

INVITATION FOR BID

IFB C4CVD18

FOR

CATEGORY 19

CALNET CELLULAR VOICE AND DATA SERVICES

SUBCATEGORY 19.1

CELLULAR BUSINESS SERVICES

STATEMENT OF WORK

TECHNICAL REQUIREMENTS

December 21, 2018

Addendum 4

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STATE OF CALIFORNIA

California Department of Technology

Statewide Technology Procurement

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

Amendment Log

Amendment #	Date	Amendment Description
Amendment 1	05/01/2020	• Updated Product Identifier for tables 19.1.2.2.1.a, 19.1.2.2.2.a, 19.1.2.2.3.a. • Updated Catalog for accepted unsolicited items in tables 19.1.2.2.2b, 19.1.2.2.3.b and 19.1.2.2.4.b. • Updated Description of Service in table 19.1.4. • Reduced Non-Recurring Charge in table 19.1.5.2.a
Amendment 3	06/10/2021	Updated Product ID's throughout
Amendment 4	12/10/2021	• Table 19.1.2.2.2.b - Added new product offerings • Added Table 19.1.2.2.4.c - with new product offerings
Amendment 6	05/31/2023	• Table 19.1.2.2.2.b – Added new product offerings • Table 19.1.2.2.3.b – Added new Product offerings
Amendment 8	7/10/24	• Table 19.1.2.2.2.a Updated Product Identifier and Added new product offerings • Table 19.1.2.2.2.b Added new product offerings • Table 19.1.2.2.3 b Updated Product offerings

SOW TECHNICAL REQUIREMENTS

SUBCATEGORY 19.1

CELLULAR BUSINESS SERVICES

Table of Contents

19.1.1 OVERVIEW (M)	1
19.1.1.1 BIDDER RESPONSE REQUIREMENTS (M)	1
19.1.1.2 DESIGNATION OF REQUIREMENTS (M)	2
19.1.1.3 PACIFIC TIME ZONE (M).....	2
19.1.1.4 U.S. BASED SERVICES WAIVER (M)	3
19.1.2 SERVICE AND PLAN SPECIFICATIONS	3
19.1.2.1 VOICE AND DATA SERVICES (M)	3
19.1.2.1.1 Usage Threshold Definition (M)	3
19.1.2.2 STANDARDIZED SERVICE PLANS (M)	3
19.1.2.2.1 Voice and Text Service Plan for Basic Phones (M)	4
19.1.2.2.2 Voice, Text, and Data Service Plans (M).....	5
19.1.2.2.3 Data Only Service Plans (M).....	15
19.1.2.2.4 Machine-to-Machine and Internet of Things Service Plans (M2MIoT Service Plans) (M) 19	
19.1.2.2.5 Video Streaming Quality (M-S)	23
19.1.2.2.6 Tethering Throughput (M-S).....	23
19.1.2.2.7 Domestic to International Calling and Messaging Services	24
19.1.2.2.8 International Roaming (M)	24
19.1.2.2.9 Suspended Service Plan (M)	26
19.1.2.3 CUSTOMIZED SERVICE PLANS (CSP) (M).....	27
19.1.2.4 SERVICE WITH CUSTOMER OWNED AND MAINTAINED (COAM) EQUIPMENT (M)	28
19.1.2.4.1 SIM Unlock (M).....	28
19.1.2.5 CELLULAR BUILDING AMPLIFICATION SERVICE (M)	28
19.1.3 CUSTOMER WEB BASED EQUIPMENT CATALOG (M)	29
19.1.3.1 PRICING FORMAT (M)	30
19.1.3.2 CONTRACTOR UPDATES (M)	30
19.1.4 EQUIPMENT (M)	30
19.1.4.1 BASIC MOBILE PHONE (M)	30
19.1.4.2 SMARTPHONE (M).....	31
19.1.4.3 MOBILE HOTSPOT DEVICE (M)	32
19.1.4.4 TABLETS WITH SIM CARDS (M)	32
19.1.4.5 ACCESSORIES (M)	32

19.1.5	EQUIPMENT RELATED SERVICES.....	33
19.1.5.1	EQUIPMENT FINANCING (M-S).....	33
19.1.5.2	EXPEDITE FEES (M)	33
19.1.6	SERVICE COVERAGE	34
19.1.6.1	COVERAGE MAPS (M).....	34
19.1.6.2	SERVICE COVERAGE CONTINUITY	35
19.1.6.3	COVERAGE UPDATES (M).....	35

SOW TECHNICAL REQUIREMENTS

SUBCATEGORY 19.1

CELLULAR BUSINESS SERVICES

19.1.1 OVERVIEW (M)

The California Department of Technology (CDT), Statewide Telecommunications Procurement (STP) is requesting proposals from responsive cellular vendors to provide cellular voice and data communication service plans, Equipment, and accessories.

This IFB C4CVD18 Subcategory 19 provides the State's solicitation for best value solutions for cellular voice and data services. This IFB C4CVD18 Subcategory 19.1 also describes the SOW Technical Requirements and SOW Business Requirements necessary to support the Cellular Business Services Requirements.

This IFB C4CVD18 will be awarded to the Bidders that meet the award criteria as described in IFB Part 1, Section 4, *Bid Evaluation*. The Cellular Business Services Contract(s) that result from the award of this IFB C4CVD18 will be managed by the CALNET Contract Management and Oversight (CALNET CMO).

19.1.1.1 BIDDER RESPONSE REQUIREMENTS (M)

Throughout this IFB C4CVD18, the Bidders are required to acknowledge acceptance of the Requirements described herein by responding to one (1) of the following:

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

"Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____"

Or,

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

Table 19.x.x.a – Feature and/or Service Name					
Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
				Y	N

19.1.1.2 DESIGNATION OF REQUIREMENTS (M)

All SOW Technical Requirements that are specified by the State in this IFB are Mandatory and must be responded to as identified in IFB C4CVD18 Part 1, Section 3.3.2.2, *SOW Mandatory Technical Requirements*, by the Bidder. Additionally, some Mandatory “(M)” Requirements are “Mandatory Scorable”, and are designated as “(M-S)”.

The Bidders have the option to offer unsolicited items in specific product tables allowing the Bidder to offer additional items that are not specified in the State’s Mandatory tables. Refer to IFB Part 1 C4CVD18, Section 3.3.2.3, *Unsolicited Offerings*, for additional instruction. The State will have the option of whether or not to include each unsolicited item in the Contract, based on the best interest of the State.

Costs associated with services shall be included in the prices provided by the Bidder for the individual items included in the Subcategory 19.1 Cost Worksheets. Items not specifically listed in the Subcategory 19.1 Cost Worksheets will not be billable by the Contractor. If unsolicited items include non-billable features described in the Mandatory Requirements of the IFB, the cost associated with the features shall not be included in the unsolicited item price.

Services and features included in the Subcategory 19.1 Cost Worksheets are those that the Bidder must provide. All Bidders must provide individual prices as indicated in the Subcategory 19.1 Cost Worksheets in the Bidder’s Final Proposal. Items submitted with no price will be considered as offered at no cost.

