

**INVITATION FOR BID**

**IFB C4A1LEG18**

**FOR**

**LEGACY 4 TELECOMMUNICATIONS VOICE AND DATA SERVICES**

**CALNET LEGACY 4**

**CATEGORY 17 - TOLL-FREE CALLING**

**STATEMENT OF WORK**

**Addendum 6**

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Statewide Technology Procurement

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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 event of any inconsistency between the Bidder's versions, articles, attachments, specifications or provisions which constitute the Contract, the official State version of the IFB in its entirety shall take precedence.

### Amendment Log

Amendment #	Date	Revision Description
Amendment 1	05/01/2020	<ul style="list-style-type: none"><li>• Corrected Bidder's Product ID's in Table 17.2.5.1.b, items 20 and 51</li><li>• Updated Catalog to remove unsolicited items in table 17.3.2.b</li></ul>
2	09/25/2020	<ul style="list-style-type: none"><li>• Changed Contractor name from MCI Communications Services, Inc. dba Verizon Business Services to MCI Communications Services, LLC. dba Verizon Business Services</li></ul>

**TECHNICAL REQUIREMENTS**  
**CATEGORY 17 – TOLL-FREE CALLING**  
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## SOW TECHNICAL REQUIREMENTS

### CATEGORY 17 – TOLL-FREE CALLING

#### 17.1 OVERVIEW

This IFB C4A1LEG18 Category 17 provides the State’s solicitation for best value solutions for toll-free domestic and international calling services. This IFB C4A1LEG18 also describes the SOW Technical Requirements necessary to support the CALNET Legacy 4 program requirements.

This IFB C4A1LEG18 will be awarded to Bidders that meet the award criteria as described in IFB C4A1LEG18 Part 1, Section 4, Bid Evaluation. The CALNET Legacy 4 Contract(s) that result from the award of this IFB C4A1LEG18 will be managed on a day-to-day basis by the CALNET Contract Management and Oversight (CALNET CMO).

##### 17.1.1 BIDDER RESPONSE REQUIREMENTS

Throughout this IFB C4A1LEG18, Bidders are required to acknowledge acceptance of the requirements described herein by responding to one (1) of the following:

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? Yes\_\_\_\_\_ No\_\_\_\_\_”*

Or,

Example B (for responses that require the Bidder to provide a description or written response to the requirement):

*“Bidder understands the requirements in Section xxx and shall meet or exceed them?*

*Yes\_\_\_\_\_ No\_\_\_\_\_*

*Description:”*

Or,

Example C (for requirements contained in Technical Feature and/or Service Tables):

Table 17.x.x.a – Feature and/or Service Name					
Feature Name	Feature Description	Bidder’s CALNET Product Identifier	Bidder’s Description	Bidder Meets or Exceeds?	
				Y	N

### 17.1.2 DESIGNATION OF REQUIREMENTS

All SOW Technical Requirements specified in this Section 17.1.2 are Mandatory and must be responded to as identified in IFB C4A1LEG18 Part 1, Section 3.3.2.1, *SOW Mandatory Business and SOW Technical Requirements*, by the Bidder. Additionally, some Mandatory requirements are “Mandatory-Scorable” and are designated as “(M-S)”. The State will have the option of whether or not to include each item in the Contract, based on the best interest of the State. Furthermore, the Customers will have the option whether or not to order services or features included in the Contract. Service Requests for some CALNET Legacy 4 services or features may require CALNET CMO approval.

Bidders have the option to offer unsolicited items in specific product tables allowing the Bidder to offer additional items that are not specified in the State’s Mandatory tables. Refer to IFB C4A1LEG18 Part 1, Section 3.3.2.2, *Unsolicited Offerings*, for additional instruction.

Costs associated with services shall be included in the prices provided by the Bidder for the individual items included in the Category 17 Cost Worksheets. Items not listed in the Category 17 Cost Worksheets will not be billable by the Contractor. If additional unsolicited items include the features described in the IFB C4A1LEG18 and are not included as billable in the Category 17 Cost Worksheets, the cost associated with the features shall not be included in the unsolicited price.

Services and features included in the Category 17 Cost Worksheets are those that the Bidder must provide. All Bidders must provide individual prices as indicated in the Category 17 Cost Worksheets in the Bidder’s Final Proposal. Items submitted with no price will be considered as offered at no cost.

### 17.1.3 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 X No \_\_\_\_\_*

## 17.2 TOLL-FREE SERVICES

The Contractor shall provide statewide Toll-Free incoming (‘8xx’ and other FCC approved toll-free NPAs) calling services. Termination types shall include switched (business line), switched Wide Area Telephone Service Access Line (WATS WAL), and Dedicated Access Line (DAL), including analog and any other terminations that the Bidder’s organization provides. The terminating Toll-Free Services shall provide routing based on the originating location (telephone number), day, and time of day.

### 17.2.1 TOLL-FREE BASIC FEATURES

The Contractor’s Toll-Free Services shall include the basic routing features described below.

17.2.1.1 Point of Call Routing

Based on the calling party's ANI, this feature allows for calls made to a single '8xx' number to be routed to different terminating locations.

*Bidder understands the Requirement and shall meet or exceed it? Yes X No \_\_\_\_\_*

17.2.1.2 Day-of-Week Routing

Allows the Customers to route calls to different locations based on the day of the week.

*Bidder understands the Requirement and shall meet or exceed it? Yes X No \_\_\_\_\_*

17.2.1.3 Holiday Routing

Allows the Customer to designate different routing for specific holidays and key events.

*Bidder understands the Requirement and shall meet or exceed it? Yes X No \_\_\_\_\_*

17.2.1.4 Time-of-Day (TOD) Routing

Based on the time of day, this feature allows the Customer to route calls made to a single '8xx' number to different answering locations.

1. **International Time-of-Day (TOD) Routing** - Enables the Customer to route calls made to a single '8xx' number to different answering locations based on the time of day.
2. **International Time-of-Day (TOD) Routing** - Enables the Customer to route calls made to a single '8xx' number to different answering locations based on the time of day.
3. **International Dialed Number Identification Service (DNIS)** - Provides the 10-digit number dialed by the caller. Routes a call to a Customer specific termination, call center, or application based on the number dialed. Allows a Customer with multiple '8xx' numbers on the same trunk group to identify each call by the '8xx' number dialed and to treat each call accordingly. On each call, DNIS will out-pulse unique digits to route the calls in a trunk group to their proper destination.

