INVITATION FOR BID

IFB C4DNCS19
Data Networks and Communications Services

CATEGORY 25 – SUSTAINED BANDWIDTH INTERNET SERVICE

Fiber AssetCo LLC d/b/a Zayo

Statement of Work

TECHNICAL REQUIREMENTS

March 5, 2020

BAFO

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Disclaimer: The original PDF version and any subsequent addendums of the IFB released by the Procurement Official of this Bid remain the official version. In the event of any inconsistency between the Bidder's versions, articles, attachments, specifications or provisions which constitute the Contract, the official State version of the IFB in its entirety shall take precedence.

AMENDMENT LOG

Amendment #	Date	Amendment Description
1	10/31/2020	Updated Bidder's Product Identifier for Table 25.2.5.1.b
2	7/11/2022	Added headers Table 25.2.5.1.c – Updated Unsolicited InSBET Services Table 25.4.3.2.b – Updated Unsolicited DDoS Detection and Mitigation Services and Features
5	7/24/2026	Changing Contractor Name from Crown Castle Fiber, LLC to Fiber AssetCo LLC d/b/a Zayo

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TECHNICAL REQUIREMENTS

Category 25 – SUSTAINED BANDWIDTH INTERNET SERVICE

25.1 OVERVIEW

The California Department of Technology (CDT), Statewide Telecommunications Procurement (STP) is requesting proposals from responsive vendors to provide Sustained Bandwidth Internet services and features.

This Category 25 IFB C4DNCS19 (IFB) provides the State's solicitation for best value solutions for Sustained Bandwidth Internet 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).

25.1.1 Bidder Response Requirements

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

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

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

Or,

2. Example B (for responses contained in Technical Feature and/or Service Tables):

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1					Yes

25.1.2 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.

25.1.3 Pacific Time Zone

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

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

25.2 SUSTAINED BANDWIDTH INTERNET SERVICE

The Contractor shall provide dedicated Internet access service that provides high-speed Internet access through communications facilities managed by the Contractor.

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

25.2.1 Internet Services General Requirements Services

The Contractor's network shall connect a Customer's Local Area Network (LAN) or application to the Internet by providing highly reliable transport and Internet Protocol (IP) connectivity. The service shall use the Transmission Control Protocol/Internet Protocol (TCP/IP) to interconnect customer premise equipment (CPE) to the public Internet Service Provider (ISP) networks.

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

25.2.2 Network Capabilities

The Contractor's network shall have:

1. Established public peering arrangements from the Contractor's network to the Internet.

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

2. Private peering arrangements established from the Contractor's network with redundant links to connect to its private peering partners.

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

3. Support for Customer assigned and Internet Corporation for Assigned Names and Numbers (ICANN), registered IP addresses and domain names.

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

4. Primary and Secondary Domain Name Service (DNS) to provide an authoritative name server for the Customer.

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

The Contractor shall provide support for the border gateway protocol (BGP) for Customers with registered Autonomous System (AS) numbers, if applicable.

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

25.2.2.1 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 this requirement and shall meet or exceed it? Yes

25.2.3 Standards

Dedicated Internet Services shall comply with the following standards as applicable, and when commercially available by the Contractor:

1. Internet Engineering Task Force (IETF) Requests for Comments (RFCs);

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

2. ITU TSS Recommendations;

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

3. IEEE 802.3 Ethernet Standards;

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

4. Metro Ethernet Forum (MEF);

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

5. IETF RFCs for IPv6 when offered commercially by the Contractor; and,

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

6. All new versions, amendments, and modifications to the above documents and standards as they become commercially available.

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

25.2.4 Network Operations and Management

25.2.4.1 General Description

The Contractor's data network(s) shall meet established industry standards.

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

25.2.4.2 Network Operations Center

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

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

The NOC shall perform the following services:

1. Network surveillance;

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

2. Fault management (trouble identification, isolation and notification); and,

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

3. Monitor network performance in near real-time to identify capacity blockages and implement controls to optimize network health and performance immediately.

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

25.2.4.3 Security

Contractor shall physically secure all data and networking facilities through which data traverses Contractor's WAN complying 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

25.2.4.3.1 Network Security

The Contractor's network security solution shall incorporate the following features:

1. The Contractor's network equipment locations shall incorporate the following features:

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

2. All equipment shall be in a hardened facility and all unnecessary services shall be disabled or removed

25.2.4.3.2 Security Incident Notifications

Upon discovery, the Contractor shall provide the Customer and designated State representatives with security incident notifications that impact CALNET Customers, via telephonic means and email. For purposes of this section, Security Incident is defined in State Administrative Manual (SAM), Section 5300.4.

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

25.2.4.3.3 Data Breach Reporting

If Contractor determines that a breach of data has occurred that may involve CALNET Customer data, the nature and scope of the breach (as it affects Customer data) shall be reported to both the Customer and the CALNET CMO within 24 hours of that determination.

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

25.2.5 Internet Sustained Bandwidth Ethernet Service (InSBE)

The Contractor shall provide Internet Sustained Bandwidth Ethernet Service (InSBE). The service shall consist of a separately provisioned dedicated Internet port and transport from the Customer site to the nearest Contractor POP.

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

Service shall allow Customers to order Ethernet access at a specific data rate and to select a minimum monthly bandwidth commitment. Customers then pay an additional fee for sustained usage above the minimum commitment. Service shall allow Customers to "burst" up to the full capacity of the data rate assigned to the transport when needed.

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

25.2.5.1 Internet Sustained Bandwidth Ethernet Transport Service

The Internet Sustained Bandwidth Ethernet Transport Service (InSBET) transport service shall include all equipment, cabling and labor required to provide a User-to-Network Interface (UNI) at the Customer premise Minimum Point of Entry (MPOE).

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

Transport shall be provisioned at the data rates listed in Table 25.2.5.1.b. The assigned data rate shall be the maximum data rate a Customer may “burst" up to.

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

This service shall be provisioned in conjunction with Customer and Contractor owned, maintained and managed IP enabled routing device options as identified in Section 25.2.5.2 (InSBEP) and Section 25.2.5.3 (InSBEPM).

The service shall provide the User-to-Network Interface characteristics listed in Table 25.2.5.1.a.

Table 25.2.5.1.a – UNI Type

Line Item	Interface/Access Type	Network-Side Interface	Protocol
1	Ethernet Interface	1 Mbps up to 1 GbE (Gigabit Ethernet) 10 GbE	IPv4/v6 over Ethernet

Bidder shall provide the InSBET services detailed in 25.2.5.1.b.

Table 25.2.5.1.b – InSBET 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	InSBET 100-Base-TX/SX 2 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 2 Mbps.	Interface/Access Type: SMF, LC Network-side Interface: SMF, LC Protocol: IPv4/v6 over Ethernet Upload Speed: Burstable to port speed Product Description: DIA	CCF170122	**Yes**
2	InSBET 100-Base-TX/SX 4 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 4 Mbps	Interface/Access Type: SMF, LC Network-side Interface: SMF, LC Protocol: IPv4/v6 over Ethernet	CCF1701204	**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
			Upload Speed: Burstable to port speed Product Description: DIA		
3	InSBET 100-Base-TX/SX 5 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 5 Mbps	Interface/Access Type: SMF, LC Network-side Interface: SMF, LC Protocol: IPv4/v6 over Ethernet Upload Speed: Burstable to port speed Product Description: DIA	CCF1701205	**Yes**
4	InSBET 100-Base-TX/SX 8 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 8 Mbps	Interface/Access Type: SMF, LC Network-side Interface: SMF, LC Protocol: IPv4/v6 over Ethernet Upload Speed: Burstable to port speed Product Description: DIA	CCF1701208	**Yes**
5	InSBET 100-Base-TX/SX 10 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 10 Mbps	Interface/Access Type: SMF, LC Network-side Interface: SMF, LC Protocol: IPv4/v6 over Ethernet	CCF17012	**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
			Upload Speed: Burstable to port speed Product Description: DIA		
6	InSBET 100-Base-TX/SX 20 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 20 Mbps	Interface/Access Type: SMF, LC Network-side Interface: SMF, LC Protocol: IPv4/v6 over Ethernet Upload Speed: Burstable to port speed Product Description: DIA	CCF17013	**Yes**
7	InSBET 100-Base-TX/SX 50 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 50 Mbps	Interface/Access Type: SMF, LC Network-side Interface: SMF, LC Protocol: IPv4/v6 over Ethernet Upload Speed: Burstable to port speed Product Description: DIA	CCF17016	**Yes**
8	InSBET 100-Base-TX/SX 100 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 100 Mbps	Interface/Access Type: SMF, LC Network-side Interface: SMF, LC Protocol: IPv4/v6 over Ethernet	CCF17021	**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
			Upload Speed: Burstable to port speed Product Description: DIA		
9	InSBET 1000-Base-TX 150 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 150 Mbps	Interface/Access Type: SMF, LC Network-side Interface: SMF, LC Protocol: IPv4/v6 over Ethernet Upload Speed: Burstable to port speed Product Description: DIA	CCF17022	**Yes**
10	InSBET 1000-Base-TX 250 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 250 Mbps	Interface/Access Type: SMF, LC Network-side Interface: SMF, LC Protocol: IPv4/v6 over Ethernet Upload Speed: Burstable to port speed Product Description: DIA	CCF17024-250	**Yes**
11	InSBET 1000-Base-TX 500 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 500 Mbps	Interface/Access Type: SMF, LC Network-side Interface: SMF, LC Protocol: IPv4/v6 over Ethernet	CCF17026	**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
			Upload Speed: Burstable to port speed Product Description: DIA		
12	InSBET 1000-Base-TX 1000 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 1000 Mbps	Interface/Access Type: SMF, LC Network-side Interface: SMF, LC Protocol: IPv4/v6 over Ethernet Upload Speed: Burstable to port speed Product Description: DIA	CCF17031	**Yes**
13	InSBET 10G-Base-LSR 10 Gbps Ethernet Transport	InSBET Service with maximum burstable data rate of 10 Gbps	Interface/Access Type: SMF, LC Network-side Interface: SMF, LC Protocol: IPv4/v6 over Ethernet Upload Speed: Burstable to port speed Product Description: DIA	CCF170310	**Yes**

Bidders may offer additional unsolicited InSBET services in Table 25.2.5.1.c.

