

INVITATION FOR BID
IFB C4DNCS19
Data Networks and Communications Services
CATEGORY 21 – STANDALONE VoIP
Verizon Business Services
Statement of Work
TECHNICAL REQUIREMENTS
September 14, 2020
Amendment #6
Issued by:
STATE OF CALIFORNIA
California Department of Technology Statewide
Procurement
PO Box 1810
Rancho Cordova, CA 95741

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AMENDMENT LOG

Amendment #	Date	Amendment Description
6	3/31/21	Table 21.2.7.4.d Updated Line Item Table 21.2.7.4.f Updated Line Item Table 21.3.4.b Removed Line Item Table 21.3.4.b Updated Subsequent Line Item Numbering

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TECHNICAL REQUIREMENTS

Category 21 – STANDALONE VOICE OVER INTERNET PROTOCOL SERVICE

21.1 OVERVIEW

The California Department of Technology (CDT), Statewide Telecommunications Procurement (STP) is requesting proposals from responsive vendors to provide Standalone Voice over Internet Protocol (Standalone VoIP) services and features.

This Category 21 IFB C4DNCS19 (IFB) provides the State's solicitation for best value solutions for Standalone VoIP services. This IFB also describes the CALNET 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 Network and Communications Services (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).

21.1.1 Bidder Response Requirements

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

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.

21.1.2 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 Cost Worksheets. Items not listed in the Cost Worksheets will not be billable by the Contractor. If additional unsolicited items include the features described in the IFB and are not included as billable in the Cost Worksheets, the cost associated with the features shall not be included in the unsolicited price.

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

21.1.3 Pacific Time Zone

Unless specific otherwise, all times stated herein are times in the Pacific Time Zone.

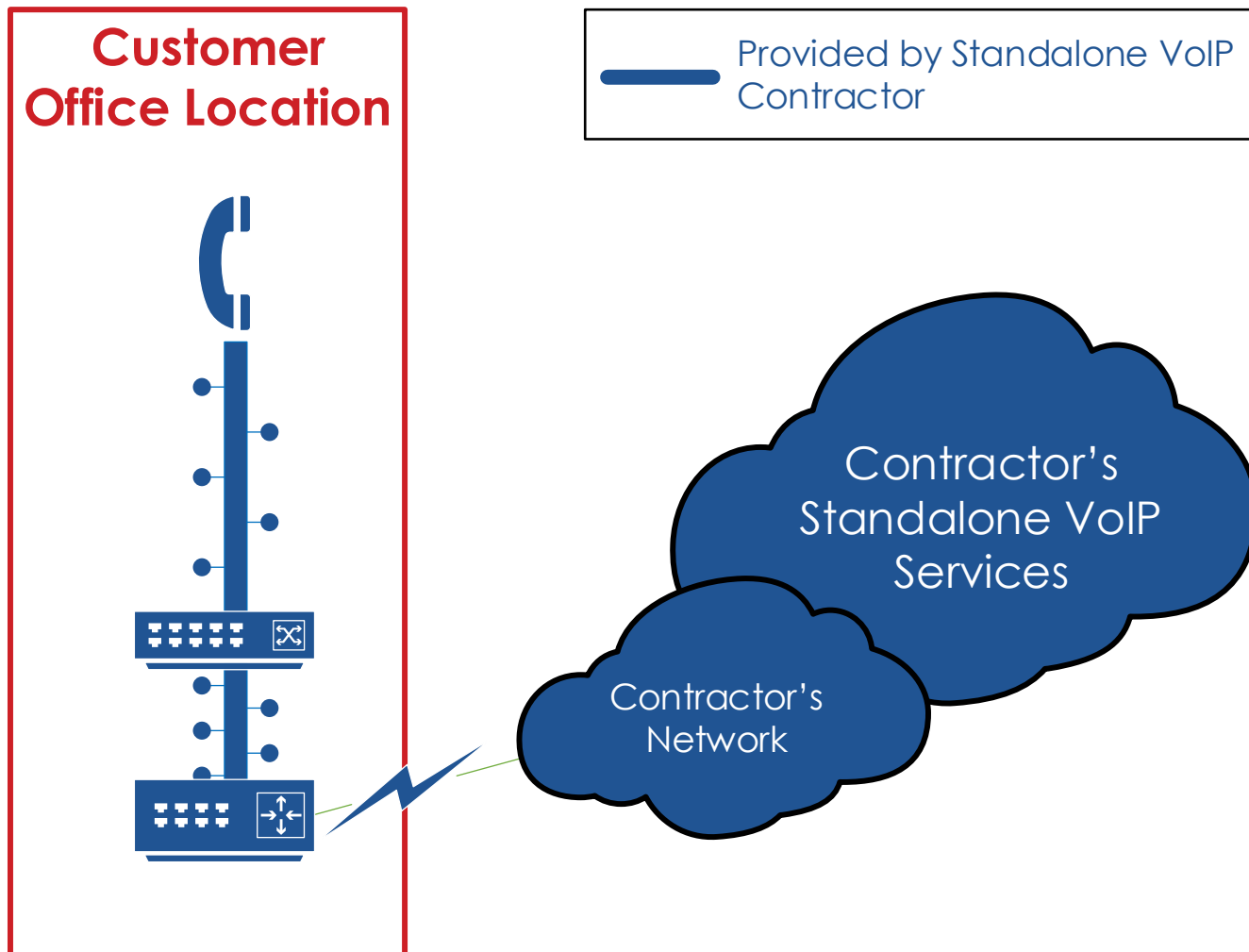
Bidder understands the requirements and shall meet or exceed them? Yes

21.2 VOICE OVER INTERNET PROTOCOL (VOIP)

21.2.1 Standalone VoIP Minimum Network Requirements

The Contractor shall provide a Voice over Internet Protocol (VoIP) network in Standalone configurations. The VoIP network in a Standalone configuration will include the Local Area Network (LAN) and Private Internet Protocol (IP) Wide Area Network (WAN).

Standalone 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 the requirements and shall meet or exceed them? Yes

21.2.1.1 VoIP Response Requirements

The requirements in this section apply to, and shall support, Standalone VoIP services.

21.2.1.1.1 VoIP Network Designs and Diagrams

Bidders shall provide network designs and diagrams for the network and VoIP services listed under Section 21.2.1.

Bidders shall provide electronic drawings with their proposal. The electronic drawings shall be in .dwg, .dxf, .vsd or any mutually agreed format.

Network designs and diagrams must include physical and logical representations of all critical network elements, including geographic locations, and detail how the Contractor's network(s) for each Service type:

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 the requirements and shall meet or exceed them? Yes

21.2.2 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

21.2.2.1 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

21.2.2.1.1 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 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:

Verizon's Hosted solution will allow a Customer to configure dispatchable locations with the following network attributes. This designation can map logical and physical network attributes, (e.g. MAC address, switchport or IP address) to a dispatchable location (e.g. 2nd floor, North side) in a Verizon hosted web interface. In addition, Verizon Hosted solution will determine the most accurate data available by having the end user immediately validate their location. If necessary, the end user shall designate their physical location upon remote client login.

Verizon's solution requires the end user to immediately designate their physical location. In addition, the product solution for remote 911 requires the end user to immediately validate their location and if incorrect requires them to populate accurate and current location information. Verizon solution will provide a dispatchable location to the PSAP when an end user dials 911. Functionality includes:

- A. User logs into the client using their secure unique credentials tied to their assigned unique Telephone Number.
- B. The question is immediately asked of the user, upon login, to validate current location address.
 - a. If the end user approves of the listed address, they are allowed to click through the message and continue using their softphone services.
 - b. If the user selects NO, that their currently reflected location address is incorrect, they are immediately redirected to their user portal via the default internet browser on the local desktop device. The user logs in using the same credentials and is landed on the change address page where they enter their current address and submit. The request occurs electronically back to Verizon 911 and Intrado systems to update the 911 address in real time. A validation success message is then sent to the end user who is then allowed to use their client for phone service.

Verizon provides an additional option to update the PSAP database by allowing the end user to call into the VoIP support team upon any difficulty with the interface. The VoIP support team can work directly with the user to have the 911 address updated during normal business hours.

21.2.2.1.2 Remote End-User Location Mapping

The Contractor may provide mobility solutions as part of their Standalone 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;
2. How the Bidder's solution will require the End-User to immediately designate their physical location; and,
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:

Verizon's unsolicited Unified Communications features assume no location data is available. Verizon will determine the most accurate data available by having the end user immediately validate their location. If necessary, the end user shall designate their physical location upon remote client login.

Verizon's solution requires the end user to immediately designate their physical location. In addition, the product solution for remote 911 requires the end user to immediately validate their location and if incorrect requires them to populate accurate and current location information. This is done in the following manner:

A. User logs into the client using their secure unique credentials tied to their assigned unique Telephone Number.

B. The question is immediately asked of the user, upon login, to validate current location address.

- a. If the end user approves of the listed address, they are allowed to click through the message and continue using their softphone services.
- b. If the user selects NO, that their currently reflected location address is incorrect, they are immediately redirected to their user portal via the default internet browser on the local desktop device. The user logs in using the same credentials and is landed on the change address page where they enter their current address and submit. The request occurs electronically back to Verizon 911 and Intrado systems to update the 911 address in real time. A validation success message is then sent to the end user who is then allowed to use their client for phone service.

Verizon provides an additional option to update the PSAP database by allowing the end user to call into the VoIP support team upon any difficulty with the interface. The VoIP support team can work directly with the user to have the 911 address updated during normal business hours.

21.2.3 Contractor Wi-Fi Hotspot Service Offerings

The Contractor shall not configure services utilizing state-funded (or leased) infrastructure or resources to provide Contractor branded Wi-Fi hotspots for a fee/subscription to the general public. Use of any publicly funded power, facilities, or infrastructure in State leased or owned buildings to provide Contractor fee based Wi-Fi services is considered a gift of public funds.

The Contractor shall not provide Contractor branded Wi-Fi hotspot services for non-CALNET users by piggybacking onto CALNET Customer primary installations or by any other means that utilize publicly funded assets. This restriction includes but is not limited to installation of secondary equipment, circuits, or data channels both land based and wireless.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.4 Public Switched Telephone Network Interoperability

The VoIP solution shall be interoperable with the Public Switched Telephone Network (PSTN).

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.4.1 Number Portability

The Contractor must comply with the Local Number Portability (LNP) regulations set forth by the Federal Communications Commission (FCC).

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.4.2 Network Based

1. The Standalone VoIP solution shall be network based with all call control components residing in the Contractor's network, including network gatekeepers and gateways.

Bidder understands the requirements and shall meet or exceed them? 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 21.2.6.1.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.4.3 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 VoIP 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 the requirements and shall meet or exceed them? Yes

21.2.4.4 Open Architecture Based on Session Initiated Protocol

The Contractor's VoIP solution shall be non-proprietary and utilize open architecture based on Session Initiation Protocol (SIP) standards.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.4.5 Direct Redundancy and Addressing

The Standalone VoIP network shall include redundant, network-based directory or gatekeeper functionality to prevent call setup 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 the requirements and shall meet or exceed them? Yes

21.2.4.6 Technical Measurement Metrics

The VoIP network shall meet the technical measurement metrics listed below.

1. Mean Opinion Score ITU P.800 – 3.6 or above (or equivalent industry standard measurement)

Bidder understands the requirements and shall meet or exceed them? Yes

2. Dial Tone Delay – Not to exceed 300ms for any call

Bidder understands the requirements and shall meet or exceed them? Yes

3. Call Setup Time – Not to exceed three seconds for any call

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.4.7 Standards Conformance

Bidders shall confirm that the Contractor's CALNET Standalone VoIP services meet all applicable International Telecommunication Union (ITU-T) standards, International Engineering Task Force (IETF) standards and Request for Comments (RFC's).

B Bidder understands the requirements and shall meet or exceed them? Yes

21.2.4.8 Voice Compression

The VoIP network shall include voice compression that will:

1. Pass all applicable ITU test vectors;

Bidder understands the requirements and shall meet or exceed them? Yes

2. Not degrade when all channels are active.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.4.9 Network Operations Center

The Contractor shall maintain a 24x7 Network Operations Center (NOC) that coordinates and manages all voice traffic.

Bidder understands the requirements and shall meet or exceed them? Yes

The Contractor shall be responsible for the following:

1. Fault management (trouble identification, isolation and notification).

Bidder understands the requirements and shall meet or exceed them? Yes

2. Monitor network performance to identify capacity blockages and implement controls to optimize network health and performance.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.4.10 VoIP Security

The Contractor shall implement security measures that detect and prevent unauthorized access to the network Denial of Service (DoS), Telephony Denial of Service (TDoS) and Man-in-the-Middle (MITM) attacks.

Bidder understands the requirements and shall meet or exceed them? Yes

The Contractor shall comply with the physical security controls of NIST SP 800-53, ISO/IEC 27001, or equivalent standards.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.4.10.1 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 the requirements and shall meet or exceed them? Yes

2. All unnecessary services disabled or removed.

Bidder understands the requirements and shall meet or exceed them? Yes

3. Access control policies to deny suspicious traffic.

Bidder understands the requirements and shall meet or exceed them? Yes

4. Administrators shall be required to log into a central server to access any other server on the network.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.4.10.2 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 requirements and shall meet or exceed them? Yes

21.2.4.10.3 Client Authentication

1. The Contractor shall utilize the SIP Digest Authentication scheme to authenticate users.

Bidder understands the requirements and shall meet or exceed them? Yes

2. The Contractor shall set passwords on VoIP handsets before shipping.

Bidder understands the requirements and shall meet or exceed them? Yes

3. The Contractor shall disable Telnet to all VoIP handsets.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.4.11 Service Restoration

21.2.3.12.1 Telecommunications Service Priority Program

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 the requirements and shall meet or exceed them? Yes

21.2.5 Standalone VoIP Service

The Contractor shall provide Standalone VoIP service that will work independently of the Customer's LAN.

Bidder understands the requirements and shall meet or exceed them? Yes

The Contractor's per-seat price shall include all network gatekeepers, gateways, call control components, and labor and materials to make the service operational on a vendor-provided LAN.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.5.1 Standalone VoIP Minimum Requirements

The Standalone VoIP service shall include all equipment, hardware, software, training and ongoing administration, maintenance and upgrades in the per-seat pricing structure.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.5.1.1 Standalone VoIP Equipment and Hardware

Unless otherwise noted in the detailed product listing below, the Contractor shall furnish and install all equipment, hardware, and cabling required to deliver the end-to-end service to the workstation handset.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.5.1.2 Standalone VoIP Software

The Contractor shall provide all software and ongoing software patches or upgrades necessary to deliver the Standalone VoIP service to the workstation handset.

Bidder understands the requirements and shall meet or exceed them? Yes

The Contractor shall provide all configuration and programming.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.5.1.3 Standalone VoIP Administration

The Contractor shall perform all initial and ongoing administrative functions to deliver the VoIP service to the workstation handset.

Bidder understands the requirements and shall meet or exceed them? 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 the requirements and shall meet or exceed them? Yes

21.2.5.1.4 Standalone VoIP Power over Ethernet

The Contractor shall supply all power to the handset through Power over Ethernet (PoE) switches.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.5.1.5 Standalone VoIP Class of Service (CoS)

The Contractor shall configure the network with the appropriate Class of Service (CoS) required for the proper operation of the service.

Bidder understands the requirements and shall meet or exceed them? Yes

The CoS shall be included in the per seat price and shall not be charged separately.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.5.1.6 Telecommunications Service Priority

When applicable, the Contractor shall comply with the Telecommunications Service Priority (TSP) Program, a Federal Communications Commission (FCC) mandate for prioritizing service requests by identifying those services critical to National Security and Emergency Preparedness (NS/EP) and be in compliance with all related CPUC and FCC requirements.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.5.2 Standalone 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 the requirements and shall meet or exceed them? 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 the requirements and shall meet or exceed them? 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 the requirements and shall meet or exceed them? 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 the requirements and shall meet or exceed them? Yes

5. Call Hold – Allows the called party to put a caller on hold and retrieve them from the hold state.

Bidder understands the requirements and shall meet or exceed them? Yes

6. Call Notify - Enables an End-User to define criteria that causes certain incoming calls to initiate an e-mail notification.

Bidder understands the requirements and shall meet or exceed them? Yes

7. Call Transfer – Allows an End-User to transfer any call in progress to another telephone number without the assistance of an operator.