19.1.1.3 PACIFIC TIME ZONE (M)

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

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

19.1.1.4 U.S. Based Services Waiver (M)

The provisions detailed in the SOW Business Requirements, Section C.2.1.2, *United States Based Services*, will not apply to the following Sections.

1. 19.1.2.2.7 – International Unsolicited Cellular Services;
2. 0 – International Roaming; and,

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

19.1.2 SERVICE AND PLAN SPECIFICATIONS

19.1.2.1 VOICE AND DATA SERVICES (M)

The Contractor shall provide cellular voice and data services that include:

1. Network infrastructure that supports LTE or better primary network access;
2. The ability to access the Internet and Internet-based services;
3. A new Subscriber Identification Module (SIM) compatible with the Contractor's network at no additional cost;
4. Allowing compatible SIM unlocked phones on the Contractor's network; and,
5. Utilization notification. For all plans the Contractor shall notify the Customer when an End-User utilizes 90% or more of the Usage Threshold.

19.1.2.1.1 Usage Threshold Definition (M)

The MB/GB identified in the feature name of each service plan.

Example Table for Usage Threshold						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
1	Voice, Text and Data 2 GB (Usage Threshold) Service Plan	2 GB high speed Nationwide only voice, text and data usage for Smartphone devices				

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

19.1.2.2 STANDARDIZED SERVICE PLANS (M)

The Contractor shall provide all of the Standardized Service Plans described below.

1. Voice and Text Service Plan - includes voice calling and text messaging for Basic Phones as described in Section 19.1.2.2.1.

2. Voice, Text, and Data Service Plans - includes voice calling, text messaging, and data services for Smartphone devices as described in Section 19.1.2.2.2.
3. Data Only Service Plans –Includes data services for data only devices such as tablets and mobile hotspots as described in Section 19.1.2.2.3.
4. Machine-to-Machine (M2M) Plans – Includes data only services for machine-to-machine (M2M) devices and/or Internet of Things (IoT) devices as described in Section 19.1.2.2.4.

The Bidder's prices associated with these plans shall be detailed in the Cost Worksheets submitted with the Final Bid. The Cost Worksheets are provided as separate MS Excel files that list each Requirement that is to be priced by the Bidder as well as areas for the Bidder to offer unsolicited services and features.

The prices provided by the Bidder with their final Bid will be used to develop a Service Plan Catalog listing all of the Contractor's services approved by the State that will be part of the Contract. Services not approved by the State will not be included in the Service Plan Catalog.

Bidder understands the Requirement and shall meet or exceed it? Yes__X__ No_____

19.1.2.2.1 Voice and Text Service Plan for Basic Phones (M)

The Contractor shall provide the Voice and Text Service Plan for Basic Phones that includes the features described in Table 19.1.2.2.1.a including the following features:

1. Voice usage with no limits on the monthly minutes used;
2. SMS messages with no limits on the monthly number of texts used;
3. No overage charges shall apply;
4. Voicemail;
5. Voice over Long Term Evolution (VoLTE) with compatible Equipment;
6. Nationwide roaming for voice services;
7. Per line caller ID blocking;
8. Nationwide long distance;
9. Call forwarding; and,
10. Call waiting.

Bidder understands the Requirement and shall meet or exceed it? Yes__X__ No_____

The Bidder shall offer the Voice and Text Service Plan for Basic Phones detailed in Table 19.1.2.2.1.a.

Table 19.1.2.2.1.a – Voice and Text Service Plan for Basic Phones					
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds? Y N
	Voice and Text Service Plan for Basic Phones	Voice and Text Service Plan for Basic Phones	GCNTT	• SC Talk & Text Single Line • Unlimited voice • Unlimited text • Simple Global • Mobile without Borders • Stateside International Unlimited text	Y

The Bidder may offer additional unsolicited Voice and Text Service Plan features in Table 19.1.2.2.1.b.

Table 19.1.2.2.1.b – Unsolicited Voice and Text Service Plan for Basic Phones Features			
	Feature Name	Product Identifier	Bidder's Description
1			
2			

19.1.2.2.2 Voice, Text, and Data Service Plans (M)

The Contractor shall provide Voice, Text, and Data Service Plans that include the features described in Table 19.1.2.2.2.a including the following features:

1. Voice usage with no limits on the monthly minutes used;
2. SMS and MMS messages with no limits on the monthly number of texts used;
3. Data services shall not be deprioritized before the specified plan Usage Threshold;
4. No overage charges shall apply;
5. Visual Voicemail with compatible Equipment;
6. Nationwide roaming for voice and data services;
7. Tethering with compatible Equipment;
8. Wi-Fi calling with compatible Equipment;
9. VoLTE with compatible Equipment;
10. Per line caller ID blocking;
11. Nationwide long distance;
12. Call forwarding; and,
13. Call waiting.

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

The Bidder shall offer the Voice, Text and Data Service Plans detailed in Table 19.1.2.2.2.a.

Table 19.1.2.2.2.a – Voice, Text and Data Service Plans					
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds? Y N
1	Voice, Text and Data 2 GB Service Plan	2 GB high speed Nationwide only voice, text and data usage for Smartphone devices	GCNTTD ZNATTU12 +Z2GBDATA	• SC Talk & Text 2GB Single Line • Unlimited voice • Unlimited text • Unlimited data with 2GB high-speed data • Smartphone Mobile Hotspot. Speeds slow at GB allotment • Simple Global • Mobile without Borders	Y
2	Voice, Text and Data 5 GB Service Plan	5 GB high speed Nationwide only voice, text and data usage for Smartphone devices	GOVUNL100 + GOV11GBH S	• Government Unlimited for Phones • Unlimited voice • Unlimited text • Unlimited high-speed smartphone data • Unlimited Smartphone Mobile Hotspot with 11GB 4G LTE, Balance at 512KB • Unlimited domestic data roaming • Gogo in-flight 1 hour (unlimited flights) • Simple Global • Mobile without Borders • Subject to Prioritization >50GB	Y
3	Voice, Text and Data 10 GB Service Plan	10 GB high speed Nationwide only voice, text and data usage for Smartphone devices	GOVUNL100 + GOV11GBH S	• Government Unlimited for Phones • Unlimited voice • Unlimited text	Y

Table 19.1.2.2.2.a – Voice, Text and Data Service Plans

	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds? Y N	
				- Unlimited high-speed smartphone data - Unlimited Smartphone Mobile Hotspot with 11GB 4G LTE, Balance at 512KB - Unlimited domestic data roaming - Gogo in-flight 1 hour (unlimited flights) - Simple Global - Mobile without Borders - Subject to Prioritization >50GB		
4	Voice, Text and Data 20 GB Service Plan	20 GB high speed Nationwide only voice, text and data usage for Smartphone devices	GOVUNL100 + GOV11GBHS	- Government Unlimited for Phones - Unlimited voice - Unlimited text - Unlimited high-speed smartphone data - Unlimited Smartphone Mobile Hotspot with 11GB 4G LTE, Balance at 512KB - Unlimited domestic data roaming - Gogo in-flight 1 hour (unlimited flights) - Simple Global - Mobile without Borders - Subject to Prioritization >50GB	Y	
5	Voice, Text and Data 50 GB Service Plan	50 GB high speed Nationwide only voice, text and data usage for Smartphone devices	GOVUNL100 + GOV11GBHS	- Government Unlimited for Phones - Unlimited voice - Unlimited text - Unlimited high-speed smartphone data	Y	