Table 25.2.5.1.c – Unsolicited InSBET Services

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	InSBET 100-Base-TX/SX 300 Mbps Ethernet Transport	CCF17024	Interface/Access Type: SMF, LC Network-side Interface: SMF, LC Protocol: IPv4/v6 over Ethernet Upload Speed: Burstable to port speed Product Description: DIA
2	InSBET 100-Base-TX/SX 400 Mbps Ethernet Transport	CCF17025	Interface/Access Type: SMF, LC Network-side Interface: SMF, LC Protocol: IPv4/v6 over Ethernet Upload Speed: Burstable to port speed Product Description: DIA
3	InSBET 100-Base-TX/SX 600 Mbps Ethernet Transport	CCF17027	Interface/Access Type: SMF, LC Network-side Interface: SMF, LC Protocol: IPv4/v6 over Ethernet Upload Speed: Burstable to port speed Product Description: DIA
4	InSBET 100-Base-TX/SX 700 Mbps Ethernet Transport	CCF17028	Interface/Access Type: SMF, LC Network-side Interface: SMF, LC Protocol: IPv4/v6 over Ethernet Upload Speed: Burstable to port speed Product Description: DIA
5	InSBET 100-Base-TX/SX 800 Mbps Ethernet Transport	CCF17029	Interface/Access Type: SMF, LC Network-side Interface: SMF, LC Protocol: IPv4/v6 over Ethernet Upload Speed: Burstable to port speed Product Description: DIA
6	InSBET 100-Base-TX/SX 900 Mbps Ethernet Transport	CCF17030	Interface/Access Type: SMF, LC Network-side Interface: SMF, LC Protocol: IPv4/v6 over Ethernet Upload Speed: Burstable to port speed

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Product Description: DIA
7	InSBET 10G-Base-LSR 2 Gbps Ethernet Transport	CCF25170312	Interface/Access Type: SMF, LC Network-side Interface: SMF, LC Protocol: IPv4/v6 over Ethernet Upload Speed: Burstable to port speed Product Description: DIA
8	InSBET 10G-Base-LSR 3 Gbps Ethernet Transport	CCF25170313	Interface/Access Type: SMF, LC Network-side Interface: SMF, LC Protocol: IPv4/v6 over Ethernet Upload Speed: Burstable to port speed Product Description: DIA
9	InSBET 10G-Base-LSR 4 Gbps Ethernet Transport	CCF25170314	Interface/Access Type: SMF, LC Network-side Interface: SMF, LC Protocol: IPv4/v6 over Ethernet Upload Speed: Burstable to port speed Product Description: DIA
10	InSBET 10G-Base-LSR 5 Gbps Ethernet Transport	CCF25170315	Interface/Access Type: SMF, LC Network-side Interface: SMF, LC Protocol: IPv4/v6 over Ethernet Upload Speed: Burstable to port speed Product Description: DIA
11	InSBET 10G-Base-LSR 6 Gbps Ethernet Transport	CCF25170316	Interface/Access Type: SMF, LC Network-side Interface: SMF, LC Protocol: IPv4/v6 over Ethernet Upload Speed: Burstable to port speed Product Description: DIA
12	InSBET 10G-Base-LSR 7 Gbps Ethernet Transport	CCF25170317	Interface/Access Type: SMF, LC Network-side Interface: SMF, LC Protocol: IPv4/v6 over Ethernet Upload Speed: Burstable to port speed Product Description: DIA

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
13	InSBET 10G-Base-LSR 8 Gbps Ethernet Transport	CCF25170318	Interface/Access Type: SMF, LC Network-side Interface: SMF, LC Protocol: IPv4/v6 over Ethernet Upload Speed: Burstable to port speed Product Description: DIA
14	InSBET 10G-Base-LSR 9 Gbps Ethernet Transport	CCF25170319	Interface/Access Type: SMF, LC Network-side Interface: SMF, LC Protocol: IPv4/v6 over Ethernet Upload Speed: Burstable to port speed Product Description: DIA

25.2.5.2 Internet Sustained Bandwidth Ethernet Port Service (InSBEP)

Contractor shall provide Internet Sustained Bandwidth Ethernet Port (InSBEP) Service. Contractor shall provide an Internet port configuration that allows Customers to select a monthly minimum bandwidth commitment. Customers then pay an additional incremental usage charge for sustained usage above the monthly minimum bandwidth commitment. Service shall allow Customers to "burst" up to the full capacity of the InSBET when needed. This service shall be provisioned in conjunction with a Customer owned IP enabled routing device.

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

25.2.5.2.1 InSBEP Minimum Bandwidth Commitment

Contractor shall provide InSBEP Minimum Bandwidth Commitment port configuration that allows Customers to select a monthly minimum bandwidth commitment as described in Table 25.2.5.2.2.a

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

25.2.5.2.2 InSBEP Additional Incremental Usage Charge for sustained Usage

Contractor may charge an incremental usage charge for sustained usage above the minimum bandwidth commitment speed identified.

Contractor shall calculate sustained usage as follows:

1. Poll Access IP enabled routing device every five minutes and collect two readings (average Octets in and Octets out over the five minute period);
2. Both averages become data points (a total of 17,280 in a 30-day bill cycle) that are tracked over the Customer's monthly billing cycle;
3. All 17,280 data points are ranked in ascending order;
4. Discard the highest five percentiles (or 864 measurements in a 30-day bill cycle); and
5. The remaining ninety-fifth percentile is the Sustained Usage value for billing purposes.

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

Table 25.2.5.2.2.a – InSBEP Minimum Bandwidth Commitment and Incremental Usage Charge for InSBET 100-Base-TX 2 Mbps through 1000-Base-SX\LX 1000 Mbps Ethernet Transport (NOT to be provisioned with InSBET 10G-Base-LSR 10,000 Mbps Ethernet Transport - see Table 25.2.5.2.2.b)

