent and workman-like manner, in accordance with the professional standards and practices of quality and integrity in the industry, by qualified personnel fully familiar with the technology and methodologies used in performing the Service and Service Deliverables.

Bidder understands the Requirement and shall meet or exceed it? Yes

6. The Contractor represents and warrants that, as of the effective date of product/Service acceptance, there is no outstanding or reasonably anticipated civil or criminal litigation, arbitrated matter, or other dispute, in any forum, to which the Contractor or any of its Affiliates is a party that, if decided unfavorably to the Contractor or its Affiliates, would reasonably be expected to preclude the Contractor from entering into this Contract or have a material adverse effect on the Contractor's ability to fulfill its obligations hereunder.

Bidder understands the Requirement and shall meet or exceed it? Yes

7. To the extent that the services, systems, items, and other resources of the State and its other third party service providers with which they will interoperate are compatible with the standards that the State has specified for each Service and Service Category, as set forth in the SOW Technical Requirements, the Contractor represents and warrants (i) all Equipment, networks, Software and other resources utilized or provided by the Contractor in connection with the Services and Service Deliverables shall be successfully interfaced with, and shall be compatible with, the industry standard services, systems, items, and other resources of the State and its other third party service providers with which they will interoperate and (ii) none of the Services, or Service Deliverables or other items provided to the State by the Contractor shall be adversely affected by, or shall adversely affect, the industry standard state resources or any Services provided by any such third party service providers, in any material respect, whether as to functionality, speed, service levels, interconnectivity, reliability, availability, performance, response times, or otherwise.

Bidder understands the Requirement and shall meet or exceed it? Yes

8. The Contractor represents and warrants that: (i) it has conducted a full and complete analysis of the State's Requirements as specified in this IFB Contract; (ii) it has performed sufficient due diligence investigations regarding the scope and substance of the Services and the Service Deliverables; (iii) it has received sufficient answers to all questions that it has presented to the State regarding the scope and substance of the Services and the industry standard Deliverables as well as the workings, capabilities, procedures, and capacities of the State's industry standard networks, Equipment, hardware, and Software associated with the provision of the Services and Service Deliverables; and (iv) it is capable in all respects of providing the Services and Deliverables in accordance with this Contract. The Contractor hereby waives and releases any and all claims that it now has or hereafter may have against the State based upon any inaccuracy or incompleteness of the information it has received with regard to the scope and substance of the Services and the Service Deliverables, except where such information was willfully withheld or intentionally misrepresented by the State and where such claims are permitted under California law. Further, the Contractor covenants that it shall not seek any judicial rescission, cancellation, termination, reformation, or modification of this Contract or any provision

hereof, nor any adjustment in the charges to be paid for the Service Deliverables or Services, based upon any such inaccuracy or incompleteness of information except where such information was willfully withheld or intentionally misrepresented by the State.

Bidder understands the Requirement and shall meet or exceed it? Yes

9. The Contractor represents and warrants that the Contractor, at the Contractor's expense, shall (and shall cause all of its Subcontractors to) maintain all Equipment, systems, networks, and Software operated or used in performance of its obligations hereunder so that they operate in accordance with the service levels and their respective specifications, including: (i) maintaining such items in good operating condition, subject to normal wear and tear, (ii) performing repairs and preventative maintenance in a timely manner and in accordance with the manufacturer's recommendations and requirements; and (iii) performing Software maintenance in accordance with the applicable Software supplier's recommendations and requirements.

Bidder understands the Requirement and shall meet or exceed it? Yes

10. For any breach of the Contractor's commitments provided in this section, the State's remedy and the Contractor's obligation, shall include:

    a. Re-performance, repair, or replacement of the nonconforming Service Deliverable (including without limitation an infringing Service Deliverable) or Service; or

Bidder understands the Requirement and shall meet or exceed it? Yes

    b. Should the State in its sole discretion consent, refund of all amounts paid by the State for the nonconforming Service Deliverable or service and payment to the State of any additional amounts necessary to equal the State's Cost to Cover. "Cost to Cover" means the cost, properly mitigated, of procuring Deliverables or Services of equivalent capability, function, and performance. The payment obligation in this subsection 10.b will not exceed the limits on the Contractor's liability set forth in the General Provisions – eVAQ, Section 30, Limitation of Liability; or

Bidder understands the Requirement and shall meet or exceed it? Yes

    c. The rights and remedies provided by the SLA's in the SOW.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.3.2 Customer Service Center

The Contractor shall provide a Customer Service Center focused on Customer support, trouble resolution and documentation of all CALNET Service issues.

The Contractor shall provide the following Requirements:

1. The Customer Service Center shall facilitate timely responses to Customer reported Service issues for all CALNET DNCS Services identified in this IFB and/or escalation of any previously reported problems;

Bidder understands the Requirement and shall meet or exceed it? Yes

2. The Contractor shall provide Customers with status on trouble resolution and the causes of network or individual Customer Service outages.

Bidder understands the Requirement and shall meet or exceed it? Yes

3. The Contractor shall provide a toll-free number as a single point of contact to respond as defined herein to trouble tickets for CALNET DNCS Services identified in this IFB. Eighty percent of the Customer calls shall be answered by an automated system or live operator within four rings. The Contractor's live technical resource shall begin collecting information from the Customer within five minutes of the Contractor's initial answering of the call or the Customer opening of an on-line ticket in accordance with Section G.10.4, Trouble Ticket Reporting Tool. The Contractor shall meet this requirement 24x7.

Bidder understands the Requirement and shall meet or exceed it? Yes

4. The Contractor Customer Service Center personnel shall open, monitor and update trouble tickets for CALNET DNCS Services using the Trouble Ticket Reporting Tool.

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Trouble ticket lifecycle management shall include both the initial Customer trouble reporting date and time, and the Contractor's response to the Customer (date and time) shall be documented in the Contractor's Trouble Ticket.

Bidder understands the Requirement and shall meet or exceed it? Yes

6. The Contractor shall acknowledge receipt of trouble ticket and begin resolving the Customer's service issue within 30 minutes of trouble ticket submission from Customer. For SLAs based on Outage

Duration the duration shall begin upon the opening of a Trouble Ticket.

Bidder understands the Requirement and shall meet or exceed it? Yes

7. The Contractor shall update the trouble ticket with status changes, and at least once every eight hours, and as soon as service is restored.

Bidder understands the Requirement and shall meet or exceed it? Yes

8. The Contractor's CALNET DNCS Customer Trouble Ticket Reporting Tool and trouble ticket content shall be accessible by the CALNET Program and Customers 24x7 via a web enabled application.

Bidder understands the Requirement and shall meet or exceed it? Yes

9. The Contractor shall provide notification to the CALNET CMO within 60 minutes for significant and catastrophic events and status every 60 minutes per Section G.3.3. Network Outage Response.

Bidder understands the Requirement and shall meet or exceed it? Yes

10. The Contractor shall provide support procedures for natural disaster events.

Bidder understands the Requirement and shall meet or exceed it? Yes

11. The Contractor's CALNET DNCS Customer Service Center shall be located within the United States or U.S. Territories.

Bidder understands the Requirement and shall meet or exceed it? Yes

12. The Contractor shall provide the CALNET Program with a Customer Service Center management resource available to respond to CALNET Program inquiries regarding CALNET DNCS service outage issues. The Customer Service Center Manager contact shall possess decision making authority required to address Service and Contract compliance issues. The contact information provided shall include:

    a. Title;

    b. Job Description; and,

    c. Contact information.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall provide the CALNET CMO with detailed "Customer Service Center Trouble Reporting Processes and Procedures" that include Requirements one through eight of this section. The Contractor shall provide the processes and procedures to the CALNET CMO within 60 calendar days of

receipt of the Contractor's first IFB Service Request, or prior to the commencement of any Conversion Plan occurring under this Contract, whichever occurs first. The Contractor shall submit a single "Customer Service Center Trouble Reporting Processes and Procedures" to be used for all Categories awarded to the Contractor as a result of this IFB. The Customer Service Center Trouble Reporting Process and Procedures require CALNET CMO approval.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.3.3 Network Outage Response

In the event of a significant or Catastrophic Network Outage, the Contractor shall keep the CALNET CMO and designated Key Stakeholders informed. The Contractor shall:

1. Provide a mutually agreed upon method of notification to the CALNET CMO and designated Key Stakeholders 24x7 via voicemail, email, or text message.

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Notify the CALNET CMO and designated Key Stakeholders of an initial outage within 60 minutes of known failure and provide follow-up status at least every 60 minutes or more frequently when pertinent information becomes available, until resolution and final notification.

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Take direction from the CALNET CMO to define a significant outage and establish criteria and conditions when notifications should be disseminated.

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Provide the following information with each notification:
   a. Outage description;
   b. Time and date;
   c. Location (street/city/central office), when applicable and available;
   d. Type of service;
   e. Any known public safety issues or community isolations;
   f. Estimated time of arrival;
   g. Estimated time of Restoral;

Bidder understands the Requirement and shall meet or exceed it? Yes

      h. Quantity of CALNET DNCS sites impacted;

      i. Identify which CALNET DNCS Customers (State and local Entities) impacted;

Bidder understands the Requirement and shall meet or exceed it? Yes

      j. Root cause (when available);

      k. Restoral measures; and,

      l. Time and date of Restoral.

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Provide a CALNET Service Outage Summary to the CALNET Program within five Business Days of a request by the CALNET Program. Information for this summary shall include:

6. High-level event summary;

Bidder understands the Requirement and shall meet or exceed it? Yes

7. Service Types affected;

Bidder understands the Requirement and shall meet or exceed it? Yes

8. Number and location of sites impacted;

Bidder understands the Requirement and shall meet or exceed it? Yes

9. Customers Entities (local and State) impacted;

Bidder understands the Requirement and shall meet or exceed it? Yes

10. Timeline of events;

Bidder understands the Requirement and shall meet or exceed it? Yes

11. Explain outage cause; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

12. Mitigation plan.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall provide a detailed description of its "Network Outage Notification Process and Procedures" document in MS Word 2013 or higher format within 60 calendar days of receipt of the Contractor's first IFB Service Request, or prior to the Contractor's commencement of any Conversion Plan occurring under this Contract, whichever occurs first. The Contractor shall submit a single "Network Outage Notification Processes and Procedures" to be used for all Categories awarded to the Contractor as a result of this IFB.

The "Network Outage Notification Process and Procedures" require CALNET CMO approval.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.3.4 Escalation Processes

G.3.4.1 CALNET CMO Escalation Process

The Contractor shall provide a CALNET CMO Escalation Process to be used for all Categories awarded to the Contractor as a result of this IFB within 60 calendar days of receipt of the Contractor's first IFB Service Request, or prior to the Contractor's commencement of any Conversion Plan occurring under this Contract, whichever occurs first. The CALNET CMO Escalation Process requires CALNET CMO approval. The CALNET CMO Escalation Process shall include the detailed process for escalating issues within the Contractor's organization. The CALNET CMO reserves the right to require changes to the Escalation Process prior to approval.

Bidder understands the Requirement and shall meet or exceed it? Yes

The CALNET CMO Escalation Process shall:

1. Include the Contractor's escalation hierarchy list which includes the contact information for the responsible individuals including title/responsibility, office number, cell number and email address who will be available 24x7 to resolve all escalation issues for the following types of issues:

    a. Global Contract issues;

    b. Service failures; and,

    c. Specific Customer issues within the Contractor's organization.

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Provide an escalation list that includes at least three levels above the Customer escalation;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Remain posted on the Private Oversight Website (Section G.10.2) throughout the Contract Term; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Keep the posted CALNET CMO Escalation Process information current throughout the Contract Term.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.3.4.2 Customer Escalation Process

The Contractor shall provide a Customer Escalation Process to the CALNET CMO to be used for all Categories awarded to the Contractor as a result of this IFB within 60 calendar days of receipt of the Contractor's first IFB Service Request, or prior to the Contractor's commencement of any Conversion Plan occurring under this Contract, whichever occurs first. The Customer Escalation Process requires CALNET CMO approval. The Customer Escalation Process shall include the Customer process for escalating issues within the Contractor's organization. The CALNET CMO reserves the right to require changes to the Escalation Process prior to approval.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Customer Escalation Process shall:

1. Include the Contractor's escalation hierarchy list which includes the contact information for the responsible individuals including title/responsibility, office number, cell number and email address who will be available 24x7 to resolve Customer escalation issues.

Bidder understands the Requirement and shall meet or exceed it? Yes

2. The Contractors shall provide a minimum of three levels of escalation;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Remain posted on the Contractor's CALNET Public Website (Section G.10.1) throughout the Contract Term; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

4. The Contractor shall keep the Customer Escalation Process for Customer's information current throughout the Contract Term.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.3.5 Technical Resources

The Contractor shall provide technical resources in sufficient quantity to support the CALNET DNCS contracted Services, as mutually agreed to by the Contractor and the CALNET CMO.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor's technical resources assigned to provide support to both the CALNET Program and the CALNET DNCS Customers shall possess a thorough knowledge of the following:

1. The Contractor's network design;

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Network trends;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. CALNET DNCS Services;

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Root causes of network failures;

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Network monitoring tools;

Bidder understands the Requirement and shall meet or exceed it? Yes

6. Industry trends;

Bidder understands the Requirement and shall meet or exceed it? Yes

7. Capacity planning; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

8. Network security.

Bidder understands the Requirement and shall meet or exceed it? Yes

In addition, the technical resources shall understand the California Department of Technology's objectives and possess experience to support the Business and Technical Requirements of the End-Users.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.4 DATA MANAGEMENT AND STANDARDIZATION

The purpose of this section is to standardize data throughout the CALNET DNCS Contract and define the rules for referencing and reporting on the data. The Contractor shall be required to utilize the State prescribed data standards as defined in this section and in the Data Guidelines (SOW Appendix C). In defining the data criteria, the State seeks to establish a level of accuracy, consistency, reliability and completeness in CALNET DNCS data. The Contractor shall comply with the State Data Management and Standardization Requirements.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.4.1 Customer Naming Conventions

The Contractor shall use the most current version of the State maintained list of CALNET Customer Names and Customer Codes. The Customer Names and

Customer Codes shall be used on all reports, or as directed by the CALNET CMO.

Bidder understands the Requirement and shall meet or exceed it? Yes

The CALNET Program will notify the Contractor when updates are made to the Customer Names and Customer Codes. The Contractor shall implement the changes within 30 calendar days of the CALNET Program notification.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.4.2 CALNET Data Guidelines

The Contractor shall utilize the CALNET prescribed data standards, formats and guidelines presented and defined in the CALNET Data Guidelines when providing reports.

Bidder understands the Requirement and shall meet or exceed it? Yes

The CALNET CMO reserves the right to make modifications or additions to the CALNET Data Guidelines to accommodate the State's reporting needs. Modifications to the CALNET Data Guidelines will be provided no more than annually.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.4.3 Data Reporting Requirements

The Contractor shall meet the following data requirements on reports and data text files.

1. The Contractor shall provide data that allows the State to perform the following oversight functions.
2. Identification and Validation of products/Services and rates;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Compilation of statistics on products/Services from a high level to a detailed level;

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Development of inventory and expenditure reports;

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Development of products/Services trend reports;

Bidder understands the Requirement and shall meet or exceed it? Yes

6. Identification and Validation of the Contractor's Customer billing (to include all charges, service taxes, surcharges, and surcredits, refunds, and Adjustments);

Bidder understands the Requirement and shall meet or exceed it? Yes

7. Identification and validation of the State Associated Administrative Fee; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

8. Validation of Service Level Agreement Compliance.

Bidder understands the Requirement and shall meet or exceed it? Yes

9. The Contractor shall provide ad hoc reports as requested by the CALNET CMO at no cost. The Contractor shall acknowledge receipt of ad hoc requests within two Business Days to determine the agreed upon time frame(s) for report submission.

Bidder understands the Requirement and shall meet or exceed it? Yes

10. The Contractor shall provide monthly Management and Oversight Compliance Data to the State within 60 calendar days of the end of each reporting period unless otherwise defined.

Bidder understands the Requirement and shall meet or exceed it? Yes

11. The Contractor shall provide reports to the CALNET Program even when there is no activity for the reporting period.

Bidder understands the Requirement and shall meet or exceed it? Yes

12. The Contractor shall ensure Management and Oversight Compliance Data includes all Services provided under this Contract relative to that reporting period.

Bidder understands the Requirement and shall meet or exceed it? Yes

13. Data on all Management and Oversight Compliance Data shall include data from Subcontractors and Affiliates relative to that reporting period.

Bidder understands the Requirement and shall meet or exceed it? Yes

14. The Contractor shall identify non-contracted items on Management and Oversight Compliance Data by flagging the "CALNET Flag" column (field) as "N" for those reports that contain the "CALNET Flag" field.

Bidder understands the Requirement and shall meet or exceed it? Yes

15. The Contractor shall provide a unique Catalog ID for each product line item in Service Catalog Data that shall not be duplicated

across the Contractor's Categories and shall follow the defined format provided within the CALNET Data Guidelines.

Bidder understands the Requirement and shall meet or exceed it? Yes

16. The Contractor shall update Service Catalog Data and Management and Oversight Compliance Data at the request and approval of the CALNET CMO, to align with any changes made to the application of charges on CALNET contracted services.

Bidder understands the Requirement and shall meet or exceed it? Yes

17. The Contractor shall proactively correct and resubmit all inaccurate and/or incomplete reports to the CALNET Program within 30 days of notification to ensure compliance with reporting requirements.

Bidder understands the Requirement and shall meet or exceed it? Yes

18. The Contractor shall provide reports in MS Excel or MS Access format (version 2013 or newer) as defined by the CALNET CMO at the time of the request.

Bidder understands the Requirement and shall meet or exceed it? Yes

19. The CALNET CMO shall approve all data formats. The Contractor shall not modify the data fields, format, or headings without prior written consent from the CALNET CMO.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.4.4 Data Retention

All CALNET data and reports shall be retained and maintained by the Contractor in a secure environment in accordance with NIST SP 800-53, ISO/IEC 27001 for the periods identified in the General Provisions - eVAQ, Section 51, Examination and Audit.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.4.5 Data Accuracy and Accountability

For all CALNET data and reports provided by the Contractor, including data provided by Subcontractors and Affiliates, the Contractor shall meet all data accuracy and accountability Requirements as defined below.

The Contractor shall provide accurate and complete data to the CALNET Program:

1. Published Service Catalogs and Service Catalog Data;

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Customer Invoices;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Management and Oversight Compliance Data; and

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Ad-hoc data and reports requested by the CALNET CMO.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.4.6 Service Catalog Data

The Contractor shall provide Initial Service Catalog Data and Service Catalog Revisions Data as detailed in the CALNET Data Guidelines.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.4.6.1 Initial Service Catalog Data

The Contractor shall provide their Initial Service Catalog Data within 30 calendar days of Contract Award. This Initial Service Catalog Data shall include all Services and products along with descriptions and pricing. The Contractor shall provide Initial Service Catalog Data in two files as defined in the Data Guidelines.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.4.6.2 Service Catalog Revisions Data

The Contractor shall provide a reporting of any revisions made to their Service Catalogs within 30 calendar days of the effective date of any approved amendment and/or CALNET CMO approved change of the published catalog. These Service Catalog files shall be the identical format for the initial Service Catalog text files and contain the complete catalog information including any additions, change, or deletions to service or product information. This Service Catalog data shall replace existing Service Catalog data in the CALNET data management system and reflect the most current, approved, and published Service Catalog information. Service Catalog Revision Data shall follow the reporting data specifications defined in the CALNET Data Guidelines.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.4.7 Management and Oversight Compliance Data

The Contractor shall provide the following data files and/or reports to the CALNET Program as detailed in the CALNET Data Guidelines.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.4.7.1 Inventory Data

The Contractor shall provide an Inventory Data file of all CALNET DNCS inventory to the CALNET Program as requested (not to exceed once per quarter per calendar year). This data file shall include each Customer's contracted Services and features including zero dollar items (those that are not billed) and provide current quantities. The data file shall represent a snapshot of the Contractor's total inventory on the last day of the reported service month.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Inventory Data file shall follow the reporting data specifications as defined in the CALNET Data Guidelines.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.4.7.2 Location Data

The Contractor shall provide a Location Data file to the CALNET Program as requested (not to exceed once per quarter per calendar year). This data shall include location information for those services that have physical addresses and are active on the last day of the reported Service Month.

The Location Data shall follow the data specifications as defined in the CALNET Data Guidelines.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.4.7.3 Services Billed by Charge Type Data

The Contractor shall provide billing information for all CALNET Services to the CALNET Program. The Services Billed by Charge Type compliance data file shall provide monthly billing detail for all Product IDs, including services and features, for the reported service month.

The Services Billed by Charge Type Data file shall follow the reporting data specifications as defined in the CALNET Data Guidelines.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.4.7.4 Summary of Expenditures by Service Report

The Summary Expenditures by Service compliance data file is a high-level summary of the total charges by service type. This quarterly report shall contain three service months. The Text File shall provide a list of all CALNET Service Types and populate the applicable charge totals broken down by Customer for the reported service month.

The Summary of Expenditures by Service report shall follow the data specifications as defined in the CALNET Data Guidelines.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.5 USAGE BASED ROUNDING

The Contractor shall work with the CALNET Program, upon Contract Award, to develop a methodology that identifies how the State's prescribed usage based four-digit rounding process will be applied to ensure accurate charges are collected. The methodology shall be completed within 60 days of Contract Award and subsequently approved by the CALNET Program.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.6 BILLING AND INVOICING

G.6.1 Billing and Invoicing Requirements

The Contractor's invoices shall reference the Contract number(s) and provide a breakdown and explanation of all charges as specified throughout this section. Payments to the Contractor will only be issued for receipt of valid and approved invoices.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall provide a unique Product Identifier for each Service and Feature Name to appear on Customer invoices as identified in Catalog A. Product Identifiers will be mapped to the unique Catalog Identifiers (see Section G.4, Data Management and Standardization). Catalog Identifiers shall not be duplicated within the same Category.

Bidder understands the Requirement and shall meet or exceed it? Yes

Any duplicate Product Identifiers appearing in the Bidder's IFB response shall provide the exact same Service, feature, and functionality at the same cost with the same limitations, including Monthly Recurring Charge (MRC), Non-Recurring Charge (NRC), and Change Charges.

Bidder understands the Requirement and shall meet or exceed it? Yes

Bundled Services are comprised of multiple components and the Contractor shall provide a unique Product Identifier for each bundled service.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall integrate Affiliate's and Subcontractor's billing data into the Contractor's consolidated Billing and Invoicing application, creating one inclusive invoice to the Customer. With the coordination and consolidation of invoices, the Contractor, its Affiliates and Subcontractors will establish processes and procedures to avoid errors.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall:

1. Maintain a secure password protected web-based Billing and Invoicing application which delivers integrated monthly invoices to Customers including Services provided by the Contractor, its Subcontractors and Affiliates, in accordance with NIST SP 800-63 Digital Identity Guidelines.

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Allow the CALNET Program access to Customer accounts with the ability to view and analyze Billing and Invoicing information through the web-based Billing and Invoicing application, including account history.

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Provide within the Billing and Invoicing application the ability to download/export data into an MS Excel 2013 or higher document, or provide a MS Excel 2013 on-line file accessible to the Customer upon bill release.

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Bill all features of a contracted Service onto one invoice, appearing under one Billing Telephone Number (BTN)/Circuit ID/Working Telephone Number (WTN) or Service Location within one Billing Account Number (BAN).

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Generate monthly invoices to Customers that are accurate and provide sufficient data for the Customer to validate and reconcile in a timely manner.

Bidder understands the Requirement and shall meet or exceed it? Yes

6. Distribute invoice(s) to authorized Customer within 15 Business Days of the end of the monthly billing cycle.

Bidder understands the Requirement and shall meet or exceed it? Yes

7. Utilize Customer Naming Conventions described in Section G.4.1.

Bidder understands the Requirement and shall meet or exceed it? Yes

8. Allow new fields to be added as mutually agreed by the Contractor and State.

Bidder understands the Requirement and shall meet or exceed it? Yes

9. Initiate billing once Services and/or features are fully functional. Identifying the Service Request number in all applicable sections of the initial invoice or subsequent associated invoices as described in Section G.2.5.4, Provisioning and Implementation.

Bidder understands the Requirement and shall meet or exceed it? Yes

10. Not bill for any portion of an unbundled service until all components of the service are fully functional as described in Section G.2.5.4, Provisioning and Implementation.

Bidder understands the Requirement and shall meet or exceed it? Yes

11. Invoice all per minute usage-based Services for the first minute in whole and in six second increments or less thereafter.

Bidder understands the Requirement and shall meet or exceed it? Yes

12. Ensure necessary invoice modifications occur no more than 30 calendar days following Contract amendment signature.

Bidder understands the Requirement and shall meet or exceed it? Yes

13. Post and identify Adjustments on invoices (i.e., credits, debits, SLAs) and provide applicable cross referencing information (e.g., Trouble Ticket number) and/or Product Identifier.

Bidder understands the Requirement and shall meet or exceed it? Yes

14. Identify late payment charges on the invoice and upon request, provide proof that the late payment charge is valid.

Bidder understands the Requirement and shall meet or exceed it? Yes

15. Provide the URL for the Billing and Invoicing application to the CALNET Program and post link to the Contractor's CALNET Public Website (Section G.10.1) within 60 calendar days of Contract Award.

Bidder understands the Requirement and shall meet or exceed it? Yes

16. Not bill for, and the Customer shall not be responsible for, Usage Charges that are a result of the failure of the Contractor's system to disconnect after a caller hangs up, as applicable.

Bidder understands the Requirement and shall meet or exceed it? Yes

17. Invoice in arrears. The State is only authorized to pay for Services that have been rendered as stated in SAM 8422.1.

Bidder understands the Requirement and shall meet or exceed it? Yes

18. Flag or identify non-CALNET contracted charges on the Customer web-based and/or paper invoice.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.6.1.1 Invoice Content Requirements

Invoice content will vary depending on the type of Service. Invoices shall include data as defined below for a Customer to validate charges and for the invoice to pass an audit. The Contractor shall provide additional invoicing fields as requested by the CALNET CMO.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.6.1.2 Minimum Invoice Content Requirements.

G.6.1.2.1 Content for Initial Invoice Page:

1. Billing Account Number (BAN) or equivalent;

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Contract Number(s)(and/or on the remittance slip, see G.6.1.2.3) ;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Invoice Number;

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Invoice Date;

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Current Charges;

Bidder understands the Requirement and shall meet or exceed it? Yes

6. Previous Charges – the amount reflecting any unpaid charges from previous invoice(s) that has been carried forward;

Bidder understands the Requirement and shall meet or exceed it? Yes

7. Total Amount Due;

Bidder understands the Requirement and shall meet or exceed it? Yes

    8. Payment(s);

Bidder understands the Requirement and shall meet or exceed it? Yes

    9. Adjustments; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

    10. Toll-Free Support Line

Bidder understands the Requirement and shall meet or exceed it? Yes

    G.6.1.2.2 Content for Non-Recurring Charges

    1. Install Date;

Bidder understands the Requirement and shall meet or exceed it? Yes

    2. Service Request Number or equivalent; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

    3. Service Installation Address.

Bidder understands the Requirement and shall meet or exceed it? Yes

    G.6.1.2.3 Content for Remittance Slip

    1. The Contractor Name;

Bidder understands the Requirement and shall meet or exceed it? Yes

    2. Remittance Address;

Bidder understands the Requirement and shall meet or exceed it? Yes

    3. Contract Number (and/or on the invoice, see G.6.1.2.1);

Bidder understands the Requirement and shall meet or exceed it? Yes

    4. Invoice Number;

Bidder understands the Requirement and shall meet or exceed it? Yes

    5. Invoice Date;

Bidder understands the Requirement and shall meet or exceed it? Yes

    6. Current Charges;

Bidder understands the Requirement and shall meet or exceed it? Yes

    7. Total Amount Due; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

    8. Payment Due Date.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.6.1.2.4 Additional Required Invoice Content

1. BTN, Circuit ID, WTN or equivalent;

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Product ID;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Feature Name;

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Quantity;

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Billing Period – The billing cycle for which the MRC applies;

Bidder understands the Requirement and shall meet or exceed it? Yes.

6. Charge – the MRC for each unique Product ID;

Bidder understands the Requirement and shall meet or exceed it? Yes

7. Usage Charge – to include Call Detail Record if applicable;

Bidder understands the Requirement and shall meet or exceed it? Yes

8. Adjustments;

Bidder understands the Requirement and shall meet or exceed it? Yes

9. Itemized Taxes, Fees and Surcharges – provided at the BTN, WTN, circuit (or equivalent) level; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

10. Service Locations.

Bidder understands the Requirement and shall meet or exceed it? Yes

Additional information may be provided by the Contractor as necessary. If an invoice includes acronyms, symbols or codes the Contractor shall include a legend within the invoice.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.6.2 Invoice Delivery Methods

The Contractor shall have the ability to provide invoicing as identified below:

1. Web-based (Paperless) – secure password protected; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Paper – double sided print required.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall issue a Remittance Slip free of charge, via web-based or paper, to accompany the Customer's invoice for payment processing.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor may provide other means of electronic data at no additional cost to the State or Customers, when mutually agreed upon.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.6.2.1 Web-Based (Paperless) Invoicing Delivery Options

The Contractor shall offer Paperless Invoicing Delivery Options, which shall be accessed through the web-based application allowing Customers to view and print CALNET invoices and detail online. Contractors system shall allow for:

1. Complete turn off of all paper with the Customer printing invoices, invoicing detail and Remittance Slip online through the Contractor's web-based application or by the Customer contacting the Contractor's Customer Representative.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall:

1. Provide complete instructions for Web-based Paperless Invoicing Delivery Options to the CALNET CMO within 60 calendar days of Contract Award and to Customers prior to implementation.

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Establish a monthly invoice email notification, which is delivered to the Customers identified email addresses.

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Include URL or access link on the email notification directing Customers to their online invoice for viewing and printing.

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Provide the ability for an authorized Customer to identify additional employees email addresses, allowing multiple notifications for a single BAN.

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Waive late payment charges if related to delivery failure of the Paperless Invoicing Delivery Options.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Web-based Paperless Invoicing Delivery Options will not change the required Invoice Delivery Methods in Section G.6.2 and are not in effect or to be implemented unless specifically requested by the Customer.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.6.3 Invoicing Support

The Contractor shall provide to Customers:

1. Invoice Support to Customers. Problem resolution or status update must be provided within 24 hours of initial notification.

Bidder understands the Requirement and shall meet or exceed it? Yes

2. A toll-free support telephone number as a single point of contact.

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Investigation and resolution of systemic invoicing errors when they are identified.

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Staff resources with the necessary skill levels to support invoicing Services.

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Invoice support from 8:00 a.m. to 5:00 p.m., Monday through Friday.

Bidder understands the Requirement and shall meet or exceed it? Yes

6. Invoice support from location(s) within the United States or U.S. Territories.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall provide to the CALNET CMO:

1. A designated contact for Billing and Invoicing to support the Billing and Invoicing Requirements.

Bidder understands the Requirement and shall meet or exceed it? Yes

2. A designated escalation manager, at least one level higher than designated contact for Billing and Invoicing, to support the Billing and Invoicing Requirements.

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Written notification to the CALNET CMO for any variations (e.g. temporary Product Identifiers, tax errors, incorrect billing of Product Identifiers, fraudulent activity) that may affect the Customer's invoices. Notification shall be provided through email within five Business Days from identification.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.6.4 Billing Disputes and Adjustments

Should the State or any Customer dispute, in good faith, any portion of the invoiced amount due, the Customer shall notify the Contractor in writing of the nature and basis of the dispute as soon as possible. In the event the dispute is not resolved prior to the invoice Due Date, the Customer may deduct the disputed amount from the amount due. No late payment charges shall apply to the disputed amount until the dispute is resolved by both parties at which time any amount due will be paid by the Customer or adjustment shall be issued by the Contractor, consistent with the payment timelines set forth in this Agreement. All parties agree to use their best efforts to resolve disputes.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall resolve billing disputes by issuing Adjustments for the full amount or provide acceptable evidence the disputed amount should not be adjusted.

Bidder understands the Requirement and shall meet or exceed it? Yes

In the event a dispute between the Contractor and the Customer cannot be resolved, the processes described in the General Provisions - eVAQ Sections 64, Set-Off Rights, and 54, Disputes shall prevail.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.6.5 Back Billing and Billing Credits

The Contractor shall be limited to no more than 12 previous months of back billing on all Services, products and features ordered under the Contract.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall provide Customer billing credits for up to three years from the time of invoice billing date for any invoicing errors requiring a credit adjustment. The Contractor shall issue credit adjustment within 30 – 60 calendar days of CALNET CMO or Customer notification.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.6.6 Systemic Invoicing Errors

The Contractor shall provide a corrective action plan within 30 Business Days of the identified invoice discrepancy. The Contractor shall correct systemic invoicing errors within 60 calendar days of the identified invoice discrepancy unless otherwise mutually agreed upon by the CALNET CMO. The Contractor shall provide the CALNET CMO a list of affected Customers, dates of occurrence, resolution, and timeframes to implement resolutions and preventive measures.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.6.7 Service Taxes, Fees, Surcharges, and Surcredits

Taxes, surcharges, and surcredits should be assessed on the Contract price (Catalog A pricing) excluding the administrative fees. Administrative fees, taxes, and surcharges that are remitted to the government and not retained by the vendor are excluded from the vendor's gross revenues. Therefore, no taxes may be assessed on the administrative fees. Contractor shall report all revenue related to installation fees. Labor costs related to installation fees shall not be taxed, except when specifically required by statute or regulation.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall provide to the CALNET Program, upon request, an itemized detailed report of all service taxes, fees and surcharges that are included in its monthly invoices.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall respond to the CALNET Program within 15 Business Days upon request to inquiries associated with service taxes, fees, surcharges and surcredits.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall provide CALNET with valid exemption certificate(s) to complete on behalf of the State as identified in General Provisions - eVAQ Section 41, Service Taxes, Fees, Surcharges, and Surcredits, within 30 calendar days of Contract Award.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.6.7.1 Service Taxes, Fees, Surcharges and Surcredits Submission and Updates

The Contractor shall submit all applicable Exhibit 11s to the CALNET CMO no later than 30 calendar days after Contract Award. Additionally, the Contractor shall submit additional Exhibit 11s to the CALNET CMO within 30 calendar days after the release or notification of any new law, resolution or order that imposes or allows any new service tax, fee, surcharge and surcredit that the Contractor intends to recover from the Customers, in accordance with General Provisions - eVAQ, Section 41, Service Taxes, Fees, Surcharges and Surcredits.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall display and maintain a spreadsheet quarterly, on the first business day of each January, April, July and October, with the following service taxes, fees, surcharges and surcredits information in accordance with Section G.10.1.2. Contractor's CALNET Public Website Functionality:

1. Service Type (includes features)
2. Regulatory or Jurisdictional Entity (e.g., FCC, CPUC, CDTFA, IRS, etc.)
3. Name of Tax, Fee or Surcharge
4. Description
5. Current Rate and URL identifying the current rate
6. Effective Date
7. Purpose of the Tax, Fee or Surcharge
8. State Exempt: Yes or No

Bidder understands the Requirement and shall meet or exceed it? Yes

G.6.8 Invoicing Fraud

The Contractor shall perform fraud detection, monitoring and prevention services that are consistent with industry common "best" practices on a 24x7 basis to reduce the State's vulnerability to fraudulent activities.

Bidder understands the Requirement and shall meet or exceed it? Yes

For the purpose of this Contract, fraud is considered the theft of Services for deliberate misuse of voice or data networks by perpetrators whose intention is to secure an unfair or unlawful gain. CALNET Customers will not be responsible

for costs of services associated with the failure of a Contractor to secure their network.

Bidder understands the Requirement and shall meet or exceed it? Yes

If the Contractor detects fraudulent activities, the Contractor shall block service or implement other safeguards to mitigate fraudulent activity but shall not disconnect service without approval by the Customer.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.6.8.1 Fraud Detection and Monitoring Services

Bidders shall notify the CALNET Program of fraudulent activities identified or reported pertaining to the Services described in the SOW Technical Requirements.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.6.8.2 Fraud Notification

In the event of suspected or real fraud violations, the Contractor shall notify and keep informed the CALNET Program and each Customer that is affected.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall notify the CALNET Program and each Customer that is affected of suspected or real fraud violations within 24 hours of when such determination is made and when additional pertinent information becomes available.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.6.9 Examination and Audits

The CALNET Program may audit any Customer's invoice for rate compliance and accuracy. The Contractor shall provide access to billing information and provide a copy of any Customer's bill and supporting detail in a mutually agreed upon electronic format upon CALNET Program request without Customer's prior authorization.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall provide billing records within 30 calendar days of receipt of request from the CALNET Program. Refer to General Provisions - eVAQ Section 51, Examination and Audit for additional Requirements.

Bidder understands the Requirement and shall meet or exceed it? Yes

Under certain and special conditions, the Contractor shall provide State auditing and/or investigative agencies (i.e., Bureau of State Audits, Department of Justice, court orders, or other law enforcement agencies) with copies of billing records without Customer authorization for audit purposes at no cost to the State or Customer. The State may sign a NDA on a case-by-case basis, subject to statutory requirements.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.7 STATE ASSOCIATED ADMINISTRATIVE FEE

The Contractor shall, on behalf of the CALNET Contract, bill and collect the State Associated Administrative Fee (SAAF) from Customers on a monthly basis throughout the life of the Contract excluding taxes and freight. The total SAAF collected for each month shall be remitted to the California Department of Technology no later than the last Business day of the following month. Prices shall reflect State Contract pricing, including any and all applicable discounts, and shall include no other add-on fees.

Bidder understands the Requirement and shall meet or exceed it? Yes

The SAAF is determined by the CALNET CMO for all Services, Equipment, products or features ordered under this Contract. The CALNET CMO may consider applying percentages and/or flat rates (or a combination thereof) to Services as alternative methods with the final determination made by CALNET CMO. Refer to General Provisions – eVAQ Section 71, Administrative Fee, for additional Requirements.

1. The Contractor shall apply the SAAF Fee rate to all of the Contractor's Services as a surcharge that shall appear on Customers invoice in the itemized taxes, fees and surcharges section.

Bidder understands the Requirement and shall meet or exceed it? Yes

2. The Administrative Fee shall be identified as SAAF.

Bidder understands the Requirement and shall meet or exceed it? Yes

3. The Contractor shall calculate SAAF from the Contractor's Catalog A pricing. Service taxes, fees, surcharges, and surcredits shall not be imposed in the SAAF.

Bidder understands the Requirement and shall meet or exceed it? Yes

4. The SAAF rate may change during the period of performance of this Contract.

Bidder understands the Requirement and shall meet or exceed it? Yes

5. The CALNET CMO will provide the Contractor with notice of any changes to the SAAF rate at least 30 days prior to the effective date of the new rate.

Bidder understands the Requirement and shall meet or exceed it? Yes

6. The Contractor shall round billing in accordance with Section G.5, Usage Based Rounding to substantiate the SAAF.

Bidder understands the Requirement and shall meet or exceed it? Yes

7. The Contractor shall remit an Electronic Fund Transfer (EFT) as payment to the California Department of Technology based on the SAAF billed to Customers.

Bidder understands the Requirement and shall meet or exceed it? Yes

8. The Contractor shall provide an SAAF notification of remittance to the CALNET Program via email or other electronic means as directed by CALNET CMO. Notification shall include the following:

Bidder understands the Requirement and shall meet or exceed it? Yes

   a. Contract Number;

Bidder understands the Requirement and shall meet or exceed it? Yes

   b. Category;

Bidder understands the Requirement and shall meet or exceed it? Yes

   c. Contractor Name;

Bidder understands the Requirement and shall meet or exceed it? Yes

   d. Date of remittance;

Bidder understands the Requirement and shall meet or exceed it? Yes

   e. Amount of SAAF;

Bidder understands the Requirement and shall meet or exceed it? Yes

   f. Service Month;

Bidder understands the Requirement and shall meet or exceed it? Yes

   g. Total expenditures; and

Bidder understands the Requirement and shall meet or exceed it? Yes

   h. Total amount of SAAF.

Bidder understands the Requirement and shall meet or exceed it? Yes

Adjustments to SAAF monies shall be included and documented as an Adjustment on subsequent reports including those identified in Section G.4, Data Management and Standardization.

Bidder understands the Requirement and shall meet or exceed it? Yes

Additional SAAF instructions will be provided by the CALNET CMO within 30 calendar days of Contract Award, which include the SAAF rate and what Services or charges it may apply to.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.8 CONTRACTED SERVICE PROJECT WORK

Contracted Service Project Work is defined as either Coordinated or Managed as described in the remainder of this section.

A Customer project may consist of multiple Service Requests. The Contractor must consider all Service Requests associated with a single project when determining if the project is Coordinated or Managed.

Bidder understands the Requirement and shall meet or exceed it? Yes

In the event the Customer is not in agreement with the Contractor and unable to determine if the Service Request qualifies as a Coordinated or Managed Project, the Contractor shall contact the CALNET CMO for assessment and ultimate determination.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall provide Contracted Service Project Work ad-hoc reports within 15 calendar days of CALNET CMO request.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.8.1 Coordinated Project Work

Coordinated Projects are initiated in situations where Provisioning and implementation of Service(s) exceed the Requirements for the routine Provisioning service intervals described in the SOW Technical Requirements Provisioning SLAs. Coordinated Project Work will require the Contractor to provide a Scope of Work and tracking documentation but does not require the Contractor to assign a Project Manager.

Bidder understands the Requirement and shall meet or exceed it? Yes

Coordinated Projects include Service Requests for a Customer's single or multiple site locations that include any of the following conditions:

1. Voice installations between 48 and 120 lines (for Categories containing voice services);

2. Data Services between ten and twenty circuits or UNI's; and,

3. Where Services require a level of complexity for planning and implementation.

Bidder understands the Requirement and shall meet or exceed it? Yes

Upon determination that the Coordinated Project is required, the Contractor shall:

1. Respond to the Customer to discuss and/or obtain additional preliminary information regarding the project within one Business Day after receipt of the Customer approved Service Request (Section G.2.5.4, Provisioning and Implementation);

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Meet with the Customer to discuss the project scope and detail within five Business Days of receipt of the Customer approved Service Request; and

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Provide a project "Scope of Work" to the Customer no more than ten Business Days following receipt of Customer's approved Service Request.

Bidder understands the Requirement and shall meet or exceed it? Yes

4. The Scope of Work shall include:

    a. General project summary;

Bidder understands the Requirement and shall meet or exceed it? Yes

    b. Definition of each project task(s);

Bidder understands the Requirement and shall meet or exceed it? Yes

    c. Project schedule of tasks with negotiated individual service(s) start and completion dates. The Provisioning Service Level Agreement applies to the individual service, negotiated install dates;

Bidder understands the Requirement and shall meet or exceed it? Yes

    d. Contractual service elements (planning, applicable design, engineering, testing, termination, installation and Customer service End-User training);

Bidder understands the Requirement and shall meet or exceed it? Yes

  e. Project Deliverables;

Bidder understands the Requirement and shall meet or exceed it? Yes

  f. Acceptance criteria and process;

Bidder understands the Requirement and shall meet or exceed it? Yes

  g. Project risk(s);

Bidder understands the Requirement and shall meet or exceed it? Yes

  h. Customer required activity to prepare site for service installation; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

  i. A complete set of itemized CALNET DNCS costs including non-recurring and monthly recurring charges.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.8.1.1 Coordinated Project Minimum Reporting Requirements

1. The Contractor shall develop, maintain, and update all project documents and distribute to the Customer.

Bidder understands the Requirement and shall meet or exceed it? Yes

2. The Contractor shall provide the Customer with written status reports that are updated at intervals agreed upon between the Customer and the Contractor. The status reports shall include:

  a. Project Name;

Bidder understands the Requirement and shall meet or exceed it? Yes

  b. Status of major milestones;

Bidder understands the Requirement and shall meet or exceed it? Yes

  c. Update on identified project risks; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

  d. An updated project schedule that clearly depicts progress to date.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.8.2 Managed Project Work

Managed Projects are initiated in situations where Provisioning and implementation of service is considered to be on a larger, more complex scale and exceeds the criteria of Coordinated Project Work (Section G.8.1).

The Contractor shall provide a dedicated Project Manager for all Managed Projects.

Bidder understands the Requirement and shall meet or exceed it? Yes

Managed Projects include Service Requests for a Customer's single or multiple site locations that include any of the following conditions:

1. Voice installations exceeding 120 lines (for Categories containing voice services);
2. Data Service Requests exceeding 20 circuits or UNI's;
3. Service Requests exceeding five locations;

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Locations where the State has determined consolidated service is the most efficient way to provide Service to a specific community of interest;

Bidder understands the Requirement and shall meet or exceed it? Yes

5. New building Facilities and/or relocations; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

6. Data network Migration/consolidation.

Bidder understands the Requirement and shall meet or exceed it? Yes

Upon determination that a Managed Project is required, the Contractor shall:

1. Assign a dedicated Project Manager, with knowledge of CALNET DNCS terms and conditions and the State's provisioning practices for Telecommunications Services. The Project Manager will work and coordinate directly with the Customer. The Project Manager will be available to meet with the CALNET CMO upon request.

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Respond to the Customer to discuss and/or obtain additional preliminary information regarding the project within one Business Day after receipt of the Customer approved Service Request (Section G.2.5.4, Provisioning and Implementation).

Bidder understands the Requirement and shall meet or exceed it? Yes

3. The Contractor's Project Manager shall meet with all stakeholders (e.g., the Contractor, the Customer) within five Business Days of receipt of the Customer approved Service Request. The purpose of this meeting will be for the Contractor's Project Manager to clarify his/her understanding of the project scope and identify the

information needed to establish Due Dates and develop a project schedule. Upon a CALNET CMO request, the Contractor shall provide a copy of the Customer's Service Request(s) for review.