Bidder understands the requirements and shall meet or exceed them? 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 the requirements and shall meet or exceed them? 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 the requirements and shall meet or exceed them? 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 the requirements and shall meet or exceed them? 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 the requirements and shall meet or exceed them? Yes

12. Caller ID – The calling party's telephone number is displayed on the terminal equipment.

Bidder understands the requirements and shall meet or exceed them? 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 the requirements and shall meet or exceed them? Yes

14. DID- Direct Inward Dial phone number including Single Line appearance.

Bidder understands the requirements and shall meet or exceed them? Yes

15. Directory Phone Display – Directory of Customer's VoIP End-Users via the phone display.

Bidder understands the requirements and shall meet or exceed them? 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 the requirements and shall meet or exceed them? Yes

17. Group Pickup – Allows an incoming call to be picked up from any one of a predefined group of phones.

Bidder understands the requirements and shall meet or exceed them? Yes

18. Hunt Groups – Route inbound calls to a predetermined sequence of telephone numbers until it is answered.

Bidder understands the requirements and shall meet or exceed them? Yes

19. Message Waiting Indicator – Visual indication that a message is in queue for review.

Bidder understands the requirements and shall meet or exceed them? Yes

20. Multi-Line Appearance – Provide the ability for multiple line appearances on an End-User's phone.

Bidder understands the requirements and shall meet or exceed them? 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 the requirements and shall meet or exceed them? Yes

22. Speed Dial – Allows abbreviated digit dialing capability on a per station basis.

Bidder understands the requirements and shall meet or exceed them? Yes

Bidders shall identify any additional features available at no additional charge.

Bidder's Description:

End User Features

Features	Feature Profile
<p>Anonymous Call Rejection</p>	<p>Anonymous Call Rejection - Enables a subscriber to reject calls from anonymous parties who have explicitly restricted their Caller ID. By activating the service via the end-user Communication Manager web interface, callers without available caller identification are informed that the subscriber is not accepting calls at that time. The subscriber's phone does not ring and the subscriber sees or hears no indication of the attempted call. This service does not apply to intra-location calls.</p> <p>Only deliberate anonymous numbers are rejected. Callers whose numbers are unavailable are not rejected. Callers that are rejected are informed that the called party is not accepting calls from unidentified callers. ("The party you are trying to reach is not accepting calls at this time.")</p>

<p>Alternate Numbers</p>	<p>Alternate Numbers - Enables an administrator to configure up to two additional phone numbers and/or extensions to a subscriber. Normal ringing is provided for incoming calls to the primary phone number and subscribers have the option of enabling a distinctive ring for calls to their second and third phone numbers. If distinctive ringing is enabled, a distinctive call waiting tone will also apply. For outgoing calls from the subscriber, the subscriber's primary phone number is the calling line identity.</p>
<p>Blind Call Transfer</p>	<p>Blind Call Transfer - Enables a subscriber to transfer a call unattended before or after the call is answered. Subscribers can only execute blind call transfer from the Communication Manager.</p>
<p>Call Blast Personal</p>	<p>Call Blast Personal - Enables subscribers to have multiple phones ring simultaneously when any calls are received on their VoIP phone number. The first phone to be answered is connected. Callers can also select to have simultaneous devices not ring while already on a call or ring on all incoming calls.</p>
<p>Call Forwarding – Multi-Phone</p>	<p>Call Forwarding - Multi-Phone - Multi-Phone call forwarding allows an end-user to specify a different forwarding number for each entry of Selective Call Forwarding. Call Forward Selective sets the criteria to make this feature work.</p>
<p>Call Pickup Directed</p>	<p>Call Pickup Directed - Enables a subscriber to answer a call directed to another phone in their pick-up group by dialing the respective feature access code followed by the extension of the ringing phone.</p>
<p>Call Pickup – Directed with Barge-in</p>	<p>Call Pickup Directed with Barge-in - Directed Call Pickup with Barge-in (DPUBI) allows users to dial a feature access code (FAC) followed by an extension to pick-up (answer) a call directed to another user in the same customer group, or barge-in on the call if the call was already answered. When a barge-in occurs, a three-way call is established between the parties with the DPUBI user as the controller.</p> <p>Subscribers can configure themselves as barge-in exempt so their calls cannot be barged in on.</p>

<p>Call Transfer with 3-Way Consultation</p>	<p>Call Transfer with 3-Way Consultation - Enables a subscriber to make a three-way call with the caller and add-on party before transferring the caller.</p>
<p>Calling Line ID Blocking</p>	<p>Calling Line ID Blocking - Subscribers can block delivery of his/her identity when they make all outbound calls. The subscriber controls the service via the Communication Manager, which provides the ability to activate and deactivate the service. If activated, all calls made by the subscriber have the subscriber's identity blocked.</p> <p>Calling Line ID Delivery Blocking allows subscribers to block their number from being shown when calling other numbers except for intra-site calls which will always display the calling line ID. The feature can be enabled for all calls or it can be enabled selectively using the feature access codes.</p>
<p>Calling Line ID Blocking per Call</p>	<p>Calling Line ID Blocking per Call - In addition to being able to block the presentation of their Calling Line ID on all outgoing calls, subscribers also have the option of blocking on a per-call basis by dialing a feature code before making the call.</p>
<p>Consultation Hold</p>	<p>Consultation Hold - Enables a subscriber to put the caller on hold, and make a consultation call to another party.</p> <p>To initiate consultation hold, the subscriber depresses the flash hook and dials the add-on party. When the call is answered, the subscriber can consult with the add-on party. To drop the add-on party and reconnect to the original party, the subscriber depresses the flash hook twice. Subscribers can also execute consultation hold from the Communication Manager.</p>
<p>Distinctive Alert/Ringing</p>	<p>Distinctive Alert/Ringing - Provides a different call waiting tone (i.e., alert) or a different ringing cadence for Priority Alert and Alternate Numbers calls.</p> <p>This is a feature of the Priority Alert and Alternate Number capabilities. When setting the Priority Alert capability on, a distinctive ring will be given to those priority numbers. Likewise, when the Alternate Number feature is enabled, the</p>

	<p>user has the option of requesting a Distinctive Ringing when receiving a call from one of the Alternate Numbers.</p>
<p>Do Not Disturb</p>	<p>Do Not Disturb - Subscribers can choose to receive no incoming calls during the time when their "do not disturb" functionality is activated.</p> <p>Allows subscribers to set their station as unavailable so that incoming calls are given a busy treatment. Subscribers have the option to activate and deactivate the service by dialing a feature code or configuring the service via the Subscriber Web Interface. A status indicator on the Communication Manager identifies whether this service is enabled.</p>
<p>Extension Dialing</p>	<p>Extension Dialing - Subscribers can more easily contact other subscribers at their site.</p> <p>Enables subscribers to dial extensions via their Communication Manager or phone to call other Subscribers at their location.</p>
<p>Find Me – Personal</p>	<p>Find Me - Personal - Subscribers who prefer to have the system find them in a priority order may prefer this service over call blast.</p> <p>This is a feature that used to be supported and is now available again. This service sequentially attempts up to five phone numbers (in addition to, optionally, the base location) to reach the user.</p> <p>Upon triggering the Sequential Ring service, the callers are played an announcement stating to hold while the system is attempting to reach the user. The callers are then provided with ring back and comfort announcements, in sequence.</p> <p>The service sequentially tries the configured numbers until an answer is received, at which point the call is connected as usual.</p> <p>If all numbers are tried without receiving an answer, the caller is redirected to an overflow destination like voice mail. There is also an option to allow the caller to press a key to skip the search process.</p>

<p>Flash Call Hold</p>	<p>Flash Call Hold - Subscribers can use call hold functionality from any phone; even one without robust call control functionality.</p> <p>Enables subscribers to hold a call for any length of time by flashing the switch-hook on their phone and dialing the respective feature activation code. Parties are reconnected again when the switch-hook is flashed and the feature activation code is dialed again.</p>
<p>Inbound Caller ID</p>	<p>Inbound Caller ID - Subscribers can choose to take a call when they see the caller's identity via the Communication Manager and phone (if capable).</p> <p>Delivered information includes the caller's phone number. The information is delivered to the Communication Manager and the phone (if capable) only if the information is available and has not been blocked by the caller.</p> <p>Enables subscribers with Calling Line ID Blocking enabled to allow the delivery of their Calling Line ID on a specific call by entering the respective feature code (*65 default). Once the call is over, Calling Line ID Blocking is restored.</p> <p>Calling Party Name Delivery is available for On-Net calls to a SIP phone from another on-net SIP device.</p>
<p>Last Number Redial</p>	<p>Last Number Redial - Easy-to-use last number redial.</p> <p>Enables Subscribers to redial the last number they called by clicking the 'Redial' button on their Communication Manager or by dialing a feature code (e.g., *66).</p>
<p>Malicious Call Trace</p>	<p>Malicious Call Trace (MCT) - enables a trace to identify the originator of an obscene or harassing call. When MCT is assigned and active, a call originating from and/or terminating to a user will generate an alarm. Provided the information is available at the moment the alarm is generated, data such as originating number can often be determined. This subscriber service must be configured and administered by the corporate level administrator.</p>

<p>Multi-Path Forwarding</p>	<p>Multi-Path Forwarding - Enables a subscriber to have more than one forwarded call active at a time.</p> <p>There are no limitations on the number of simultaneous calls a subscriber can forward. Calls are specified for forwarding via the web portal interface.</p>
<p>Multi-Forward to Phone Number in Call Forward Selective</p>	<p>Multi-Forward to Phone Number in Call Forward Selective - Enables end-users to be more selective on how they can be reached by specific people.</p> <p>Call Forward Selective allows users to forward to a different phone number for each entry of the Call Forwarding Selective service. During call processing, if the incoming number matches a predefined call forwarding criteria, the call will terminate to the specified forward-to-number. For example, a user can now dictate that all calls from his supervisor forward to his mobile phone number, whereas all calls from a particular client forward to a colleague's phone number. If a new forwarding number is not configured for a particular Call Forwarding Selective entry, incoming calls will forward to the default destination number.</p>
<p>Outbound Caller ID</p>	<p>Outbound Caller ID - Originator ensures that receiver can identify caller and will not reject the call.</p> <p>Originating location sends Billing Telephone Number (BTN) of caller. Currently, station level Automatic Number Identification (ANI) is not available.</p>
<p>Outlook Integration</p>	<p>Outlook Integration - Subscribers can leverage their office tools-VoIP and Outlook-for easier contact management.</p> <p>This service enables subscribers to integrate their personal contacts in Microsoft Outlook with their Communication Manager. Using the Outlook Contacts tab in the Communication Manager, subscribers can perform a search of their personal Outlook contacts by name or company. Once the desired contact is located, subscribers may click-to-dial one of the contact's phone numbers or the subscriber may choose to display the contact's v-card by clicking their name.</p>

	<p>All the Outlook contact information is pulled directly from the subscriber's personal Outlook files. Essentially the Communication Manager, a java-based program, pulls all the appropriate information from the Subscriber's Microsoft Exchange server or personal computer (PC) each time they log onto Communication Manager. The Outlook contact info is automatically refreshed when the Communication Manager is accessed. Subscribers can also manually refresh it with a simple point and click on the Communication Manager screen. Verizon suggests less than 1000 contacts in any single folder for optimal performance.</p>
<p>Personalized Name Recording</p>	<p>Personalized Name Recording - Enables subscribers to record their name to be played back to incoming callers.</p> <p>Name recording in conjunction with Auto Attendant. A .WAV file is recorded via phone and then uploaded via the Verizon Customer Center Personal Dashboard web screen.</p> <p>Users can use any application to record the .wav file. The format should be a CCITT u-Law, 8.000 kHz, 8 bit Mono .wav file.</p>
<p>Phone List Group</p>	<p>Phone List Group - This phone list enables subscribers to dial other members of their enterprise by selecting from a list of names on their Communication Manager. The list also serves as a searchable company directory, listing names, numbers and email addresses.</p> <p>Each subscriber added to the location is automatically added to this group list. Also included are the extensions for reaching the Auto Attendant(s), and Hunt Group(s), when applicable. Using the common Phone List Feature, the administrator can add additional phone numbers to the Group List by either adding them individually via their web portal or by importing them from a file. This flexibility would allow the administrator to create a directory that lists all subscribers in the entire enterprise.</p>
<p>Phone List Personal</p>	<p>Phone List Personal - Enables subscribers to dial frequently called numbers by selecting from a searchable list of names on their Communication Manager.</p>

	<p>Each subscriber can add, delete, edit and reorder numbers in their Personal Phone List, which serves as a personal speed dial list. Subscribers can add multiple numbers to this list by uploading them from a flat file.</p>
<p>Phone List Call Log</p>	<p>Phone List Call Log - The Call Log enables subscribers to view and dial from the following lists of stored numbers: missed, received, and dialed.</p> <p>The call log is accessed through the Communication Manager and includes the most recent numbers registered for each category, as well as the respective call times and dates.</p>
<p>Private Dial Plans</p>	<p>Private Dial Plans - Companies can create their own virtual phone network for ease of use and long distance cost savings.</p> <p>Many customers depend on private dial plans to facilitate intra-enterprise communications. The customer can assign their own private number plan between locations. VoIP can support private numbers up to 32 digits or can utilize an existing DAP-based dial plan.</p>
<p>Ring Splash</p>	<p>Ring Splash - Enables subscribers to have a short ring burst played on their phone when the following services are triggered: Call Forwarding Always, Call Forwarding Selective, and Do Not Disturb. Ring Splash can be enabled for each of these services individually and serves as a reminder that the respective service is active.</p>
<p>Send to Voicemail Feature Access Code</p>	<p>Send to Voicemail Feature Access Code - Offers end-users an alternative to handling a call after it is answered.</p> <p>Enables a user to transfer a post-answer call directly to voicemail via a new feature access code (FAC). A user will be able to place a caller on hold, enter the FAC (*55), and follow a series of simple prompts to transfer the held party to the user's voicemail or to another party's voicemail.</p> <p>Experienced users will be able to dial through and perform the transfer without waiting for the prompts.</p>

<p>Telephony User Interface</p>	<p>Telephony User Interface - Enables administrators and Subscribers to customize select features when they do not have Internet access.</p> <p>Enables subscribers to call from any phone and modify their call forwarding features, their Communication Manager Express features, or their Auto Attendant greeting. Administrators may also use the Telephony User Interface to record Auto Attendant greetings remotely.</p>
<p>Telephony User Interface – Calling</p>	<p>Telephony User Interface – Calling - This feature is particularly useful for traveling users that already access the Telephony User Interface to retrieve voice messages and configure services. Traveling users typically access the Telephony User Interface using a toll-free number and this feature allows them to originate calls that eventually get charged against their account. For similar reasons, this feature can be useful for the employee working at home that needs to make long distance or international calls on behalf of the company. Dialing in to the Telephony User Interface first allows the subsequent long distance call to be charged to the company instead of the user's home line.</p> <p>This feature enhances the Communication Manager Telephony User Interface by allowing an authenticated user to originate calls.</p> <p>Once the Telephony User Interface authenticates the user, the user makes calls as if they originated from their normal location. This means that services such as OCP, account/auth code and voice VPN will apply on the outgoing calls made from the Telephony User Interface. This also means that accounting records will be generated against the user's account.</p> <p>The user can make as many calls as desired. The user can either wait for the remote party to hang up, or hit an escape sequence to originate a new call from the Telephony User Interface.</p>

Three-Way Calling	Three-Way Calling - Enables a subscriber to make a three-way call with two parties, where all parties can communicate with each other.
Time Schedule	<p>Time Schedule - Eliminates the need to set schedules for individual features.</p> <p>Administrators and subscribers can now build predefined time schedules that can be applied to several incoming calling features including Call Forwarding Selective, Call Notify, Selective Call Acceptance and Selective Call Rejection. The time schedules can contain up to 20 date and time ranges per week. Time schedules created by an administrator are visible to both groups and users; schedules created by an individual subscriber are specific to the subscriber.</p>

Administrative and Enterprise Network Features:

Features	Description
Administrator Web Dashboard (Verizon Customer Center Enterprise Dashboard)	<p>Administrator Web Dashboard (Verizon Customer Center Enterprise Dashboard) - Allows administrator easy access to configure, manage and monitor features and settings.</p> <p>Web portal that empowers an administrator to provision services for subscribers, a location or the entire enterprise.</p>
Call Intercept	<p>Call Intercept - Administrators can ensure that calls coming into non-working lines are not lost.</p> <p>Enables administrators to intercept calls routed to a non-working internal line with informative announcements and alternate routing options.</p> <p>Administrators can use a default intercept message that says, "The number you are trying to reach is out of service." If they prefer, administrators can opt to add language that says callers can press "0" to speak with an operator or they can provide callers with the new telephone number.</p> <p>The message can also be customized by the administrator. The service may be assigned to an individual subscriber's</p>

	<p>phone number (e.g., when they have left the company) or it can be assigned to all subscribers at a location.</p>
<p>Calling Location ID Delivery</p>	<p>Calling Location ID Delivery - Gives call recipient location-level information.</p> <p>Provides number of the location (or company) for outgoing calls from subscribers in the location, rather than providing the subscribers own name and number. The location number may be defined on a per subscriber basis.</p>
<p>Calling Line ID Configuration</p>	<p>Calling Line ID Configuration - Administrators can manage the appearance of all calling line IDs.</p> <p>Enables the administrator to suppress the presentation of Calling Party Identification on outbound calls. This feature is enabled if you do not want the number displayed on Caller ID when making outbound calls.</p>
<p>Calling Plan Incoming</p>	<p>Calling Plan Incoming - Enables administrators to block specified incoming calls to their company and/or individual subscribers. For example, some subscribers may be prevented from receiving calls from outside the company. For example, subscribers may be prevented from receiving calls from a competitor's number or a particular area code or country code.</p> <p>The Incoming Calling Plan is configured via the Verizon Customer Center Location Dashboard web interface (the administrative GUI). In addition to being able to configure which types of calls each subscriber is restricted from receiving (e.g., intra-location), administrators may regulate incoming calling by restricting specific digit patterns. This is done with the Digit String feature in the administrator web portal.</p> <p>If a profile has not been configured for a particular subscriber, the default set of incoming call privileges for the location is applied. Use of the Custom Check Box on the administrator screen allows that subscriber to use their own call settings which can override location restrictions.</p>