Table 19.1.2.2.2.a – Voice, Text and Data Service Plans					
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds? Y N
				- Unlimited Smartphone Mobile Hotspot with 11GB 4G LTE, Balance at 512KB - Unlimited domestic data roaming - Gogo in-flight 1 hour (unlimited flights) - Simple Global - Mobile without Borders - Subject to Prioritization >50GB	
6	Government Unlimited Advanced	Unlimited Voice, Text, and Data Plan	GOVADVANC	- Unlimited talk, text, and data on our advanced network with no data overages. - Scam Shield™ app. with Scam ID and Scam Block. - Call, text, and use up to 5GB of High Speed data in Mexico and Canada at no extra charge. - Unlimited text and 2G data roaming in more than 215+ countries and destinations, and 5GB high-speed data in select countries. - Unlimited domestic data roaming and unlimited video streaming in SD quality 51GB of High Speed hotspot data (with unlimited max 3G hotspot speeds thereafter) - Free texting and a free hour of In-Flight Connection-enabled	Y

Table 19.1.2.2.2.a – Voice, Text and Data Service Plans

	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
				flights, plus 4 full-flight streaming sessions per year. During congestion, a small fraction of customers using >100GB/mo. may notice reduced speeds until next bill cycle due to data prioritization. Video typically streams on smartphone/tablet in SD quality (480p) unless you enable HD Video (1080p).		
7	Government Unlimited Ultimate	Unlimited Voice, Text, and Data Plan	GOVULTIMT	- Unlimited talk, text, and premium data on our advanced network with no data overages. - Scam Shield™ premium app. with Scam ID and Scam Block. - Call, text, and use up to 5GB of High Speed data in Mexico and Canada at no extra charge. - Unlimited international texting, low-rate calling, and up to 5GB of high-speed data in more than 215 countries and destinations, then unlimited data up to 256kbps speeds. - Unlimited domestic data roaming and unlimited 4K UHD when 4K UHD video is enabled. 101GB of High Speed hotspot data (with unlimited max	Y	

Table 19.1.2.2.2.a – Voice, Text and Data Service Plans

	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
				3G hotspot speeds thereafter) • Unlimited in-flight Wi-Fi with streaming and texting where available. • Stream up to 4K UHD video on capable device when feature is activated		
8	Government Unlimited Edge	Unlimited Voice, Text, and Data Plan	GOVEDGE	• Government Unlimited Edge includes unlimited talk, text, and premium data on our advanced network and 201GB of high-speed mobile hotspot data (with unlimited 3G hotspot speeds thereafter). • Manage your anti-scam protections with the free Scam Shield™ Premium. • Identify and help stop likely scammers before you ever get the call with Scam ID and Scam Block. • Unlimited talk, text, and data in Mexico and Canada with up to 15GB of high-speed data (then 2G speeds) at no extra charge. • Unlimited international texting,	Y	

Table 19.1.2.2.2.a – Voice, Text and Data Service Plans						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
				low-rate calling, and up to 5GB of high-speed data in more than 215 countries and destinations, then unlimited data up to 256kbps speeds. • Domestically, get unlimited data roaming (speeds may vary), and video streams at up to 4K UHD when 4K UHD video is enabled. • Unlimited in-flight Wi-Fi with streaming and texting where available. • Stream up to 4K UHD video on capable device when feature is activated, or video typically streams on device in SD quality. • Coverage not available in some areas.		

The Bidder may offer additional unsolicited Voice, Text, and Data Service Plan features in Table 19.1.2.2.2.b.

Table 19.1.2.2.2.b – Unsolicited Voice, Text and Data Service Plan Features

	Feature Name	Product Identifier	Bidder's Description
1	Government Unlimited for Phones w//21GB Hotspot	GOV21GBHS	- Government Unlimited for Phones plan add-on Feature - Unlimited 4G LTE device data - Unlimited Smartphone Mobile Hotspot with 21GB 4G LTE speeds. - Unlimited HD video streaming - Mobile Without Borders – 5GB 4G LTE device data in Mexico & Canada 2x faster data speeds in 210+ Simple Global countries (Up to 256KB) - Unlimited Gogo Inflight Wi-Fi (unlimited flights/sessions) - Name ID - Voicemail to text
2	Government Unlimited for Phones w//31GB Hotspot	GOVP31HS	- Government Unlimited for Phones plan add-on Feature - Unlimited 4G LTE device data - Unlimited Smartphone Mobile Hotspot with 31GB 4G LTE speeds. - Unlimited HD video streaming - Mobile Without Borders – 5GB 4G LTE device data in Mexico & Canada 2x faster data speeds in 210+ Simple Global countries (Up to 256KB) - Unlimited Gogo Inflight Wi-Fi (unlimited flights/sessions) - Name ID - Voicemail to text
3	Government Unlimited Advanced Data with 50GB Hotspot	GOVDTA50	Increase Government Unlimited High Speed Hotspot data allotment to 50GB
4	Government Unlimited Advanced Data with 100GB Hotspot	GOVDTA100	Increase Government Unlimited High Speed Hotspot data allotment to 100GB
5	Government Unlimited for Phones Subsidy L1	GOVUSUB1 + GOV11GBHS	Unlimited Talk, Text, and Unlimited 4G LTE High Speed Data, Device Subsidy, 11GB 4G LTE Mobile Hotspot, Unlimited 3G Mobile Hotspot, Simple Global, Mobile Without Borders and Stateside International Unlimited Texting, Optimized Video Streaming 480p, GoGo inflight 1 hour per flight, unlimited flights and Unlimited Domestic Roaming. T-Mobile requires a device return clause if a line is cancelled before 20 months. T-Mobile One Plus Subsidy Phones are eligible for upgrades every 20 months. Only one subsidy per line per 20 months.

Table 19.1.2.2.2.b – Unsolicited Voice, Text and Data Service Plan Features

	Feature Name	Product Identifier	Bidder's Description
6	Government Unlimited for Phones Subsidy L2	GOVUSUB2 + GOV11GBHS	Unlimited Talk, Text, and Unlimited 4G LTE High Speed Data, Device Subsidy, 11GB 4G LTE Mobile Hotspot, Unlimited 3G Mobile Hotspot, Simple Global, Mobile Without Borders and Stateside International Unlimited Texting, Optimized Video Streaming 480p, GoGo inflight 1 hour per flight, unlimited flights and Unlimited Domestic Roaming. T-Mobile requires a device return clause if a line is cancelled before 20 months. T-Mobile One Plus Subsidy Phones are eligible for upgrades every 20 months) Only one subsidy per line per 20 months.
7	Government Unlimited for Phones Subsidy L3	GOVUSUB3 + GOV11GBHS	Unlimited Talk, Text, and Unlimited 4G LTE High Speed Data, Device Subsidy, 11GB 4G LTE Mobile Hotspot, Unlimited 3G Mobile Hotspot, Simple Global, Mobile Without Borders and Stateside International Unlimited Texting, Optimized Video Streaming 480p, GoGo inflight 1 hour per flight, unlimited flights and Unlimited Domestic Roaming. T-Mobile requires a device return clause if a line is cancelled before 20 months. T-Mobile One Plus Subsidy Phones are eligible for upgrades every 20 months) Only one subsidy per line per 20 months.
8	Smarsh Messaging Archiving	ZUCCARCI V	The Message Archiving from Smarsh solution allows SMS, MMS and RCS messages and sent by specific T-Mobile GSM lines to be archived in the Message Archiving from Smarsh solution.
9	Direct Connect Handset	ZDCGSM5	• T-Mobile Direct Connect Add on for Voice plans • T-Mobile Direct Connect is a Push to talk solution that keeps your workforce in constant real time contact with each other, support teams and Headquarters • T-Mobile Direct connect requires a Voice line with data service • Requires T-Mobile Direct Connect Mobile App or a push to talk enabled device