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Provide a project "Scope of Work" to the Customer no more than ten Business Days following receipt of Customer's approved Service Request.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Scope of Work will include:

1. General project summary;

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Definition of each project task(s);

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Project schedule of tasks with negotiated individual service(s) start and completion dates. Provisioning Service Level Agreement applies to the individual service, negotiated install dates;

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Contractual Service elements (planning, applicable design, engineering, testing, termination, installation and Customer Service End-User training);

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Project Deliverables;

Bidder understands the Requirement and shall meet or exceed it? Yes

6. Acceptance criteria or process;

Bidder understands the Requirement and shall meet or exceed it? Yes

7. Project risk(s);

Bidder understands the Requirement and shall meet or exceed it? Yes

8. Customer required activity to prepare site for service installation; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

9. A complete set of itemized CALNET DNCS costs including non-recurring and monthly recurring charges.

Bidder understands the Requirement and shall meet or exceed it? Yes

Managed Project Minimum Reporting Requirements:

1. The Contractor shall use MS Project or other agreed scheduling Software.

Bidder understands the Requirement and shall meet or exceed it? Yes

2. The Contractor shall develop, maintain, update all project documents, and distribute to the Customer.

Bidder understands the Requirement and shall meet or exceed it? Yes

3. The Contractor's Project Manager shall provide the Customer status reports that are updated at intervals agreed upon between the Customer and the Contractor. If so requested, the Project Manager will provide these reports to the CALNET Program.

Bidder understands the Requirement and shall meet or exceed it? Yes

The status reports shall include:

1. Project Name;

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Status of major milestones;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Update on identified project risks; and

Bidder understands the Requirement and shall meet or exceed it? Yes

4. An updated project schedule that clearly depicts progress to date.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.9 INDIVIDUAL PRICING REDUCTIONS

G.9.1 Individual Pricing Reductions General Provisions

The Contractor may enter into price negotiations with CALNET Customers or the CALNET CMO. These price negotiations allow the Contractor to reduce prices with a Customer for one or more Services by location(s). The Contractor may also enter into an Individual Pricing Reduction (IPR) with the CALNET CMO, on behalf of CALNET Customers, which shall establish lower CALNET rates based upon; a) geographic area or location(s); b) for one or more Customers; and/or c) by service quantity thresholds.

Bidder understands the Requirement and shall meet or exceed it? Yes

This IFB allows for two different Individual Price Reduction (IPR) scenarios; Standard IPR or Duration IPR.

The Contractor shall apply the following general provisions to both Standard and Duration IPRs:

1. The Contractor shall submit to the CALNET CMO an electronic copy of the signed IPR Agreement (IPRA) (Appendix B, IPRA) document consisting of an analysis of current Contract pricing and proposed IPR pricing within five Business Days of Customer signature.

Bidder understands the Requirement and shall meet or exceed it? Yes

2. The Contractor shall complete an Appendix B, IPRA form when offering Customers pricing below the CALNET catalog rates.

Bidder understands the Requirement and shall meet or exceed it? Yes

3. An IPRA must be signed by the Contractor and the Customer. The IPRA becomes effective on the date that it is signed by both parties, unless otherwise noted for a future date in the IPRA document within the "Description of Contract Services" field.

Bidder understands the Requirement and shall meet or exceed it? Yes

4. All Contract Requirements, terms and conditions, including SLAs, will remain unchanged. The Contractor shall not include additional Requirements or terms and conditions within the IPRA.

Bidder understands the Requirement and shall meet or exceed it? Yes

5. No additional service taxes, fees, surcharges or surcredits will be allowed except as described in Section G.6.7, Service Taxes, Fees, Surcharges, and Surcredits, and the General Provisions – eVAQ, Section 41, Service Taxes, Fees, Surcharges, and Surcredits.

Bidder understands the Requirement and shall meet or exceed it? Yes

6. Once a Standard or Duration IPRA is approved by the Contractor and Customer, the Contractor shall not cancel or increase pricing during the Contract Term for Service(s) listed in the IPRA.

Bidder understands the Requirement and shall meet or exceed it? Yes

7. All approved IPRs shall remain in effect when options to extend the Contract are exercised by the State.

Bidder understands the Requirement and shall meet or exceed it? Yes

8. All IPRs shall be subject to examination and audit pursuant to General Provisions - eVAQ, Section 51, Examination and Audits.;

Bidder understands the Requirement and shall meet or exceed it? Yes

9. The IPRA and information regarding the approved IPR service rate(s) shall be subject to the California Public Records Act.

Bidder understands the Requirement and shall meet or exceed it? Yes

10. Implementation of an approved IPR does not require reduction of contracted rate(s) for service(s), pursuant to General Provisions - eVAQ Section 78, "Most Favored Nation" Status of State. However, if contracted rate(s) are amended to reduce the IPR rate(s) for such service(s), the reduced contracted rate(s) shall automatically apply to the IPR, but the term commitments shall remain in place for the Duration IPRs.

Bidder understands the Requirement and shall meet or exceed it? Yes

11. The Contractor shall obtain the CALNET CMO approval to automate the IPRA form before implementing any changes.

Bidder understands the Requirement and shall meet or exceed it? Yes

12. The CALNET CMO shall require the Contractor to correct any IPRAs that do not comply with the Requirements of this Contract. Corrections shall be completed within 30 calendar days of the CALNET CMO written notification.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.9.2 Standard IPRs

The following provisions apply to Standard IPRs:

1. The Contractor shall be allowed to reduce one or more contracted Service prices for a Customer for the duration of the Contract.

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Standard IPRs shall be for reduced Service pricing only.

Bidder understands the Requirement and shall meet or exceed it? Yes

3. The Standard IPR Service rate(s) shall continue in effect from the date of Standard IPRA is signed by both the Customer and Contractor through the remainder duration of the Contract unless Services are terminated earlier by the Customer or the CALNET CMO in accordance with the terms and conditions of the Contract.

Bidder understands the Requirement and shall meet or exceed it? Yes

4. The Customer may cancel any or all Services(s) subject to the Standard IPR without penalty.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.9.3 Duration IPRs

The following provisions apply to Duration IPRs:

1. The Contractor may offer individual price reductions that require duration commitments. Duration IPRs shall be to reduce Service pricing and establish Customer duration commitments.

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Acceptance of any solicitation or offer from the Contractor shall be at the sole discretion of the Customer.

Bidder understands the Requirement and shall meet or exceed it? Yes

3. The Duration IPR service rate(s) shall continue in effect from the date of the Duration IPRA is signed by both the Customer and Contractor, through the remainder of the Contract Term.

Bidder understands the Requirement and shall meet or exceed it? Yes

4. The Customer's duration commitment shall not exceed the Contract expiration.

Bidder understands the Requirement and shall meet or exceed it? Yes

5. After the Duration IPRA duration commitment has been met, the Customer can cancel Services without being subject to early termination charges. In the event that a Customer elects to terminate Service(s) prior to the Customer's duration commitment date for reasons other than (1) a Contractor default, or (2) circumstances outside such Customer's reasonable control, such Customer shall be liable to Contractor for an early termination of the Duration IPRA.

Bidder understands the Requirement and shall meet or exceed it? Yes

6. The amount owed shall be calculated based on the following:

    a. Monthly difference in the original Contract rate and the Duration IPR rate multiplied by the number of months the Service was used under the Duration IPR;

Bidder understands the Requirement and shall meet or exceed it? Yes

    b. Ten % of the original Contract rate multiplied by the number of months used under the Duration IPR; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

    c. Any unrecovered nonrecurring charges owed to the Contractor on the date of termination.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.10 MANAGEMENT TOOLS AND REPORTS

The Contractor shall provide management tools and reports to the CALNET Program and CALNET DNCS Customers.

Bidder understands the Requirement and shall meet or exceed it? Yes

Unless otherwise indicated by the State in this IFB, the Contractor shall utilize data management and standardization Requirements as detailed in Data Management and Standardization section and all management tools and reports data shall utilize data management and standardization Requirements as detailed in Data Management and Standardization section.

Bidder understands the Requirement and shall meet or exceed it? Yes

1. Contractors who are awarded more than one CALNET DNCS Category may be allowed to comingle their required report data upon approval by the CALNET CMO. Approval may be modified or rescinded by the CALNET CMO.

Bidder understands the Requirement and shall meet or exceed it? Yes

2. The Contractor's on-line tools shall:

   a. Be accessible to the CALNET Program via a secure web based application in accordance with NIST SP 800-63 Digital Identity Guidelines, 24x7. The CALNET Program will have the ability to run custom reports using a data extractable application; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

   b. Create password-protected accounts for the Private Oversight Website.

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Within 45 Business Days of Contract Award the CALNET CMO shall establish final implementation dates for each tool and report.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.10.1 Contractor's CALNET Public Website

G.10.1.1 Contractor's CALNET Public Website General Requirements

Within 60 calendar days of Contract Award, the Contractor shall provide and maintain a secure CALNET Public Website available 24x7, exclusive of maintenance windows.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall work with the CALNET CMO to develop an update processes which will include collaborative drafting, review, and approval of format and content between the CALNET CMO and the Contractor to ensure a consistent look and feel between all Contractors.

Bidder understands the Requirement and shall meet or exceed it? Yes

All information, data, forms, and links must be approved by the CALNET CMO before being posted to the Contractor's CALNET Public Website.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor's CALNET Public Website shall contain only information related to CALNET Services awarded to the Contractor.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.10.1.2 Contractor's CALNET Public Website Functionality

The Contractor shall provide a Public Website that includes the following:

1. Catalog B as described in IFB Part 1- General Instructions, Catalog B – Final List of Awarded Items Including State Administrative Fees for all awarded Contract;

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Any modifications to the published Catalog B must occur within ten Business Days of the modification notification from the CALNET Program;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. General Provisions – eVAQ

Bidder understands the Requirement and shall meet or exceed it? Yes.

4. SLA's for all awarded Contracts;

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Customer's frequently asked questions (FAQs) pertaining to the Contractor's product line;

Bidder understands the Requirement and shall meet or exceed it? Yes

6. Customer Escalation Process;

Bidder understands the Requirement and shall meet or exceed it? Yes

7. Link to the California Department of Technology website;

Bidder understands the Requirement and shall meet or exceed it? Yes

8. Link to the Contractor's web-based Billing and Invoicing application;

Bidder understands the Requirement and shall meet or exceed it? Yes

9. Link to all of the Contractor's CALNET DNCS Trouble Ticket and Reporting Tools via a common web page; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

10. Customer/End-User Training (see Section G.2.6.1, Contractor Provided Training).

Bidder understands the Requirement and shall meet or exceed it? Yes

11. Display URL link to Contractor's Service Taxes, Fees, Surcharges and Surcredits spreadsheet to coincide with Exhibit 11s and in accordance with Section G.6.7.1.

Bidder understands the Requirement and shall meet or exceed it? Yes

Within 60 calendar days of Contract Award, the Contractor shall provide all of the Requirements of Section G.10.1, Contractor's CALNET Public Website General Requirements, and Section G.10.1.2, Contractor's CALNET Public Website Functionality.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.10.2 Private Oversight Website

G.10.2.1 Private Oversight Website General Requirements

Within 60 calendar days of Contract Award, the Contractor shall provide and maintain a secure private website with a separate URL from the Public Website that provides the CALNET Program 24x7 access to the information and tools required to perform Contract oversight.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall work with CALNET CMO to determine which CALNET Program staff will be provided access (User IDs) to the Private Oversight Website and the level of access to specific applications in accordance with NIST SP 800-63 Digital Identity Guidelines.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.10.2.2 Private Oversight Website Functionality

The Private Oversight Website shall provide access to the following for all Contract Awards:

1. CALNET CMO Ad Hoc Reports
2. Service Level Agreement Reports (Section G.10.5)
3. CALNET CMO Escalation Process

Bidder understands the Requirement and shall meet or exceed it? Yes

G.10.3 Website Maintenance

The Contractor shall provide Website Maintenance to the Contractor's CALNET Public and Private Oversight Websites to ensure accessibility, functionality, and accuracy of all data tools and reports. Routine Website Maintenance shall only be performed outside the business hours of Monday through Friday from 8:00 a.m. to 5:00 p.m.

The Contractor shall notify the appointed CALNET Program contact within two hours via telephone call or email notification of any emergency Website Maintenance performed during the business hours of Monday through Friday from 8:00 a.m. to 5:00 p.m.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.10.4 Trouble Ticket Reporting Tool

Within nine months of Contract Award, the Contractor shall provide an on-line Trouble Ticket Reporting Tool (TTRT) that shall be accessible by the CALNET Program and Customers. The TTRT shall be accessible 24x7 except for established maintenance windows. A separate trouble ticket shall be opened for each CALNET DNCS circuit, phone number, or Service issue.

Bidder understands the Requirement and shall meet or exceed it? Yes

The TTRT shall have the capability to partition all CALNET DNCS service issues by Customer and the Contractor. The Contractor shall update the trouble ticket with status changes, at least once every eight hours, and as soon as Service is restored.

Bidder understands the Requirement and shall meet or exceed it? Yes

Customers shall have access only to their department's trouble tickets. The level of access shall be determined by the Customer department management.

Bidder understands the Requirement and shall meet or exceed it? Yes

Customers shall have online access to the complete trouble ticket data for six months after the trouble ticket has been closed.

Bidder understands the Requirement and shall meet or exceed it? Yes

Customers shall have access to the complete trouble ticket historical data for 12 months after the trouble ticket has been closed upon Customer request. If the Contractor archives trouble ticket data after six months, then historical data shall be delivered in the requested format to the Customer within ten Business Days of the Customer's request.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall provide the CALNET Program staff with an authorization level that provides global access to view all CALNET DNCS Customer trouble tickets with a single login. Providing the CALNET Program individual access IDs to each Customer Entity is not an acceptable solution. Authorized CALNET Program staff shall have online access to view the complete trouble ticket data for six months after the trouble ticket has been closed. Authorized CALNET Program staff shall have access to the complete trouble ticket historical data for 12 months after the trouble ticket has been closed upon CALNET Program request. If the Contractor archives trouble ticket data after six months then historical data shall be delivered in the requested format to the CALNET Program within ten Business Days of request.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor's TTRT shall include the ability for Customers to open a trouble ticket on-line or by contacting the Contractor's Customer Service Center (Section G.3.2) and having a Customer Service Representative open the ticket on the Customer's behalf.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall immediately update the ticket within the TTRT for each occurrence of a Stop Clock Condition(s) (SCC).

Bidder understands the Requirement and shall meet or exceed it? Yes

Each entry of a CALNET SCC shall include SCC name with date and time stamp per occurrence. The SCC date and time stamp shall include the start and stop time per occurrence.

Bidder understands the Requirement and shall meet or exceed it? Yes

From the date of Contract Award to the time the Contractor achieves compliancy of the TTRT Requirements herein, the Contractor must track CALNET DNCS Service events in the Contractor's existing trouble ticket tool and provide available data to validate SLA compliance or provide event Status upon Customer or CALNET Program request.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.10.4.1 TTRT Minimum Information Requirements

The TTRT shall collect and provide Customers and the CALNET Program access to the data in Table G.10.4.1, when applicable:

Table G.10.4.1 - TTRT Data Fields

Line Item	Data Fields	Bidder Meets or Exceeds? Yes or No.
1	Ticket #	**Yes**
2	Customer Name	**Yes**
3	Customer Contact	**Yes**
4	Customer Contact Info	**Yes**
5	Service ID	**Yes**
6	Service Type	**Yes**
7	Status (e.g., open, closed, hold or canceled)	**Yes**
8	Ticket Open Date	**Yes**
9	Ticket Open Time	**Yes**
10	Ticket Closed Date	**Yes**
11	Ticket Closed Time	**Yes**
12	Service Address 1	**Yes**
13	Service Address 2	**Yes**
14	Service City	**Yes**

Line Item	Data Fields	Bidder Meets or Exceeds? Yes or No.
15	Service State	**Yes**
16	Service Zip Code	**Yes**
17	Reported Trouble	**Yes**
18	Outage Duration	**Yes**
19	Outage Cause	**Yes**
20	Restore Date	**Yes**
21	Restore Time	**Yes**
22	Restoral Activity Performed	**Yes**
23	Stop Clock Condition (SCC)	**Yes**
24	SCC Minutes	**Yes**

G.10.4.2 TTRT Main Screen Functionality

The Contractor's TTRT shall provide a main screen which lists and allows access to each Customer's trouble tickets over the previous six months regardless of trouble ticket status.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor's TTRT main screen shall provide the ability to sort and search by the following fields:

    1. Ticket #;

Bidder understands the Requirement and shall meet or exceed it? Yes

    2. Customer Name (for CALNET Program only);

Bidder understands the Requirement and shall meet or exceed it? Yes

    3. Service ID;

Bidder understands the Requirement and shall meet or exceed it? Yes

    4. Ticket Open Date; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

    5. Ticket Closed Date;

Bidder understands the Requirement and shall meet or exceed it? Yes

G.10.5 Service Level Agreement Reports

Within 120 calendar days of Contract Award, the Contractor shall provide the CALNET Program with data necessary to perform Service Level Agreement (SLA) compliance oversight in the form of SLA reports. All trouble tickets opened and Service Request installations completed by the Contractor within the first 120 calendar days of the Contract Award shall appear on the initial set of SLA reports. The Contractor shall provide reports and address the SLA reports issues in accordance with the SLA's detailed in the SOW Technical Requirements.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall keep current and post SLA Reports to the Contractor's Private Oversight Website (Section G.10.2) on a monthly basis. The reports shall be available on the Private Oversight Website in a data extractable application and shall remain 100% accessible to the CALNET Program for a minimum of one year.

Bidder understands the Requirement and shall meet or exceed it? Yes

Data on all SLA reports shall include data from Subcontractors and Affiliates relative to that reporting period.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall proactively correct and resubmit all inaccurate SLA reports to the CALNET Program to ensure accuracy and compliance with the Requirements.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall provide network statistics or other applicable data to be used by the CALNET Program to validate catastrophic outage SLA compliance, upon CALNET Program request.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall provide SLA Reports in Microsoft Excel 2013 or higher as directed by the CALNET Program. All final report formats shall be approved with written consent of the CALNET Program. All data will line up in one row and use the column headings and data as defined in each report.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.10.5.1 SLA Service Performance Report

The single SLA report shall include all trouble tickets within 60 calendar days of the trouble ticket service Restoral Date and provide to the CALNET Program. The report shall list all trouble tickets with a service Restoral Date occurring within the reported month, including tickets not qualifying for refunds/credits, except as identified in #2 below. The SLA Report shall include trouble tickets for all Services in all Contracts.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor's SLA Service Performance Report shall:

1. Include all CALNET DNCS trouble tickets in which Service was restored or issues resolved within the same reporting month;

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Identify all trouble tickets qualifying for SLA rights and remedies and identify the appropriate Technical SLA in accordance with the SOW Technical Requirements SLAs. Catastrophic Outage 1, Catastrophic Outage 2, Catastrophic Outage 3 and Provisioning SLAs shall not be included in this report; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Stop Clock Condition(s) for a single ticket shall be identified within the SCC field. When multiple Stop Clock Condition types apply to a single ticket, all SCCs shall be reported and identified within the SCC field. SCC Minutes shall equal the total minutes of all SCCs reported per trouble ticket.

Bidder understands the Requirement and shall meet or exceed it? Yes

The SLA Service Performance Report shall follow the specifications described below:

1. Report name: "C4PERFORMANCEMMYYYY";

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Reports that contain no trouble tickets opened will contain the words "No Data" in the File name. For example: "C4PERFORMANCEMMYYYYNODATA"; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Report frequency submission shall be monthly.

Bidder understands the Requirement and shall meet or exceed it? Yes

Data Records: the report data fields shall be included as columns on each data record in the order specified in Table G.10.5.1.1 and follow data field specifications as detailed in Appendix A, Glossary.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.10.5.1.1 SLA Performance Report Fields

For all trouble tickets opened, Contractor shall provide the following information and the data fields shall appear as columns on the report in the order specified in Table G.10.5.1.1.

Table G.10.5.1.1 SLA Performance Report Fields

Line Item	Data Field Name	Populated	Data Type or Format	Bidder Meets or Exceeds? Yes or No.
1	SLA Report Period	Required	MM/YYYY	**Yes**
2	Contractor ID	Required	Text	**Yes**
3	Category	Required	Number	**Yes**
4	Ticket #	Required	Text	**Yes**
5	Service ID	Required	Text	**Yes**
6	Service Type	Required	Text	**Yes**
7	SLA	Required	Text	**Yes**
8	Transport Type	Required	Text	**Yes**
9	Customer Name	Required	Text	**Yes**
10	Service Address 1 (A)	Applicable	USPS Standard	**Yes**
11	Service Address 2 (A)	Applicable	USPS Standard	**Yes**
12	Service City (A)	Applicable	USPS Standard	**Yes**
13	Service State (A)	Applicable	USPS Standard	**Yes**
14	Service Zip Code (A)	Applicable	USPS Standard	**Yes**

Line Item	Data Field Name	Populated	Data Type or Format	Bidder Meets or Exceeds? Yes or No.
15	Service Address 1 (Z)	Applicable	USPS Standard	**Yes**
16	Service Address 2 (Z)	Applicable	USPS Standard	**Yes**
17	Service City (Z)	Applicable	USPS Standard	**Yes**
18	Service State (Z)	Applicable	USPS Standard	**Yes**
19	Service Zip Code (Z)	Applicable	USPS Standard	**Yes**
20	Ticket Open Date	Required	MM/DD/YYYY	**Yes**
21	Ticket Open Time	Required	PST - 99:99	**Yes**
22	Restore Date	Required	MM/DD/YYYY	**Yes**
23	Restore Time	Required	PST - 99:99	**Yes**
24	SCC	Required	Text - List of Values: End-User Request Observation End-User Not Available Wiring Power Access Staff Application CPE No Response Maintenance Third Party Force Majeure Customer Environmental	**Yes**
25	SCC Minutes	Required	Numeric	**Yes**
26	Outage Duration	Required	Numeric	**Yes**

Line Item	Data Field Name	Populated	Data Type or Format	Bidder Meets or Exceeds? Yes or No.
27	Unavailable Time	Required	Numeric	**Yes**

G.10.5.2 SLA Provisioning Report

The Contractor shall provide the SLA Provisioning Report to the CALNET Program monthly that includes all Service Requests completed in the previous month for CALNET Services.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor's report shall indicate if the Provisioning objectives were not met in accordance with the SOW Technical Requirements Provisioning SLAs. The Provisioning rights and remedies percentage will be identified by the Contractor as 0%, 50% or 100% credit/refund depending on the Contractor's ability to meet the SLA objective.

Bidder understands the Requirement and shall meet or exceed it? Yes

The SLA Provisioning Report shall include all Service Requests for all Categories awarded to the Contractor as a result of this IFB. The Contractor shall ensure no duplicate service installs are reported in the same month or across multiple months.

Bidder understands the Requirement and shall meet or exceed it? Yes

The SLA Provisioning Report provided by the Contractor shall follow the specifications described below:

1. Report name: "C4PROVISIONINGMMYYYY";

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Reports that contain no credits being issued to Customers will contain the words "No Data" in the File name. For example: "C4PROVISIONINGMMYYYYNODATA";

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Report frequency shall be monthly.

Bidder understands the Requirement and shall meet or exceed it? Yes

Data Records: the report data fields shall be included as columns on each data record in the order specified below and follow data field specifications as detailed in Appendix A, Glossary.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.10.5.2.1 SLA Provisioning Report Fields

For each Service Request the Contractor shall provide the following information and the data fields shall appear as columns on the report in Table G.10.5.2.1.

Table G.10.5.2.1 SLA Provisioning Report Fields

Line Item	Data Field Name	Populated	Data Type or Format	Bidder Meets or Exceeds? Yes or No.
1	Provisioning Period	Required	MM/YYYY	**Yes**
2	Contractor ID	Required	Text	**Yes**
3	Category	Required	Number	**Yes**
4	SR Number	Applicable	Text	**Yes**
5	Change Type	Required	Text (M/A/C/D)	**Yes**
6	Service ID	Required	Text	**Yes**
7	Service Type	Required	Text	**Yes**
8	Customer Name	Required	Text	**Yes**
9	SR Date	Required	MM/DD/YYYY	**Yes**
10	Due Date	Required	MM/DD/YYYY	**Yes**
11	Change Date	Applicable	MM/DD/YYYY	**Yes**
12	SCC	Required	Text - List of Values: End-User Request Observation End-User Not Available Wiring	**Yes**

Line Item	Data Field Name	Populated	Data Type or Format	Bidder Meets or Exceeds? Yes or No.
			Power Access Staff Application CPE No Response Maintenance Third Party Force Majeure Customer Environmental	
13	SCC Minutes	Required	Number	**Yes**
14	Days PD	Applicable	Number	**Yes**
15	SLA Applied	Required	Yes or No	**Yes**
16	Provisioning R&R%	Required	Percentage: 0%, 50%, 100%	**Yes**

G.10.5.3 SLA Catastrophic Outage Report

Upon Contract Award, the Contractor shall provide Catastrophic Outage Reports on a per occurrence basis. A Catastrophic Outage Report shall be provided to the CALNET Program within 60 calendar days of the Restoral Date for each Catastrophic Outage.

Bidder understands the Requirement and shall meet or exceed it? Yes

Stop Clock Condition(s) for a single ticket shall be identified within the SCC field. When multiple Stop Clock Condition types apply to a single ticket, they shall be reported and identified within the SCC field. SCC Minutes shall equal the total minutes of all SCCs reported per trouble ticket.

Bidder understands the Requirement and shall meet or exceed it? Yes

The SLA Catastrophic Report shall follow the specifications described below:

1. Report name: "C4CATMMYYYY".

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Reports that contain no credits being issued to Customers will contain the words "No Data" in the File name. For example: "C4CATMMYYYYNODATA".

Bidder understands the Requirement and shall meet or exceed it? Yes

3. In the event there are no Catastrophic Outages during the calendar month, the Contractor shall provide a Catastrophic Outage Report reflecting no activity.

Bidder understands the Requirement and shall meet or exceed it? Yes

Data Records: the report data fields shall be included as columns on each data record in the order specified below and follow data field specifications as detailed in Appendix A, Glossary.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.10.5.3.1 SLA Catastrophic Outage Report Fields

For each catastrophic outage event the Contractor shall provide the following information and the data fields shall appear as columns on the report in the order specified in Table G.10.5.3.1.

Table G.10.5.3.1 SLA Catastrophic Outage Report Fields

Line Item	Data Field Name	Populated	Data Type or Format	Bidder Meets or Exceeds? Yes or No.
1	Report Period	Required	MM/YYYY	**Yes**
2	Contractor ID	Required	Text	**Yes**
3	Category	Required	Number	**Yes**
4	CAT	Required	Text	**Yes**
5	Ticket #	Required	Text	**Yes**
6	Service ID	Required	Text	**Yes**
7	Service Type	Required	Text	**Yes**
8	Customer Name	Required	Text	**Yes**
9	Transport Type	Required	Text	**Yes**
10	Ticket Open Date	Required	MM/DD/YYYY	**Yes**

Line Item	Data Field Name	Populated	Data Type or Format	Bidder Meets or Exceeds? Yes or No.
11	Ticket Open Time	Required	PST - 99:99	**Yes**
12	Restore Date	Required	MM/DD/YYYY	**Yes**
13	Restore Time	Required	PST - 99:99	**Yes**
14	SCC	Required	Text - List of Values: End-User Request Observation End-User Not Available Wiring Power Access Staff Application CPE No Response Maintenance Third Party Force Majeure Customer Environmental	**Yes**
15	SCC Minutes	Required	Number	**Yes**
16	Unavailable Time	Required	Number	**Yes**
17	R&R %	Required	Percentage: 0% or 100%	**Yes**

G.10.5.4 Trouble Ticket and Provisioning/SLA Credit Report

The Contractor shall provide a Trouble Ticket and Provisioning/SLA Credit Report on a monthly basis to the CALNET Program for SLA compliance oversight. The Credit Report shall include only those trouble tickets and Service Requests resulting in SLA credits or refunds and list all Services that were associated with each SLA credit or refund. The Contractor shall report all SLA rights and remedies (credits and refunds) to the CALNET Program

within 90 calendar days of service restoration or Service Request completion.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Credit Report shall follow the specifications described below:

1. Report Name: "C4CREDITMMYYYY".

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Reports that contain no credits being issued to Customers will contain the words "No Data" in the File name. For example: "C4CREDITMMYYYYNODATA".

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Report Frequency shall be monthly.

Bidder understands the Requirement and shall meet or exceed it? Yes

Data Records: the following data fields shall be included as columns on each data record in the order specified in Table G.10.5.4.1 and follow data field specifications as detailed in Appendix A, Glossary.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.10.5.4.1 SLA Credit Report Fields

For each credit, the Contractor shall provide the following information and the data fields shall appear as columns on the report in the order specified in Table G.10.5.4.1.

Table G.10.5.4.1 SLA Credit Report Fields

Line Item	Data Field Name	Populated	Data Type or Format	Bidder Meets or Exceeds? Yes or No.
1	Service Month	Required	MM/YYYY	**Yes**
2	BAN	Required	Text	**Yes**
3	BTN	Required	Text	**Yes**
4	Invoice Number	Required	Text	**Yes**
5	Invoice Date	Required	MM/DD/YYYY	**Yes**
6	Category	Required	Number	**Yes**

Line Item	Data Field Name	Populated	Data Type or Format	Bidder Meets or Exceeds? Yes or No.
7	Customer Code	Required	Number	**Yes**
8	Customer Name	Required	Text	**Yes**
9	SLA	Required	Text	**Yes**
10	Service Type	Required	Text	**Yes**
11	Feature Name	Applicable	Text	**Yes**
12	Product ID	Required	Text	**Yes**
13	Quantity	Applicable	Number	**Yes**
14	Service ID	Required	Text	**Yes**
15	WTN	Applicable	Telephone Number	**Yes**
16	Ticket #	Required	Text	**Yes**
17	Outage Cause	Applicable	Text	**Yes**
18	Outage Date	Applicable	MM/DD/YYYY	**Yes**
19	Ticket Open Date	Applicable	MM/DD/YYYY	**Yes**
20	Ticket Open Time	Applicable	MM/DD/YYYY	**Yes**
21	Restore Date	Applicable	MM/DD/YYYY	**Yes**
22	Restore Time	Applicable	PST - 99:99	**Yes**
23	Unavailable Time	Applicable	Number	**Yes**
24	R&R %	Applicable	Percentage	**Yes**
25	SR Number	Applicable	Text	**Yes**
26	Change Date	Applicable	MM/DD/YYYY	**Yes**
27	Change Type	Applicable	Text (M/A/C/D)	**Yes**
28	Days PD	Applicable	Number	**Yes**

Line Item	Data Field Name	Populated	Data Type or Format	Bidder Meets or Exceeds? Yes or No.
29	Provisioning R&R %	Applicable	Percentage: 0%, 50%, 100%	**Yes**
30	Total SLA Credits	Required	Number	**Yes**

G.11 CONVERSION

Conversion includes Transition, Migration and Transfer scenarios. Where applicable, the Contractor shall prepare and deliver to the CALNET CMO for the State's review and approval separate Transition-In, Migration-In and Migration-Out plans to address the Conversion of Services that will occur immediately following Contract Award and at the end of the Contract Term for each Category. To the extent the Contractor deems appropriate, or as otherwise requested by the State, the Contractor shall design the Conversion Plans to use a phased-conversion strategy. The Contractor agrees to cooperate fully with the State and other Contractor(s) with planning, coordination, and implementation during all Conversion phases. The Contractor shall provide plans that will assure the State that all Services will be transitioned or migrated in a timely and efficient manner.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall, at the Contractor's expense, implement the Conversion Plans, provide all of the Contractor labor resources necessary to implement the Conversion plans and perform all tasks in accordance with the approved Conversion plan schedules. The Contractor shall mitigate disruption of service and any period when the State is subject to charges from more than one contract, unless at the documented request of the Customer.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall not implement any Conversion Plans without CALNET CMO prior approval and oversight coordination.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.11.1 Conversion Types

Conversion is defined as the process of moving existing Customer Services from CALNET 3 to CALNET DNCS Services and the process of moving CALNET DNCS Services to any subsequent contracts. Conversion shall be Transition, Migration or Transfer as defined below.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.11.1.1 Transition (Transition-In)

This section is applicable to incumbent Contractors only. **Non-incumbent Bidders shall respond "N/A" to this requirement.**

Transition applies only to a CALNET 3 incumbent Contractor and is defined as moving a Customer's existing CALNET 3 Service to the equivalent CALNET DNCS Service.

CALNET 3 State Customer Services automatically Transition. Local government Customers may Transition to CALNET DNCS at their option.

Bidder understands the Requirement and shall meet or exceed it? N/A

For Services Transitioned prior to six months after Contract Award, the new rates will begin on the Transition date.

Bidder understands the Requirement and shall meet or exceed it? N/A

If Customer Transition is still pending six months after Contract Award, and if CALNET DNCS rates are lower, the Contractor must track and provide existing Customers credit for the difference in CALNET 3 and CALNET DNCS rates. Extension of the CALNET 3 rate period shall be at the sole discretion of the CALNET CMO. Contractor shall document and submit in writing all requests for consideration within 30 days of contract award.

Bidder understands the Requirement and shall meet or exceed it? N/A

G.11.1.2 Migration

Migration of Services shall occur under the following conditions:

1. Customer requests replacement of a service from a different Contractor.

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Customer requests a different replacement service from the same Contractor that provided the Customer's CALNET 3 service.

Bidder understands the Requirement and shall meet or exceed it? Yes

3. A CALNET DNCS Contract is not awarded to the incumbent CALNET 3 Contractor currently providing these Services, the CALNET CMO may initiate a coordinated effort to move CALNET 3 Customers to CALNET DNCS Services.

Bidder understands the Requirement and shall meet or exceed it? Yes

> 4. CALNET DNCS Services are moved to alternate Contracts for the following reasons:

> 5. CALNET DNCS Contract Term expires; or

Bidder understands the Requirement and shall meet or exceed it? Yes

> 6. All or a portion of CALNET DNCS Services are terminated in accordance with the General Provisions - eVAQ Section 26, Termination for the Convenience of the State and Section 27 Termination for Default.

Bidder understands the Requirement and shall meet or exceed it? Yes

Service Requests for Migration shall be considered a "new" Service Request. The Customer will be responsible for installation charges associated with the Migration of Services, unless negotiated with the Contractor.

Bidder understands the Requirement and shall meet or exceed it? Yes

Migration conditions 1 and 2 as identified above are subject to the provisions of Contracted Service Project Work (Section G.8).

Bidder understands the Requirement and shall meet or exceed it? Yes

At the sole discretion of the CALNET CMO and on behalf of the State Entities, the State may choose to Migrate certain Services and Customers to replacement Services or different Contractors during the Contract Term.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.11.1.3 Transfer between CALNET Category and/or Contract

Transfers occur due to a failure on the part of a Contractor. When a Customer has transitioned or Migrated to a CALNET DNCS service but the Contractor fails to implement service and/or service fails Acceptance Tests, the Customer has the option of Transferring to another CALNET DNCS Contractor at the expense of the Contractor of the failed service.

In the event the CALNET CMO determines that replacement of the failed service(s) is necessary, the Contractor of the failed service shall be responsible for Customer Provisioning costs. Refer to General Provisions - eVAQ Section 52, Continuing Standards of Performance for Contractor Services.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.11.1.4 Transition-In at no Cost

This section is applicable to incumbent CALNET 3 Contractors only. **Non-incumbent Bidders shall respond "N/A" to this requirement.**

The entire Transition-In of Services shall be provided at no cost to the State and local government Customers. NRCs shall not apply when Customers Transition Services from CALNET 3 to CALNET DNCS.

Bidder understands the Requirement and shall meet or exceed it? N/A

Incumbent Bidders shall confirm their understanding that no additional costs shall be charged to the Customer for Transition-In of Services.

Bidder understands the Requirement and shall meet or exceed it? N/A

G.11.1.5 Migration-Out at no Cost

The entire Migration-Out of CALNET DNCS Services shall be provided at no cost to the State and local government Customers. Non-Recurring Charges shall not apply when Customers Migrate-Out from CALNET DNCS.

Bidders shall confirm their understanding that no additional costs shall be charged to the Customer for Migration-Out of CALNET DNCS Services.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.11.2 Conversion Plans

Conversion Plans include the Transition-In Plan, Migration-In Plan and the Migration-Out Plan as described below. The State acknowledges that many of the Conversion Requirements of this section may not be known, defined, or may not be completed until after Contract Award.

The Contractor shall recommend all considerations necessary for developing and implementing successful Conversion plans.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor agrees to cooperate fully with the State and awarded incoming and outgoing Contractor(s) in planning, coordinating, and implementing the Conversion Plans. The Contractor shall assign a Transition and Migration Project Manager that shall participate in regular meetings with

the CALNET Program throughout all Conversion implementations until completion.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Conversion Plans shall describe how Conversion would be accomplished in the least disruptive way to Customers and End-Users.

Bidder understands the Requirement and shall meet or exceed it? Yes

The State reserves the right to modify the Conversion Plans where it is deemed in the best interest or benefit of the State or authorized Customers of the Contract.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall coordinate and communicate with the CALNET Program and Customers throughout all phases of the Conversions.

Bidder understands the Requirement and shall meet or exceed it? Yes

Throughout the Contract Term, the State retains the option to identify performance requirements and to establish deficiency charges for performance associated with Conversion milestones, tasks and schedules.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.11.2.2 Transition-In Plan

This section is applicable to incumbent Contractors. **Non-incumbent Bidders shall respond "N/A" to this requirement**.

CALNET 3 incumbent Contractors shall submit two Transition-In Plans to the CALNET CMO:

1. Transition-In of Services that require a Rate-Only Transition.
2. Transition-In of Services that require Physical Transition such as service upgrade or technology enhancement.

The two Transition-In Plans shall run simultaneously and explain how the CALNET 3 incumbent Contractor intends to Transition existing CALNET 3 Services to CALNET DNCS Services. The State recognizes that Customer business needs, operational requirements, and/or service complexities as well as CALNET CMO authority may impact Transition planning and

schedules. The Contractor shall submit the two plans to the CALNET CMO within 45 calendar days of Contract Award.

Bidder understands the Requirement and shall meet or exceed it? N/A

Incumbent Contractor shall, at its sole expense, provide all labor resources necessary to implement the Transition–In Plans and perform all tasks in accordance with the approved Transition–In Plan schedules, so that there is no disruption or discontinuity in Services, and to avoid any period whereby the State is subject to charges pursuant to more than one contract, unless at the documented request of the Customer.

Bidder understands the Requirement and shall meet or exceed it? N/A

The CALNET CMO reserves the right to modify the Transition–In Plans when it is deemed in the best interest or benefit of the State or authorized Customers of the Contract.

The CALNET 3 incumbent Contractor's Transition-In Plans shall include the following information and describe in detail:

1. How the incumbent Contractor will work with Customers to minimize End-User impact or Service interruption during Transition.

Bidder understands the Requirement and shall meet or exceed it? N/A

2. Steps the incumbent Contractor will take for a Rate-Only Transition.

Bidder understands the Requirement and shall meet or exceed it? N/A

3. Steps the incumbent Contractor will take for a Physical Transition (e.g. Service upgrade or technology enhancement transition).

Bidder understands the Requirement and shall meet or exceed it? N/A

4. Steps the incumbent Contractor will take if an unscheduled service interruption occurs during the Transition of Services.

Bidder understands the Requirement and shall meet or exceed it? N/A

5. Proposed Transition schedule that ensures timely Transition of all contracted Services, invoicing, tools and reporting.

Bidder understands the Requirement and shall meet or exceed it? N/A

6. How the incumbent Contractor's Transition planning strategy and schedule considers:
   a. Customer (State and local);

Bidder understands the Requirement and shall meet or exceed it? N/A

b. Impact on the State, Customers, business and operational requirements;

Bidder understands the Requirement and shall meet or exceed it? N/A

c. Service Type/Category/technology;

Bidder understands the Requirement and shall meet or exceed it? N/A

d. Coordination and tasks due to service complexity;

Bidder understands the Requirement and shall meet or exceed it? N/A

e. Interoperability requirements/considerations;

Bidder understands the Requirement and shall meet or exceed it? N/A

f. Service quantity considerations;

Bidder understands the Requirement and shall meet or exceed it? N/A

g. Customer special business requirements; and,

Bidder understands the Requirement and shall meet or exceed it? N/A

h. Public safety considerations.

Bidder understands the Requirement and shall meet or exceed it? N/A

7. Strategy for establishing agreements with Incumbent Local Exchange Carriers (ILECs) in areas open to competition as defined by the CPUC to ensure continuing end-to-end service will be provided in these areas. Agreements shall be in effect at Contract Award.

Bidder understands the Requirement and shall meet or exceed it? N/A

8. How Services will be provided in ILEC territories closed to competition as defined by the CPUC to ensure Services will continue to be provided in these areas. Incumbent Contractor shall commit to establishing business relationships with these ILECs.

Bidder understands the Requirement and shall meet or exceed it? N/A

9. The process for coordination and communication with the CALNET Program and Customers throughout all phases of the Transition.

Bidder understands the Requirement and shall meet or exceed it? N/A

10. The processes for Transition of local government Customers subscribing to Services under the Authorization to Order (See Section G.2.5.4, Provisioning and Implementation.

Bidder understands the Requirement and shall meet or exceed it? N/A

11. The cutover process including planning, site preparation, service inventory verification, Service Request freeze period,

disconnect/new Service Request processes and emergency/fallback procedures.

Bidder understands the Requirement and shall meet or exceed it? N/A

12. How incumbent Contractor will establish testing and Service acceptance processes with Customers, when applicable.

Bidder understands the Requirement and shall meet or exceed it? N/A

13. The strategy, resources, timeline and processes for converting the Customer billing from CALNET 3 to CALNET DNCS.

Bidder understands the Requirement and shall meet or exceed it? N/A

14. Identify if one invoicing system will be used for all CALNET Categories or if a different invoicing system will be used for transitioning to the new awarded Contract.

Bidder understands the Requirement and shall meet or exceed it? N/A

15. Transition tasks dependent on Customer data or resources.

Bidder understands the Requirement and shall meet or exceed it? N/A

16. A detailed staff Management Plan to effectively manage the Transition describing incumbent Contractor's commitment of staff resources with required skills and structure of organization to support the Transition.

Bidder understands the Requirement and shall meet or exceed it? N/A

17. A list of Services to be transitioned to CALNET DNCS. The list shall:

   a. Cross reference CALNET 3 and CALNET DNCS Services by Service name;

Bidder understands the Requirement and shall meet or exceed it? N/A

   b. Specify the quantity of Services to be transitioned by Service Type;

Bidder understands the Requirement and shall meet or exceed it? N/A

   c. Identify which Services require a "Rate-Only" Transition and how the Customer Services will Transition;

Bidder understands the Requirement and shall meet or exceed it? N/A

   d. Identify which Services will require a Physical Transition including anticipated Customer impact or interruptions during Transition; and,

Bidder understands the Requirement and shall meet or exceed it? N/A

e. Provide adequate resources to effectively run a Physical and Rate-Only Transition simultaneously if the State deems necessary.

Bidder understands the Requirement and shall meet or exceed it? N/A

Transition shall be completed within 18 months after Contract Award. The incumbent Contractor shall not deem Transition complete until the Customer-billing accounts for CALNET 3 Services have been transitioned to CALNET DNCS invoices and the invoices are in compliance with Section G.6, Billing and Invoicing.

Bidder understands the Requirement and shall meet or exceed it? N/A

G.11.2.3 Transition-In Status Report

This section is applicable to incumbent CALNET 3 Contractors only. **Non-incumbent Bidders shall respond "N/A" to this requirement.**

Upon commencement of the Transition-In Plan, the Incumbent Contractor shall provide the CALNET Program a weekly Transition-In Status Report that identifies all Customers and Services to be transitioned.

Bidder understands the Requirement and shall meet or exceed it? N/A

G.11.2.4 Migration-In Plan

This section applies to non-incumbent Contractors only. **Incumbent Bidders shall respond "N/A" to this requirement**

If the incumbent CALNET 3 Contractor is not awarded a Contract for Services within these IFB Categories, the State may require State Entities to Migrate to a new Service Type and/or Contractor via a coordinated Migration-In plan.

Within 30 calendar days of the CALNET Program's request, non-incumbent Contractor shall provide a Migration-In Plan that describes in detail how the Contractor will coordinate and Migrate select Services awarded to the Contractor as a result of this IFB to CALNET DNCS based on Service and location information provided.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor's Migration-In Plan shall include the following information and describe in detail:

1. The Contractor's understanding of its role and responsibility for Migration-In.

Bidder understands the Requirement and shall meet or exceed it? Yes

2. How the Contractor will work with Customers to minimize End-User impact or Service interruption during Migration.

Bidder understands the Requirement and shall meet or exceed it? Yes

3. The steps the Contractor will take if an unscheduled service interruption occurs during the Migration of Services.

Bidder understands the Requirement and shall meet or exceed it? Yes

4. The strategy for establishing agreements with ILECs in areas open to competition as defined by the CPUC to ensure end-to-end service will be provided in these areas.

Bidder understands the Requirement and shall meet or exceed it? Yes

5. How Services will be provided in ILEC territories closed to competition as defined by the CPUC to ensure Services will be provided in these areas. Contractor shall commit to establishing business relationships with these ILECs.

Bidder understands the Requirement and shall meet or exceed it? Yes

6. The process for coordination and communication with the CALNET Program and Customers throughout all phases of the Migration.

Bidder understands the Requirement and shall meet or exceed it? Yes

7. The processes for Migration of local government Customers subscribing to Services under the Authorization to Order, Appendix C under **CALNET 3** Contract provisions. The Contractor's process shall be in accordance with Authorization to Order.

Bidder understands the Requirement and shall meet or exceed it? Yes

8. The cutover process including planning, site preparation, service inventory verification, Service Request freeze period, disconnect/new Service Request processes and emergency/fallback procedures.

Bidder understands the Requirement and shall meet or exceed it? Yes

9. How Contractor will establish testing and Service acceptance processes with Customers.

Bidder understands the Requirement and shall meet or exceed it? Yes

10. Migration tasks dependent on the State's and/or Customer's data or resources.

Bidder understands the Requirement and shall meet or exceed it? Yes

11. Project Management Plan to effectively manage the Migration describing Contractor's commitment of staff resources with required skills and structure of organization to support the Migration.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall not deem Migration-In complete until the Customer's Services are accepted and invoices for CALNET DNCS are in compliance with Section G.6, Billing and Invoicing.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.11.2.5 Migration-Out Plan

The Contractor shall prepare and deliver to the State, within 30 calendar days of the CALNET Program's request, a Migration-Out Plan, for migrating Services, or portion thereof, under Contract to the State's alternate service provider identified, in the event of: (a) the expiration or termination of the Term; or (b) the date a Notice of Termination is delivered pursuant to General Provisions - eVAQ Section 26, Termination for the Convenience of the State, or Section 27, Termination for Default; or (c) the State's election during the Term pursuant to General Provisions - eVAQ Section 69, Non-Exclusive Agreement.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall implement the Migration-Out Plan and perform all tasks identified in the Migration-Out plan in a timely manner to mitigate disruption in CALNET DNCS Service from the Contractor to the State or the State's designee. The Contractor shall participate in meetings with the State and the State's alternate service provider(s) as reasonably required by the State in planning for a Conversion and implementing the Migration-Out Plan. There shall be no additional cost to the State.