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
1	InSBEP Minimum Bandwidth Commitment Ethernet 2 Mbps	Ethernet minimum monthly bandwidth commitment charge 2 Mbps.		CCF17012a	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
2	InSBEP Additional Incremental Usage Charge over 2 Mbps	Charge for bandwidth usage over 2 Mbps minimum commitment.		CCFBR17012a	**Yes**
3	InSBEP Minimum Bandwidth Commitment Ethernet 3 Mbps	Ethernet minimum monthly bandwidth commitment charge 3 Mbps.		CCF17012b	**Yes**
4	InSBEP Additional Incremental Usage Charge over 3 Mbps	Charge for bandwidth usage over 3 Mbps minimum commitment.		CCFBR17012b	**Yes**
5	InSBEP Minimum Bandwidth Commitment Ethernet 4 Mbps	Ethernet minimum monthly bandwidth commitment charge 4 Mbps.		CCF17012c	**Yes**
6	InSBEP Additional Incremental Usage Charge over 4 Mbps	Charge for bandwidth usage over 4 Mbps minimum commitment.		CCFBR17012c	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
7	InSBEP Minimum Bandwidth Commitment Ethernet 5 Mbps	Ethernet minimum monthly bandwidth commitment charge 5 Mbps.		CCF17012d	**Yes**
8	InSBEP Additional Incremental Usage Charge over 5 Mbps	Charge for bandwidth usage over 5 Mbps minimum commitment.		CCFBR17012d	**Yes**
9	InSBEP Minimum Bandwidth Commitment Ethernet 6 Mbps	Ethernet minimum monthly bandwidth commitment charge 6 Mbps.		CCF17012e	**Yes**
10	InSBEP Additional Incremental Usage Charge over 6 Mbps	Charge for bandwidth usage over 6 Mbps minimum commitment.		CCFBR17012e	**Yes**
11	InSBEP Minimum Bandwidth Commitment Ethernet 7 Mbps	Ethernet minimum monthly bandwidth commitment charge 7 Mbps.		CCF17012f	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
12	InSBEP Additional Incremental Usage Charge over 7 Mbps	Charge for bandwidth usage over 7 Mbps minimum commitment.		CCFBR17012f	**Yes**
13	InSBEP Minimum Bandwidth Commitment Ethernet 8 Mbps	Ethernet minimum monthly bandwidth commitment charge 8 Mbps.		CCF17012g	**Yes**
14	InSBEP Additional Incremental Usage Charge over 8 Mbps	Charge for bandwidth usage over 8 Mbps minimum commitment.		CCFBR17012g	**Yes**
15	InSBEP Minimum Bandwidth Commitment Ethernet 9 Mbps	Ethernet minimum monthly bandwidth commitment charge 9 Mbps.		CCF17012h	**Yes**
16	InSBEP Additional Incremental Usage Charge over 9 Mbps	Charge for bandwidth usage over 9 Mbps minimum commitment.		CCFBR17012h	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
17	InSBEP Minimum Bandwidth Commitment Ethernet 10 Mbps	Ethernet minimum monthly bandwidth commitment charge 10 Mbps.		CCF17012Gb	**Yes**
18	InSBEP Additional Incremental Usage Charge over 10 Mbps	Charge for bandwidth usage over 10 Mbps minimum commitment.		CCFBR17012	**Yes**
19	InSBEP Minimum Bandwidth Commitment Ethernet 15 Mbps	Ethernet minimum monthly bandwidth commitment charge 15 Mbps.		CCF17013a	**Yes**
20	InSBEP Additional Incremental Usage Charge over 15 Mbps	Charge for bandwidth usage over 15 Mbps minimum commitment.		CCFBR17013a	**Yes**
21	InSBEP Minimum Bandwidth Commitment Ethernet 20 Mbps	Ethernet minimum monthly bandwidth commitment charge 20 Mbps.		CCF17013Gb	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
22	InSBEP Additional Incremental Usage Charge over 20 Mbps	Charge for bandwidth usage over 20 Mbps minimum commitment.		CCFBR17013	**Yes**
23	InSBEP Minimum Bandwidth Commitment Ethernet 25 Mbps	Ethernet minimum monthly bandwidth commitment charge 25 Mbps.		CCF17014a	**Yes**
24	InSBEP Additional Incremental Usage Charge over 25 Mbps	Charge for bandwidth usage over 25 Mbps minimum commitment.		CCFBR17014a	**Yes**
25	InSBEP Minimum Bandwidth Commitment Ethernet 30 Mbps	Ethernet minimum monthly bandwidth commitment charge 30 Mbps.		CCF17014	**Yes**
26	InSBEP Additional Incremental Usage Charge over 30 Mbps	Charge for bandwidth usage over 30 Mbps minimum commitment.		CCFBR17014	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
27	InSBEP Minimum Bandwidth Commitment Ethernet 35 Mbps	Ethernet minimum monthly bandwidth commitment charge 35 Mbps.		CCF17015a	**Yes**
28	InSBEP Additional Incremental Usage Charge over 35 Mbps	Charge for bandwidth usage over 35 Mbps minimum commitment.		CCFBR17015a	**Yes**
29	InSBEP Minimum Bandwidth Commitment Ethernet 40 Mbps	Ethernet minimum monthly bandwidth commitment charge 40 Mbps.		CCF17015	**Yes**
30	InSBEP Additional Incremental Usage Charge over 40 Mbps	Charge for bandwidth usage over 40 Mbps minimum commitment.		CCFBR17015	**Yes**
31	InSBEP Minimum Bandwidth Commitment Ethernet 45 Mbps	Ethernet minimum monthly bandwidth commitment charge 45 Mbps.		CCF17016a	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
32	InSBEP Additional Incremental Usage Charge over 45 Mbps	Charge for bandwidth usage over 45 Mbps minimum commitment.		CCFBR17016a	**Yes**
33	InSBEP Minimum Bandwidth Commitment Ethernet 50 Mbps	Ethernet minimum monthly bandwidth commitment charge 50 Mbps.		CCF17016Gb	**Yes**
34	InSBEP Additional Incremental Usage Charge over 50 Mbps	Charge for bandwidth usage over 50 Mbps minimum commitment.		CCFBR17016	**Yes**
35	InSBEP Minimum Bandwidth Commitment Ethernet 60 Mbps	Ethernet minimum monthly bandwidth commitment charge 60 Mbps.		CCF17017	**Yes**
36	InSBEP Additional Incremental Usage Charge over 60 Mbps	Charge for bandwidth usage over 60 Mbps minimum commitment.		CCFBR17017	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
37	InSBEP Minimum Bandwidth Commitment Ethernet 70 Mbps	Ethernet minimum monthly bandwidth commitment charge 70 Mbps.		CCF17018	**Yes**
38	InSBEP Additional Incremental Usage Charge over 70 Mbps	Charge for bandwidth usage over 70 Mbps minimum commitment.		CCFBR17018	**Yes**
39	InSBEP Minimum Bandwidth Commitment Ethernet 80 Mbps	Ethernet minimum monthly bandwidth commitment charge 80 Mbps.		CCF17019	**Yes**
40	InSBEP Additional Incremental Usage Charge over 80 Mbps	Charge for bandwidth usage over 80 Mbps minimum commitment.		CCFBR17019	**Yes**
41	InSBEP Minimum Bandwidth Commitment Ethernet 90 Mbps	Ethernet minimum monthly bandwidth commitment charge 90 Mbps.		CCF17020	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
42	InSBEP Additional Incremental Usage Charge over 90 Mbps	Charge for bandwidth usage over 90 Mbps minimum commitment.		CCFBR17020	**Yes**
43	InSBEP Minimum Bandwidth Commitment Ethernet 100 Mbps	Ethernet minimum monthly bandwidth commitment charge 100 Mbps.		CCF17021	**Yes**
44	InSBEP Additional Incremental Usage Charge over 100 Mbps	Charge for bandwidth usage over 100 Mbps minimum commitment.		CCFBR17021	**Yes**
45	InSBEP Minimum Bandwidth Commitment Ethernet 200 Mbps	Ethernet minimum monthly bandwidth commitment charge 200 Mbps.		CCF17023	**Yes**
46	InSBEP Additional Incremental Usage Charge over 200 Mbps	Charge for bandwidth usage over 200 Mbps minimum commitment.		CCFBR17023	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
47	InSBEP Minimum Bandwidth Commitment Ethernet 500 Mbps	Ethernet minimum monthly bandwidth commitment charge 500 Mbps.		CCF17026	**Yes**
48	InSBEP Additional Incremental Usage Charge over 500 Mbps	Charge for bandwidth usage over 500 Mbps minimum commitment.		CCFBR17026	**Yes**
49	InSBEP Minimum Bandwidth Commitment Ethernet 1000 Mbps	Ethernet minimum monthly bandwidth commitment charge 1000 Mbps.		CCF17031	**Yes**
50	InSBEP Additional Incremental Usage Charge over 1000 Mbps	Charge for bandwidth usage over 1000 Mbps minimum commitment.		CCFBR17031	**Yes**

Table 25.2.5.2.2.b – 10G InSBEP Minimum Bandwidth Commitment and Incremental Usage Charge for InSBET 10G-Base-LSR 10,000 Mbps (to be provisioned with InSBET 10G Base-LSR 10,000 Mbps Ethernet Transport)

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
1	10 G InSBEP Minimum Bandwidth Commitment Ethernet 2000 Mbps	Ethernet minimum monthly bandwidth commitment charge 2000 Mbps.		CCF17100	**Yes**
2	10 G InSBEP Additional Incremental Usage Charge over 2000 Mbps	Charge for bandwidth usage over 2000 Mbps minimum commitment.		CCFBR17100	**Yes**
3	10 G InSBEP Minimum Bandwidth Commitment Ethernet 3000 Mbps	Ethernet minimum monthly bandwidth commitment charge 3000 Mbps.		CCF17101	**Yes**
4	10 G InSBEP Additional Incremental Usage Charge over 3000 Mbps	Charge for bandwidth usage over 3000 Mbps minimum commitment.		CCFBR17101	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
5	10 G InSBEP Minimum Bandwidth Commitment Ethernet 4000 Mbps	Ethernet minimum monthly bandwidth commitment charge 4000 Mbps.		CCF17102	**Yes**
6	10 G InSBEP Additional Incremental Usage Charge over 4000 Mbps	Charge for bandwidth usage over 4000 Mbps minimum commitment.		CCFBR17102	**Yes**
7	10 G InSBEP Minimum Bandwidth Commitment Ethernet 5000 Mbps	Ethernet minimum monthly bandwidth commitment charge 5000 Mbps.		CCF17103	**Yes**
8	10 G InSBEP Additional Incremental Usage Charge over 5000 Mbps	Charge for bandwidth usage over 5000 Mbps minimum commitment.		CCFBR17103	**Yes**
9	10 G InSBEP Minimum Bandwidth Commitment Ethernet 6000 Mbps	Ethernet minimum monthly bandwidth commitment charge 6000 Mbps.		CCF17104	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
10	10 G InSBEP Additional Incremental Usage Charge over 6000 Mbps	Charge for bandwidth usage over 6000 Mbps minimum commitment.		CCFBR17104	**Yes**
11	10G InSBEP Minimum Bandwidth Commitment Ethernet 7000 Mbps	Ethernet minimum monthly bandwidth commitment charge 7000 Mbps.		CCF17105	**Yes**
12	10G InSBEP Additional Incremental Usage Charge over 7000 Mbps	Charge for bandwidth usage over 7000 Mbps minimum commitment.		CCFBR17105	**Yes**
13	10G InSBEP Minimum Bandwidth Commitment Ethernet 8000 Mbps	Ethernet minimum monthly bandwidth commitment charge 8000 Mbps.		CCF17106	**Yes**
14	10G InSBEP Additional Incremental Usage Charge over 8000 Mbps	Charge for bandwidth usage over 8000 Mbps minimum commitment.		CCFBR17106	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes or No
15	10G InSBEP Minimum Bandwidth Commitment Ethernet 9000 Mbps	Ethernet minimum monthly bandwidth commitment charge 9000 Mbps.		CCF17107	**Yes**
16	10G InSBEP Additional Incremental Usage Charge over 9000 Mbps	Charge for bandwidth usage over 9000 Mbps minimum commitment.		CCFBR17107	**Yes**
17	10G InSBEP Minimum Bandwidth Commitment Ethernet 10 Gbps	Ethernet minimum monthly bandwidth commitment charge 10Gbps.		CCF17108	**Yes**

25.2.5.3 InSBEP with Managed IP Enabled Routing Device Service (InSBEPM)

Contractor shall provide Internet sustained Bandwidth Ethernet Port with Managed IP Enabled Routing Device Service. Contractor shall provide a port configuration that allows Customers to select a monthly minimum bandwidth commitment. Customers then pay an additional incremental usage charge for sustained usage above the monthly minimum bandwidth commitment. Service shall allow Customers to "burst" up to the full capacity of the InSBET when needed.