Table 19.1.2.2.2.b – Unsolicited Voice, Text and Data Service Plan Features			
	Feature Name	Product Identifier	Bidder's Description
10	Direct Connect -- Tablet	ZDCMI5	- T-Mobile Direct Connect for Mobile Internet plans - T-Mobile Direct Connect is a push to talk solution that keeps your workforce in constant real time with each other, support teams, and Headquarters - T-Mobile Direct Connect Requires a Mobile Internet line with Data
11	Direct Connect for Wifi	ZDCWIFI	- T-Mobile Direct Connect for wifi only Devices - T-Mobile Direct Connect is a push to talk solution that keeps your workforce in constant real time with each other, support teams, and Headquarters. - For use with Tablets or Smartphones not connected to a Carrier Network (wifi only) - Device must be connected to Wifi for the push to talk service to function. Eligible on most Apple, IOS, and Android devices - Requires T-Mobile Direct Connect Mobile app or a push to talk enabled device.
12	Direct Connect Cross Carrier	ZDCCC	- T-Mobile Direct Connect for Cross Carrier - T-Mobile Direct Connect is a push to talk solution that keeps your workforce in constant real time with each other, support teams, and Headquarters. - Direct Connect for Cross Carrier is eligible on most Apple IOS and Android devices with an active sim and Data connection on another carrier. - Requires T-Mobile Direct Connect Mobile app or a push to talk enabled device.
13	Direct Connect Desktop Dispatch	ZDCDD	- T-Mobile Direct Connect for Desktop Dispatch - T-Mobile Direct Connect is a push-to-talk solution that keeps your workforce in constant real-time contact with each other, support teams and headquarters. - For use on desktop or laptop computers. - Direct Connect for Desktop Dispatch is browser based and eligible on most windows-based operating systems

Table 19.1.2.2.b – Unsolicited Voice, Text and Data Service Plan Features

	Feature Name	Product Identifier	Bidder's Description
14	DC LMR Interop Talk Group	ZDCLMR1	- Land Mobile Ratio (LMR) Interoperability Talk Group reservation for an LMR Channel. - LMR Interoperability requires additional hardware and configuration. - Contact your Account Executive for additional information
15	DC LMR Interop User CSSI/ISSI	ZDCLMR2	- Land Mobile Radio (LMR) Interoperability resource reservation for a LMR User, CSSI, or ISSI connection - LMR Interoperability requires additional hardware and configuration. - Contact your Account Executive for Additional information
16	LMR Interop Add on for MI	ZDCLMR3	- For use with Mobile Internet plan. - Land Mobile Radio (LMR) Interoperability allows you to extend your existing LMR system with the T-Mobile Direct Connect Push-To-Talk network via a secure connection. - LMR Interoperability requires additional hardware and configuration. - Contact your Account Executive for additional information.
17	LMR Interop Add On for GSM	ZDCLMR4	- For use with Voice plans. Land Mobile Radio (LMR) Interoperability allows you to extend your existing LMR with the T-Mobile Direct Connect Push-To-Talk network via a secure connection. - LMR Interoperability requires additional hardware and configuration. - Contact your Account Executive for Additional Information

19.1.2.2.3 Data Only Service Plans (M)

The Contractor shall provide Data Only Service Plans for data only devices that include the features described in Table 19.1.2.2.3.a including the following features:

1. Nationwide roaming for data services;
2. Data services shall not be deprioritized before the specified plan Usage Threshold;

3. No overage charges shall apply; and,
4. Tethering with compatible Equipment.

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

The Bidder shall offer the Data Only Service Plans detailed in Table 19.1.2.2.3.a.

Table 19.1.2.2.3.a – Data Only Service Plans					
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds? Y N
1	Data Only 2 GB Service Plan	2 GB high speed data usage for data only devices	ZNAMI2GB	- Simple Choice 2GB MI - Unlimited data with 2GB high-speed - Unlimited domestic messaging - Domestic data roaming - Simple Global - Mobile Without Borders	Y
2	Data Only 5 GB Service Plan	5 GB high speed data usage for data only devices	ZNAMI6GB	- Simple Choice 6GB MI - Unlimited data with 6GB high-speed - Unlimited domestic messaging - Domestic data roaming - Simple Global - Mobile Without Borders	Y
3	Data Only 10 GB Service Plan	10 GB high speed data usage for data only devices	GVUNLMI	- Government Unlimited Mobile Internet - Unlimited high-speed data - Unlimited domestic messaging - Domestic data roaming - Simple Global - Mobile Without Borders - Subject to Prioritization >50GB	Y

Table 19.1.2.2.3.a – Data Only Service Plans						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
4	Data Only 20 GB Service Plan	20 GB high speed data usage for data only devices	GVUNLMI	- Government Unlimited Mobile Internet - Unlimited high-speed data - Unlimited domestic messaging - Domestic data roaming - Simple Global - Mobile Without Borders - Subject to Prioritization >50GB	Y	
5	Data Only 50 GB Service Plan	50 GB high speed data usage for data only devices	GVUNLMI	- Government Unlimited Mobile Internet - Unlimited high-speed data - Unlimited domestic messaging - Domestic data roaming - Simple Global - Mobile Without Borders - Subject to Prioritization >50GB	Y	
6	Data Only 100 GB Service Plan	100 GB high speed data usage for data only devices	GCN100 GMI	- Simple Choice 100GB MI 100GB high-speed data - Domestic messaging - Domestic data roaming - Simple Global - Mobile Without Borders	Y	

The Bidder may offer additional unsolicited Data Only Service Plan features in Table 19.1.2.2.3.b.