Bidder understands the Requirement and shall meet or exceed it? Yes

The State acknowledges the level of difficulty in anticipating future Migration–Out and termination requirements without knowledge of proposed solutions. However, it is critical for the Contractor to acknowledge and commit to the responsibility and participation in the Migration-Out of Services. Refer to General Provisions - eVAQ, Section 83, Disentanglement (Migration-Out).

Bidder understands the Requirement and shall meet or exceed it? Yes

> The Contractor shall provide a Migration-Out Plan within 30 calendar days of the CALNET Program request. The Contractor's Migration-Out Plan shall include how the Contractor will convert Services to the new Contract with sufficient detail for the State's review and approval.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.11.2.6 Migration-Out Status Report

Upon commencement of the Migration-Out Plan, the Contractor shall provide a weekly Migration-Out Status Report which shall begin 60 calendar days prior to the physical or administrative Migration of the first Customer site. The report shall include all Customers to be migrated.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.12 SERVICES TECHNICAL EVALUTION AND DEMONSTRATION PROCESS

In the course of oversight, the State is required to examine key elements of the CALNET DNCS Services to maintain current and long-term goals. This analysis is conducted to determine the reliability of the Services and takes into consideration issues such as redundancy, diversity, interoperability, scalability, and security.

Upon the State's request, the Contractor shall provide the State with the ability to perform evaluation and/or demonstration of contracted Services at the sole discretion of the CALNET CMO at no cost to the State.

Bidder understands the Requirement and shall meet or exceed it? Yes

All Services proposed for addition to the Contract through the amendment process shall include a technical evaluation. This Requirement is limited to Service amendments that are technical in nature and deemed by the CALNET Program to require evaluation. Should the State decide that further evaluation or demonstration is necessary, the proposed service will be removed from the amendment process and resubmitted to the CALNET Program for consideration upon completion of the evaluation and/or demonstration to the satisfaction of the State.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.13 SERVICE LEVEL AGREEMENTS

The Contractor shall provide Service Level Agreements (SLAs) as defined below. The intent of this section is to provide Customers, the CALNET Program and the Contractor with Requirements that define and assist in the management of the SLAs. This section includes the SLA formats, general Requirements, and CALNET Program Oversight SLAs.

G.13.1 Bidder Response To Service Level Agreements

Many of the SLA's described below include multiple objective levels – Basic, Standard and Premier. The Bidders shall indicate one specific objective level they are committing to for each Service in space provided in the "Objective" section of each SLA description.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.13.2 CALNET IFB C4DNCS19 SOW Business Requirements Service Level Agreements

CALNET IFB C4DNCS19 SOW Business Requirements SLAs have been established to ensure the Contractor accountability and performance levels for Requirements as described throughout Section G.4, Data Management and Standardization, Section G.6, Billing and Invoicing, and Section G.10, Management Tools and Reports.

The State's objective is to work with the Contractor to resolve instances in which the Contractor fails to meet the CALNET DNCS Oversight SLA objectives.

In the event the Contractor fails to resolve or correct the cause for the missed objective, the CALNET Program may commence with the following sequence of actions:

1. The CALNET Program shall notify CPM of missed SLA objective occurrence in writing.

Bidder understands the Requirement and shall meet or exceed it? Yes

2. The CALNET Program and CPM shall meet and confer to discuss alternative remedies and/or cures.

Bidder understands the Requirement and shall meet or exceed it? Yes

3. The CALNET Program shall set cure period.

Bidder understands the Requirement and shall meet or exceed it? Yes

4. If cure is unsatisfactory, the State shall invoice the Contractor for the rights and remedies in accordance with the CALNET DNCS Oversight SLA Requirements.

Bidder understands the Requirement and shall meet or exceed it? Yes

5. The Contractor shall pay rights and remedies invoices within 30 calendar days of receipt or notify the State if it intends to dispute the invoice using General Provisions – eVAQ, Section 54 Disputes.

Bidder understands the Requirement and shall meet or exceed it? Yes

Cure periods described above do not apply to Section G.13.2.4, Tools, Reports and Plans Deliverables. The Contractor shall provide the following CALNET Oversight Service Level Agreements identified in Sections G.13.2.1 – G.13.2.5.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.13.2.1 State Associated Administrative Fee Electronic Fund Transfer Accuracy and Interval

Definition:

The California Department of Technology shall receive an administrative fee Electronic Fund Transfer (EFT) notification from the Contractor no later than the last day of the month that is two months after the month that the bill is rendered in accordance with Section G.7, State Associated Administrative Fee (SAAF).

Measurement Process:

Objective 1: The CALNET Program shall monitor the Contractor's Services Billed Data (Section G.4.10.3) through the CALNET data management system.

Objective 2: The CALNET Program shall confirm that a notification of EFT confirming the deposit of monthly SAAF monies owed to the California Department of Technology is delivered no later than the end of the calendar month for the corresponding services billed two months prior.

Tools/Reports/Application Names(s):

Receipt of SAAF EFT notification (Section G.7)

Services Billed Data(G.4.10.3)

Objectives:

Objective 1: The Contractor shall remit the accurate amount as reported on the Services Billed Data (G.4.10.3).

Objective 2: The Contractor shall deliver an accurate amount via EFT notification to California Department of Technology no later than the end of the calendar month for services billed two months prior.

Rights and Remedies:

1. CALNET Program:
   - 0.5% of total month's SAAF shall be paid to California Department of Technology within 30 calendar days of the missed objective date.
2. Customer:
   - N/A

Bidder understands the Requirement and shall meet or exceed it? Yes

G.13.2.2 Invoicing Accuracy and Completeness

Definition:

The Contractor shall provide detailed, accurate, complete and organized invoices for all CALNET DNCS Services, products and features as required throughout Section G.6, Billing and Invoicing in its entirety.

Measurement Process:

Objective 1: Identification of invoice errors through review.

Tools/Reports/Application Names(s):

Billing and Invoicing (G.6)

Objectives:

Objective 1: 100% invoice accuracy

Rights and Remedies:

1. CALNET CMO:
   - Escalation to the CPM or the Contractor's senior management. The Contractor shall correct invoice errors

within 60 calendar days of the CALNET CMO notification to the Contractor of a disputed invoice.

2. Customer:

- Escalation to the Contractor's Account Manager and/or Escalation to the CALNET CMO. The Contractor shall correct invoice errors within 60 calendar days of the Customer notification to the Contractor of a disputed invoice.

Bidder understands the Requirement and shall meet or exceed it? Yes

G.13.2.3 Report Timeliness and Accuracy (M-S)

Definition:

Each report shall meet all Requirements in accordance with Section G.4, Data Management and Standardization, Section G.10, Management Tools and Reports, and Section G.11, Conversion and shall be provided to the CALNET Program on the date(s) and frequency described in the Sections identified below.

Measurement Process:

Objective 1: The CALNET Program shall confirm that the reports are delivered on or before the agreed upon Due Dates as defined in each Section.

Objective 2: If reports are not complete and/or accurate, the CALNET Program may determine the Contractor has missed the objective date.

Tools/Reports/Application Names(s):

- Service Level Agreement Reports (Section G.10.5) – all reports
- Data Management and Standardization (Section G.4) – all reports
- Conversion (Section G.11) – all reports

Objectives:

Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
Deliver all reports within three Business Days after the mutually agreed or the CALNET Program designated Dates	N/A	Deliver all reports on or before the mutually agreed or the CALNET Program designated Delivery Dates	P

Rights and Remedies:

1. CALNET Program:

   - $1,600 for each late or inaccurate report and $400 per week thereafter for each report until an accurate, complete and timely report is provided by the Contractor.

2. Customer:

   - N/A

Bidder understands the Requirement and shall meet or exceed it? Yes

G.13.2.4 Tools, Reports and Plans Deliverables

Definition:

All Contractor provided tools, reports and plans shall meet the mutually agreed Due Dates in accordance with the Requirements of the Sections listed below.

Measurement Process:

The Contractor and the CALNET Program shall agree in writing to the implementation timeline dates for the tools, reports and plans described in the Sections listed below. Unless otherwise specified in the Sections below, mutually agreed dates shall not exceed six months following:

1. The Contract Award;

Or

2. The Contractor's receipt of their first CALNET IFB Service Request.

Completion shall be determined by the CALNET Program acceptance of the deliverable per the Requirements of the IFB or 45 calendar days

following delivery of the tools, reports or plans unless deemed incomplete by the CALNET Program, whichever comes first.

Tools/Reports/Application Names(s):

- Staffing and Resource Requirements (Section G.2.3)
- Initial Service Catalog Data (Section G.4.6.1)
- Service Catalog Revisions Data (Section G.4.6.2)
- Inventory Data (Section G.4.7.1)
- Services Billed by Charge Type Data (Section G.4.7.3)
- Contractor's CALNET Public Website (Section G.10.1)
- Private Oversight Website (Section G.10.2)
- Trouble Ticket Reporting Tool (Section G.10.4)
- SLA Service Performance Report (Section G.10.5.1)
- SLA Provisioning Report (Section G.10.5.2)
- SLA Catastrophic Outage Reports (Section G.10.5.3)
- Trouble Ticket and Provisioning/SLA Credit Report (Section G.10.5.4)
- Transition-In Status Report (Section G.11.2.3) (if applicable)
- Transition-In Plan, as applicable (Section G.11.2.2)
- Migration-In Plan, as applicable (Section G.11.2.4)
- Migration-Out Status Report (Section G.11.2.6)
- Contractor SLA Management Plan (SOW Technical Requirements Sections 20.4.5, 21.4.5, 22.4.5, 23.5.5, 24.6.5, 25.6.5, 26.5.5, 27.3.5, 29.4.5, and 30.5.8)

Objectives:

All tools, reports and plans shall meet the Requirements in accordance with Section G.4, Data Management and Standardization, Section G.6, Billing and Invoicing, Section G.10, Management Tools and Reports and Section G.11, Conversion, and be 100 % functional and accepted by the State within the mutually agreed dates.

Any additional tools, reports or plans provided by the Contractor shall require a mutually agreed implementation date and will be subject to the objectives and remedies under this SLA.

All replacement tools must be 100 % functional and accepted by the State prior to discontinuance of previously accepted tools. Discontinuance date of previously accepted tool or report shall be considered the Due Date.

Rights and Remedies:

1. CALNET Program:

   - The Contractor shall pay the CALNET Program $2,000 for each tool, report or plan delivered one Business Day after the Due Date and $1,000 per week thereafter until provided to, and accepted by, the CALNET Program.

2. Customer:

   - N/A

Bidder understands the Requirement and shall meet or exceed it? Yes

G.13.2.5 Tool Availability (M-S)

Definition:

The percentage of time a CALNET DNCS tool is fully functional and available for use each calendar month.

Measurement Process:

The CALNET Program shall report any service affecting tool failure or problem to the Contractor through:

1. Email notification to the CPM or the Contractor assigned point of contact. The start time will be based on the Customer email time stamp and the stop time will be based on email notification of resolution of the failure;

Or

2. The Contractor's Trouble Ticket Reporting System. The start time will be based on the opening of a trouble ticket and the stop time will be based on resolution of the failure. The tool is unusable during the time the ticket is recorded as open until notification of tools restoration.

When the CALNET Program determines the issue is not resolved, Outage Duration shall be adjusted to reflect actual Unavailable Time.

The Availability Percentage shall be based on the accumulated total of Unavailable Time derived from all email notifications or trouble tickets closed, per calendar month per tool. The monthly Availability Percentage equals the Scheduled Uptime per month less Unavailable Time per month divided by Scheduled Uptime per month multiplied by 100. Scheduled Uptime is based on 24 times the number of days in the month.

Stop clock conditions as described in the SLA Management Plan in the SOW Technical Requirements (Sections 20.4.7, 21.4.7, 22.4.7, 23.5.7, 24.6.7, 25.6.7, 26.5.7, 27.3.7, 29.4.7, and 30.5.8.6) shall apply.

Tools/Reports/Application Names(s):

- Billing and Invoicing (Section G.6)

Objectives:

Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
100% functional 95% of the time for each tool, measured on a monthly basis	100% functional 98% of the time for each tool, measured on a monthly basis	100% functional 100% of the time for each tool, measured on a monthly basis	S

Rights and Remedies:

1. CALNET Program:

    - $2,000 per month, per tool

2. Customer:

    - Escalation to the CALNET Program

Bidder understands the Requirement and shall meet or exceed it? Yes

INVITATION FOR BID

IFB C4DNCS19
Data Networks and Communications Services

FOR CATEGORIES 20 – 30

APPENDIX A

SOW GLOSSARY

July 2, 2020

Addendum #9

Issued by:

STATE OF CALIFORNIA

California Department of Technology

Statewide Technology Procurement

PO Box 1810

Rancho Cordova, CA 95741

ADDENDUM LOG

Addendum #	Date	Addendum Description
3	12/5/19	Added Term "Fully Functional"
5	1/14/20	Added Category 30 to Title Page.
8	6/12/20	Modified Outage Duration Definition
9	7/2/20	Modified Outage Duration Definition

APPENDIX A – GLOSSARY

The following words and phrases, when used in the IFB, Statement of Work (SOW) or the Contract, shall have the indicated meanings. (Terms capitalized within a particular definition are defined elsewhere within the IFB, Statement of Work or the Contract.)

"24x7" shall mean 7 days a week, 24 hours per day.

"ACTUAL ARRIVAL DATE" Shall mean Contractor technician's actual date of arrival on Customer premise reported in the Trouble Ticketing Reporting and Tracking System.

"ACTUAL ARRIVAL TIME" Shall mean Contractor technician's actual time of arrival on Customer premise reported in the Trouble Ticketing Reporting and Tracking System Military time or equivalent.

"ACCEPTANCE TESTS" shall mean those tests performed during the Performance Period which are intended to determine compliance of equipment and software with the specifications and all other Attachments incorporated herein by reference.

"ADJUSTMENTS" shall mean credits or debits on an account or invoice to correct previous billing, including Service Level Agreements (SLAs) credits.

"AFFILIATE" shall mean any entity, employees, directors, partners, joint venture participants, parent corporations, subsidiaries, or any other person that, directly or indirectly, controls, is controlled by, or is under common control of the Contractor, whether through ownership of more than fifty percent of the voting securities, by contract, managing authority or otherwise.

"AGREEMENT" shall have the same meaning as "SOW", "CALNET DNCS" and "Contract" and the terms shall be used interchangeably.

"AVAILABILITY PERCENTAGE" except as otherwise defined in a Service Level Agreement, shall mean the Scheduled Uptime less Unavailable Time divided by Scheduled Uptime multiplied by 100.

"AVERAGE DAILY USAGE COST (ADUC)" shall mean the method of calculating rights and remedies for usage-based outages. ADUC shall be derived by

dividing the Customer's total Business Day usage (i.e., minutes, calls) in the month prior in which the failure occurred by the number of Business Days in the month prior in which the failure occurs. This will produce a daily average of Business Days usage. The daily average of Business Day usage shall then be multiplied by the unit charge for the associated service to produce an average daily cost of the service for the current month. ADUC rights and remedies will be a number of those average daily costs adjusted back to the Customers impacted by the service outages.

"BAN" shall mean a unique Billing Account Number used to designate a Customer or Customer location that will be billed, which can represent multiple BTNs, Circuit IDs, or WTNs.

"BID" shall mean an offer made in response to the IFB to perform a contract for services and/or features described in the IFB in accordance with the terms and conditions provided in the Contract.

"BIDDER" shall mean a supplier who submits a Bid to the State in response to the IFB.

"BTN" shall mean a specific Billing Telephone Number recorded by the switch on a Call Detail Record identifying the party to be billed for the call.

"BUSINESS DAY" shall mean 7:00 a.m. to 4:59 p.m. Pacific Time, Monday through Friday, excluding State observed holidays.

"CALL DETAIL RECORD" shall mean usage information related to a telephone call or communication session. This information identifies the origination and destination address of the call, time of day the call was connected, added toll charges through other networks, and duration of the call.

"CALNET 3" shall mean the Contracts resulting from IFB STPD 12-001-A & 12-001-B.

"CALNET DNCS" shall mean the Contracts resulting from IFB C4DNCS19.

"CALNET CMO" shall mean the CALNET Contractor Management Organization.

"CAT" shall mean a type of Catastrophic Outage.

"CATALOG ID" shall mean an identifier assigned to each Product ID that is unique for the Contractor, Contract and Category.

"CATALOG IDENTIFIER" shall mean Circuit ID/Service ID: A unique identifier assigned to each service ordered by a Customer. Examples of a Circuit ID or Service ID are an access circuit number or a telephone number.

"CATEGORY" shall mean the CALNET Category number from which the Service has been procured. This is not the procurement contract number.

"CHANGE DATE" shall mean the actual date the Contractor completes the service/feature move, add, change, or delete as deemed acceptable by the Customer.

"CHANGE TYPE" shall mean type of service/feature change processed by the Contractor per the Customer's Service Request. This is either a move, add, change, or delete.

"COMMERCIALLY AVAILABLE AREA" shall mean the geographic area in which the Contractor currently offers or provides the specific service to the public or any government organization.

"CONSULTATIVE BUSINESS ASSISTANCE" shall mean presales engineering and consultation on selection of products provided to the Customer to ensure a clear understanding of service offerings.

"CONTRACT" shall mean the State of California Standard Agreement, the SOW and the Bidder's Proposal to the IFB together incorporating all attachments thereto (including any terms and conditions), documents incorporated therein by reference, any purchase order, and all regulatory filings made pursuant thereto for the applicable services. The term "Contract" shall have the same meaning as "Agreement" and "CALNET DNCS" and the terms shall be used interchangeably.

"CONTRACT AWARD" shall mean the award of the Contract resulting from IFB C4DNCS19.

"CONTRACTOR ID" shall mean the unique identifier for the Contractor as provided by CALNET Program.

"CONTRACT TERM" shall mean the time span beginning with the Contract Award and ending with the termination of the Contract, including Contract extensions when executed by the State.

"CONTRACTOR" shall have the meaning given it in Section 1, Definitions, of the General Provisions – eVAQ.

"CONTRACTOR PERSONNEL" shall mean, at a given time during the Term, all employees, agents and representatives of the Contractor, or of Subcontractors of the Contractor, who are then assigned or performing responsibilities in connection with providing the services under the Contract.

"CONVERSION" shall mean Transition, Migration and Transfer as described herein.

"CUSTOMER PREMISE EQUIPMENT (CPE)" shall mean Customer owned telecommunications Equipment located at a Customer location.

"CUSTOMER" shall mean any authorized Entity that is utilizing services and/or features from the Contract.

"**CUSTOMER ACCEPTANCE**" shall mean written acknowledgement by the authorized Customer that the service is one-hundred percent operational for use as documented by the Customer or the Contractor. If there is a discrepancy between the Customer's acceptance date and the Contractor's acceptance date, the Customer's acceptance date shall prevail.

"CUSTOMER CODE" shall mean the unique code for each Customer that is up to five characters long.

"CUSTOMER CONTACT" Shall mean the name of Customer responsible for acting as a point of contact for CALNET service issues reported to the Trouble Ticketing Reporting and Tracking System.

"CUSTOMER CONTACT INFORMATION" Shall mean the telephone number or email address for the Customer Contact.

"CUSTOMER ID" shall mean unique identifier assigned to each Customer as provided by the State.

"CUSTOMER NAME" Shall mean the Customer name as defined in the SOW Business Requirements, Section G.4.1, *Customer Naming Conventions*.

"DAYS PD" shall mean the number of calendar "days past due" from date of written order confirmation notification.

"**DELIVERABLES**" shall have the meaning given it in Section 1, *Definitions,* of the General Provisions – eVAQ.

"DELIVERY DATES" shall mean the standard interval and negotiated dates specified by the State or the Customer for the delivery of services and/or features by the Contractor.

"DUE DATE" shall mean the actual date the Contractor and the Customer mutually agree service order will be completed in accordance with Provisioning SLA sections in each Category Technical Requirements solicitation.

"DVBE" shall mean a Disabled Veterans Business Enterprise.

"END-USER" shall mean an individual within an Entity that is receiving Services and/or features provided under the Contract.

"ENTITY" (or "ENTITIES") shall mean a tax supported public organization(s) empowered to expend public funds to purchase services and/or features from the Contract.

"**EQUIPMENT**" shall have the meaning given it in Section 1, Definitions, of the General Provisions – eVAQ.

"FACILITIES" shall mean outside plant, cable, capacity, and Telecommunications sites and/or systems provided by either the State or the Contractor.

"FEATURE NAME" shall mean the Feature Name in the Bidder's Catalog A & Technical SOW.

"FULLY FUNCTIONAL" shall mean the service is working correctly or as expected in every way.

 "FORM 20" shall mean the State's Telecommunications Service Request form (also referred to as STD. 20 or Form STD. 20).

"GENERAL PROVISIONS - eVAQ" shall mean the CALNET General Provisions - eVAQ. When reference is made to a Section of the General Provisions, without mention of or contextual reference to a specific Category, such reference is to the General Provisions of each Contract.

"IFB" shall have the meaning given in Section 1, Definitions, of the General Provisions - eVAQ.

"ILECS" shall mean Incumbent Local Exchange Carriers.

"INCLUDE" or "INCLUDING", whether or not capitalized, shall not be construed as terms of limitation.

"INDIVIDUAL PRICE REDUCTIONS" or "IPR" shall mean the reduction in the pricing of Services provided to an individual Customer pursuant to the methodology described in the SOW Business Requirements Section G.9.1.

"INSTALLATION DATE" shall mean the date specified in the scope of work and/or a Service Request by which the Contractor must have the ordered service and/or feature ready (certified) for use by the State.

"**INVOICE DATE**" shall mean the date the invoice was issued by the Contractor.

"KEY PERSONNEL" shall mean the Contractor or Subcontractor personnel identified as such in the SOW Business Requirements Section G.2.3.

"MANAGED SERVICE" shall include all components required to deliver the services and/or features that are owned and maintained by the Contractor.

"MEAN TIME TO REPAIR (MTTR)" except as otherwise defined in a Service Level Agreement, shall mean the average expected or observed time required to repair a service or feature and return it to normal operation.

"MIGRATION" or "MIGRATE" shall mean as described in the SOW Business Requirements, Section G.11.1.2.

"MIGRATION-IN PLAN" shall mean as described in the SOW Business Requirements, Section G.11.2.4.

"MIGRATION-OUT PLAN" shall mean as described in the SOW Business Requirements, Section G.11.2.6.

"OUTAGE DATE" shall mean the actual date Contractor trouble ticket was opened by either the Contractor or the Customer.

"OUTAGE DURATION" shall mean the total minutes measured from when a trouble ticket is opened until the service fully is restored and deemed acceptable to the State.

"PHYSICAL TRANSITION" shall mean that existing equipment will be changed and will require coordination with the Customer prior to the billing Transition. Physical Transition may include a change to the Monthly Recurring Charge (rate).

"PRIMARY BIDDER" shall mean the sole responsible party for the successful performance of all Subcontractors and support services offered in response to this bid, and is the sole point of contact regarding all contractual matters.

"PRODUCT IDENTIFIER" or **"PRODUCT ID"** shall mean a unique Contractor-defined code specific to the service or feature name as included in the Bidder's response to the Technical Requirements. If a bundled set of features are offered together at a single price as an Unsolicited Item, a unique Product ID shall be assigned to represent the bundle. Product IDs in the Bidder's response to the Technical Requirements shall not reoccur or appear in any other CALNET DNCS solicitation unless pricing is the same. Product Identifiers should be 25 characters or less.

"PROVISIONING" shall mean new service or service moves, adds, changes, and deletes.

"PROVISIONING PERIOD" shall mean the month the Contractor reports service orders in accordance with the SOW Sections 20.6.8, 21.6.8, 22.5.8, 23.5.8, 24.6.8, 25.6.8, 26.5.8, and 27.3.8.

"PROVISIONING R&R %" shall mean the Rights and Remedies percentage credited or refunded for Provisioning SLAs as detailed in SOW sections 20.6.8.12, 21.6.8.9, 22.5.8.6, 23.5.8.9, 24.6.8.9, 25.6.8.9, 26.5.8.7, and 27.3.8.7. The Provisioning SLA Rights and Remedies percentage will reflect "50%" if the individual objective is missed per order and "100%" if Monthly Completion percentage objective is missed per service per month.

"QUALITY OF SERVICE (QoS)" shall mean the ability to assign different priority to different applications or traffic flows. In the context of wide area networking, QoS is typically implemented via Class of Service (CoS).

"QUANTITY" shall mean the total number of billable units for the specified Product ID in the reporting month.

"R&R %" shall mean the Rights and Remedies percentage credited or refunded per SOW Technical Requirements SLA Sections 20.6.8, 21.6.8, 22.5.8, 23.5.8, 24.6.8, 25.6.8, 26.5.8, and 27.3.8.

"RATE-ONLY TRANSITION" shall mean that the Monthly Recurring Charge (rate) may change due to the Transition from one contract to the next awarded contract.

"REQUIREMENT" shall mean the business, technical, and administrative specifications and Deliverables established by the State throughout the IFB.

"RESTORE DATE" shall mean the actual date the Customer Service was restored, accepted and documented in the Contractor's trouble ticket.

"RESTORE TIME" or **"RESTORAL TIME"** shall mean the actual time of day the Customer Service was restored, accepted and documented in the Contractor's trouble ticket.

"RESTORAL" shall mean the return of the service to the original, normal, fully functional, or unimpaired condition.

"REPORTED TROUBLE" Shall mean the written explanation of the trouble reported by the Customer in the Trouble Ticket Reporting System.

"RESTORAL ACTIVITY PERFORMED" Shall mean the written chronological explanation and timestamp of the Contractor's trouble shooting and restoration activities provided in Contractor's trouble ticket.

"SCC MINUTES" Shall mean the total Stop Clock Condition duration in minutes applied per trouble ticket SOW Technical Requirements Sections 20.6.7, 21.6.7, 22.5.7, 23.5.7, 24.6.7, 25.6.7, 26.5.7, and 27.3.7.

"SCHEDULED UPTIME" shall mean the total time duration less time required for scheduled maintenance or scheduled upgrades.

"SCOPE OF WORK" shall mean description of work as mutually agreed upon by the Contractor and the Customer (or the CALNET CMO) that is included as an attachment to Service Requests, or Coordinated or Managed Project document.

"SERVICE MONTH" shall mean the calendar month the service and/or feature is provided or moved, added, changed, or deleted.

"SERVICE REQUEST" shall mean the document used to order (also includes moves, adds, changes or deletes) CALNET DNCS Services such as a Form 20, STD. 65 or other Entity authorized procurement document.

"SERVICE TYPE" shall mean the name of the service grouping as defined in each table heading of the Bidder's Catalog A.

"SLA" shall mean the name of Service Level Agreement. The Contractor shall provide the SLA name as it appears in the Category solicitation when the trouble ticket failure qualified for and Contractor applied rights and remedies under the named SLA.

"SLA APPLIED" shall mean a "Yes" or "No" indicating if individual provisioning SLA applies.

"SLA REPORT PERIOD" shall mean the month and year for all trouble tickets reported in accordance with Service Level Agreement (SLA) Reports Naming Convention).

"SR DATE" shall mean the date the service request for the service/feature move, add, change, or delete was submitted.

"SR NUMBER" shall mean the Entity's service request number as provided on the Telecommunications Service Request.

"STATE" shall have the meaning given it in Section 1, *Definitions,* of the General Provisions – eVAQ.

"STATEMENT OF WORK" shall mean the Requirements contained in the CALNET DNCS solicitation documentation (i.e. RFQP, RFP, IFB) and the Bidder's response to meet the program Requirements in the solicitation as stated/offered in the Bidder's proposal.

"STATUS" Shall mean the Contractor trouble ticket status.

"STOP CLOCK CONDITIONS (SCC)" shall mean the Stop Clock Condition name in the Contractor's trouble ticket system in the SLA language in each Category solicitation.

"**SUBCONTRACTOR**" shall mean any party that is contracting with the Contractor to perform/provide Services and/or features on behalf of the Contractor.

"TERM" shall have the meaning given it in Section 5, Irrevocable Offer, of the General Provisions - eVAQ.

"TICKET #" shall mean the Contractor's trouble ticket number.

"TICKET CLOSE DATE" shall mean the actual date Contractor trouble ticket was closed by Contractor.

"TICKET CLOSE TIME" shall mean the time Actual time of day Contractor trouble ticket was closed by Contractor.

"TICKET OPEN DATE" shall mean the actual date the Contractor trouble ticket was opened by either the Contractor or the Customer.

"TICKET OPEN TIME" shall mean the actual time of day the Contractor trouble ticket was opened by either the Contractor or the Customer.

"TOTAL MONTHLY RECURRING CHARGES" or "TMRC" shall mean the monthly recurring charges for the transport and service including all feature charges that comprise the total monthly reoccurring cost per service.

"TOTAL SLA CREDITS" shall mean the total amount being credited to the Customer.

"TRANSFER" shall mean as described in the SOW Business Requirements, Section G.11.1.3.

"TRANSITION" shall mean as described in the SOW Business Requirements, Section G.11.1.1.

"TRANSITION-IN PLAN" shall mean as described in the SOW Business Requirements, Section G.11.2.2.

"UNAVAILABLE TIME" shall mean the total minutes from when a trouble ticket is opened until the problem is restored and deemed acceptable by the Customer minus Stop Clock minutes.

"USAGE CHARGES" shall mean charges for services that are billed on a per-use basis linked to a Contract Product Identifier.

"WTN" shall mean the Working Telephone Number or End-User telephone number.

IFB C4DNCS19
Data Networks and Communications Services

FOR CATEGORIES 20 – 30

APPENDIX B

INDIVIDUAL PRICE REDUCTION AGREEMENT

January 14, 2020

Addendum #5

Issued by:

STATE OF CALIFORNIA

California Department of Technology

Statewide Procurement

PO Box 1810

Rancho Cordova, CA 95741

Disclaimer: The original PDF version and any subsequent addendums of the IFB released by the Procurement Official of this Bid remain the official version. In the Trouble ticket reports for specifications or provisions, which constitute the Contract, the official State version of the IFB in its entirety shall take precedence.

CALNET INDIVIDUAL PRICE REDUCTION AGREEMENT (IPRA)

Submission Date:	
Contractor Name:	
CALNET STD 213 Agreement Number:	
Customer/Entity Name:	
IPR Type *(Select one):*	☐Standard IPR ☐Duration IPR Duration Term: *(The reduced pricing shall remain in effect after the IPR duration end date and shall continue through the Contract Term).*

This Individual Price Reduction Agreement (IPRA) obligates the Contractor to provide the Customer rate reductions for CALNET services in accordance to the CALNET SOW Business Requirements Section, Individual Pricing Reductions (IPR). **The service rate(s) for Standard or Duration shall become effective upon Customer approval of this IPRA.** The reduced rates shall remain in effect through the term of the Contract and includes any State exercised Contract extension(s) or, upon Customer service cancellation, or additional rate reductions that occur in accordance to the Contract identified within this IPRA**.** Upon execution of this IPRA, the Contractor shall provide a copy of this signed document to California Department of Technology (CDT), CALNET Program at CALNETSupport@state.ca.gov.

Description of Contract Service(s) *(when applicable)*:	

IPR Service rate(s):

Insert Category or Subcategory and Section Number
(complete a separate table for each Category or Subcategory):

Feature Name	Product Identifier	Current NRC	Proposed IPR NRC	% Discount for NRC	Current MRC	Proposed IPR MRC*	% Discount for MRC

Service address(es) where reduced rate(s) apply:
(Use additional pages as necessary and attach to the IPRA document.)

The undersigned Contractor and Customer/Entity, upon execution of this IPRA, certifies each has received, reviewed and concurs to the IPRA proposed rate(s) applicable to the Service(s) described herein above.

_____   _____
(Contractor name)   (Customer/Entity Name)

Signed: *Signed:*
_____   _____

Print Name: *Print Name*
_____   _____

Title: *Title:*
_____   _____

Date Signed   *Date Signed*
_____   _____

INVITATION FOR BID

IFB C4DNCS19

Data Networks and Communications Services

FOR CATEGORIES 20-30

APPENDIX C

DATA GUIDELINES

January 14, 2020

Addendum #5

Issued by:

STATE OF CALIFORNIA

California Department of Technology

Statewide Technology Procurement

PO Box 1810

Rancho Cordova, CA 95741

ADDENDUM LOG

Addendum #	Date	Addendum Description
2	11/22/19	Modified Table 1.3.5.a Summary of Expenditures by Service Report to align with existing CALNET contracts.
3	12/5/19	Updated Cover Page Modified language in Section 1.3.3.
5	1/14/20	Added Category 30 to Title Page. Modified language in Section 1.3.3. Modified Table 1.3.4.a - Charge Type Description.

Table of Contents

1.1 Introduction

1.1.1 Document Purpose

The purpose of the CALNET Data Guidelines is to define the data specifications for standardized and regularly submitted reports related to the IFB C4DNCS19 SOW Business Requirements, Service Catalog Data (G.4.6), and Management and Oversight Compliance Data (G.4.7). These CALNET Data Guidelines provide data requirements for Contractors to follow in order to meet contract-reporting compliancy. Each data file format defines detailed specifications that include predefined field names, field definitions, field order, field formats, reporting frequency, and method of delivery.

1.1.2 Data Exchange

The Contractor shall support the data exchange methods described below for standardized data and reports. The method of data exchange for standardized data/reports shall be one of the following as agreed upon between the Contractor and the State.

1. Secure File Transfer Protocol (SFTP).

2. Pipe-Separated Value (PSV) exchanged via a server operated by or on behalf of the State.

3. CALNET Program will work with the Contractor to finalize security requirements.

4. CALNET data management system File Upload Process.

   Contractors shall be required to use the CALNET data management system File Upload User Interface to submit their data as zipped text files. Instructions on using the CALNET data management system will be provided separately.

5. Other Methods of Exchange

   The Contractor shall provide CALNET data and reports through a private portal, secured email, encrypted USB drive or other media sources as requested by the CALNET CMO.

1.1.3 Data File Labeling Convention

Unless requested otherwise by the CALNET CMO, Contractors shall use the following File Labeling Convention on all reports defined within the CALNET Data Guidelines:

FORMAT: Con_cyc_filenamemmddyyyy.extt

Table 1.1.3.a - Data File Labeling Convention

Report Label	Chars	Description
Con	2	Unique Contractor Code assigned to the Contractor and provided by the CALNET Program
underscore	1	"_"
Cyc	2	Two character cycle assigned by the State to represent the phase of CALNET Procurement that the contract is a part of Example: C4
underscore	1	"_"
filename	10	The report name as defined within each specific report specifications within this CALNET Data Guidelines Examples: CNSRVCATA1, MSRVORDERS, and MSRVBILCHG
mmddyyyy	8	File Creation Date (the date the report was completed)
.extt	varies	File Extension identifying the file format (file format is defined within each specific report specifications) Examples: "txt" – delimited text file; "zip" – zipped file; "xlsx" – Microsoft Excel file; and "accdb" – Microsoft Access file

EXAMPLE: 01_C4_MSRVBILCHG08012019.ZIP

1.1.4 Data File Structure and Data Formatting

Contractors shall meet the following requirements on data defined within these CALNET Data Guidelines, unless otherwise directed by the CALNET CMO:

1. Data provided as text files shall be formatted with all data fields delimited by pipes ("|") on both header and data records.

2. Data that is not provided as text files shall be formatted in MS Excel, MS Access, or other format, as defined and requested by the CALNET CMO;

3. All data records in text files (including the header record) shall end with a <CR><LF>, except the trailing or last record;

4. The first record of each text file or report shall be a required header record that labels the columns using the field order and data field names as detailed in the Data Record Definition for each data file or report;

5. Data records shall immediately follow the header record. The formatting of data records shall be defined within the Data Record Definition for each data file or report;

6. A summary record may be required as the last record of reports as defined within the individual report specifications;

7. The Contractor shall not include any subheadings or subtotals on Management and Oversight Compliance Data;

8. The Contractor shall convert "Percentage" or "Currency" data fields to a "Decimal" value before submitting to the CALNET Program.

9. Blank data fields shall contain a delimited placeholder, and;

10. The Contractor shall populate data fields based on what is coded in the "populate" ("Pop") column of the Data Record Definition for each data file or report. The "Pop" column is coded as described in Table 1.1.4.a.

Table 1.1.4.a - Population Column Data Record Definitions

Pop Column	Description
R	REQUIRED: Field must always be populated
A	IF APPLICABLE: Field must be populated if it is applicable to the Service Type and Feature Name

Pop Column	Description
N	Field shall never be populated for the specified scenario

1.2 Service Catalog Data

Initial Service Catalog data and any subsequent changes to Service Catalog data shall be provided to the CALNET Program in text file format. Service Catalog data shall be formatted as two text files as described below.

The Service Catalog Data shall be provided as follows:

1. Initial Service Catalogs (upon award); and,

2. Service Catalog Revisions (ongoing with each approved amendment or change to the Service Catalog).

1.2.1 Catalog ID

The CALNET Program requires a unique Catalog ID for each product line item when providing Service Catalog Data. The Catalog ID shall be max 16 character field generated by the Contractor and shall adhere to the following concatenated field format/convention:
Format: ConID_SubcategoryID_Sequence Number

Table 1.2.1.a - Catalog ID Format Convention

Catalog ID 16 Chars	Chars	Description
Con	2	Unique Contractor Code assigned to the Contractor and provided by the CALNET Program
underscore	1	"_"
Subcategory ID	4	The Subcategory/Subcategory ID translation is as follows: 20.0 = 2000 21.0 = 2100 22.0 = 2200 23.0 = 2300 24.0 = 2400 25.0 = 2500 26.0 = 2600 27.0 = 2700

Catalog ID 16 Chars	Chars	Description
		28.0 = 2800
underscore	1	"_"
Sequence Number	8 (max)	Unique sequence number for the product line item in the Contractor's Service Catalog assigned by the Contractor

1.2.2 Initial Service Catalogs

Filenames: CNSRVCATA1, CNSRVCATA2

File Description: The Contractor shall provide the Initial Service Catalogs after CALNET CMO approval of the published Catalog. These initial Service Catalog data files will contain the complete suite of services and products along with descriptions and pricing as listed in Catalog A.

The first file, CNSRVCATA1, shall contain the high level Service description information. The second file, CNSRVCATA2, shall contain all product specific information including product descriptions and pricing. The information shall be taken from the approved Catalog A and propagated into data text files as defined below.

File Frequency: One time, within 30 calendar days of contract award.

File Format: Pipe "|" delimited text file (zipped).

Data Record Definition: The following data fields shall be included as columns on each data record in the order specified and follow data field specifications as detailed below:

Table 1.2.2.a – CNSRVCATA1 Service Catalog Part 1

Field Order	Data Field Name	Description	Pop	Max Field Length	CNSRVCATA1 Data Type and Format
1	Category	CALNET Category number from which service has been procured	R	2 digits	**Number:** <99> Where <99> is up to 2 digits (exclude leading zeros)
2	Subcategory	CALNET Subcategory number from which the Service has been procured.	R	4 digits	**Numeric:** (M, D) Where <M> is the maximum number of digits(4) and <D> is the maximum number of digits to the right of the decimal point (2) **Categories without Subcategories:** <Category > 0 Examples: 20.0, 21.0
3	Section Number	The number of the service grouping as defined in each table heading of the Contractor's Catalog A.	R	25 chars	Text
4	Service Type	The name of the service grouping as defined in each table heading of the Contractor's Catalog A.	R	500 chars	Text

Field Order	Data Field Name	Description	Pop	Max Field Length	CNSRVCATA1 Data Type and Format
5	Service Description	This field is non-applicable for IFB C4DNCS19 Contracts and should be left blank.	A	5000 chars	Text
6	Geographic Availability	This field is non-applicable for IFB C4DNCS19 Contracts and should be left blank.	A	5000 chars	Text
7	Service Limitations	This field is non-applicable for IFB C4DNCS19 Contracts and should be left blank.	A	5000 chars	Text
8	Change Charge Applicability	This field is non-applicable for IFB C4DNCS19 Contracts and should be left blank.	A	2000 chars	Text

Table 1.2.2.b - CNSRVCATA2 Service Catalog Part 2

Field Order	Data Field Name	Description	Pop	Max Field Length	CNSRVCATA2 Data Type and Format
1	Category	CALNET Category number from	R	2 Digits	**Number:** <99>

Field Order	Data Field Name	Description	Pop	Max Field Length	CNSRVCATA2 Data Type and Format
		which the service has been procured.			Where <99> is up to 2 digits (Exclude leading zeros)
2	Subcategory	CALNET Subcategory number from which the Service has been procured.	R	4 Digits	**Numeric:** (M, D) Where <M> is the maximum number of digits (4) and <D> is the maximum number of digits to the right of the decimal point (2) **Categories without Subcategories:** <Category > 0 Examples: 20.0, 21.0
3	Section Number	The number of the service grouping as defined in each table heading of the Contractor's Catalog A.	R	25 chars	Text
4	Service Type	The name of the service grouping as defined in each table heading of the Contractor's Catalog A.	R	500 chars	Text
5	Subservice Type	The name of the service subgrouping as defined in the subheading within the table for the Service Type as part of	A	500 chars	Text

Field Order	Data Field Name	Description	Pop	Max Field Length	CNSRVCATA2 Data Type and Format
		the Contractor's Catalog A.			
6	Catalog ID	Contractor generated unique ID assigned to each product line item in the Contractor's Service Catalog A.	R	16 chars	Text (Refer to Section 1.2.1 for specific format)
7	Line Item Number	A unique sequential number assigned to the specific line that each Product ID resides on within each service grouping table in Contractor's Catalog A.	R	10 chars	Text
8	Feature Name	The Feature Name as included in the Contractor's Catalog A.	R	500 chars	Text
9	Product ID	A unique Contractor-defined code specific to the service or feature name as included in the Contractor's Catalog A.	R	25 chars	Text
10	Feature Description	he Feature Description as included in the	A	5000 chars	Text

Field Order	Data Field Name	Description	Pop	Max Field Length	CNSRVCATA2 Data Type and Format
		Contractor's Catalog A.			
11	Feature Restrictions	The Feature Restrictions as included in the Contractor's Catalog A.	A	5000 chars	Text
12	Contract NRC	A One-time Non-Recurring Charge (NRC) per Product ID excluding any Admin Fee as included in the Contractor's Catalog A. NOTE: if this field is populated, Contract NRC Description is not populated).	A	20 digits	**Numeric:** (M, D) Where <M> is the maximum number of digits(20) and <D> is the maximum number of digits to the right of the decimal point (4) and <D> varies 2 to 4 digits Remove: "$" Example: $15.95 convert to 15.95
13	Contract NRC Description	A description of the Contract NRC when it is other than a currency value as included in the Contractor's Catalog (e.g. ICB, cost plus xx percentage, percentage discount off mfg. list). NOTE: if this field is populated, Contract NRC is not populated.	A	100 chars	Text
14	Contract MRC	The Monthly Recurring Charge	A	20 digits	**Numeric:** (M, D)

Field Order	Data Field Name	Description	Pop	Max Field Length	CNSRVCATA2 Data Type and Format
		(MRC) per Product ID excluding any Admin Fee as included in the Contractor's Catalog A. NOTE: if this field is populated, Contract MRC description is not populated.			Where <M> is the maximum number of digits (20) and <D> is the maximum number of digits to the right of the decimal point (4) and <D> varies 2 to 4 digits and <D> varies 2 to 4 digits Remove: "$" Example: $15.95 convert to 15.95
15	Contract MRC Description	A description of the Contract MRC when it is other than a currency value as included in the Contractor's Catalog A (e.g. IPR, cost plus xx percentage, percentage discount off mfg. list). NOTE: if this field is populated, Contract MRC is not populated.	A	100 chars	Text
16	Customer MRC	This field is non-applicable for IFB C4DNCS19 Contracts and should be left blank.	A	20 digits	**Numeric:** (M, D)
17	Customer MRC Description	This field is non-applicable for IFB C4DNCS19	A	100 chars	Text

Field Order	Data Field Name	Description	Pop	Max Field Length	CNSRVCATA2 Data Type and Format
		Contracts and should be left blank.			
18	Unit of Measure	Unit of Measure for the Product ID as included in the Contractor's Catalog A.	R	50 chars	Text
19	Change Charge	A charge applied to a Product ID for an authorized move, add or change as identified in the Contractor's Catalog A. NOTE: If this field is populated, Change Charge Description is not populated.	A	20 digits	**Numeric:** (M, D) Where \<M\> is the maximum number of digits (20) and \<D\> is the maximum number of digits to the right of the decimal point (4) and \<D\> varies 2 to 4 digits Remove: "$" Example: $15.95 convert to 15.95
20	Change Charge Description	A description of the Change Charge when it is other than a currency value as included in Catalog A (e.g. IPR). NOTE: if this field is populated, Change Charge is not populated.	A	1000 chars	Text
21	Delegation Required	Designates whether the Service or Feature requires delegation as	R	100 chars	Text

Field Order	Data Field Name	Description	Pop	Max Field Length	CNSRVCATA2 Data Type and Format
		identified in the Contractor's Catalog B			
22	Required or Discretionary	Designates whether the Service or Feature is required or discretionary as identified in the Contractor's Catalog B	R	100 chars	Text

1.2.3 Service Catalog Revisions
Filenames: CNSRVCATA1, CNSRVCATA2

File Description: The Contractor shall provide a reporting of any revisions made to their Service Catalogs within 30 calendar days of the effective date of any approved amendment and/or CALNET CMO approved change of the published Catalog. These Service Catalog files shall be the identical format of the Initial Service Catalog text files and contain the complete catalog information including any additions, changes, or deletions to service and product information. This Service Catalog data shall replace existing Service Catalog data in the CALNET data management system and reflect the most current, approved, and published Service Catalog information.

File Frequency: Within 30 calendar days of the effective date of any amendment.

File Format: Pipe " | " delimited text file (zipped).

Data Record Definition: The data fields, format, and order included on each data record shall follow the same data field specifications as detailed in the Initial Service Catalog text files.