	<p>The Incoming Calling Plan also enables administrators to reject the following types of incoming calls:</p> <ul style="list-style-type: none"> ● Collect calls ● Calls from within the location ● Calls from outside the location
<p>Calling Plan Outgoing</p>	<p>Calling Plan Outgoing - Enables administrators to block subscribers from making certain types of outgoing calls, such as long distance, toll, or premium numbers. For example, subscribers may be prevented from calling a competitors number or a particular area code or country code.</p> <p>The Outgoing Calling Plan is configured via the Verizon Customer Center Administrator Dashboard web interface. In addition to being able to configure which types of calls each subscriber is restricted from making, administrators may regulate outgoing calling by restricting specific digit patterns. This is done with the Digit String feature in Administrator web portal.</p> <p>If a profile has not been configured for a particular subscriber, the default set of outgoing call privileges for the location is applied. Use of the Custom CheckBox allows that subscriber to have separate call settings which can override the location level restrictions.</p>
<p>Calling Plan Outgoing Enhanced</p>	<p>Calling Plan Outgoing Enhanced - Provides administrators with even greater degree of control over outgoing calls made from within their location.</p> <p>Administrators can choose from different types of call restrictions including:</p> <p>Location Calls from within the subscriber's location.</p> <p>Local Calls within the same geographic region.</p> <p>Toll Free calls to numbers beginning with 1, usually followed by 800, 877, or 888.</p> <p>Toll Chargeable calls within the same geographic region.</p> <p>International Chargeable calls to other countries.</p>

	<p>Operator Assisted Calls made with the chargeable assistance of an operator.</p> <p>Chargeable Directory Assistance Chargeable calls made to Directory Assistance such as 411 or 555-1212.</p> <p>Special Services I Calls to 700 numbers. These calls may or may not be chargeable.</p> <p>Special Services II (Reserved for system administrators discretion.)</p> <p>Premium Services I Chargeable calls to 900 numbers.</p> <p>Premium Services II Chargeable calls to 976 numbers.</p> <p>Casual 1010XXX chargeable calls, such as 1010321.</p> <p>URL Dialing Calls made to URLs, which are outside of the location (for example, to an email address outside of the location). This call type is reserved for future VoIP product enhancements.</p> <p>In addition to blocking or allowing given call types and digit strings, administrators have the following options for configuring the outgoing calling profile of their location and individual subscribers:</p> <p>Authorization Codes Selected subscribers can be prompted for an authorization code to allow specified call types or digit strings. Administrators can pre-configure one or multiple authorization codes to be entered by subscribers. Use of this feature within the Enhanced Outgoing Calling Plan takes precedence over the standalone Authorization Code service.</p> <p>Call Transfer Specified outgoing call types and digit strings can be automatically transferred to one of up to three transfer destinations that Administrators can pre-configure. For example, international calls made from a conference room may be transferred to a company operator who will validate the Subscribers identity and their purpose for making an international call.</p>
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	<p>Existing configurations are retained when the Enhanced Outgoing Calling plan is assigned to replace the basic version of the service.</p> <p>Provides Subscribers with the option to enter a Sustained Authorization Code to unlock calling from their phone. When the feature is enabled, subscribers will not be prompted for an authorization code every time they make a call that requires an authorization code, as defined by the Enhanced Operations Channel (EOCP). Separate feature access codes are used to turn this feature on and off.</p>
<p>Calling Plan Forwarded/Transferred</p>	<p>Calling Plan Forwarded/Transferred - Enables administrators to prevent fraudulent calling, such as company employees calling their office number at night or on the weekend to make personal calls to international destinations.</p> <p>Enables administrators to prevent specified subscribers from forwarding or transferring calls to certain types of numbers, such as long distance, toll, or premium numbers. Calling plans are configured via the Verizon Customer Center Administrator Dashboard web interface. If a profile has not been configured for a particular subscriber, the default set of incoming call privileges for the location is applied.</p>
<p>Configurable Extension Dialing</p>	<p>Configurable Extension Dialing - Provides the ability to map directory numbers (DNs) within a location to unique extensions.</p> <p>The extensions can be of any length (2 to 6 digits) as defined by the administrator and dialed via the Administrator Web Interface or by phone. All extensions within a location must be of the same length.</p>
<p>Device Inventory</p>	<p>Device Inventory - Enables administrators to more effectively manage stock.</p> <p>Enables administrators to inventory their equipment including premise gateways and IP phones via their Verizon Customer Center Administrator Dashboard web interface. Devices may be easily added, deleted and modified. In</p>

	<p>addition, administrators can assign subscribers directly to a device and/or a port on a device.</p>
<p>E911 Support Enhancement</p>	<p>E911 Support Enhancement - Provides 911 support in case of emergency.</p> <p>Enables routing of emergency calls to the correct tandem switch based on the caller's phone number. The system ignores subscriber disconnects and disallows features to be used when an emergency number (i.e., 911) is dialed.</p>
<p>Enhanced Business Hours Support for Auto Attendant</p>	<p>Enhanced Business Hours Support for Auto Attendant - The feature offers a company the flexibility to accommodate varying business hours within the work week.</p>
<p>Hunt Groups</p>	<p>Hunt Groups - Allows users to be included in a specified hunt group to handle incoming calls received by an assigned Hunt Group phone number. This is a virtual number not a specific subscriber telephone number.</p> <p>Administrators can choose from any of the following hunt schemes, each of which rings the specified phones in a different manner:</p> <p>Circular sends calls in a fixed order. The call is sent to the first available person on the list, beginning where the last call left off. The Circular option tries the agent after the last agent to take a call. The search continues including looping around the list until it reaches the agent it started with.</p> <p>Regular sends calls to users in the order listed by an administrator. Incoming calls go to the first available person on the list, always starting with the first person on the list.</p> <p>Call Blast all of the users in the group simultaneously; the first user to pick up the ringing phone is connected.</p> <p>With Uniform, as a call is completed, the user moves to the bottom of the call queue in a shuffling fashion. The next incoming call goes to the user who has been idle for the longest. If a user receives a call that was not directed to them through the hunt group, the call will not be included in the receiving order for Uniform calls.</p>

	<p>No Answer Timeout enables calls that have been distributed to a phone, but not answered in a specific number of rings, to be redirected to the next available phone. If all idle phones have been visited once without answer, there are two options for handling the call: forward call to an external number, or give the call a Temporarily Unavailable treatment, which can trigger a service such as voicemail.</p> <p>There is no limit to the number of users that can be included in a hunt group.</p>
<p>Music on Hold</p>	<p>Music on Hold - Provides opportunity to play music and messages to enhance customer calling experience.</p> <p>Description: Enables administrators to upload an audio file onto the system to be played to parties on hold.</p> <p>Users can use any application to record the .wav file. The format should be a CCITT u-Law, 8.000 kHz, 8 bit Mono .WAV file. There is a 10 minute maximum threshold or approximately (4.7 meg).</p>
<p>Origination Fully Restricted</p>	<p>Origination Fully Restricted - Offers additional screening criteria for administrators</p> <p>Provides additional restrictions that can be enabled by an administrator in the Outgoing Calling Plan. The new functionality provides a new screening criterion that will prevent a specified user from being transferred to a party outside of his or her location.</p>
<p>Priority Alert for Hunt Groups</p>	<p>Priority Alert for Hunt Groups - Identifies incoming calls as part of the hunt group vs. another type of call.</p> <p>Assigns a distinctive ring tone to calls that meet a predefined criterion, can now be assigned to a hunt group. Previously the feature could only be assigned to individual users. The administrator has the ability to create a set of criteria at the hunt group level which then impacts the ring pattern for all of the agents within the hunt group.</p>
<p>Series Completion</p>	<p>Series Completion - Supports key system functionality.</p>

	<p>The Series Completion service can be assigned to a selected series of lines to forward calls on a busy condition. It is a form of hunting in which the next line in the series completion group is tried in a prearranged order, without any limit on the number of sequential forwards. Unlike hunt group functionality, the lead number for a series completion is associated with a specific subscriber. The call is only forwarded if the subscriber's line is busy. If the user's line is not busy then the network will route the call according to the rules that have been configured for a "no answer" condition.</p> <p>This service is used to support Key System functionality. Key systems typically ring all available lines in a specified order for incoming calls, regardless of the number dialed to reach the company. For example, when calling a tech support hotline, the subscriber dials (800) 555-HELP. That number attempts to ring line 1 of company. If line 1 is busy, it will attempt to ring line 2. If line 2 is busy and so on. If all lines are busy, the call can be sent to or another assigned service of the series completion group. Similarly, if all lines or subscribers of this company were assigned to a Series Completion group, Verizon VoIP acts just like a key system.</p>
<p>Termination Fully Restricted</p>	<p>Termination Fully Restricted - Provides distinctions for calls from outside the location found within the Incoming Calling Plan. The screening criterion allows a distinction among the three following criteria: allow calls from outside the location, allow calls from outside of the location only if transferred by specific users (partial), and block calls from outside the location. The feature also provides support for Incoming Calling Plan over city-wide Centrex locations. This will allow any city-wide Centrex call between different hosting applications servers to be treated as an intra-group call.</p>

Management Features:

Features	Description
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<p>Call reporting details via web screen</p>	<p>Call reporting details via web screen - Ease of administrative management.</p> <p>Billing reports can be generated daily, weekly, monthly for call detail and printable via website.</p>
<p>Administrative site management via web screen</p>	<p>Administrative site management via web screen - Ease of administrative management and timely access to information.</p> <p>Via the Verizon Customer Center, VoIP provides administrator accounts on a central website for setting up default feature classes for a range of users.</p>
<p>User self-provisioning and management via web screen</p>	<p>User self-provisioning and management via web screen - Allows users the ability to manage their voice application needs including call forwarding and find-me, follow-me lists.</p> <p>Via the Verizon Customer Center, VoIP provides web access for users to set up their phones and administer features and calling treatments.</p>

21.2.5.3 Standalone VoIP Handsets

The Contractor shall provide the Standalone VoIP service in five specific handset configurations as described below.

21.2.5.3.1 Standard Standalone VoIP Handset Features

Standard Standalone VoIP handsets shall include the following features:

1. Single line.

Bidder understands the requirements and shall meet or exceed them? Yes

2. LCD Display.

Bidder understands the requirements and shall meet or exceed them? Yes

3. Full Duplex Hands-Free Speakerphone.

Bidder understands the requirements and shall meet or exceed them? Yes

4. Visual message waiting indicator.

Bidder understands the requirements and shall meet or exceed them? Yes

5. Ring volume control.

Bidder understands the requirements and shall meet or exceed them? Yes

6. Minimum of three programmable function keys or a soft key interface.

Bidder understands the requirements and shall meet or exceed them? Yes

7. Single Ethernet port.

Bidder understands the requirements and shall meet or exceed them? Yes

8. PoE.

Bidder understands the requirements and shall meet or exceed them? Yes

9. Lightweight Directory Access Protocol (LDAP) and/or Active Directory (AD) integration.

Bidder understands the requirements and shall meet or exceed them? Yes

10. Compliant with Section 508 of the Rehabilitation Act.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.5.3.2 Midrange Standalone VoIP Handset Features

Midrange Standalone VoIP handsets shall include the following features in addition to the standard Standalone VoIP handset features described in Section 21.2.5.3.1:

1. Minimum of three lines.

Bidder understands the requirements and shall meet or exceed them? Yes

2. Intercom feature.

Bidder understands the requirements and shall meet or exceed them? Yes

3. Two Ethernet Ports.

Bidder understands the requirements and shall meet or exceed them? Yes

4. End-User Configurable Contact Directory.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.5.3.3 Attendant Standalone VoIP Handsets Features

Attendant Standalone VoIP handsets shall include the following features in addition to the midrange Standalone VoIP handset features described in Section 21.2.5.3.2:

1. A minimum of six lines.

Bidder understands the requirements and shall meet or exceed them? Yes

2. Expansion module capability.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.5.3.4 Standard Standalone VoIP Conference Room Speakerphone

Standard Standalone VoIP conference room speakerphones shall include the following features:

1. PoE.

Bidder understands the requirements and shall meet or exceed them? Yes

2. Full Duplex.

Bidder understands the requirements and shall meet or exceed them? Yes

3. Expansion microphone compatible.

Bidder understands the requirements and shall meet or exceed them? Yes

4. Ethernet connection.

Bidder understands the requirements and shall meet or exceed them? Yes

5. LCD display.

Bidder understands the requirements and shall meet or exceed them? Yes

6. LDAP and/or AD integration.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.5.3.5 Executive Standalone VoIP Conference Room Speakerphone

All standalone VoIP conference room speakerphone features described in Section 21.2.5.3.4:

1. Integration with video conferencing systems.

Bidder understands the requirements and shall meet or exceed them? Yes

2. Wideband audio.

Bidder understands the requirements and shall meet or exceed them? Yes

3. Multi-unit connectivity.

Bidder understands the requirements and shall meet or exceed them? Yes

4. Expansion microphone compatible.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.5.4 Standalone VoIP Services

21.2.5.4.1 Horizontal Wiring Option for Standalone VoIP

The Contractor shall provide the following two per-seat pricing options per handset Service Package.

1. Handset Service Package that includes new horizontal (station) cabling up to 300 feet in accordance with this section.

Bidder understands the requirements and shall meet or exceed them? Yes

2. Handset Service Package that excludes new horizontal (station) cabling and utilizes the Customer's horizontal cabling. For implementations where the Customer elects to use existing cabling, the Contractor shall verify existing cabling in accordance with Section 21.2.5.5, Standalone VoIP Site Survey.

Bidder understands the requirements and shall meet or exceed them? Yes

The Contractor shall furnish and install station wiring to support the Standalone VoIP for all Customer-occupied buildings. Station cabling includes wire/cable related activities and materials required to install horizontal station cabling from the Customer's distribution location or Horizontal Cross-connect (HC) to the Customer defined station location within drop tile ceilings and/or Customer furnished cable pathway and conduit.

Bidder understands the requirements and shall meet or exceed them? Yes

Station wiring shall include all necessary components as listed below:

1. Wire/cable.

Bidder understands the requirements and shall meet or exceed them? Yes

2. Connectors.

Bidder understands the requirements and shall meet or exceed them? Yes

3. Patch panels.

Bidder understands the requirements and shall meet or exceed them? Yes

4. Wire/cable support structure required within drop tile ceilings.

Bidder understands the requirements and shall meet or exceed them? Yes

5. Labeling.

Bidder understands the requirements and shall meet or exceed them? Yes

The Contractor shall not be required to complete station cabling if:

1. The wire/cable pathway is blocked and cannot be cleared without significant effort or damage to the Customer site.

Bidder understands the requirements and shall meet or exceed them? Yes

2. The wire/cable pathway is in 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.

Bidder understands the requirements and shall meet or exceed them? Yes

The Contractor shall install wire/cable according to the industry standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Uniform Building Cabling/Wiring, current at the time of this solicitation and as periodically updated by CALNET Program.

Bidder understands the requirements and shall meet or exceed them? Yes

All wiring installation and maintenance activities will be in accordance with all applicable ANSI/TIA/EIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

Bidder understands the requirements and shall meet or exceed them? Yes

Bidders shall provide the Standalone VoIP Handset Service Packages described in Table 21.2.5.4.a

Table 21.2.5.4.a – Standalone 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 Standalone VoIP Handset Service Package Without Station Cabling	Service Package with Standard Standalone VoIP Handset where station cabling is provided by the Customer.		STNH0001	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	Standard Standalone VoIP Handset Service Package With Station Cabling	Service Package with Standard Standalone VoIP Handset Service Package where station cabling is installed by the Contractor.		STNH0002	Yes
3	Midrange Standalone VoIP Handset Service Package Without Station Cabling	Service Package with Midrange Standalone VoIP Handset Service Package where station cabling is provided by the Customer.		STNM0001	Yes
4	Midrange Standalone VoIP Handset Service Package With Station Cabling	Service Package with Midrange Standalone VoIP Handset Service Package where station cabling is installed by the Contractor.		STNM0002	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	Attendant Standalone VoIP Handset Service Package Without Station Cabling	Service Package with Attendant Standalone VoIP Handset Service Package where station cabling is provided by the Customer.		STNA0001	Yes
6	Attendant Standalone VoIP Handset Service Package With Station Cabling	Service Package with Attendant Standalone VoIP Handset Service Package where station cabling is installed by the Contractor.		STNA0002	Yes
7	Standalone VoIP Standard Conference Room Speakerphone Service Package without Station Cabling	Service Package with Standalone VoIP conference phone with no external speakers where station cabling is provided by the Contractor.		STNC0001	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.
8	Standalone VoIP Standard Conference Room Speakerphone Service Package with Station Cabling	Service Package with Standalone VoIP conference phone with no external speakers where station cabling is provided by the Customer.		STNC0002	Yes
9	Standalone VoIP Executive Conference Room Speakerphone Service Package without Station Cabling	Service Package with Standalone VoIP conference phone with two external speakers where station cabling is provided by the Contractor.		STNE0001	Yes
10	Standalone VoIP Executive Conference Room Speakerphone Service Package with Station Cabling	Service Package with Standalone VoIP conference phone with two external speakers where station cabling is provided by the Customer.		STNE0002	Yes

The Bidder may offer additional unsolicited Standalone VoIP Handset Service Packages in Table 21.2.5.4.b.