*Bidder understands the Requirement and shall meet or exceed it? Yes X No \_\_\_\_\_*

17.2.1.5 Alternate Routing

Allows the Customer to pre-define alternate routing arrangements and activate via security code.

*Bidder understands the Requirement and shall meet or exceed it? Yes  No \_\_\_\_\_*

17.2.1.6 Percentage Distribution Routing

Routing based on a percentage of traffic to predefined locations.

*Bidder understands the Requirement and shall meet or exceed it? Yes  No \_\_\_\_\_*

17.2.1.7 Area Code Routing

Calls for a single toll-free number are routed based upon the caller's area code.

*Bidder understands the Requirement and shall meet or exceed it? Yes  No \_\_\_\_\_*

17.2.1.8 Area Code Selection

Calls for a single toll-free number can be blocked or received by originating area code for every area code in the U.S., Canada, Puerto Rico, and the U.S. Virgin Islands.

*Bidder understands the Requirement and shall meet or exceed it? Yes  No \_\_\_\_\_*

17.2.1.9 Area Code / Exchange Routing

Calls for a single toll-free number are routed based upon the caller's area code and local exchange.

*Bidder understands the Requirement and shall meet or exceed it? Yes  No \_\_\_\_\_*

17.2.1.10 Area Code / Exchange Selection

Calls for a single toll-free number can be blocked or received by originating area code for every area code in the U.S., Canada, Puerto Rico, and the U.S. Virgin Islands.

*Bidder understands the Requirement and shall meet or exceed it? Yes  No \_\_\_\_\_*

17.2.2 DIRECT ACCESS TERMINATION FEATURES

The Contractor's Toll-Free Services shall include the direct access termination features described below.

17.2.2.1 Network Call Redirect (NCR)

Sends calls to an alternate terminating trunk group when the first choice is busy. (The alternate route must terminate on the Customer's own access facility).

*Bidder understands the Requirement and shall meet or exceed it? Yes X No \_\_\_\_\_*

17.2.2.2 Dialed Number Identification Service (DNIS)

A number, typically 4-10 digits in length, that is sent by the service provider to the client switch that allows the Customer to determine how to route an inbound call.

*Bidder understands the Requirement and shall meet or exceed it? Yes X No \_\_\_\_\_*

17.2.2.3 Real-Time Automatic Number Identification (ANI)

Provides the caller's full 10-digit originating telephone number sent by the service provider to the client switch or end-user device.

*Bidder understands the Requirement and shall meet or exceed it? Yes X No \_\_\_\_\_*

17.2.3 TOLL-FREE NETWORK ACCESS TRANSPORT

The Contractor shall provide dedicated DS1, DS3 and ISDN Private Rate Interface (PRI) access transport service for use with the Toll-Free service deployed for CALNET Legacy 4. This service shall only be utilized in conjunction with the Contractor's Toll-Free service.

*Bidder understands the Requirement and shall meet or exceed it? Yes X No \_\_\_\_\_*

17.2.3.1 Dedicated DS1 Access Transport

Contractor shall provide dedicated DS1 access transport services in accordance with the North American standards, supporting up to 1.544 Mbps providing full duplex, four-wire, synchronous serial digital data transport. The DS1 services will be channelized (24 multiplexed DS0 channels each at 64Kbps) and will be B8ZS, which is the line coding that allows use of the entire bandwidth of a 1.544 facility, and Extended Super Frame (ESF), which uses a framing bit for non-intrusive signaling and control.

*Bidder understands the Requirement and shall meet or exceed it? Yes X No \_\_\_\_\_*

17.2.3.2 Dedicated DS3 Access Transport

The shall provide DS3 access transport services for speeds up to 45 Mbps on a single circuit or channelized into 28 DS1 channels or 672 DS0 channels.

Bidder understands the Requirement and shall meet or exceed it? Yes  No

17.2.3.3 ISDN PRI on DS1 Access Transport

The Contractor shall provide DS1 access transport service in an ISDN Primary Rate Interface (PRI) configuration to support 23 B channels and one (1) D channel.

Bidder understands the Requirement and shall meet or exceed it? Yes  No

17.2.3.4 Toll-Free Network Access Transport

**The Contractor shall provide the Toll-Free Network Access Transport functionality described in Table 17.2.3.4.a.**

Table 17.2.3.4.a – Toll-Free Network Access Transport						
	Feature Name	Feature Description	Bidder's CALNET Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
1	<b>Dedicated Access Transport DS1</b>	Dedicated Transport at DS1 speed or equivalent up to 1.544 Mbps or 24 channels, each at 64 Mbps	<b>DDAT0001</b>	Verizon will provide Dedicated Access Transport DS1 at DS1 speed or equivalent up to 1.544 Mbps or 24 channels, each at 64 Mbps.	Y	
2	<b>Dedicated Access Transport DS3</b>	Dedicated Transport at DS3 speed or equivalent up to 45Mbps on a single circuit or split the circuit into 28 DS1 channels or 672 DS0 channels.	<b>DDAT0003</b>	Verizon will provide Dedicated Access Transport DS3 at DS3 speed or equivalent up to 45Mbps on a single circuit or split the circuit into 28 DS1 channels or 672 DS0 channels.	Y	
3	<b>Primary Rate Interface (PRI) Transport on DS1</b>	DS1 access Transport in an ISDN Primary Rate Interface (PRI) configuration to support 23 B channels and one (1) D channel	<b>PTRN0001</b>	Verizon will provide Primary Rate Interface (PRI) Transport on DS1 in an ISDN Primary Rate Interface (PRI) configuration to support 23 B channels and one (1) D channel.	Y	

