INVITATION FOR BID

IFB C5DTS25
Data Transport Services

FOR CATEGORIES 510 – 515

EXHIBIT F

SOW GLOSSARY

FEBRUARY 6, 2026

BAFO

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ADDENDUM LOG

Addendum #	Date	Addendum Description
BAFO	02/06/2026	Added Definitions previously located in Exhibit B – SOW Business Requirements from Reporting Sections and SLA Sections

EXHIBIT F – GLOSSARY

The following words and phrases, when used in the IFB, the Statement of Work (SOW), or the Contract, shall have the indicated meanings. (Terms capitalized within a particular definition are defined elsewhere within the IFB, the Statement of Work, or the Contract.)

"24x7" shall mean 24 hours per day, seven days a week.

"ACCEPTANCE DATE" shall mean the legally binding date that documents that Goods or Services conform to the Requirements of the Contract and are fully functional.

"ACCEPTANCE TEST" shall mean as defined in Section 1. Definitions of the General Provisions - Telecommunications.

"ADJUSTMENT" shall mean a credit or debit to an account or invoice to correct previous billing, including a Service Level Agreement (SLA) credit.

"AFFILIATE" shall mean any Entity, employee, director, partner, joint venture participant, parent corporation, subsidiary, or any person that directly or indirectly controls, is controlled by, or is under common control of the Contractor, whether through ownership of more than fifty percent of the voting securities, by contract, managing authority or otherwise.

"AGREEMENT" shall have the same meaning as "CALNET 5 Data Transport Services (DTS)" and "Contract" and the terms shall be used interchangeably.

"AVAILABILITY PERCENTAGE" shall mean the Scheduled Uptime less Unavailable Time divided by Scheduled Uptime multiplied by 100.

"AVERAGE DAILY USAGE COST (ADUC)" shall mean the method of calculating rights and remedies for usage-based outages. ADUC shall be derived by dividing the Customer's total Business Day usage (i.e., minutes, calls) in the month prior in which the failure occurred by the number of Business Days in the month prior in which the failure occurs. This will produce a daily average of Business Days usage. The daily average of Business Day usage shall then be multiplied by the unit charge for the associated Service to obtain an average daily cost of the service for the current month. ADUC rights and remedies will be a portion of those average daily costs credited to the Customers impacted by the Service outage(s).

"BID" shall have the same meaning as "solicitation response" and is an offer made in response to the IFB solicitation to provide Services and Features in accordance with terms and conditions provided in the Contract.

"BIDDER" shall mean a supplier who submits a Bid to the State in response to the IFB.

"BILLING ACCOUNT NUMBER (BAN)" shall mean a unique Billing Account Number used to designate a Customer or Customer location that will be billed.

"BILLING TELEPHONE NUMBER (BTN)" shall mean a telephone number for the account billed or a sub-account identifying the party that is billed for the call or Service.

"BUSINESS DAY" shall mean 8:00 a.m. to 4:59 p.m., Pacific Time, Monday through Friday, excluding State observed holidays.

"CALL DETAIL RECORD" shall mean usage information related to a telephone call or communication session. This information identifies the origination and destination address of the call, time of day the call was connected, added toll charges through other networks, and duration of the call.

"CALNET" or "CALNET PROGRAM" shall mean as defined in Section 1, Definitions of the General Provisions - Telecommunications.

"CALNET 4" shall mean the Contracts that resulted from CALNET Cellular Voice and Data Services (IFB C4CVD18), Legacy Voice and Data Service (IFB C4A1LEG18), and Data Networks and Communications Services (IFB C4DNCS19).

"CALNET 5" shall mean the Contract(s) resulting from a CALNET 5 Contract Award.

"CALNET DNCS" shall have the same meaning as "CALNET 4" and the terms shall be used interchangeably.

"CAT" shall mean the type of Catastrophic Outage.

"CATEGORY" shall mean the CALNET Category number from which the Service has been procured.

"CHANGE DATE" shall mean the type of Service/Feature change processed by the Contractor per the Customer's Service Request. This is either a move, add, change, or disconnect..

"CHANGE TYPE" shall mean the type of Service/Feature change processed by the Contractor per the Customer's Service Request. This is either a move, add, change, or disconnect.

"CHARGE AMOUNT" shall mean the amount charged to the Customer per the charge type.

"CHARGE TYPE" shall mean an acronym assigned to the type of charge being reported on the row of data.

"COMMERCIALLY AVAILABLE AREA" shall mean the geographic area in which the Contractor currently offers or provides the specific Service to the public or any government organization.

