INVITATION FOR BID
IFB C4DNCS19
Data Networks and Communications Services
STATEMENT OF WORK

BUSINESS REQUIREMENTS

FOR CATEGORIES 21, 22, 26, 27 and 29

<Enter Bidder Name Here>

Sept 14, 2020

BAFO

Issued by:

STATE OF CALIFORNIA

California Department of Technology Statewide Procurement

PO Box 1810

Rancho Cordova, CA 95741

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ADDENDUM LOG

Addendum #	Date	Addendum Description
2	11/22/19	G.2.2 #15 – removed requirement. G.2.2.1 #4 – modified language. Table G.2.2.1 – modified language. G.4.2 – modified language. G.4.3 #9 – modified language.
3	12/5/19	G.2.5.4 #5 – modified language. G.3.2 #11 – modified language. G.4.7.1 – modified language. G.4.7.2 – modified language. G.6.1.2.1 #2 – modified language. G.6.1.2.3 #3 – modified language. G.6.3 #6 – modified language. G.10.5.2 – modified language. G.11.1.3 – modified language.
5	1/14/20	G.1 – modified language G.2.1 – removed language G.2.4.2 – modified language G.4.7.2 – modified language G.6.1 #3 – modified language G.6.1 #4 – modified language G.6.1 #18 – modified language G.6.2 – modified language G.6.2.1 #1 – modified language G.6.2.1 #2 – removed requirement G.6.9 – modified language G.9 #3 – modified language G.10.4 – modified language
7	3/30/20	Title Page – modified category language G.1 – modified category language G.5 – modified language G.7 – removed deliverable language G.8.1 #1 – modified language G.8.2 #1 – modified language G.11.2 – modified language G.3.1, 7.8, 6.1.2 – corrected "Bidder Understands"... to add drop down(s). Added Stop Clock Condition to Table G.10.5.1.1 #24, Table G.10.5.2.1 #12, and Table G.10.5.3.1 #14.

Addendum #	Date	Addendum Description
		Updated section references in G.13.2.4 and Section G.13.2.5.
8	6/12/20	G.6.7.1 - Added language for Exhibit 11 G.9.1 - Removed language G.10.1.2 - Added #12 G.11.1.1 - Added language
BAFO	9/14/20	Removed all references to Category 30. Added Category 27 to title page G.2.2 - #6 & #8, added "yes/no" drop downs Updated Table G.2.2.1, Deficiencies and Charges, #7 G.6.7 - Updated language G.10.1.2 - Removed requirement #3 "eVAQ"

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SOW BUSINESS REQUIREMENTS

FOR CATEGORIES 21, 22, 26, 27, and 29

G.1 OVERVIEW

This Invitation for Bid (IFB) C4DNCS19 provides the State's solicitation for the SOW Business Requirements associated with the Data Network and Communications Services (DNCS) SOW Technical Requirements described in:

Category 21, Standalone VoIP;

Category 22, Cloud-Hosted VoIP Services;

Category 26, SONET Point-to-Point Connectivity;

Category 27, Standard Contact Center Services; and

Category 29, Converged VoIP

The State's electronic Vendor Application of Qualifications (eVAQ) is an external process to this solicitation and all questions related to the eVAQ should be addressed to the Statewide Technology Procurement (STP) Procurement Official.

The CALNET DNCS Contract(s) that result from the award of this IFB will be managed on a day-to-day basis by the CALNET Program.

G.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 requirements that require confirmation that the Bidder understands and accepts the requirement):

"Bidder understands the Requirement and shall meet or exceed it? Choose an item.**" (Choices include Yes or No)**

Or,

2. Example B (for responses that are only applicable to incumbent Bidders):

"Bidder understands the Requirement and shall meet or exceed it? Choose an item.**" (Choices include Yes, No or N/A)**

G.1.2 Designation of Requirements

All SOW Business Requirements specified in this IFB are Mandatory and must be responded to as identified in this IFB, Part 1 – General Instructions, SOW Mandatory Business and Technical Requirements by the Bidder. Additionally, some Mandatory Requirements are "Mandatory-Scorable" and are designated as "(M-S)".

Costs associated with these SOW Business Requirements 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.

G.1.3 Pacific Time Zone

Unless specific otherwise, all Requirements are stated in the Pacific Time Zone and Contractors shall use the Pacific Time Zone.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.2 CALNET PROGRAM REQUIREMENTS

G.2.1 Contractor Responsibilities

The Contractor shall:

1. Comply with the Requirements defined in this IFB and subsequent Service Requests, including the business support and SOW Technical Requirements detailed herein.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Comply with the rules and regulations of the Federal Communications Commission and the California Public Utilities Commission as they pertain to the Services and Requirements of this IFB.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. Comply with the terms and conditions of their respective Contract(s).

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. Ensure that Key Personnel as defined in Section G.2.3, Staffing and Resource Requirements are in place and resources are available

for Contract Conversion and/or upon receipt of first Service Request for IFB Services, per the terms and conditions of the awarded Contract.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

5. Accept full responsibility for all Contract Requirements. This responsibility includes the conduct of the Contractor, their Subcontractors and Affiliates, in complying with the terms and conditions of the Contract.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Unless otherwise specified in this IFB, all SOW Business Requirements shall be met and delivered by the Contractor regardless of whether the Subcontractors or Affiliates provide Services to Customers. Contractors shall provide all reports, tools, procedures and other Deliverables that incorporate all Subcontractor and Affiliate information and activity.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor, their Subcontractors and Affiliates shall provide Consultative Business Assistance to Customers in the planning, selection, application, and cost-effective use of Contract Services.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall comply with the State's policies for Requirements in provisioning Telecommunications Services as defined in the State's Telecommunications Management Manual (STMM), and CALNET DNCS User Instructions.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