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

The service shall include a Contractor owned, maintained and managed IP enabled routing device.

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

The Contactor's managed IP enabled routing device service shall include proactive Customer notification as identified in the Service Level Agreements.

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

The Contractor shall provide customers full read only access to the managed router or managed IP enabled routing device.

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

If the Contractor provides LTE backup services for Managed Equipment the Contractor shall use current CALNET Cellular providers. All Bidders are required to indicate below that they understand the requirement regardless of their intent to provide LTE backup services.

Bidder understands this requirement and shall meet or exceed it? Yes

25.2.5.3.1 InSBEPM Minimum Bandwidth Commitment

Contractor shall provide InSBEPM Minimum Bandwidth Commitment port configuration that allows Customers to select a monthly minimum bandwidth commitment as described in Table 25.2.5.3.a. This service shall include a Contractor owned, maintained and managed IP enabled routing device with service commitments as described in the Bidder's response to Section 25.2.5.3.

Contractor shall calculate sustained usage as follows:

1. Poll Access IP enabled routing device every five minutes and collect two readings (average Octets in and Octets out over the five minute period);
2. Both averages become data points (a total of 17,280 in a 30- day bill cycle) that are tracked over the Customer's monthly billing cycle;
3. All 17,280 data points are ranked in ascending order;
4. Discard the top 5% (or 864 measurements in a 30-day bill cycle); and

5. The highest remaining data point is the sustained usage value for billing purposes.

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

Table 25.2.5.3.a – InSBEPM Minimum Bandwidth Commitment and Incremental Usage Charge for InSBET 100-Base-TX 2 Mbps through 1000 Mbps Ethernet Transport (NOT to be provisioned with InSBET 10G Ethernet Transport. See Table 25.2.5.3.b)

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
1	InSBEPM Minimum Bandwidth Commitment Ethernet 2 Mbps	Ethernet minimum monthly bandwidth commitment charge 2 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17012aMR	**Yes**
2	InSBEPM Additional Incremental Usage Charge over 2 Mbps	Charge for bandwidth usage over 2 Mbps Minimum Bandwidth Commitment		CCFBR17012aMR	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
3	InSBEPM Minimum Bandwidth Commitment Ethernet 3 Mbps	Ethernet minimum monthly bandwidth commitment charge 3 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17012bMR	**Yes**
4	InSBEPM Additional Incremental Usage Charge over 3 Mbps	Charge for bandwidth usage over 3 Mbps Minimum Bandwidth Commitment		CCFBR17012bMR	**Yes**
5	InSBEPM Minimum Bandwidth Commitment Ethernet 4 Mbps	Ethernet minimum monthly bandwidth commitment charge 4 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17012cMR	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
6	InSBEPM Additional Incremental Usage Charge over 4 Mbps	Charge for bandwidth usage over 4 Mbps Minimum Bandwidth Commitment		CCFBR17012cMR	**Yes**
7	InSBEPM Minimum Bandwidth Commitment Ethernet 5 Mbps	Ethernet minimum monthly bandwidth commitment charge 5 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17012dMR	**Yes**
8	InSBEPM Additional Incremental Usage Charge over 5 Mbps	Charge for bandwidth usage over 5 Mbps Minimum Bandwidth Commitment		CCFBR17012dMR	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
9	InSBEPM Minimum Bandwidth Commitment Ethernet 6 Mbps	Ethernet minimum monthly bandwidth commitment charge 6 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17012eMR	**Yes**
10	InSBEPM Additional Incremental Usage Charge over 6 Mbps	Charge for bandwidth usage over 6 Mbps Minimum Bandwidth Commitment		CCFBR17012eMR	**Yes**
11	InSBEPM Minimum Bandwidth Commitment Ethernet 7 Mbps	Ethernet minimum monthly bandwidth commitment charge 7 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17012fMR	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
12	InSBEPM Additional Incremental Usage Charge over 7 Mbps	Charge for bandwidth usage over 7 Mbps Minimum Bandwidth Commitment		CCFBR17012fMR	**Yes**
13	InSBEPM Minimum Bandwidth Commitment Ethernet 8 Mbps	Ethernet minimum monthly bandwidth commitment charge 8 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17012gMR	**Yes**
14	InSBEP Additional Incremental Usage Charge over 8 Mbps	Charge for bandwidth usage over 8 Mbps Minimum Bandwidth Commitment		CCFBR17012gMR	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
15	InSBEPM Minimum Bandwidth Commitment Ethernet 9 Mbps	Ethernet minimum monthly bandwidth commitment charge 9 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17012hMR	**Yes**
16	InSBEPM Additional Incremental Usage Charge over 9 Mbps	Charge for bandwidth usage over 9 Mbps Minimum Bandwidth Commitment		CCFBR17012hMR	**Yes**
17	InSBEPM Minimum Bandwidth Commitment Ethernet 10 Mbps	Ethernet minimum monthly bandwidth commitment charge 10 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17012MR	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
18	InSBEPM Additional Incremental Usage Charge over 10 Mbps	Charge for bandwidth usage over 10 Mbps Minimum Bandwidth Commitment		CCFBR17012MR	**Yes**
19	InSBEPM Minimum Bandwidth Commitment Ethernet 15 Mbps	Ethernet minimum monthly bandwidth commitment charge 15 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17013aMR	**Yes**
20	InSBEPM Additional Incremental Usage Charge over 15 Mbps	Charge for bandwidth usage over 15 Mbps Minimum Bandwidth Commitment		CCFBR17013aMR	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
21	InSBEPM Minimum Bandwidth Commitment Ethernet 20 Mbps	Ethernet minimum monthly bandwidth commitment charge 20 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17013MR	**Yes**
22	InSBEPM Additional Incremental Usage Charge over 20 Mbps	Charge for bandwidth usage over 20 Mbps Minimum Bandwidth Commitment		CCFBR17013MR	**Yes**
23	InSBEPM Minimum Bandwidth Commitment Ethernet 25 Mbps	Ethernet minimum monthly bandwidth commitment charge 25 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17014aMR	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
24	InSBEPM Additional Incremental Usage Charge over 25 Mbps	Charge for bandwidth usage over 25 Mbps Minimum Bandwidth Commitment		CCFBR17014aMR	**Yes**
25	InSBEPM Minimum Bandwidth Commitment Ethernet 30 Mbps	Ethernet minimum monthly bandwidth commitment charge 30 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17014MR	**Yes**
26	InSBEPM Additional Incremental Usage Charge over 30 Mbps	Charge for bandwidth usage over 30 Mbps Minimum Bandwidth Commitment		CCFBR17014MR	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
27	InSBEPM Minimum Bandwidth Commitment Ethernet 35 Mbps	Ethernet minimum monthly bandwidth commitment charge 35 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17015aMR	**Yes**
28	InSBEPM Additional Incremental Usage Charge over 35 Mbps	Charge for bandwidth usage over 35 Mbps Minimum Bandwidth Commitment		CCFBR17015aMR	**Yes**
29	InSBEPM Minimum Bandwidth Commitment Ethernet 40 Mbps	Ethernet minimum monthly bandwidth commitment charge 40 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17015MR	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
30	InSBEPM Additional Incremental Usage Charge over 40 Mbps	Charge for bandwidth usage over 40 Mbps Minimum Bandwidth Commitment		CCFBR17015MR	**Yes**
31	InSBEPM Minimum Bandwidth Commitment Ethernet 45 Mbps	Ethernet minimum monthly bandwidth commitment charge 45 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17016aMR	**Yes**
32	InSBEPM Additional Incremental Usage Charge over 45 Mbps	Charge for bandwidth usage over 45 Mbps Minimum Bandwidth Commitment		CCFBR17016aMR	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
33	InSBEPM Minimum Bandwidth Commitment Ethernet 50 Mbps	Ethernet minimum monthly bandwidth commitment charge 50 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17016MR	**Yes**
34	InSBEPM Additional Incremental Usage Charge over 50 Mbps	Charge for bandwidth usage over 50 Mbps Minimum Bandwidth Commitment		CCFBR17016MR	**Yes**
35	InSBEPM Minimum Bandwidth Commitment Ethernet 60 Mbps	Ethernet minimum monthly bandwidth commitment charge 60 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17017MR	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
36	InSBEPM Additional Incremental Usage Charge over 60 Mbps	Charge for bandwidth usage over 60 Mbps Minimum Bandwidth Commitment		CCFBR17017MR	**Yes**
37	InSBEPM Minimum Bandwidth Commitment Ethernet 70 Mbps	Ethernet minimum monthly bandwidth commitment charge 70 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17018MR	**Yes**
38	InSBEPM Additional Incremental Usage Charge over 70 Mbps	Charge for bandwidth usage over 70 Mbps Minimum Bandwidth Commitment		CCFBR17018MR	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
39	InSBEPM Minimum Bandwidth Commitment Ethernet 80 Mbps	Ethernet minimum monthly bandwidth commitment charge 80 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17019MR	**Yes**
40	InSBEPM Additional Incremental Usage Charge over 80 Mbps	Charge for bandwidth usage over 80 Mbps Minimum Bandwidth Commitment		CCFBR17019MR	**Yes**
41	InSBEPM Minimum Bandwidth Commitment Ethernet 90 Mbps	Ethernet minimum monthly bandwidth commitment charge 90 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17020MR	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
42	InSBEPM Additional Incremental Usage Charge over 90 Mbps	Charge for bandwidth usage over 90 Mbps Minimum Bandwidth Commitment		CCFBR17020MR	**Yes**
43	InSBEPM Minimum Bandwidth Commitment Ethernet 100 Mbps	Ethernet minimum monthly bandwidth commitment charge 100 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17021MR	**Yes**
44	InSBEPM Additional Incremental Usage Charge over 100 Mbps	Charge for bandwidth usage over 100 Mbps Minimum Bandwidth Commitment		CCFBR17021MR	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
45	InSBEPM Minimum Bandwidth Commitment Ethernet 200 Mbps	Ethernet minimum monthly bandwidth commitment charge 200 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17023MR	**Yes**
46	InSBEPM Additional Incremental Usage Charge over 200 Mbps	Charge for bandwidth usage over 200 Mbps Minimum Bandwidth Commitment		CCFBR17023MR	**Yes**
47	InSBEPM Minimum Bandwidth Commitment Ethernet 500 Mbps	Ethernet minimum monthly bandwidth commitment charge 500 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17026MR	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
48	InSBEPM Additional Incremental Usage Charge over 500 Mbps	Charge for bandwidth usage over 500 Mbps Minimum Bandwidth Commitment		CCFBR17026MR	**Yes**
49	InSBEPM Minimum Bandwidth Commitment Ethernet 1 Gbps	Ethernet minimum monthly bandwidth commitment charge 1 Gbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17031MR	**Yes**
50	InSBEPM Additional Incremental Usage Charge over 1 Gbps	Charge for bandwidth usage over 1 Gbps Minimum Bandwidth Commitment		CCFBR17031MR	**Yes**