1.3 Management and Oversight Compliance Data
The CALNET CMO monitors the CALNET Program to ensure CALNET services are managed and accounted for on a monthly basis. The Management and Oversight Compliance Data the Contractor is required to provide are defined in this Section.

1.3.1 Customer Names and Customer Codes

The Contractor shall populate Management and Oversight Compliance Data with Customer Names and Customer Codes as identified on the CALNET maintained list.

1.3.2 Inventory

Filename: MSRVINVTRY

File Description: The Inventory compliance data file shall represent a snapshot of the total inventory on the last day of the reported Service Month. The Inventory data file includes all products and features, including zero dollar items (those items that are not billed).

File Frequency: As requested by the State (not to exceed once per quarter per calendar year)

File Format: Pipe "|" delimited text file (zipped)

Data Record Definition: The following data fields shall be included as columns on each data record in the order specified and follow data field specifications as detailed in Table 1.3.2.a:

Table 1.3.2.a - MSRVINVTRY Data Field Convention

Field Order	Data Field Name	Description	Pop	Max Value	MSRVINVTRY Data Type and Format
1	Contractor Code	A unique identifier assigned to each CALNET Contractor and provided by the CALNET Program.	R	2 chars	Text
2	Service Month	The calendar month the service and/or feature is provided or moved, added, changed, or deleted.	R	7 chars	**Date:** MM/YYYY
3	Contract ID	The Contract agreement number issued on the form STD 213	R	30 chars	Text

Field Order	Data Field Name	Description	Pop	Max Value	MSRVINVTRY Data Type and Format
		for each Contractor.			
4	Service Offering	An acronym assigned by the CALNET Program to represent the Service Offering.	R	10 chars	Text **Example:** LEG
5	Customer Code	Unique identifier for the Customer as provided by the CALNET Program.	R	5 chars	*Text:* <XXXXX> Must include leading zeros **Example:** 00028
6	Customer Name	Customer name as identified and provided by the CALNET Program.	R	100 chars	Text
7	Sector	The Customer's sector of government as provided by the State.	R	20 chars	Text **Example:** State
8	Subsector	The Customer's Subsector of government as provided by the State.	R	25 chars	Text **Example:** Executive
9	BAN	A unique Billing Account Number used to designate a Customer or Customer location that will be billed, which can represent multiple BTNs, Circuit IDs, or WTNs.	R	50 chars	Text
10	BTN	A specific Billing Telephone Number recorded by the switch on a Call Detail Record	A	50 chars	Text

Field Order	Data Field Name	Description	Pop	Max Value	MSRVINVTRY Data Type and Format
		identifying the party to be billed for the call.			
11	Service ID Type	The type of Service ID (i.e. WTN, CKT, etc.).	A	10 chars	Text
12	Service ID	A unique identifier assigned to each service ordered by a Customer. Examples of a Service ID are an access circuit number or a telephone number.	A	100 chars	Text
13	Address Node	A connection or redistribution point for the service or feature when applicable. Typically for services with multiple drop points.	A	25 chars	Text
14	Subcategory	CALNET Subcategory number from which the service has been procured.	R	4 digits	**Numeric:** (M, D) Where <M> is the maximum number of digits (4) and <D> is the maximum number of digits to the right of the decimal point (2) **Categories without Subcategories:** <Category>.0 **Examples:** 20.0, 21.0
15	Section Number	The number of the service grouping	R	50 chars	Text

Field Order	Data Field Name	Description	Pop	Max Value	MSRVINVTRY Data Type and Format
		as defined in each table heading of the Contractor's Catalog.			
16	Service Type	The name of the service grouping as defined in each table heading of the Contractor's Catalog.	R	500 chars	Text
17	Catalog ID	Contractor generated unique ID assigned to each product line item in the Contractor's Service Catalog.	R	16 chars	Text (Refer to Section 1.2.1 for specific format)
18	Product ID	A unique Contractor-defined code specific to the service or feature name as included in the Bidder's Response and as identified in Contractor's Catalog A.	R	25 chars	Text
19	Feature Name	The Feature Name in the Bidder's Catalog A.	R	500 chars	Text
20	Quantity	Total number of billable units for the specified Product ID in the reporting month.	R	30 digits	**Numeric:** (M, D) Where <M> is the maximum number of digits (30) and <D> is the maximum number of digits to the right of the decimal point (2)
21	Unit of Measure	Unit of Measure for the Product ID as	R	50 chars	Text

Field Order	Data Field Name	Description	Pop	Max Value	MSRVINVTRY Data Type and Format
		published on Contractor's CALNET product catalog.			
22	Billable	Indicator that represents whether the Product ID is billable or non-billable.	R	1 char	Text ("Y" or "N")
23	CALNET Flag	Flag that indicates if the Service or Feature is a CALNET product.	R	1 char	Text ("Y" or "N")

1.3.3 Locations

Filename: MSVRLOCATS

File Description: The Locations compliance data file shall provide location information for those services that have physical addresses and are active on the last day of the reported Service Month.

File Frequency: As requested by the CALNET CMO (not to exceed once per quarter per calendar year).

File Format: Pipe "|" delimited text file (zipped)

Data Record Definition: The following data fields shall be included as columns on each data record in the order specified and follow data field specifications as detailed below:

Table 1.3.3.a - MSRVLOCATS Data Field Convention

Field Order	Data Field Name	Description	Pop	Max Value	MSRVLOCATS Data Type and Format
1	Contractor Code	A unique identifier assigned to each CALNET Contractor and provided by the CALNET Program.	R	2 chars	Text
2	Contract ID	The Contract agreement	R	30 chars	Text

Field Order	Data Field Name	Description	Pop	Max Value	MSRVLOCATS Data Type and Format
		number issued on the form STD 213 for each Contractor.			
3	Service Offering	An acronym assigned by the CALNET Program to represent the Service Offering.	R	10 chars	Text **Example:** LEG
4	Customer Code	Unique identifier for the Customer as provided by the State.	R	5 chars	Text <XXXXX> Where leading zeros are not required
5	Customer Name	Customer name as identified and provided by the State.	R	100 chars	Text <XXXXX> Must include leading zeros Example: 00028
6	Sector	The Customer's sector of government as provided by the State.	R	20 chars	Text **Example:** State
7	Subsector	The Customer's Subsector of government as provided by the State.	R	25 chars	Text **Example:** Executive
8	Subcategory	CALNET Subcategory number from which the service has been procured.	R	4 digits	**Numeric:** (M, D) Where <M> is the maximum number of digits (4) and <D> is the maximum number of digits to the right of the decimal point (2) **Categories without Subcategories:** <Category>.0 Examples: 20.0, 21.0

Field Order	Data Field Name	Description	Pop	Max Value	MSRVLOCATS Data Type and Format
9	BAN	A unique Billing Account Number used to designate a Customer or Customer location that will be billed, which can represent multiple BTNs, Circuit IDs, or WTNs.	R	50 chars	Text
10	BTN	A specific Billing Telephone Number recorded by the switch on a Call Detail Record identifying the party to be billed for the call.	A	50 chars	Text
11	Service ID	A unique identifier assigned to each service ordered by a Customer. Examples of a Service ID are an access circuit number or a telephone number.	R	100 chars	Text
12	Transport Type	Facility used for the service (e.g., DS0, DS1, DS3, ISDN BRI, Ethernet).	A	50 chars	Text
13	Address Node	A connection or redistribution point for the service or feature when applicable. Typically for services with multiple drop	A	25 chars	Text

Field Order	Data Field Name	Description	Pop	Max Value	MSRVLOCATS Data Type and Format
		points (circuit drops).			
14	Service Location Type	The Service location type.	R	20 chars	Text ("On Prem" or "Off Prem")
15	Service Address 1	The End-User location primary street number and name. For services with two end locations, use this as the "A" location.	R	255 chars	USPS Standard
16	Service Address 2	The End-User location secondary street number and name. For services with two end locations, use this as the "A" location.	A	255 chars	USPS Standard
17	Service City	The End-User location city. For services with two end locations, use this as the "A" location.	R	50 chars	USPS Standard
18	Service State	The End-User location state. For services with two end locations, use this as the "A" location.	R	20 chars	USPS Standard
19	Service Zip Code	The End-User location zip code. For services with two end locations, use this as the "A" location. (Zip +4 Code.)	R	10 chars	USPS Standard

1.3.4 Services Billed By Charge Type

The Contractor shall provide billing information for all CALNET Services to the CALNET Program. The Services Billed by Charge Type compliance data file shall provide monthly billing detail for all Product IDs, including services and features, for the reported Service Month.

Filename: MSRVBILCHG

File Frequency: Monthly

File Format: Pipe " | " delimited text file (zipped)

File Description: The Services Billed by Charge Type compliance data file provides the CALNET Program with a monthly data dump of the Contractor-billed CALNET Services. The data shall be at the granular level, driven by the Charge Type. The Charge Types are listed below.

Table 1.3.4.a - Charge Type Description

Charge Type	Charge Description
NRC	Non-recurring charge
NRCM	Non-recurring charge for Materials
NRCL	Non-recurring charge for Labor
MRC	Monthly recurring charge
USG	Usage
PRC	Prorated charge
ADJ	Adjustment
TAX	Tax Charge

The data file shall contain all feature components for the service listed as individual data records directly under the service, and shall include data for the reported Service Month.

1. Each charge shall be reported on a new record

2. Back billing for services or features are reported as a separate data record for each Service Month

3. Partial months of service with prorated charges are reported on a separate data record

1.3.4.1 State Associated Administrative Fee (SAAF)

The Contractor shall populate the Services Billed by Charge Type as follows, in order to account for the IFB C4DNCS19 SOW Business Requirements, Section G.7 State Associated Administrative Fee.

1.3.4.1.1 State Associated Administrative Fee (SAAF) Surcharges

All SAAF charges applied as a surcharge on the Invoice in the Itemized Taxes, Fees and Surcharges Section shall be included on the Services Billed by Charge Type data file as a SAAF data record with each SAAF surcharge reported as a separate SAAF data record. SAAF surcharges shall be populated as follows for the fields listed below:

1. CALNET Flag: populate with "A";

2. Charge Type: populate either "TAX" or "ADJ";

3. Charge Amount: populate the SAAF surcharge from the invoice;

4. Product ID: populate with "SAAF";

5. Feature Name: populate with "State Associated Admin Fee", and;

6. Description: populate with "State Associated Admin Fee".

1.3.4.1.2 CALNET Flag

The CALNET Flag field indicates the following:

1. For data records where Charge Type not equal to "TAX" or "ADJ", indicates if the Service or Feature is a CALNET product (populate with "Y" or "N");

2. For data records where Charge Type equal "TAX", indicates if the charge is a SAAF surcharge (populate with "A") or other tax/surcharge (populate with "T"), and;

3. For data records where Charge Type equal "ADJ", indicates if the charge is an SAAF surcharge (populate with "A") or other tax/surcharge (populate with "T") ELSE indicates if the Service or Feature is a CALNET product (populate with "Y" or "N").

Data Record Definition: The following data fields shall be included as columns on each data record in the order specified and follow data field

specifications as detailed below (NOTE: the POP requirements are defined separately for this file as the requirements that a field be populated change based on the Charge Type):

Table 1.3.4.b - MSRVBILCHG Data Field Convention

Field Order	Data Field Name	Description	Max Value	MSRVBILCHG Data Type and Format
1	Contractor Code	A unique identifier assigned to each CALNET Contractor and provided by the CALNET Program.	2 chars	Text
2	Service Month	The calendar month the service and/or feature is provided or moved, added, changed, or deleted.	7 chars	**Date:** MM/YYYY
3	Contract ID	The Contract agreement number issued on the form STD 213 for each Contractor.	30 chars	Text
4	Service Offering	An acronym assigned by the CALNET Program to represent the Service Offering.	10 chars	Text **Example:** DNCS
5	Subcategory	CALNET Subcategory number from which the service has been procured.	4 digits	**Numeric:** (M, D) Where <M> is the maximum number of digits (4) and <D> is the maximum number of digits to the right of the decimal point (2) **Categories without Subcategories:** <Category>.0 **Examples:** 20.0, 21.0

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Field Order	Data Field Name	Description	Max Value	MSRVBILCHG Data Type and Format
6	Invoice Number	The unique number assigned to the invoice.	30 chars	Text The unique number assigned to the invoice
7	Invoice Date	The date the invoice was issued to the Customer.	10 chars	Date MM/DD/YYYY
8	Customer Code	Unique identifier for the Customer as provided by the CALNET Program.	5 chars	Text <XXXXX> Where leading zeros are not required
9	Customer Name	Customer name as identified and provided by the CALNET Program.	100 chars	Text <XXXXX> Must include leading zeros **Example:** 00028
10	Sector	The Customer's sector of government as provided by the State.	20 chars	Text
11	Subsector	The Customer's Subsector of government as provided by the State.	25 chars	Text
12	BAN	A unique Billing Account Number used to designate a Customer or Customer location that will be billed, which can represent multiple BTNs, Circuit IDs, or WTNs.	50 chars	Text
13	BTN	A specific Billing Telephone Number recorded by the switch on a	50 chars	Text

Field Order	Data Field Name	Description	Max Value	MSRVBILCHG Data Type and Format
		Call Detail Record identifying the party to be billed for the call.		
14	Service ID Type	The type of Service ID (i.e. WTN, CKT, etc.).	20 chars	Text If Service ID is a Working Telephone Number THEN populate with "WTN" ELSE If Service ID is a Circuit THEN populate with "CKT" ELSE populate with other Service ID Type WHEN applicable
15	Service ID	A unique identifier assigned to each service ordered by a Customer. Examples of a Service ID are an access circuit number or a telephone number.	100 chars	Text
16	Transport Type	Facility used for the service (e.g., DS0, DS1, DS3, Ethernet, Line, Optical, Trunk, Voice Grade).	50 chars	Text
17	Address Node	A connection or redistribution point for the service or feature when applicable. Typically for services with multiple drop	25 chars	Text

Field Order	Data Field Name	Description	Max Value	MSRVBILCHG Data Type and Format
		points (circuit drops).		
18	Section Number	The number of the service grouping as defined in each table heading of the Contractor's Catalog A.	50 chars	Text
19	Service Type	The name of the service grouping as defined in each table heading of the Contractor's Catalog A.	500 chars	Text
20	Catalog ID	Contractor generated unique ID assigned to each product line item in the Contractor's Catalog A.	16 chars	Text (Refer to Section 1.2.1 for specific format)
21	Product ID	A unique Contractor-defined code specific to the service or feature name as included in the Contractor's Catalog A, unless otherwise directed by the State.	25 chars	Text SAAF Instructions: If a SAAF data record, Product ID shall be populated with "SAAF"
22	Feature Name	The Feature Name in the Contractor's Catalog A.	500 chars	Text SAAF Instructions: If a SAAF data record, Product ID shall be populated with "State Associated Admin Fee"

Field Order	Data Field Name	Description	Max Value	MSRVBILCHG Data Type and Format
23	Quantity	Total number of billable units for the specified Product ID in the reporting month.	30 digits	**Numeric:** (M, D) Where <M> is the maximum number of digits (30) and <D> is the maximum number of digits to the right of the decimal point (2)
24	Unit of Measure	Unit of Measure for the Product ID as published on Contractor's CALNET product catalog.	50 chars	Text
25	Calls	Number of calls made within the monthly period.	30 digits	Number
26	Minutes	The billed duration of all calls made within the monthly period for the row of data. This is the Total Call Duration rounded up to the nearest increment of time as defined in the Contract.	30 digits	**Numeric:** (M, D) Where <M> is the maximum number of digits (30) and <D> is the maximum number of digits to the right of the decimal point (2)
27	Charge Type	A 3 digit acronym assigned to the type of charge being reported on the row of data.	5 chars	Text **Charge Types:** NRC, NRCM, NRCL, MRC, USG, PRC, ADJ, TAX SAAF Instructions: If a SAAF data record, Charge Type shall be populated with either "TAX" or "ADJ" per SOW SAAF requirements.
28	Charge Amount	The amount charged to the customer per the charge type.	20 chars	**Numeric:** (M, D) Where <M> is the maximum number of digits (20) and <D> is the

Field Order	Data Field Name	Description	Max Value	MSRVBILCHG Data Type and Format
				maximum number of digits to the right of the decimal point (4) and <D> varies 2 to 4 digits **Remove:** "$" **Example:** $15.95 convert to 15.95 **SAAF Instructions:** If a SAAF data record, then the Charge Amount shall be populated with the SAAF charge amount as indicated on the invoice in the Itemized Taxes, Fees and Surcharges Section per SOW SAAF requirements.
29	Description	A description of the charge type being reported on the row of data.	100 chars	**Numeric:** (M, D) IF Charge Type equals "TAX" and "CALNET FLAG" = "A" THEN populate Description with "State Associated Admin Fee" ELSE IF Charge Type equals "TAX" and "CALNET FLAG" = "T" THEN populate Description with the Itemized Tax Description
30	Product SAAF	The State Associated Administrative Fee (SAAF) rate multiplied by the Contractor's rate for the charge	20 chars	**Numeric:** (M, D) Where <M> is the maximum number of digits (20) and <D> is the maximum number of digits to the right of the decimal point (4)

Field Order	Data Field Name	Description	Max Value	MSRVBILCHG Data Type and Format
		type for the specified Product ID.		(Unrounded to 4 decimal places including trailing zeros) **Remove:** "$" **Example:** $15.95 convert to 15.9500 Populate with 0.0000 if SAAF are not associated to the charge type for the Product ID
31	CALNET Flag	For data records where Charge Type not equal to "TAX" or "ADJ", CALNET Flag indicates if the Service or Feature is a CALNET product ("Y" or "N") For data records where Charge Type equal to "TAX", CALNET Flag indicates if the charge is an SAAF surcharge ("A") or other tax/surcharge ("T") For data records where Charge Type equal to "ADJ", CALNET Flag indicates if the charge is a SAAF surcharge	1 char	Text CALNET Flag: "A", "T", "Y", "N" IF SAAF data record THEN populate with "A" ELSE IF Charge Type equals "TAX" THEN populate with "T" ELSE IF Product ID exists in the Contractor's Service Catalog THEN populate with "Y" ELSE Populate with "N"

Field Order	Data Field Name	Description	Max Value	MSRVBILCHG Data Type and Format
		("A") or other tax/surcharge ("T") ELSE CALNET Flag indicates if the Service or Feature is a CALNET Product ("Y" or "N")		
32	Field 1	Place holder for future meta data if needed.	10 chars	Text
33	Field 2	Place holder for future meta data if needed.	25 chars	Text
34	Field 3	Place holder for future meta data if needed.	50 chars	Text
35	Field 4	Place holder for future meta data if needed.	100 chars	Text
36	Field 5	Place holder for future meta data if needed.	250 chars	Text

The matrix below defines the valid Charge Types and provides rules for validating required/applicable/never populated fields by Charge Type:

Table 1.3.4.c - POP value based on Charge Type

Field Order	Data Field Name	NRC NRCM NRCL	MRC	USG	PRC	ADJ	TAX
1	Contractor ID	R	R	R	R	R	R
2	Service Month	R	R	R	R	R	R
3	Contract ID	R	R	R	R	R	R
4	Service Offering	R	R	R	R	R	R
5	Subcategory	R	R	R	R	R	R
6	Invoice Number	R	R	R	R	R	R

Field Order	Data Field Name	NRC NRCM NRCL	MRC	USG	PRC	ADJ	TAX
7	Invoice Date	R	R	R	R	R	R
8	Customer Code	R	R	R	R	R	R
9	Customer Name	R	R	R	R	R	R
10	Sector	R	R	R	R	R	R
11	Subsector	R	R	R	R	R	R
12	BAN	R	R	R	R	R	R
13	BTN	A	A	A	A	A	A
14	Service ID Type	A	A	A	A	A	A
15	Service ID	A	A	A	A	A	A
16	Transport Type	A	A	A	A	A	A
17	Address Node	A	A	A	A	A	A
18	Section Number	R	R	R	R	A	A
19	Service Type	R	R	R	R	A	A
20	Catalog ID	R	R	R	R	A	A
21	Product ID	R	R	R	R	A	A
22	Feature Name	R	R	R	R	A	A
23	Quantity	R	R	N	R	A	N
24	Unit of Measure	R	R	R	R	A	A
25	Calls	N	N	R	N	N	N
26	Minutes	N	N	R	N	N	N
27	Charge Type	R	R	R	R	R	R
28	Charge Amount	R	R	R	R	R	R
29	Description	A	A	A	A	A	R
30	Product SAAF	R	R	R	R	A	N
31	CALNET Flag	R	R	R	R	R	R
32	Field 1	A	A	A	A	A	A
33	Field 2	A	A	A	A	A	A
34	Field 3	A	A	A	A	A	A
35	Field 4	A	A	A	A	A	A
36	Field 5	A	A	A	A	A	A

1.3.5 Summary of Expenditures by Service Report

Filename: MSUMEXPEND

File Description: The Summary Expenditures by Service compliance data file is a high-level summary of total charges by Service Type. This quarterly report shall contain three Service Months. The Text File shall provide a list of all CALNET Service Types and populate the applicable charge totals broken down by Customer for the reported Service Month.

File Frequency: Quarterly – provided to the State within 30 calendar days of the end of the quarter.

File Format: Pipe "|" delimited text file (zipped)

Data Record Definition: The following data fields shall be included as columns on each data record in the order specified and follow data field specifications as detailed below:

Table 1.3.5.a - MSUMEXPEND Data File Details

Field Order	Data Field Name	Description	Pop	Max Value	MSUMEXPEND Data Type and Format
1	Contractor Code	A unique identifier assigned to each CALNET Contractor and provided by the CALNET Program.	R	2 chars	Text
2	Service Month	The calendar month the service and/or feature is provided or moved, added, changed, or deleted.	R	7 chars	**Date:** MM/YYYY
3	Customer Code	Unique identifier for the Customer as provided by the State.	R	5 chars	Text <XXXXX> Where leading zeros are not required
4	Customer Name	Customer name as identified and provided by the State.	R	100 chars	Text <XXXXX> Must include leading zeros **Example:** 00028

Field Order	Data Field Name	Description	Pop	Max Value	MSUMEXPEND Data Type and Format
5	Sector	The sector of government as provided by the State.	R	20 chars	Text
6	Subsector	The section within the Sector of government as provided by the State.	R	25 chars	Text
7	Service Offering	An acronym assigned by the CALNET Program to represent the Service Offering.	R	10 chars	Text **Example:** LEG
8	Subcategory	CALNET Subcategory number from which the service has been procured.	R	4 digits	**Numeric:** (M, D) Where <M> is the maximum number of digits (4) and <D> is the maximum number of digits to the right of the decimal point (2) **Categories without Subcategories:** <Category>.0 **Examples:** 20.0, 21.0
9	Section Number	The number of the service grouping as defined in each table heading of the Contractor's Catalog A.	R	50 chars	Text
10	Service Type	The name of the service grouping as defined in each	R	500 chars	Text

Field Order	Data Field Name	Description	Pop	Max Value	MSUMEXPEND Data Type and Format
		table heading of the Contractor's Catalog A.			
11	Total NRC	Total NRC charges for all products under the specified Service Type.	A	20 digits	**Numeric:** (M, D) Where <M> is the maximum number of digits (20) and <D> is the maximum number of digits to the right of the decimal point (4) and <D> varies 2 to 4 digits **Remove:** "$" **Example:** $15.95 convert to 15.95
12	Total NRC SAAF	Total SAAF charges related to NRC charges for all products under the specified Service Type.	A	20 digits	**Numeric:** (M, D) Where <M> is the maximum number of digits (20) and <D> is the maximum number of digits to the right of the decimal point (4) and <D> varies 2 to 4 digits **Remove:** "$" **Example:** $15.95 convert to 15.95
13	Total MRC	Total MRC charged for all products under the specified Service Type.	A	20 digits	**Numeric:** (M, D) Where <M> is the maximum number of digits (20) and <D> is the maximum number of digits

Field Order	Data Field Name	Description	Pop	Max Value	MSUMEXPEND Data Type and Format
					to the right of the decimal point (4) and <D> varies 2 to 4 digits **Remove:** "$" **Example:** $15.95 convert to 15.95
14	Total MRC SAAF	Total SAAF charges related to MRC charges for all products under the specified Service Type.	A	20 digits	**Numeric:** (M, D) Where <M> is the maximum number of digits (20) and <D> is the maximum number of digits to the right of the decimal point (4) and <D> varies 2 to 4 digits **Remove:** "$" **Example:** $15.95 convert to 15.95
15	Total PRC	Total PRC (prorated charges) for all products under the specified Service Type.	A	20 digits	**Numeric:** (M, D) Where <M> is the maximum number of digits (20) and <D> is the maximum number of digits to the right of the decimal point (4) and <D> varies 2 to 4 digits **Remove:** "$" **Example:** $15.95 convert to 15.95
16	Total PRC SAAF	Total SAAF charges related to PRC	A	20 digits	**Numeric:** (M, D)

Field Order	Data Field Name	Description	Pop	Max Value	MSUMEXPEND Data Type and Format
		charges for all products under the specified Service Type.			Where <M> is the maximum number of digits (20) and <D> is the maximum number of digits to the right of the decimal point (4) and <D> varies 2 to 4 digits **Remove:** "$" **Example:** $15.95 convert to 15.95
17	Total Usage	Total usage charged for all products under the specified Service Type.	A	20 digits	**Numeric:** (M, D) Where <M> is the maximum number of digits (20) and <D> is the maximum number of digits to the right of the decimal point (4) and <D> varies 2 to 4 digits **Remove:** "$" **Example:** $15.95 convert to 15.95
18	Total Usage SAAF	Total SAAF charges related to USG charges for all products under the specified Service Type.	A	20 digits	**Numeric:** (M, D) Where <M> is the maximum number of digits (20) and <D> is the maximum number of digits to the right of the decimal point (4) and <D> varies 2 to 4 digits

Field Order	Data Field Name	Description	Pop	Max Value	MSUMEXPEND Data Type and Format
					Remove: "$" **Example:** $15.95 convert to 15.95
19	Total Adjustments	Total adjustments charged for all products under the specified Service Type.	A	20 digits	**Numeric:** (M, D) Where <M> is the maximum number of digits (20) and <D> is the maximum number of digits to the right of the decimal point (4) and <D> varies 2 to 4 digits **Remove:** "$" **Example:** $15.95 convert to 15.95
20	Total Adjustments SAAF	Total SAAF charges related to ADJ charges for all products under the specified Service Type.	A	20 digits	**Numeric:** (M, D) Where <M> is the maximum number of digits (20) and <D> is the maximum number of digits to the right of the decimal point (4) and <D> varies 2 to 4 digits **Remove:** "$" **Example:** $15.95 convert to 15.95
21	Total Taxes	Total Taxes, Fees and Surcharges (excluding SAAF Surcharges) charged for all products under the	A	20 digits	**Numeric:** (M, D) Where <M> is the maximum number of digits (20) and <D> is the maximum

Field Order	Data Field Name	Description	Pop	Max Value	MSUMEXPEND Data Type and Format
		specified Service Type.			number of digits to the right of the decimal point (4) and <D> varies 2 to 4 digits **Remove:** "$" **Example:** $15.95 convert to 15.95
22	Total SAAF Surcharges	Total SAAF surcharges for all products under the specified Service Type.	A	20 digits	**Numeric:** (M, D) Where <M> is the maximum number of digits (20) and <D> is the maximum number of digits to the right of the decimal point (4) and <D> varies 2 to 4 digits **Remove:** "$" **Example:** $15.95 convert to 15.95
23	Total Expenditures	The sum of all expenditures, (including adjustments and taxes) for all products under the specified Service Type. Total Expenditures = Total NRC + Total MRC + Total PRC + Total Usage + Total Adjustments + Total Taxes + Total SAAF Surcharges	R	20 digits	**Numeric:** (M, D) Where <M> is the maximum number of digits (20) and <D> is the maximum number of digits to the right of the decimal point (4) and <D> varies 2 to 4 digits **Remove:** "$" **Example:** $15.95 convert to 15.95

IFB C4DNCS19
Data Networks and Communications Services

FOR CATEGORIES 20 –30

APPENDIX D

AUTHORIZATION TO ORDER

January 14, 2020

Addendum #5

Issued by:

STATE OF CALIFORNIA

California Department of Technology

Statewide Procurement

PO Box 1810

Rancho Cordova, CA 95741

CALNET
AUTHORIZATION TO ORDER (ATO)

[Contractor Name] and the California Department of Technology (CDT) have entered into a [number of years] statewide contract for CALNET [IFB Name], [IFB Identifier], [Category/or Categories] [Category number(s)]. The CDT may, at its sole option elect to extend the Contract Term for up to the number of years as indicated in the Contract.

Category/Subcategory: [Cat/Sub#], [Name of Cat/Sub]

- **Contract award: MM/DD/YYYY**
- **Contract end: MM/DD/YYYY**
- **Number of optional extensions and extension duration(s): [Example 2 extensions, 2 years per extension]**

Pursuant to the Contract [Contract number], which is incorporated herein by reference, any eligible non-state public entity (herein "Non-State Entity"), as authorized in Government Code section 11541 is allowed to order services and products (collectively "Services") solely as set forth in the Contract.

To establish CALNET eligibility, the Non-State Entity shall be required to have a Non-State Entity Service Policy and Agreement (NESPA) on file with the CDT CALNET Program, prior to submitting this Authorization to Order (ATO).

Once the Non-State Entity and the Contractor approve and sign the ATO, the Contractor shall deliver this ATO to the CALNET Program for review and approval. No Service(s) shall be ordered by the Non-State Entity or provided by the Contractor until both parties and the CALNET Program execute this ATO.

By executing this ATO, the [Non-State Entity] may subscribe to the Service(s), and the Contractor agrees to provide the Service(s), in accordance with the terms and conditions of this ATO and the Contract. Service catalogs, rates and Contract terms are available at the CALNET Program website.

The ATO, and any resulting order for Service(s), is a contract between the Non-State Entity and the Contractor. As such, the CDT will not facilitate, intervene, advocate or escalate any disputes between the Non-State Entity and the Contractor or represent the Non-State Entity in resolution of litigated disputes between the parties.

The ATO shall not exceed the term of the Contract and shall remain in effect for the duration of the contract unless:

- The CDT, at its discretion, revokes the approved ATO; or

- The Non-State Entity terminates the ATO, for specific Service(s) in part or in total, prior to termination of the Contract, by providing the Contractor with a 30 calendar days' prior written notice of cancellation.

The Non-State Entity, upon execution of the ATO, certifies that:

- The Non-State Entity understands that the Contractor and the CDT may, from time to time and without the Non-State Entity's consent, amend the terms and conditions of the Contract thereby affecting the terms of the service the Non-State Entity receives from the Contractor.

- The Non-State Entity has reviewed the terms and conditions, including the rates and charges, of the Contract.

- The Non-State Entity understands and agrees that the Contractor invoices for Service(s) subscribed to under the Contract are subject to review and/or audit by the CDT, pursuant to provisions of the Contract.

- All Service(s) ordered under the ATO will be submitted to the Contractor using an authorized purchasing document, signed by the Non-State Entity's authorized signatory. Any additions, changes to, or deletions of Service(s) shall be accomplished by submission of a purchasing document to the Contractor, noting the changes.

- The Non-State Entity understands and agrees that the Contractor shall provide the CALNET Program all data, invoices, reports and access to trouble tickets for Service(s) subscribed to under the Contract, pursuant to provisions of the Contract. Upon execution of the ATO, the Non-State Entity authorizes the CALNET Contractor to release the Non-State Entity's Customer Proprietary Network Information (CPNI) to the CALNET Program for purposes of administering the Contract.

- The Non-State Entity understands that, the Contractor shall bill the Non-State Entity; and the Non-State Entity shall pay the Contractor according to the terms and conditions, and rates set forth in the Contract for such Service(s).

E-Rate Customers Only – Complete if applying for E-Rate funding:

(Enter Non-State Entity name) intends to seek Universal Service Funding (E-Rate) for eligible Service(s) provided under the ATO. The Service(s) ordered under the ATO shall commence MM/DD/YYYY ("Service Date"). Upon the Service Date, the ATO supersedes and replaces any applicable servicing arrangements between the Contractor and the Non-State Agency for the Service(s) ordered under the ATO.

Contact Information

Any notice or demand given under this Contract to the Contractor or the Non-State Entity shall be in writing and addressed to the following:

Non-State Entity

Non-State Entity Name

Authorized Agent

Title of Authorized Agent

Address   Contact Number

City, State, Zip Code   Email

Contractor

Contractor Name
Authorized Agent

Attention:
Address   Contact Number:

City, State, Zip Code   Email: CALNET

IN WITNESS WHEREOF, the parties below hereto have caused the execution of this ATO. The effective date of this ATO, between the Non-State Entity, the Contractor and CDT/CALNET shall be pursuant to the CDT/CALNET "**DATE EXECUTED**" shown below.

Non-State Entity

Authorized Agent Name

Title of Authorized Agent

Signature   Date Signed

Contractor

Authorized Agent Name

Title of Authorized Agent

Signature   Date Signed

Approved By: State of California, Department of Technology

Authorized Agent Name

Title of Authorized Agent

Signature   Date Executed

INVITATION FOR BID

IFB C4DNCS19
Data Networks and Communications Services

CATEGORY 22 – CLOUD-HOSTED VOIP SERVICES

CenturyLink Communications, LLC dba CenturyLink dba LUMEN

Statement of Work

TECHNICAL REQUIREMENTS

September 14, 2020

BAFO

Issued by:

STATE OF CALIFORNIA

California Department of Technology Statewide Procurement

PO Box 1810

Rancho Cordova, CA 95741

ADDENDUM LOG

Addendum #	Date	Addendum Description
1	11/22/19	Modified section 22.2.1.5.3 to indicate that changes are anticipated in a future addendum. Reduced and clarified requirements in sections 22.2.2.1 and 22.2.2.3. Modified Stop Clock Condition Table to include Customer Environmental
7	3/30/20	Removed Audio Conferencing requirements throughout document.
8	6/12/20	Clarified language in sections 22.2.1.1, 22.2.1.6, 22.2.1.12.1, 22.2.1.12.2, 22.2.1.12.3, 22.2.1.13.5, 22.2.1.13.8, 22.2.1.13.16, 22.2.2.2, 22.2.2.3, 22.2.4.1. Modified Figure 22.2.1.2 to remove reference to customer-provided phone on the Customer Office side of the figure. Removed requirements 22.2.1.13.3, 22.2.2.1 #4. Table 22.2.4.a #1-3 Modified Site Survivability Network Failure feature items to specify bidding criteria. 22.4.3.1 Added Language
9	7/2/20	Clarified requirement in section 22.2.1.6.1. Removed requirement 22.2.2.3 #3. Removed Language - 22.4.3.1 SLA Outage Start Date/Time Adjustment
BAFO	9/14/20	Removed requirement from Section 22.2.1.2.4 Clarified requirement in Sections 22.2.1.13, 22.2.4.1, 22.4.8.2 Clarified Features in Table 22.2.4.a #2 and #3 Clarified Feature Description in Table 22.2.6.a #1 Corrected Section numbering and references throughout document Removed requirements from Section 22.3.2

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TECHNICAL REQUIREMENTS

CATEGORY 22 – Cloud-Hosted VoIP Services

22.1 OVERVIEW

This Category 22 IFB C4DNCS19 (IFB) provides the State's solicitation for best value solutions for Cloud-Hosted VoIP Services. This IFB also describes the technical requirements necessary to support the CALNET program requirements.

This IFB will be awarded to Bidders that meet the award criteria as described in IFB C4DNCS19 Part 1, Bid Evaluation. The CALNET Data Networks and Communications (DNCS) Contract(s) that result from the award of this IFB will be managed on a day-to-day basis by the CALNET Contractor Management Organization (CALNET CMO).

22.1.1 Bidder Response Requirements

Throughout this IFB, Bidders are required to acknowledge acceptance of the requirements described herein by responding to one of the following:

1. Example A (for responses that require confirmation that the Bidder understands and accepts the requirement):

"Bidder understands this requirement and shall meet or exceed it? Choose an item."

Or,

2. Example B (for responses that require the Bidder to provide a description or written response to the requirement):

"Bidder understands this requirement and shall meet or exceed it? Choose an item."

Bidder's Description:

Or,

3. Example C (for responses contained in Technical Feature and/or Service Tables):

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1					Yes

22.1.2 Designation of Requirements

All Technical Requirements specified in this IFB are Mandatory and must be responded to as identified in IFB C4DNCS19 Part 1, SOW Mandatory Technical Requirements by the Bidder. Additionally, some Mandatory requirements are "Mandatory-Scorable" and are designated as "(M-S)".

Costs associated with services shall be included in the prices provided by the Bidder for the individual items included in the Category Cost Worksheets. Items not listed in the Category Cost Worksheets will not be billable by the Contractor. If additional unsolicited items include the features described in this IFB and are not included as billable in the Category Cost Worksheets, the cost associated with the features shall not be included in the unsolicited price.

Services and features included in the Category Cost Worksheets are those that the Bidder must provide. All Bidders must provide individual prices as indicated in the Category Cost Worksheets in the Bidder's Final Proposal. Items submitted with no price will be considered as offered at no cost.

22.1.3 Pacific Time Zone

Unless specified otherwise, all times stated herein are times in the Pacific Time Zone.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2 CLOUD-HOSTED VOIP SERVICES

22.2.1 Cloud-Hosted VoIP Services Requirements

22.2.1.1 Hosted Services

- The Contractor's Cloud-Hosted VoIP Services shall be hosted by the Contractor with all components residing outside of the Customer's premises.

Bidder understands the Requirement and shall meet or exceed it? Yes

- The Contractor shall not use State property for the deployment, collocation, or supplementation of the Contractor's network signaling and management, call control and setup, or access to other Public Switched Telephone Network (PSTN) or VoIP network providers with the exception of equipment required to provide Site Survivability Network Failure as described in Section 22.2.4.1.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.2 Logical Design

The Contractor's logical design for the Cloud-Hosted VoIP Services shall take into consideration telephony services that can be accessed both internally among directly-connected Customers and externally by remote End-Users.

22.2.1.2.1 Directly-Connected Customers

The Contractor shall only allow End-Users working within their Customer office location to access Cloud-Hosted VoIP Services over a CALNET Contractor's private network connection, as depicted in Figure 22.2.1.2.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.2.2 Remote End-Users

The Cloud-Hosted VoIP Services shall allow Remote End-Users working outside of their Customer office location to access Cloud-Hosted VoIP Services over a public internet connection, as depicted in Figure 22.2.1.2.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.2.3 LAN and WAN Access

All LAN and WAN functionality, components, cabling, equipment, and remediation shall be the responsibility of the Customer and shall be acquired elsewhere, as depicted in Figure 22.2.1.2.

Bidder understands the Requirement and shall meet or exceed it? Yes

Figure 22.2.1.2 Cloud-Hosted VoIP Services Logical Design
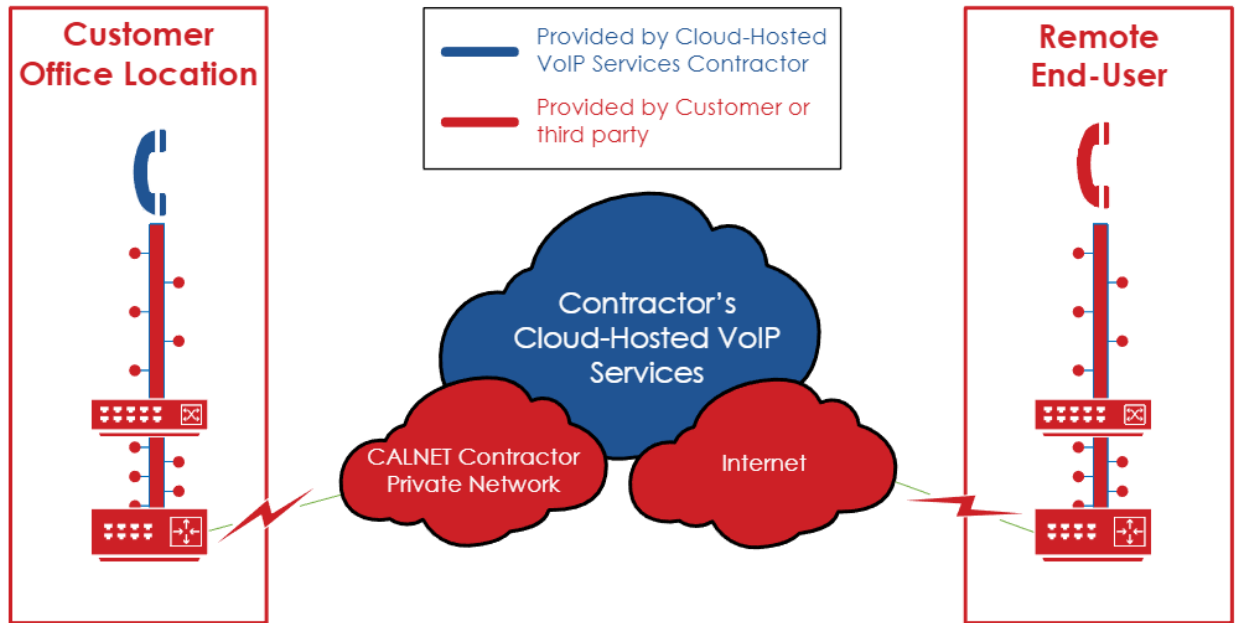
22.2.1.3 Cloud-Hosted VoIP Services Connectivity Diagrams

The Bidder shall provide electronic connectivity diagrams with their proposal. The electronic drawings shall be in .dwg, .dfx, .vsd, .pdf, or any mutually agreed format. Connectivity diagrams shall include logical representations of all critical elements, including where services are hosted and how access to the PSTN is provided.

The Contractor shall provide revisions or hard copies upon CALNET Program request.

Please see attached Diagram 22.2.1.3.jpg

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.4 Cloud-Hosted VoIP Services Implementation

22.2.1.4.1 Cloud-Hosted VoIP Services Site Survey

The Contractor shall provide a Site Survey Analysis to the Customer included in the nonrecurring Cloud-Hosted VoIP Service Package per

seat price. The Contractor's Site Survey Analysis shall identify the steps required to facilitate a successful Cloud-Hosted VoIP Services implementation and identify the steps required to correct any deficiencies.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor's Site Survey shall include, at a minimum, the following details:

1. Customer site bandwidth requirements;
2. Customer LAN and WAN routing requirements;
3. Customer LAN and WAN security requirements;
4. Customer site wiring requirements; and,
5. Quality of Service (QoS) requirements, including configuration options, traffic prioritization, and queuing methods.

The Contractor shall describe anything else included in their Site Survey.

Bidder understands the Requirement and shall meet or exceed it? Yes

Bidder's Description:

CenturyLink will provide a site survey portfolio that will include bandwidth and performance requirements to support a Hosted VoIP environment both in transition and at target state, full deployment. CenturyLink will provide LAN and WAN routing and forwarding assessments including recommendations to be evaluated by the State relative to high-availability and failover continuity, including minimum and optimized prioritization and queuing approaches. CenturyLink will in collaboration with the State conduct security assessments relative to LAN and WAN assets participating in call signaling and forwarding. This assessment will also include wiring evaluation and recommendations for transition and on-boarding.

22.2.1.4.2 Implementation Schedule

The Contractor shall provide the Customer with an Implementation Schedule for completing the installation of the Cloud-Hosted VoIP Services. The Implementation Schedule shall include milestones for all facets of the engineering, implementation, and testing activities required to implement the Cloud-Hosted VoIP Services.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.4.3 Testing and Acceptance

The Contractor shall execute acceptance testing in accordance with the Testing and Acceptance Plan.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.4.3.1 Testing and Acceptance Plan

The Contractor shall create a Testing and Acceptance Plan, approved by the Customer, prior to performing any testing activities. The Testing and Acceptance Plan shall outline the testing activities to be performed, describe roles and responsibilities, and define acceptance criteria.

The Contractor shall provide the Customer with an updated Testing and Acceptance Plan upon completion of each testing activity.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.5 Cloud-Hosted VoIP Services Security

22.2.1.5.1 Network Security

The Contractor shall implement security measures that detect and prevent unauthorized access to the network, Telephony Denial of Service (TDoS) Denial of Service (DoS), and Man-in-the-Middle (MITM) attacks.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.5.2 Physical Security

The Contractor shall comply with all physical security controls of NIST SP 800-53, ISO/IEC 27001, or equivalent standards.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.5.3 Data Breach Reporting

If Contractor determines that a breach of data has occurred that may involve CALNET Customer data, the nature and scope of the breach (as it affects Customer data) shall be reported to both the Customer and the CALNET CMO within 24 hours of that determination.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.6 Emergency Services

The Contractor shall comply with Federal Communications Commission (FCC) emergency service requirements, including Enhanced 911 (E911),

Kari's Law, and the Ray Baum's Act, to identify the location of an originating station and route the call to the appropriate Public Safety Answering Point (PSAP).

Bidder understands the requirements and shall meet or exceed them? Yes

22.2.1.6.1 Enhanced 911 Database Updates

The Contractor shall be responsible for updating the E911 database when notified End-User equipment is moving to a new location with a different street address and Local Area Network.

Bidder understands the requirements and shall meet or exceed them? Yes

22.2.1.6.1.1 Dynamic Location Mapping

The Contractor shall provide Customers with a solution to map logical network attributes (e.g. port, subnet, VLAN, Wireless AP, etc.) to dispatchable locations. Dispatchable locations shall include the street address and additional information such as room number, floor number, or other information necessary to identify the location of the calling party.

The Bidder shall describe their Dynamic Location Mapping solution in the Bidder's Description. The Bidder's Description shall be no more than three pages and must include a technical description of the following items.

1. How the Bidder's solution will allow a Customer to configure dispatchable locations. This description should include the level of detail that can be configured in terms of dispatchable locations and network attributes.
2. How the Bidder's solution will provide a dispatchable location to the PSAP when an End-User dials 911.

Bidder understands the requirements and shall meet or exceed them? Yes

Bidder's Description:

Item 1)

Dispatchable Location Configuration and MACD: CenturyLink's HCS service leveraging the Cisco Emergency Responder Platform (CER) supports seamless configuration of e911 user dispatchable location information inclusive of customer defined logical network attributes, i.e. IP Subnet, VLAN, Switch Port. Initial configuration, including network designated network attributes at install is performed using the customer HCS tenant portal.

CenturyLink will provide customer administrator(s) with comprehensive training on Portal input. This baseline location information provides ease of administration for moves, adds, and changes and is one of the key advantages the CenturyLink HCS platform communications technology providing for dynamic moves, adds, and changes that automatically update 911 information without user intervention.