Table 21.2.5.4.b – Unsolicited Standalone VoIP Handset Service Packages

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Polycom VVX 101 Service	SPLV0101	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
2	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Polycom VVX 150 Service	SPLV0150	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
3	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Polycom VVX 201 Service	SPLV0201	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
4	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Polycom VVX 250 Service	SPLV0250	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
5	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Polycom VVX 311 Service	SPLV0311	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
6	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Polycom VVX 350 Service	SPLV0350	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
7	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Polycom VVX 401 Service	SPLV0401	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
8	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Polycom VVX 411 Service	SPLV0411	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
9	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Polycom VVX 450 Service	SPLV0450	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
10	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg VVX 450 Expansion Module Service	SPVE0450	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
11	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Polycom VVX 501 Service	SPLV0501	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
12	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Polycom VVX 560 Service	SPLV0560	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
13	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Polycom VVX 601 Service	SPLV0601	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
14	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Polycom VVX 6000 Service	SPLV6000	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
15	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Polycom SoundPoint 6000 EX Microphone Service	SPLX6000	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
16	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Polycom SoundPoint 7000 EX Service	SPLE7000	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
17	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Polycom SoundPoint 7000 EX Microphone Service	SPLX7000	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
18	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Trio 8300 Service	TIHR8300	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
19	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Trio 8300 EX Microphone Service	TIHE8300	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
20	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Trio 8500 Service	TIHR8500	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
21	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Trio 8500 EX Microphone Service	TIHE8500	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
22	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Trio 8800 Service	TIHR8800	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
23	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Trio 8800 EX Microphone Service	TIHE8800	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
24	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Yealink T40P Service	SYLP0040	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
25	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Yealink T21PE2 Service	SYLN0000	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
26	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Yealink T41S Service	SYLS0041	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
27	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Yealink T53 Service	SYLT0053	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
28	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Yealink T53W Service	SYLW0053	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
29	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Yealink T46S Service	SYLS0046	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
30	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Yealink T48S Service	SYLS0048	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
31	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Yealink T54W Service	SYLW0054	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
32	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Yealink T57W Service	SYLW0057	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
33	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Yealink W60P Service	SYNP0060	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
34	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Yealink CP960 Service	SYNK0960	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
35	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Yealink CPW90 Service	SYLK0090	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
36	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Cisco 7841 Service	SNSC7841	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
37	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Cisco 7821 Service	SNSC7821	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
38	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Cisco 8841 Service	SNSC8841	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
39	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Cisco 8851 Service	SNSC8851	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
40	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Cisco 8861 Service	SNSC8861	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
41	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Cisco 7832 Service	SNSC7832	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
42	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Cisco 8832 Service	SNSC8832	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
43	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Astra/Mitel 6731i Service	AHSR6731	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
44	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Astra/Mitel 6755i Service	AHSR6755	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
45	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Astra/Mitel 6757i Service	AHSR6757	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
46	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Aastra/Mitel M675 Expansion Module Service	AHSM0675	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
47	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Aastra/Mitel 6735i Service	AHSR6735	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
48	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Aastra/Mitel 6737i Service	AHSR6737	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
49	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Aastra/Mitel 612d DECT Kit Service	AHDS0612	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
50	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Aastra/Mitel 622d DECT Kit Service	AHDS0622	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
51	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Aastra/Mitel Antenna Indoor RFP L35 Service	AHNI0035	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.
52	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Aastra/Mitel Antenna Outdoor RFP L36 Service	AHNI0036	Service Package with Standard Standalone VoIP Handset as described in 21.2.5.3 above where station cabling is provided by the Customer and the Basic Feature Package as described in 21.2.5.2.

21.2.5.5 Standalone VoIP Site Survey

The Contractor shall provide site survey, design, and implementation of Standalone 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 Standalone Site Survey shall identify the steps required to facilitate a successful implementation of the Standalone VoIP services. Upon completion of the survey, the Contractor shall provide the Customer with a copy of the Standalone VoIP completed Site Survey. The survey shall identify potential environmental deficiencies found at the location and the necessary steps to correct them so that the Customer can order and implement the Standalone VoIP services.

For implementations where the Customer elects to use existing station cabling, the Contractor shall certify existing station cabling and shall warrant and honor all repairs in accordance with the SLAs unless specifically noted as a non-useable item in the site survey.

The Customer may elect to correct any station cabling problems identified by the Contractor and request a retest. The Contractor shall provide an option for retesting the Customer's existing station cabling as described in the Standalone VoIP Customer Station Cabling Retest Section.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.5.6 Standalone 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 the requirements and shall meet or exceed them? Yes

The Contractor shall provide diagram(s) to the Customer that detail the Standalone VoIP design for each location and shall include:

1. Customer Premise Equipment.

Bidder understands the requirements and shall meet or exceed them? Yes

2. VoIP transport bandwidth.

Bidder understands the requirements and shall meet or exceed them? Yes

3. Number of simultaneous calls to meet a P.01 Grade of Service.

Bidder understands the requirements and shall meet or exceed them? Yes

4. Proposed CODECs.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.5.7 Standalone VoIP Site Implementation

The Contractor shall install all onsite equipment at the Customer location implementing a Standalone VoIP service. The installation will commence after Customer approval following completion of the Site Survey, and network design phase.

Bidder understands the requirements and shall meet or exceed them? Yes

The Contractor shall install all equipment, hardware, and cabling required to deliver the end-to-end service to the workstation handset.

Bidder understands the requirements and shall meet or exceed them? 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 the requirements and shall meet or exceed them? Yes

21.2.5.8 Standalone 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 the requirements and shall meet or exceed them? Yes

21.2.5.9 Standalone VoIP Authorization Codes

The Contractor's system shall allow the Customer to utilize Authorization Codes. This feature provides the ability 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 the requirements and shall meet or exceed them? Yes

21.2.6 Additional Standalone VoIP Services and Features

The Contractor shall provide the additional Standalone VoIP services and features described below.

21.2.6.1 Standalone VoIP 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 21.2.5.a.

The Contractor shall include the backup circuit or wireless connection in their Site Survivability options.

Bidder understands the requirements and shall meet or exceed them? 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 requirements and shall meet or exceed them? Yes

Site Survivability Network Failure is for backup purposes only. The Contractor shall only offer this service in conjunction with the Standalone VoIP Service. The Contractor shall only utilize on premise connections to the PSTN in the event of a Standalone VoIP Service failure.

Bidder understands the requirements and shall meet or exceed them? Yes

The Contractor shall only route traffic originating from the locally served Customer of record.

Bidder understands the requirements and shall meet or exceed them? Yes

The Standalone VoIP 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 requirements and shall meet or exceed them? Yes

This service is exempt from the provisions of Network Based Section.

Bidder shall describe the 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 SLAs established in the Service Level Agreements Section.

Bidder understands the requirements and shall meet or exceed them? Yes

Bidder's Description:

Verizon will provide an option for Standalone VoIP site survivability in the event of a network failure. Site Survivability Network Failure is an option where, in the event of a network failure, station-to-station calling functionality is maintained for all handsets on premise. This Survivability Network Failure option will be configured to allow the number of concurrent calls to outside lines specified by the Feature Descriptions in Table 21.2.5.a.

Verizon understands that failure of a Customer to select this option does not release Verizon from its SLA obligations, as described in the Availability SLAs Section, 21.4.8.1.

Site Survivability Network Failure is for backup purposes only. Verizon will only offer this service in conjunction with the Standalone VoIP Service. The Contractor shall only utilize on premise connections to the PSTN in the event of a Standalone VoIP Service failure.

Verizon will only route traffic originating from the locally served Customer of record.

The Standalone VoIP Site Survivability Network Failure solution shall provide alarm notification by electronic means to the CALNET CMO whenever traffic is routed through the gateway to the PSTN via locally connected circuits.

Verizon understands this service is exempt from the provisions of the Network Based Section.

Verizon's proposed unsolicited site survivability solutions will conform to these requirements and will fall under the SLAs established in the Service Level Agreements Section.

21.2.6.2 Standalone VoIP Customer Station Cabling Retest

If required, Contractor shall perform a Customer station cabling retest to validate corrective actions have been completed that allow for proper operation of the service.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.6.3 Standalone VoIP Block of 20 Additional Direct Inward Dialing Number Reservation

The Contractor shall provide an option to purchase an additional block of 20 DID numbers. This option will be used to reserve additional 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 the requirements and shall meet or exceed them? Yes

21.2.6.4 Standalone VoIP Web Based Attendant Console

The Contractor shall provide a Standalone VoIP web-based Attendant Console that enables an End-User (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 (e.g., 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 the requirements and shall meet or exceed them? Yes

21.2.6.5 Standalone VoIP Additional Line Appearance

The Contractor shall provide additional line appearances for multi-line telephones.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.6.6 Standalone 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 the requirements and shall meet or exceed them? Yes

21.2.6.7 Standalone VoIP Equipment Rack

The Contractor shall furnish and install one standard 19" 2-post equipment rack. Installation shall be in accordance with all applicable UBC, ANSI/TIA/EIA, CEA, IEC, BICSI, and ITU-T recommended standards current at the time of installation.

The equipment rack installation shall include all seismic bracing, raceway, ladder racking and grounding to insure proper functionality of the Standalone VoIP service

Rack may be floor or wall mounted. Rack height may vary up to 84 inches at the discretion of the Customer.

Bidder understands the requirements and shall meet or exceed them? Yes

The Contractor shall offer the Standalone VoIP service features detailed in Table 21.2.6.a.

Table 21.2.6.a – Standalone 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	Standalone VoIP Small Site Survivability Network Failure	Site Survivability option for a site with 100 Desktop Handsets and 15 concurrent calls to outside lines.		SSRV0000	Yes
2	Standalone VoIP Medium Site Survivability Network Failure	Site Survivability option for a site with 500 Desktop Handsets and 75 concurrent calls to outside lines.		SSMN0000	Yes
3	Standalone VoIP Large Site Survivability Network Failure	Site Survivability option for a site with 1000 Desktop Handsets and 150 concurrent calls to outside lines.		SLRS0000	Yes
4	Standalone VoIP Customer Station Cabling Retest	Additional test beyond the initial cabling test as identified in the Standalone VoIP Customer Station Cabling Retest Section.		SCSV0000	Yes
5	Standalone VoIP block of 20 Additional Direct Inward Dialing Number Reservation	Block of 20 DID numbers held in reservation.		SDRN0000	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
6	Standalone VoIP Web-Based Attendant Console	Enables an End-User (e.g., receptionist) to monitor a configurable set of End-Users.		SATN0000	Yes
7	Standalone VoIP Additional Line Appearance	Additional line appearances for multi-line handsets.		STLA0000	Yes
8	Standalone VoIP Analog Support	Analog device support.		SALS0000	Yes
9	Standalone VoIP Equipment Rack	Standard 19" 2-post equipment rack and installation.		SEPR0000	Yes

The Contractor may offer additional unsolicited Standalone VoIP features in Table 21.2.6.b.

Table 21.2.6.b – Unsolicited Standalone VoIP Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	Account Codes	KTCD0000	Enables the tracking of calls made outside of the location by prompting subscribers for an account code.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
2	Additional Auto Attendant Levels	LVTA0000	Additional Auto Attendant serves as an automated receptionist that answers the phone and provides a personalized message to callers with options for connecting to the operator, dialing by name or extension, or connecting to up to six configurable extensions. Configuration via the Verizon Customer Center Administrator Dashboard web interface also allows for hours of operation to be modified, with different options available for hours that the company is open or closed.
3	Remote Office	OFRM0000	Enables subscribers to access and use their VoIP service from any end point, on-net or off-net (e.g., home office, mobile phone). This service is especially useful for tele-workers and mobile workers, as it enables them to use all of their Communication Manager features while working remotely (e.g., extension dialing, transfers, conference calls, Outlook Integration, directories, etc.). In addition, since calls are still originated from VoIP, the service provides an easy mechanism for separating personal and business phone expenses, as well as keeping alternate phone numbers private. This service must be set-up by the administrator.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
4	Deviceless Subscriber	VRSB0000	<p>Deviceless Subscriber is an optional feature available to installed HIPC locations that allows an additional HIPC user line without an assigned SIP endpoint. Deviceless Subscriber requires at least one of the following optional features which includes Remote Office or Voice Mail. This also excludes the required DID number charge. The following features are included with Deviceless Subscriber as follows: Anonymous Call Rejection to reject callers who have blocked their caller ID, Call Forwarding to redirect incoming calls, Call log to view missed or received, Call Notify to provide text or email notification of incoming calls, Do Not Disturb to appear busy and send calls to an alternate location, Selective Call Acceptance/Call Rejection to screen incoming calls, Caller ID to view caller identification, Voice Messaging to send calls to voicemail (requires voicemail), Locate Me "Find Me Follow Me" to ring multiple phones sequentially and Simultaneous Ring "Call Blast" to ring multiple phones simultaneously.</p>
5	Directory Assistance	DYAT0000	<p>Directory Assistance will be provided by the traditional method of dialing 1-Area code + 555-1212 or by dialing 00 and asking Directory Assistance to find any listed number whether it is local or long distance.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
6	Operator Service	OSVR0000	Operator Services include collect, third party and person-to-person calls. Collect Calls are calls that are not directly dialed and are placed as collect to the called party using an operator. Calls not directly dialed and placed as collect to the called party, using an operator. Third-Party Calls are calls that are not directly dialed and are requesting third party be billed, using an operator. Calls not directly dialed and request third-party billing, using an operator. Person-to-Person Calls include calls that are completed using an operator (Station-to-Station and Person-to-Person). Calls not directly dialed, using an operator, between stations.
7	VoIP Instant Meeting Bridge - 120 port capacity	NSMB0000	VoIP Instant Meeting Bridge - 120 port capacity provides a bridge allowing multiple callers to join in a single call which enables meetings among diversely located invitees at any time. Once the feature is installed, it can be used at any time without the need for scheduling or reservation. Examples include the following: 1) Conference moderator communicates a conference bridge TN , time and passcode to participants 2) At the specified time, callers dial the bridge TN and are prompted to enter passcode 3) If passcode is correct caller joins bridge, if incorrect caller is prompted again for passcode 4) Moderator can use a moderator passcode to join bridge and have additional controls over the conference 5) Callers can enter and leave the conference at any time 6) Moderator can set conference to require moderator to be on during conference or to allow conference to start and continue without moderator. VoIP Instant Meeting Full UC Users have the option to integrate Meet Me Conferencing with their My Room collaboration.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
8	VoIP Instant Meeting with Moderator	IMMD0000	When the Moderator joins a Lecture Mode call they will hear an announcement reminding them that it is a lecture mode call. Participants do not hear an announcement, it is up to the moderator to let the participants know that they are on as 'listen only'. If the moderator has the option for the system to play a tone or a recorded name as participants join the lecture mode call. The tone or recorded name is not played when participants leave the lecture mode call.
9	VoIP Desktop Softphone	DESF0000	VoIP Desktop Softphone Client is a native Microsoft Windows or Apple Macintosh softphone client supporting VoIP voice calls, desk phone voice calling, instant messaging and presence, video conferencing, My Room collaboration and desktop sharing, and management of VoIP call settings including view Contacts management and access Voicemail.
10	VoIP Mobile Client	CLTM0000	The VoIP Mobile client enables a user to make calls from mobile devices that send their VoIP office number to Caller ID. Users can make VoIP calls or 'call back' circuit switched calls. It is recommended that VoIP calls only be made when stationary with strong 4G or Wi-Fi data connection. Mobile clients also allow users to change their 'My Phone' VoIP settings such as Call Forward and provide an easy way to pull calls from their office phone to their iPhone or Android device. Inbound calls consume voice minutes. Outbound can consume either depending on how the user makes them (call through is voice minutes, VoIP is data).