Table 25.2.5.3.b – 10G InSBEPM Minimum Bandwidth Commitment and Incremental Usage Charge for InSBET 10G-Base-LSR 10,000 Mbps (to be provisioned with InSBET 10G Base-LSR 10,000 Mbps Ethernet Transport)

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
1	10G InSBEPM Minimum Bandwidth Commitment Ethernet 2000 Mbps	Ethernet minimum monthly bandwidth commitment charge 2000 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17100MR	**Yes**
2	10G InSBEPM Additional Incremental Usage Charge over 2000 Mbps	Charge for bandwidth usage over 2000 Mbps Minimum Bandwidth Commitment		CCFBR17100MR	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
3	10G InSBEPM Minimum Bandwidth Commitment Ethernet 3000 Mbps	Ethernet minimum monthly bandwidth commitment charge 3000 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17101MR	**Yes**
4	10G InSBEPM Additional Incremental Usage Charge over 3000 Mbps	Charge for bandwidth usage over 3000 Mbps Minimum Bandwidth Commitment		CCFBR17101MR	**Yes**
5	10G InSBEPM Minimum Bandwidth Commitment Ethernet 4000 Mbps	Ethernet minimum monthly bandwidth commitment charge 4000 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17102MR	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
6	10G InSBEPM Additional Incremental Usage Charge over 4000 Mbps	Charge for bandwidth usage over 4000 Mbps Minimum Bandwidth Commitment		CCFBR17102MR	**Yes**
7	10G InSBEPM Minimum Bandwidth Commitment Ethernet 5000 Mbps	Ethernet minimum monthly bandwidth commitment charge 5000 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17103MR	**Yes**
8	10G InSBEPM Additional Incremental Usage Charge over 5000 Mbps	Charge for bandwidth usage over 5000 Mbps Minimum Bandwidth Commitment		CCFBR17103MR	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
9	10G InSBEPM Minimum Bandwidth Commitment Ethernet 6000 Mbps	Ethernet minimum monthly bandwidth commitment charge 6000 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17104MR	**Yes**
10	10G InSBEPM Additional Incremental Usage Charge over 6000 Mbps	Charge for bandwidth usage over 6000 Mbps Minimum Bandwidth Commitment		CCFBR17104MR	**Yes**
11	10G InSBEPM Minimum Bandwidth Commitment Ethernet 7000 Mbps	Ethernet minimum monthly bandwidth commitment charge 7000 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17105MR	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
12	10G InSBEPM Additional Incremental Usage Charge over 7000 Mbps	Charge for bandwidth usage over 7000 Mbps Minimum Bandwidth Commitment		CCFBR17105MR	**Yes**
13	10G InSBEPM Minimum Bandwidth Commitment Ethernet 8000 Mbps	Ethernet minimum monthly bandwidth commitment charge 8000 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17106MR	**Yes**
14	10G InSBEPM Additional Incremental Usage Charge over 8000 Mbps	Charge for bandwidth usage over 8000 Mbps Minimum Bandwidth Commitment		CCFBR17106MR	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Meets or Exceeds? Yes/No
15	10G InSBEPM Minimum Bandwidth Commitment Ethernet 9000 Mbps	Ethernet minimum monthly bandwidth commitment charge 9000 Mbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17107MR	**Yes**
16	10G InSBEPM Additional Incremental Usage Charge over 9000 Mbps	Charge for bandwidth usage over 9000 Mbps Minimum Bandwidth Commitment		CCFBR17107MR	**Yes**
17	10G InSBEPM Minimum Bandwidth Commitment Ethernet 10 Gbps	Ethernet minimum monthly bandwidth commitment charge 10 Gbps. Includes Contractor owned, managed and maintained IP enabled routing device.	BGP or static routing; customer is responsible for providing space and power.	CCF17108MR	**Yes**

25.2.6 Additional Unsolicited Sustained Bandwidth Internet Services

25.2.6.1 Unsolicited Internet Services Product Descriptions

Bidder shall describe in detail the additional high-speed Internet access service(s) that will be provided under this Contract.

All Bidder equipment, tasks and services required for provisioning of the services shall be identified in Table 25.2.6.1.

Table 25.2.6.1 – Unsolicited Sustained Bandwidth Internet Services and Features

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

25.2.7 Internet Service Geographic Service Areas

Bidder shall identify the locations where their InSBET, InSBEP, and InSBEPM Services are available in Table 25.2.7.a. The Contractor shall provide the service where commercially available through Contractor owned facilities, third-party agreements, and as allowed by State or Federal regulations.

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

Special construction charges that may be required to provide this service are not included in this offering or contained within the CALNET contracts and must be acquired by the customer directly through other procurement means.

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

Bidders may reference Table 25.2.7.a, in their Catalog A.

Table 25.2.7.a – Bidder's Sustained Bandwidth Internet Service Locations

Line Item	Service Location – City or ZIP Code	InSBET/InSBEP	InSBET/InSBEPM
1	Greater Los Angeles, Inland Empire, and Orange County	Yes	Yes
2	Greater San Diego	Yes	Yes
3	Other areas of California may be available.	Yes	Yes

25.3 NETWORK DISASTER/OPERATIONAL RECOVERY

25.3.1 Telecommunications Service Priority (TSP) Program

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

25.4 DISTRIBUTED DENIAL OF SERVICE MITIGATION SERVICES

The Contractor shall provide a network based Distributed Denial of Service (DDoS) mitigation service, in support of Contractor's Internet services. All hardware/software necessary to provide service shall reside in the Contractor's network and shall be maintained, monitored and supported by the Contractor. Mitigation shall occur in the Contractor IP Network before traffic reaches Customer edge router. Contractor shall establish User and Entity Behavior Analytical (UEBA) traffic patterns to minimize false positives during the detection/mitigation process and perform periodic "tuning" of normal traffic patterns established. The Contractor shall analyze, identify, report and alert on anomalies in Customer traffic under DDoS attacks. Upon detection of a DDoS attack, Contractor shall reroute traffic to a network based mitigation center where DDoS attack packets are identified and dropped. Valid packets shall be routed to the Customer edge router. Upon Contractor determination that the DDoS attack has subsided, Contractor shall restore the normal routing of Customer traffic.

The Bidder's DDoS solution shall mitigate volumetric, protocol or resource, and application layer (Layers 3, 4 & 7) attacks. Bidder's DDoS offering shall defend against the following threats/attacks at a minimum:

1. Network flood attacks (SYN, SYN-ACK, TCP, UDP, IP, ICMP, etc.);
2. Address, port scanning and sniffing attacks;
3. DNS attacks;
4. Web application attacks (HTTP flood attacks, etc.); and,
5. Protocol abuse attacks.

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

25.4.1 DDoS Initiation

The Contractor shall support the initiation of DDoS mitigation described below:

1. Customer identifies the DDoS attack and initiates the mitigation; or,
2. Contractor identifies the DDoS attack and Customer authorizes the mitigation.

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

25.4.2 DDoS Activities

The Contractor shall perform the following activities at a minimum:

1. Monitoring of Customer traffic patterns;
2. Establish network traffic baselines;
3. Detection of Customer traffic anomalies;
4. Scrubbing of Customer traffic by dropping DDoS attack packets;
5. Perform detection and anomaly analysis;
6. Develop and provide access to a strategy for identifying and mitigating real time attacks;
7. Issuance of email alert and a verbal person-to-person telephone call to authorized users within 15 minutes when an anomaly or attack is detected;

8. Issuance of email alert and a verbal person-to-person telephone call to authorized users within 15 minutes of when mitigation services commence; and,
9. Analyze attack patterns throughout Contractor IP backbone and alerting authorized users of IP threats, provide authorized users the information via secure portal for addressing/mitigating IP threats.