**The Contractor may offer additional unsolicited Toll-Free Network Access Transport features in Table 17.2.3.4.b.**

<b>Table 17.2.3.4.b – Unsolicited Toll Free Network Access Transport</b>											
	<b>Feature Name</b>	<b>Bidder's CALNET Product Identifier</b>	<b>Bidder's Description</b>								
1	<b>Expedite Carrier Service</b>	<b>EXTC0000</b>	<p>Verizon is proposing Expedite Carrier Service that will provide improved installation intervals less than the standard intervals. Standard intervals for provisioning the following services include the following:</p> <table border="0"> <tr> <td>Carrier DS0</td> <td>30 Days</td> </tr> <tr> <td>Carrier DS1</td> <td>30 Days</td> </tr> <tr> <td>Carrier DS3</td> <td>45 Days</td> </tr> <tr> <td>ISDN Primary Rate Interface</td> <td>30 Days</td> </tr> </table>	Carrier DS0	30 Days	Carrier DS1	30 Days	Carrier DS3	45 Days	ISDN Primary Rate Interface	30 Days
Carrier DS0	30 Days										
Carrier DS1	30 Days										
Carrier DS3	45 Days										
ISDN Primary Rate Interface	30 Days										
<p>Telecommunications Service Priority (TSP) Emergency Provisioning or Essential Provisioning are available on a per circuit one time charge with (e.g. customer location access circuit) or without (e.g. carrier backbone circuit connection) Local Exchange Carrier (LEC) terminations.</p> <p>TSP Emergency Provisioning is provided in response to an emergency, when the Customers need for a service is critical and must be provisioned at the earliest possible time, without regard to the cost to the Customer. In Emergency Provisioning Verizon will take immediate action to allocate the resources necessary to provision circuit(s) assigned an Emergency Provisioning priority level as soon as possible, including dispatching personnel outside normal Company business hours.</p> <p>TSP Essential Provisioning is provided for new essential National Security (NS)/Emergency Preparedness (EP) service that must be installed by a specific date that cannot be met using normal Company business procedures. In Essential Provisioning, Verizon will adjust its resources to make its best effort to provision the circuit(s) assigned an Essential Provisioning priority level, by the requested service due date, based on the priority level assigned. This requires a TSP Local Access Channel Charge for Provisioning or Restoration.</p>											
2	<b>Emergency Provisioning and Essential Provisioning – Circuits without LEC Termination</b>	<b>EPEP0001</b>	TSP Emergency Provisioning or Essential Provisioning are available on a per circuit one time charge with or without LEC terminations.								
3	<b>Emergency Provisioning and Essential Provisioning – Circuits with LEC Termination, Single &amp; Additional</b>	<b>EPEP0002</b>	TSP Emergency Provisioning or Essential Provisioning are available on a per circuit one time charge with or without LEC terminations.								



















5. **International Alternate Routing** - Enables the Customer to pre-define alternate routing arrangements and then activate them when appropriate upon command by the Customer or by the Contractor via a security code. Alternate Routing will enable the Customer to establish and change up to six (6) alternate routing plans for each toll-free number. One (1) routing plan will be actively processing the calls while others are held in reserve.
6. **International Percentage Distribution Routing** - Enables the Customer to allocate calls to predefined locations or terminations on a percentage basis. The Customers can specify what percentage of traffic goes to each location, office, termination, or application. The Customers shall have the ability to adjust the percentages in a matter of minutes either by calling the Contractor or through the Contractor provided network management tool.
7. **International Dialed Number Identification Service (DNIS)** - Provides the 10-digit number dialed by the caller. Routes a call to a Customer specific termination, call center, or application based on the number dialed. Allows a Customer with multiple '8xx' numbers on the same trunk group to identify each call by the '8xx' number dialed and to treat each call accordingly. On each call, DNIS will out-pulse unique digits to route the calls in a trunk group to their proper destination.
8. **International Real-Time Automatic Number Identification (ANI)** - Provides the caller's full 10-digit originating telephone number.
9. **International Terminating Features** - Allows the Customer to terminate international toll-free calls on either dedicated or switched access.
10. **U.S. Based Services Waiver** - The provisions detailed in SOW Business Requirements Section L.2.4.4, *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  No*





<b>Table 17.2.5.1.b Unsolicited International Toll-Free Countries</b>				
	<b>Country</b>	<b>Bidder Meets or Exceeds?</b>		<b>Bidder's Product ID</b>
		<b>Y</b>	<b>N</b>	
7	<b>International Toll-Free Services – Switched Access - Bahamas</b>	Y		<b>SABH0000</b>
8	<b>International Toll-Free Services – Switched Access - Barbados</b>	Y		<b>SABR0000</b>
9	<b>International Toll-Free Services – Switched Access - Belgium</b>	Y		<b>SABL0000</b>
10	<b>International Toll-Free Services – Switched Access - Bermuda</b>	Y		<b>SABM0000</b>
11	<b>International Toll-Free Services – Switched Access - Bolivia</b>	Y		<b>SABV0000</b>
12	<b>International Toll-Free Services – Switched Access - British Virgin Islands</b>	Y		<b>SABI0000</b>
13	<b>International Toll-Free Services – Switched Access - Cayman Islands</b>	Y		<b>SACI0000</b>
14	<b>International Toll-Free Services – Switched Access - Chile</b>	Y		<b>SACE0000</b>
15	<b>International Toll-Free Services – Switched Access - Colombia</b>	Y		<b>SACL0000</b>
16	<b>International Toll-Free Services – Switched Access - Costa Rica</b>	Y		<b>SACR0000</b>
17	<b>International Toll-Free Services – Switched Access - Cyprus</b>	Y		<b>SACY0000</b>
18	<b>International Toll-Free Services – Switched Access - Czech Republic</b>	Y		<b>SACZ0000</b>
19	<b>International Toll-Free Services – Switched Access - Denmark</b>	Y		<b>SADN0000</b>
20	<b>International Toll-Free Services – Switched Access - Dominica</b>	Y		<b>SACD0000</b>
21	<b>International Toll-Free Services – Switched Access - Dominican Republic</b>	Y		<b>SADO0000</b>
22	<b>International Toll-Free Services – Switched Access - El Salvador</b>	Y		<b>SAES0000</b>
23	<b>International Toll-Free Services – Switched Access - Estonia</b>	Y		<b>SAET0000</b>