Table 19.1.2.2.3.b – Unsolicited Data Only Service Plan Features

	Feature Name	Product Identifier	Bidder's Description
1	Government Unlimited for Tablets 11GB Hotspot	GOVUTB11H	- Unlimited messaging and high-speed data for tablets only; not for laptops, mobile hotspots, routers, or other devices for wi-fi support of multiple units 11GB of 4G LTE Smartphone Mobile Hotspot (reduced to 3G after bucket is used) - Simple Global - Optimized video streaming at 480p - Stateside International Unlimited texting - Mobile Without Borders - Domestic data roaming
2	Government Unlimited for Tablets 21GB Hotspot	GOVUTB21H	- Unlimited 4G LTE device data for tablets only; not for laptops, mobile hotspots, routers, or other devices for wi-fi support of multiple units 21GB 4G LTE mobile hotspot - Unlimited 3G mobile hotspot after 20GB (up to 600kbps) - Unlimited HD streaming passes - Simple Global - Mobile Without Borders - Unlimited domestic data roaming
3	Government Unlimited High-Speed Internet (SIM Only – does not include router)	GVUNLHSI	- Unlimited high-speed internet connectivity - Video streams in SD - Domestic data roaming (50MB/mo.) - Unlimited data at 128Kbps when you travel to 210+ countries - SIM Only - For use with wireless routers - Voice barred - All on-network data counts towards fair-use limits (50GB). Users > 50GB may notice reduced speeds until next bill cycle due to data prioritization
4	Government Unlimited High-Speed Internet	GVUNLINT	- Unlimited High-Speed Internet - No Data Caps - Static IP Allowed (\$2 buy-up) - No Content Filter - Voice barred - During congestion, customers on this plan may notice speeds lower than other customers due to data prioritization. - May include subsidized device.

Table 19.1.2.2.3.b – Unsolicited Data Only Service Plan Features

	Feature Name	Product Identifier	Bidder's Description
5	Inseego Connect Access - Account Level Only	ZINSCON	- Inseego Connect Access provides access to Inseego Connect, a cloud based remote manager, for T-Mobile provided Inseego routers. - This service provides Manager level access to the customer's sub-account on T-Mobile's Inseego Connect instance, which allows for remote management of devices. - Please note that for any Inseego device delivered with a Business Internet or GOV Internet Unlimited rate plan, customer cannot move or register these devices to their own Inseego Connect instance. - Feature is only available with Government HSI rate plan on the Inseego FX2000.
6	Public Static IP for voice	GSIPV4	Public Static IP for Voice
7	Public Static IP for Mobile Internet	GSIPV4MI	Public Static IP for Mobile Internet

19.1.2.2.4 Machine-to-Machine and Internet of Things Service Plans (M2MIoT Service Plans) (M)

The Contractor shall provide Machine-to-Machine and Internet of Things Service Plans that include the features described in Table 19.1.2.2.4.a as well as:

1. Nationwide roaming for data services;
2. All plans will be "shared" plans as defined by the Customer where data consumption can be shared among multiple End-Users; and,
3. Overage notification. The Contractor shall notify the Customer when the Customer incurs an M2MIoT usage overage in excess of 50% of the data subscription rate identified in the service plan for three consecutive months.

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

The Bidder shall offer the Machine-to-Machine and Internet of Things Service Plans detailed in Table 19.1.2.2.4.a.

Table 19.1.2.2.4.a – Machine-to-Machine and Internet of Things Service Plans

	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds? Y N	
1	M2MIoT 1 MB Service Plan	1 MB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	IoT 1MB	1 MB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	Y	

Table 19.1.2.2.4.a – Machine-to-Machine and Internet of Things Service Plans						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
2	Overage Charge for M2M IoT 1 MB Service Plan	Per MB charge for usage over 1 MB	IoT1MBO ver	Per MB charge for usage over 1 MB	Y	
3	M2M IoT 10 MB Service Plan	10 MB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	IoT 10MB	10 MB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	Y	
4	Overage Charge for M2M IoT 10 MB Service Plan	Per MB charge for usage over 10 MB	IoT10MB Over	Per MB charge for usage over 10 MB	Y	
5	M2M IoT 50 MB Service Plan	50 MB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	IoT 50MB	50 MB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	Y	
6	Overage Charge for M2M IoT 50 MB Service Plan	Per MB charge for usage over 50 MB	IoT50MB Over	Per MB charge for usage over 50 MB	Y	
7	M2M IoT 250 MB Service Plan	250 MB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	IoT 250MB	250 MB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	Y	
8	Overage Charge for M2M IoT 250 MB Service Plan	Per MB charge for usage over 250 MB	IoT250M BOver	Per MB charge for usage over 250 MB	Y	
9	M2M IoT 1 GB Service Plan	1 GB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	IoT 1GB	1 GB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	Y	
10	Overage Charge for M2M IoT 1 GB Service Plan	Per MB charge for usage over 1 GB	IoT1GBO ver	Per MB charge for usage over 1 GB	Y	
11	M2M IoT 5 GB Service Plan	5 GB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	IoT 5GB	5 GB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	Y	

Table 19.1.2.2.4.a – Machine-to-Machine and Internet of Things Service Plans

	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
12	Overage Charge for M2M IoT 5 GB Service Plan	Per MB charge for usage over 5 GB	IoT5GBO ver	Per MB charge for usage over 5 GB	Y	
13	M2M IoT 10 GB Service Plan	10 GB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	IoT 10GB	10 GB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	Y	
14	Overage Charge for M2M IoT 10 GB Service Plan	Per MB charge for usage over 10 GB	IoT10GB Over	Per MB charge for usage over 10 GB	Y	
15	M2M IoT 20 GB Service Plan	20 GB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	IoT 20GB	20 GB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	Y	
16	Overage Charge for M2M IoT 20 GB Service Plan	Per MB charge for usage over 20 GB	IoT20GB Over	Per MB charge for usage over 20 GB	Y	

The Bidder may offer additional unsolicited Machine-to-Machine and Internet of Things Service plans or features in Table 19.1.2.2.4.b.

Table 19.1.2.2.4.b – Unsolicited Machine-to-Machine and Internet of Things Service Plans or Features

	Feature Name	Product Identifier	Bidder's Description
1	Machine to Machine 128kbps	ZM2M128K	- Unlimited data - Voice barred - SMS barred - Unlimited domestic data roaming
2	Machine to Machine 128kbps with Text	ZM2M128KT	- Unlimited data - Voice barred 500 SMS (When the bucket is used, no more SMS can be sent.) 200mb domestic data roaming
3	Machine to Machine 512kbps with Text	ZM2M512KT	- Unlimited data - Voice barred 500 SMS (When the bucket is used, no more SMS can be sent.) 200mb domestic data roaming
4	IoT 5MB Annual	IoT5MBAnnual	5MB of data

5	Overage Charge for IoT 5MB Annual	IoT5MBAAnnualOver	Per MB charge for usage over 5MB
6	IoT Unlimited Annual	IoTUnlAnnual	Unlimited data 64kbps with no overage charges
7	NB-IoT Annual	NBIoTAnnual	12MB of data over 12 months
8	M2MIoT Dormant SIM Bank	M2MioT Dormant SIM	SIM Bank (Dormant SIM MRC) \$0.10/Month;
9	M2MIoT SMS Options	M2MioT SMS Option	Domestic SMS \$0.01/message;
10	M2MIoT Voice Options	M2MioT Voice Option	Voice \$0.03/minute
11	M2MIoT North America Roaming	M2MioT NA Roaming	North America Roaming upon request

Table 19.1.2.2.4.c – Control Center Solution Machine to Machine and Internet of Things Service Plans