"CONTRACT" shall mean the State of California Standard Agreement, the SOWs, Exhibits, Attachments, Catalog A, Cost Worksheets, terms and conditions, Part 1 – General Instructions, and the Bidder's solicitation response to the IFB in its entirety, and any documents incorporated therein by reference, any ordering document, and Scope of Work made pursuant thereto for the applicable Services. The term "Contract" shall have the same meaning as "Agreement" and "CALNET 5 DTS" and the terms shall be used interchangeably.

"CONTRACT AWARD" shall mean the award of the Contract, which shall commence on the Effective Date of the Contract.

"CONTRACT TERM" or "TERM" shall mean the time span beginning with the Contract Award and ending with the termination of the Contract, including Contract extensions when executed by the State and as defined in Part 1 – General Instructions, Section 1.4, Contract Term.

"CONTRACTOR" shall mean as defined in Section 1, Definitions of the General Provisions - Telecommunications.

"CONTRACTOR CODE" shall mean a unique identifier assigned to each CALNET Contractor and provided by the CALNET Program.

"CONTRACTOR PERSONNEL" shall mean, at a given time during the Contract Term, all employees, agents and representatives of the Contractor, or of

Subcontractors of the Contractor, who are then assigned or performing responsibilities in connection with providing the Deliverables under the Contract.

"CONVERSION" shall mean Transition, Migration and Transfer as described in the SOW Business Requirements, Section T.12.

"COORDINATED PROJECT" shall mean as described in the SOW Business Requirements, Section T.10.1.

"CUSTOMER" shall mean any authorized Entity that is purchasing and utilizing Services from the CALNET Contracts.

"**CUSTOMER ACCEPTANCE**" shall mean written acknowledgement by the authorized Customer that the Service is 100% operational for use as documented by the Customer or the Contractor.

"CUSTOMER CODE" shall mean the unique identifier for the Customer as provided by the CALNET Program.

"CUSTOMER CONTACT" shall mean the name of the Customer responsible for acting as a point of contact for CALNET Service issues reported to the Trouble Ticketing Reporting and tracking system.

"CUSTOMER CONTACT INFORMATION" shall mean the telephone number or email address for the Customer Contact.

"CUSTOMER NAME" shall mean the Customer name as identified and provided by the CALNET Program.

"CUSTOMER PREMISES EQUIPMENT (CPE)" shall mean telecommunications Equipment located at a Customer location.

"CUSTOMER REQUESTED DISCONNECT DATE" shall mean the date the Customer requests Service to be disconnected.

"DAYS PAST DUE (PD)" shall mean the number of calendar "Days Past Due" from the due date of written order confirmation notification. Applicable even if date has been renegotiated.

"**DELIVERABLES**" shall mean as defined in Section 1, Definitions of the General Provisions - Telecommunications.

"DELIVERY DATES" shall mean the standard interval and negotiated dates specified by the State or the Customer for the delivery of Services and/or Features by the Contractor.

"DUE DATE" shall mean the actual date the Contractor and the Customer mutually agree Service order will be completed in accordance with Provisioning SLA sections in each Category SOW Technical Requirements solicitation.

"EFFECTIVE DATE" shall mean the award of the Contract resulting from IFB C5DTS25, which shall commence on the date the Contract is signed by the California Department of Technology and approved by the Office of Statewide Technology Procurement.

"END-USER" shall mean an individual within an Entity who receives Services and/or Features provided under the Contract.

"ENTITY" or "ENTITIES" shall mean a tax supported public organization(s) empowered to expend public funds to purchase Services and/or Features from the Contract.

"**EQUIPMENT**" shall have the same meaning as "Goods" as defined in Section 1. Definitions of the General Provisions - Telecommunications.

"FACILITY" or "FACILITIES" shall mean capacity, conduits, pathways, and telecommunications sites and/or systems provided by either the State or the Contractor.

"FEATURE" shall mean an enhancement or add-on component to a CALNET Service which cannot be ordered as a standalone Service.

"FORM 20" shall mean the State's Telecommunications Service Request form.

"FULLY FUNCTIONAL" shall mean the Service is working correctly or as expected in every way.

"GENERAL PROVISIONS" shall mean the General Provisions - Telecommunications.

"INCLUDE" or "INCLUDING" shall mean as defined in Section 1, Definitions of the General Provisions - Telecommunications.

"INDIVIDUAL PRICE REDUCTIONS (IPR)" shall mean the reduction in the pricing of Services provided to an individual Customer pursuant to the methodology described in the SOW Business Requirements Section T.9.1.

"INSTALLATION DATE" or "INSTALL DATE" shall mean the date specified in the Scope of Work and/or a Service Request by which the Contractor must have commenced the ordered Service, which include activation, delivery, installation of Services or Goods and/or Feature ready (certified) for use by the State or Customer.

"INVITATION FOR BID (IFB)" shall mean as defined in Section 1, Definitions of the General Provisions - Telecommunications.

"**INVOICE DATE**" shall mean the date the invoice was issued by the Contractor.