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

25.4.2.1 U.S. Based DDoS Mitigation Services Waiver

The provisions detailed in eVAQ General Provisions Section 92, U.S. Based Services, will not apply to the Contractor's DDoS mitigation efforts under the following conditions:

1. Attacks where malicious traffic originates outside of the U.S. and is mitigated outside of the U.S.;
2. Contractor personnel located outside the U.S. may access public information (including Public IP address information) only to the extent necessary to mitigate a DDoS attack; and,
3. CPNI shall not be provided to individuals outside of the U.S.

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

25.4.3 DDoS Detection and Mitigation Web Portal and Reporting

Contractor shall provide a secure web based portal for authorized users. The Contractor's portal shall provide authorized users the following at a minimum:

1. A view of their traffic patterns;

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

2. A view of the real time attack and mitigation strategy;

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

3. IP threat alerts;

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

4. Information for addressing and mitigating IP threats; and,

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

25.4.3.1 DDoS Detection and Mitigation Reports

Contractor's portal shall provide authorized users access to the following reports at a minimum:

1. Traffic anomaly detection;

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

2. TCP and UDP protocol summary; and,

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

3. Top IP "talkers" summary.

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

25.4.3.2 DDoS Detection and Mitigation Service

The Contractor shall offer the DDoS Detection and Mitigation Service detailed in Table 25.4.3.2.a.

Table 25.4.3.2.a – DDoS Detection and Mitigation 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	DDoS Mitigation 1.544–10 Mbps	DDoS Mitigation Services for 1.544–10 Mbps of traffic flow.	DDoS Defense includes: Monitoring, Attack Detection, and Unlimited Mitigation	CCF17012-DD	**Yes**
2	DDoS Mitigation 15 Mbps	DDoS Mitigation Services for 15 Mbps of traffic flow.	DDoS Defense includes: Monitoring, Attack Detection, and Unlimited Mitigation	CCF17013-DD	**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	DDoS Mitigation 25 Mbps	DDoS Mitigation Services for 25 Mbps of traffic flow.	DDoS Defense includes: Monitoring, Attack Detection, and Unlimited Mitigation	CCF17014-DD	**Yes**
4	DDoS Mitigation 50 Mbps	DDoS Mitigation Services for 50 Mbps of traffic flow.	DDoS Defense includes: Monitoring, Attack Detection, and Unlimited Mitigation	CCF17016-DD	**Yes**
5	DDoS Mitigation 100 Mbps	DDoS Mitigation Services for 100 Mbps of traffic flow.	DDoS Defense includes: Monitoring, Attack Detection, and Unlimited Mitigation	CCF17021-DD	**Yes**
6	DDoS Mitigation 250 Mbps	DDoS Mitigation Services for 250 Mbps of traffic flow.	DDoS Defense includes: Monitoring, Attack Detection, and Unlimited Mitigation	CCF17024-DD	**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	DDoS Mitigation 500 Mbps	DDoS Mitigation Services for 500 Mbps of traffic flow.	DDoS Defense includes: Monitoring, Attack Detection, and Unlimited Mitigation	CCF10726-DD	**Yes**
8	DDoS Mitigation 1Gbps	DDoS Mitigation Services for 1 Gbps of traffic flow.	DDoS Defense includes: Monitoring, Attack Detection, and Unlimited Mitigation	CCF17031-DD	**Yes**
9	DDoS Mitigation 5 Gbps	DDoS Mitigation Services for 5 Gbps of traffic flow.	DDoS Defense includes: Monitoring, Attack Detection, and Unlimited Mitigation	CCF17032-DD	**Yes**

The Contractor may offer Unsolicited DDoS Detection and Mitigation features in Table 25.4.2.b.

Table 25.4.3.2.b – Unsolicited DDoS Detection and Mitigation Services and Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	DDoS Mitigation 20 Mbps	CCF1701320-DD	DDoS Mitigation Services for 20 Mbps of traffic flow. DDoS Defense includes: Monitoring, Attack Detection, and Unlimited Mitigation
2	DDoS Mitigation 30 Mbps	CCF1701430-DD	DDoS Mitigation Services for 30 Mbps of traffic flow. DDoS Defense includes: Monitoring, Attack Detection, and Unlimited Mitigation
3	DDoS Mitigation 40 Mbps	CCF-17015-DD	DDoS Mitigation Services for 40 Mbps of traffic flow. DDoS Defense includes: Monitoring, Attack Detection, and Unlimited Mitigation
4	DDoS Mitigation 60 Mbps	CCF-17017-DD	DDoS Mitigation Services for 60 Mbps of traffic flow. DDoS Defense includes: Monitoring, Attack Detection, and Unlimited Mitigation
5	DDoS Mitigation 70 Mbps	CCF-17018-DD	DDoS Mitigation Services for 70 Mbps of traffic flow. DDoS Defense includes: Monitoring, Attack Detection, and Unlimited Mitigation
6	DDoS Mitigation 80 Mbps	CCF-17019-DD	DDoS Mitigation Services for 80 Mbps of traffic flow. DDoS Defense includes: Monitoring, Attack Detection, and Unlimited Mitigation
7	DDoS Mitigation 90 Mbps	CCF-17020-DD	DDoS Mitigation Services for 90 Mbps of traffic flow. DDoS Defense includes: Monitoring, Attack Detection, and Unlimited Mitigation
8	DDoS Mitigation 150 Mbps	CCF-17022-DD	DDoS Mitigation Services for 100 Mbps of traffic flow. DDoS Defense includes: Monitoring, Attack Detection, and Unlimited Mitigation

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
9	DDoS Mitigation 200 Mbps	CCF-17023-DD	DDoS Mitigation Services for 100 Mbps of traffic flow. DDoS Defense includes: Monitoring, Attack Detection, and Unlimited Mitigation
10	DDoS Mitigation 300 Mbps	CCF-17024-300-DD	DDoS Mitigation Services for 300 Mbps of traffic flow. DDoS Defense includes: Monitoring, Attack Detection, and Unlimited Mitigation
11	DDoS Mitigation 400 Mbps	CCf-17025-DD	DDoS Mitigation Services for 400 Mbps of traffic flow. DDoS Defense includes: Monitoring, Attack Detection, and Unlimited Mitigation
12	DDoS Mitigation 600 Mbps	CCF-17027-DD	DDoS Mitigation Services for 600 Mbps of traffic flow. DDoS Defense includes: Monitoring, Attack Detection, and Unlimited Mitigation
13	DDoS Mitigation 700 Mbps	CCF-17028-DD	DDoS Mitigation Services for 700 Mbps of traffic flow. DDoS Defense includes: Monitoring, Attack Detection, and Unlimited Mitigation
14	DDoS Mitigation 800 Mbps	CCF-17029-DD	DDoS Mitigation Services for 800 Mbps of traffic flow. DDoS Defense includes: Monitoring, Attack Detection, and Unlimited Mitigation
15	DDoS Mitigation 900 Mbps	CCF-17030-DD	DDoS Mitigation Services for 900 Mbps of traffic flow. DDoS Defense includes: Monitoring, Attack Detection, and Unlimited Mitigation
16	DDoS Mitigation 2 Gbps	CCF170302-DD	DDoS Mitigation Services for 2 Gbps of traffic flow. DDoS Defense includes: Monitoring, Attack Detection, and Unlimited Mitigation
17	DDoS Mitigation 3 Gbps	CCF170303-DD	DDoS Mitigation Services for 3 Gbps of traffic flow. DDoS Defense includes: Monitoring, Attack Detection, and Unlimited Mitigation

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
18	DDoS Mitigation 4 Gbps	CCF170304-DD	DDoS Mitigation Services for 4 Gbps of traffic flow. DDoS Defense includes: Monitoring, Attack Detection, and Unlimited Mitigation
19	DDoS Mitigation 6 Gbps	CCF170306-DD	DDoS Mitigation Services for 6 Gbps of traffic flow. DDoS Defense includes: Monitoring, Attack Detection, and Unlimited Mitigation
20	DDoS Mitigation 7 Gbps	CCF170307-DD	DDoS Mitigation Services for 7 Gbps of traffic flow. DDoS Defense includes: Monitoring, Attack Detection, and Unlimited Mitigation
21	DDoS Mitigation 8 Gbps	CCF170308-DD	DDoS Mitigation Services for 8 Gbps of traffic flow. DDoS Defense includes: Monitoring, Attack Detection, and Unlimited Mitigation
22	DDoS Mitigation 9 Gbps	CCF170309-DD	DDoS Mitigation Services for 9 Gbps of traffic flow. DDoS Defense includes: Monitoring, Attack Detection, and Unlimited Mitigation
23	DDoS Mitigation 10 Gbps	CCF170310-DD	DDoS Mitigation Services for 10 Gbps of traffic flow. DDoS Defense includes: Monitoring, Attack Detection, and Unlimited Mitigation

25.5 OTHER SERVICES

25.5.1 Hourly Rates for Services

The hourly classifications of hours worked for services described in this section will be as follows:

4. Regular Hours – Hours worked between 8:00AM and 4:59PM, Monday through Friday.
5. Overtime Hours – Hours worked between 5:00PM and 7:59AM, Monday through Friday and all day Saturday.