<b>Table 17.2.5.1.b Unsolicited International Toll-Free Countries</b>				
	<b>Country</b>	<b>Bidder Meets or Exceeds?</b>		<b>Bidder's Product ID</b>
		<b>Y</b>	<b>N</b>	
24	International Toll-Free Services – Switched Access - Finland	Y		SAFN0000
25	International Toll-Free Services – Switched Access - Greece	Y		SAGR0000
26	International Toll-Free Services – Switched Access - Grenada	Y		SAGN0000
27	International Toll-Free Services – Switched Access - Guatemala	Y		SAGU0000
28	International Toll-Free Services – Switched Access - Guyana	Y		SAGY0000
29	International Toll-Free Services – Switched Access - Hong Kong	Y		SAHK0000
30	International Toll-Free Services – Switched Access - Hungary	Y		SAHN0000
31	International Toll-Free Services – Switched Access - Iceland	Y		SAIC0000
32	International Toll-Free Services – Switched Access - India	Y		SAIN0000
33	International Toll-Free Services – Switched Access - Indonesia	Y		SAID0000
34	International Toll-Free Services – Switched Access - Ireland	Y		SAIR0000
35	International Toll-Free Services – Switched Access - Jamaica	Y		SAJM0000
36	International Toll-Free Services – Switched Access - Latvia	Y		SALV0000
37	International Toll-Free Services – Switched Access - Lithuania	Y		SALH0000
38	International Toll-Free Services – Switched Access - Luxembourg	Y		SALX0000
39	International Toll-Free Services – Switched Access - Macau	Y		SAMC0000
40	International Toll-Free Services – Switched Access - Malaysia	Y		SAML0000
41	International Toll-Free Services – Switched Access - Netherlands	Y		SANT0000

<b>Table 17.2.5.1.b Unsolicited International Toll-Free Countries</b>				
	<b>Country</b>	<b>Bidder Meets or Exceeds?</b>		<b>Bidder's Product ID</b>
		<b>Y</b>	<b>N</b>	
42	<b>International Toll-Free Services – Switched Access - Netherlands Antilles</b>	Y		<b>SANA0000</b>
43	<b>International Toll-Free Services – Switched Access - New Zealand</b>	Y		<b>SANZ0000</b>
44	<b>International Toll-Free Services – Switched Access - Nicaragua</b>	Y		<b>SANC0000</b>
45	<b>International Toll-Free Services – Switched Access - Norway</b>	Y		<b>SANR0000</b>
46	<b>International Toll-Free Services – Switched Access - Panama</b>	Y		<b>SAPN0000</b>
47	<b>International Toll-Free Services – Switched Access - Peru</b>	Y		<b>SAPR0000</b>
48	<b>International Toll-Free Services – Switched Access - Philippines</b>	Y		<b>SAPH0000</b>
49	<b>International Toll-Free Services – Switched Access - Poland</b>	Y		<b>SAPL0000</b>
50	<b>International Toll-Free Services – Switched Access - Portugal</b>	Y		<b>SAPG0000</b>
51	<b>International Toll-Free Services – Switched Access - Russia</b>	Y		<b>SARU0000</b>
52	<b>International Toll-Free Services – Switched Access - Saudi Arabia</b>	Y		<b>SASD0000</b>
53	<b>International Toll-Free Services – Switched Access - Singapore</b>	Y		<b>SASN0000</b>
54	<b>International Toll-Free Services – Switched Access - Slovakia</b>	Y		<b>SASL0000</b>
55	<b>International Toll-Free Services – Switched Access - Slovenia</b>	Y		<b>SASV0000</b>
56	<b>International Toll-Free Services – Switched Access - South Africa</b>	Y		<b>SASA0000</b>
57	<b>International Toll-Free Services – Switched Access - St. Kitts/Nevis</b>	Y		<b>SAKN0000</b>
58	<b>International Toll-Free Services – Switched Access - St. Lucia</b>	Y		<b>SALC0000</b>

<b>Table 17.2.5.1.b Unsolicited International Toll-Free Countries</b>				
	<b>Country</b>	<b>Bidder Meets or Exceeds?</b>		<b>Bidder's Product ID</b>
		<b>Y</b>	<b>N</b>	
<b>59</b>	<b>International Toll-Free Services – Switched Access - St. Vincent/Grenadines</b>	<b>Y</b>		<b>SAVG0000</b>
<b>60</b>	<b>International Toll-Free Services – Switched Access - Sweden</b>	<b>Y</b>		<b>SASW0000</b>
<b>61</b>	<b>International Toll-Free Services – Switched Access - Taiwan</b>	<b>Y</b>		<b>SATW0000</b>
<b>62</b>	<b>International Toll-Free Services – Switched Access - Thailand</b>	<b>Y</b>		<b>SATH0000</b>
<b>63</b>	<b>International Toll-Free Services – Switched Access - Trinidad and Tobago</b>	<b>Y</b>		<b>SATT0000</b>
<b>64</b>	<b>International Toll-Free Services – Switched Access - Turks &amp; Caicos Islands</b>	<b>Y</b>		<b>SATC0000</b>
<b>65</b>	<b>International Toll-Free Services – Switched Access - U.A.E.</b>	<b>Y</b>		<b>SAUA0000</b>
<b>66</b>	<b>International Toll-Free Services – Switched Access - Ukraine</b>	<b>Y</b>		<b>SAUN0000</b>
<b>67</b>	<b>International Toll-Free Services – Switched Access - Uruguay</b>	<b>Y</b>		<b>SAUR0000</b>
<b>68</b>	<b>International Toll-Free Services – Switched Access - Venezuela</b>	<b>Y</b>		<b>SAVN0000</b>
<b>69</b>	<b>International Toll-Free Services – Switched Access - Vietnam</b>	<b>Y</b>		<b>SAVT0000</b>





Table 17.2.5.1.e Unsolicited International Toll-Free Features			
	Feature Name	Bidder's CALNET Product Identifier	Bidder's Description
1			
2			

### 17.3 OTHER SERVICES

#### 17.3.1 HOURLY RATES FOR SERVICES

The hourly classifications of hours worked for services described in this Section 17.3.1 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  X  No \_\_\_\_\_*

#### 17.3.2 EXTENDED DEMARCATION WIRING SERVICES

The Contractor shall provide Extended Demarcation (Extended Demarc) wiring to support the services covered by this IFB C4A1LEG18 for all Customer occupied buildings where services under this Contract are being offered. Extended Demarc wiring includes wiring and cable related activities required to extend the service demarcation point to the Customer defined termination location or cross-connect point from the Contractor's Minimum Point of Entry (MPOE).