"**INVOICE NUMBER**" shall mean the unique number assigned to the invoice.

"KEY PERSONNEL" shall mean the Contractor or Subcontractor personnel identified as such in the SOW Business Requirements Section T.2.3.

"MANAGED PROJECT" shall mean as described in the SOW Business Requirements, Section T.10.2.

"MANAGED SERVICE" shall include all components required to deliver the Services and/or Features that are owned and maintained by the Contractor.

"MIGRATION" or "MIGRATE" shall have the same meaning as Migration-In or Migration-Out as described in the SOW Business Requirements, Section T.12.1.2.

"OUTAGE CAUSE" shall mean the written explanation of cause or reason for CALNET Service outage, that is known at the time of ticket closure.

"OUTAGE DURATION" shall mean the total minutes measured from when a trouble ticket is opened until the Service fully is restored and deemed acceptable to the Customer.

"PARENT TICKET" shall mean the Contractor's main outage ticket number that all associated trouble tickets fall under.

"PHYSICAL TRANSITION" shall mean that existing Service or Equipment will be changed and will require coordination with the Customer prior to the billing Transition.

"PRIMARY BIDDER" shall mean the sole responsible party for the successful performance of all Subcontractors and support services offered in response to this IFB and is the sole point of contact regarding all contractual matters.

"PRODUCT IDENTIFIER" or "PRODUCT ID" shall mean a unique Contractor-defined code specific to each Service and Feature as included in the Contractor's SOW Technical Requirements and Catalog A.

"PRODUCT NAME" shall mean a unique name given to each Service and Feature as identified in the Contractor's SOW Technical Requirements and Catalog A.

"PRODUCT SAAF" shall mean the State Associated Administrative Fee (SAAF) rate multiplied by the Charge Amount for the specified Product ID.

"PRODUCT SERVICE OR FEATURE DESIGNATION" Designates whether the specific line item is a Service or Feature as included in the Contractor's SOW Technical Requirements.

"PROVISIONING" shall mean new Service or Service moves, adds, changes, disconnects, Transfers, and deletes.

"PROVISIONING PERIOD" shall mean the month and year in which the Service Request was completed.

"QUALITY OF SERVICE (QoS)" shall mean the ability to assign different priority to different applications or traffic flows.

"QUANTITY" shall mean the total number of billable units for the specified Product ID in the reporting month.

"RATE-ONLY TRANSITION" shall mean that the Monthly Recurring Charge (rate) may change due to the Transition from one Contract to the next awarded Contract.

"REPORTED TROUBLE" shall mean the written explanation of the trouble reported by the Customer in the Trouble Ticket Reporting System.

"REQUIRED SERVICES" shall mean Services mandated for non-exempt State Entities. These Services are specifically identified by the CALNET Program as Required Services in the CALNET Contract Service catalogs.

"REQUIREMENT" shall mean the business, technical, and administrative specifications and Deliverables established by the State throughout the IFB.

"RESTORE DATE AND TIME" or "RESTORAL DATE AND TIME" shall mean the actual date and time the Customer's Service was restored, accepted, and documented in the Contractor's trouble ticket.

"RESTORAL" shall mean the return of the Service to the original, normal, fully functional, or unimpaired condition.

"RESTORAL ACTIVITY PERFORMED" shall mean the written chronological explanation and timestamp of the Contractor's trouble shooting and restoration activities provided in Contractor's trouble ticket.

"RIGHTS AND REMEDIES PERCENTAGE" or "R&R %" shall mean the Rights and Remedies percentage credited or refunded for SLAs as detailed in SOW Technical Requirements, Service Level Agreement Sections 510.4.8, 511.5.8, 512.5.8, 513.4.8, 514.4.8, 515.5.8. The Rights and Remedies percentage will reflect "0%" to "100%" per the SLA triggered.

"SCHEDULED UPTIME" shall mean the total time duration less time required for scheduled maintenance or scheduled upgrades.

"SCOPE OF WORK" shall mean the description of work as mutually agreed upon by the Contractor, Customer, or the CMO, as applicable, that is included as an attachment to Service Requests or Coordinated Project or Managed Project documents.

"SD-WAN EDGE DEVICE" shall mean a virtualized or physical network function that can be deployed in various locations, such as an organization's central, regional, or branch office, a data center, or in public or private cloud platforms.

"SECTION NUMBER" shall mean the number of the Service grouping as defined in each table heading of the Contractor's SOW Technical Requirements and Catalog A.

"SECTOR" shall mean the Customer's sector of government as provided by the State.

"SECURITY INCIDENT" shall mean as defined in Section 1, Definitions of the General Provisions - Telecommunications.

"SERVICE" or "SERVICES" shall mean as defined in Section 1. Definitions of the General Provisions - Telecommunications.