6. Sunday and Holiday Hours – Any hours worked on Sunday or State of California holidays.

When coordinated scheduling for projects between the State and the Contractor occurs, the State and the Contractor may mutually agree that hours worked between 5:00PM and 7:59AM, Monday through Friday and all day Saturday and any hours worked on Sunday or State of California holidays can be classified as Regular Hours in accordance with the State of California Department of Industrial Relations.

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

25.5.2 Services Related Infrastructure (SRI)

The Contractor shall offer infrastructure service as defined below.

25.5.2.1 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 MPOE.

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

Extended Demarc wiring shall include the necessary wire/cable, connectors, jumpers, panel, and jack. Extended Demarc wiring shall also include associated trouble shooting, testing and labeling. Extended Demarc wiring is limited to the following:

1. Installation of cabling for extending services from the MPOE location to the Customer's point of utilization;
2. Installation of cross-connects or rearrangement of existing jumpers;
3. Identification and testing of existing cabling beyond the MPOE to the Customer's Equipment location; and,
4. Installation intervals shall be in accordance with the timeframes identified for the services that this cabling will support, and shall be subject to the SLAs associated with that service.

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

The Contractor shall not be required to complete Extended Demarc wiring from the MPOE to the extended Demarc location if:

1. The wire/cable pathway is blocked, and cannot be cleared without significant effort or damage to the Customer site;
2. The wire/cable pathway is in an asbestos or other environment hazardous to the Contractor's personnel, or where such work would be hazardous to the public or to the Customer's staff; or,
3. Upon written release provided by either the Customer or by the CALNET Program.

The Bidder shall provide a price in the Cost Worksheets for all labor and materials required for Extended Demarc wiring necessary to complete the provisioning of one Demarc extension as described herein. The Bidder shall provide one price for each media identified.

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

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

Bidder shall provide the Extended Demarcation Wiring Services described in Table 25.5.2.1

Table 25.5.2.1 – 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.		CCF19504-CP	**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.		CCF19505-CP	**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.		CCF19506-CP	**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.		CCF19504-CP25	**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.		CCF19505-CP25	**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.		CCF19506-CP25	**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.		CCF19504	**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.		CCF19505	**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.		CCF19506	**Yes**

25.5.2.2 Unsolicited Services Related Infrastructure

Bidder may offer additional unsolicited Services Related Infrastructure in Table 25.5.2.2.

Table 25.5.2.2 – Unsolicited Services Related Infrastructure

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

25.5.3 Services Related Hourly Support

The Contractor shall provide labor for the diagnosis and/or repair of services listed in this Contract and all costs for repair are the responsibility of the service provider unless it is specifically determined that the cause of service failure is outside the scope of the Contractors responsibilities. Work performed under this section is authorized only for situations where the Contractor has dispatched personnel to diagnose a service problem that is discovered to be caused by factors outside the responsibility of the Contractor or no trouble is found.

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

In Cost Worksheet 25.5.3, the Contractor shall provide a fixed hourly rate schedule for the labor classifications required to diagnose and/or repair the contracted services. The rates identified shall only be used for the diagnosis and/or repair of contracted services and no materials shall be included in the rates. The total amount of labor hours permitted to be performed is ten hours per dispatch/occurrence.

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

The Contractor shall offer emergency restoration services as detailed in Table 25.5.3

Table 25.5.3 – 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.		CCF19501	**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.		CCF19502	**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.		CCF19503	**Yes**

25.6 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.

25.6.1 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.

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

The Contractor shall proactively apply a credit or refund when a SLA objective is not met. CALNET SLA Rights and Remedies do not require the Customer to submit a request for credit or refund.

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

25.6.2 Technical Requirements versus SLA Objectives

Sections 25.2 (Sustained Bandwidth Internet Service), 25.3 (Network Disaster/Operational Recovery), 25.4 (DDoS Mitigation Services), and 25.5 (Other Services) define the technical requirements for each service. These requirements are the minimum parameters each Bidder must meet in order to qualify for Contract award. Upon Contract award the committed technical requirements will be maintained throughout the remainder of the Contract.

Committed SLA objectives are minimum parameters which the Contractor shall be held accountable for all rights and remedies throughout Contract Term.

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

25.6.3 Methods of Outage Reporting: Customer or Contractor

There are two methods in which CALNET service failures or quality of service issues may be reported and Contractor trouble tickets opened: Customer reported or Contractor reported.

The first method of outage reporting results from a Customer reporting service trouble to the Contractor's Customer Service Center via phone call or opening of a trouble ticket using the on-line Trouble Ticket Reporting Tool (SOW Business Requirements Section G.10.4, Trouble Ticket Reporting Tool (TTRT)).

The second method of outage reporting occurs when the Contractor opens a trouble ticket as a result of network/system alarm or other method of service failure identification. In each instance the Contractor shall open a trouble ticket using the Trouble Ticket Reporting Tool (SOW Business Requirements Section G.10.4) and monitor and report to Customer until service is restored.

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

25.6.4 Bidder Response to Service Level Agreements

Many of the Service Level Agreements described below include multiple objective levels – Basic, Standard and Premier. Bidders shall indicate one specific objective level they are committing to for each service in space provided in the "Objective" section of each SLA description.

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

25.6.5 Contractor SLA Management Plan

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

1. Contractor SLA Manager and supporting staff responsibilities;
2. Contractor's process for measuring objectives for each SLA. The process shall explain how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include source of data and define the points of measurement within the system, application, or network;
3. Creation and delivery of SLA Reports (SOW Business Requirements Section G.10.5). The Contractor shall include a sample report in accordance with SOW Business Requirements Section G.10.5, SLA

Reports for the following: SLA Service Performance Report (SOW Business Requirements Section G10.5.1), SLA Provisioning Report (SOW Business Requirements Section G.10.5.2), SLA Catastrophic Outage Reports (SOW Business Requirements Section G.10.5.3), and Trouble Ticket and Provisioning/SLA Credit Report (SOW Business Requirements Section G.10.5.4). The Contractor shall commit to a monthly due date. The reports shall be provided to the CALNET Program via the Private Oversight Website (SOW Business Requirements Section G.10.2);

4. SLA invoicing credit and refund process;
5. Contractor SLA problem resolution process for SLA management and SLA reporting. The Contractor shall provide a separate process for Customers and CALNET Program; and,
6. Contractor SLA Manager to manage all SLA compliance and reporting. The Contractor shall include SLA Manager contact information for SLA inquiries and issue resolution for Customer and CALNET Program.

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

25.6.6 Technical SLA General Requirements

The Contractor shall adhere to the following general requirements, which apply to all CALNET Technical SLAs (Section 25.6.8):

1. With the exception of the Provisioning SLA (Section 25.6.8.9), 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 this requirement and shall meet or exceed it? Yes

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

Bidder understands this requirement and shall meet or exceed it? Yes

7. The Contractor shall proactively credit all rights and remedies to the Customer within 60 calendar days of the trouble resolution date on the trouble ticket or within 60 calendar days of the Due Date on the Service Request for the Provisioning SLA.

Bidder understands this requirement and shall meet or exceed it? Yes

8. To the extent that Contractor offers additional SLAs, or SLAs with more advantageous rights and/or remedies for same or similar services offered through tariffs, online service guides, or other similarly situated government contracts (Federal, State, County, City), The State will be entitled to the same rights and/or remedies therein. The Contractor shall present the SLAs to CALNET Program for possible inclusion via amendments;
9. The Contractor shall apply CALNET DNCS SLAs and remedies to services provided in all areas the Contractor provides service and/or open to competition (as defined by the CPUC). Any SLAs and remedies negotiated between Contractor and Incumbent Local Exchange Carriers in territories closed to competition shall be passed through to the CALNET DNCS Customer;
10. The election by CALNET Program of any SLA remedy covered by this Contract shall not exclude or limit CALNET Program or any Customer's rights and remedies otherwise available within the Contract or at law or equity;
11. The Contractor shall apply rights and remedies when a service fails to meet the SLA objective even when backup or protected services provide Customer with continuation of services;
12. The Contractor shall act as the single point of contact in coordinating all entities to meet the State's needs for provisioning, maintenance,

restoration and resolution of service issues or that of their Subcontractors, Affiliates or resellers under this Contract;

13. The Customer Escalation Process and/or the CALNET CMO Escalation Process shall be considered an additional right and remedy if the Contractor fails to resolve service issues within the SLA objective(s);
14. Trouble reporting and restoration shall be provided 24x7 for CALNET services;

Bidder understands this requirement and shall meet or exceed it? Yes

15. SLAs apply 24x7 unless SLA specifies an exception;
16. Contractor invoices shall clearly cross reference the SLA credit to the service Circuit ID in accordance with SOW Business Requirements Section G.6;

Bidder understands this requirement and shall meet or exceed it? Yes

17. The Contractor shall provide a CALNET DNCS SLA Manager responsible for CALNET DNCS SLA compliance. The SLA Manager shall attend regular meetings and be available upon request to address CALNET Program SLA oversight, report issues, and problem resolution concerns. The CALNET DNCS SLA Manager shall also coordinate SLA support for Customer SLA inquiries and issue resolution;
18. The Contractor shall provide Customer and CALNET Program support for SLA inquiries and issue resolution; and,
19. Any SLAs and remedies negotiated between Contractor and third party service provider in territories closed to competition shall be passed through to the CALNET DNCS Customer.