Cisco Emergency Responder (CER) provides the following primary functionality:

1. Dynamic association of a phone to an Emergency Response Location (ERL), based on the detected physical location of the phone.

2. Dynamic association of the Emergency Location Identification Number (ELIN) to the calling phone, for callback purposes. In contrast to the general emergency services scenarios outlined in preceding sections, enabling the callback to ring the exact phone that initiated the 911 call.

3. On-site notification to designated parties (by pager, web page, email, or phone call) to inform them that there is an emergency call in progress. Email, pager, and web page notifications include the calling party name and number, the ERL, and the date and time details associated with the call. Phone notification provides the information about the calling number from which the emergency call was placed.

Cisco Emergency Responder uses multiple methods to determine the physical location of a device. Because more specific location discovery results in a shorter time to locate the emergency and administer emergency services, Emergency Responder uses the following methods among others to identify an emergency caller's location:

1. Switch port discovery

2. IP subnet

3. Static DN assignment

4. Default route

The most commonly used formats are Switch Port discover and IP Subnet.

Switch Port Discovery – The primary method for location identification in Cisco Emergency Responder is the detection of an endpoint via Layer 2 discovery at the switch port level. Discovering an endpoint though Layer 2 Cisco Discovery Protocol (CDP) discovery enables Emergency Responder to determine the exact physical location of the calling device based on the physical termination

of the network cable to a network jack in a cubicle or office. Although the discovery mechanism of the connected device is reliable, the accuracy of the physical location relies on two main assumptions:

1. The wired infrastructure of the enterprise is well established, and any wiring closet changes trigger notification to the Emergency Responder administrator indicating what changed.

2. The infrastructure is available for Cisco Emergency Responder to browse; that is, Cisco Emergency Responder can establish Simple Network Management Protocol (SNMP) sessions to the underlying network infrastructure and can scan the network ports for the discovery of connected phones.

Once Cisco Emergency Responder discovers the originating port for the call, it associates the call with the pre-established ERL for the location of that port. This process also yields an association with a pre-established ELIN for the location and the selection of the appropriate egress point to the E911 infrastructure, based on the originating ERL.

IP Subnet – Another typical CER configuration is based on IP subnet designation for delineation of the specific dispatchable location e911 information. Cisco Emergency Responder also provides the capability to configure ERLs for IP subnets and to assign IP endpoint location by IP address. This capability may be used to locate wireless IP phones, IP softphones, collaboration endpoints that do not support Cisco Discovery Protocol (CDP), and third-party SIP endpoints registered to Cisco Unified CM, which Cisco Emergency Responder cannot locate by connected switch port. It may also be used instead of, or in addition to, connected switch port locations for wired Cisco Collaboration endpoints. If both connected switch port and IP subnet locations are available for a Cisco Collaboration endpoint, Cisco Emergency Responder will prefer the connected switch port location because it is usually more specific than the IP subnet location. Using both connected switch port and IP subnet locations is a best practice because it provides assurance that an appropriate ERL will be assigned, even in case of any delay or error in detecting the connected switch port.

E911 Call Sequence – As a call to 911 is made, the application server first looks at the Calling Line ID (CLID) - the FROM Header in the SIP Invite - to determine if it is in the list of Hosted VoIP TNs. If it is not, then the TN is considered an "Alien" TN and the call is routed to VPC ECRC (Emergency Call Response Center), referred to alternatively as the "National PSAP". It should be noted that for Alien TNs the HCS network does not know this TN, it is unaware of which location it is calling from, and as a result the call will not have address information associated to it.

Because of that, the PSAP operator will need to obtain location information directly from the person who placed the call.

1. If the calling TN is found to be a Hosted VoIP TN, then the BroadSoft application server will determine the TN E911 dispatchable location information and the BroadSoft platform will send the user's calling the VoIP Positioning Center (VPC) carrier to determine which PSAP to route the call to for the physical address of that user's TN.

2. Finally, if the calling TN is found part of a Group TN, then the Group that the user's TN is a member of is determined, and the Group TN is sent to the VPC on behalf of the calling number. The VPC will then determine the appropriate PSAP to route the call to based on the address associated to the Group TN. Depicted below is the e911 caller Flow-sequence.

Step 1 – The HCS End user dials 911

Step 2 – BroadSoft receives call and flags dialed call as 911

Step 3 – Calling TN is searched for in database

Step 3a – If TN not found (i.e., Alien TN), TN is sent to VPC ECRC

Step 3b – If TN is found and not E911 Add-On, Group TN for PPU is sent to the VPC

Step 3c – If TN is found and is E911 Add-On, calling TN is sent to the VPC

Step 4 – VPC queries ALI database to find address of the TN

Step 5 – VPC determines which PSAP serves that PPU

Step 6 – VPC sends call to correct PSAP based on address of calling TN

Step 7 – PSAP views calling TN and address (20-60 characters depending on PSAP)

Item 2) CenturyLink's HCS includes the ability to designate at the Group or to End User level secondary dispatchable information such as suite, floor, room or cube This is included in the initial configuration based on customer designated location logical and physical attributes mapping to users and is retained during End User location moves.

For example, if the HCS customer elected to use IP Schema for dispatchable location designation and an End User is located on Floor 2 with an IP Subnet designation of 1.1.1.1/24 and the user moved their phone to Floor 3 that has an

IP Subnet designation of 2.2.2.2/24, when the user reregisters their phone on Floor 3, the source IP of the new registration will be in the 2.2.2.2/24 range which will show in the HCS system and all flow down sequences as Floor 3.

22.2.1.6.1.2 Remote End-User Location Mapping

All mobility solutions provided by the Contractor shall automatically locate remote End-Users based on the most accurate location data available. Location data sources may include, but are not limited to, GPS, Wi-Fi, Bluetooth, and mobile networks.

In situations where location data is not available, the Contractor's solution shall require the End-User to immediately designate their physical location upon connecting to an unknown network.

The Bidder shall describe their Remote End-User Location Mapping solution in the Bidder's Description. The Bidder's Description shall be no more than three pages and must include a technical description of the following items.

1. How the Bidder's solution will determine the most accurate location data available. The Bidder must include device-specific detail if determining location varies across different types of devices.

2. How the Bidder's solution will require the End-User to immediately designate their physical location. The Bidder must demonstrate how End-Users are able to designate their physical location within the softphone application. Requiring an End-User to call in or use a separate portal to designate their location is not an acceptable solution.

3. Any other means used to pass the End-User's dispatchable location to the PSAP.

Bidder understands the requirements and shall meet or exceed them? Yes

Bidder's Description:

CenturyLink's HCS provides softphone support using the CenturyLink Business Communicator (BC) – the Voice/Video a softphone client that can be installed on Windows, Mac, iOS, and Android. The soft client supports voice and video services as well as service integration to manage remote services such as Simultaneous Ring and Anywhere. The client software is used for making and receiving calls, while still having access to all the features of Hosted VoIP including e-911 dispatchable location information updating including scheduled update sequence. The warning message is displayed every time a user logs into

this device acting as a reminder to confirm they have set the proper 9-1-1 location.

CenturyLink will provide a 911 location manager extension to our HCS service. This client extension requires users with softphone clients to input their location information where user location information is not dynamically available. End-Users who connect to an unknown network are provided with a "warning" or a "dynamic pop up window to input their location information. The location manager can be configured to detect that user is not in a configured location and prompts user using a dynamic pop up window to input their location information. In addition, the agency administrator can disable the SKIP button on pop up which will prevent the user from opting out of location information input. This administrative control effectively enables administrator to disable user softphone if user does not provide a valid address. The user will no longer be able to make any calls using softphone until a location is provided. A system tray notification is triggered to inform user.

User sequence - When a user moves to a new location and starts up their softphone, a customizable disclaimer appears and informs the user that they need to update their location. Once the user has entered their address in the location manager interface, if they need to place a 911 call, their self-provisioned location will be used to determine the appropriate PSAP for call routing and will be provided to the PSAP call taker. Organizations can elect to make it mandatory for their off-site users to provision their locations in Location Manager before they can use their softphone.

In addition to providing location information input capability, the CenturyLink 911 location manager extension provides users with the ability to:

• 	Choose from a list of locations previously provided

• 	View a list of locations you have visited

• 	Remove locations you no longer plan to visit

The softphone client when used on a mobile phone will complete a 911 call.

22.2.1.7 Softphone Support

The Contractor shall support softphone applications for personal computers and mobile devices that allow End-Users to place and receive calls without a dedicated telephone.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.8 Software Updates

The Contractor shall provide all software and ongoing software patches or upgrades required to deliver the Cloud-Hosted VoIP Services.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.9 Interoperability with Other CALNET Technologies

If the Contractor is awarded a CALNET Contract for Converged VoIP services, SIP Trunking services, or Standalone VoIP services, this Cloud-Hosted VoIP Services shall be interoperable with the other services and the State shall not incur any charges for calls between these services.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.10 On-Net Calling

The Contractor's Cloud-Hosted VoIP Services shall provide unlimited On-Net calling for both domestic and international calls at no additional charge. On-net calling is defined as calling from an End-User who uses the Contractor's Cloud-Hosted VoIP Services to another End-User who uses the Contractor's Cloud-Hosted VoIP Services. If the Contractor offers SIP Trunking, Converged VoIP, or Standalone VoIP under another CALNET contract, Cloud-Hosted VoIP Services calls terminating at such a site shall be considered On-Net.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.11 Off-Net Calling

The Contractor's Cloud-Hosted VoIP Services shall provide Off-Net calling within the 50 United States, the District of Columbia, the Virgin Islands, and Puerto Rico at no additional charge.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.12 Mobile Integration

Mobile Integration provides End-Users with a single identity that lets them handle calls with equal ease via any Endpoint Device.

22.2.1.12.1 Mobile Device APIs

If the Contractor's Cloud-Hosted VoIP Services integrate with other call-related apps on mobile devices, the Contractor shall utilize Apple CallKit and/or Google ConnectionService Application Programming Interfaces (APIs).

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.12.2 Ongoing Call Transfer

The Contractor's Cloud-Hosted VoIP Services shall allow End-Users to transfer an ongoing call between a mobile phone, softphone, or desktop phone.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.12.3 Find Me/Follow Me

The Contractor's Cloud-Hosted VoIP Services shall allow End-Users to configure incoming calls to ring multiple phones simultaneously or sequentially. End-Users may designate mobile phones, softphones, and/or desktop phones to participate in Find Me Follow Me Call Forwarding.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.13 Cloud-Hosted VoIP Services Minimum Features

The Contractor shall provide the following features included in the Cloud-Hosted VoIP Service Packages.

22.2.1.13.1 Audio Compression Format

The Contractor's Cloud-Hosted VoIP Services shall utilize low-latency audio codecs (e.g., Internet Low Bit Rate Codec (iLBC), Opus, etc).

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.13.2 Number Portability

The Contractor shall comply with the Local Number Portability (LNP) regulations set forth by the Federal Communications Commission (FCC).

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.13.3 Call Quality

The Contractor's Cloud-Hosted VoIP Services call quality shall have a Mean Opinion Score (MOS) of 3.7 or higher.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.13.4 Facsimile over Internet Protocol Support

The Contractor shall support Facsimile over Internet Protocol (FoIP) as a hosted service.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.13.5 9XX Blocking

The Contractor shall not process any calls to or from 9xx-xxx-xxxx numbers.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.13.6 Auto Attendant

The Contractor's Cloud-Hosted VoIP Services shall allow Customers to configure and modify an Auto Attendant service that automatically answers incoming calls within a predefined number of rings without assistance from a live attendant.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.13.7 Call Hold

The Contractor's Cloud-Hosted VoIP Services shall allow an End-User to put a caller on hold and retrieve them from the hold state.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.13.8 Call Notify

The Contractor's Cloud-Hosted VoIP Services shall allow an End-User to define criteria that causes missed calls to initiate an email notification.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.13.9 Call Park

The Contractor's Cloud-Hosted VoIP Services shall allow a call to be parked at an End-User's number for retrieval by another End-User line. This capability shall be administered on an individual station basis according to the Customer's needs.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.13.10 Conference

The Contractor's Cloud-Hosted VoIP Services shall allow an End-User to establish a multiparty conference connection of a minimum of three conferees, including themselves, without attendant assistance.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.13.11 Call Waiting

The Contractor's Cloud-Hosted VoIP Services shall alert the End-User to a second incoming call when the End-User is currently engaged in a call.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.13.12 Caller ID

The Contractor's Cloud-Hosted VoIP Services shall display the phone number of the calling party on the End-User's Endpoint Device.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.13.13 Conference Bridge

The Contractor's Cloud-Hosted VoIP Services shall allow callers from diverse locations and platforms to dial into a specified telephone number to participate in a conference call.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.13.14 Direct Inward Dial

The Contractor's Cloud-Hosted VoIP Services shall allow Direct Inward Dial (DID), including single line appearance.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.13.15 Directory Phone Display

The Contractor's Cloud-Hosted VoIP Services shall display a directory of the Customer's End-Users via the Endpoint Device.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.13.16 Extension Dialing

The Contractor's Cloud-Hosted VoIP Services shall allow an End-User to reach all other On-Net End-Users within the same Customer by dialing the fewest number of digits, taking into account size of deployment, number contention, and E911 emergency requirements.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.13.17 Group Pickup

The Contractor's Cloud-Hosted VoIP Services shall allow an incoming call to be picked up from any one of a predefined group of Endpoint Devices.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.13.18 Hunt Groups

The Contractor's Cloud-Hosted VoIP Services shall allow inbound calls to be routed to a predetermined sequence of telephone numbers until it is answered.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.13.19 Message Waiting Indicator

The Contractor's Cloud-Hosted VoIP Services shall provide a visual indication on an Endpoint Device that a message is in queue for review.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.13.20 Multi-Line Appearance

The Contractor's Cloud-Hosted VoIP Services shall allow multiple line appearances on an End-User's Endpoint Device.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.13.21 Redial

The Contractor's Cloud-Hosted VoIP Services shall allow an End-User to automatically originate a call to the last number dialed from their Endpoint Device.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.13.22 Unified Messaging

The Contractor's Cloud-Hosted VoIP Services shall provide End-Users access to voicemail and fax messages through the same inbox or interface as the Customer's email client. The Bidder shall identify which email clients are supported by their Cloud-Hosted VoIP Services in the Bidder's Description.

Bidder understands the Requirement and shall meet or exceed it? Yes

Bidder's Description:

CenturyLink's HCS supports the viewing of email, voicemail, fax messages together from IMAP clients: Microsoft - Outlook, IBM Lotus Notes, Entourage for Mac.

22.2.2 Desktop Handsets

The Contractor shall make Desktop Handsets available as part of the Cloud-Hosted VoIP Service Packages described in Section 22.2.3. Desktop Handsets

shall be provided by the Contractor, but will connect directly to the Customer's LAN infrastructure.

Desktop Handsets shall be available in the configurations defined below.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.2.1 Standard Handset Features

Standard handsets shall include the following features:

1. Single line;
2. LCD Display;
3. Full Duplex Hands Free Speakerphone;
4. Visual message waiting indicator;
5. Ring volume control;
6. Minimum of three programmable function keys or a soft key interface;
7. Single Ethernet port;
8. ADA Compliant Section 508;
9. Power over Ethernet (PoE) Support; and,
10. Alternating Current (AC) power supply.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.2.2 Midrange Handset Features

Midrange handsets shall include the following features in addition to the standard handset features described in Section 22.2.2.1:

1. Minimum three lines;
2. Intercom feature;
3. Two Ethernet Ports;
4. 3 Way conferencing; and,
5. End-User Configurable Contact Directory.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.2.3 Attendant Handset Features

Attendant handsets shall include the following features in addition to the midrange handset features described in Section 22.2.2.2:

1. Minimum of six lines;
2. Expansion Module(s) capability; and,
3. Directory integration.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.2.4 Conference Room Speakerphone Features

Conference room speakerphones shall include the following features:

1. Full duplex;
2. Expansion microphone compatible;
3. Ethernet Connection;
4. LCD display;
5. Lightweight Directory Access Protocol (LDAP) and/or Active Directory (AD) integration;
6. PoE Support; and,
7. AC Power Supply.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.3 Cloud-Hosted VoIP Service Packages

The Contractor shall provide the following five per-seat pricing options.

1. Cloud-Hosted VoIP Service package that includes a Standard Handset.
2. Cloud-Hosted VoIP Service package that includes a Midrange Handset.
3. Cloud-Hosted VoIP Service package that includes an Attendant Handset.
4. Cloud-Hosted VoIP Service package that includes a Conference Room Speakerphone.
5. Cloud-Hosted VoIP Service package that does not include a Desktop Handset. This package is for End-Users who are working

remotely or wish to enhance existing CALNET VoIP services where Desktop Handsets are already present.

The Bidder shall provide the Cloud-Hosted VoIP Service Packages described in Table 22.2.3.a

Table 22.2.3.a – Cloud-Hosted VoIP Service Packages

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	Cloud-Hosted VoIP Service Package with Standard Handset	Cloud-Hosted VoIP Service package that includes a Standard Handset as described in Section 22.2.2.1.	This phone includes: Single line, LCD Display, Full Duplex Hands Free Speakerphone, Visual message waiting indicator, Visual message waiting indicator, Visual message waiting indicator, Ring volume control, Minimum of three programmable function keys or a soft key interface, Single Ethernet port, ADA Compliant Section 508, Power over Ethernet (PoE) Support, AC power supply.	CVOIP-0001	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
2	Cloud-Hosted VoIP Service Package with Midrange Handset	Cloud-Hosted VoIP Service package that includes a Midrange Handset as described in Section 22.2.2.2.	In addition to the standard handset features, this phone includes: Minimum three lines, Intercom feature, Two Ethernet Ports, 3 Way conferencing and End-User Configurable Contact Directory.	CVOIP-0002	**Yes**
3	Cloud-Hosted VoIP Service Package with Attendant Handset	Cloud-Hosted VoIP Service package that includes an Attendant Handset as described in Section 22.2.2.3.	In addition to the midrange handset features, the Attendant Handset also includes: Minimum of six lines, Expansion Module(s) capability and Directory integration.	CVOIP-0003	**Yes**
4	Cloud-Hosted VoIP Service Package with Conference Room Speakerphone	Cloud-Hosted VoIP Service package that includes a Conference Room Speakerphone as described in	Conference room speakerphones include: Full duplex, Expansion microphone compatible, Ethernet	CVOIP-0004	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
		Section 22.2.2.4.	Connection, LCD display, Lightweight Directory Access Protocol (LDAP) and/or Active Directory (AD) integration, PoE Support and AC Power Supply.		
5	Cloud-Hosted VoIP Service Package Without Desktop Handset	Cloud-Hosted VoIP Service package that does not include a Desktop Handset.	Service package that does not include a Desktop Handsets, but does include a soft phone client. This package is for End-Users who are working remotely or wish to enhance existing CALNET VoIP services where Desktop Handsets are already present	CVOIP-0005	**Yes**

The Contractor may offer additional Unsolicited Cloud-Hosted VoIP Service Package features in Table 22.2.3.b.

Table 22.2.3.b – Unsolicited Cloud-Hosted VoIP Service Package Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	Cisco Unified SIP Phone 3905	CVOIPU-0001	Standard: Cisco IP Phone 3900 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability
2	Cisco Unified SIP Phone 6901	CVOIPU-0002	Standard: Cisco IP Phone 6900 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability
3	Cisco IP Phone 7811	CVOIPU-0003	Standard: Cisco IP Phone7800 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability
4	Cisco IP Phone 7821	CVOIPU-0004	Standard: Cisco IP Phone7800 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability
5	Cisco IP Phone 7841	CVOIPU-0005	Standard: Cisco IP Phone7800 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability
6	Cisco IP Phone 7861	CVOIPU-0006	Standard: Cisco IP Phone7800 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability
7	Cisco IP Conference Phone 7832	CVOIPU-0007	Standard: Cisco IP Phone7800 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability
8	Cisco IP Phone 8811	CVOIPU-0008	Standard: Cisco IP Phone8800 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability
9	Cisco IP Phone 8841	CVOIPU-0009	Standard: Cisco IP Phone8800 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
10	Cisco IP Phone 8845	CVOIPU-0010	Standard: Cisco IP Phone8800 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability
11	Cisco IP Phone 8851	CVOIPU-0011	Standard: Cisco IP Phone8800 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability
12	Cisco IP Phone 8861	CVOIPU-0012	Standard: Cisco IP Phone8800 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability
13	Cisco IP Phone 8865	CVOIPU-0013	Standard: Cisco IP Phone8800 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability
14	Cisco Unified IP Conference Phone 8831	CVOIPU-0014	Standard: Cisco IP Conference Phone 8800 Series –inclusive of LCD Screen, Integral switch, Headset support, POE capability
15	Cisco IP Conference Phone 8832	CVOIPU-0015	Standard: Cisco IP Conference Phone 8800 Series –inclusive of LCD Screen, Integral switch, Headset support, POE capability
16	Cisco Wireless IP Phone 8821	CVOIPU-0016	Standard: Cisco IP Wireless Phone 8800 Series –inclusive of LCD Screen, Integral switch, Headset support, POE capability
17	Cisco Webex DX80	CVOIPU-0017	Standard Cisco Webex Phone
18	Cisco IP Phone 8800 Key Expansion Module	CVOIPU-0018	Standard Cisco 8800 Expansion Module
19	Cisco IP Phone 8851/8861 Key Expansion Module	CVOIPU-0019	Standard Cisco 8800 Expansion Module
20	Cisco IP Phone 8865 Key Expansion Module	CVOIPU-0020	Standard Cisco 8800 Expansion Module

22.2.4 Additional Cloud-Hosted VoIP Services

The Contractor shall provide the additional Cloud-Hosted VoIP services and features described below.

22.2.4.1 Cloud-Hosted VoIP Services Site Survivability Network Failure

The Contractor shall provide Standalone VoIP Site Survivability in the event of a network failure. The Contractor's Site Survivability options shall maintain station-to-station calling functionality for all handsets on premises. The Contractor's Site Survivability options shall be configured to allow the number of concurrent calls to outside lines specified by the Feature Descriptions in Table 22.2.4.a.

The Contractor is not required to include the backup circuit or wireless connection in their Site Survivability options.

Bidder understands the Requirement and shall meet or exceed it? Yes

Failure of a Customer to select this option does not release the Contractor from its SLA obligations as described in the Availability SLAs Section.

Bidder understands the Requirement and shall meet or exceed it? Yes

Site Survivability Network Failure is for backup purposes only. The Contractor shall only offer this service in conjunction with a Cloud-Hosted VoIP Service Package. The Contractor shall only utilize on premise connections to the PSTN in the event of a Cloud-Hosted VoIP Services failure.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall only route traffic originating from the locally served Customer of record.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Cloud-Hosted VoIP Services Site Survivability Network Failure solution shall provide alarm notification by electronic means to the CALNET Program whenever traffic routes through the site survivability option.

Bidder understands the Requirement and shall meet or exceed it? Yes

This service is exempt from the provisions of Section 22.2.1.1 Hosted Services.

The Bidder shall describe the Network Failure Site Survivability solution that will be used to satisfy this requirement.

Any additional Bidder proposed unsolicited site survivability solutions must conform to these requirements and will fall under the SLA's established in the Service Level Agreements Section.

Bidder understands the Requirement and shall meet or exceed it? Yes

Bidder's Description:

CenturyLink will support the State's Site Survivability requirements as set forth in 22.2.4.1 above. CenturyLink will provide PRI failover as secondary and Internet as tertiary failover.   The PRI failover will leverage Cisco's Unified Survivable Remote Site Telephony (SRST). Cisco Unified SRST provides Cisco Unified Call Manager with fallback support for Cisco Unified IP phones that are attached to a Cisco router on your local network. Cisco Unified SRST enables routers to provide call-handling support for Cisco Unified IP phones when they lose connection to remote primary, secondary, or tertiary Cisco Unified CM installations or when the WAN connection is down. CenturyLink will provide SRST support as a fully managed option. The state can also subscribe to an Internet tertiary failover option.

22.2.4.2 Direct Inward Dial Number Reservation

The Contractor shall provide an option that allows the Customer to purchase an additional block of twenty DID numbers for future requirements. The charge shall only apply for the reservation of the block of numbers. Upon utilization of all twenty reserved DIDs, this charge shall be terminated.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Bidder shall provide the Additional Cloud-Hosted VoIP Services described in Table 22.2.4.a

Table 22.2.4.a – Additional Cloud-Hosted VoIP Services

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	Cloud-Hosted VoIP Services Small Site Survivability Network Failure	Site Survivability option for a site with 100 Endpoint Devices and 15 concurrent calls to outside lines.	Customer Provided Single PRI with standard CenturyLink Managed Cisco router with SRST capability.	CVOIP-0006	Yes
2	Cloud-Hosted VoIP Services Medium Site Survivability Network Failure	Site Survivability option for a site with 500 Endpoint Devices and 75 concurrent calls to outside lines.	Customer Provided 3 PRIs with mid-range CenturyLink Managed Cisco router with SRST capability. Internet tertiary is recommended	CVOIP-0007	**Yes**
3	Cloud-Hosted VoIP Services Large Site Survivability Network Failure	Site Survivability option for a site with 1000 Endpoint Devices and 150 concurrent calls to outside lines.	Customer Provided Single PRI with standard CenturyLink Managed Cisco router with SRST capability.	CVOIP-0008	**Yes**
4	Direct Inward Dial Number Reservation	Block of 20 DID numbers held in reserve.	Option to reserve additional blocks of DID numbers for future requirements	CVOIP-0009	**Yes**

The Contractor may offer Unsolicited Additional Cloud-Hosted VoIP Services in Table 22.2.4.b.

Table 22.2.4.b – Unsolicited Additional Cloud-Hosted VoIP Services

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1			
2			
3			

22.2.5 International Off-Net Calling

The Contractor shall provide international off-net calling to the countries listed in Table 22.2.5.a. The Bidder's rates as provided in the Category Cost Worksheets shall be based on end-point termination (landline or mobile). If the Contractor charges the same rate for both landline and mobile termination, the Bidder may use the same Product Identifier for both products.

All usage shall be billed in accordance with SOW Business Requirements Section G.6.1 (Billing and Invoicing Requirements).

Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.5.1 United States Based Services Waiver

The Provisions detailed in General Provisions – eVAQ, Section 92, (U.S. Based Services) will not apply to the Contractor's International Long Distance Calling Services.

Bidder understands the Requirement and shall meet or exceed it? Yes

Table 22.2.5.a – International Off-Net Calling with Landline Termination

Line Item	Country	Landline Termination Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	Brazil	CTF-0001	Yes
2	Canada	CTF-0002	**Yes**
3	China	CTF-0003	**Yes**
4	France	CTF-0004	**Yes**
5	Germany	CTF-0005	**Yes**
6	Israel	CTF-0006	**Yes**
7	Italy	CTF-0007	**Yes**
8	Japan	CTF-0008	**Yes**
9	Korea	CTF-0009	**Yes**

Line Item	Country	Landline Termination Product Identifier	Bidder Meets or Exceeds? Yes or No.
10	Mexico	CTF-0010	**Yes**
11	Spain	CTF-0011	**Yes**
12	Switzerland	CTF-0012	**Yes**
13	United Kingdom	CTF-0013	**Yes**

The Contractor may offer International Off-Net Calling with Landline Termination to unsolicited countries in Table 22.2.5.b.

Table 22.2.5.b – Unsolicited International Off-Net Calling with Landline Termination

Line Item	Country, Countries, Regions, or Groupings	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier
1			
2			
3			

Table 22.2.5.c – International Off-Net Calling with Mobile Termination

Line Item	Country	Mobile Termination Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	Brazil	CTF-0014	Yes
2	Canada	CTF-0015	**Yes**
3	China	CTF-0016	**Yes**
4	France	CTF-0017	**Yes**
5	Germany	CTF-0018	**Yes**
6	Israel	CTF-0019	**Yes**
7	Italy	CTF-0020	**Yes**
8	Japan	CTF-0021	**Yes**
9	Korea	CTF-0022	**Yes**
10	Mexico	CTF-0023	**Yes**
11	Spain	CTF-0024	**Yes**
12	Switzerland	CTF-0025	**Yes**
13	United Kingdom	CTF-0026	**Yes**

The Contractor may offer International Off-Net Calling with Mobile Termination to unsolicited countries in Table 22.2.5.d.

Table 22.2.5.d – Unsolicited International Off-Net Calling with Mobile Termination

Line Item	Country, Countries, Regions, or Groupings	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier
1			
2			
3			

22.2.6 Voicemail Services

The Contractor shall provide voicemail services that are interoperable with the Cloud-Hosted VoIP Services. The voicemail service shall allow callers to leave a message for End-Users to retrieve later.

22.2.6.1 Voicemail General Features

The Contractor's voicemail service shall include the general features described in Table 22.2.6.1.

Table 22.2.6.1 – Voicemail General Features

Line Item	Voicemail General Features	Bidder Meets or Exceeds? Yes or No.
1	A variety of message lengths with a minimum message length of at least two minutes each.	Yes
2	Message review, including skip back or ahead.	Yes
3	Message saving and erasing.	Yes
4	Erased message retrieval.	Yes
5	Messaging forwarding to another voice mailbox in the system with the ability to append additional comments.	Yes
6	Message sending.	Yes
7	Password protection.	Yes
8	Permanent and temporary personalized greetings.	Yes
9	Message waiting indicator signal received at workstation handset, if applicable, within one minute.	Yes
10	Remote access capability from any telephone location on or off net.	Yes
11	Creation of Group Distribution Lists - Allow an administrator to define voice mail distribution lists to	Yes

Line Item	Voicemail General Features	Bidder Meets or Exceeds? Yes or No.
	forward and reply to an individual or to a group of predefined recipients.	
12	End-Users shall be able to access voicemail messages from Desktop Handsets, mobile phones, softphones, email, or browsers.	Yes

The Contractor shall offer the Voicemail services and features detailed in Table 22.2.6.a.

Table 22.2.6.a – Voice Mail Services

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	Voice Mail	Voicemail Service	Voicemail feature provides a single voice mailbox for all enterprise business calls.	VM-0001	**Yes**

The Contractor may offer additional unsolicited voicemail features in Table 22.2.6.b.

Table 22.2.6.b – Unsolicited Voice Mail Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1			
2			
3			

22.2.7 Cloud-Hosted VoIP Services Geographic Service Area

The Contractor shall provide the Cloud-Hosted VoIP Services service statewide.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.3 OTHER SERVICES

22.3.1 Hourly Rates for Services

The hourly classifications of hours worked for services described in this section will be as follows:

1. Regular Hours – Hours worked between 8:00AM and 4:59PM, Monday through Friday.

2. Overtime Hours – Hours worked between 5:00PM and 7:59AM, Monday through Friday and all day Saturday.

3. Sunday and Holiday Hours – Any hours worked on Sunday or State of California holidays.

When coordinated scheduling for projects between the State and the Contractor occurs, the State and the Contractor may mutually agree that hours worked between 5:00PM and 7:59AM, Monday through Friday and all day Saturday and any hours worked on Sunday or State of California holidays can be classified as Regular Hours in accordance with the State of California Department of Industrial Relations.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.3.2 Services Related Hourly Support

The Contractor shall provide labor for the diagnosis and/or repair of services listed in this Contract and all costs for repair are the responsibility of the service provider unless it is specifically determined that the cause of service failure is outside the scope of the Contractors responsibilities. Work performed under this section is authorized only for situations where the Contractor has dispatched personnel to diagnose a service problem that is discovered to be caused by factors outside the responsibility of the Contractor or no trouble is found.

Bidder understands the Requirement and shall meet or exceed it? Yes

In the Cost Worksheet, the Contractor shall provide a fixed hourly rate schedule for the labor classifications required to diagnose and/or repair the

contracted services. The rates identified shall only be used for the diagnosis and/or repair of contracted services and no materials shall be included in the rates. The total amount of labor hours permitted to be performed is ten hours per dispatch/occurrence.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall offer emergency restoration services as detailed in Table 22.3.2.

Table 22.3.2 – Services Related Hourly Support

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
1	Field Service Repair Technician Regular Hours	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.	Field Services Repair Technician Hours 8:00AM to 4:59PM, Monday through Friday.	TECH-0004	**Yes**
2	Field Service Repair Technician Overtime Hours	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.	Field Service Repair Technician Overtime Hours Mon-Fri 5:00 pm to 7:59 am and all day Saturday	TECH-0005	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
3	Field Service Repair Technician Sunday and Holiday Hours	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.	Field Services Technician any hours worked on Sunday or State of California holidays	TECH-0006	**Yes**

22.3.3 Migration Professional Services

The Contractor shall provide Professional Services that support the migration of Customer telephone services. This service is limited to efforts related to the migration from one CALNET service to another CALNET service. Some examples are assistance with Customer telephone data, number porting, site surveys, site audits, inventory and record management.

The Contractor shall offer the Migration Professional Services detailed in Table 22.3.3.a.

Table 22.3.3.a – Migration Professional Services

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	Migration Technical Services Support I - Standard Regular Hours	Technical Services Support I for Central Office Exchange Migration only	Migration Technical Services - Hours 8:00AM to 4:59PM,	MIG-0001	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
		– Regular Hours	Monday through Friday.		
2	Migration Technical Services Support I - Overtime Hours	Technical Services Support I for Central Office Exchange Migration only - Overtime Hours	Migration Technical Services Overtime Hours Mon-Fri 5:00 pm to 7:59 am and all day Saturday	MIG-0002	**Yes**
3	Migration Technical Services Support I – Sunday and Holiday Hours	Technical Services Support I for Central Office Exchange Migration only – Sunday and Holiday Hours	Migration Technical Services any hours worked on Sunday or State of California holidays	MIG-0003	**Yes**
4	Migration Technical Services Support II - Regular Hours	Technical Services Support II for Central Office Exchange Migration only – Regular Hours	Migration Technical Services support II - Hours 8:00AM to 4:59PM, Monday through Friday.	MIG-0004	**Yes**
5	Migration Technical Services Support II - Overtime Hours	Technical Services Support II for Central Office Exchange Migration only – Overtime Hours	Migration Technical Services Support II - Overtime Hours Mon-Fri 5:00 pm to 7:59 am and all day Saturday	MIG-0005	**Yes**
6	Migration Technical Services	Technical Services Support II for	Migration Technical Services	MIG-0006	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
	Support II – Sunday and Holiday Hours	Central Office Exchange Migration only – Sunday and Holiday Hours	Support any hours worked on Sunday or State of California holidays		
7	Migration Network Engineer – Regular Hours	Network Engineer for Central Office Exchange Migration only – Regular Hours	Migration Network Engineer - Hours 8:00AM to 4:59PM, Monday through Friday.	MIG-0007	**Yes**
8	Migration Network Engineer – Overtime Hours	Network Engineer for Central Office Exchange Migration only – Overtime Hours	Migration Engineer - Overtime Hours Mon-Fri 5:00 pm to 7:59 am and all day Saturday	MIG-0008	**Yes**
9	Migration Network Engineer – Sunday and Holiday Hours	Network Engineer for Central Office Exchange Migration only – Sunday and Holiday Hours	Migration Technical Services Network Engineer any hours worked on Sunday or State of California holidays	MIG-0009	**Yes**
10	Migration Professional Services - Senior Engineer – Regular Hours	Professional Services - Senior Engineer for Central Office Exchange Migration only	Migration Professional Senior Engineer Services - Hours 8:00AM to 4:59PM, Monday through Friday.	MIG-0010	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
		– Regular Hours			
11	Migration Professional Services Principal Architect I – Regular Hours	Professional Services Principal Architect I for Central Office Exchange Migration only – Regular Hours	Migration Professional Principle Architect I - Services - Hours 8:00AM to 4:59PM, Monday through Friday.	MIG-0011	**Yes**
12	Migration Professional Services - Principal Architect II – Regular Hours	Professional Services - Principal Architect II for Central Office Exchange Migration only – Regular Hours	Migration Professional Senior Principle Architect II - Hours 8:00AM to 4:59PM, Monday through Friday.	MIG-0012	**Yes**

Bidder may offer additional unsolicited Migration Professional Services in Table 22.3.4.b

Table 22.3.3.b – Unsolicited Migration Professional Services

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1			
2			
3			

22.4 SERVICE LEVEL AGREEMENTS (SLA)

The Contractor shall provide Service Level Agreements (SLAs) as defined below. The intent of this section is to provide Customers, CALNET Program and the Contractor with requirements that define and assist in the management of the SLAs. This section includes the SLA formats, general requirements, stop clock

conditions and the Technical SLAs for the services identified in this Category solicitation.

22.4.1 Service Level Agreement Format

The Contractor shall adhere to the following format and include the content as described below for each Technical SLA added by the Contractor throughout the Term of the Contract:

4. SLA Name – Each SLA Name must be unique;

5. Definition - Describes what performance metric will be measured;

6. Measurements Process - Provides instructions how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include source of data and define the points of measurement within the system, application, or network;

7. Service(s) - All applicable services will be listed in each SLA;

8. Objective(s) – Defines the SLA performance goal/parameters; and,

9. Rights and Remedies

10. Per Occurrence: Rights and remedies are paid on a per event basis during the bill cycle; and,

11. Monthly Aggregated Measurements: Rights and remedies are paid once during the bill cycle based on an aggregate of events over a defined period of time.

The Contractor shall proactively apply a credit or refund when a SLA objective is not met. CALNET SLA Rights and Remedies do not require the Customer to submit a request for credit or refund.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.4.2 Technical Requirements Versus SLA Objectives

Sections 22.2 (Cloud-Hosted VoIP Services) and 22.3 (Other Services) define the technical requirements for each service. These requirements are the minimum parameters each Bidder must meet in order to qualify for Contract award. Upon Contract award the committed technical requirements will be maintained throughout the remainder of the Contract.

Committed SLA objectives are minimum parameters which the Contractor shall be held accountable for all rights and remedies throughout Contract Term.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.4.3 Methods of Outage Reporting: Customer or Contractor

There are two methods in which CALNET service failures or quality of service issues may be reported and Contractor trouble tickets opened: Customer reported or Contractor reported.

The first method of outage reporting results from a Customer reporting service trouble to the Contractor's Customer Service Center via phone call or opening of a trouble ticket using the on-line Trouble Ticket Reporting Tool (SOW Business Requirements, Trouble Ticket Reporting Tool (TTRT)).

The second method of outage reporting occurs when the Contractor opens a trouble ticket as a result of network/system alarm or other method of service failure identification. In each instance the Contractor shall open a trouble ticket using the Trouble Ticket Reporting Tool (SOW Business Requirements) and monitor and report to Customer until service is restored.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.4.4 Bidder Response to Service Level Agreements

Many of the Service Level Agreements described below include multiple objective levels – Basic, Standard and Premier. Bidders shall indicate one specific objective level they are committing to for each service in space provided in the "Objective" section of each SLA description.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.4.5 Contractor SLA Management Plan

Within 90 calendar days of Contract award, the Contractor shall provide CALNET CMO with one SLA Management Plan that describes how the Contractor will monitor and manage the Technical SLAs for services in this IFB. The SLA Management plan shall provide processes and procedures to be implemented by the Contractor. The SLA Management Plan shall define the following:

1. Contractor SLA Manager and supporting staff responsibilities;

2. Contractor process for measuring objectives for each SLA. The process shall explain how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include source of data and define

the points of measurement within the system, application, or network. Process may differ per service type;

3. Creation and delivery of SLA Reports (SOW Business Requirements Section G.10.5). The Contractor shall include a sample report in accordance with SOW Business Requirements Section G.10.5, SLA Reports for the following: SLA Service Performance Report (SOW Business Requirements Section G10.5.1), SLA Provisioning Report (SOW Business Requirements Section G.10.5.2), SLA Catastrophic Outage Reports (SOW Business Requirements Section G.10.5.3), and Trouble Ticket and Provisioning/SLA Credit Report (SOW Business Requirements Section G.10.5.4). The Contractor shall commit to a monthly due date. The reports shall be provided to the CALNET Program via the Private Oversight Website (SOW Business Requirements Section G.10.2);

4. SLA invoicing credit and refund process;

5. Contractor SLA problem resolution process for Customer SLA and SLA reporting issues. The Contractor shall provide a separate process for Customers and CALNET Program; and,

6. Contractor SLA Manager to manage all SLA compliance and reporting. The Contractor shall include the SLA Manager contact information for SLA inquiries and issues resolution for Customer and CALNET Program.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.4.6 Technical SLA General Requirements

The Contractor shall adhere to the following general requirements which apply to all CALNET Technical SLAs (Section 22.4.8).

1. With the exception of Provisioning SLA (Section, 22.4.8.6) the total SLA rights and remedies for any given month shall not exceed the sum of 100 percent of the Total Monthly Recurring Charges (TMRC);

2. If a circuit or service fails to meet one or more of the performance objectives, only the SLA with the largest monthly Rights and Remedies will be credited to the Customer, per event;

3. The Contractor shall apply CALNET SLAs and remedies for services provided by Affiliates and/or Subcontractors under this Contract;

4. The Definition, Measurement Process, Objectives, and Rights and Remedies shall apply to all services identified in each SLA. If a Category or Subcategory is listed in the SLA, then all services under

that Category or Subcategory are covered under the SLA. Exceptions must be otherwise stated in the SLA;

5. TMRC rights and remedies shall include the service, option(s), and feature(s) charges.

6. The Contractor shall proactively and continuously monitor and measure all SLA objectives;

7. The Contractor shall proactively credit all rights and remedies to the Customer within 60 calendar days of the trouble resolution date on the trouble ticket or within 60 calendar days of the Due Date on the Service Request form for the Provisioning SLA (Section 22.4.8.6);

8. To the extent that Contractor offers additional SLAs, or SLAs with more advantageous rights and/or remedies for same or similar services offered through tariffs, online service guides, or other similarly situated government contracts (Federal, State, County, City), the State will be entitled to the same rights and/or remedies therein. The Contractor shall present SLAs to CALNET Program for possible inclusion via amendments;

9. The Contractor shall apply CALNET SLAs and remedies to services provided in geographic areas which the Contractor is required to provide service;

10. The election by CALNET Program of any SLA remedy covered by this Contract shall not exclude or limit CALNET Program or any Customer's rights and remedies otherwise available within the Contract or at law or equity;

11. The Contractor shall apply rights and remedies when a service fails to meet the SLA objective even when backup or protected services provide Customer with continuation of services;

12. The Contractor shall act as the single point of contact in coordinating all entities to meet the State's needs for provisioning, maintenance, restoration and resolution of service issues or that of their Affiliates, Subcontractors or resellers under this Contract;

13. The Customer Escalation Process and/or the CALNET CMO Escalation Process shall be considered an additional right and

remedy if the Contractor fails to resolve service issues within the SLA objective(s);

14. Trouble reporting and restoration shall be provided 24x7 for CALNET services;

15. SLAs apply 24x7 unless SLA specifies an exception;

16. Contractor invoices shall clearly cross reference the SLA credit to the service Circuit ID in accordance with SOW Business Requirements Section G.6 (Billing and Invoicing);

17. The Contractor shall provide a CALNET SLA Manager responsible for CALNET SLA compliance. The SLA Manager shall attend regular meetings and be available upon request to address CALNET Program SLA oversight, report issues, and problem resolution concerns. The CALNET SLA Manager shall also coordinate SLA support for Customer SLA inquiries and issue resolution;

18. The Contractor shall provide Customer and CALNET Program support for SLA inquiries and issue resolution; and,

19. Any SLAs and remedies negotiated between Contractor and third party service provider in territories closed to competition shall be passed through to the Customer.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.4.7 Trouble Ticket Stop Clock Conditions

Only the following conditions shall be allowed to stop the duration of the Service Level Agreements. The Contractor shall document durations using the Stop Clock Condition (SCC) listed in Table 22.4.7, which must include start and stop time stamps in the Contractor's Trouble Ticket Reporting Tool (SOW Business Requirements Section G.10.4) or Customer provisioning Service Request for each application of an SCC. The Contractor shall not consider "cleared while testing" or "no trouble found" as a SCC.

Contractor observation timeframes, not requested by End-User, after incident resolution shall not be included in Outage Duration reporting.

Note: The Glossary (SOW Appendix A) defines term "End-User" as the "individual within an Entity that is receiving services and/or features provided under the Contract."

Bidder understands the Requirement and shall meet or exceed it? Yes

Stop Clock Conditions are limited to the conditions listed in Table 22.4.7.

Table 22.4.7 – Stop Clock Conditions

Line Item	Stop Clock Condition (SCC)	SCC Definition
1	END-USER REQUEST	Periods when a restoration or testing effort is delayed at the specific request of the End-User. The SCC shall exist during the period the Contractor was delayed, provided that the End-User's request is documented and time stamped in the Contractor's trouble ticket or Service Request system and shows efforts are made to contact the End-User during the applicable Stop Clock period.
2	OBSERVATION	Time after a service has been restored but End-User request ticket is kept open for observation. If the service is later determined by the End-User to not have been restored, the Stop Clock shall continue until the time the End-User notifies the Contractor that the Service has not been restored.
3	END-USER NOT AVAILABLE	Time after a service has been restored but End-User is not available to verify that the Service is working. If the service is later determined by the End-User to not have been restored, the Stop Clock shall apply only for the time period between Contractor's reasonable attempt to notify the End-User that Contractor believes the service has been restored and the time the End-User notifies the Contractor that the Service has not been restored.
4	WIRING	Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor or any of its Subcontractors or Affiliates. If it is later determined the wiring is not the cause of failure, the SCC shall not apply.
5	POWER	Trouble caused by a power problem outside of the responsibility of the Contractor.

Line Item	Stop Clock Condition (SCC)	SCC Definition
6	CUSTOMER PROVISIONING DELAY	Delays to Provisioning caused by lack of Customer's building entrance Facilities, conduit structures that are the Customer's responsibilities or Extended demarcation wiring. If the Service Providing Contractor has been contracted by the Customer for extended demarcation, this SCC shall not apply to missed dates/times. The Customer Provisioning Delay SCC is restricted to Provisioning SLAs only.
7	ACCESS	Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following: a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative; b. Site contact refuses access to technician who displays proper identification; c. Customer provides incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify End-User of the improper contact information and takes steps to obtain the correct information; or, d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem. If it is determined later that the cause of the problem was not at the site in question, then the Access SCC shall not apply.