1	Control Center 1MB Service Plan	Plan 1	1MB Pooled IOT Plan. Data specific to Control Center Solution and pools with like Plans
2	Overage Charge for Control Center 1MB Plan	Plan 1 Overages	Per MB charge for usage over 1 MB
3	Control Center 10MB Service Plan	Plan 2	10MB Pooled IOT Plan. Data specific to Control Center Solution and pools with like Plans
4	Overage Charge for Control Center 10MB Plan	Plan 2 Overages	Per MB charge for usage over 10 MB
5	Control Center 250 MB Service Plan	Plan 3	250MB Pooled IOT Plan. . Data specific to Control Center Solution and pools with like Plans
6	Overage Charge for Control Center 250 MB Plan	Plan 3 Overages	Per MB charge for usage over 250 MB
7	Control Center 500 MB Service Plan	Plan 4	500MB Pooled IOT Plan. Data specific to Control Center Solution and pools with like Plans
8	Overage Charge for Control Center 500 MB Plan	Plan 4 Overages	Per MB charge for usage over 500 MB
9	Control Center 1 GB Service Plan	Plan 5	1 GB Pooled IOT Plan. Data specific to Control Center Solution and pools with like Plans
10	Overage Charge for Control Center 1GB Plan	Plan 5 Overages	Per MB charge for usage over 1 GB
11	Control Center 2 GB Service Plan	Plan 6	2 GB Pooled IOT Plan. Data specific to Control Center Solution and pools with like Plans
12	Overage Charge for Control Center 2GB Plan	Plan 6 Overages	Per MB charge for usage over 2 GB

Table 19.1.2.2.4.c – Control Center Solution Machine to Machine and Internet of Things Service Plans

13	Control Center 5 GB Service Plan	Plan 7	5 GB Pooled IOT Plan. Data specific to Control Center Solution and pools with like Plans
14	Overage Charge for Control Center 5GB Plan	Plan 7 Overages	Per MB charge for usage over 5 GB

15	Control Center 10 GB Service Plan	Plan 8	10 GB Pooled IOT Plan. Data specific to Control Center Solution and pools with like Plans
16	Overage Charge for Control Center 10GB Plan	Plan 8 Overages	Per MB charge for usage over 10 GB
17	Control Center 25 GB Service Plan	Plan 9	25 GB Pooled IOT Plan. Data specific to Control Center Solution and pools with like Plans
18	Overage Charge for Control Center 25GB Plan	Plan 9 Overages	Per MB charge for usage over 25 GB
19	Control Center 50 GB Service Plan	Plan 10	50 GB Pooled IOT Plan. Data specific to Control Center Solution and pools with like Plans
20	Overage Charge for Control Center 50GB Plan	Plan 10 overages	Per MB charge for usage over 50 GB
21	Control Center 75 GB Service Plan	Plan 11	75 GB Pooled IOT Plan. Data specific to Control Center Solution and pools with like Plans
22	Overage Charge for Control Center 75GB Plan	Plan 11 Overages	Per MB charge for usage over 75 GB
23	Control Center 100 GB Service Plan	Plan 12	100 GB Pooled IOT Plan. Data specific to Control Center Solution and pools with like Plans
24	Overage Charge for Control Center 100GB Plan	Plan 12 Overages	Per MB charge for usage over 100 GB

19.1.2.2.5 Video Streaming Quality (M-S)

The Bidder shall provide video streaming for the Voice, Text and Data Service Plans (Section 19.1.2.2.2) and the Data Only Service Plans (Section 19.1.2.2.3). The Bidder shall indicate the video streaming quality they commit to provide in Table 19.1.2.2.5.

Table 19.1.2.2.5 – Video Streaming Quality				
Service Plan	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S, or P)
Voice, Text and Data Service Plans (19.1.2.2.2)	480p	720p	1080p	B
Data Only Service Plans (19.1.2.2.3)	480p	720p	1080p	B

Bidder understands the Requirement and shall meet or exceed it? Yes__X__ No_____

19.1.2.2.6 Tethering Throughput (M-S)

Tethering is the sharing of a mobile device's data connection with other devices via WIFI, Bluetooth or physical cable (example: USB). The Contractor shall provide Tethering for the Voice, Text and Data Service Plans (Section 19.1.2.2.2) and the Data Only Service Plans (Section 19.1.2.2.3).

The Bidder shall indicate the Tethering throughput speeds they commit to provide in Table 19.1.2.2.6.

Table 19.1.2.2.6 – Tethering Throughput				
Service Plan	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S, or P)
Voice, Text and Data Service Plans (19.1.2.2.2)	3G	4G	Unrestricted	B
Data Only Service Plans (19.1.2.2.3)	3G	4G	Unrestricted	B

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

19.1.2.2.7 Domestic to International Calling and Messaging Services

The Bidder may offer international cellular service that allows for calls originating in the United States to complete to a mobile or land line phone in Table 19.1.2.2.7.

The Bidder may offer text messaging services that provide international outbound and inbound messaging as identified in the Bidder's Product Identification Codes in columns (b) and (c).

By providing a Product Identification Code in Table 19.1.2.2.7, the Bidder is committing to provide service to that country and will provide the per-minute rate or per-message rate in Cost Worksheets 19.1.2.2.7.a, 19.1.2.2.7.b and 19.1.2.2.7.c.

Table 19.1.2.2.7 – Domestic to International Calling and Messaging Services				
	Country, Countries, Regions, or Groupings	Bidder's Product Identification Codes		
		(a) Outbound Voice per Minute	(b) SMS Send/Receive per Message	(c) MMS Send/Receive per Message
1				
2				

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

19.1.2.2.8 International Roaming (M)

The Contractor shall provide international cellular service that allows for calls, text messages and data while roaming in a foreign country. The Contractor shall maintain a list of countries where this service is available.

This service shall include:

1. Voice usage with no limits on the minutes used;
2. SMS and MMS messaging with no limits on the number of texts used;
3. Data services with usage limits aligned to the specified plan Usage Threshold;
4. No overage charges shall apply;
5. Allows for Tethering with compatible Equipment;
6. Per line caller ID blocking;
7. Call forwarding; and
8. Call Waiting.

The Bidder shall provide Product Identification Codes in Table 19.1.2.2.8.a for the daily services.

Table 19.1.2.2.8.a - International Roaming		
	Country	Bidder's Product Identification Code for Daily Services
1	Canada and Mexico	Mobile Without Borders
2	All countries on the Contractor's maintained list	SGPASS24

The Bidder may offer additional International voice, text and data roaming services and/or features for usage originating outside of the United States in Table 19.1.2.2.8.b.

Table 19.1.2.2.8.b – Unsolicited International Voice, Text or Data Services or Features for International Roaming			
	Feature Name	Product Identifier	Bidder's Description
1	Stateside International Calling	ZINTMOB15	From the United States, make unlimited calls to landlines in 70+ countries, mobile lines in 30+ countries, plus unlimited texting to virtually anywhere, along with discounted rates to additional countries.