Extended Demarc wiring shall include all necessary hardware including wire and/or cable, connectors, jumpers, patch panels, minor materials and jacks. Extended Demarc wiring shall also include all necessary labor required to complete the provisioning of service including installation, testing, trouble shooting, labeling and documentation.

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; or,
4. Testing, trouble shooting, labeling and completing documentation.

The Contractor shall provide installations in accordance with the timeframes identified for the services that this cabling will support, and shall be subject to the SLAs detailed in Section 17.4.8.7, *Provisioning SLAs*, associated with that service.

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 in less than 20 minutes or if the Contractor would cause damage to the Customer site or existing cabling in clearing the pathway;
2. The wire/cable pathway is in an asbestos environment 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. Written release of the responsibility to provide the Extended Demarc is provided by either the Customer or by the CALNET CMO.

Bidder shall provide a price in the Category 17 Cost Worksheets for all labor and materials required for Extended Demarc wiring necessary to complete the provisioning of one (1) Demarc extension as described above. Bidder shall provide one (1) price for each media identified.

The Contractor shall install wiring according to industry standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, Uniform Building Cabling/Wiring current at the time of this IFB C4A1LEG18 and as periodically updated by the CALNET CMO. Additionally, the Contractor shall install and maintain all wiring in accordance with all applicable EIA/TIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

The Contractor shall provide Extended Demarcation Services limited to one (1) occurrence or installation for the specific telecommunications service the cabling is meant to support and must be ordered in conjunction with the service being provisioned. All other cabling will be the responsibility of the Customer and will be acquired through other procurement vehicles.

*Bidder understands the Requirement and shall meet or exceed it? Yes  X  No \_\_\_\_\_*

**The Contractor shall offer the Extended Demarcation Wiring Services detailed in Table 17.3.2.a.**

Table 17.3.2.a – Extended Demarcation Wiring Services						
	Feature Name	Feature Description	Bidder's CALNET Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
1	<b>Extended Demarcation – Copper four-Pair – Regular Hours</b>	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 RJ48s or equivalent jack.	<b>DMRC0004</b>	Verizon will provide Extended Demarcation Copper Four Pair Wiring that will include all necessary hardware including 300 feet of four-pair cable, connectors, jumpers, patch panels, minor materials and jacks. Extended Demarcation wiring will also include all necessary labor required to complete the provisioning of service including installation, testing, trouble shooting, labeling and documentation. Verizon assumes customer to have a clear pathway for cable installations.	Y	
2	<b>Extended Demarcation – Copper four-Pair – Overtime Hours</b>	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 RJ48s or equivalent jack.	<b>DMCO0004</b>	Verizon will provide Extended Demarcation Copper Four Pair Wiring that will include all necessary hardware including 300 feet of four-pair cable, connectors, jumpers, patch panels, minor materials and jacks. Extended Demarcation wiring will also include all necessary labor required to complete the provisioning of service including installation, testing, trouble shooting, labeling and documentation. Verizon assumes customer to have a clear pathway for cable installations.	Y	













Bidder understands the Requirement and shall meet or exceed it? Yes  No

**The Contractor shall offer services related hourly support as detailed in Table 17.3.3.**

Table 17.3.3 – Services Related Hourly Support						
	Feature Name	Feature Description	Bidder's CALNET Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
1	<b>Field Service Repair Technician Regular Hours</b>	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET Legacy 4 service problem that turns out to be caused by factors outside the responsibility of the Contractor.	<b>FSRV0000</b>	Verizon will provide a Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET Legacy 4 service problem that turns out to be caused by factors outside the responsibility of the Contractor.	Y	
2	<b>Field Service Repair Technician Overtime Hours</b>	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET Legacy 4 service problem that turns out to be caused by factors outside the responsibility of the Contractor.	<b>FSRV0001</b>	Verizon will provide a Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET Legacy 4 service problem that turns out to be caused by factors outside the responsibility of the Contractor.	Y	
3	<b>Field Service Repair Technician Sunday and Holiday Hours</b>	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET Legacy 4 service problem that turns out to be caused by factors outside the responsibility of the Contractor.	<b>FSRV0002</b>	Verizon will provide a Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET Legacy 4 service problem that turns out to be caused by factors outside the responsibility of the Contractor.	Y	

## 17.4 SERVICE LEVEL AGREEMENTS (SLA)

The Contractor shall provide Service Level Agreements (SLAs) as defined below. The intent of this Section 17.4 is to provide the Customers, the CALNET CMO and the Contractor with requirements that define and assist in the management of the SLAs. This Section 17.4 includes the SLA formats, general requirements, stop clock conditions and the Technical SLAs for the services identified in this Category solicitation.

### 17.4.1 SERVICE LEVEL AGREEMENT FORMAT

The Contractor shall adhere to the following format and include the content as describe below for each Technical SLA added by the Contractor throughout the Contract Term:

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 shall 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:
  - a. Per Occurrence: Rights and remedies are paid on a per event basis during the bill cycle; and,
  - b. 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 an invoice credit or refund when the 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  No*

### 17.4.2 SOW TECHNICAL REQUIREMENTS VERSUS SLA OBJECTIVES

Section 17.2, *Toll-Free Services*, defines the SOW 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 SOW 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  No*

### 17.4.3 OUTAGE REPORTING

There are two (2) methods in which CALNET Legacy 4 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 L.10.4).

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 L.10.4) and monitor and report to the Customer until service is restored.