Line Item	Stop Clock Condition (SCC)	SCC Definition
8	STAFF	Any problem or delay to the extent caused by End-User's staff that prevents or delays Contractor's resolution of the problem. In such event, Contractor shall make a timely request to End-User staff to correct the problem or delay and document in trouble ticket.
9	APPLICATION	End-User software applications that interfere with repair of the trouble.
10	CPE	Repair/replacement of Customer Premise Equipment (CPE) not provided by Contractor if the problem has been isolated to the CPE. If determined later that the CPE was not the cause of the service outage, the CPE SCC will not apply.
11	NO RESPONSE	Failure of the trouble ticket originator or responsible End-User to return a call from Contractor's technician for on-line close of trouble tickets after the Service has been restored as long as Contractor can provide documentation in the trouble ticket substantiating the communication from Contractor's technician.
12	MAINTENANCE	An outage directly related to any properly performed scheduled maintenance or upgrade scheduled for CALNET DNCS service. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs shall apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to the Maintenance SCC.
13	THIRD PARTY	Any problem or delay caused by a third party not under the control of Contractor, not preventable by Contractor, including, at a minimum, cable cuts not caused by the Contractor. Contractor's Subcontractors and Affiliates shall be deemed to be under the control of Contractor with respect to the equipment, services, or Facilities to be provided under this Contract.

Line Item	Stop Clock Condition (SCC)	SCC Definition
14	FORCE MAJEURE	Force Majeure events, as defined in the eVAQ General Provisions - Telecommunications, Section 28 (Force Majeure).
15	CUSTOMER ENVIRONMENTAL	An outage directly caused by customer premise environmental conditions, which are outside the control and responsibility of the Contractor. This includes a non-secured location, excessive heat or lack of cooling. If determined later that the environmental conditions were not the cause of the service outage, or a result of the Contractor modifying Contractor provided equipment without Customer's approval, the Customer Environmental SCC will not apply.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.4.8 Technical Service Level Agreements (SLA)

22.4.8.1 Availability (M-S)

SLA Name: Availability

Definition:

The percentage of time a CALNET Data Networks or Cloud-Hosted VoIP Services service is fully functional and available for use each calendar month.

Measurement Process:

The monthly Availability Percentage shall be based on the accumulative total of all Unavailable Time derived from all trouble tickets closed, for the individual affected service (per Circuit ID or Service ID), per calendar month. The monthly Availability Percentage equals the Scheduled Uptime per month less Unavailable Time per month divided by Scheduled Uptime per month multiplied by 100. Scheduled Uptime is based on 24 x number of days in the month. All Unavailable Time applied to other SLAs, which results in a remedy, will be excluded from the monthly accumulated total.

Services:

Cloud-Hosted VoIP Services

Objective A:

The objective will be based on the access type identified in the table below:

Service Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Cloud-Hosted VoIP Services	≥ 99.9%	≥ 99.99%	≥ 99.999%	P

Rights and Remedies:

1. Per Occurrence:
   - 20% credit or refund of the TRMC and two Business Days of ADUC, when usage applies, for each Cloud-Hosted VoIP Services service/feature impacted by the service failure.

2. Monthly Aggregated Measurements:
   - N/A

Bidder understands the Requirement and shall meet or exceed it? Yes

22.4.8.2 Catastrophic Outage 1 (CAT 1) (M-S)

SLA Name: Catastrophic Outage 1 (CAT 1)

Definition:

The total loss of service at a single address based on a common cause resulting in one or more of the following:

Failure of two or more service types

Measurement Process:

The Outage Duration begins when a network alarm is received by the Contractor from the outage-causing event or the opening of a trouble ticket by the Customer or Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall compile a list for each End-User service affected by the common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User service (Circuit ID or Service ID) basis from information recorded from the network equipment/system or a

Customer reported trouble ticket. Each End-User service (Circuit ID or Service ID) is deemed out of service from the first notification until the Contractor determines the End-User service is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

Services:

Cloud-Hosted VoIP Services

Objectives:

The objective restoral time will be:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Cloud-Hosted VoIP Services	≤ 1 Hour	≤ 30 Minutes	≤ 15 Minutes	P

Rights and Remedies:

1. Per Occurrence:
   - 100% credit or refund of the TMRC and ten Business Days ADUC for each End-User service not meeting the committed objective for each CAT 2 fault.
2. Monthly Aggregated Measurements:
   - N/A

Bidder understands this requirement and shall meet or exceed it? Yes

22.4.8.3 Catastrophic Outage 3 (CAT 3) (M-S)

SLA Name: Catastrophic Outage 3 (CAT 3)

Definition:

The total loss of any service type on a system wide basis.

Measurement Process:

The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the Customer or the Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall open a trouble ticket and compile a list for each End-User service (Circuit ID or Service ID) affected by the common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User service (Circuit ID or Service ID) basis from information recorded from the network equipment/system or trouble ticket. Each End-User service (Circuit ID or Service ID) is deemed out of service from the first notification until the Contractor determines the End-User service is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

Services:

Cloud-Hosted VoIP Services

Objectives:

The objective will be based on the access type identified in the table below:

Service Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Cloud-Hosted VoIP Services	≤ 30 Minutes	N/A	≤ 15 Minutes	P

Rights and Remedies:

1. Per Occurrence:
   - 100% credit or refund of the TMRC and ten Business Days ADUC for each service (Circuit ID or Service ID) not meeting the committed objective for each Cat 3 fault.
2. Monthly Aggregated Measurements:
   - N/A

Bidder understands the Requirement and shall meet or exceed it? Yes

22.4.8.4 Excessive Outage

SLA Name: Excessive Outage

Definition:

Any failure that prevents full functionality of the service that remains unresolved for more than the committed objective level.

Measurement Process:

This SLA is based on trouble ticket Unavailable Time. The circuit or service is not fully functional during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If the Customer reports a partial or complete service that is not fully functional and remains unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time.

Services:

     Cloud-Hosted VoIP Services

Objectives:

The objective will be based on the access type identified in the table below:

Service Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Cloud-Hosted VoIP Services	12 Hours	10 Hours	8 Hours	P

Rights and Remedies:

1. Per Occurrence:
   - 100% credit or refund of the TMRC and ten Business Days ADUC for each service (Circuit ID or Service ID) not meeting the committed objective for each Cat 3 fault.
2. Monthly Aggregated Measurements:
   - N/A

Bidder understands the Requirement and shall meet or exceed it? Yes

22.4.8.5 Notification (M-S)

SLA Name: Notification

Definition:

The Contractor notification to the CALNET Program and designated stakeholders in the event of a CAT 2 or CAT 3 failure, terrorist activity, threat of natural disaster, or actual natural disaster which results in a significant loss of telecommunication services to CALNET DNCS End-Users or has the potential to impact services in a general or statewide area. The State understands initial information requiring the nature of the outage may be limited.

Measurement Process:

The Contractor shall adhere to the Network Outage Response requirements (SOW Business Requirements Section G.3.3, Network Outage Response) and notify the CALNET Program and designated stakeholders for all CAT 2 and CAT 3 Outages or for network outages resulting in a significant loss of service. Notification objectives will be based on the start time of the outage failure determined by the opening of a trouble ticket or network alarm, whichever occurs first. For events based on information such as terrorist activity or threat of natural disaster, the Contractor shall notify the CALNET Program and designated stakeholder when information is available for dissemination to the Customers.

Services:

All Services

Objectives:

Within 60 minutes of the above mentioned failures' start time, the Contractor shall notify the CALNET Program and designated stakeholders using a method defined in SOW Business Requirements, Network Outage Response.

At 60-minute intervals, updates shall be given on the above-mentioned failures via the method defined in SOW Business Requirements, Network Outage Response.

This objective is the same for Basic, Standard and Premier Commitments.

Rights and Remedies:

1. Per Occurrence:
   - Senior Management Escalation
2. Monthly Aggregated Measurements:
   - N/A

Bidder understands the Requirement and shall meet or exceed it? Yes

22.4.8.6 Provisioning (M-S)

SLA Name: Provisioning

Definition:

Provisioning shall include new services, moves, adds and changes, completed by the Contractor on or before the due dates. The Provisioning SLA shall be based on committed installation intervals established in this SLA or due dates negotiated between the Customer and the Contractor documented on the Contractor's order confirmation notification or Contracted Project Work SOW in accordance with SOW Business Requirements Section G.2.5.4, Provisioning and Implementation. The Contractor shall meet the committed interval dates or due date negotiated with the Customer. If the Customer agrees to a negotiated due date, the negotiated due date supersedes the committed interval. At the Customer's discretion, if the scope of the Service Request(s) meets the Coordinated or Managed Project criteria, negotiated due dates will be established and documented in the Project Timeline per SOW Business Requirements Section G.8, Contracted Service Project Work.

Provisioning SLAs have two objectives:

> Objective 1: Individual service installation; and,
> Objective 2: Successful Install Monthly Percentage by service type.
> Note: Provisioning timelines include extended demarcation wiring when appropriate.

Measurement Process:

Objective 1: Individual Service Installations: Install intervals are based on the committed installation intervals established in this SLA or due dates negotiated between the Customer and the Contractor. This objective requires the Contractor to meet the due date for each individual service

installation. This includes individual circuit/service/seat level installations for Coordinated and Managed Projects.

Objective 2: Successful Install Monthly Percentage per Service Type: The Contractor shall sum all individual installations per service, as listed below, meeting the objective in the measurement period and divide by the sum of all individual service installations due per service in the measurement period and multiply by 100 to equal the percentage of service installations completed on time. The Contractor must meet or exceed the objective below in order to avoid the rights and remedies.

Services:

Features must be installed in conjunction with the service except when listed below:

Service	Committed Interval Days	Coordinated/Managed Project
Cloud-Hosted VoIP Services	30	Coordinated/Managed Project

Objectives:

Objective 1: Individual service installation: Service provisioned on or before the negotiated due date.
Objective 2: Successful Install Monthly Percentage per Service:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
Cloud-Hosted VoIP Services	≥ 90%	N/A	≥ 95%	P

Rights and Remedies:

1. Per Occurrence:

   - Objective 1: Individual service installations: 50% of installation fee credited to the Customer for any missed committed objective.

2. Monthly Aggregated Measurements:

   - Objective 2: 100% of the installation fee credited to the Customer for all service installations (per service type) that did not complete within the committed objective during the

month if the Successful Install Monthly Percentage is below the committed objective.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.4.8.7 Time To Repair (M-S)

SLA Name: Time to Repair

Definition:

Any failure that prevents full functionality of the service that remains unresolved for more than the committed objective level.

Measurement Process:

This SLA is based on trouble ticket Unavailable Time. The circuit or service is not fully functional during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If the Customer reports a partial or complete service that is not fully functional and remains unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time. If the Customer reports a service that is not fully functional and remains unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time. This SLA is applied per occurrence.

Services:

> Cloud-Hosted VoIP Services

Objectives:

The Unavailable Time objective shall not exceed:

Service Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Cloud-Hosted VoIP Services	6 Hours	5 Hours	4 Hours	P

Rights and Remedies:

1. Per Occurrence:

    - 25% credit or refund of the TMRC and three Business Days ADUC, when applicable, per occurrence for each service (Circuit ID or Service ID) out of service for a period greater than the committed objective level.

2. Monthly Aggregated Measurements:

    - N/A

Bidder understands the Requirement and shall meet or exceed it? Yes

22.4.8.8 Unsolicited Service Enhancement SLAs

All unsolicited service enhancements shall be considered a feature of the service, and therefore shall be included as such under the SLAs as defined in this section.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.4.8.9 Proposed Unsolicited Offerings

The contractor shall provide SLAs as defined in SLA Section 22.4.8 for each unsolicited offering determined by the CALNET Program not to be a feature of a service or a component of an unbundled service identified in the technical requirements. SLA tables shall be amended after Contract award to include all new unsolicited services.

Bidder understands the Requirement and shall meet or exceed it? Yes

22.4.8.10 Contract Amendment Service Enhancement SLAs

All Contract amendment service enhancements shall be considered a feature of the service, therefore included as such under the SLAs as defined in Section 22.4.8.

Bidder understands the Requirement and shall meet or exceed it? Yes

INVITATION FOR BID

IFB C4DNCS19
Data Networks and Communications Services

CATEGORY 22 – CLOUD-HOSTED VOIP SERVICES

CenturyLink Communications, LLC dba CenturyLink dba LUMEN

Statement of Work

CATALOG A

September 14, 2020

BAFO

Issued by:

STATE OF CALIFORNIA

California Department of Technology Statewide Procurement

PO Box 1810

Rancho Cordova, CA 95741

ADDENDUM LOG

Addendum #	Date	Addendum Description
7	3/30/20	Clarified Table Header 22.4.2.1.b. Removed Audio Conferencing throughout document.
8	6/12/20	Table 22.2.4.a #1-3 Modified Site Survivability Network Failure feature items to specify bidding criteria.
BAFO	9/14/20	Corrected Section numbering and references throughout document. Removed requirements from Section 22.3.2.

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Catalog A

CATEGORY 22 – Cloud-Hosted VoIP Services

22.2 CLOUD-HOSTED VOIP SERVICES

22.2.1 Cloud-Hosted VoIP Requirements

22.2.3 Cloud-Hosted VoIP Service Packages

Table 22.2.3.a – Cloud-Hosted VoIP Packages

Line Item	Feature Name	Contractor's Product ID	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure
1	Cloud-Hosted VoIP Service Package with Standard Handset	CVOIP-0001	$0.00	$17.90	Each
2	Cloud-Hosted VoIP Service Package with Midrange Handset	CVOIP-0002	$0.00	$18.57	Each
3	Cloud-Hosted VoIP Service Package with Attendant Handset	CVOIP-0003	$0.00	$29.70	Each
4	Cloud-Hosted VoIP Service Package with Conference Room Speakerphone	CVOIP-0004	$0.00	$29.60	Each
5	Cloud-Hosted VoIP Service Package Without Desktop Handset	CVOIP-0005	$0.00	$14.00	Each

Table 22.2.3.b – Unsolicited Cloud-Hosted VoIP Service Package Features

Line Item	Feature Name	Contractor's Product ID	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure
1	Cisco Unified SIP Phone 3905	CVOIPU-0001	$0.00	$2.70	Phone
2	Cisco Unified SIP Phone 6901	CVOIPU-0002	$0.00	$2.70	Phone
3	Cisco IP Phone 7811	CVOIPU-0003	$0.00	$3.90	Phone
4	Cisco IP Phone 7821	CVOIPU-0004	$0.00	$4.50	Phone
5	Cisco IP Phone 7841	CVOIPU-0005	$0.00	$4.85	Phone
6	Cisco IP Phone 7861	CVOIPU-0006	$0.00	$6.00	Phone
7	Cisco IP Conference Phone 7832	CVOIPU-0007	$0.00	$15.60	Phone
8	Cisco IP Phone 8811	CVOIPU-0008	$0.00	$6.90	Phone
9	Cisco IP Phone 8841	CVOIPU-0009	$0.00	$7.80	Phone
10	Cisco IP Phone 8845	CVOIPU-0010	$0.00	$8.40	Phone
11	Cisco IP Phone 8851	CVOIPU-0011	$0.00	$9.00	Phone
12	Cisco IP Phone 8861	CVOIPU-0012	$0.00	$10.20	Phone
13	Cisco IP Phone 8865	CVOIPU-0013	$0.00	$11.10	Phone
14	Cisco Unified IP Conference Phone 8831	CVOIPU-0014	$0.00	$23.40	Phone
15	Cisco IP Conference Phone 8832	CVOIPU-0015	$0.00	$22.20	Phone
16	Cisco Wireless IP Phone 8821	CVOIPU-0016	$0.00	$15.00	Phone
17	Cisco Webex DX80	CVOIPU-0017	$0.00	$66.00	Phone
18	Cisco IP Phone 8800 Key Expansion Module	CVOIPU-0018	$0.00	$7.80	Phone
19	Cisco IP Phone 8851/8861 Key Expansion Module	CVOIPU-0019	$0.00	$8.10	Phone
20	Cisco IP Phone 8865 Key Expansion Module	CVOIPU-0020	$0.00	$8.10	Phone

22.2.4 Additional Cloud-Hosted VoIP Services

22.2.4.2 Direct Inward Dial Number Reservation

Table 22.2.4.a – Additional Cloud-Hosted VoIP Services

Line Item	Feature Name	Contractor's Product ID	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure
1	Cloud-Hosted VoIP Services Small Site Survivability Network Failure	CVOIP-0006	$0.00	$151.69	Each
2	Cloud-Hosted VoIP Services Medium Site Survivability Network Failure	CVOIP-0007	$500.00	$345.60	Each
3	Cloud-Hosted VoIP Services Large Site Survivability Network Failure	CVOIP-0008	$500.00	$345.60	Each
4	Direct Inward Dial Number Reservation	CVOIP-0009	NA	$0.18	Block

Table 22.2.4.b – Unsolicited Additional Cloud-Hosted VoIP Services

Line Item	Feature Name	Contractor's Product ID	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure
1					
2					
3					

22.2.5 International Off-Net Calling

22.2.5.1 United States Based Services Waiver

Table 22.2.5.a – International Off-Net Calling with Landline Termination

Line Item	Country	Landline Termination Product Identifier	Landline Termination Non-Recurring Charge	Unit of Measure
1	Brazil	CTF-0001	$0.0200	Minute

Line Item	Country	Landline Termination Product Identifier	Landline Termination Non-Recurring Charge	Unit of Measure
2	Canada	CTF-0002	$0.0100	Minute
3	China	CTF-0003	$0.0289	Minute
4	France	CTF-0004	$0.0200	Minute
5	Germany	CTF-0005	$0.0120	Minute
6	Israel	CTF-0006	$0.0150	Minute
7	Italy	CTF-0007	$0.0150	Minute
8	Japan	CTF-0008	$0.0400	Minute
9	Korea	CTF-0009	$0.0200	Minute
10	Mexico	CTF-0010	$0.0120	Minute
11	Spain	CTF-0011	$0.0150	Minute
12	Switzerland	CTF-0012	$0.0200	Minute
13	United Kingdom	CTF-0013	$0.0036	Minute

Table 22.2.5.b – Unsolicited International Off-Net Calling with Landline Termination

Line Item	Country, Countries, Regions or Groupings	Landline Termination Product Identifier	Landline Termination Non-Recurring Charge	Unit of Measure
1				
2				
3				

Table 22.2.5.c – International Off-Net Calling with Mobile Termination

Line Item	Country	Mobile Termination Product Identifier	Mobile Termination Non-Recurring Charge	Unit of Measure
1	Brazil	CTF-0014	$0.0200	Minute
2	Canada	CTF-0015	$0.0200	Minute
3	China	CTF-0016	$0.0289	Minute
4	France	CTF-0017	$0.1000	Minute
5	Germany	CTF-0018	$0.0420	Minute
6	Israel	CTF-0019	$0.0450	Minute
7	Italy	CTF-0020	$0.1500	Minute
8	Japan	CTF-0021	$0.1000	Minute

Line Item	Country	Mobile Termination Product Identifier	Mobile Termination Non-Recurring Charge	Unit of Measure
9	Korea	CTF-0022	$0.0310	Minute
10	Mexico	CTF-0023	$0.0120	Minute
11	Spain	CTF-0024	$0.0700	Minute
12	Switzerland	CTF-0025	$0.3600	Minute
13	United Kingdom	CTF-0026	$0.0133	Minute

Table 22.2.5.d – Unsolicited International Off-Net Calling with Mobile Termination

Line Item	Country, Countries, Regions or Groupings	Mobile Termination Product Identifier	Mobile Termination Non-Recurring Charge	Unit of Measure
1				
2				
3				

22.2.6 Voicemail Services

Table 22.2.6.a – Voicemail Services

Line Item	Feature Name	Contractor's Product ID	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure
1	Voicemail	VM-0001	$0.00	$2.00	Each

Table 22.2.6.b – Unsolicited Additional Voicemail Features

Line Item	Feature Name	Contractor's Product ID	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure
1					
2					
3					

22.3 OTHER SERVICES

22.3.2 Services Related Hourly Support

Table 22.3.2 – Services Related Hourly Support

	Feature Name	Contractor's Product ID	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure
1	Field Service Repair Technician Regular Hours	TECH-0004	$150.00	N/A	Hour
2	Field Service Repair Technician Overtime Hours	TECH-0005	$195.00	N/A	Hour
3	Field Service Repair Technician Sunday and Holiday Hours	TECH-0006	$250.00	N/A	Hour

22.3.3 Migration Professional Services

Table 22.3.3.a – Migration Professional Services

Line Item	Feature Name	Contractor's Product ID	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure
1	Migration Technical Services Support I - Standard Regular Hours	MIG-0001	$261.00	N/A	Hour
2	Migration Technical Services Support I - Overtime Hours	MIG-0002	$304.50	N/A	Hour
3	Migration Technical Services Support I – Sunday and Holiday Hours	MIG-0003	$348.00	N/A	Hour
4	Migration Technical Services Support II - Regular Hours	MIG-0004	$304.50	N/A	Hour
5	Migration Technical Services Support II - Overtime Hours	MIG-0005	$348.00	N/A	Hour

Line Item	Feature Name	Contractor's Product ID	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure
6	Migration Technical Services Support II – Sunday and Holiday Hours	MIG-0006	$391.50	N/A	Hour
7	Migration Network Engineer – Regular Hours	MIG-0007	$261.00	N/A	Hour
8	Migration Network Engineer – Overtime Hours	MIG-0008	$304.50	N/A	Hour
9	Migration Network Engineer – Sunday and Holiday Hours	MIG-0009	$348.00	N/A	Hour
10	Migration Professional Services - Senior Engineer – Regular Hours	MIG-0010	$261.00	N/A	Hour
11	Migration Professional Services Principal Architect I – Regular Hours	MIG-0011	$304.50	N/A	Hour
12	Migration Professional Services - Principal Architect II – Regular Hours	MIG-0012	$348.00	N/A	Hour

Table 22.3.3.b – Unsolicited Migration Professional Services

Line Item	Feature Name	Contractor's Product ID	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure
1					
2					
3					

INVITATION FOR BID

IFB C4DNCS19
Data Networks and Communications Services

CATEGORY 29 – CONVERGED VOIP
CenturyLink Communications, LLC dba CenturyLink
dba LUMEN

Statement of Work

TECHNICAL REQUIREMENTS

September 14, 2020

BAFO

Issued by:

STATE OF CALIFORNIA

California Department of Technology Statewide
Procurement

PO Box 1810

Rancho Cordova, CA 95741

ADDENDUM LOG

Addendum #	Date	Addendum Description
1	11/22/19	Reduced and clarified language in sections 29.2.3.1.3, 29.2.3.3.1, 29.2.3.3.3, and 29.2.3.4. Modified Stop Clock Condition Table to include Customer Environmental.
7	3/30/20	Removed section Audio Conferencing requirements throughout document. Reduced and clarified language in sections 29.2.1.11 and 29.2.1.13. Clarified language in section 29.2.2 #8.
8	6/12/20	Modified E911 requirements and moved to Section 29.2.2. Sections renumbered throughout 29.2. Clarified language in sections 29.2.1.5 #2, 29.2.1.6, 29.2.4.2 #1 and #16, 29.2.5.1. Table 29.2.5.a #1-3 Modified Site Survivability Network Failure feature items to specify bidding criteria. Removed requirement 29.2.4.3.1 #4. 29.4.3.1 Added Language
9	7/2/20	Clarified requirement in sections 29.2.1.10, 29.2.1.13.2, 29.2.2.1, and 29.2.6.1. Removed requirement in section 29.2.4.3.3 #3 and #4. Removed Language – 29.4.3.1 SLA Outage Start Date/Time Adjustment
BAFO	9/14/20	Clarified Language in Section 29.2.5.1. Clarified Table Header in Table 29.2.8.2.

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TECHNICAL REQUIREMENTS

CATEGORY 29 – Converged VoIP

29.1 OVERVIEW

This Category 29 IFB C4DNCS19 (IFB) provides the State's solicitation for best value solutions for Converged VoIP. This IFB also describes the technical requirements necessary to support the CALNET program requirements.

This IFB will be awarded to Bidders that meet the award criteria as described in IFB C4DNCS19 Part 1, Bid Evaluation. The CALNET Data Networks and Communications (DNCS) Contract(s) that result from the award of this IFB will be managed on a day-to-day basis by the CALNET Contractor Management Organization (CALNET CMO).

29.1.1 Bidder Response Requirements

Throughout this IFB, Bidders are required to acknowledge acceptance of the requirements described herein by responding to one of the following:

1. Example A (for responses that require confirmation that the Bidder understands and accepts the requirement):

"Bidder understands this requirement and shall meet or exceed it? Choose an item."

Or,

2. Example B (for responses that require the Bidder to provide a description or written response to the requirement):

"Bidder understands this requirement and shall meet or exceed it? Choose an item."

Bidder's Description:

Or,

3. Example C (for responses contained in Technical Feature and/or Service Tables):

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1					Choose an item.

29.1.2 Designation of Requirements

All Technical Requirements specified in this IFB are Mandatory and must be responded to as identified in IFB C4DNCS19 Part 1, SOW Mandatory Technical Requirements by the Bidder. Additionally, some Mandatory requirements are "Mandatory-Scorable" and are designated as "(M-S)".

Costs associated with services shall be included in the prices provided by the Bidder for the individual items included in the Category Cost Worksheets. Items not listed in the Category Cost Worksheets will not be billable by the Contractor. If additional unsolicited items include the features described in this IFB and are not included as billable in the Category Cost Worksheets, the cost associated with the features shall not be included in the unsolicited price.

Services and features included in the Category Cost Worksheets are those that the Bidder must provide. All Bidders must provide individual prices as indicated in the Category Cost Worksheets in the Bidder's Final Proposal. Items submitted with no price will be considered as offered at no cost.

29.1.3 Pacific Time Zone

Unless specified otherwise, all times stated herein are times in the Pacific Time Zone.

Bidder understands the Requirement and shall meet or exceed it? Yes

29.2 CONVERGED VOICE OVER INTERNET PROTOCOL

29.2.1 Converged Voice over Internet Protocol Minimum Network Requirements

The Contractor shall provide a Voice over Internet Protocol (VoIP) solution that utilizes the Contractor's private network services available on another CALNET category.

Converged VoIP Topography Example:
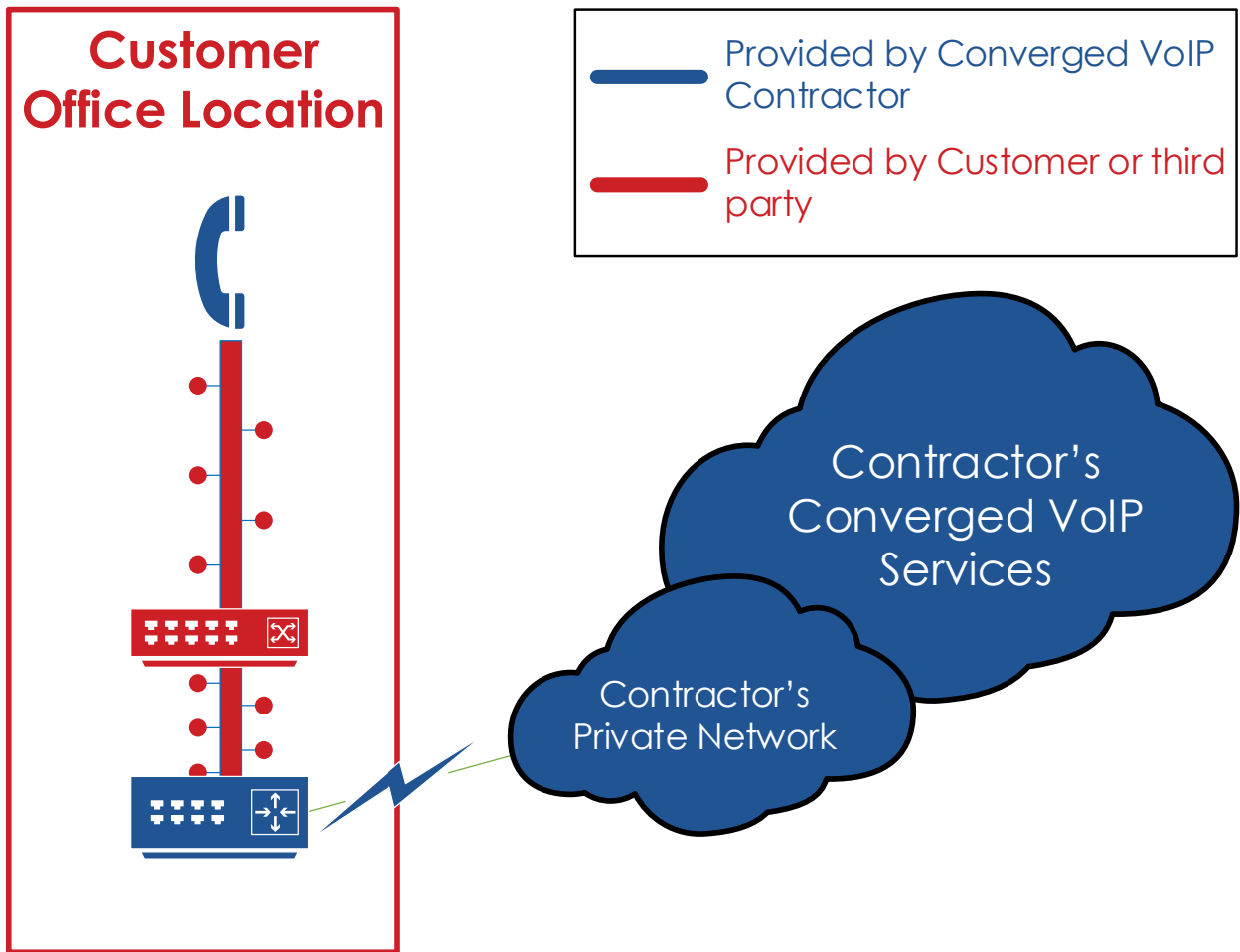
The VoIP network shall deliver business-class features that support standard business lines, Direct Inward Dial (DID) lines, gateway services to local Public Switched Telephone Networks (PSTNs), and least cost (monetary) routing.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.1.1 Converged VoIP Network Designs and Diagrams

The Bidder shall provide network designs and diagrams for the network and converged VoIP services.

Please see Diagram 29.2.1.1.pptx.

The Bidder shall provide electronic drawings with their proposal. The electronic drawings shall be in .dwg, .dfx, .vsd, .pdf, or any mutually agreed format.

Network designs and diagrams shall include physical and logical representations of all critical network elements, including geographic locations, and detail how the Contractor's network(s) for each Service will address the following:

1. **Redundancy** – Having one or more circuits/systems deployed in case of failure of the main circuits/systems, and;
2. **Diversity** – Backbone network paths and infrastructure offered in such a way as to minimize the chance of a single point of failure.

The Contractor shall provide revisions upon CALNET CMO request.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.1.2 Public Switched Telephone Network Interoperability

The VoIP solution must be interoperable with the Public Switched Telephone Network (PSTN).

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.1.3 Number Portability

The Contractor must comply with the Local Number Portability (LNP) regulations set forth by the Federal Communications Commission (FCC).

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.1.5 Network Based

1. The Converged VoIP solution shall be network based with all call control components residing in the Contractor's network, including network gatekeepers and gateways.

Bidder understands this requirement and shall meet or exceed it? Yes

2. The Contractor shall not use State property for the deployment, collocation, or supplementation of the Contractor's network signaling and management, call control and setup, or access to other PSTN or VoIP network providers with the exception of

equipment required to provide Site Survivability Network Failure as described in Section 29.2.5.1.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.1.6 Private VoIP Network (M)

The Contractor shall not allow voice traffic to route through the public internet. All voice traffic will traverse the Contractor's private network. If remote access is needed for mobility solutions, voice traffic may securely traverse the public internet to route back into the Contractor's private VoIP network.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.1.7 Open Architecture Based on Session Initiation Protocol

The Contractor's Converged VoIP solution shall be non-proprietary and utilize open architecture based on Session Initiation Protocol (SIP) standards.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.1.8 Directory Redundancy and Addressing

The Converged VoIP network shall include redundant network-based directory or gatekeeper functionality to prevent call set up failure. The network shall partition call addressing in such a manner that failure of gatekeepers will not result in a VoIP network failure for all Customers.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.1.9 Technical Measurement Metrics

The VoIP network shall meet the technical measurement metrics listed below.

1. Mean Opinion Score ITU-T P.800 – 3.6 or above (or equivalent industry standard measurement).

Bidder understands this requirement and shall meet or exceed it? Yes

2. Dial Tone Delay – Not to exceed 300 ms for any call.

Bidder understands this requirement and shall meet or exceed it? Yes

3. Call Setup Time – Not to exceed three seconds for any call.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.1.10 Standards Conformance

Bidders shall confirm that the Contractor's CALNET Converged VoIP services meet all applicable International Telecommunication Union (ITU-T) standards, International Engineering Task Force (IETF) standards and Request for Comments (RFC's).

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.1.11 Voice Compression

The VoIP network solution shall include voice compression that will:

1. Pass all applicable ITU test vectors.

Bidder understands this requirement and shall meet or exceed it? Yes

2. Support configurable packetization for maximum flexibility; and,

Bidder understands this requirement and shall meet or exceed it? Yes

3. Not degrade when all channels are active.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.1.12 Network Operations Center

The Contractor shall maintain a 24x7 Network Operations Center (NOC) that coordinates and manages all voice traffic.

Bidder understands this requirement and shall meet or exceed it? Yes

The Contractor shall be responsible for the following:

1. Fault management (trouble identification, isolation, and notification).

Bidder understands this requirement and shall meet or exceed it? Yes

2. Monitor network performance to identify capacity blockages and implement controls to optimize network health and performance.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.1.13 VoIP Security

The Contractor shall implement security measures that detect and prevent unauthorized access to the network for Denial of Service (DoS), Telephony Denial of Service (TDoS), and Man-in-the-Middle (MITM) attacks.

29.2.1.13.1 Physical Access

The Contractor shall comply with the physical security controls of NIST SP 800-53, ISO/IEC 27001, or equivalent standards.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.1.13.2 Network Security

The Contractor's network security solution shall incorporate the following features:

1. All core network equipment shall be in a hardened, secure facility.

Bidder understands this requirement and shall meet or exceed it? Yes

2. All unnecessary services shall be disabled or removed.

Bidder understands this requirement and shall meet or exceed it? Yes

3. Access control policies shall be used to deny suspicious traffic.

Bidder understands this requirement and shall meet or exceed it? Yes

4. Administrators shall be required to log into a central server to access any other server on the network.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.1.13.3 Client Authentication

1. The Contractor shall utilize the SIP Digest Authentication scheme to authenticate users.

Bidder understands this requirement and shall meet or exceed it? Yes

2. The Contractor shall set passwords on VoIP handsets before shipping.

Bidder understands this requirement and shall meet or exceed it? Yes

3. The Contractor shall disable Telnet to all VoIP handsets.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.1.14 Service Restoration

29.2.1.14.1 Telecommunications Service Priority Program

When Applicable, the Contractor shall comply with the Telecommunications Service Priority (TSP) program, an FCC mandate for prioritizing service requests by identifying those services critical to National Security and Emergency Preparedness (NS/EP) comply with all California Public Utilities Commission (CPUC) and FCC requirements.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.2 Emergency Services

The Contractor shall comply with Federal Communications Commission (FCC) emergency service requirements, including Enhanced 911 (E911), Kari's Law, and the Ray Baum's Act, to identify the location of an originating station and route the call to the appropriate Public Safety Answering Point (PSAP).

Bidder understands the requirements and shall meet or exceed them? Yes

29.2.2.1 Enhanced 911 Database Updates

The Contractor shall be responsible for updating the E911 database when notified End-User equipment is moving to a new location with a different street address and Local Area Network.

Bidder understands the requirements and shall meet or exceed them? Yes

29.2.2.1.1 Dynamic Location Mapping

The Contractor shall provide Customers with a solution to map logical network attributes (e.g. port, subnet, VLAN, Wireless AP, etc.) to dispatchable locations. Dispatchable locations shall include the street address and additional information such as room number, floor number, or other information necessary to identify the location of the calling party.

The Bidder shall describe their Dynamic Location Mapping solution in the Bidder's Description. The Bidder's Description shall be no more than three pages and must include a technical description of the following items.

1. How the Bidder's solution will allow a Customer to configure dispatchable locations. This description should include the level of detail that can be configured in terms of dispatchable locations and network attributes.

2. How the Bidder's solution will provide a dispatchable location to the PSAP when an End-User dials 911.

Bidder understands the requirements and shall meet or exceed them? Yes

Bidder's Description:

Item 1) Dispatchable Location Configuration and MACD: CenturyLink's service leveraging the Cisco Emergency Responder Platform (CER) supports seamless configuration of e911 user dispatchable location information inclusive of customer defined logical network attributes, i.e. IP Subnet, VLAN, Switch Port.

Initial configuration, including network designated network attributes at install is performed using the customer tenant portal. CenturyLink will provide customer administrator(s) with comprehensive training on Portal input. This baseline location information provides ease of administration for moves, adds, and changes and is one of the key advantages the CenturyLink VoIP platform communications technology providing for dynamic moves, adds, and changes that automatically update 911 information without user intervention.

Cisco Emergency Responder (CER) provides the following primary functionality:

1. Dynamic association of a phone to an Emergency Response Location (ERL), based on the detected physical location of the phone.

2. Dynamic association of the Emergency Location Identification Number (ELIN) to the calling phone, for callback purposes. In contrast to the general emergency services scenarios outlined in preceding sections, enabling the callback to ring the exact phone that initiated the 911 call.

3. On-site notification to designated parties (by pager, web page, email, or phone call) to inform them that there is an emergency call in progress. Email, pager, and web page notifications include the calling party name and number, the ERL, and the date and time details associated with the call. Phone notification provides the information about the calling number from which the emergency call was placed.

Cisco Emergency Responder uses multiple methods to determine the physical location of a device. Because more specific location discovery results in a shorter time to locate the emergency and administer emergency services, Emergency Responder uses the following methods among others to identify an emergency caller's location:

1. Switch port discovery

2. IP subnet

3. Static DN assignment

4. Default route

The most commonly used are Switch Port discover and IP Subnet.

Switch Port Discovery – The primary method for location identification in Cisco Emergency Responder is the detection of an endpoint via Layer 2 discovery at the switch port level. Discovering an endpoint though Layer 2 Cisco Discovery Protocol (CDP) discovery enables Emergency Responder to determine the

exact physical location of the calling device based on the physical termination of the network cable to a network jack in a cubicle or office. Although the discovery mechanism of the connected device is reliable, the accuracy of the physical location relies on two main assumptions:

1. The wired infrastructure of the enterprise is well established, and any wiring closet changes trigger notification to the Emergency Responder administrator indicating what changed.

2. The infrastructure is available for Cisco Emergency Responder to browse; that is, Cisco Emergency Responder can establish Simple Network Management Protocol (SNMP) sessions to the underlying network infrastructure and can scan the network ports for the discovery of connected phones.

Once Cisco Emergency Responder discovers the originating port for the call, it associates the call with the pre-established ERL for the location of that port. This process also yields an association with a pre-established ELIN for the location and the selection of the appropriate egress point to the E911 infrastructure, based on the originating ERL.

IP Subnet – Another typical CER configuration is based on IP subnet designation for delineation of the specific dispatchable location e911 information. Cisco Emergency Responder also provides the capability to configure ERLs for IP subnets and to assign IP endpoint location by IP address. This capability may be used to locate wireless IP phones, IP softphones, collaboration endpoints that do not support Cisco Discovery Protocol (CDP), and third-party SIP endpoints registered to Cisco Unified CM, which Cisco Emergency Responder cannot locate by connected switch port. It may also be used instead of, or in addition to, connected switch port locations for wired Cisco Collaboration endpoints. If both connected switch port and IP subnet locations are available for a Cisco Collaboration endpoint, Cisco Emergency Responder will prefer the connected switch port location because it is usually more specific than the IP subnet location. Using both connected switch port and IP subnet locations is a best practice because it provides assurance that an appropriate ERL will be assigned, even in case of any delay or error in detecting the connected switch port.

E911 Call Sequence – As a call to 911 is made, the application server first looks at the Calling Line ID (CLID) - the FROM Header in the SIP Invite - to determine if it is in the list of Hosted VoIP TNs. If it is not, then the TN is considered an "Alien" TN and the call is routed to VPC ECRC (Emergency Call Response Center), referred to alternatively as the "National PSAP". It should be noted that for Alien TNs the HCS network does not know this TN, it is unaware of which location it is calling

from, and as a result the call will not have address information associated to it. Because of that, the PSAP operator will need to obtain location information directly from the person who placed the call.

If the calling TN is found to be a Hosted VoIP TN, then the application server will determine the TN E911 dispatchable location information and the platform will send the user's calling the VoIP Positioning Center (VPC) carrier to determine which PSAP to route the call to for the physical address of that user's TN.

Finally, if the calling TN is found part of a Group TN, then the Group that the user's TN is a member of is determined, and the Group TN is sent to the VPC on behalf of the calling number. The VPC will then determine the appropriate PSAP to route the call to based on the address associated to the Group TN. Depicted below is the e911 caller Flow-sequence.

Step 1 – The HCS End user dials 911

Step 2 – The platform receives call and flags dialed call as 911

Step 3 – Calling TN is searched for in database

Step 3a – If TN not found (i.e., Alien TN), TN is sent to VPC ECRC

Step 3b – If TN is found and not E911 Add-On, Group TN for PPU is sent to the VPC

Step 3c – If TN is found and is E911 Add-On, calling TN is sent to the VPC

Step 4 – VPC queries ALI database to find address of the TN

Step 5 – VPC determines which PSAP serves that PPU

Step 6 – VPC sends call to correct PSAP based on address of calling TN

Step 7 – PSAP views calling TN and address (20-60 characters depending on PSAP)

Item 2) CenturyLink's VoIP Platform includes the ability to designate at the Group or to End User level secondary dispatchable information such as suite, floor, room or cube This is included in the initial configuration based on customer designated location logical and physical attributes mapping to users and is retained during End User location moves.

For example, if the customer elected to use IP Schema for dispatchable location designation and an End User is located on Floor 2 with an IP Subnet designation of 1.1.1.1/24 and the user moved their phone to Floor 3 that has an IP Subnet designation of 2.2.2.2/24, when the user reregisters their phone on Floor 3, the

source IP of the new registration will be in the 2.2.2.2/24 range which will show in the HCS system and all flow down sequences as Floor 3.

29.2.2.1.2 Remote End-User Location Mapping

The Contractor may provide mobility solutions as part of their Converged VoIP service or as unsolicited items.

All mobility solutions provided by the Contractor shall automatically locate remote End-Users based on the most accurate location data available. Location data sources may include, but are not limited to, GPS, Wi-Fi, Bluetooth, and mobile networks.

In situations where location data is not available, the Contractor's solution shall require the End-User to immediately designate their physical location upon connecting to an unknown network.

The Bidder shall describe their Remote End-User Location Mapping solution in the Bidder's Description. The Bidder's Description shall be no more than three pages and must include a technical description of the following items.

1. How the Bidder's solution will determine the most accurate location data available. The Bidder must include device-specific detail if determining location varies across different types of devices.

2. How the Bidder's solution will require the End-User to immediately designate their physical location. The Bidder must demonstrate how End-Users are able to designate their physical location within the softphone application. Requiring an End-User to call in or use a separate portal to designate their location is not an acceptable solution.

3. Any other means used to pass the End-User's dispatchable location to the PSAP.

Bidder understands the requirements and shall meet or exceed them? Yes

Bidder's Description:

CenturyLink's HCS provides softphone support using the CenturyLink Business Communicator (BC) – the Voice/Video a softphone client that can be installed on Windows, Mac, iOS, and Android. The soft client supports voice and video services as well as service integration to manage remote services such as Simultaneous Ring and Anywhere. The client software is used for making and receiving calls, while still having access to all the features of Hosted VoIP

including e-911 dispatchable location information updating including scheduled update sequence. The warning message is displayed every time a user logs into this device acting as a reminder to confirm they have set the proper 9-1-1 location.

CenturyLink will provide a 911 location manager extension to our HCS service. This client extension requires users with softphone clients to input their location information where user location information is not dynamically available. End-Users who connect to an unknown network are provided with a "warning" or a "dynamic pop up window to input their location information. The location manager can be configured to detect that user is not in a configured location and prompts user using a dynamic pop up window to input their location information. In addition, the agency administrator can disable the SKIP button on pop up which will prevent the user from opting out of location information input. This administrative control effectively enables administrator to disable user softphone if user does not provide a valid address. The user will no longer be able to make any calls using softphone until a location is provided. A system tray notification is triggered to inform user.

User sequence - When a user moves to a new location and starts up their softphone, a customizable disclaimer appears and informs the user that they need to update their location. Once the user has entered their address in the location manager interface, if they need to place a 911 call, their self-provisioned location will be used to determine the appropriate PSAP for call routing and will be provided to the PSAP call taker. Organizations can elect to make it mandatory for their off-site users to provision their locations in Location Manager before they can use their softphone.

In addition to providing location information input capability, the CenturyLink 911 location manager extension provides users with the ability to:

- Choose from a list of locations previously provided

- View a list of locations you have visited

- Remove locations you no longer plan to visit

The softphone client when used on a mobile phone will complete a 911 call.

29.2.3 Converged VoIP Services

1. The Contractor shall provide Converged VoIP that will connect to a Customer's Local Area Network (LAN). This service will allow for the ordering and provisioning of hosted voice and data over a single VoIP network interface. This service shall be interoperable with and traverse successfully across the Customer's firewalls and security layers.

Bidder understands this requirement and shall meet or exceed it? Yes

2. The proposed design shall be network based where all major components reside at a central office or off-premises location. Bandwidth requirements shall be determined by the ITU compression mechanisms defined by the Contractor's network design.

Bidder understands this requirement and shall meet or exceed it? Yes

3. The handsets shall be provided by the Contractor as part of the service package and per-seat pricing structure but will connect directly to the Customer's LAN.

Bidder understands this requirement and shall meet or exceed it? Yes

4. The Converged VoIP service shall be charged on a per-seat basis. The Contractor's per-seat pricing structure shall include all handsets, network gatekeepers, gateways, call control components, labor and materials to make the service fully operational on a Customer provided LAN.

Bidder understands this requirement and shall meet or exceed it? Yes

5. Converged VoIP service shall provide dial tone and full functionality of features to the on-site telephone.

Bidder understands this requirement and shall meet or exceed it? Yes

6. All LAN functionality, components, cabling, equipment, and remediation shall be the responsibility of the Customer and shall be acquired elsewhere.

Bidder understands this requirement and shall meet or exceed it? Yes

7. Any service provided by this Section shall only be used for Converged VoIP and shall not be used for LAN installations.