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
11	VoIP Unified Communications	UCMI0000	VoIP Unified Communications feature provides Mobile, Tablet and Soft-phone clients. In addition, instant messaging capabilities are provided to enable VoIP UC features for users to chat. This feature also allows users to see their status (i.e., Busy, Available, On a call, In a meeting), or share what is displayed on their desktop through a web browser. This also includes an Instant Meeting Bridge (bridge 120 port capacity). This feature requires a VoIP Standalone Handset Package order with this line item.
12	VoIP Fax Station	FXNI0000	VoIP Fax Station supports a conventional Analog POTS RJ11 interface for inbound and outbound FAX calling. Requirements: 1) Outbound calling number is displayed as the office site main number. 2) This station comes with one unlimited inbound DID 3) Extension numbers 0911,1911,0311,1311 are not allowed 4) Configured for G.711 encoding only. 5) Supported Telephone set includes: Linksys SPA 122/8000.
13	Survivability Service Option 4	DSRV0002	Survivability Option 4 provides a survivability gateway service to act as a local proxy allowing with six PSTN call paths (or concurrent calls) to Central Office, enabling outbound call paths in the event of a network MPLS failure. This Survivability service option includes applying the Golden Configuration on the Gateway device. Any additional custom configuration will require an additional SOW quoted separately.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
14	Survivability Service Option 5	DSRV0003	Survivability Option 5 provides a survivability gateway service to act as a local proxy connecting two PSTN PRI circuits to the Central Office, enabling outbound call paths in the event of a of Network MPLS failure. This Survivability service option includes applying the Golden Configuration on the Gateway device. Any additional custom configuration will require an additional SOW quoted separately.
15	Survivability Service Option 6	DSRV0004	Survivability Option 6 provides a survivability gateway service to act as a local proxy Adtran 908e allowing one PSTN call path to Central Office, enabling an outbound call path in the event of a Network MPLS failure. This Survivability service option includes applying the Golden Configuration on the Gateway device. Any additional custom configuration will require an additional SOW quoted separately.
16	Survivability Service Option 7	DSRV0005	Survivability Option 7 leverages an existing survivability gateway service to act as a local proxy allowing two PSTN call paths (or concurrent calls) to the Central Office, enabling outbound call paths in the event of a Network MPLS failure. This Survivability service option includes applying the Golden Configuration on the Gateway device. Any additional custom configuration will require an additional SOW quoted separately.
17	Survivability Service Option 8	DSRV0006	Survivability Option 8 leverages an existing survivability gateway service to act as a local proxy allowing with four PSTN call paths (or concurrent calls) to the Central Office, enabling outbound call paths in the event of a Network MPLS failure. This Survivability service option includes applying the Golden Configuration on the Gateway device. Any additional custom configuration will require an additional SOW quoted separately.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
18	Survivability Service Option 9	DSRV0007	Survivability Option 9 leverages an existing survivability gateway service to act as a local proxy allowing with six PSTN call paths (or concurrent calls) to the Central Office, enabling outbound call paths in the event of a Network MPLS failure. This Survivability service option includes applying the Golden Configuration on the Gateway device. Any additional custom configuration will require an additional SOW quoted separately.
19	VoIP Diversity Service - 1 Mbps	VSVR0001	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
20	VoIP Diversity Service - 3 Mbps	VSVR0003	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
21	VoIP Diversity Service - 4 Mbps	VSVR0004	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
22	VoIP Diversity Service - 5 Mbps	VSVR0005	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
23	VoIP Diversity Service - 7 Mbps	VSVR0007	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
24	VoIP Diversity Service - 9 Mbps	VSVR0009	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
25	VoIP Diversity Service - 10 Mbps	VSVR0010	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
26	VoIP Diversity Service - 12 Mbps	VSVR0012	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
27	VoIP Diversity Service - 15 Mbps	VSVR0015	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
28	VoIP Diversity Service - 20 Mbps	VSVR0020	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
29	VoIP Diversity Service - 30 Mbps	VSVR0030	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
30	VoIP Diversity Service - 40 Mbps	VSVR0040	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
31	VoIP Diversity Service - 50 Mbps	VSVR0050	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
32	VoIP Diversity Service - 60 Mbps	VSVR0060	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
33	VoIP Diversity Service - 70 Mbps	VSVR0070	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
34	VoIP Diversity Service - 80 Mbps	VSVR0080	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
35	VoIP Diversity Service - 90 Mbps	VSVR0090	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
36	VoIP Diversity Service - 100 Mbps	VSVR0100	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
37	VoIP Diversity Service - 150 Mbps	VSVR0150	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
38	VoIP Diversity Service - 200 Mbps	VSVR0200	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
39	VoIP Diversity Service - 250 Mbps	VSVR0250	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
40	VoIP Diversity Service - 300 Mbps	VSVR0300	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
41	VoIP Diversity Service - 400 Mbps	VSVR0400	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
42	VoIP Diversity Service - 500 Mbps	VSVR0500	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
43	VoIP Diversity Service - 600 Mbps	VSVR0600	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
44	VoIP Diversity Service - 700 Mbps	VSVR0700	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
45	VoIP Diversity Service - 1 Gbps	VPDS1000	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
46	VoIP Diversity Service - 2 Gbps	VPDS2000	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
47	VoIP Diversity Service - 3 Gbps	VPDS3000	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
48	VoIP Diversity Service - 4 Gbps	VPDS4000	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
49	VoIP Diversity Service - 5 Gbps	VPDS5000	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
50	VoIP Diversity Service - 6 Gbps	VPDS6000	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
51	VoIP Diversity Service - 7 Gbps	VPDS7000	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
52	VoIP Diversity Service - 8 Gbps	VPDS8000	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
53	VoIP Diversity Service - 9 Gbps Carrier	VPDS9000	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.
54	VoIP Diversity Service - 10 Gbps	VIDG0010	VoIP Diversity will provide a Carrier Diversity feature option onto the connection element for VoIP service, to include: UNI Device/NID Diversity- Mated Pair, Carrier Diversity - Mated Pair, Preferred Carrier Designation - Single Circuit, L2A Geographic Diversity - Mated Pair and Service Edge Geographic Diversity - Mated Pair.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
55	Zoom Pro Meeting 100	CFZP0100	<p>Conferencing Zoom Pro 100 service includes users to host unlimited Zoom meetings with up to 100 participants. Users will be able to meet via audio and video enabling them to share content and collaborate to improve productivity. Administrators have access to a full range of controls including user management, meeting settings, and various usage reports. Users are able to create their own personal meeting ID allowing participants to easily join their meetings. This service has 1 GB of cloud storage per user, access to Zoom's SDK for creating custom applications, and Skype for Business Interoperability.</p> <p>Zoom meetings can be accessed from the Zoom Desktop App, Mobile App, web browser, conference room, or PSTN, providing your users with the ability to join a meeting from almost anywhere.</p>
56	Zoom Business Meeting 300	CFZB0300	<p>The Business 300 license includes all the Pro 100 features as well as expanded administrator, meeting, and user elements. Users can host meetings with up to 300 participants. In addition, administrators will have access to the comprehensive Zoom dashboard providing them with expanded usage reports and live meeting data. Administrators also have the ability to create a vanity URL for their Zoom site. With this URL, you will be able to customize your landing page and email templates with your own content. Administrators can use the managed domain feature to easily add users by their company email address.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
57	Zoom Enterprise Meetings 500 + Webinar 500	CFZE0500	The Enterprise 500 license includes all the Business 300 features as well as increased meeting capacity, Zoom webinar licenses, and unlimited cloud storage. With an Enterprise 500 license, users can host meetings with up to 500 participants. Every Enterprise license also includes a Webinar 500 license allowing all users to host live, interactive webinars for up to 500 participants. Unlimited storage allows your users to record and access their past meetings and webinars through the Zoom portal.
58	Zoom Enterprise Meetings 1000 + Webinar 1000	CFZE1000	The Enterprise 1000 license includes all the Business 300 features as well as increased meeting capacity, Zoom webinar licenses, and unlimited cloud storage. With an Enterprise 1000 license, users can host meetings with up to 1000 participants. Every Enterprise license also includes a Webinar 1000 license allowing users to host live, interactive webinars for up to 1000 participants.
59	Large Meeting 500 (LM500)	CZLM0001	The Large Meeting (LM) add-on allows the customer to increase their meeting capacity. There are two different large meeting add-ons, allowing the customer to increase the size of their meeting to 500 participants. This add-on applies to Pro 100 or Business 300 customers. For Enterprise 500 customers, only the large meeting 1000 add-on is available. These licenses must be assigned to a specific user on the customer's account. The customer admin has the ability to re-assign the LM license to different users on the account as needed.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
60	Large Meeting 1000 (LM1000)	CLZG0001	The Large Meeting (LM) add-on allows the customer to increase their meeting capacity. There are two different large meeting add-ons, allowing the customer to increase the size of their meeting to 1000 participants. For Enterprise 500 customers, only the large meeting 1000 add-on is available. These licenses must be assigned to a specific user on the customer's account. The customer admin has the ability to re-assign the LM license to different users on the account as needed.
61	Pro Meeting Cloud Storage Add On Plan 100GB	SPES0000	Pro Meeting Cloud Storage Add On Plan 100GB provides extra cloud recording storage if a customer requires additional storage space beyond what comes with the service. This add-on allows the customer to save their meeting and webinar recordings to the Zoom cloud when they have used up the available storage included with their Zoom license. Add on storage is shared by all users on the account. This feature is not applicable to Enterprise 500 as it comes with unlimited storage.
62	Pro Meeting Cloud Storage Add On Plan on 100 GB Overage \$/GB	SPEO0000	Pro Meeting Cloud Storage Add On Plan on 100 GB Overage \$/GB provides additional per GB storage above the defined plan. Add on storage is shared by all users on the account. This feature is not applicable to Enterprise 500 as it comes with unlimited storage.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
63	Pro Meeting Cloud Storage Add On Plan 500GB	STPC0000	Pro Meeting Cloud Storage Add On Plan 500GB provides extra cloud recording storage if a customer requires additional storage space beyond what comes with the service. This add-on allows the customer to save their meeting and webinar recordings to the Zoom cloud when they have used up the available storage included with their Zoom license. Add on storage is shared by all users on the account. This feature is not applicable to Enterprise 500 as it comes with unlimited storage.
64	Pro Meeting Cloud Storage Add On Plan on 500GB Overage \$/GB	STPO0000	Pro Meeting Cloud Storage Add On Plan on 500GB Overage \$/GB provides additional per GB storage above the defined plan. Add on storage is shared by all users on the account. This feature is not applicable to Enterprise 500 as it comes with unlimited storage.
65	Pro Meeting Cloud Storage Add On Plan 3TB	SRMC0000	Pro Meeting Cloud Storage Add On Plan 3TB provides extra cloud recording storage if a customer requires additional storage space beyond what comes with the service. This add-on allows the customer to save their meeting and webinar recordings to the Zoom cloud when they have used up the available storage included with their Zoom license. Add on storage is shared by all users on the account. This feature is not applicable to Enterprise 500 as it comes with unlimited storage.
66	Pro Meeting Cloud Storage Add On Plan On 3TB Overage \$/GB	SRMO0000	Pro Meeting Cloud Storage Add On Plan On 3TB Overage \$/GB provides additional per GB storage above the defined plan. Add on storage is shared by all users on the account. This feature is not applicable to Enterprise 500 as it comes with unlimited storage.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
67	Zoom Webinar Add On 1 Event	CZWM000 0	Zoom Webinar Add on 1 Event provides a customer the ability to reach a broad audience with up to 10,000 listen and view only participants and up to 100 video panelists. Webinars encourage audience engagement through polling, instant messaging, question and answer, and hand raising. These features provide real time feedback to panelists allowing them to provide an effective and focused presentation. The Webinar host will have the ability to customize attendee registration, invitation and follow-up emails, and polling questions. Reports summarizing attendees, Q&A's, and polling results are included. If there are attendees unable to join the live session, you can record, share, and distribute your event to the audience you need to reach.
68	Business and Enterprise CRC Add On	CWBE000 0	Business and Enterprise CRC Add on provides H.323/SIP Room Integration with Cloud Room Connector (CRC). CRC allows your users to leverage existing H.323 and SIP devices to join a Zoom meeting. A user can join a Zoom meeting by either calling into the connector from their device, or having the connector call out to their device. The user must have a pro account or higher and an available CRC port. CRC ports are shared by the account with each CRC license allowing one device to connect to a meeting at a time. If a customer has ten H.323/SIP devices, but only five CRC licenses, then they can only use five devices simultaneously.
69	Business and Enterprise Zoom Room Add On	CVPZ0000	Business and Enterprise Zoom Room Add On provides a user the ability to schedule, initiate, and join meetings directly from a conference room. In order to set up a Zoom Room, the customer will need a Zoom Room license of Pro or better.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
70	IP Audio Conferencing - IP Access	CWIA0000	IP Audio Conferencing - IP Access allows for the IP originating call to access the audio conferencing bridge. PSTN to IP gateways are also available to support legacy TDM systems so participants may join the call regardless of whether the call is TDM or IP originating.
71	Audio Conferencing - Toll Name User Plus	CWTN0000	IP Audio Conferencing - Provides Host User to Call participants onto the conference bridge up to 1,000 participants.
72	IP Audio Conferencing - Meetings Storage Overage Per Gig	CWOV0000	Meetings storage above the 5G provided to support Advanced Conferencing Meetings.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
73	UPS Small 1K VA Monitor & Managed Service	UMLS0001	<p>UPS Small 1K VA Monitor & Managed Service provides a UPS output power maximum configurable capacity of 900Watts / 1.0kVA and nominal output voltage of 120V. Service includes the UPS device, installation and warranty. Verizon will repair or replace the UPS should there be any failures. Verizon will manage the service with ICMP and SNMP protocols to generate a trouble ticket. Verizon notifies the customer when there is an AC power outage in their facility. An automated ticket is opened when (1) The UPS has been using battery power continuously for 5 minutes, (2) When the UPS has less than 30 minutes of battery time remaining and/or (3) When the batteries are completely discharged. Additional battery capacity is available with the modular battery option size below as an add-on option at the time of installation. This service provides improved up-time in event of the customer power outage. Up-time will be designed to customer preferences and will not replace the customer responsibility to provide power to the devices in the customer environment. A network connection will require an MPLS connection back to Verizon Managed Services. UPS Includes input power cord length 6ft, and (6) NEMA 5-15R (Battery Backup) output connections. Verizon portal provides inventory of UPS by location. Customer responsibility includes power input of 120V NEMA 5-15P and 2U Rack space.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
74	UPS Small 1.5K VA Monitor & Managed Service	UMLS0002	<p>UPS Small 1.5K VA Monitor & Managed Service provides a UPS output power maximum configurable capacity of 1.35kWatts / 1.5kVA and nominal output voltage of 120V. Service includes the UPS device, installation and warranty. Verizon will repair or replace the UPS should there be any failures. Verizon will manage the service with ICMP and SNMP protocols to generate a trouble ticket. Verizon notifies the customer when there is an AC power outage in their facility. An automated ticket is opened when (1) The UPS has been using battery power continuously for 5 minutes, (2) When the UPS has less than 30 minutes of battery time remaining and/or (3) When the batteries are completely discharged. Additional battery capacity is available with the modular battery option size below as an add-on option at the time of installation. This service provides improved up-time in event of the customer power outage. Up-time will be designed to customer preferences and will not replace the customer responsibility to provide power to the devices in the customer environment. A network connection will require an MPLS connection back to Verizon Managed Services. UPS Includes input power cord length 6ft, and (6) NEMA 5-15R (Battery Backup) output connections. Verizon portal provides inventory of UPS by location. Customer responsibility includes power input - 120V NEMA 5-15P and 2U Rack space.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
75	UPS Small Modular 1K & 1.5K VA Battery Service	UBMS0000	<p>UPS Small Modular 1K & 1.5K VA Battery Service is an optional add-on battery that can add capacity to the base unit for an extended run time at the time of installation. The modular unit has the same Monitor and Management as described in the base unit.</p> <p>Customer responsibility includes providing 2U Rack space.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
76	UPS Medium 2.2K VA Monitor & Managed Service	SMMU000 0	<p>UPS Medium 2.2K VA Monitor & Managed Service provides a UPS output power maximum configurable capacity of 1.8kWatts / 2.2kVA and nominal output voltage of 120V. Service includes the UPS device, installation and warranty. Verizon will repair or replace the UPS should there be any failures. Verizon will manage the service with ICMP and SNMP protocols to generate a trouble ticket. Verizon notifies the customer when there is an AC power outage in their facility. An automated ticket is opened when (1) The UPS has been using battery power continuously for 5 minutes, (2) When the UPS has less than 30 minutes of battery time remaining and/or (3) When the batteries are completely discharged.</p> <p>Additional battery capacity is available with the modular battery option size below as an add-on option at the time of installation. This service provides improved up-time in event of the customer power outage. Up-time will be designed to customer preferences and will not replace the customer responsibility to provide power to the devices in the customer environment. A network connection will require an MPLS connection back to Verizon Managed Services. UPS Includes input power cord length 6ft, (6) NEMA 5-20R (Battery Backup) and (1) NEMA L5-20R (Battery Backup) output connections. Verizon portal provides inventory of UPS by location.</p> <p>Customer responsibility includes power Add Input - 120V NEMA 5-20P and 2U Rack space.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
77	UPS Medium Modular 2.2K VA Battery Service	SMBU0000	<p>UPS Medium Modular 2.2K VA Battery Service is an optional add-on battery that can add capacity to the base unit for an extended run time at the time of installation. The modular unit has the same Monitor and Management as described in the base unit.</p> <p>Customer responsibility includes providing 2U Rack space.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
78	UPS Large 3K VA Monitor & Managed Service	LGMM000 3	<p>UPS Large 3K VA Monitor & Managed Service provides a UPS output power maximum configurable capacity of 2.7kWatts / 3.0kVA and nominal output voltage of 120V. Service includes the UPS device, installation and warranty. Verizon will repair or replace the UPS should there be any failures. Verizon will manage the service with ICMP and SNMP protocols to generate a trouble ticket. Verizon notifies the customer when there is an AC power outage in their facility. An automated ticket is opened when (1) The UPS has been using battery power continuously for 5 minutes, (2) When the UPS has less than 30 minutes of battery time remaining and/or (3) When the batteries are completely discharged.</p> <p>Additional battery capacity is available with the modular battery option size below as an add-on option at the time of installation. This service provides improved up-time in event of the customer power outage. Up-time will be designed to customer preferences and will not replace the customer responsibility to provide power to the devices in the customer environment. A network connection will require an MPLS connection back to Verizon Managed Services. UPS includes input power cord length 8ft, (8) NEMA 5-20R (Battery Backup) and (1) NEMA L5-30R (Battery Backup) output connections. Verizon portal provides inventory of UPS by location.</p> <p>Customer responsibility includes power input - 120V NEMA L5-30P and 2U Rack space.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
79	UPS Large Modular 3K VA Battery Service	LGMB0003	<p>UPS Large Modular 3K VA Battery Service is an optional add-on battery that can add capacity to the base unit for an extended run time at the time of installation. The modular unit has the same Monitor and Management as described in the base unit.</p> <p>Customer responsibility includes providing 2U Rack space.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
80	UPS XL 5K VA Monitor & Managed Service	MNUS0005	<p>UPS XL 5K VA Monitor & Managed Service provides a UPS output power maximum configurable capacity of 4.8kWatts / 5.0kVA and nominal output voltage of 120V, 208V. Service includes the UPS device, installation and warranty. Verizon will repair or replace the UPS should there be any failures. Verizon will manage the service with ICMP and SNMP protocols to generate a trouble ticket. Verizon notifies the customer when there is an AC power outage in their facility. An automated ticket is opened when (1) The UPS has been using battery power continuously for 5 minutes, (2) When the UPS has less than 30 minutes of battery time remaining and/or (3) When the batteries are completely discharged.</p> <p>Additional battery capacity is available with the modular battery option size below as an add-on option at the time of installation. This service provides improved up-time in event of the customer power outage. Up-time will be designed to customer preferences and will not replace the customer responsibility to provide power to the devices in the customer environment. A network connection will require an MPLS connection back to Verizon Managed Services. UPS includes step-down transformer, input power cord length 10ft, (1) NEMA L6-30R (Battery Backup), (2) NEMA L6-20R (Battery Backup), and (12) NEMA 5-20R (Battery Backup) output connections. Verizon portal provides inventory of UPS by location.</p> <p>Customer responsibility includes power input - 208V NEMA L6-30P and 5U Rack space.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
81	UPS XL 6KVA Monitor & Managed Service	MNUS0006	<p>UPS XL Large 6KVA Monitor & Managed Service provides a UPS output power maximum configurable capacity of 6.0kWatts / 6.0kVA and nominal output voltage of 120V, 208V. Service includes the UPS device, installation and warranty. Verizon will repair or replace the UPS should there be any failures. Verizon will manage the service with ICMP and SNMP protocols to generate a trouble ticket. Verizon notifies the customer when there is an AC power outage in their facility. An automated ticket is opened when (1) The UPS has been using battery power continuously for 5 minutes, (2) When the UPS has less than 30 minutes of battery time remaining and/or (3) When the batteries are completely discharged. Additional battery capacity is available with the modular battery option size below as an add-on option at the time of installation. This service provides improved up-time in event of the customer power outage. Up-time will be designed to customer preferences and will not replace the customer responsibility to provide power to the devices in the customer environment. UPS includes step-down transformer, (2) NEMA L6-20R (Battery Backup), (12) NEMA 5-20R (Battery Backup), (1) Hard Wire 3-wire (2PH + G) (Battery Backup), and (2) NEMA L6-30R (Battery Backup) output connections. Verizon portal provides inventory of UPS by location.</p> <p>Customer responsible for providing power input of 208v with 3100R6W receptacle, rack grounded, 6U Rack space and have proper seismic bracing.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
82	UPS XL Modular 5K & 6K VA Battery Service	MNUB000 0	<p>UPS XL Modular 5K & 6K VA Battery Service is an optional add-on battery that can add capacity to the base unit for an extended run time at the time of installation. The modular unit has the same Monitor and Management as described in the base unit.</p> <p>Customer responsibility includes providing 3U Rack space.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
83	UPS XXL 16K VA Monitor & Managed Service	MORU001 6	<p>UPS XXL 16K VA Monitor & Managed Service provides a UPS output power maximum configurable capacity of 12.8kWatts / 16.0kVA and nominal output voltage of 120V, 208V. Service includes the UPS device, installation and warranty. Verizon will repair or replace the UPS should there be any failures. Verizon will manage the service with ICMP and SNMP protocols to generate a trouble ticket. Verizon notifies the customer when there is an AC power outage in their facility. An automated ticket is opened when (1) The UPS has been using battery power continuously for 5 minutes, (2) When the UPS has less than 30 minutes of battery time remaining and/or (3) When the batteries are completely discharged. Additional battery capacity is available with the modular battery option size below as an add-on option at the time of installation. This service provides improved up-time in event of the customer power outage. Up-time will be designed to customer preferences and will not replace the customer responsibility to provide power to the devices in the customer environment. A network connection will require an MPLS connection back to Verizon Managed Services. UPS includes (8) NEMA L5-20R (Battery Backup) and (4) NEMA L14-30R (Battery Backup) output connections. Verizon portal provides inventory of UPS by location.</p> <p>Customer responsible for providing 208v with 3100R6W receptacle, rack grounded, 19U Rack Space and have proper seismic bracing.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
84	UPS XXL Modular 16K VA Battery Service	MTBP0016	<p>UPS XXL Modular 16K VA Battery Service is an optional add-on battery that can add capacity to the base unit for an extended run time at the time of installation. The modular unit has the same Monitor and Management as described in the base unit.</p> <p>Customer responsibility includes providing 5U Rack space.</p>