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

25.6.7 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 25.6.7, which must include start and stop time stamps in the Contractor's Trouble Ticket Reporting Tool (SOW Business Requirements Section G.10.4) or Customer provisioning Service Request for each application of an SCC.

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 25.6.7 – Stop Clock Conditions

Line Item	Stop Clock Condition (SCC)	SCC Definition
1	END-USER REQUEST	Periods when a restoration or testing effort is delayed at the specific request of the End-User. The SCC shall exist during the period the Contractor was delayed, provided that the End-User's request is documented and time stamped in the Contractor's trouble ticket or Service Request system and shows efforts are made to contact the End-User during the applicable Stop Clock period.
2	OBSERVATION	Time after a service has been restored but End-User request ticket is kept open for observation. If the service is later determined by the End-User to not have been restored, the Stop Clock shall continue until the time the End-User notifies the Contractor that the Service has not been restored.

Line Item	Stop Clock Condition (SCC)	SCC Definition
3	END-USER NOT AVAILABLE	Time after a service has been restored but End-User is not available to verify that the Service is working. If the service is later determined by the End-User to not have been restored, the Stop Clock shall apply only for the time period between Contractor's reasonable attempt to notify the End-User that Contractor believes the service has been restored and the time the End-User notifies the Contractor that the Service has not been restored.
4	WIRING	Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor or any of its Subcontractors or Affiliates. If it is later determined the wiring is not the cause of failure, the SCC shall not apply.
5	POWER	Trouble caused by a power problem outside of the responsibility of the Contractor.
6	CUSTOMER PROVISIONING DELAY	Delays to Provisioning caused by lack of Customer's building entrance Facilities, conduit structures that are the Customer's responsibilities or Extended demarcation wiring. If the Service Providing Contractor has been contracted by the Customer for extended demarcation, this SCC shall not apply to missed dates/times. The Customer Provisioning Delay SCC is restricted to Provisioning SLAs only.
7	ACCESS	Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following: a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative;

Line Item	Stop Clock Condition (SCC)	SCC Definition
		b. Site contact refuses access to technician who displays proper identification; c. Customer provides incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify End-User of the improper contact information and takes steps to obtain the correct information; or, d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem. If it is determined later that the cause of the problem was not at the site in question, then the Access SCC shall not apply.
8	STAFF	Any problem or delay to the extent caused by End-User's staff that prevents or delays Contractor's resolution of the problem. In such event, Contractor shall make a timely request to End-User staff to correct the problem or delay and document in trouble ticket.
9	APPLICATION	End-User software applications that interfere with repair of the trouble.
10	CPE	Repair/replacement of Customer Premise Equipment (CPE) not provided by Contractor if the problem has been isolated to the CPE. If determined later that the CPE was not the cause of the service outage, the CPE SCC will not apply.

Line Item	Stop Clock Condition (SCC)	SCC Definition
11	NO RESPONSE	Failure of the trouble ticket originator or responsible End-User to return a call from Contractor's technician for on-line close of trouble tickets after the Service has been restored as long as Contractor can provide documentation in the trouble ticket substantiating the communication from Contractor's technician.
12	MAINTENANCE	An outage directly related to any properly performed scheduled maintenance or upgrade scheduled for CALNET DNCS service. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs shall apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to the Maintenance SCC.
13	THIRD PARTY	Any problem or delay caused by a third party not under the control of Contractor, not preventable by Contractor, including, at a minimum, cable cuts not caused by the Contractor. Contractor's Subcontractors and Affiliates shall be deemed to be under the control of Contractor with respect to the equipment, services, or Facilities to be provided under this Contract.
14	FORCE MAJEURE	Force Majeure events, as defined in the eVAQ General Provisions - Telecommunications, Section 28 (Force Majeure).

Line Item	Stop Clock Condition (SCC)	SCC Definition
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.

25.6.8 Technical Service Level Agreements (SLA)

25.6.8.1 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:

Sustained Bandwidth Internet Service

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)
InSBET	≥ 99.2%	≥ 99.5%	≥ 99.9%	P
InSBEP	≥ 99.2%	≥ 99.5%	≥ 99.9%	P
InSBEPM	≥ 99.2%	≥ 99.5%	≥ 99.9%	P

Rights and Remedies:

1. Per Occurrence:
    - End-User Escalation Process
    - CALNET CMO Escalation Process
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

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

SLA Name: Catastrophic Outage 1 (CAT 1)

Definition:

The total loss of service at a single site resulting in the loss of service to five or more circuits or any single service at 500Mbps or greater.

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:

Sustained Bandwidth Internet Service

Objectives:

The objective restoral time will be:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Sustained Bandwidth Internet Service	≤ 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

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

SLA Name: Catastrophic Outage 2 (CAT 2)

Definition:

A total failure of a service type in a central office (or equivalent facility), other than access, that results in a CALNET DNCS service failure. Or, a backbone failure or failure of any part of the equipment associated with the backbone that causes a CALNET DNCS service failure.

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:

Sustained Bandwidth Internet Service

Objectives:

The objective restoral time will be:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Sustained Bandwidth Internet Service	≤ 1 Hour	≤ 30 Minutes	≤ 15 Minutes	S

Rights and Remedies:

1. Per Occurrence:
    - 100% credit or refund of the TMRC and ten Business Days ADUC for each End-User service not meeting the committed 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

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

SLA Name: Catastrophic Outage 3 (CAT 3)

Definition:

The total loss of Internet Service 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:

Sustained Bandwidth Internet Service

Objectives:

The objective restoral time will be:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
Sustained Bandwidth Internet Service	≤ 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

25.6.8.5 DDoS Mitigation (M-S)

SLA Name: DDoS Time to Initiate Mitigation

Definition:

The time to initiate DDoS mitigation upon the identification of an attack.

Measurement Process:

The amount of time between the detection via Customer or Contractor identification of an anomaly or attack, and the initiation of the mitigation process.

Services:

DDoS Mitigation

Objectives:

Mitigation shall begin within:

Service Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
DDoS Mitigation	≤ 45 Minutes	≤ 30 Minutes	≤ 15 Minutes	S

Rights and Remedies:

1. Per Occurrence:

Basic Time to Initiate Mitigation Minutes	Standard Time to Initiate Mitigation Minutes	Premier Time to Initiate Mitigation Minutes	Percentage Credit or Refund of TMRC for all components of DDoS feature per event
46 – 75	31 – 45	16 – 30	25%
76 – 135	46 – 75	31 – 45	50%
136 and over	76 and over	46 and over	100%

2. Monthly Aggregated Measurements:
    - N/A

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

25.6.8.6 Excessive Outage (M-S)

SLA Name: Excessive Outage

Definition:

Any failure that prevents full functionality of the service that remains unresolved for more than the committed objective level.

Measurement Process:

This SLA is based on trouble ticket Unavailable Time. The circuit or service is not fully functional during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If the Customer reports a partial or complete service that is not fully functional and remains unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time.

Services:

Sustained Bandwidth Internet Service

Objectives:

The Unavailable Time objective shall not exceed:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Sustained Bandwidth Internet Service	16 Hours	12 Hours	8 Hours	S

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

25.6.8.7 Managed Service Proactive Notification (M-S)

SLA Name: Managed Service Proactive Notification

Definition:

The proactive outage notification SLA provides credits if the Contractor fails to open a trouble ticket and notify Customer of an Outage for a managed service. Notification to the Customer shall occur through means agreed to by Contractor and CALNET Program.

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:

The Outage Duration start shall be determined by the first Contractor network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. The Contractor has fifteen minutes (Notification Period) to open a trouble ticket and notify the Customer from the start point of the first network alarm. The Contractor is in compliance with the proactive outage notification SLA if the Customer opened the trouble ticket prior to the network alarm or Customer is notified by the Contractor within the Notification Period.

Services:

Sustained Bandwidth Internet Service with Managed Router or IP Enabled Routing Device

Objectives:

15 Minutes

Rights and Remedies:

1. Per Occurrence:
    - Customer will receive a credit equal to 10% of the TMRC for each Contractor Managed Service (Circuit ID) that was impacted during an outage if the Customer was not proactively notified within the notification period
2. Monthly Aggregated Measurements:
    - N/A

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

25.6.8.8 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:

Sustained Bandwidth Internet Service

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

25.6.8.9 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
InSBET	30	Coordinated/Managed Project
InSBEP	30	Coordinated/Managed Project
InSBEPM	45	Coordinated/Managed Project

Objectives:

Objective 1: Individual service installation: Service provisioned on or before the due date per installation Service Request.

Objective 2: Monthly Average percent by service type:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
InSBET	≥ 90%	N/A	≥ 95%	P
InSBEP	≥ 90%	N/A	≥ 95%	P
InSBEPM	≥ 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

25.6.8.10 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:

Sustained Bandwidth Internet Service

Objectives:

The Unavailable Time objective shall not exceed:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Sustained Bandwidth Internet Service	6 Hours	5 Hours	4 Hours	P

Rights and Remedies:

1. Per Occurrence:
    - 25% credit or refund of the TMRC for each service (Circuit ID or Service ID) out of service for a period greater than the committed objective level.

2. Monthly Aggregated Measurements:
    - N/A

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

25.6.8.11 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

25.6.8.12 Proposed Unsolicited Offerings

The Contractor shall provide SLAs as defined in SLA Section 25.6.8 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

25.6.8.13 Contract Amendment Service Enhancement SLAs

All Contract amendment service enhancements shall be considered a feature of the service, therefore included as such under the SLAs as defined in Section 25.6.8.

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