Bidder understands this requirement and shall meet or exceed it? Yes

8. The Converged VoIP service shall be provisioned in conjunction with the Contractor's private network services available on another CALNET category.

Bidder understands this requirement and shall meet or exceed it? Yes

9. Additional service or feature components required to comply with the requirements of this section shall be bundled into the service components identified.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.4 Converged VoIP Minimum Requirements

The Converged VoIP service shall include all equipment, hardware, software, training and ongoing administration, maintenance and upgrades in the per-seat pricing structure.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.4.1 Converged VoIP Equipment and Hardware

1. Unless otherwise noted in the detailed product listing below, the Contractor shall furnish and install all equipment and hardware required to deliver the service to the workstation handset excluding Customer LAN components.

Bidder understands this requirement and shall meet or exceed it? Yes

2. Horizontal closet racks, raceway, environmental components and AC electrical power will be acquired separately.

Bidder understands this requirement and shall meet or exceed it? Yes

3. Horizontal station cabling will be the responsibility of the Customer and will be acquired separately.

Bidder understands this requirement and shall meet or exceed it? Yes

4. All LAN functionality, components, cabling, and equipment shall be the responsibility of the Customer and shall be acquired separately.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.4.1.1 Converged VoIP Software

The Contractor shall provide all software and ongoing software patches or upgrades necessary to deliver the Converged VoIP service to the workstation handset.

Bidder understands this requirement and shall meet or exceed it? Yes

The Contractor shall provide all configuration and programming.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.4.1.2 Converged VoIP Administration

The Contractor shall perform all initial and ongoing administrative functions to deliver the Converged VoIP service to the workstation handset.

Bidder understands this requirement and shall meet or exceed it? Yes

The Contractor shall provide the Customer with the option to perform selected on-site administrative functions in lieu of the Contractor's obligation, at the sole discretion of the Customer.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.4.1.3 Converged VoIP Handset Power Supplies

The Contractor shall provide ancillary handset power supplies with the handset when requested by the Customer.

Bidder understands this requirement and shall meet or exceed it? Yes

The Contractor shall provide handsets that utilize PoE at the Customer's request.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.4.2 Converged VoIP Basic Feature Package

The Contractor shall provide a basic feature package for all handset configurations. The basic feature package shall include the call features described below.

1. 9XX Blocking – No calls to or from 9xx-xxx-xxxx will be processed.

Bidder understands this requirement and shall meet or exceed it? Yes

2. Auto Attendant – A service that automatically answers incoming calls within a predefined number of rings without assistance from a live attendant.

Bidder understands this requirement and shall meet or exceed it? Yes

3. Call Forward (Busy Don't Answer) – Allows an End-User to choose to reroute incoming calls to another specified telephone number. This shall be available for all incoming calls on a busy or ring-no-answer condition.

Bidder understands this requirement and shall meet or exceed it? Yes

4. Call Forward (All Calls) – Allows the End-User to choose to reroute all incoming calls to another specified telephone number. The feature shall have the capability to restrict call forwarding to internal, local or long distance numbers.

Bidder understands this requirement and shall meet or exceed it? Yes

5. Call Hold – Allows the called party to put a caller on hold and retrieve them from the hold state.

Bidder understands this requirement and shall meet or exceed it? Yes

6. Call Notify - Enables a subscriber to define criteria that causes certain incoming calls to initiate an email notification.

Bidder understands this requirement and shall meet or exceed it? Yes

7. Call Transfer – Allows an End-User to transfer any call in progress to another telephone number.

Bidder understands this requirement and shall meet or exceed it? Yes

8. Call Pickup – Allows an End-User to answer any calls directed to another station line within his or her own predefined call pickup group.

Bidder understands this requirement and shall meet or exceed it? Yes

9. Call Park – Allows a call to be parked at an End-User's number for retrieval by another End-User's line.

Bidder understands this requirement and shall meet or exceed it? Yes

10. Conference – Allows an End-User to establish a multiparty conference connection of a minimum of three conferees including themselves without attendant assistance.

Bidder understands this requirement and shall meet or exceed it? Yes

11. Call Waiting - When a second call is received while an End-User is engaged in a call, the End-User is informed via an audible tone.

Bidder understands this requirement and shall meet or exceed it? Yes

12. Caller ID – Phone number of the calling party is displayed on the terminal equipment.

Bidder understands this requirement and shall meet or exceed it? Yes

13. Conference Bridge – Allows callers from diverse locations/platforms to dial in to a specified telephone number to participate in a conference call.

Bidder understands this requirement and shall meet or exceed it? Yes

14. DID - Direct Inward Dial phone number including Single Line appearance.

Bidder understands this requirement and shall meet or exceed it? Yes.

15. Directory Phone Display – Directory of Customer's VoIP subscribers via the phone display.

Bidder understands this requirement and shall meet or exceed it? Yes

16. Extension Dialing – All on-net numbers can be reached by dialing the fewest number of digits, taking into account size of deployment, number contention, and E911 emergency requirements.

Bidder understands this requirement and shall meet or exceed it? Yes

17. Group Pickup – Allows an incoming call to be picked up from any one of a predefined group of phones.

Bidder understands this requirement and shall meet or exceed it? Yes

18. Hunt Groups – Route inbound calls to a predetermined sequence of telephone numbers until it is answered.

Bidder understands this requirement and shall meet or exceed it? Yes

19. Message Waiting Indicator – Visual indication on phone that a message is in queue for review.

Bidder understands this requirement and shall meet or exceed it? Yes

20. Multi-Line Appearance – Provide the ability for multiple line appearances on an End-User's phone.

Bidder understands this requirement and shall meet or exceed it? Yes

21. Redial – Allow an End-User to automatically originate a call to the last number dialed from the End-User's phone.

Bidder understands this requirement and shall meet or exceed it? Yes

22. Speed Dial – Allows abbreviated digit dialing capability on a per station basis.

Bidder understands this requirement and shall meet or exceed it? Yes

The Bidder shall identify any additional features available at no additional charge.

Bidder's Description:

Anonymous Call Rejection

Anywhere

Assistant - Enterprise Toolbar (also called Toolbar)

Audio Conferencing using CenturyLink Conference Services

Authentication

Auto Attendant

Automatic Callback

Barge-in Exempt

Blind Call Transfer Busy Lamp Field

Call Center using CenturyLink Interaction Routing

Call Detail Records

Call Forward Screening Digits - added to each feature • more clear

Call Forwarding Always

Call Forwarding Busy

Call Forwarding No Answer

Call Forwarding Not Reachable

Call Forwarding Selective

Call Forwarding Selective by Digit Pattern

Call Intercept

Call Logs (on Device)

Call Logs (on End User Portal)

Call Park and Recall

Call Pickup - Group

Call Return Call Transfer

Call Waiting

Caller ID Outgoing Blocking Per Call

Calling Name Delivery Call Notify"

Calling Number Delivery"

Calling Plan Management

Conference N-Way Call

Conference Three-Way Call

Configurable Extension Dialing

Configurable Time Zones

Consultation Transfer

Custom Ringback user

Custom Contact Directories

Customer Originated Trace

Device Manager

Direct Inward/ Outward Dialing (DID)

Directed Call Pickup

Directed Call Pickup with Barge-in

Distinctive Ringing (Priority Alert)

Distinctive Ringing (Priority Alert) using Call by Digit Pattern

Do Not Disturb

End User Portal (EU)

Enterprise-Wide Directory

Enterprise-Wide Group Services

Extension Dialing (Intercom)

Extern al Calling Line ID Delivery

Fax Machine Interface

Feature Activation codes (FAC)

Flash Call Hold

Hold

Hot Dial (Ring-Down Capability)

Hunt - Series Completion

Hunt Groups

Instant Group Call

Intercept

Internal Calling Line ID Delivery Last Number Redial

Multiple Call Arrangement (MCA)

Music On Hold

Overhead Paging Interface

PAC - Project Account Codes

Paging Over Phones

Peer to Peer Video

Personal Directory

Polycom Phone Features

Privacy Service

Push to Talk (Intercom)

Receptionist Web Client Software

Remote Office

Ring Splash

Selective Call Acceptance

Selective Call Acceptance using Call by Digit Pattern

Selective Call Rejection

Selective Call Rejection using Call by Digit Pattern

Sequential Ring

Shared Call Appearance Buttons (SCA) Simultaneous Ring (Personal)

SIP Authentication

Soft Client (Business Communicator) Collaboration

Soft Client (Business Communicator) Voice /Video

Speed Dial 8

Speed Dial 100

Two Stage Dialing

Unified Messaging

Voice Message Callback

Voice Messaging Notification

Voicemail Access (on device)

Voicemail Carbon Copy to EMAIL

Voicemail Escape to Operator

Voicemail Retrieval FAC

Voicemail Scheduled Greetings

Voicemail

VPAC - Verified Project Account Code

29.2.4.3 Converged VoIP Handsets

The Contractor shall provide the Converged VoIP service in five specific handset configurations as defined below.

29.2.4.3.1 Standard Converged VoIP Handset Features

Standard Converged VoIP handsets shall include the following features:

1. Single line.

Bidder understands this requirement and shall meet or exceed it? Yes

2. LCD Display.

Bidder understands this requirement and shall meet or exceed it? Yes

3. Full Duplex Hands-Free Speakerphone.

Bidder understands this requirement and shall meet or exceed it? Yes

4. Visual message waiting indicator.

Bidder understands this requirement and shall meet or exceed it? Yes

5. Ring volume control.

Bidder understands this requirement and shall meet or exceed it? Yes

6. Minimum three programmable function keys or a soft key interface.

Bidder understands this requirement and shall meet or exceed it? Yes

7. Single Ethernet port.

Bidder understands this requirement and shall meet or exceed it? Yes

8. Lightweight Directory Access Protocol (LDAP) and/or Active Directory (AD) integration.

Bidder understands this requirement and shall meet or exceed it? Yes

9. Compliant with Section 508 of the Rehabilitation Act.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.4.3.2 Midrange Converged VoIP Handset Features

Midrange Converged VoIP handsets shall include the following features in addition to the standard Converged VoIP handset features described in Section 29.2.4.3.1:

1. Minimum three lines.

Bidder understands this requirement and shall meet or exceed it? Yes

2. Intercom feature.

Bidder understands this requirement and shall meet or exceed it? Yes

3. Two Ethernet Ports.

Bidder understands this requirement and shall meet or exceed it? Yes

4. End-User Configurable Contact Directory.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.4.3.3 Attendant Converged VoIP Handset Features

Attendant Converged VoIP handsets shall include the following features in addition to the midrange Converged VoIP handset features described in Section 29.2.4.3.2:

1. Minimum Six Lines.

Bidder understands this requirement and shall meet or exceed it? Yes

2. Expansion Module(s) Capability.

Bidder understands this requirement and shall meet or exceed it? Yes

Bidder understands this requirement and shall meet or exceed it? Yes

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.4.3.4 Standard Converged VoIP Conference Room Speakerphone Features and Functionality

Standard Converged VoIP conference room speakerphones shall include the following features:

1. Full duplex.

Bidder understands this requirement and shall meet or exceed it? Yes

2. Expansion microphone compatible.

Bidder understands this requirement and shall meet or exceed it? Yes

3. Ethernet connection.

Bidder understands this requirement and shall meet or exceed it? Yes

4. LCD display.

Bidder understands this requirement and shall meet or exceed it? Yes

5. LDAP and/or AD integration.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.4.3.5 Executive Converged VoIP Conference Room Speakerphone Features and Functionality

Executive Converged VoIP conference room speakerphones shall include the following features in addition to the standard Converged VoIP conference room speakerphone features described in Section 29.2.4.3.4:

1. Integration with video conferencing systems.

Bidder understands this requirement and shall meet or exceed it? Yes

2. Wideband audio.

Bidder understands this requirement and shall meet or exceed it? Yes

3. Multi-unit connectivity.

Bidder understands this requirement and shall meet or exceed it? Yes

4. Two expansion microphones included.

Bidder understands this requirement and shall meet or exceed it? Yes

Bidders shall provide the Converged VoIP Handset Service Packages described in Table 29.2.4.3.a.

Table 29.2.4.3.a – Converged VoIP Handset Service Packages

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
1	Standard Converged VoIP Handset Service Package	Service Package with Standard Converged VoIP Handset.	Standard IP Smart Phone with Standard Service Package, Business Media Phones	HVOIP-0001	**Yes**
2	Midrange Converged VoIP Handset Service Package	Service Package with Midrange Converged VoIP Handset.	Midrange IP Smart Phone with Standard Service Package, Business Media Phones	HVOIP-0002	**Yes**
3	Attendant Converged VoIP Handset Service Package	Service Package with Attendant Converged VoIP Handset.	Attendant Midrange IP Smart Phone with Attendant Package, Business Media Phones	HVOIP-0003	**Yes**
4	Standard Converged VoIP Conference Room Speakerphone	Service Package with Standard Conference Room Converged VoIP Speakerphone with no external speakers.	Standard Conference Room. IP Smart Phone with Conference Package, Smart conference phone for small meeting rooms	HVOIP-0004	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
5	Executive Converged VoIP Conference Room Speakerphone	Service Package with Executive Conference Room Converged VoIP Speakerphone with two external speakers.	Executive Conference Room. IP Smart Phone with Conference Package with Expansion Microphones, Smart conference phone for mid-size conference rooms	HVOIP-0005	Yes

The Contractor may offer additional unsolicited Converged VoIP Handset Service Packages in Table 29.2.4.3.b.

Table 29.2.4.3.b – Unsolicited Converged VoIP Handset Service Packages

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	Cisco Unified SIP Phone 3905	CVOIPU-0001	Standard: Cisco IP Phone 3900 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability
2	Cisco Unified SIP Phone 6901	CVOIPU-0002	Standard: Cisco IP Phone 6900 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability
3	Cisco IP Phone 7811	CVOIPU-0003	Standard: Cisco IP Phone7800 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability
4	Cisco IP Phone 7821	CVOIPU-0004	Standard: Cisco IP Phone7800 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability
5	Cisco IP Phone 7841	CVOIPU-0005	Standard: Cisco IP Phone7800 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
6	Cisco IP Phone 7861	CVOIPU-0006	Standard: Cisco IP Phone7800 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability
7	Cisco IP Conference Phone 7832	CVOIPU-0007	Standard: Cisco IP Phone7800 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability
8	Cisco IP Phone 8811	CVOIPU-0008	Standard: Cisco IP Phone8800 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability
9	Cisco IP Phone 8841	CVOIPU-0009	Standard: Cisco IP Phone8800 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability
10	Cisco IP Phone 8845	CVOIPU-0010	Standard: Cisco IP Phone8800 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability
11	Cisco IP Phone 8851	CVOIPU-0011	Standard: Cisco IP Phone8800 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability
12	Cisco IP Phone 8861	CVOIPU-0012	Standard: Cisco IP Phone8800 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability
13	Cisco IP Phone 8865	CVOIPU-0013	Standard: Cisco IP Phone8800 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability
14	Cisco Unified IP Conference Phone 8831	CVOIPU-0014	Standard: Cisco IP Conference Phone 8800 Series –inclusive of LCD Screen, Integral switch, Headset support, POE capability
15	Cisco IP Conference Phone 8832	CVOIPU-0015	Standard: Cisco IP Conference Phone 8800 Series –inclusive of LCD Screen, Integral switch, Headset support, POE capability

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
16	Cisco Wireless IP Phone 8821	CVOIPU-0016	Standard: Cisco IP Wireless Phone 8800 Series –inclusive of LCD Screen, Integral switch, Headset support, POE capability
17	Cisco Webex DX80	CVOIPU-0017	Standard Cisco Webex Phone
18	Cisco IP Phone 8800 Key Expansion Module	CVOIPU-0018	Standard Cisco 8800 Expansion Module
19	Cisco IP Phone 8851/8861 Key Expansion Module	CVOIPU-0019	Standard Cisco 8800 Expansion Module
20	Cisco IP Phone 8865 Key Expansion Module	CVOIPU-0020	Standard Cisco 8800 Expansion Module

29.2.4.4 Converged VoIP Site Survey

The Contractor shall provide site survey, design, and implementation of Converged VoIP services which shall be included in the nonrecurring per seat pricing structure.

The Contractor shall perform an assessment of the environment to identify all required components and tasks needed for implementation of this service.

The completed Converged VoIP site survey shall identify the steps required to facilitate a successful implementation of the Converged VoIP services. Upon completion of the survey, the Contractor shall provide the Customer a copy of the completed Converged site survey. The survey shall identify potential deficiencies found at the location and the necessary steps required to correct them so that the Customer can order and implement Converged VoIP services.

The Contractor shall confirm existing cabling and provide the Customer with a list of all cabling requirements that must be met.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.4.5 Converged VoIP Network LAN Assessment

The Contractor shall perform a network LAN Assessment, at no charge. The LAN Assessment shall identify any issues related to the following:

1. Health of the network;
2. Bandwidth;
3. Power;
4. Firewall; and,
5. E911.

Bidder understands this requirement and shall meet or exceed it? Yes

The Contractor shall perform a network VoIP LAN Assessment for Customer locations to determine the readiness of the network infrastructure to support Converged VoIP traffic. The VoIP LAN Assessment shall identify network and equipment impairments that would cause VoIP to fail.

Bidder understands this requirement and shall meet or exceed it? Yes

The Contractor shall measure network infrastructure performance by electronically passing the amount of simulated traffic expected under a VoIP implementation and measuring network infrastructure performance under the increased traffic load.

Bidder understands this requirement and shall meet or exceed it? Yes

The Contractor shall provide a corrective action plan that identifies any corrective actions required by the Customer for the Customer's LAN to support the Converged VoIP service.

Bidder understands this requirement and shall meet or exceed it? Yes

The Contractor shall receive written confirmation from the Customer that the specifically identified corrective actions have been completed. The Contractor shall perform any additional LAN Assessments to identify corrective actions required to insure proper operation of the service.

Bidder understands this requirement and shall meet or exceed it? Yes

The Contractor shall provide an option for retesting the LAN as described within this Section.

Bidder understands this requirement and shall meet or exceed it? Yes

The Contractor shall develop a Scope of Work (SOW) for each location as described in the SOW Business Requirements, Section G.8, Contracted Service Project Work Section.

Bidder understands this requirement and shall meet or exceed it? Yes

This Converged VoIP LAN Assessment service shall only be used for the purposes of determining the Customer's site readiness for provisioning of the Contractor's Converged VoIP services under this Contract.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.4.6 Converged VoIP Site Design

The Contractor shall complete site designs that include engineering and documentation of all components required for proper implementation of the Standalone VoIP services. These site designs will occur after a Customer has placed an order for Standalone VoIP services, but before implementation.

Bidder understands this requirement and shall meet or exceed it? Yes

The Contractor shall provide diagram(s) to the Customer that detail the Converged VoIP design for each location and shall include:

6. Customer Premise Equipment.

Bidder understands this requirement and shall meet or exceed it? Yes

7. VoIP transport bandwidth.

Bidder understands this requirement and shall meet or exceed it? Yes

8. Number of simultaneous calls to meet a P.01 Grade of Service.

Bidder understands this requirement and shall meet or exceed it? Yes

9. Proposed CODECs.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.4.7 Converged VoIP Site Implementation

The Contractor shall install all on-site equipment at the Customer location implementing a Converged VoIP service. The installation will commence after Customer approval following completion of the Site Survey, and network Design phase.

Bidder understands this requirement and shall meet or exceed it? Yes

The Contractor shall install all equipment, hardware, and cabling required to deliver the end-to-end service to the workstation handset, excluding LAN components.

Bidder understands this requirement and shall meet or exceed it? Yes

The Contractor shall test the complete system including all phones and associated equipment. The Contractor shall provide written test results to assist the Customer in determination of the final acceptance.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.4.8 Converged VoIP Account Codes

The Contractor's system shall allow the Customer to utilize Account Codes, which enable the tracking of calls made outside of the location by prompting End-Users for an Account Code.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.4.9 Converged VoIP Authorization Codes

The Contractor's system shall allow the Customer to utilize Authorization Codes. This feature allows Customers to enable a prompt for an Authorization Code when making calls outside of the location. When utilized, calls will not connect without a valid Authorization Code.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.5 Additional Converged VoIP Services and Features

The Contractor shall provide the additional Converged VoIP services and features described below.

29.2.5.1 Converged VoIP Site Survivability Network Failure

The Contractor shall provide Converged VoIP Site Survivability in the event of a network failure. The Contractor's Site Survivability options shall maintain station-to-station calling functionality for all handsets on premises. The Contractor's Site Survivability options shall be configured to allow the number of concurrent calls to outside lines specified by the Feature Descriptions in Table 29.2.5.a.

The Contractor shall include the backup circuit or wireless connection in their Site Survivability options.

Bidder understands this requirement and shall meet or exceed it? Yes

Failure of a Customer to select this option does not release the Contractor from its SLA obligations as described in the Availability SLAs Section, 29.4.8.1.

Bidder understands this requirement and shall meet or exceed it? Yes

Site Survivability Network Failure is for backup purposes only. The Contractor shall not promote, design or offer this service as a standalone primary service and it shall only be used in conjunction with the Converged VoIP Service. Connections to the PSTN shall only be used in the event of Converged VoIP Service failure.

Bidder understands this requirement and shall meet or exceed it? Yes

The Contractor shall only route traffic originating from the locally served Customer of record.

Bidder understands this requirement and shall meet or exceed it? Yes

The Converged VoIP Site Survivability Network Failure solution shall provide automatic alarm notification by electronic means to the CALNET CMO whenever traffic is routed through the site survivability option.

Bidder understands this requirement and shall meet or exceed it? Yes

This service is exempt from the provisions of the Network Based Section, 29.2.1.5.

Bidder understands this requirement and shall meet or exceed it? Yes

Any additional Bidder proposed unsolicited site survivability solutions must conform to these requirements and will fall under the SLA's established in the Service Level Agreements Section.

Bidder understands this requirement and shall meet or exceed it? Yes

Bidder's Description: CenturyLink will provide a Site Survivability option that conforms to the State's requirements set forth in 29.2.5.1above. This includes the transport and managed equipment supporting the failover path for local site failure. This failover fabric will be used only as a secondary and will be set up in a revertive configuration restoring calls to primary path upon restoral. The managed device will be configured to alert on any non-management traffic. These alerts can be sent to both the State's support staff and to the CenturyLink Program Management personnel. See Diagram 29.2.5.1.pptx for additional detail.

29.2.5.2 Converged VoIP Network LAN Assessment Retest

If required, the Contractor shall perform a network LAN Assessment Retest in accordance with the provisions of the Converged VoIP Network LAN Assessment Section, 29.3.3.5 to validate corrective actions have been completed that allow for proper operation of the service.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.5.3 Converged VoIP Block of 20 Additional Direct Inward Dialing Number Reservation

The Contractor shall provide an option that allows the Customer to purchase an additional block of 20 DID numbers. This option will be used to reserve additional blocks of DID numbers for future requirements (20 per block). The charge shall only apply for the reservation of the block of numbers. This charge shall be terminated upon utilization of all 20 reserved DID numbers.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.5.4 Converged VoIP Web Based Attendant Console

The Contractor shall provide a Converged VoIP web-based Attendant Console that enables an Attendant (e.g., receptionist) to monitor a configurable set of End-Users at the same location as the Attendant. The Attendant Console shall graphically display End-User's status (busy, idle, do not disturb), as well as detailed call information. The Attendant Console window shall allow the attendant to perform click-to-transfer or click-to-dial.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.5.5 Converged VoIP Additional Line Appearance

The Contractor shall provide additional line appearances for multi-line phones.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.5.6 Converged VoIP Analog Support

The Contractor shall provide analog device support services.

The Contractor shall furnish, install and support all equipment for proper operation of the Customer analog device.

Bidder understands this requirement and shall meet or exceed it? Yes

Contractor shall offer the Converged VoIP service features detailed in Table 29.2.5.a.

Table 29.2.5.a – Converged VoIP Service Features

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
1	Converged VoIP Small Site Survivability Network Failure	Site survivability option for a site with 100 Desktop Handsets and 15 concurrent calls to outside lines.	10 Mbps Internet with small CenturyLink router with BGP and IPSec support and custom MIB support	HVOIP-0006	**Yes**
2	Converged VoIP Medium Site Survivability Network Failure	Site Survivability option for a site with 500 Desktop Handsets and 75 concurrent calls to outside lines.	20 Mbps Internet with small CenturyLink router with BGP and IPSec support and custom MIB support	HVOIP-0007	**Yes**
3	Converged VoIP Large Site Survivability Network Failure	Site Survivability option for a site with 1000 Desktop Handsets and 150 concurrent calls to outside lines.	100 Mbps Internet with midrange CenturyLink router with BGP and IPSec support and custom MIB support	HVOIP-0008	**Yes**
4	Converged VoIP Network LAN Assessment Retest	Additional test beyond the initial LAN Assessment test as identified in the Converged VoIP Network LAN Assessment Section.	Ancillary LAN assessment to confirm production state network viability and performance integrity in support of migrated VoIP users	HVOIP-0009	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
5	Converged VoIP Block of 20 Additional Direct Inward Dialing Number Reservation	Block of 20 DID numbers held in reservation.	Available TNs (new or ported) (per Available TN) 1 An available TN is an unallocated TN that Customer retains in a pool for later use.	HVOIP-0010	**Yes**
6	Converged VoIP Web-Based Attendant Console	Enables an End-User (e.g., receptionist) to monitor a configurable set of End-Users	Receptionist Web Console (per console)	HVOIP-0011	**Yes**
7	Converged VoIP Additional Line Appearance	Additional line appearances for multi-line handsets.	Additional line appearance Virtual Seat	HVOIP-0012	**Yes**
8	Converged VoIP Analog Support	Analog device support	Single Port ATA	HVOIP-0013	**Yes**

The Contractor may offer additional unsolicited Converged VoIP service features in Table 29.2.5.b.

Table 29.2.5.b – Unsolicited Converged VoIP Service Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1			
2			
3			

29.2.6 Converged VoIP Calling Requirements

29.2.6.1 Converged VoIP On-Net Calling

The Contractor shall provide a Converged VoIP service that provides unlimited on-net calling for both domestic and international calls at no additional charge. On-net calling is defined as calling from a Converged VoIP Customer Site that uses the Contractor's VoIP network and terminates at another of the Contractor's Converged VoIP site. If the Contractor offers SIP Trunking, Standalone VoIP, or Cloud-Hosted VoIP Services under another CALNET contract, Converged VoIP calls terminating at such a site shall be considered on-net.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.6.2 Converged VoIP Off-Net Calling

The Contactor shall provide off-net calling at no additional charge. The Converged VoIP service will route call traffic off the VoIP network within the 50 United States, the District of Columbia, the Virgin Islands, and Puerto Rico. This will be accomplished using network based PSTN gateways.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.6.3 Converged VoIP Off-Net Toll-Free Services

The Contractor shall provide Converged VoIP off-net toll-free services that shall only be provided by the Converged VoIP Contractor and not by a third party. This service shall only be utilized in conjunction with the awarded Contractor's Converged VoIP service. The Converged VoIP Off-Net Toll-Free service allows Customers to receive off-net toll-free calls from the 50 United States, the District of Columbia, the U.S. Virgin Islands, and Puerto Rico.

Bidder understands this requirement and shall meet or exceed it? Yes

Contractor shall offer the Converged VoIP Off-Net Toll-Free service detailed in Table 29.2.6.3.a.

Table 29.2.6.3.a – Converged VoIP Off-Net Toll-Free

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
1	Converged VoIP Off-NET Toll-Free	Allows a Customer to receive off-net toll-free calls from the 50 United States, the District Of Columbia, the Virgin Islands, and Puerto Rico.	Long Distance and Inbound 8XX 3000	TF-0001	**Yes**

The Contractor may offer additional Converged VoIP Off-Net Toll-Free features in Table 29.2.6.3.b.

Table 29.2.6.3.b – Unsolicited Converged VoIP Off-Net Toll-Free Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1			
2			
3			

29.2.6.4 Converged International Off-Net Calling

The Contractor shall provide Converged VoIP International Off-Net Calling to the countries listed in Table 29.2.6.4.a. The Bidder's rates as provided in the Category Cost Worksheets shall be based on time of day ("Peak Time" or "Off–Peak Time"). Peak Time is between 8:00 a.m. and 4:59 p.m., Monday through Friday based on the time at the CALNET caller's location. Off-Peak time is for all calls where Peak Time rates do not apply.

Bidder understands this requirement and shall meet or exceed it? Yes

All usage shall be billed in accordance with the SOW Business Requirements Section G.6.1 (Billing and Invoicing Requirements) except Mexico which shall be billed in 60 second increments with a 60 second minimum.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.6.4.1 International Mobile Termination Charges (IMTC)

The Contractor shall provide the ability to terminate international calls on wireless devices. The Contractor shall charge International Mobile Termination Charge (IMTC) as an additional per minute rate that is applied to international calls (direct dial business or credit card calls) originating in the U.S. and terminating in certain countries to either wireless communications devices or to a portable telephone number where a forwarding, tracking or other type of location service is used.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.6.4.2 U.S. Based Services Waiver

The provisions detailed in General Provisions – eVAQ, Section 92, (U.S. Based Services) will not apply to Contractor's International Long Distance Calling services.

Bidder understands this requirement and shall meet or exceed it? Yes

The Contractor shall offer the Converged VoIP International Peak Time Off-Net Calling configurations detailed in Table 29.2.6.4.a.

Table 29.2.6.4.a – Converged VoIP International Peak Time Off-Net Calling

Line Item	Country	Bidder meets or exceeds?	Product Identifier
1	Brazil:	Yes	TF-0002
2	Canada:	Yes	TF-0003
3	China:	Yes	TF-0004
4	France:	Yes	TF-0005
5	Germany:	Yes	TF-0006
6	Israel:	Yes	TF-0007
7	Italy:	Yes	TF-0008

Line Item	Country	Bidder meets or exceeds?	Product Identifier
8	Japan:	Yes	TF-0009
9	Korea:	Yes	TF-0010
10	Mexico:	Yes	TF-0011
11	Spain:	Yes	TF-0012
12	Switzerland:	Yes	TF-0013
13	United Kingdom:	Yes	TF-0014

Bidder may offer the Converged VoIP International Peak Time Off-Net Calling to unsolicited countries listed in Table 29.2.6.4.b.

Table 29.2.6.4.b – Unsolicited Converged VoIP International Peak Time Off-Net Calling

Line Item	Country	Product Identifier
1		
2		
3		

The Contractor shall offer the Converged VoIP International Off-Peak Off-Net Calling configurations detailed in Table 29.2.6.4.c.

Table 29.2.6.4.c – Converged VoIP International Off-Peak Off-Net Calling

Line Item	Country	Bidder meets or exceeds?	Product Identifier
1	Brazil:	Yes	TF-0015
2	Canada:	Yes	TF-0016
3	China:	Yes	TF-0017
4	France:	Yes	TF-0018
5	Germany:	Yes	TF-0019
6	Israel:	Yes	TF-0020

Line Item	Country	Bidder meets or exceeds?	Product Identifier
7	Italy:	Yes	TF-0021
8	Japan:	Yes	TF-0022
9	Korea:	Yes	TF-0023
10	Mexico:	Yes	TF-0024
11	Spain:	Yes	TF-0025
12	Switzerland:	Yes	TF-0026
13	United Kingdom:	Yes	TF-0027

Bidder may offer the Converged VoIP International Off-Peak Off-Net Calling to unsolicited countries listed in Table 29.2.6.4.d.

Table 29.2.6.4.d – Unsolicited Converged VoIP International Off-Peak Off-Net Calling

Line Item	Country	Product Identifier
1		
2		
3		

The Contractor shall offer the Converged VoIP International IMTC Off-Net Calling configurations detailed in Table 29.2.6.4.e.

Table 29.2.6.4.e – Converged VoIP International IMTC Off-Net Calling

Line Item	Country	Bidder meets or exceeds?	Product Identifier
1	Brazil:	Yes	TF-0028
2	Canada:	Yes	TF-0029
3	China:	Yes	TF-0030
4	France:	Yes	TF-0031
5	Germany:	Yes	TF-0032

Line Item	Country	Bidder meets or exceeds?	Product Identifier
6	Israel:	Yes	TF-0033
7	Italy:	Yes	TF-0034
8	Japan:	Yes	TF-0035
9	Korea:	Yes	TF-0036
10	Mexico:	Yes	TF-0037
11	Spain:	Yes	TF-0038
12	Switzerland:	Yes	TF-0039
13	United Kingdom:	Yes	TF-0040

Bidder may offer the Converged VoIP International IMTC Off-Net Calling to unsolicited countries listed in Table 29.2.6.4.f.

Table 29.2.6.4.f – Unsolicited Converged VoIP International IMTC Off-Net Calling

Line Item	Country	Product Identifier
1		
2		
3		

29.2.7 Converged VoIP Voice Mail Services

The Contractor shall provide Converged VoIP Voice Mail services that are interoperable and work with the Converged VoIP service. The Converged Voice Mail service shall allow callers to leave a message for End-Users to retrieve later.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.7.1 Converged VoIP Voice Mail Service Features

Contractors shall provide the Converged VoIP Voice Mail services feature requirements as listed below.

1. A variety of message lengths with a minimum message length of at least two minutes.

Bidder understands this requirement and shall meet or exceed it? Yes

2. Message review, including skip back or ahead.

Bidder understands this requirement and shall meet or exceed it? Yes

3. Message saving and erasing.

Bidder understands this requirement and shall meet or exceed it? Yes

4. Erased message retrieval before call is ended.

Bidder understands this requirement and shall meet or exceed it? Yes

5. Messaging forwarding to another voice mailbox in the system with the ability to append additional comments.

Bidder understands this requirement and shall meet or exceed it? Yes.

6. Password protection.

Bidder understands this requirement and shall meet or exceed it? Yes

7. Personalized greetings (both permanent and temporary).

Bidder understands this requirement and shall meet or exceed it? Yes

8. Message waiting indicator signal received at workstation within one minute.

Bidder understands this requirement and shall meet or exceed it? Yes

9. Remote access capability from any telephone location on or off net.

Bidder understands this requirement and shall meet or exceed it? Yes

10. Creation of Group Distribution Lists - Allow an administrator to define voice mail distribution lists to forward and reply to an individual or to a group of predefined recipients.

Bidder understands this requirement and shall meet or exceed it? Yes

11. Web based End-User administration software.

Bidder understands this requirement and shall meet or exceed it? Yes

12. Ability to integrate with Unified Messaging applications with no hardware modification.

Bidder understands this requirement and shall meet or exceed it? Yes

Table 29.2.7.a – Converged VoIP Voice Mail Services and Features

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
1	Converged VoIP Voice Mail Service	Converged VoIP Voice Mail Service with the minimum feature requirements.	Voicemail Only - 911 calls are not supported	HVM-0001	**Yes**

The Contractor may offer additional unsolicited Converged VoIP Voice Mail features in Table 29.2.7.b.

Table 29.2.7.b – Unsolicited Converged VoIP Voice Mail Services and Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1			
2			
3			

29.2.8 Converged VoIP and Voice Mail Geographic Requirements

29.2.8.1 Converged VoIP and Voice Mail Specific Service Areas

The Contractor shall provide Converged VoIP and VoIP Voice Mail services in the cities specified below. The servicing area is defined as within the city limits for each location identified.

1. Sacramento;
2. Oakland;
3. San Francisco;
4. Los Angeles;
5. San Diego; and,
6. San Jose.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.8.2 Additional Commercially Available Areas

The Contractor shall provide Converged VoIP and VoIP Voice Mail services where services are currently commercially available.

Bidder understands this requirement and shall meet or exceed it? Yes

Bidder may identify additional locations where their Converged VoIP and VoIP Voice Mail Services are currently commercially available in Table 29.2.8.2.

If Bidder is unable to identify all service areas within Table 29.2.8.2, Bidder shall provide additional information in the form of a coverage map that includes unincorporated areas.

Bidder understands this requirement and shall meet or exceed it? Yes

Table 29.2.8.2 – Additional Bidder's Converged VoIP and VoIP Voice Mail Services Commercially Available Areas

Line Item	Service Location	Converged VoIP	VoIP Voice Mail
1	US Domestic including HI, AK, VI and PR	Yes	Yes
2		Choose an item.	Choose an item.
3		Choose an item.	Choose an item.
4		Choose an item.	Choose an item.
5		Choose an item.	Choose an item.

29.3 OTHER SERVICES

29.3.1 Hourly Rates for Services

The hourly classifications of hours worked for services described in this Section will be as follows:

1. Regular Hours – Hours worked between 8:00AM and 4:59PM, Monday through Friday.

2. Overtime Hours – Hours worked between 5:00PM and 7:59AM, Monday through Friday and all day Saturday.

3. Sunday and Holiday Hours – Any hours worked on Sunday or State of California holidays.

When coordinated scheduling for projects between the State and the Contractor occurs, the State and the Contractor may mutually agree that hours worked between 5:00PM and 7:59AM, Monday through Friday and all day Saturday and any hours worked on Sunday or State of California holidays can be classified as Regular Hours in accordance with the State of California Department of Industrial Relations.

Bidder understands this Requirement and shall meet or exceed it? Yes

29.3.2 Services Related Infrastructure (SRI)

The Contractor shall offer infrastructure service as defined below.

29.3.2.1 Extended Demarcation Wiring Services

The Contractor shall provide Extended Demarcation (Extended Demarc) wiring to support the services covered by this IFB Category for all of the Customer occupied buildings where services under this Contract are being offered. Extended Demarc wiring includes wire/cable related activities required to extend the demarcation point to the Customer defined termination location or cross-connect point from the Contractor's Minimum Point of Entry (MPOE).

Bidder understands this Requirement and shall meet or exceed it? Yes

Extended Demarc wiring shall include the necessary wire/cable, connectors, jumpers, panel, and jack. Extended Demarc wiring shall also include associated trouble shooting, testing and labeling. Extended Demarc wiring is limited to the following:

1. Installation of cabling for extending services from the MPOE location to the Customer's point of utilization;

2. Installation of cross-connects or rearrangement of existing jumpers;

3. Identification and testing of existing cabling beyond the MPOE to the Customer's Equipment location; and,

4. Installation intervals shall be in accordance with the timeframes identified for the services that this cabling will support, and shall be subject to the SLAs associated with that service.

Bidder understands this Requirement and shall meet or exceed it? Yes

The Contractor shall not be required to complete Extended Demarc wiring from the MPOE to the extended Demarc location if:

1. The wire/cable pathway is blocked, and cannot be cleared without significant effort or damage to the Customer site;

2. The wire/cable pathway is in an asbestos or other environment hazardous to the Contractor's personnel, or where such work would be hazardous to the public or to the Customer's staff; or,

3. Upon written release provided by either the Customer or by the CALNET Program.

The Bidder shall provide a price in the Cost Worksheets for all labor and materials required for Extended Demarc wiring necessary to complete the provisioning of one Demarc extension as described herein. The Bidder shall provide one price for each media identified.

Wiring will be installed according to industry Standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, and Uniform Building Cabling/Wiring current at the time of this IFB and as periodically updated by the CALNET Program. Additionally, all wiring installation and maintenance activities will be in accordance with all applicable EIA/TIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

Bidder understands this Requirement and shall meet or exceed it? Yes

Bidder shall provide the Extended Demarcation Wiring Services described in Table 29.3.2.1

Table 29.3.2.1 – Extended Demarcation Wiring Services

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
1	Extended Demarcation -Copper – Regular Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet of four-pair cable and an RJ48 or equivalent jack.	Extended Demarcation – Copper Four-Pair – Regular Hours	DMARC-0010	**Yes**
2	Extended Demarcation -Copper – Overtime Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet of four-pair cable and an RJ48 or equivalent jack.	Extended Demarcation – Copper Four-Pair - Overtime Hours Mon-Fri 5:00 pm to 7:59 am and all day Saturday	DMARC-0011	**Yes**
3	Extended Demarcation -Copper – Sunday and Holiday Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from	Extended Demarcation – Copper Four-Pair - any hours worked on Sunday or State of	DMARC-0012	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
		a copper trunk or trunking equipment. Includes 300 feet of four-pair cable and an RJ48 or equivalent jack.	California holidays		
4	Extended Demarcation -Copper 25 Pair – Regular Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet or less of Category 5 25-pair CMP cable, one patch panel and mounting hardware. Ten Category 5e, three meter jumpers; one 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended.	Extended Demarcation – Copper 25 Pair – Regular Hours.	DMARC-0013	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
		Includes associated troubleshooting, testing, and labeling.			
5	Extended Demarcation -Copper 25 Pair – Overtime Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet or less of Category 5 25-pair CMP cable, one patch panel and mounting hardware. Ten Category 5e, three meter jumpers; one 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting,	Extended Demarcation – Copper 25 Pair - Overtime Hours Mon-Fri 5:00 pm to 7:59 am and all day Saturday	DMARC-0014	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
		testing, and labeling.			
6	Extended Demarcation -Copper 25 Pair – Sunday and Holiday Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet or less of Category 5 25-pair CMP cable, one patch panel and mounting hardware. Ten Category 5e, three meter jumpers; one 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	Extended Demarcation – Copper 25 Pair - any hours worked on Sunday or State of California holidays	DMARC-0015	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
7	Extended Demarcation - Optical Fiber Link – Regular Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a fiber trunk or trunking equipment, Strand count required to provision one/each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	Extended Demarcation – Optical Fiber Link– Regular Hours	DMARC-0016	**Yes**
8	Extended Demarcation - Optical Fiber Link –	Wiring services to extend Facilities from the Customer's	Extended Demarcation – Optical Fiber Link- Overtime	DMARC-0017	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
	Overtime Hours	MPOE to the Customer's point of utilization from a fiber trunk or trunking equipment, Strand count required to provision one/each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	Hours Mon-Fri 5:00 pm to 7:59 am and all day Saturday		
9	Extended Demarcation - Optical Fiber Link – Sunday and Holiday Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a fiber trunk or	Extended Demarcation – Optical Fiber Link- any hours worked on Sunday or State	DMARC-0018	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
		trunking equipment, Strand count required to provision one/each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	of California holidays		

29.3.2.2 Unsolicited Services Related Infrastructure

Bidder may offer additional unsolicited Services Related Infrastructure in Table 29.3.2.2.

Table 29.3.2.2 – Unsolicited Services Related Infrastructure

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1			
2			

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
3			
4			
5			
6			
7			
8			
9			
10			

29.3.3 Services Related Hourly Support

The Contractor shall provide labor for the diagnosis and/or repair of services listed in this Contract and all costs for repair are the responsibility of the service provider unless it is specifically determined that the cause of service failure is outside the scope of the Contractors responsibilities. Work performed under this Section is authorized only for situations where the Contractor has dispatched personnel to diagnose a service problem that is discovered to be caused by factors outside the responsibility of the Contractor or no trouble is found.

Bidder understands this Requirement and shall meet or exceed it? Yes

In Cost Worksheet 29.3.3, the Contractor shall provide a fixed hourly rate schedule for the labor classifications required to diagnose and/or repair the contracted services. The rates identified shall only be used for the diagnosis and/or repair of contracted services and no materials shall be included in the rates. The total amount of labor hours permitted to be performed is ten hours per dispatch/occurrence.

Bidder understands this Requirement and shall meet or exceed it? Yes

The Contractor shall offer emergency restoration services as detailed in Table 29.3.3

Table 29.3.3 – Services Related Hourly Support

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
1	Field Service	Field technician	Field Services Repair Technician Hours	TECH-0004	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
	Repair Technician Regular Hours	properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.	8:00AM to 4:59PM, Monday through Friday.		
2	Field Service Repair Technician Overtime Hours	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.	Field Service Repair Technician Overtime Hours Mon-Fri 5:00 pm to 7:59 am and all day Saturday	TECH-0005	Yes
3	Field Service	Field technician properly	Field Services Technician any hours	TECH-0006	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
	Repair Technician Sunday and Holiday Hours	trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.	worked on Sunday or State of California holidays		

29.3.4 Migration Professional Services

The Contractor shall provide Professional Services that support the migration of Customer telephone services. This service is limited to efforts related to the migration from one CALNET service to another CALNET service. Some examples are assistance with Customer telephone data, number porting, site surveys, site audits, inventory, and record management.

The Contractor shall offer the Migration Professional Services detailed in Table 29.4.4.a

Table 29.3.4.a – Migration Professional Services

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's CALNET Product Identifier	Bidder Meets or Exceeds? Yes or No
1	Migration Technical Services Support I - Standard Regular Hours	Technical Services Support I for Central Office Exchange	Migration Technical Services - Hours 8:00AM to 4:59PM, Monday through Friday.	MIG-0001	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's CALNET Product Identifier	Bidder Meets or Exceeds? Yes or No
		Migration only – Regular Hours			
2	Migration Technical Services Support I - Overtime Hours	Technical Services Support I for Central Office Exchange Migration only - Overtime Hours	Migration Technical Services Overtime Hours Mon-Fri 5:00 pm to 7:59 am and all day Saturday	MIG-0002	**Yes**
3	Migration Technical Services Support I – Sunday and Holiday Hours	Technical Services Support I for Central Office Exchange Migration only – Sunday and Holiday Hours	Migration Technical Services any hours worked on Sunday or State of California holidays	MIG-0003	**Yes**
4	Migration Technical Services Support II - Regular Hours	Technical Services Support II for Central Office Exchange Migration only – Regular Hours	Migration Technical Services support II - Hours 8:00AM to 4:59PM, Monday through Friday.	MIG-0004	**Yes**
5	Migration Technical Services Support II - Overtime Hours	Technical Services Support II for Central Office Exchange Migration only – Overtime Hours	Migration Technical Services Support II - Overtime Hours Mon-Fri 5:00 pm to 7:59 am and all day Saturday	MIG-0005	**Yes**
6	Migration Technical Services Support II – Sunday and Holiday Hours	Technical Services Support II for Central Office Exchange Migration only – Sunday and Holiday Hours	Migration Technical Services Support any hours worked on Sunday or State of California holidays	MIG-0006	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's CALNET Product Identifier	Bidder Meets or Exceeds? Yes or No
7	Migration Network Engineer – Regular Hours	Network Engineer for Central Office Exchange Migration only – Regular Hours	Migration Network Engineer - Hours 8:00AM to 4:59PM, Monday through Friday.	MIG-0007	**Yes**
8	Migration Network Engineer – Overtime Hours	Network Engineer for Central Office Exchange Migration only – Overtime Hours	Migration Engineer - Overtime Hours Mon-Fri 5:00 pm to 7:59 am and all day Saturday	MIG-0008	**Yes**
9	Migration Network Engineer – Sunday and Holiday Hours	Network Engineer for Central Office Exchange Migration only – Sunday and Holiday Hours	Migration Technical Services Network Engineer any hours worked on Sunday or State of California holidays	MIG-0009	**Yes**
10	Migration Professional Services - Senior Engineer – Regular Hours	Professional Services - Senior Engineer for Central Office Exchange Migration only – Regular Hours	Migration Professional Senior Engineer Services - Hours 8:00AM to 4:59PM, Monday through Friday.	MIG-0010	**Yes**
11	Migration Professional Services Principle Architect I – Regular Hours	Professional Services Principle Architect I for Central Office Exchange Migration only – Regular Hours	Migration Professional Principle Architect I - Services - Hours 8:00AM to 4:59PM, Monday through Friday.	MIG-0011	**Yes**
12	Migration Professional Services - Principal	Professional Services - Principal Architect II for Central Office	Migration Professional Senior Principle Architect II - Hours 8:00AM to	MIG-0012	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's CALNET Product Identifier	Bidder Meets or Exceeds? Yes or No
	Architect II – Regular Hours	Exchange Migration only – Regular Hours	4:59PM, Monday through Friday.		