21.2.7 Standalone VoIP Calling Features and Functionality

21.2.7.1 Standalone VoIP On-Net Calling

The Contractor shall provide a Standalone 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 Standalone VoIP Customer Site that uses the Contractor's VoIP network and terminates at another of the Contractor's Standalone VoIP sites. If the Contractor offers SIP Trunking, Converged VoIP, or Cloud-Hosted VoIP Services under another CALNET contract, Standalone VoIP calls terminating at such a site shall be considered on-net.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.7.2 Standalone VoIP Off-Net Calling

The Contractor shall provide off-net calling at no additional charge. The Standalone VoIP service will route call traffic off the VoIP network within the 50 United States, the District of Columbia, the U.S. Virgin Islands, and Puerto Rico. This will be accomplished using network-based PSTN gateways.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.7.3 Standalone VoIP Off-Net Toll-Free Services

The Contractor shall provide off-net toll-free services that shall only be provided by the Standalone VoIP Contractor and not by a third party. This service shall only be utilized in conjunction with the awarded Contractor's Standalone VoIP service. The Standalone VoIP Off-Net Toll-Free service allows Customers to make

and 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 the requirements and shall meet or exceed them? Yes

The Contractor shall provide toll-free services in accordance with Section 21.2.7.3.a (Standalone VoIP Off-Net Toll-Free Services).

Table 21.2.7.3.a – Standalone VoIP Off-Net Toll-Free 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	Standalone VoIP Off-Net Toll-Free	Allows Customers to make and receive off-net toll-free calls from the United States, District of Columbia, U.S. Virgin Islands and Puerto Rico.		SOFN000 0	Yes

The Contractor may offer additional unsolicited Standalone VoIP Off-Net Toll-Free features in Table 21.2.7.3.b.

Table 21.2.7.3.b – Unsolicited Standalone VoIP Off-Net Toll-Free Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1			
2			
3			

21.2.7.4 Standalone International Off-Net Calling

The Contractor shall provide Standalone VoIP International Off-Net Calling to the countries listed in Table 21.2.7.4.a. 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 the requirements and shall meet or exceed them? Yes

All usage shall be billed in accordance with the SOW Business Requirements Section G.6.1 (Billing and Invoicing Requirements #11) except Mexico which shall be billed in 60 second increments with a 60 second minimum.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.7.4.1 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 a wireless communications device or to a portable telephone number where a forwarding, tracking or other type of location service is used.

Bidder understands the requirements and shall meet or exceed them? Yes

21.2.7.4.2 U.S. 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 requirements and shall meet or exceed them? Yes

The Contractor shall offer the Standalone VoIP Peak Time Off-Net International Long Distance Calling configurations detailed in Table 21.2.7.4.a.

Table 21.2.7.4.a – Standalone VoIP International Peak Time Off-Net Calling

Line Item	Country	Bidder Meets or Exceeds? Yes or No	Product Identifier
1	Brazil	Yes	SNPB0000
2	Canada	Yes	SNPC0000
3	China	Yes	SNCN0000
4	France	Yes	SNPF0000
5	Germany	Yes	SNGR0000
6	Israel	Yes	SNPI0000

Line Item	Country	Bidder Meets or Exceeds? Yes or No	Product Identifier
7	Italy	Yes	SNIL0000
8	Japan	Yes	SNJN0000
9	Korea	Yes	SNKR0000
10	Mexico	Yes	SNMO0000
11	Spain	Yes	SNSN0000
12	Switzerland	Yes	SNSW0000
13	United Kingdom	Yes	SNUN0000

The Bidder may offer Standalone VoIP Peak Time Off-Net International Long Distance Calling configurations to unsolicited countries in Table 21.2.7.4.b.

Table 21.2.7.4.b – Unsolicited Standalone VoIP Peak Time International Off-Net Calling

Line Item	Country	Product Identifier
1	Afghanistan	PAFN0000
2	Albania	PAFL0000
3	Algeria	PALG0000
4	Andorra	PADR0000
5	Angola	PANG0000
6	Anguilla	PAGL0000
7	Antarctica (Casey)	PATC0000
8	Antarctica (Scott)	PATS0000
9	Antigua and Barbuda	PANB0000
10	Argentina	PARG0000
11	Armenia	PARM0000
12	Aruba	PARB0000
13	American Samoa	PAMS0000
14	Ascension Island	PASIO000
15	Australia	PAST0000
16	Austria	PASR0000
17	Azerbaijan	PABJ0000
18	Bahamas	PBHM0000
19	Bahrain	PBHN0000

Line Item	Country	Product Identifier
20	Bangladesh	PBGL0000
21	Barbados	PBRB0000
22	Belarus	PBLR0000
23	Belgium	PBLG0000
24	Belize	PBLZ0000
25	Benin	PBNN0000
26	Bermuda	PBRD0000
27	Bhutan	PBHT0000
28	Bolivia	PBLV0000
29	Bosnia and Herzegovina	PBNH0000
30	Botswana	PBTS0000
31	Brunei	PBRN0000
32	Bulgaria	PBGR0000
33	Burkina Faso	PBRK0000
34	Burundi	PBRI0000
35	British Virgin Islands	PBRV0000
36	Central African Republic	PCAF0000
37	Cambodia	PCMB0000
38	Cameroon	PCAM0000
39	Cape Verde	PCAV0000
40	Cayman Islands	PCYI0000
41	Chad	PCHD0000
42	Chile	PCHL0000
43	Christmas and Cocos Islands	PCCI0000
44	Colombia	PCLB0000
45	Comoros	PCMO0000
46	Congo	PCNG0000
47	Cook Islands	PCIL0000
48	Costa Rica	PCST0000
49	Croatia	PCRA0000
50	Cuba	PCBA0000
51	Cyprus	PCYR0000
52	Czech Republic	PCZR0000
53	Diego Garcia	PCDG0000
54	Djibouti	PDJB0000
55	Denmark	PDNR0000
56	Dominica	PDMC0000
57	Dominican Republic	PDMR0000
58	Ecuador	PECR0000
59	Egypt	PEYT0000

Line Item	Country	Product Identifier
60	El Salvador	PELS0000
61	Equatorial Guinea	PEQG0000
62	Eritrea	PERA0000
63	Estonia	PESA0000
64	Ethiopia	PETP0000
65	East Timor	PETI0000
66	Faeroe Islands	PFRI0000
67	Falkland Islands	PFLI0000
68	Fiji Islands	PFJI0000
69	Finland	PFNL0000
70	French Antilles	PFRA0000
71	French Guiana	PFGI0000
72	French Polynesia	PFPL0000
73	Gabon Republic	PGRP0000
74	Gambia	PGMB0000
75	Georgia	PGOA0000
76	Ghana	PGHN0000
77	Gibraltar	PGBL0000
78	Greece	PGCE0000
79	Greenland	PGLN0000
80	Grenada	PGDN0000
81	Guadeloupe	PGTN0000
82	Guantanamo	PGTM0000
83	Guatemala	PGTL0000
84	Guinea-Bissau	PGBS0000
85	Guinea, People's Revolutionary Republic	PGPR0000
86	Guyana	PGYA0000
87	Haiti	PHTI0000
88	Hong Kong	PHKN0000
89	Honduras	PHND0000
90	Hungary	PHNG0000
91	Iceland	PICL0000
92	India	PIDA0000
93	Indonesia	PIND0000
94	Iran	PIRN0000
95	Iraq	PIRQ0000
96	Ireland	PIRL0000
97	Ivory Coast	PIVC0000
98	Jamaica	PJMC0000

Line Item	Country	Product Identifier
99	Jordan	PJRD0000
100	Kazakhstan	PKZN0000
101	Kenya	PKYA0000
102	Kiribati	PKRB0000
103	Korea, North	PKRN0000
104	Kuwait	PKWT0000
105	Kyrgyzstan	PKRG0000
106	Laos	PLOS0000
107	Latvia	PLTV0000
108	Lebanon	PLBN0000
109	Lesotho	PLSO0000
110	Liberia	PLBR0000
111	Libya	PLBY0000
112	Liechtenstein	PLCH0000
113	Lithuania	PLTH0000
114	Luxembourg	PLXM0000
115	Macao	PMCA0000
116	Macedonia	PMCD0000
117	Madagascar	PMDG0000
118	Malawi	PMLA0000
119	Malaysia	PMLY0000
120	Maldives	PMLD0000
121	Mali	PMLI0000
122	Malta	PMLT0000
123	Marshall Islands	PMIL0000
124	Mauritius	PMRT0000
125	Mauritania	PMTN0000
126	Mayotte Island	PMYI0000
127	Micronesia	PMCR0000
128	Moldova	PMLV0000
129	Monaco	PMNC0000
130	Mongolian People's Republic	PMPR0000
131	Montserrat	PMTS0000
132	Morocco	PMRC0000
133	Mozambique	PMZB0000
134	Myanmar	PMYM0000
135	Namibia	PNMB0000
136	Nauru	PNRU0000
137	New Caledonia	PNCL0000
138	Nepal	PNPL0000

Line Item	Country	Product Identifier
139	Netherlands	PNTH0000
140	Nevis	PNVS0000
141	Nigeria	PNGI0000
142	Nicaragua	PNCR0000
143	Niger	PNIR0000
144	Niue	PNIU0000
145	Norfolk Island	PNFI0000
146	Norway	PNRW0000
147	Netherlands Antilles	PNTA0000
148	New Zealand	PNZL0000
149	Oman	POMN0000
150	Pakistan	PPKT0000
151	Palau	PPLU0000
152	Panama	PPNM0000
153	Papua New Guinea	PPNG0000
154	Paraguay	PPGY0000
155	Peru	PPRU0000
156	Philippines	PPHL0000
157	Poland	PPLN0000
158	Portugal	PPRL0000
159	Qatar	PQTR0000
160	Reunion	PRNI0000
161	Romania	PRON0000
162	South Africa	PSTA0000
163	Russia	PRSA0000
164	Rwanda	PRWN0000
165	Samoa	PSMA0000
166	Sao Tome	PSTM0000
167	Saudi Arabia	PSDA0000
168	Senegal Republic	PSNR0000
169	Seychelles Islands	PSYI0000
170	Sierra Leone	PSLE0000
171	Singapore	PSPR0000
172	Slovakia	PSLV0000
173	Slovenia	PSVN0000
174	San Marino	PSMR0000
175	Solomon Islands	PSLI0000
176	Somali Republic	PSML0000
177	Sri Lanka	PSRL0000
178	St. Helena	PSHA0000

Line Item	Country	Product Identifier
179	St. Kitts	PSKT0000
180	St. Lucia	PSLC0000
181	St. Pierre and Miquelon	PSTP0000
182	St. Vincent and The Grenadines	PSTV0000
183	Sudan	PSDN0000
184	Suriname	PSRN0000
185	Swaziland	PSWZ0000
186	Sweden	PSWD0000
187	Syrian Arab Republic	PSYR0000
188	Taiwan	PTWN0000
189	Tajikistan	PTJS0000
190	Tanzania	PTNZ0000
191	Thailand	PTHL0000
192	Turks and Caicos Islands	PTRC0000
193	Togo	PTGO0000
194	Tonga Islands	PTNI0000
195	Trinidad and Tobago	PTRD0000
196	Turkmenistan	PTRK0000
197	Tunisia	PTNS0000
198	Turkey	PTKY0000
199	Tuvalu	PTVL0000
200	United Arab Emirates	PUAR0000
201	Uganda	PUGN0000
202	Ukraine	PUKN0000
203	Uruguay	PURA0000
204	Uzbekistan	PUZB0000
205	Vanuatu	PVNT0000
206	Vatican City	PVTC0000
207	Venezuela	PVZN0000
208	Vietnam	PVNM0000
209	Wallis and Fortuna Islands	PWFI0000
210	Yemen	PYMN0000
211	Yugoslavia (Federal Republic)	PYGL0000
212	Zaire	PZRE0000
213	Zambia	PZMB0000
214	Zimbabwe	PZMW0000

The Contractor shall offer the Standalone VoIP Off-Peak Off-Net International Long Distance Calling configurations detailed in Table 21.2.7.4.c.