*Bidder understands the Requirement and shall meet or exceed it? Yes  No*

### 17.4.4 BIDDER'S RESPONSE TO SERVICE LEVEL AGREEMENTS

Many of the Service Level Agreements described below include multiple objective levels – Basic, Standard and Premier. The Bidders shall indicate one (1) 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  No*

### 17.4.5 CONTRACTOR'S SLA MANAGEMENT PLAN

Within 90 calendar days of Contract Award, the Contractor shall provide the CALNET CMO with a detailed SLA Management Plan that describes how the Contractor will monitor and manage the SLAs defined in this IFB C4A1LEG18. The SLA Management plan shall provide processes and procedures to be implemented by the Contractor. The SLA Management Plan shall define the following:

1. The Contractor SLA Manager and supporting staff responsibilities;
2. The 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. Process may differ per service type;

3. Creation and delivery of SLA Reports (SOW Business Requirements Section L.10.5). The Contractor shall include a sample report in accordance with LSA Reports (SOW Business Requirements Section L.10.5) for the following: SLA Service Performance Report (SOW Business Requirements Section L.10.5.1), SLA Provisioning Report (SOW Business Requirements Section L.10.5.2), SLA Catastrophic Outage Reports (SOW Business Requirements Section L.10.5.3), and Trouble Ticket and Provisioning/SLA Credit Report (SOW Business Requirements Section L.10.5.4). The Contractor shall commit to a monthly due date the reports shall be provided to the CALNET CMO via the Private Oversight Website (SOW Business Requirements Section L.10.2);
4. SLA invoicing credit and refund process;
5. The Contractor's SLA problem resolution process for the Customer SLA management and SLA reporting issues. The Contractor shall provide a separate process for the Customers and the CALNET CMO; and,
6. The Contractor's SLA Manager to manage all SLA compliance and reporting. The Contractor shall include SLA Manager contact information for SLA inquiries and issue resolution for the Customer and the CALNET CMO.

*Bidder understands the Requirement and shall meet or exceed it? Yes  No*

#### 17.4.6 TECHNICAL SLA GENERAL REQUIREMENTS

The Contractor shall adhere to the following general requirements which apply to all CALNET Legacy 4 Technical SLAs (Section 17.4.8, *Technical Service Level Agreements*):

1. With the exception of Provisioning SLA (Section 17.4.8.7), the total SLA rights and remedies for any given month shall not exceed the sum of 100 percent (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 (1) 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 Legacy 4 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. Exceptions must be otherwise stated in the SLA. . If a Category is listed in the SLA, then all services under that Category 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 SLAs 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 17.4.8.7);
8. To the extent that the 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 the CALNET CMO for possible inclusion via amendments;
9. The Contractor shall apply CALNET Legacy 4 SLAs and remedies to services provided in geographic areas which the Contractor is required to provide service;
10. The election by the CALNET CMO of any SLA remedy covered by this Contract shall not exclude or limit the CALNET CMO's or any of the 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 the 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 (SOW Business Requirements Section L.3.4.2) and/or the CALNET CMO Escalation Process (SOW Business Requirements Section L.3.4.1) 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 24x7x365 for CALNET Legacy 4 services.
15. SLAs apply 24x7x365 unless SLA specifies an exception;
16. The Contractor's invoices shall clearly cross reference the SLA credit to the service Circuit ID in accordance with SOW Business Requirements Section L.5.1, #13, *Billing and Invoicing Requirements*;
17. The Contractor shall provide a CALNET Legacy 4 SLA Manager responsible for CALNET Legacy 4 SLA compliance. The SLA Manager shall attend regular meetings and be available upon request to address the CALNET CMO SLA oversight, report issues, and problem resolution concerns. The CALNET Legacy 4 SLA Manager shall also coordinate SLA support for the Customer SLA inquiries and issue resolution;
18. The Contractor shall provide the Customer and the CALNET CMO support for SLA inquiries and issue resolution; and,
19. Any SLAs and remedies negotiated between the Contractor and third party service provider shall be passed through to the CALNET Legacy 4 Customer.

Bidder understands the Requirement and shall meet or exceed it? Yes  No

### 17.4.7 STOP CLOCK CONDITIONS

Only the following conditions shall be allowed to stop the duration for the Service Level Agreements. The Contractor shall document the durations using the Stop Clock Condition (SCC) listed in Table 17.4.7 which must include start and stop time stamps in the Contractor’s Trouble Ticket Reporting Tool (SOW Business Requirements Section L.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 an SCC.

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 17.4.7 – Stop Clock Conditions (SCC)**

#	Stop Clock Condition (SCC)	SCC Definition
1	<b>END-USER REQUEST</b>	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	<b>OBSERVATION</b>	Time after a service has been restored but End-User requests 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	<b>END-USER NOT AVAILABLE</b>	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 the Contractor’s reasonable attempt to notify the End-User that the Contractor believes the service has been restored and the time the End-User notifies the Contractor that the service has not been restored.
4	<b>WIRING</b>	Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by the 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	<b>POWER</b>	Trouble caused by a power problem outside of the responsibility of the Contractor.



#	Stop Clock Condition (SCC)	SCC Definition
12	<b>MAINTENANCE</b>	An outage directly related to any properly performed scheduled maintenance or upgrade scheduled for CALNET Legacy 4 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	<b>THIRD PARTY</b>	Any problem or delay caused by a third party not under the control of the Contractor, not preventable by the Contractor, including, at a minimum, cable cuts not caused by the Contractor. The Contractor's Affiliates and/or Subcontractors shall be deemed to be under the control of the Contractor with respect to the equipment, services, or Facilities to be provided under this Contract.
14	<b>FORCE MAJEURE</b>	Force Majeure events, as defined in the PMAC General Provisions - Telecommunications, Section 28, <i>Force Majeure</i> .

Bidder understands the Requirement and shall meet or exceed it? Yes  No

Master

17.4.8 TECHNICAL SERVICE LEVEL AGREEMENTS

17.4.8.1 Availability (M-S)

<b>SLA Name:</b> Availability				
<b>Definition:</b> The percentage of time a CALNET Legacy 4 service is fully functional and available for use each calendar month.				
<b>Measurement Process:</b> 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.				
<b>Service(s):</b>				
Toll-Free Network Access Transport (Section 17.2.3)				
<b>Objective(s):</b> The objective shall be based on the access type:				
	<b>Basic (B)</b>	<b>Standard (S)</b>	<b>Premier (P)</b>	<b>Bidder's Objective Commitment (B, S or P)</b>
DS1	≥ 99.2%	≥ 99.5%	≥ 99.8%	<b>P</b>
DS3	≥ 99.7%	≥ 99.8%	≥ 99.9%	<b>P</b>
ISDN PRI	≥ 99.2%	≥ 99.5%	≥ 99.8%	<b>P</b>
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> End-User Escalation Process CALNET CMO Escalation Process			
	<b>Monthly Aggregated Measurements:</b> First month the service fails to meet the committed SLA objective shall result in a fifteen percent (15%) rebate of the TMRC. The second consecutive month the service fails to meet the committed SLA objective shall result in a thirty (30%) rebate of TMRC. Each additional consecutive month the service fails to meet the committed SLA objective shall result in a fifty (50%) rebate of the TMRC.			