"SERVICE ADDRESS (A or Z)" shall mean the End-User location primary street number and name where trouble was reported.

"SERVICE CITY (A or Z)" shall mean as the End-User location primary city where trouble was reported.

"SERVICE ID" shall mean a unique identifier assigned by the Contractor to each instance of a Service ordered by a Customer.

"SERVICE LEVEL AGREEMENT (SLA)" shall mean the name of Service Level Agreement.

"SERVICE MONTH" shall mean the calendar month the Service, Equipment, and/or Feature is provided or moved, added, changed, Transferred, or disconnected.

"SERVICE REQUEST" or "ORDERING DOCUMENT" shall mean as defined in Section 1, Definitions of the General Provisions – Telecommunications and the terms shall be used interchangeably.

"SERVICE REQUEST NUMBER" or "SR NUMBER" shall mean the Entity's Service Request Number as provided on the Telecommunications Service Request.

"SERVICE STATE (A or Z)" shall mean the End-User location primary State where trouble was reported.

"SERVICE TYPE" shall mean the name of the table heading of the Contractor's SOW Technical Requirements and Catalog A.

"SERVICE ZIP CODE (A or Z)" shall mean the End-User location primary zip code where trouble was reported.

"SLA APPLIED" shall mean the SLA name as it appears in the Category solicitation when the trouble ticket failure or missed provisioning date qualified for and Contractor applied rights and remedies under the named SLA.

"SLA CREDIT REPORT PERIOD" shall mean the month and year for which credits were paid.

"SLA DESCRIPTION" shall mean A Description of the SLA credit applied.

"SLA REPORT PERIOD" shall mean the month and year in which the ticket was restored.

"SR DATE" shall mean the date the Service Request for the Service/Feature move, add, change, Transfer, delete, or disconnect was submitted.

"STATE" shall mean as described in Section 1, Definitions of the General Provisions - Telecommunications.

"STATEMENT OF WORK" shall mean the Requirements contained in the CALNET 5 DTS solicitation documentation (i.e. RFQP, RFP, IFB) and the Bidder's response to meet the program Requirements in the solicitation as stated/offered in the Bidder's proposal.

"STATUS" shall mean the Contractor trouble ticket Status.

"STOP CLOCK CONDITIONS (SCC)" shall mean the Stop Clock Condition name in the Contractor's trouble ticket system in the SLA language in each Category SOW Technical Requirements.

"STOP CLOCK CONDITIONS MINUTES (SCC MINUTES)" shall mean the total Stop Clock Condition duration in minutes applied per trouble ticket for SOW Technical Requirements Sections 510.4.7, 511.5.7, 512.5.7, 513.4.7, and 514.4.7, 515.5.7.

"SUBCATEGORY" shall mean the CALNET Subcategory number from which the Service has been procured.

"**SUBCONTRACTOR**" shall mean any party that is contracting with the Contractor to perform/provide Services and/or Features on behalf of the Contractor.

"SUBSECTOR" shall mean the Customer's subsector of government as provided by the State.

"TELECOMMUNICATIONS" shall mean as defined in Section 1, Definitions of the General Provisions – Telecommunications.

"TICKET #" shall mean the Contractor's trouble ticket number.

"TICKET CLOSE DATE AND TIME" shall mean the actual date and time the Contractor's trouble ticket was closed by the Contractor.

"TICKET CLOSE TIME" shall mean the actual time of day the Contractor trouble ticket was closed by the Contractor.

"TICKET OPEN DATE AND TIME" shall mean the actual date and time the Contractor's trouble ticket was opened by either the Contractor or the Customer.

"TOTAL MONTHLY RECURRING CHARGES (TMRC)" shall mean the monthly recurring charges for the transport and Service including all Feature charges that comprise the total monthly reoccurring cost per Service.

"TOTAL SLA CREDITS" shall mean the total dollar amount being credited to the Customer for each Service and its associated Features.

"TRANSFER" shall mean as described in the SOW Business Requirements, Section T.12.1.3.

"TRANSITION" shall mean as described in the SOW Business Requirements, Section T.12.1.1.

"UNAVAILABLE TIME" shall mean the total minutes from when a trouble ticket is opened until the problem is restored and deemed acceptable by the Customer minus Stop Clock minutes.

"UNIT OF MEASURE" shall mean the Unit of Measure for the Product ID as published on Contractor's Catalog A.

"USAGE CHARGES" shall mean charges for Services that are billed on a per-use basis linked to a Contract Product Identifier.

"WIDE AREA NETWORK (WAN)" shall mean a computer network that connects separate machines over a wide area, for example in different cities or countries, using telecommunication systems.

"WORKING TELEPHONE NUMBER (WTN)" shall mean the End-User telephone number.