Table 21.2.7.4.c – Standalone VoIP International Off-Peak Off-Net Calling

Line Item	Country	Bidder Meets or Exceeds? Yes or No	Product Identifier
1	Brazil	Yes	SOPB0000
2	Canada	Yes	SOPC0000
3	China	Yes	SOCN0000
4	France	Yes	SOPF0000
5	Germany	Yes	SOGR0000
6	Israel	Yes	SOIR0000
7	Italy	Yes	SOIT0000
8	Japan	Yes	SOJN0000
9	Korea	Yes	SOPK0000
10	Mexico	Yes	SOPM0000
11	Spain	Yes	SOSP0000
12	Switzerland	Yes	SOSW0000
13	United Kingdom	Yes	SOUN0000

The Bidder may offer Standalone VoIP Off-Peak Off-Net International Long Distance Calling configurations to unsolicited countries in Table 21.2.7.4.d.

Table 21.2.7.4.d – Unsolicited Standalone VoIP Off-Peak International Off-Net Calling

Line Item	Country	Product Identifier
1	Afghanistan	OAFN0000
2	Albania	OAFI0000
3	Algeria	OALG0000

Line Item	Country	Product Identifier
4	Andorra	OADR0000
5	Angola	OANG0000
6	Anguilla	OAGL0000
7	Antarctica (Casey)	OATC0000
8	Antarctica (Scott)	OATS0000
9	Antigua and Barbuda	OANB0000
10	Argentina	OARG0000
11	Armenia	OARM0000
12	Aruba	OARB0000
13	American Samoa	OAMS0000
14	Ascension Island	OASI0000
15	Australia	OAST0000
16	Austria	OASR0000
17	Azerbaijan	OABJ0000
18	Bahamas	OBHM0000
19	Bahrain	OBHN0000
20	Bangladesh	OBGL0000
21	Barbados	OBRB0000
22	Belarus	OBLR0000
23	Belgium	OBLG0000
24	Belize	OBLZ0000
25	Benin	OBNN0000
26	Bermuda	OBRD0000
27	Bhutan	OBHT0000
28	Bolivia	OBLV0000
29	Bosnia and Herzegovina	OBNH0000
30	Botswana	OBTS0000
31	Brunei	OBRN0000
32	Bulgaria	OBGR0000
33	Burkina Faso	OBRK0000
34	Burundi	OBRI0000
35	British Virgin Islands	OBRV0000
36	Central African Republic	OCAF0000
37	Cambodia	OCMB0000
38	Cameroon	OCAM0000
39	Cape Verde	OCAV0000
40	Cayman Islands	OCYI0000
41	Chad	OCHD0000
42	Chile	OCHL0000
43	Christmas and Cocos Islands	OCCI0000

Line Item	Country	Product Identifier
44	Colombia	OCLM0000
45	Comoros	OCMR0000
46	Congo	OCNG0000
47	Cook Islands	OCIL0000
48	Costa Rica	OCST0000
49	Croatia	OCRA0000
50	Cuba	OCBA0000
51	Cyprus	OCYR0000
52	Czech Republic	OCZR0000
53	Diego Garcia	OCDG0000
54	Djibouti	ODJB0000
55	Denmark	ODNR0000
56	Dominica	ODMC0000
57	Dominican Republic	ODMR0000
58	Ecuador	OECR0000
59	Egypt	OEYT0000
60	El Salvador	OELS0000
61	Equatorial Guinea	OEQG0000
62	Eritrea	OERA0000
63	Estonia	OEST0000
64	Ethiopia	OETP0000
65	East Timor	OETI0000
66	Faeroe Islands	OFRI0000
67	Falkland Islands	OFLI0000
68	Fiji Islands	OFJI0000
69	Finland	OFNL0000
70	French Antilles	OFRN0000
71	French Guiana	OFGI0000
72	French Polynesia	OFPL0000
73	Gabon Republic	OGRP0000
74	Gambia	OGMB0000
75	Georgia	OGOA0000
76	Ghana	OGHN0000
77	Gibraltar	OGBL0000
78	Greece	OGCE0000
79	Greenland	OGLN0000
80	Grenada	OGDN0000
81	Guadeloupe	OGTN0000
82	Guantanamo	OGTM0000
83	Guatemala	OGTL0000

Line Item	Country	Product Identifier
84	Guinea-Bissau	OGBS0000
85	Guinea, People's Revolutionary Republic	OGPR0000
86	Guyana	OGYA0000
87	Haiti	OHTI0000
88	Hong Kong	OHKN0000
89	Honduras	OHND0000
90	Hungary	OHNG0000
91	Iceland	OICL0000
92	India	OIDA0000
93	Indonesia	OIND0000
94	Iran	OIRN0000
95	Iraq	OIRQ0000
96	Ireland	OIRL0000
97	Ivory Coast	OIVC0000
98	Jamaica	OJMC0000
99	Jordan	OJRD0000
100	Kazakhstan	OKZN0000
101	Kenya	OKYA0000
102	Kiribati	OKRB0000
103	Korea, North	OKRN0000
104	Kuwait	OKWT0000
105	Kyrgyzstan	OKRG0000
106	Laos	OLOS0000
107	Latvia	OLTV0000
108	Lebanon	OLBN0000
109	Lesotho	OLSO0000
110	Liberia	OLBR0000
111	Libya	OLBY0000
112	Liechtenstein	OLCH0000
113	Lithuania	OLTH0000
114	Luxembourg	OLXM0000
115	Macao	OMCA0000
116	Macedonia	OMCD0000
117	Madagascar	OMDG0000
118	Malawi	OMLA0000
119	Malaysia	OMLY0000
120	Maldives	OMLD0000
121	Mali	OMLI0000
122	Malta	OMLT0000

Line Item	Country	Product Identifier
123	Marshall Islands	OMIL0000
124	Mauritius	OMRT0000
125	Mauritania	OMTN0000
126	Mayotte Island	OMYI0000
127	Micronesia	OMCR0000
128	Moldova	OMLV0000
129	Monaco	OMNC0000
130	Mongolian People's Republic	OMPR0000
131	Montserrat	OMTS0000
132	Morocco	OMRC0000
133	Mozambique	OMZB0000
134	Myanmar	OMYM0000
135	Namibia	ONMB0000
136	Nauru	ONRU0000
137	New Caledonia	ONCL0000
138	Nepal	ONPL0000
139	Netherlands	ONTH0000
140	Nevis	ONVS0000
141	Nigeria	ONGI0000
142	Nicaragua	ONCR0000
143	Niger	ONIR0000
144	Niue	ONIU0000
145	Norfolk Island	ONFI0000
146	Norway	ONRW0000
147	Netherlands Antilles	ONTA0000
148	New Zealand	ONZL0000
149	Oman	OOMN0000
150	Pakistan	OPKT0000
151	Palau	OPLU0000
152	Panama	OPNM0000
153	Papua New Guinea	OPNG0000
154	Paraguay	OPGY0000
155	Peru	OPRU0000
156	Philippines	OPHL0000
157	Poland	OPLN0000
158	Portugal	OPRL0000
159	Qatar	OQTR0000
160	Reunion	ORNI0000
161	Romania	OROM0000
162	South Africa	OSTH0000

Line Item	Country	Product Identifier
163	Russia	ORSA0000
164	Rwanda	ORWN0000
165	Samoa	OSMA0000
166	Sao Tome	OSTM0000
167	Saudi Arabia	OSDA0000
168	Senegal Republic	OSNR0000
169	Seychelles Islands	OSYI0000
170	Sierra Leone	OSLE0000
171	Singapore	OSNP0000
172	Slovakia	OSLV0000
173	Slovenia	OSVN0000
174	San Marino	OSMR0000
175	Solomon Islands	OSLI0000
176	Somali Republic	OSML0000
177	Sri Lanka	OSRL0000
178	St. Helena	OSHL0000
179	St. Kitts	OSKT0000
180	St. Lucia	OSLC0000
181	St. Pierre and Miquelon	OSTP0000
182	St. Vincent and The Grenadines	OSTV0000
183	Sudan	OSDN0000
184	Suriname	OSRN0000
185	Swaziland	OSWZ0000
186	Sweden	OSWD0000
187	Syrian Arab Republic	OSYR0000
188	Taiwan	OTWN0000
189	Tajikistan	OTJS0000
190	Tanzania	OTNZ0000
191	Thailand	OTHL0000
192	Turks and Caicos Islands	OTRC0000
193	Togo	OTGO0000
194	Tonga Islands	OTNI0000
195	Trinidad and Tobago	OTRD0000
196	Turkmenistan	OTRK0000
197	Tunisia	OTNS0000
198	Turkey	OTKY0000
199	Tuvalu	OTVL0000
200	United Arab Emirates	OUAR0000
201	Uganda	OUGN0000

Line Item	Country	Product Identifier
202	Ukraine	OUKN0000
203	Uruguay	OURA0000
204	Uzbekistan	OUZB0000
205	Vanuatu	OVNT0000
206	Vatican City	OVTC0000
207	Venezuela	OVZN0000
208	Vietnam	OVTM0000
209	Wallis and Fortuna Islands	OWFI0000
210	Yemen	OYMN0000
211	Yugoslavia (Federal Republic)	OYGL0000
212	Zaire	OZRE0000
213	Zambia	OZMB0000
214	Zimbabwe	OZMW0000

The Contractor shall offer the Standalone VoIP IMTC Off-Net International Long Distance Calling configurations detailed in Table 21.2.7.4.e.

Table 21.2.7.4.e – Standalone VoIP International IMTC Off-Net Calling

Line Item	Country	Bidder Meets or Exceeds? Yes or No	Product Identifier
1	Brazil	Yes	IMBL0000
2	Canada	Yes	IMCN0000
3	China	Yes	IMCH0000
4	France	Yes	IMFN0000
5	Germany	Yes	IMGN0000
6	Israel	Yes	IMIR0000
7	Italy	Yes	IMIT0000
8	Japan	Yes	IMJN0000
9	Korea	Yes	IMKR0000
10	Mexico	Yes	IMME0000

Line Item	Country	Bidder Meets or Exceeds? Yes or No	Product Identifier
11	Spain	Yes	IMSP0000
12	Switzerland	Yes	IMSW0000
13	United Kingdom	Yes	IMUN0000

The Bidder may offer Standalone VoIP IMTC Off-Net International Long Distance Calling configurations to unsolicited countries in Table 21.2.7.4.f.

Table 21.2.7.4.f – Unsolicited Standalone VoIP IMTC International Off-Net Calling

Line Item	Country	Product Identifier
1	Afghanistan	CAFN0000
2	Albania	CAFL0000
3	Algeria	CALG0000
4	Andorra	CADR0000
5	Angola	CANG0000
6	Anguilla	CAGL0000
7	Antarctica (Casey)	CACY0000
8	Antarctica (Scott)	CATS0000
9	Antigua and Barbuda	CANB0000
10	Argentina	CARG0000
11	Armenia	CARM0000
12	Aruba	CARB0000
13	American Samoa	CAMS0000
14	Ascension Island	CASI0000
15	Australia	CAST0000
16	Austria	CAUS0000
17	Azerbaijan	CABJ0000
18	Bahamas	CBHM0000
19	Bahrain	CBHN0000
20	Bangladesh	CBGL0000
21	Barbados	CBRB0000
22	Belarus	CBRS0000
23	Belgium	CBLG0000
24	Belize	CBLZ0000
25	Benin	CBNN0000
26	Bermuda	CBRD0000

Line Item	Country	Product Identifier
27	Bhutan	CBHT0000
28	Bolivia	CBLV0000
29	Bosnia and Herzegovina	CBNH0000
30	Botswana	CBTS0000
31	Brunei	CBRU0000
32	Bulgaria	CBGR0000
33	Burkina Faso	CBKF0000
34	Burundi	CBND0000
35	British Virgin Islands	CBRV0000
36	Central African Republic	CCAF0000
37	Cambodia	CCMB0000
38	Cameroon	CCMR0000
39	Cape Verde	CCVR0000
40	Cayman Islands	CCYI0000
41	Chad	CCHD0000
42	Chile	CCHL0000
43	Christmas and Cocos Islands	CCCI0000
44	Colombia	CCLB0000
45	Comoros	CMRI0000
46	Congo	CCNG0000
47	Cook Islands	CCIL0000
48	Costa Rica	CCSR0000
49	Croatia	CCRA0000
50	Cuba	CCBA0000
51	Cyprus	CCYR0000
52	Czech Republic	CCZR0000
53	Diego Garcia	CCDG0000
54	Djibouti	CDJB0000
55	Denmark	CDNM0000
56	Dominica	CDMC0000
57	Dominican Republic	CDMI0000
58	Ecuador	CECD0000
59	Egypt	CEYT0000
60	El Salvador	CELS0000
61	Equatorial Guinea	CEQG0000
62	Eritrea	CERA0000
63	Estonia	CESA0000
64	Ethiopia	CETP0000
65	East Timor	CETI0000
66	Faeroe Islands	CFRI0000

Line Item	Country	Product Identifier
67	Falkland Islands	CFLI0000
68	Fiji Islands	CFJI0000
69	Finland	CFNL0000
70	French Antilles	CFRA0000
71	French Guiana	CFGU0000
72	French Polynesia	CFPL0000
73	Gabon Republic	CGRP0000
74	Gambia	CGMB0000
75	Georgia	CGOA0000
76	Ghana	CGHN0000
77	Gibraltar	CGBL0000
78	Greece	CGCE0000
79	Greenland	CGLN0000
80	Grenada	CGDN0000
81	Guadeloupe	CGTN0000
82	Guantanamo	CGTM0000
83	Guatemala	CGTL0000
84	Guinea-Bissau	CGBS0000
85	Guinea, People's Revolutionary Republic	CGPR0000
86	Guyana	CGYA0000
87	Haiti	CHTI0000
88	Hong Kong	CHKN0000
89	Honduras	CHON0000
90	Hungary	CHNG0000
91	Iceland	CICL0000
92	India	CIDA0000
93	Indonesia	CIND0000
94	Iran	CIRN0000
95	Iraq	CIRQ0000
96	Ireland	CIRL0000
97	Ivory Coast	CIVC0000
98	Jamaica	CJMC0000
99	Jordan	CJRD0000
100	Kazakhstan	CKZN0000
101	Kenya	CKYA0000
102	Kiribati	CKRB0000
103	Korea, North	CKRN0000
104	Kuwait	CKWT0000
105	Kyrgyzstan	CKRG0000

Line Item	Country	Product Identifier
106	Laos	CLOS0000
107	Latvia	CLTV0000
108	Lebanon	CLBN0000
109	Lesotho	CLST0000
110	Liberia	CLIB0000
111	Libya	CLBY0000
112	Liechtenstein	CLCH0000
113	Lithuania	CLTH0000
114	Luxembourg	CLXM0000
115	Macao	CMCA0000
116	Macedonia	CMCD0000
117	Madagascar	CMDG0000
118	Malawi	CMLA0000
119	Malaysia	CMLY0000
120	Maldives	CMLD0000
121	Mali	CMLI0000
122	Malta	CMLT0000
123	Marshall Islands	CMIL0000
124	Mauritius	CMRT0000
125	Mauritania	CMTN0000
126	Mayotte Island	CMIS0000
127	Micronesia	CMCN0000
128	Moldova	CMLV0000
129	Monaco	CMCO0000
130	Mongolian People's Republic	CMNP0000
131	Montserrat	CMTS0000
132	Morocco	CMRC0000
133	Mozambique	CMZB0000
134	Myanmar	CMYM0000
135	Namibia	CNMB0000
136	Nauru	CNRU0000
137	New Caledonia	CNCL0000
138	Nepal	CNPL0000
139	Netherlands	CNTH0000
140	Nevis	CNEV0000
141	Nigeria	CNGI0000
142	Nicaragua	CNIC0000
143	Niger	CNIR0000
144	Niue	CNIU0000
145	Norfolk Island	CNFI0000