Bidder understands the Requirement and shall meet or exceed it? Yes **X** No \_\_\_\_\_

17.4.8.2 Catastrophic Outage 1 (CAT 1) (M-S)

<b>SLA Name:</b> Catastrophic Outage 1 (CAT 1)				
<b>Definition:</b> The total loss of service at a single address based on a common cause resulting in the failure of three (3) or more DS1/PRI network access circuits or one (1) DS3 network access circuit.				
<b>Measurement Process:</b> 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.				
<b>Service(s):</b>				
Toll-Free Network Access Transport (17.2.3)				
<b>Objective (s):</b>				
The objective restoral time shall be:				
	<b>Basic (B)</b>	<b>Standard (S)</b>	<b>Premier (P)</b>	<b>Bidder's Objective Commitment (B, S or P)</b>
Toll-Free Network Access Transport	≤ 3 hours	≤ 2 hours	≤ 1 hour	<b>P</b>
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> 100 percent (100%) of the TMRC and ten (10) Business Days of the ADUC for each End-User service not meeting the committed objective for each CAT 1 fault			
	<b>Monthly Aggregated Measurements:</b> N/A			

Bidder understands the Requirement and shall meet or exceed it? Yes  No

17.4.8.3 Catastrophic Outage 2 (CAT 2) (M-S)

<b>SLA Name:</b> Catastrophic Outage 2 (CAT 2)					
<b>Definition:</b> Service affecting failure of any part of the equipment in the toll-free provider's point of presence, other than access, that results in a CALNET Legacy 4 service failure.					
<b>Measurement Process:</b> 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 the 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.					
<b>Service(s):</b>					
Toll-Free Network Access Transport (17.2.3)			Toll-Free Domestic Services (17.2.4)		
<b>Objective(s):</b>					
The objective restoral time shall be:					
		<b>Basic (B)</b>	<b>Standard (S)</b>	<b>Premier (P)</b>	<b>Bidder's Objective Commitment (B, S or P)</b>
	Toll-Free Network Access Transport	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	<b>P</b>
	Toll-Free Domestic Services	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	<b>P</b>
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> 100 percent (100%) of the TMRC and ten (10) Business Days of the ADUC (when applicable) for each End-User service not meeting the committed objective for each CAT 2 fault.				
	<b>Monthly Aggregated Measurements:</b> N/A				

Bidder understands the Requirement and shall meet or exceed it? Yes  No

17.4.8.4 Catastrophic Outage 3 (CAT 3) (M-S)

<b>SLA Name:</b> Catastrophic Outage 3 (CAT 3)					
<b>Definition:</b> The total loss of all CALNET Legacy 4 Toll-Free Network Access Transport and all Toll-Free Domestic Service in a toll-free service provider's point of presence, or the loss of any service type on a system wide basis.					
<b>Measurement Process:</b> 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) 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 switches 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 End-User service is restored. Any service reported by an End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.					
<b>Service(s):</b>					
Toll-Free Network Access Transport (17.2.3)		Toll-Free Domestic Services (17.2.4)			
<b>Objective (s):</b> The objective restoral time shall be:					
		<b>Basic (B)</b>	<b>Standard (S)</b>	<b>Premier (P)</b>	<b>Bidder's Objective Commitment (B or P)</b>
	Toll-Free Network Access Transport	≤ 30 minutes	N/A	≤ 15 minutes	<b>P</b>
	Toll-Free Domestic Services	≤ 30 minutes	N/A	≤ 15 minutes	<b>P</b>
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> 100 percent (100%) of the TMRC and ten (10) Business Days of the ADUC for each End-User service (Circuit ID or Service ID) not meeting the committed objective for each Cat 3 fault.				
	<b>Monthly Aggregated Measurements:</b> N/A				

Bidder understands the Requirement and shall meet or exceed it? Yes **X** No \_\_\_\_\_



17.4.8.6 Notification

<b>SLA Name:</b> Notification	
<b>Definition:</b> The Contractor notification to the CALNET CMO and designated stakeholders in the event of a CAT 2 or CAT 3 failure, the Contractor, Subcontractor or Affiliate network event, terrorist activity, threat of natural disaster, or actual natural disaster which results in a significant loss of telecommunication services to CALNET Legacy 4 End-Users or has the potential to impact services in a general or statewide area. The State understands initial information regarding the nature of the outage may be limited.	
<b>Measurement Process:</b> The Contractor shall adhere to the network Outage Response (SOW Business Requirements Section L.3.3, <i>Network Outage Response</i> and notify the CALNET CMO 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 natural disaster, the Contractor shall notify the CALNET CMO and designated stakeholder when information is available for dissemination to the Customers.	
<b>Service(s):</b> All Services	
<p><b>Objective (s):</b> Within 60 minutes of the above mentioned failures' start time, the Contractor shall notify the CALNET CMO and designated stakeholders using a method defined in SOW Business Requirements Section L.3.3, <i>Network Outage Response</i>.</p> <p>At 60 minute intervals, updates shall be given on the above mentioned failures via the method defined in SOW Business Requirements Section L.3.3, <i>Network Outage Response</i>.</p> <p>The objective is the same for Basic, Standard and Premier commitments.</p>	
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> Senior Management Escalation
	<b>Monthly Aggregated Measurements:</b> N/A

Bidder understands the Requirement and shall meet or exceed it? Yes X No \_\_\_\_\_

17.4.8.7 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 Service Project Work SOW in accordance with SOW Business Requirements Section L.2.5.4 #6, *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 L.8, *Contracted Service Project Work*.

Provisioning SLAs have two (2) objectives:  
Objective 1: Individual service installation; and,  
Objective 2: Successful Install Monthly Percentage by service type

**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 installation per service, as listed below, meeting the objective in the measurement period (per month) 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.