Table 19.1.2.2.8.b – Unsolicited International Voice, Text or Data Services or Features for International Roaming			
	Feature Name	Product Identifier	Bidder's Description
2	Global Plus	ZGLOBAL1	• Unlimited Simple Global to Simple Global calling • Unlimited data & texting in 210+ countries and destinations • 5GB high-speed, international tethering in a Simple Global country • Unlimited 4G LTE high-speed data while roaming in a Simple Global country • Unlimited Stateside International talk and text
3	Flat Rate Unlimited	BZTIINBL4	• Unlimited Domestic & International voice (Simple Global and non-Simple Global countries) • Domestic & International SMS (pulled from available bucket) • International long distance • Roaming usage alerts •
4	International Discount Calling (IDC) for B2B	IDCB2B0	• Discounted calling rates from United States to 200+ Countries to mobile or land line phones • Text messaging provides outbound and inbound messaging • Rates and Countries offered subject to Change
5			
6			
7			
8			
9			
10			

Bidder understands the Requirement and shall meet or exceed it? Yes__X__ No_____

19.1.2.2.9 Suspended Service Plan (M)

The Contractor must suspend and reactivate lines within one (1) Business Day of notification by the Customer. The cellular number must not change during suspension. The maximum period of suspension will be six (6) months.

The Bidder shall offer the Suspended Service Plan detailed in Table 19.1.2.2.9.a.

Table 19.1.2.2.9 – Suspended Service Plan						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
1	Suspended Service Plan	Customer initiated temporary suspension.	TMO Suspend Service	Voluntary suspension for up to (6) months during each (12) month period. System limitations will automatically reactivate lines after each 90-day suspension. Lines need to be re-suspended after 90 days if desired suspension is greater than 90 days.	Y	

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

19.1.2.3 CUSTOMIZED SERVICE PLANS (CSP) (M)

The Contractor may provide Customized Service Plans (CSP). CSPs may be existing Contractor plans or developed on an individual case basis. CSPs may include additional discounts to Equipment and services described in this IFB and/or additional provisions from those of the Standard Service Plans described in Section 19.1.2.2.

1. The Customized Service Plan will be identified as "CSP" in the Catalog with no dollar value identified.
2. The Contractor shall propose CSP pricing directly to the Customers.
3. CSP commitments shall not extend beyond the Term of this Contract, including any extension period(s).
4. The Contractor shall provide the Customer with a Scope of Work for the CSP.
5. The Contractor shall inform the Customer's if refurbished or used devices will be provided with the CSP.
6. CSPs must adhere to all CPUC, FCC and other appropriate regulatory guidelines as applicable.
7. In the event that a Customer elects to terminate a CSP for reasons other than (1) a Contractor default, or (2) circumstances outside the Customer's reasonable control, such Customer shall be liable to the Contractor for any unrecovered amortized capital costs for Equipment originally identified in the CSP Scope of Work documentation.
8. CSPs may also include technical attributes that address special or unique Customer needs.

Customized Service Plans will be identified in the Catalog with no dollar value identified.

The Bidder shall provide a Product Identifier for a Customized Service Plan as detailed in Table 19.1.2.3.

Table 19.1.2.3 – Customized Service Plans						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
1	Customized Service Plans	Customer negotiated service plan.	TMO Custom	Custom service plans as agreed upon.	Y	

Bidder understands the Requirement and shall meet or exceed it? Yes__X__ No_____

19.1.2.4 SERVICE WITH CUSTOMER OWNED AND MAINTAINED (COAM) EQUIPMENT (M)

The Contractor shall provide the service plans described in Section 19.1.1.4, *Service and Plan Specifications*, to End-Users who choose to use the Customer Owned and Maintained (COAM) Equipment that is compatible with the Contractor's network. The Contractor shall include new SIM compatible with the Contractor's network at no additional cost.

Bidder understands the Requirement and shall meet or exceed it? Yes__X__ No_____

19.1.2.4.1 SIM Unlock (M)

The Contractor shall SIM unlock COAM equipment upon the Customer request under the following conditions:

1. Equipment has been paid for in full;
2. The Customer has had Service for a minimum of two (2) billing cycles; and
3. There are no outstanding charges on the End-User's account.

Bidder understands the Requirement and shall meet or exceed it? Yes__X__ No_____

19.1.2.5 CELLULAR BUILDING AMPLIFICATION SERVICE (M)

The Contractor shall provide the option for Cellular Building Amplification Services in buildings where Customer cellular services are being provided. The service will amplify cellular signals with a signal booster and evenly distribute the amplified signals throughout the building. Providing this service shall be at the sole discretion of the Contractor.

The Contractor shall provide this service under the following conditions:

1. The Customer has existing cellular service provided by the Contractor;

2. The Customer requests a survey to determine the viability for the Contractor to improve service;
3. It is determined by the Contractor that cellular coverage is inadequate and the Contractor can provide an improvement in cellular service; and,
4. The Customer agrees to solution and orders service.

All costs for design, engineering and installation of Equipment shall be provided to the Customer at no price.

Cellular Building Amplification Service will be identified in the Catalog with no dollar value identified.

The Bidder shall provide a Product Identifier for Cellular Building Amplification Services as detailed in Table 19.1.2.5.

Table 19.1.2.5 – Cellular Building Amplification Services						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
1	Cellular Building Amplification Services	Amplifies cellular signals with a signal booster and evenly distribute the amplified signals throughout the building.	TMO In-Building	T-Mobile, at its sole discretion, will provide in-building signal augmentation as appropriate and as agreed upon with the Customer.	Y	

Bidder understands the Requirement and shall meet or exceed it? Yes__X__ No_____

19.1.3 CUSTOMER WEB BASED EQUIPMENT CATALOG (M)

No more than 30 days after Contract Award, the Contractor shall provide a Customer Web Based Equipment Catalog of Equipment and Accessories as identified in Section 19.1.4, Equipment.

The Customer Web Based Equipment Catalog shall display pricing that includes the percentage discount off the manufacturer's suggested retail price.

Modification to the Equipment and Accessories contained in this catalog are not subject to the amendment process. The Contractor may update, change or modify the Equipment and Accessories offerings contained in the Customer Web Based Equipment Catalog at any time as needed without approval or consent. The Contractor's committed discount percentage from manufacturer's list price as identified in the Web Based Equipment Catalog cannot decrease.

Bidder understands the Requirement and shall meet or exceed it? Yes__X__ No_____

19.1.3.1 Pricing Format (M)

The Contractor shall provide a Web Based Catalog that will display pricing information in the following format:

1. Standardized Service Plans. All Standardized Service Plans shall display pricing that includes the monthly Standardized Service Plan price with the SAAF; and,
2. Equipment. All Equipment shall display pricing that includes the percentage discount off the manufacturer's suggested retail price.

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

19.1.3.2 Contractor Updates (M)

The Contractor may update the Customer Web Based Equipment Catalog as needed for the following items:

1. Equipment;
2. Accessories; and,
3. Coverage Maps.

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

19.1.4 EQUIPMENT (M)

The Contractor shall provide Equipment as defined under the following categories:

1. Basic Mobile Phone as described in Section 19.1.4.1;
2. Smartphone as described in Section 19.1.4.2;
3. Mobile Hotspot Device as described in Section 19.1.4.3;
4. Tablet as described in Section 19.1.4.4; and,
5. Accessories as described in Section 19.1.4.5.

The Bidder shall provide a percentage discount off manufacturer's list prices for all Equipment as described in IFB C4CVD18 Part 1, Section 3.3.2.6.2, *Equipment Discount Percentage – Mandatory*.

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

19.1.4.1 BASIC MOBILE PHONE (M)

A Basic Phone is a portable telephone capable of transmitting voice calls and SMS text messages over a cellular network while the user is stationary or moving within a defined coverage area.