Bidder may offer additional unsolicited Migration Professional Services in Table 29.3.4.b

Table 29.3.4.b – Unsolicited Migration Professional Services

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1			
2			
3			

29.4 SERVICE LEVEL AGREEMENTS (SLA)

The Contractor shall provide Service Level Agreements (SLAs) as defined below. The intent of this Section is to provide Customers, CALNET Program and the Contractor with requirements that define and assist in the management of the SLAs. This Section includes the SLA formats, general requirements, stop clock conditions, and the Technical SLAs for the services identified in this solicitation.

29.4.1 Service Level Agreement Format

The Contractor shall adhere to the following format and include the content as described below for each Technical SLA added by the Contractor throughout the Term of the Contract:

1. SLA Name – Each SLA Name must be unique;

2. Definition - Describes what performance metric will be measured;

3. Measurements Process - Provides instructions how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include source of data

and define the points of measurement within the system, application, or network;

4. Service(s) - All applicable services will be listed in each SLA;

5. Objective(s) – Defines the SLA performance goal/parameters; and,

6. Rights and Remedies

7. Per Occurrence: Rights and remedies are paid on a per event basis during the bill cycle; and,

8. Monthly Aggregated Measurements: Rights and remedies are paid once during the bill cycle based on an aggregate of events over a defined period of time.

The Contractor shall proactively apply a credit or refund when a SLA objective is not met. CALNET SLA Rights and Remedies do not require the Customer to submit a request for credit or refund.

Bidder understands this Requirement and shall meet or exceed it? Yes

29.4.2 Technical Requirements versus SLA Objectives

Sections 29.2 (Converged VoIP) and 29.3 (Other Services) define the technical requirements for each service. These requirements are the minimum parameters each Bidder must meet in order to qualify for Contract award. Upon Contract award the committed technical requirements will be maintained throughout the remainder of the Contract.

Committed SLA objectives are minimum parameters which the Contractor shall be held accountable for all rights and remedies throughout Contract Term.

Bidder understands this Requirement and shall meet or exceed it? Yes

29.4.3 Methods of Outage Reporting: Customer or Contractor

There are two methods in which CALNET service failures or quality of service issues may be reported and Contractor trouble tickets opened: Customer reported or Contractor reported.

The first method of outage reporting results from a Customer reporting service trouble to the Contractor's Customer Service Center via phone call or opening of a trouble ticket using the on-line Trouble Ticket Reporting Tool (SOW Business Requirements Section G.10.4, Trouble Ticket Reporting Tool (TTRT)).

The second method of outage reporting occurs when the Contractor opens a trouble ticket as a result of network/system alarm or other method of service

failure identification. In each instance the Contractor shall open a trouble ticket using the Trouble Ticket Reporting Tool (SOW Business Requirements Section G.10.4) and monitor and report to Customer until service is restored.

Bidder understands this Requirement and shall meet or exceed it? Yes

29.4.4 Bidder Response to Service Level Agreements

Many of the Service Level Agreements described below include multiple objective levels – Basic, Standard and Premier. Bidders shall indicate one specific objective level they are committing to for each service in space provided in the "Objective" Section of each SLA description.

Bidder understands this Requirement and shall meet or exceed it? Yes

29.4.5 Contractor SLA Management Plan

Within 90 calendar days of Contract award, the Contractor shall provide CALNET CMO with a detailed SLA Management Plan that describes how the Contractor will manage the Technical SLAs for services in this IFB. The SLA Management plan shall provide processes and procedures to be implemented by the Contractor. The SLA Management Plan shall define the following:

1. Contractor SLA Manager and supporting staff responsibilities;

2. Contractor's process for measuring objectives for each SLA. The process shall explain how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include source of data and define the points of measurement within the system, application, or network;

3. Creation and delivery of SLA Reports (SOW Business Requirements Section G.10.5). The Contractor shall include a sample report in accordance with SOW Business Requirements Section G.10.5, SLA Reports for the following: SLA Service Performance Report (SOW Business Requirements Section G10.5.1), SLA Provisioning Report (SOW Business Requirements Section G.10.5.2), SLA Catastrophic Outage Reports (SOW Business Requirements Section G.10.5.3), and Trouble Ticket and Provisioning/SLA Credit Report (SOW Business Requirements Section G.10.5.4). The Contractor shall commit to a monthly due date. The reports shall be provided to the CALNET

Program via the Private Oversight Website (SOW Business Requirements Section G.10.2);

4. SLA invoicing credit and refund process;

5. Contractor SLA problem resolution process for SLA management and SLA reporting. The Contractor shall provide a separate process for Customers and CALNET Program; and,

6. Contractor SLA Manager to manage all SLA compliance and reporting. The Contractor shall include SLA Manager contact information for SLA inquiries and issue resolution for Customer and CALNET Program.

Bidder understands this Requirement and shall meet or exceed it? Yes

29.4.6 Technical SLA General Requirements

The Contractor shall adhere to the following general requirements which apply to all CALNET Technical SLAs (Section 29.4.8):

1. With the exception of the Provisioning SLA (Section 29.4.8.10), the total SLA rights and remedies for any given month shall not exceed the sum of 100% of the Total Monthly Recurring Charges (TMRC). Services with usage charges shall apply the Average Daily Usage Charge (ADUC) in addition to any applicable TMRC rights and remedies;

2. If a circuit or service fails to meet one or more of the performance objectives, only the SLA with the largest monthly Rights and Remedies will be credited to the Customer, per event;

3. The Contractor shall apply CALNET SLAs and remedies for services provided by Subcontractors and/or Affiliates;

4. The Definition, Measurement Process, Objectives, and Rights and Remedies shall apply to all services identified in each SLA. If a Category or Subcategory is listed in the SLA, then all services under that Category or Subcategory are covered under the SLA. Exceptions must be otherwise stated in the SLA; and,

5. TMRC rights and remedies shall include the service, option(s), and feature(s) charges.

Bidder understands this requirement and shall meet or exceed it? Yes

6. The Contractor shall proactively and continuously monitor and measure all Technical SLA objectives.

Bidder understands this requirement and shall meet or exceed it? Yes

7. The Contractor shall proactively credit all rights and remedies to the Customer within 60 calendar days of the trouble resolution date on the trouble ticket or within 60 calendar days of the Due Date on the Service Request for the Provisioning SLA.

Bidder understands this requirement and shall meet or exceed it? Yes

8. To the extent that Contractor offers additional SLAs, or SLAs with more advantageous rights and/or remedies for same or similar services offered through tariffs, online service guides, or other similarly situated government contracts (Federal, State, County, City), The State will be entitled to the same rights and/or remedies therein. The Contractor shall present the SLAs to CALNET Program for possible inclusion via amendments;

9. The Contractor shall apply CALNET DNCS SLAs and remedies to services provided in all areas the Contractor provides service and/or open to competition (as defined by the CPUC). Any SLAs and remedies negotiated between Contractor and Incumbent Local Exchange Carriers in territories closed to competition shall be passed through to the CALNET DNCS Customer;

10. The election by CALNET Program of any SLA remedy covered by this Contract shall not exclude or limit CALNET Program or any Customer's rights and remedies otherwise available within the Contract or at law or equity;

11. The Contractor shall apply rights and remedies when a service fails to meet the SLA objective even when backup or protected services provide Customer with continuation of services;

12. The Contractor shall act as the single point of contact in coordinating all entities to meet the State's needs for provisioning, maintenance, restoration and resolution of service issues or that of their Subcontractors, Affiliates or resellers under this Contract;

13. The Customer Escalation Process and/or the CALNET CMO Escalation Process shall be considered an additional right and remedy if the Contractor fails to resolve service issues within the SLA objective(s);

14. Trouble reporting and restoration shall be provided 24x7 for CALNET services;

Bidder understands this requirement and shall meet or exceed it? Yes

15. SLAs apply 24x7 unless SLA specifies an exception;

16. Contractor invoices shall clearly cross reference the SLA credit to the service Circuit ID in accordance with SOW Business Requirements Section G.6 (Billing and Invoicing);

Bidder understands this requirement and shall meet or exceed it? Yes

17. The Contractor shall provide a CALNET DNCS SLA Manager responsible for CALNET DNCS SLA compliance. The SLA Manager shall attend regular meetings and be available upon request to address CALNET Program SLA oversight, report issues, and problem resolution concerns. The CALNET DNCS SLA Manager shall also coordinate SLA support for Customer SLA inquiries and issue resolution;

18. The Contractor shall provide Customer and CALNET Program support for SLA inquiries and issue resolution; and,

19. Any SLAs and remedies negotiated between Contractor and third party service provider in territories closed to competition shall be passed through to the CALNET DNCS Customer.

Bidder understands the requirements and shall meet or exceed them? Yes

29.4.7 Trouble Ticket Stop Clock Conditions

Only the following conditions shall be allowed to stop the duration of the Service Level Agreements. The Contractor shall document durations using the Stop Clock Condition (SCC) listed in Table 29.4.7.a, which must include start and stop time stamps in the Contractor's Trouble Ticket Reporting Tool (SOW Business Requirements Section G.10.4) or Customer provisioning Service Request for each application of an SCC.

Bidder understands this requirement and shall meet or exceed it? Yes

The Contractor shall not consider "cleared while testing" or "no trouble found" as a SCC.

Bidder understands this requirement and shall meet or exceed it? Yes

Contractor observation timeframes, not requested by End-User, after incident resolution shall not be included in Outage Duration reporting.

Bidder understands this requirement and shall meet or exceed it? Yes

Note: The Glossary (SOW Appendix A) defines term "End-User" as the "individual within an Entity that is receiving services and/or features provided under the Contract."

Table 29.4.7.a – Stop Clock Conditions

Line Item	Stop Clock Condition (SCC)	SCC Definition
1	END-USER REQUEST	Periods when a restoration or testing effort is delayed at the specific request of the End-User. The SCC shall exist during the period the Contractor was delayed, provided that the End-User's request is documented and time stamped in the Contractor's trouble ticket or Service Request system and shows efforts are made to contact the End-User during the applicable Stop Clock period.
2	OBSERVATION	Time after a service has been restored but End-User request ticket is kept open for observation. If the service is later determined by the End-User to not have been restored, the Stop Clock shall continue until the time the End-User notifies the Contractor that the Service has not been restored.
3	END-USER NOT AVAILABLE	Time after a service has been restored but End-User is not available to verify that the Service is working. If the service is later determined by the End-User to not have been restored, the Stop Clock shall apply only for the time period between Contractor's reasonable attempt to notify the End-User that Contractor believes the service has been restored and the time the End-User notifies the Contractor that the Service has not been restored.
4	WIRING	Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor or any of its Subcontractors or Affiliates. If it is later determined the wiring is not the cause of failure, the SCC shall not apply.
5	POWER	Trouble caused by a power problem outside of the responsibility of the Contractor.
6	CUSTOMER PROVISIONING DELAY	Delays to Provisioning caused by lack of Customer's building entrance Facilities, conduit structures that are the Customer's responsibilities or Extended demarcation wiring. If the Service Providing Contractor has been contracted by the Customer for extended demarcation, this SCC shall not apply to missed dates/times. The

Line Item	Stop Clock Condition (SCC)	SCC Definition
		Customer Provisioning Delay SCC is restricted to Provisioning SLAs only.
7	ACCESS	Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following: a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative; b. Site contact refuses access to technician who displays proper identification; c. Customer provides incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify End-User of the improper contact information and takes steps to obtain the correct information; or, d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem. If it is determined later that the cause of the problem was not at the site in question, then the Access SCC shall not apply.
8	STAFF	Any problem or delay to the extent caused by End-User's staff that prevents or delays Contractor's resolution of the problem. In such event, Contractor shall make a timely request to End-User staff to correct the problem or delay and document in trouble ticket.
9	APPLICATION	End-User software applications that interfere with repair of the trouble.
10	CPE	Repair/replacement of Customer Premise Equipment (CPE) not provided by Contractor if the problem has been isolated to the CPE. If

Line Item	Stop Clock Condition (SCC)	SCC Definition
		determined later that the CPE was not the cause of the service outage, the CPE SCC will not apply.
11	NO RESPONSE	Failure of the trouble ticket originator or responsible End-User to return a call from Contractor's technician for on-line close of trouble tickets after the Service has been restored as long as Contractor can provide documentation in the trouble ticket substantiating the communication from Contractor's technician.
12	MAINTENANCE	An outage directly related to any properly performed scheduled maintenance or upgrade scheduled for CALNET DNCS service. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs shall apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to the Maintenance SCC.
13	THIRD PARTY	Any problem or delay caused by a third party not under the control of Contractor, not preventable by Contractor, including, at a minimum, cable cuts not caused by the Contractor. Contractor's Subcontractors and Affiliates shall be deemed to be under the control of Contractor with respect to the equipment, services, or Facilities to be provided under this Contract.
14	FORCE MAJEURE	Force Majeure events, as defined in the eVAQ General Provisions - Telecommunications, Section 28 (Force Majeure).
15	CUSTOMER ENVIRONMENTAL	An outage directly caused by customer premise environmental conditions, which are outside the control and responsibility of the Contractor. This includes a non-secured location, excessive heat or lack of cooling. If determined later that the environmental conditions were not the cause of the service outage, or a result of the Contractor modifying Contractor provided equipment without Customer's approval, the Customer Environmental SCC will not apply.

Bidder understands the requirements and shall meet or exceed them? Yes

The Contractor shall provide and manage the following Technical SLAs.

29.4.8 Technical Service Level Agreements (SLAs)

29.4.8.1 Availability (M-S)

SLA Name: Availability

Definition:

The percentage of time a Converged VoIP service is fully functional and available for use each calendar month

Measurement Process:

The monthly Availability Percentage shall be based on the accumulative total of all Unavailable Time derived from all trouble tickets closed, for the individual affected service (per Circuit ID or Service ID), per calendar month. The monthly Availability Percentage equals the Scheduled Uptime per month less Unavailable Time per month divided by Scheduled Uptime per month multiplied by 100. Scheduled Uptime is based on 24 x number of days in the month. All Unavailable Time applied to other SLAs, which results in a remedy, will be excluded from the monthly accumulated total.

Services:

> Converged VoIP
> Converged VoIP Voice Mail

Objective:

The objective will be based on the service type identified in the table below:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Converged VoIP	≥ 98.9%	≥ 99.2%	≥ 99.5%	P
Converged VoIP Voice Mail	≥ 98.9%	≥ 99.2%	≥ 99.5%	P

Rights and Remedies:

1. Per Occurrence:

   - N/A

2. Monthly Aggregated Measurements:

   - First month to fail to meet the committed SLA objective shall result in a 15% credit or refund of the TMRC and two Business Days of the ADUC, when usage applies.
   - The second consecutive month to fail to meet the committed SLA objective shall result in a 30% credit or refund of TMRC and two Business Days of the ADUC, when usage applies.
   - Each additional consecutive month to fail to meet the committed SLA objective shall result in a 50% credit or refund of the TMRC and two Business Days of the ADUC, when usage applies.

Bidder understands this requirement and shall meet or exceed it? Yes

29.4.8.2 Catastrophic Outage 1 (CAT 1) (M-S)

SLA Name: Catastrophic Outage 1 (CAT 1)

Definition:

The total loss of service at a single address based on a common cause resulting in one or more of the following:

Failure of two or more service types, or

Failure of 50 or more End-User VoIP service package or VoIP voice mail service (seat).**Measurement Process:**

The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by a Customer, or the Contractor, whichever occurs first. The Contractor shall open a trouble ticket for each service (Circuit ID or Service ID) affected by the common cause. Each End-User service is deemed out of service from the first notification until the Contractor determines the End-User service (Circuit ID or Service ID) is restored minus SCC. Any service reported by a Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

Services:

> Converged VoIP
> VoIP Voice Mail

Objectives:

The objective restoral time will be:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Converged VoIP	≤ 3 hours	≤ 2 hours	≤ 1 hour	S
VoIP Voice Mail	≤ 3 hours	≤ 2 hours	≤ 1 hour	S

Rights and Remedies:

1. Per Occurrence:
   - 100% credit or refund of the TMRC and ten Business Days ADUC for each End-User service not meeting the committed objective for each CAT 1 fault.
2. Monthly Aggregated Measurements:
   - N/A

Bidder understands this requirement and shall meet or exceed it? Yes

29.4.8.3 Catastrophic Outage 2 (CAT 2) (M-S)

SLA Name: Catastrophic Outage 2 (CAT 2)

Definition:

Any service affecting failure in the Contractor's (or Subcontractor's or Affiliate's) network up to and including the Provider Edge (PE) equipment.

Measurement Process:

The Outage Duration begins when a network alarm is received by the Contractor from the outage-causing event or the opening of a trouble ticket by the Customer or Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall

compile a list for each End-User service affected by the common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User service (Circuit ID or Service ID) basis from information recorded from the network equipment/system or a Customer reported trouble ticket. Each End-User service (Circuit ID or Service ID) is deemed out of service from the first notification until the Contractor determines the End-User service is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

Services:

> Converged VoIP
> Converged VoIP Voice Mail

Objectives:

The objective restoral time will be:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Converged VoIP	≤ 1 Hour	≤ 30 Minutes	≤ 15 Minutes	P
Converged VoIP Voice Mail	≤ 1 Hour	≤ 30 Minutes	≤ 15 Minutes	P

Rights and Remedies:

1. Per Occurrence:
   - 100% credit or refund of the TMRC and ten Business Days ADUC for each End-User service not meeting the committed objective for each CAT 2 fault.
2. Monthly Aggregated Measurements:
   - N/A

Bidder understands this requirement and shall meet or exceed it? Yes

29.4.8.4 Catastrophic Outage 3 (CAT 3) (M-S)

SLA Name: Catastrophic Outage 3 (CAT 3)

Definition:

The total loss of more than one CALNET DNCS service type in a central office, or the loss of any service type on a system wide basis.

Measurement Process:

The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the Customer or the Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall open a trouble ticket and compile a list for each End-User service (Circuit ID or Service ID) affected by the common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User service (Circuit ID or Service ID) basis from information recorded from the network equipment/system or trouble ticket. Each End-User service (Circuit ID or Service ID) is deemed out of service from the first notification until the Contractor determines the End-User service is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

Services:

> Converged VoIP
> Converged VoIP Voice Mail

Objectives:

The objective restoral time will be:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
Converged VoIP	≤ 30 Minutes	N/A	≤ 15 Minutes	P
Converged VoIP Voice Mail	≤ 30 Minutes	N/A	≤ 15 Minutes	P

Rights and Remedies:

1. Per Occurrence:

    - 100% credit or refund of the TMRC and ten Business Days ADUC for each service (Circuit ID or Service ID) not meeting the committed objective for each Cat 3 fault.

2. Monthly Aggregated Measurements:

    - N/A

Bidder understands this requirement and shall meet or exceed it? Yes

29.4.8.5 Delay – Round Trip Transmission for Converged VoIP Services (M-S)

SLA Name: Delay – Round Trip Transmission for Converged VoIP Services

Definition:

Average one-way transfer delay measured from Customer Equipment (CE) to the remote CE.

Measurement Process:

End-User/Customer is responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the Customer suspects the VoIP delay is not meeting the committed level. The problem requires timely verification, consistent with industry Standards, by the Contractor. Tickets opened as VoIP Delay One-Way Transmission SLA shall not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable.

Service(s):

Converged VoIP

Objective(s):

Based on a 1,000 byte ping:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
Converged VoIP	≤ 170ms	≤ 130ms	≤ 90ms	S

Rights and Remedies:

1. Per Occurrence:

   - N/A

2. Monthly Aggregated Measurements:

   - 25% credit or refund of the TMRC per occurrence for the reported service.
   - The second consecutive month service fails to meet the committed SLA objectives shall result in a 35% credit or refund of TMRC.
   - Each additional consecutive month service fails to meet the committed SLA objective shall result in a 50% credit or refund of the TMRC.

Bidder understands this requirement and shall meet or exceed it? Yes

29.4.8.6 Excessive Outage (M-S)

SLA Name: Excessive Outage

Definition:

Any failure that prevents full functionality of the service that remains unresolved for more than the committed objective level.

Measurement Process:

This SLA is based on trouble ticket Unavailable Time. The circuit or service is not fully functional during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If the Customer reports a partial or complete service that is not fully functional and remains unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time.

Services:

Converged VoIP
Converged VoIP Voice Mail

Objectives:

The Unavailable Time objective shall not exceed:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Converged VoIP	16 Hours	12 Hours	8 Hours	P
Converged VoIP Voice Mail	16 Hours	12 Hours	8 Hours	P

Rights and Remedies:

1. Per Occurrence:

   - 100% credit or refund of the TMRC and ten Business Days ADUC for each service (Circuit ID or Service ID) out of service for a period greater than the committed objective level.
   - Upon request from the Customer or the CALNET Program, the Contractor shall provide a briefing on the excessive outage restoration.

2. Monthly Aggregated Measurements:

   - N/A

Bidder understands this requirement and shall meet or exceed it? Yes

29.4.8.7 Excessive Usage of Site Survivability Network Failure Service (M-S)

SLA Name: Excessive Usage of Site Survivability Network Failure Service

Definition:

The usage of Site Survivability Network Failure Service shall not exceed the objective commitment identified below in a month, per site.

Measurement Process:

The monthly usage duration shall be based on the accumulated total of all service activation events during a given month. A service usage event shall begin from alarm or activation of service and ending when a Site Survivability Network Failure Service resumes to a standby state and no traffic traverses the PSTN on the back-up circuit.

Service(s):

Converged VoIP Site Survivability Network Failure

Objective(s):

The Unavailable Time objective shall not exceed:

Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Converged VoIP Site Survivability Network Failure	240 Hours	120 Hours	72 Hours	P

Rights and Remedies:

1. Per Occurrence:
   - First month the service fails to meet the committed SLA objective shall result in a 15% credit or refund of the TMRC and two Business Days of the ADUC of all usage charges as a result of the activation of the Site Survivability Network Failure Service.
   - The second consecutive month the service fails to meet the committed SLA objective shall result in a 30% credit or refund of TMRC and five Business Days of ADUC of all usage charges as a result of the activation of Site Survivability Network Failure Service.
   - Each additional consecutive month the service fails to meet the Committed SLA objective shall result in a 50% credit or refund of the TMRC, and ten Business Days of the ADUC of all usage charges as a result of the activation of Site Survivability Network Failure Service.
2. Monthly Aggregated Measurements:
   - N/A

Bidder understands this requirement and shall meet or exceed it? Yes

29.4.8.8 Jitter (M-S)

SLA Name: Jitter

Definition:

Variations in transfer delay measured from the Customer Edge (CE) to the remote CE.

Measurement Process:

End-User/Customer is responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the Jitter exceeds the committed level. The problem requires timely verification, consistent with industry Standards, by the Contractor. Tickets identified as a jitter issue shall not count in availability or Time-to-Repair measurements unless and until the End-User reports service as unusable for its intended uses. This measurement applies to local loop transport (1) under the control of the Contractor or (2) not under the control of Contractor that do not exceed 70% peak utilization for three consecutive Business Days.

Service(s):

Converged VoIP

Objective(s):

Based on a 1,000 byte ping:

Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
Converged VoIP	≤ 30ms	N/A	≤ 15ms	P

Rights and Remedies:

1. Per Occurrence:
   - First month the service fails to meet the committed SLA objective shall result in a 25% credit or refund of TMRC and two Business Days of the ADUC per occurrence for the reported service.
   - Second month service fails to meet the committed SLA objectives shall result in a 35% credit or refund of TMRC and two Business Days of ADUC.
   - Each additional consecutive month service fails to meet the committed SLA objective shall result in a 50% credit or refund of the TMRC and two Business Days of the ADUC.
2. Monthly Aggregated Measurements:
   - N/A

Bidder understands this requirement and shall meet or exceed it? Yes

29.4.8.9 Notification

SLA Name: Notification

Definition:

The Contractor notification to the CALNET Program and designated stakeholders in the event of a CAT 2 or CAT 3 failure, terrorist activity, threat of natural disaster, or actual natural disaster which results in a significant loss of telecommunication services to CALNET DNCS End-Users or has the potential to impact services in a general or statewide area. The State understands initial information requiring the nature of the outage may be limited.

Measurement Process:

The Contractor shall adhere to the Network Outage Response requirements (SOW Business Requirements Section G.3.3, Network Outage Response) and notify the CALNET Program and designated stakeholders for all CAT 2 and CAT 3 Outages or for network outages resulting in a significant loss of service. Notification objectives will be based on the start time of the outage failure determined by the opening of a trouble ticket or network alarm, whichever occurs first. For events based on information such as terrorist activity or threat of natural disaster, the Contractor shall notify the CALNET Program and designated stakeholder when information is available for dissemination to the Customers.

Services:

All services

Objectives:

Within 60 minutes of the above mentioned failures' start time, the Contractor shall notify the CALNET Program and designated stakeholders using a method defined in SOW Business Requirements, Network Outage Response.

At 60-minute intervals, updates shall be given on the above-mentioned failures via the method defined in SOW Business Requirements, Network Outage Response.

This objective is the same for Basic, Standard and Premier Commitments.

Rights and Remedies:

1. Per Occurrence:

   - Senior Management Escalation

2. Monthly Aggregated Measurements:

   - N/A

Bidder understands this requirement and shall meet or exceed it? Yes

29.4.8.10 Provisioning (M-S)

SLA Name: Provisioning

Definition:

Provisioning shall include new services, moves, adds and changes, completed by the Contractor on or before the due dates. The Provisioning SLA shall be based on committed installation intervals established in this SLA or due dates negotiated between the Customer and the Contractor documented on the Contractor's order confirmation notification or Contracted Project Work SOW in accordance with SOW Business Requirements Section G.2.5.4, Provisioning and Implementation. The Contractor shall meet the committed interval dates or due date negotiated with the Customer. If the Customer agrees to a negotiated due date, the negotiated due date supersedes the committed interval. At the Customer's discretion, if the scope of the Service Request(s) meets the Coordinated or Managed Project criteria, negotiated due dates will be established and documented in the Project Timeline per SOW Business Requirements Section G.8, Contracted Service Project Work.

Provisioning SLAs have two objectives:

Objective 1: Individual service installation; and,
Objective 2: Successful Install Monthly Percentage by service type.
Note: Provisioning timelines include extended demarcation wiring when appropriate.

Measurement Process:

Objective 1: Individual Service Installations: Install intervals are based on the committed installation intervals established in this SLA or due dates negotiated between the Customer and the Contractor. This objective requires the Contractor to meet the due date for each individual service

installation. This includes individual circuit/service/seat level installations for Coordinated and Managed Projects.

Objective 2: Successful Install Monthly Percentage per Service Type: The Contractor shall sum all individual installations per service, as listed below, meeting the objective in the measurement period and divide by the sum of all individual service installations due per service in the measurement period and multiply by 100 to equal the percentage of service installations completed on time. The Contractor must meet or exceed the objective below in order to avoid the rights and remedies.

Services:

Features must be installed in conjunction with the service except when listed below:

Service (Features must be installed with service except when listed below.	Committed Interval Days	Coordinated/Managed Project
Converged VoIP	45	Coordinated/Managed Project
Converged VoIP Voice Mail	30	Coordinated/Managed Project

Objectives:

Objective 1: Individual service installation: Service provisioned on or before the due date per installation Service Request.
Objective 2: Monthly Average percent by service type:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
Converged VoIP	≥ 90%	N/A	≥ 95%	P
Converged VoIP Voice Mail	≥ 90%	N/A	≥ 95%	P

Rights and Remedies:

1. Per Occurrence:

   - Objective 1: Individual service installations: 50% of installation fee credited to the Customer for any missed committed objective.

2. Monthly Aggregated Measurements:

- Objective 2: 100% of the installation fee credited to the Customer for all service installations (per service type) that did not complete within the committed objective during the month if the Successful Install Monthly Percentage is below the committed objective.

Bidder understands this requirement and shall meet or exceed it? Yes

29.4.8.11 Time to Repair (TTR) (M-S)

SLA Name: Time to Repair (TTR)

Definition:

Any failure that prevents full functionality of the service that remains unresolved for more than the committed objective level.

Measurement Process:

This SLA is based on trouble ticket Unavailable Time. The circuit or service is not fully functional during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If the Customer reports a partial or complete service that is not fully functional and remains unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time.

Services:

Converged VoIP
Converged VoIP Voice Mail

Objectives:

The Unavailable Time objective shall not exceed:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Converged VoIP	6 Hours	5 Hours	4 Hours	P
Converged VoIP Voice Mail	6 Hours	5 Hours	4 Hours	P

Rights and Remedies:

1. Per Occurrence:
   - First month the service fails to meet the committed SLA objective shall result in a 25% credit or refund of TMRC for each service (Circuit ID or Service ID) out of service for a period greater than the committed objective level.
2. Monthly Aggregated Measurements:
   - N/A

Bidder understands this requirement and shall meet or exceed it? Yes

29.4.8.12 Unsolicited Service Enhancement SLAs

All unsolicited service enhancements shall be considered a feature of the service, and therefore shall be included as such under the SLAs as defined in this Section.

Bidder understands this requirement and shall meet or exceed it? Yes

29.4.8.13 Proposed Unsolicited Offerings

The Contractor shall provide SLAs as defined in SLA Section 29.4.8 for each unsolicited offering determined by the CALNET Program not to be a feature of a service or a component of an unbundled service identified in the technical requirements. SLA tables shall be amended after Contract award to include all new unsolicited services.

Bidder understands this requirement and shall meet or exceed it? Yes

29.4.8.14 Contract Amendment Service Enhancement SLAs

All Contract amendment service enhancements shall be considered a feature of the service, therefore included as such under the SLAs as defined in Section 29.4.8.

Bidder understands this requirement and shall meet or exceed it? Yes

INVITATION FOR BID

IFB C4DNCS19
Data Networks and Communications Services

CATEGORY 29 – CONVERGED VOIP
CenturyLink Communications, LLC dba CenturyLink dba LUMEN

Statement of Work

CATALOG A

June 12, 2020

Addendum #8

Issued by:

STATE OF CALIFORNIA

California Department of Technology Statewide Procurement

PO Box 1810

Rancho Cordova, CA 95741

ADDENDUM LOG

Addendum #	Date	Addendum Description
7	3/30/20	29.4.2.2 Clarified table header. Removed Audio Conferencing throughout document.
8	6/12/20	Sections renumbered throughout 29.2. Table 29.2.5.a #1-3 Modified Site Survivability Network Failure feature items to specify bidding criteria.

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29.2 CONVERGED VOICE OVER INTERNET PROTOCOL

29.2.4 Converged VoIP Minimum Requirements

29.2.4.1 Converged VoIP Equipment and Hardware

Table 29.2.4.3.a – Converged VoIP Handset Service Packages

Line Item	Feature Name	Contractor's Product ID	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure
1	Standard Converged VoIP Handset Service Package	HVOIP-0001	$0.00	$16.70	Each
2	Midrange Converged VoIP Handset Service Package	HVOIP-0002	$0.00	$18.57	Each
3	Attendant Converged VoIP Handset Service Package	HVOIP-0003	$0.00	$29.70	Each
4	Standard Converged VoIP Conference Room Speakerphone	HVOIP-0004	$0.00	$29.60	Each
5	Executive Converged VoIP Conference Room Speakerphone	HVOIP-0005	$0.00	$38.00	Each

Table 29.2.4.3.b – Unsolicited Converged VoIP Handset Service Packages

Line Item	Feature Name	Contractor's Product ID	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure
1	Cisco Unified SIP Phone 3905	CVOIPU-0001	$0.00	$2.70	Phone
2	Cisco Unified SIP Phone 6901	CVOIPU-0002	$0.00	$2.70	Phone
3	Cisco IP Phone 7811	CVOIPU-0003	$0.00	$3.90	Phone
4	Cisco IP Phone 7821	CVOIPU-0004	$0.00	$4.50	Phone
5	Cisco IP Phone 7841	CVOIPU-0005	$0.00	$4.85	Phone
6	Cisco IP Phone 7861	CVOIPU-0006	$0.00	$6.00	Phone
7	Cisco IP Conference Phone 7832	CVOIPU-0007	$0.00	$15.60	Phone
8	Cisco IP Phone 8811	CVOIPU-0008	$0.00	$6.90	Phone
9	Cisco IP Phone 8841	CVOIPU-0009	$0.00	$7.80	Phone
10	Cisco IP Phone 8845	CVOIPU-0010	$0.00	$8.40	Phone
11	Cisco IP Phone 8851	CVOIPU-0011	$0.00	$9.00	Phone
12	Cisco IP Phone 8861	CVOIPU-0012	$0.00	$10.20	Phone
13	Cisco IP Phone 8865	CVOIPU-0013	$0.00	$11.10	Phone
14	Cisco Unified IP Conference Phone 8831	CVOIPU-0014	$0.00	$23.40	Phone
15	Cisco IP Conference Phone 8832	CVOIPU-0015	$0.00	$22.20	Phone
16	Cisco Wireless IP Phone 8821	CVOIPU-0016	$0.00	$15.00	Phone
17	Cisco Webex DX80	CVOIPU-0017	$0.00	$66.00	Phone

Line Item	Feature Name	Contractor's Product ID	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure
18	Cisco IP Phone 8800 Key Expansion Module	CVOIPU-0018	$0.00	$7.80	Phone
19	Cisco IP Phone 8851/8861 Key Expansion Module	CVOIPU-0019	$0.00	$8.10	Phone
20	Cisco IP Phone 8865 Key Expansion Module	CVOIPU-0020	$0.00	$8.10	Phone

29.2.5 Additional Converged VoIP Services and Features

29.2.5.6 Converged VoIP Analog Support

Table 29.2.5.a – Converged VoIP Service Features

Line Item	Feature Name	Contractor's Product ID	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure
1	Converged VoIP Small Site Survivability Network Failure	HVOIP-0006	$-	$271.89	Each
2	Converged VoIP Medium Site Survivability Network Failure	HVOIP-0007	$-	$276.85	Each
3	Converged VoIP Large Site Survivability Network Failure	HVOIP-0008	$-	$297.48	Each
4	Converged VoIP Network LAN Assessment Retest	HVOIP-0009	$1,500.00	N/A	Location

Line Item	Feature Name	Contractor's Product ID	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure
5	Converged VoIP Block of 20 Additional Direct Inward Dialing Number Reservation	HVOIP-0010	N/A	$3.60	Block
6	Converged VoIP Web-Based Attendant Console	HVOIP-0011	N/A	$34.30	Each
7	Converged VoIP Additional Line Appearance	HVOIP-0012	N/A	$0.00	Appearance
8	Converged VoIP Analog Support	HVOIP-0013	$-	$14.70	Each

Table 29.2.5.b – Unsolicited Converged VoIP Service Features

Line Item	Feature Name	Contractor's Product ID	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure
1	Converged VoIP Analog Support	HVOIPU-0030	$-	$1.86	Each
2	Converged VoIP Analog Support	HVOIPU-0031	$-	$3.72	Each
3	Hunt Groups (per Hunt Group)	HVOIPU-0032	$10.00	$4.60	Each
4	Auto Attendant (per Auto Attendant)	HVOIPU-0033	$10.00	$13.90	Each
5	Anywhere TNs (per TN)	HVOIPU-0034	$10.00	$20.41	Number
6	Secure SIP (Encryption)(per Seat)	HVOIPU-0035	$-	$2.74	Seat
7	Voice Mail Transcription (per Seat)	HVOIPU-0036	$-	$2.74	Seat

Line Item	Feature Name	Contractor's Product ID	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure
8	PAC/VPAC (per product account)	HVOIPU-0037	$15.00	$-	PAC
9	Call Recording - Basic	HVOIPU-0038	$-	$9.25	Seat
10	Call Recording - Standard	HVOIPU-0039	$-	$12.04	Seat
11	Call Recording - Premium	HVOIPU-0040	$-	$23.20	Seat
12	Business Communicator Voice & Video Calling Only (Soft Phone for Windows or MAC PC, iOS or Android mobile devices) (BC priced per Seat)	HVOIPU-0041	$-	$5.53	Seat
13	Business Communicator Collaboration (Soft Phone for Windows or MAC PC, iOS or Android mobile devices) (BC priced per Seat) Voice/Video Calling with IM&P and Audio/Web Conferencing	HVOIPU-0042	$-	$2.74	Seat

29.2.6 Converged VoIP Calling Requirements

29.2.6.3 Converged VoIP Off-Net Toll-Free Services

Table 29.2.6.3.a – Converged VoIP Off-Net Toll-Free

Line Item	Feature Name	Contractor's Product ID	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure
1	Converged VoIP Off-Net Toll-Free	TF-0001	$0.0148	NA	Minute

Table 29.2.6.3.b – Unsolicited Converged VoIP Off-Net Toll-Free Features

Line Item	Feature Name	Contractor's Product ID	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure
1	Converged VoIP Off-Net Toll-Free	TFU-0001	$-	$0.02	5000 MOU
2	Converged VoIP Off-Net Toll-Free	TFU-0002	$-	$0.02	7000 MOU
3	Converged VoIP Off-Net Toll-Free	TFU-0003	$-	$0.02	10,000 MOU

29.2.6.4 Converged International Off-Net Calling

29.2.5.4.1 International Mobile Termination Charges (IMTC)

29.2.5.4.2 U.S. Based Services Waiver

Table 29.2.6.4.a – Converged VoIP International Peak Time Off-Net Calling

Line Item	Country	Contractor's Product ID	Non-Recurring Charge	Unit of Measure
1	Brazil:	**TF-0002**	0.0200	Minute
2	Canada:	TF-0003	0.0100	Minute
3	China:	TF-0004	0.2890	Minute
4	France:	TF-0005	0.0200	Minute

Line Item	Country	Contractor's Product ID	Non-Recurring Charge	Unit of Measure
5	Germany:	TF-0006	0.0120	Minute
6	Israel:	TF-0007	0.0150	Minute
7	Italy:	TF-0008	0.0150	Minute
8	Japan:	TF-0009	0.0400	Minute
9	Korea:	TF-0010	0.8560	Minute
10	Mexico:	TF-0011	0.0120	Minute
11	Spain:	TF-0012	0.0150	Minute
12	Switzerland:	TF-0013	0.0200	Minute
13	United Kingdom:	TF-0014	0.0036	Minute

Table 29.2.6.4.b – Unsolicited Converged VoIP International Peak Time Off-Net Calling

Line Item	Country	Contractor's Product ID	Non-Recurring Charge	Unit of Measure
1				
2				
3				

Table 29.2.6.4.c – Converged VoIP International Off-Peak Off-Net Calling

Line Item	Country	Contractor's Product ID	Non-Recurring Charge	Unit of Measure
1	Brazil:	TF-0015	0.0200	Minute
2	Canada:	TF-0016	0.0100	Minute
3	China:	TF-0017	0.2890	Minute
4	France:	TF-0018	0.0200	Minute
5	Germany:	TF-0019	0.0120	Minute
6	Israel:	TF-0020	0.0150	Minute
7	Italy:	TF-0021	0.0150	Minute
8	Japan:	TF-0022	0.0400	Minute
9	Korea:	TF-0023	0.8560	Minute
10	Mexico:	TF-0024	0.0120	Minute
11	Spain:	TF-0025	0.0150	Minute
12	Switzerland:	TF-0026	0.0200	Minute
13	United Kingdom:	TF-0027	0.0036	Minute

Table 29.2.6.4.d – Unsolicited Converged VoIP International Off-Peak Off-Net Calling

Line Item	Country	Contractor's Product ID	Non-Recurring Charge	Unit of Measure
1				
2				
3				

Table 29.2.6.4.e – Converged VoIP International IMTC Off-Net Calling

Line Item	Country	Contractor's Product ID	Non-Recurring Charge	Unit of Measure
1	Brazil:	TF-0028	0.0200	Minute
2	Canada:	TF-0029	0.0100	Minute
3	China:	TF-0030	0.2890	Minute
4	France:	TF-0031	0.0200	Minute
5	Germany:	TF-0032	0.0120	Minute
6	Israel:	TF-0033	0.0150	Minute
7	Italy:	TF-0034	0.0150	Minute
8	Japan:	TF-0035	0.0400	Minute
9	Korea:	TF-0036	0.8560	Minute
10	Mexico:	TF-0037	0.0120	Minute
11	Spain:	TF-0038	0.0150	Minute
12	Switzerland:	TF-0039	0.0200	Minute
13	United Kingdom:	TF-0040	0.0036	Minute

Table 29.2.6.4.f – Unsolicited Converged VoIP International IMTC Off-Net Calling

Line Item	Country	Contractor's Product ID	Non-Recurring Charge	Unit of Measure
1				
2				
3				

29.2.7 Converged VoIP Voice Mail Services

29.2.7.1 Converged VoIP Voice Mail Service Features

Table 29.2.7.a – Converged VoIP Voice Mail Services and Features

Line Item	Feature Name	Contractor's Product ID	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure
1	Converged VoIP Voice Mail Service	HVM-0001	$0.00	$0.00	Each

Table 29.2.7.b – Unsolicited Converged VoIP Voice Mail Services and Features

Line Item	Feature Name	Contractor's Product ID	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure
1	Voice Mail for Group Features (per Hunt Group)	HVMU-0001	$0.00	$5.95	Each
2	Voicemail Transcription (per seat)	HVMU-0002	$0.00	$2.95	Each
3					

29.3 OTHER SERVICES

29.3.2 Services Related Infrastructure (SRI)

29.3.2.1 Extended Demarcation Wiring Services

Table 29.3.2.1 – Extended Demarcation Wiring Services

Line Item	Feature Name	Contractor's Product ID	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure
1	Extended Demarcation - Copper – Regular Hours	DMARC-0010	$ 600.00	NA	**Installation**

Line Item	Feature Name	Contractor's Product ID	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure
2	Extended Demarcation - Copper – Overtime Hours	DMARC-0011	$ 780.00	NA	**Installation**
3	Extended Demarcation - Copper – Sunday and Holiday Hours	DMARC-0012	$ 1,003.20	NA	**Installation**
4	Extended Demarcation - Copper 25 Pair – Regular Hours	DMARC-0013	$ 648.00	NA	**Installation**
5	Extended Demarcation - Copper 25 Pair – Overtime Hours	DMARC-0014	$ 972.00	NA	**Installation**
6	Extended Demarcation - Copper 25 Pair – Sunday and Holiday Hours	DMARC-0015	$ 1,311.60	NA	**Installation**
7	Extended Demarcation - Optical Fiber Link – Regular Hours	DMARC-0016	$ 1,980.00	NA	**Installation**
8	Extended Demarcation - Optical Fiber Link – Overtime Hours	DMARC-0017	$ 2,400.00	NA	**Installation**
9	Extended Demarcation -	DMARC-0018	$ 3,300.00	NA	**Installation**

Line Item	Feature Name	Contractor's Product ID	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure
	Optical Fiber Link – Sunday and Holiday Hours				

Table 29.3.2.2 – Unsolicited Services Related Infrastructure

Line Item	Feature Name	Bidder's Product Identifier	Total Non-Recurring Product Charge (Includes Materials and Labor)	Unit of Measure	Itemized NRC Material Price	Itemized NRC Labor Price
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

29.3.3 Services Related Hourly Support

Table 29.3.3 – Services Related Hourly Support

Line Item	Feature Name	Contractor's Product ID	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure
1	Field Service Repair Technician Regular Hours	Tech-0004	$150.00	NA	**hourly**
2	Field Service Repair Technician	Tech-0005	$195.00	NA	**hourly**

Line Item	Feature Name	Contractor's Product ID	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure
	Overtime Hours				
3	Field Service Repair Technician Sunday and Holiday Hours	Tech-0006	$250.00	NA	hourly

29.3.4 Migration Professional Services

Table 29.3.4.a – Migration Professional Services

Line Item	Feature Name	Contractor's Product ID	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure
1	Migration Technical Services Support I - Standard Regular Hours	MIG-0001	$261.00	NA	Hourly
2	Migration Technical Services Support I - Overtime Hours	MIG-0002	$304.50	NA	Hourly
3	Migration Technical Services Support I – Sunday and Holiday Hours	MIG-0003	$348.00	NA	Hourly
4	Migration Technical Services Support II - Regular Hours	MIG-0004	$304.50	NA	Hourly
5	Migration Technical Services	MIG-0005	$348.00	NA	Hourly

Line Item	Feature Name	Contractor's Product ID	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure
	Support II - Overtime Hours				
6	Migration Technical Services Support II – Sunday and Holiday Hours	MIG-0006	$391.50	NA	**Hourly**
7	Migration Network Engineer – Regular Hours	MIG-0007	$261.00	NA	**Hourly**
8	Migration Network Engineer – Overtime Hours	MIG-0008	$304.50	NA	**Hourly**
9	Migration Network Engineer – Sunday and Holiday Hours	MIG-0009	$348.00	NA	**Hourly**
10	Migration Professional Services - Senior Engineer – Regular Hours	MIG-0010	$261.00	NA	**Hourly**
11	Migration Professional Services Principle Architect I – Regular Hours	MIG-0011	$304.50	NA	**Hourly**
12	Migration Professional Services - Principal	MIG-0012	$348.00	NA	**Hourly**

Line Item	Feature Name	Contractor's Product ID	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure
	Architect II – Regular Hours				

Table 29.3.4.b – Unsolicited Migration Professional Services

Line Item	Feature Name	Contractor's Product ID	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure
1					
2					
3					