<b>Service (Features must be installed in conjunction with the service except when listed below)</b>	<b>Committed Interval Days</b>	<b>Coordinated/Managed Project</b>
Dedicated DS1 Access Transport (17.2.3.1)	30	Coordinated/Managed Project
Dedicated DS3 Access Transport (17.2.3.2)	45	Coordinated/Managed Project
ISDN PRI on DS1 Access Transport (17.2.3.3)	30	Coordinated/Managed Project
Toll-Free Domestic Services (17.2.4)	10	Coordinated/Managed Project

**Objective (s):**

1. Objective 1: Individual Service Request: Service installed on or before the committed interval or negotiated due date.
2. Objective 2: Successful Install Monthly Percentage per service:

	<b>Basic (B) (Calendar Days)</b>	<b>Standard (S) (Calendar Days)</b>	<b>Premier (P) (Calendar Days)</b>	<b>Bidder's Objective Commitment (S or P)</b>
Toll-Free Domestic Services	N/A	≥ 90%	≥ 95%	<b>P</b>
Dedicated DS1 Access Transport	N/A	≥ 90%	≥ 95%	<b>P</b>
Dedicated DS3 Access Transport	N/A	≥ 90%	≥ 95%	<b>P</b>
ISDN PRI on DS1 Access Transport	N/A	≥ 90%	≥ 95%	<b>P</b>

<b>Rights and Remedies</b>	<p><b>Per Occurrence:</b>                  Objective 1: Individual service installations: fifty percent (50%) of installation fee credited to the Customer for any missed committed objective.</p>
	<p><b>Monthly Aggregated Measurements:</b>                  Objective 2: 100 percent (100%) of the installation fee credited to the Customer for all service installations (per invoice type) that did not complete within the committed objective during the month if the Successful Install Monthly Percentage is below the committed objective.</p>

Bidder understands the Requirement and shall meet or exceed it? Yes **X** No \_\_\_\_\_

17.4.8.8 Time-To-Repair (TTR) – Toll-Free Domestic (M-S)

<b>SLA Name:</b> Time to Repair (TTR) – Toll-Free Domestic					
<b>Definition:</b> Any failure that prevents full functionality of the service that remains unresolved for more than the committed objective level.					
<b>Measurement Process:</b> This SLA is based on trouble ticket Unavailable Time per service (Circuit ID or Service ID). 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 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.					
<b>Service(s):</b>					
Toll-Free Domestic Services (17.2.4)					
<b>Objective(s):</b>					
The Unavailable Time objective shall not exceed:					
		<b>Basic (B)</b>	<b>Standard (S)</b>	<b>Premier (P)</b>	<b>Bidder's Objective Commitment (B or S)</b>
	Toll-Free Domestic Services	10 hours	6 hours	N/A	<b>S</b>
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> Four (4) Business Days of any applicable ADUC per occurrence for each service (Circuit ID or Service ID) out of service for a period greater than the committed objective level.				
	<b>Monthly Aggregated Measurements:</b> N/A				

Bidder understands the Requirement and shall meet or exceed it? Yes  No

17.4.8.9 Time to Repair (TTR) – Toll-Free Network Access Transport (M-S)

<b>SLA Name:</b> Time to Repair (TTR) - Toll-Free Network Access Transport				
<b>Definition:</b> Any failure that prevents full functionality of the service that remains unresolved for more than the committed objective level.				
<b>Measurement Process:</b> This SLA is based on trouble ticket Unavailable Time per service (Circuit ID or Service ID). The circuit or service shall be considered not fully functional during the time the trouble ticket is recorded as open until restoration of the service, minus SCC. 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.				
<b>Service(s):</b>				
Toll-Free Network Access Transport (17.2.3)				
<b>Objective (s):</b> The Unavailable Time objective shall not exceed:				
				<b>Bidder's Objective Commitment (B or S)</b>
	<b>Basic (B)</b>	<b>Standard (S)</b>	<b>Premier (P)</b>	
Toll-Free Network Access Transport	6 hours	4 hours	N/A	<b>S</b>
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> twenty-five percent (25%) of the TMRC, per occurrence, for each service (Circuit ID or Service ID) out of service for a period greater than the committed objective level.			
	<b>Monthly Aggregated Measurements:</b> N/A			

Bidder understands the Requirement and shall meet or exceed it? Yes X No \_\_\_\_\_

#### 17.4.9 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 Section 17.4.8, *Technical Service Level Agreements*.

*Bidder understands the Requirement and shall meet or exceed it? Yes  No*

#### 17.4.10 PROPOSED UNSOLICITED OFFERINGS

The Contractor shall provide SLAs as defined in Section 17.4, *Service Level Agreements*, for each unsolicited offering determined by the CALNET CMO not to be a feature of a service or a component of an unbundled service identified in the SOW 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  No*

#### 17.4.11 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 17.4.8, *Technical Service Level Agreements*.

*Bidder understands the Requirement and shall meet or exceed it? Yes  No*

#### 17.4.12 ACCEPTANCE OF SLA LANGUAGE FOR UNSOLICITED SERVICES

After award, the CALNET CMO will determine, for the purpose of applying SLAs, if a Bidder's unsolicited line item is a "service" or a feature of a Mandatory service. Upon determination by the CALNET CMO, the Contractor shall update the existing SLAs with the CALNET CMO approved modifications for the SLAs in Section 17.4.8, *Technical Service Level Agreements*. Changes may include addition of service names, addition of objectives if current objectives do not apply, and provisioning intervals.

The Contractor shall add the unsolicited services, as determined by the CALNET CMO, to the "Service(s)" component of the SLA. If an unsolicited item, or group of unsolicited items, is determined to be a "service" the Contractor will honor the objective commitment made for the Mandatory service. If an SLA requires additional objectives or provisioning intervals then the CALNET CMO and the Contractor shall negotiate the objective and/or interval. If the CALNET CMO and the Contractor cannot mutually agree to an objective or interval, then the item and or group of items under the service shall be considered a feature of the Mandatory service and therefore shall be included as such under the SLA's as defined in each Category.

All unsolicited service features shall be included as such under the SLAs as defined for each service in each SLA. If the CALNET CMO determines additional objectives or provisioning intervals are required for the unsolicited feature then the CALNET CMO and the Contractor shall negotiate the objective or provisioning interval.

*Bidder understands the Requirement and shall meet or exceed it? Yes  No*

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