The Contractor must provide Basic Mobile Phone(s) that include, at a minimum:

1. Mute functionality;

2. Vibrate alert for incoming phone calls and messages;
3. Ring alert for incoming phone calls and messages;
4. Caller ID capable;
5. Short Messaging Service (SMS) (i.e., text messaging);
6. Bluetooth capability; and,
7. Firmware, system, and application updates via Over the Air (OTA), e.g., security patches and other application/system updates.

The Bidder must include all accessories and user manuals included with the device as provided from the manufacturer (e.g., A/C charging adapter, headphones, and data transfer cable).

Bidder understands the Requirement and shall meet or exceed it? Yes__X__ No_____

19.1.4.2 SMARTPHONE (M)

A Smartphone is a handheld personal computer capable of transmitting voice calls, SMS/MMS text messages, and internet data over a cellular network while the user is stationary or moving within a defined coverage area.

The Contractor must provide Smartphone(s) that include, at a minimum:

1. Ability to sync with email, contact/address, and calendar platforms (e.g., Office365);
2. Mute functionality;
3. Transmit and receive data while conducting a voice session;
4. Vibrate alert for incoming phone calls and messages;
5. Ring alert for incoming phone calls and messages;
6. Caller ID capable;
7. Short Messaging Service (SMS) and Multimedia Messaging Service (MMS) (i.e., text messaging);
8. Bluetooth capability;
9. Remote suspend/resume/wipe capable;
10. Tethering capable; and,
11. Firmware, system, and application updates via Over the Air (OTA), i.e., security patches and other application/system updates (as available).

The Contractor must include all accessories and user manuals included with the device as provided from the manufacturer (e.g., A/C charging adapter, headphones, and data transfer cable).

Bidder understands the Requirement and shall meet or exceed it? Yes__X__ No_____

19.1.4.3 MOBILE HOTSPOT DEVICE (M)

A Mobile Hotspot Device is a type of modem that provides access to the internet via a broadband connection while the user is stationary or moving within a defined coverage area.

The Contractor must provide at least one Mobile Hotspot Device that includes, at a minimum, a USB, Wi-Fi, or Ethernet interface.

The Contractor must include all accessories and user manuals included with the device as provided from the manufacturer (e.g., A/C charging adapter, data transfer cable).

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

19.1.4.4 TABLETS WITH SIM CARDS (M)

A Tablet is a mobile device with a touch screen display and mobile operating system that accesses cellular data services using a SIM Card. Tablets shall only be provisioned in conjunction with a CALNET Data Service Plan.

The Contractor must provide Tablet(s) that include, at a minimum:

1. Only Tablets that have the ability to access the cellular network through SIM Card activation;
2. Ability to sync with email, contact/address, and calendar platforms (e.g., Office365);
3. Bluetooth capability;
4. Tethering; and,
5. Firmware, system, and application updates via Over the Air (OTA), e.g., security patches and other application/system updates (as available).

The Contractor must include all accessories and user manuals with the device as provided from the manufacturer (e.g., A/C charging adapter, headphones, and data transfer cable).

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

19.1.4.5 ACCESSORIES (M)

Equipment accessories are defined as any hardware that is not integral to the operation of Equipment.

The Contractor must provide Accessories that may include, but are not limited to the following:

1. Cell phone batteries;
2. Cell phone chargers;
3. Cell phone hands-free devices;
4. Cell phone cases;

5. Cell phone covers;
6. Cell phone screen protectors;
7. Cell phone data cables;
8. ADA/Assistive cell phone devices and accessories;
9. Bluetooth headsets; and,
10. Cell phone car kits

All accessories must be provided new.

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

19.1.5 EQUIPMENT RELATED SERVICES

19.1.5.1 EQUIPMENT FINANCING (M-S)

The Bidder shall provide financing for the Equipment listed above. The Bidder shall indicate the interest rate they commit to charge the Customers in Table 19.1.5 for the Equipment described above.

Table 19.1.5 – Equipment Financing				
Term	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S, or P)
12 Months	>3% or not available	.01% - 3.00%	0.00%	B
24 Months	>3% or not available	.01% - 3.00%	0.00%	P

If the Customer elects to terminate the order, the Customer shall pay the Contractor all unrecovered amortized nonrecurring charges owed on the date of termination.

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

19.1.5.2 EXPEDITE FEES (M)

The Contractor shall provide expedite shipping on all devices described in Section 19.1.4, *Equipment*, within the one (1) Business Day of receipt of the expedite request from the Customer.

The Bidder shall offer the Expedite Fee options detailed in Table 19.1.5.2.a.

Table 19.1.5.2.a – Expedite Fees						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
1	Expedite Fee for up to 5 devices	Expedite fee for shipping up to 5 devices described in Section 19.1.4, <i>Equipment</i> per grouping.	Express Shipping up to 5	Express Overnight shipping available. Clients are advised to submit overnight orders for processing by 12PM PT.	Y	
2	Expedite Fee for up to 10 devices	Expedite fee for shipping up to 10 devices described in Section 19.1.4, <i>Equipment</i> per grouping.	Express Shipping up to 10	Express Overnight shipping available. Clients are advised to submit overnight orders for processing by 12PM PT.	Y	
3	Expedite Fee for up to 25 devices	Expedite fee for shipping up to 25 devices described in Section 19.1.4, <i>Equipment</i> per grouping.	Express Shipping up to 25	Express Overnight shipping available. Clients are advised to submit overnight orders for processing by 12PM PT.	Y	
4	Expedite Fee for up to 50 devices	Expedite fee for shipping up to 50 devices described in Section 19.1.4, <i>Equipment</i> per grouping.	Express Shipping up to 50	Express Overnight shipping available. Clients are advised to submit overnight orders for processing by 12PM PT.	Y	

The Bidder may list and describe Unsolicited Expedite Fees it is offering in Table 19.1.5.2.b.

Table 19.1.5.2.b – Unsolicited Expedite Fees			
	Expedite Fee Name	Product Identifier	Bidder's Description
1			
2			

19.1.6 SERVICE COVERAGE

19.1.6.1 COVERAGE MAPS (M)

The Contractor shall provide the following information upon Contract Award:

1. Local (California) Voice and Data Coverage:

Detailed In-Network voice and data coverage maps for California, with an overlay of counties and major highways including types of services available (e.g., 3G, LTE).

2. Nationwide Voice & Data Coverage:

Detailed In-Network voice and data nationwide coverage maps including types of services available (e.g., 3G, LTE). Nationwide is defined as the contiguous United States, Alaska, Hawaii, Puerto Rico, and the US Virgin Islands.

Bidder understands the Requirement and shall meet or exceed it? Yes__X__ No_____

19.1.6.2 SERVICE COVERAGE CONTINUITY

The Contractor shall notify customers when the Contractor's geographic coverage is modified greater than 10% during the Contract Term.

Bidder understands the Requirement and shall meet or exceed it? Yes__X__ No_____

19.1.6.3 COVERAGE UPDATES (M)

The Contractor shall provide updated coverage maps on a quarterly basis by the 15th day of the month following the end of a quarter or as requested by the CALNET CMO.

Bidder understands the Requirement and shall meet or exceed it? Yes__X__ No_____