Line Item	Country	Product Identifier
146	Norway	CNRW0000
147	Netherlands Antilles	CNTL0000
148	New Zealand	CNZL0000
149	Oman	COMN0000
150	Pakistan	CPKT0000
151	Palau	CPLU0000
152	Panama	CPNM0000
153	Papua New Guinea	CPNG0000
154	Paraguay	CPGY0000
155	Peru	CPRU0000
156	Philippines	CPLP0000
157	Poland	CPLN0000
158	Portugal	CPRT0000
159	Qatar	CQTR0000
160	Reunion	CRNI0000
161	Romania	CRMN0000
162	South Africa	CSTH0000
163	Russia	CRSA0000
164	Rwanda	CRWN0000
165	Samoa	CSMA0000
166	Sao Tome	CSAO0000
167	Saudi Arabia	CSAR0000
168	Senegal Republic	CSNR0000
169	Seychelles Islands	CSYI0000
170	Sierra Leone	CSLN0000
171	Singapore	CSPR0000
172	Slovakia	CSLV0000
173	Slovenia	CSVN0000
174	San Marino	CSMR0000
175	Solomon Islands	CSLI0000
176	Somali Republic	CSML0000
177	Sri Lanka	CSRL0000
178	St. Helena	CSHL0000
179	St. Kitts	CSTK0000
180	St. Lucia	CSLC0000
181	St. Pierre and Miquelon	CSTP0000
182	St. Vincent and The Grenadines	CSTV0000
183	Sudan	CSDN0000
184	Suriname	CSRN0000

Line Item	Country	Product Identifier
185	Swaziland	CSWZ0000
186	Sweden	CSWD0000
187	Syrian Arab Republic	CSYR0000
188	Taiwan	CTWN0000
189	Tajikistan	CTJS0000
190	Tanzania	CTNZ0000
191	Thailand	CTHL0000
192	Turks and Caicos Islands	CTRC0000
193	Togo	CTGO0000
194	Tonga Islands	CTNI0000
195	Trinidad and Tobago	CTRN0000
196	Turkmenistan	CTKM0000
197	Tunisia	CTNA0000
198	Turkey	CTKY0000
199	Tuvalu	CTVL0000
200	United Arab Emirates	CUAR0000
201	Uganda	CUGN0000
202	Ukraine	CUKN0000
203	Uruguay	CURG0000
204	Uzbekistan	CUZB0000
205	Vanuatu	CVNT0000
206	Vatican City	CVTC0000
207	Venezuela	CVZN0000
208	Vietnam	CVNM0000
209	Wallis and Fortuna Islands	CWFI0000
210	Yemen	CYEM0000
211	Yugoslavia (Federal Republic)	CYGL0000
212	Zaire	CZRE0000
213	Zambia	CZMI0000
214	Zimbabwe	CZMW0000

21.2.8 Standalone VoIP Voice Mail Services

The Contractor shall provide Standalone VoIP Voice Mail services that are interoperable with the Standalone VoIP service. The Standalone Voice Mail service shall allow callers to leave a message for End-Users to retrieve later.

Bidder understands the requirements and shall meet or exceed them? Yes

The Contractor shall provide the Standalone VoIP Voice Mail services and features listed below.

1. A variety of message lengths with a minimum message length of at least two minutes.

Bidder understands the requirements and shall meet or exceed them? Yes

2. Message review, including skip back or ahead.

Bidder understands the requirements and shall meet or exceed them? Yes

3. Message saving and erasing.

Bidder understands the requirements and shall meet or exceed them? Yes

4. Erased message retrieval before call is ended.

Bidder understands the requirements and shall meet or exceed them? Yes

5. Message forwarding to another voice mailbox in the system with the ability to append additional comments.

Bidder understands the requirements and shall meet or exceed them? Yes

6. Password protection.

Bidder understands the requirements and shall meet or exceed them? Yes

7. Personalized greetings (both permanent and temporary).

Bidder understands the requirements and shall meet or exceed them? Yes

8. Message waiting indicator signal received at workstation within one minute.

Bidder understands the requirements and shall meet or exceed them? Yes

9. Remote access capability from any telephone location on or off net.

Bidder understands the requirements and shall meet or exceed them? 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 the requirements and shall meet or exceed them? Yes

11. Web based End-User administration software.

Bidder understands the requirements and shall meet or exceed them? Yes

12. Ability to integrate with Unified Messaging applications with no hardware modification.

Bidder understands the requirements and shall meet or exceed them? Yes

Contractor shall offer the Standalone VoIP Voice Mail services and features detailed in Table 21.2.8.a.

Table 21.2.8.a – Standalone VoIP 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	Standalone VoIP Voice Mail	Standalone VoIP Voice Mail Service with the minimum feature requirements.		STVM0000	Yes

The Contractor may offer additional unsolicited Standalone VoIP Voice Mail features in Table 21.2.8.b.

Table 21.2.8.b – Unsolicited Standalone VoIP Voice Mail Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1			
2			
3			

21.2.9 Standalone VoIP and Voice Mail Geographic Requirements

21.2.9.1 Standalone VoIP and Voice Mail Specific Service Areas

The Contractor shall provide Standalone VoIP and VoIP Voice Mail services in the cities specified below. Serving area is defined as within the city limits for the following locations:

1. Sacramento;
2. Oakland;
3. San Francisco;
4. Los Angeles;
5. San Diego; and,
6. San Jose.

Bidder understands the requirements and shall meet or exceed them? Yes.

21.2.9.2 Additional Commercially Available Areas

The Contractor shall provide Standalone VoIP and VoIP Voice Mail services where services are commercially available.

Bidder understands the requirements and shall meet or exceed them? Yes.

Bidder may identify additional locations where their Standalone VoIP and VoIP Voice Mail Services are currently commercially available in Table 21.2.9.2.

If Bidder is unable to identify all service areas within Table 21.2.9.2, Bidder shall provide additional information in the form of a coverage map that includes unincorporated areas.

Bidder understands the requirements and shall meet or exceed them? Yes

Table 21.2.9.2 – Additional Bidder’s Standalone VoIP and VoIP Voice Mail Services Commercially Available Areas

Line Item	Service Location	Standalone VoIP	VoIP Voice Mail
1	Statewide	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.
6		Choose an item.	Choose an item.
7		Choose an item.	Choose an item.
8		Choose an item.	Choose an item.
9		Choose an item.	Choose an item.
10		Choose an item.	Choose an item.

21.3 OTHER SERVICES

21.3.1 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 requirements and shall meet or exceed them? Yes

21.3.2 Services Related Infrastructure (SRI)

The Contractor shall offer infrastructure service as defined below.

21.3.2.1 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 the requirements and shall meet or exceed them? 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 the requirements and shall meet or exceed them? 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 the requirements and shall meet or exceed them? Yes

Bidder shall provide the Extended Demarcation Wiring Services described in Table 21.3.2.1

Table 21.3.2.1 – 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.		SWRG0000	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.		SWOR0000	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	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 a copper trunk or trunking equipment. Includes 300 feet of four-pair cable and an RJ48 or equivalent jack.		SWSN0000	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
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. Includes associated troubleshooting, testing, and labeling.		SWRG0025	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	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, testing, and labeling.		SWOR0025	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
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.		SWSN0025	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.		SWFR0000	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
8	Extended Demarcation - Optical Fiber Link – Overtime 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.		SWFO0000	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
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 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.		SWFS0000	Yes

21.3.2.2 Unsolicited Services Related Infrastructure

Bidder may offer additional unsolicited Services Related Infrastructure in Table 21.3.2.2.

Table 21.3.2.2 – Unsolicited Services Related Infrastructure

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

21.3.3 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 the requirements and shall meet or exceed them? Yes

In Cost Worksheet 21.3.3, 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 the requirements and shall meet or exceed them? Yes

The Contractor shall offer emergency restoration services as detailed in Table 21.3.3

Table 21.3.3 – 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 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.		TCRG0000	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.		TSOC0000	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.		TSNC0000	Yes

21.3.4 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 21.3.4.a

Table 21.3.4.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 only – Regular Hours		TSVS0001	Yes
2	Migration Technical Services Support I - Overtime Hours	Technical Services Support I for Central Office Exchange Migration only - Overtime Hours		TSVO0001	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		TSVH0001	Yes
4	Migration Technical Services Support II - Regular Hours	Technical Services Support II for Central Office Exchange Migration only – Regular Hours		TSVS0002	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
5	Migration Technical Services Support II - Overtime Hours	Technical Services Support II for Central Office Exchange Migration only – Overtime Hours		TSVO0002	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		TSVH0002	Yes
7	Migration Network Engineer – Regular Hours	Network Engineer for Central Office Exchange Migration only – Regular Hours		MSNE0001	Yes
8	Migration Network Engineer – Overtime Hours	Network Engineer for Central Office Exchange Migration only – Overtime Hours		MSNE0002	Yes
9	Migration Network Engineer – Sunday and Holiday Hours	Network Engineer for Central Office Exchange Migration only – Sunday and Holiday Hours		MSNE0003	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
10	Migration Professional Services - Senior Engineer – Regular Hours	Professional Services - Senior Engineer for Central Office Exchange Migration only – Regular Hours		MPSE0000	Yes
11	Migration Professional Services Principal Architect I – Regular Hours	Professional Services Principal Architect I for Central Office Exchange Migration only – Regular Hours		MPSA0001	Yes
12	Migration Professional Services - Principal Architect II – Regular Hours	Professional Services - Principal Architect II for Central Office Exchange Migration only – Regular Hours		MPSA0002	Yes

Bidder may offer additional unsolicited Migration Professional Services in Table 21.3.4.b

Table 21.3.4.b – Unsolicited Migration Professional Services

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1			
2			

21.4 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.

21.4.1 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 the requirements and shall meet or exceed them? Yes

21.4.2 Technical Requirements versus SLA Objectives

Sections 21.2 (Voice over Internet Protocol), and 21.3 (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 requirements and shall meet or exceed them? Yes

21.4.3 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 the requirements and shall meet or exceed them? Yes

21.4.4 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 requirements and shall meet or exceed them? Yes

21.4.5 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 the requirements and shall meet or exceed them? Yes

21.4.6 Technical SLA General Requirements

The Contractor shall adhere to the following general requirements which apply to all CALNET Technical SLAs (Section 21.4.8):

1. With the exception of the Provisioning SLA (Section 21.4.8.9), 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 the requirements and shall meet or exceed them? Yes

6. The Contractor shall proactively and continuously monitor and measure all Technical SLA objectives.

Bidder understands the requirements and shall meet or exceed them? 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 the requirements and shall meet or exceed them? 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 the requirements and shall meet or exceed them? 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;

Bidder understands the requirements and shall meet or exceed them? 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

21.4.7 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 21.4.7.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 the requirements and shall meet or exceed them? Yes

The Contractor shall not consider "cleared while testing" or "no trouble found" as a SCC.

Bidder understands the requirements and shall meet or exceed them? Yes

Contractor observation timeframes, not requested by End-User, after incident resolution shall not be included in Outage Duration reporting.

Bidder understands the requirements and shall meet or exceed them? 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 21.4.7.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.

Line Item	Stop Clock Condition (SCC)	SCC Definition
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 Customer Provisioning Delay SCC is restricted to Provisioning SLAs only.
7	ACCESS	<p>Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following:</p> <ul style="list-style-type: none"> 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. <p>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.</p>

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 requirements and shall meet or exceed them? Yes

The Contractor shall provide and manage the following Technical SLAs.

21.4.8 Technical Service Level Agreements (SLA)

21.4.8.1 Availability (M-S)

SLA Name: Availability

Definition:

The percentage of time a CALNET DNCS 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:

Standalone VoIP Handset Service Packages
 Standalone VoIP Voice Mail

Objectives:

The objective will be based on the access type identified in the table below:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Standalone VoIP Handset Service Packages	≥ 98.9%	≥ 99.2%	≥ 99.5%	P
Standalone VoIP Voice Mail	≥ 98.9%	≥ 99.2%	≥ 99.5%	P

Rights and Remedies:

1. Per Occurrence:
 - N/A
2. Monthly Aggregated Measurements:
 - First month 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, 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 the requirements and shall meet or exceed them? Yes

21.4.8.2 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 ten access circuits, 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:

Standalone VoIP
Standalone 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)
Standalone VoIP	≤ 3 hours	≤ 2 hours	≤ 1 hour	P
Standalone VoIP Voice Mail	≤ 3 hours	≤ 2 hours	≤ 1 hour	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 1 fault.
2. Monthly Aggregated Measurements:
 - N/A

Bidder understands the requirements and shall meet or exceed them? Yes

21.4.8.3 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) edge network 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:

- Standalone VoIP Handset Service Packages
- Standalone 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)
Standalone VoIP Handset Service Packages	≤ 1 Hour	≤ 30 Minutes	≤ 15 Minutes	P
Standalone 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 per occurrence objective for a single CAT 2 fault.
2. Monthly Aggregated Measurements:
 - N/A

Bidder understands the requirements and shall meet or exceed them? Yes

21.4.8.4 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:

Standalone VoIP Handset Service Packages
Standalone 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)
Standalone VoIP Handset Service Packages	≤ 30 Minutes	N/A	≤ 15 Minutes	P
Standalone 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 the requirements and shall meet or exceed them? Yes

21.4.8.5 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:

- Standalone VoIP Handset Service Packages
- Standalone 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)
Standalone VoIP Handset Service Packages	16 Hours	12 Hours	8 Hours	P
Standalone 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 the requirements and shall meet or exceed them? Yes

21.4.8.6 Jitter (M-S)

SLA Name: Jitter

Definition:

Variations in transfer delay measured from the Contractor to Customer handoff to the remote Contractor to Customer handoff.

An Outage is defined as an unscheduled period in which the managed service interrupted and unavailable for use by Customer for 60 continuous seconds or more than 60 cumulative seconds within a 15-minute period measured by the Contractor.

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 includes the local loop transport under the control of the Contractor and any local loops acquired from a third party by the Contractor.

Services:

Standalone VoIP Handset Service Packages

Objectives:

Service Type	Basic (B)	Standard (S)	Premier (P)	Bidder’s Objective Commitment (B or P)
Standalone VoIP Handset Service Packages	≤ 30ms	N/A	≤ 15ms	B

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 the requirements and shall meet or exceed them? Yes

21.4.8.7 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 the requirements and shall meet or exceed them? Yes

21.4.8.8 Packet Loss (M-S)

SLA Name: Packet Loss

Definition:

A measurement of lost or dropped packets travelling across the Contractor's, Subcontractor's or Affiliate's network. Packet loss is measured from Contractor's handoff to the Customer at each end of the data channel (measured port to port).

Measurement Process:

End-User/Customer is responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the data loss exceeds the committed level. The problem requires timely verification, consistent with industry Standards, by the Contractor. Tickets identified as a packet loss 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 includes the local loop transport under the control of the Contractor and any local loops acquired from a third party by the Contractor.

Services:

Standalone VoIP Handset Service Packages

Objectives:

Service Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Standalone VoIP Handset Service Packages	≤ .75% packet loss	≤ .5% packet loss	≤ .25% packet loss	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 the requirements and shall meet or exceed them? Yes

21.4.8.9 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
Standalone VoIP Handset Service Packages	35	Coordinated/Managed Project
Standalone VoIP Voice Mail	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)
Standalone VoIP Handset Service Packages	≥ 90%	N/A	≥ 95%	P
Standalone 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 the requirements and shall meet or exceed them? Yes

21.4.8.10 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 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.

Services:

Standalone VoIP Handset Service Packages
Standalone 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)
Standalone VoIP Handset Service Packages	6 Hours	5 Hours	4 Hours	S
Standalone VoIP Voice Mail	6 Hours	5 Hours	4 Hours	S

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 requirements and shall meet or exceed them? Yes

21.4.8.11 VoIP Delay – One-Way Transmission (M-S)

SLA Name: Delay – One-Way Transmission

Definition:

Average one-way transfer delay measured from the Contractor to Customer handoff to the remote Contractor to Customer handoff.

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.

This measurement includes the local loop transport under the control of the Contractor and any local loops acquired from a third party by the Contractor.

Services:

Standalone VoIP Handset Service Packages

Objectives:

The Unavailable Time objective shall not exceed:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Standalone VoIP Handset Service Packages	≤ 170ms	≤ 130ms	≤ 90ms	P

Rights and Remedies:

1. Per Occurrence:
 - 25% credit or refund of TMRC per occurrence for the reported service.
 - The second consecutive month to fail to meet the committed SLA objective shall result in a 30% credit or refund of TMRC.
 - Each additional consecutive month to fail to meet the committed SLA objective shall result in a 50% credit or refund of the TMRC.
2. Monthly Aggregated Measurements:
 - N/A

Bidder understands the requirements and shall meet or exceed them? Yes

21.4.8.12 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 the requirements and shall meet or exceed them? Yes

21.4.8.13 Proposed Unsolicited Offerings

The Contractor shall provide SLAs as defined in SLA Section 21.4.8 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 requirements and shall meet or exceed them? Yes

21.4.8.14 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 this section.

Bidder understands the requirements and shall meet or exceed them? Yes