All documents required to be submitted by the Contractor within the SOW Business Requirements shall be provided to the CALNET Program in an editable Microsoft (MS) Word 2013 (or higher) format unless stated otherwise in these SOW Business Requirements. Each submission shall include the specific Business Requirement Section number.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.2.1.1 Marketing Requirements

Neither the Contractor, Subcontractors nor Affiliates will express or imply any association with CALNET through their marketing nor shall they use the CALNET brand without prior written approval from the CALNET CMO.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Contract marketing activities shall represent and be limited to the Contractor's Category.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall not present or sell services that are NOT available on the Contract in a manner that implies to the Customer the Service will be made contractually available.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall not use the CALNET name, mark or logo, directly or indirectly in any press releases, public announcements or marketing campaigns without written approval from the CALNET Program.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The CALNET CMO reserves the right to request and review Contractor's CALNET marketing materials.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.2.2 Contractor Program Manager Responsibilities

The Contractor shall assign a Contractor Program Manager (CPM) that will be available to the State throughout the Contract Term. The CPM shall ensure compliance with the Contract Requirements. Responsibilities include, at a minimum:

1. Service as the CALNET Program's primary point of contact and ensure the Contractor is compliant with all terms and conditions of this IFB, including technical solutions, performs administrative functions, reporting, and Contract management functions.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Ensure the Contractor responds to the CALNET Program's verbal requests and/or directions regarding Contract and program oversight issues.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. Respond through written communication within five Business Days to the CALNET CMO's written requests.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. Act as a point of escalation for all Contract and program oversight issues for the CALNET CMO.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

5. Attend regularly scheduled CALNET DNCS Executive Meetings and ad hoc meetings in order to address Contract compliance or Customer Service issues; the Contractor's remote attendance shall be at the CALNET CMO's discretion.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

6. Ensure the Contractor does not market services that are not available on the Contract in a manner that implies to Customers the services are, or will become, contractually available under CALNET DNCS.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

7. Ensure the Contractor provides the CALNET CMO with written notice of regulatory changes that impact the Provisioning of Contract Services and/or the administration of the Contract.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

8. Ensure the Contractor complies with "Most Favored Nation" Status of the State per General Provisions - eVAQ, Section 78.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

9. Ensure the Contractor Staff are knowledgeable on products/Services and the terms and conditions of the Contract.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

10. Ensure each Customer has obtained a signed CALNET DNCS Delegation (when applicable) prior to the implementation of Services in accordance with STMM Chapter 3-502.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

11. Ensure Contract amendments receive required corporate approvals.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

12. Ensure the Contractor provides staff resources with skill levels to meet Contract Requirements.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

13. Ensure the Contractor is responsive to Service failures and provides Executive Summaries (Section G.3.3, Network Outage Response) for significant and Catastrophic Outages to the CALNET CMO within five Business Days of the CALNET CMO request.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

14. Ensure notifications for significant service impacting events are disseminated in accordance with the Notification SLAs in the SOW Technical Requirements.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

15. Ensure the Contractor notifies the CALNET CMO within five Business Days of a change of status of the CPM.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

16. Be the point of contact to ensure that the resources necessary to support all of the contractual Requirements in this IFB are available throughout the Contract Term.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

17. Ensure the Contractor submits, maintains and resubmits all Contract documents in ADA format for the duration of the Contract as set forth in Part 1 – General Instructions, including all amendments.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

18. Ensure that Contract documents altered for amendment(s) are submitted to the CALNET Program in the ADA format outlined in Part 1 – General Instructions.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

19. Ensure the Contractor submits, maintains and resubmits all Contract documents in Century Gothic, 12-point font for the duration of the Contract as set forth in Part 1 – General Instructions, or unless otherwise directed by the CALNET CMO.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

20. Ensure all required deliverable documents, as a result of the award of this IFB, are submitted in a concise manner and specifically address the topic(s) identified. Contractor shall refrain from including marketing materials and generalized statements.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.2.2.1 Contract Program Management Performance

The purpose of General Provisions - eVAQ Section 63, Liquidated Damages, (including but not limited to performance deficiency charges) is to ensure the Contractor accountability and to improve performance of administrative, reporting, and Contract management functions when deficiencies are identified. Performance deficiency charges provided for herein are distinct from any Service Level Agreement (SLA's) charge provided elsewhere in this Contract.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Beginning with the CALNET CMO and the CPM, the provisions of General Provisions – eVAQ Section 63, Liquidated Damages, will be exercised in resolving performance deficiency issues using the following sequence of actions:

1. The CALNET CMO shall notify the CPM of performance deficiency occurrence in writing.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. The CALNET CMO and CPM shall meet prior to invoicing the Contractor, at the State's discretion, to confer regarding the performance deficiency charges, the underlying failures or deficiencies in the Contractor's performance, and alternative remedies and/or cures.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. The CALNET CMO shall set cure period, not to exceed 60 calendar days unless otherwise directed by the State.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. If the Contractor continues to be noncompliant with the identified Contract performance deficiencies after the cure period set by the CALNET CMO, the State may invoice the Contractor for the Deficiency Charges detailed in Table G.2.2.1 (Deficiencies and Charges).

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

5. The Contractor shall pay the invoice within 30 calendar days of receipt or notify the CALNET CMO within ten Business Days if it intends to dispute the invoice per General Provisions – eVAQ Section 54, Disputes.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

6. The Contractor shall provide all assistance and support reasonably necessary for the administration of such performance deficiency charges, including, the provision of additional documentation regarding Contractor's performance and payment of the deficiency charges.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

7. The Contractor may not earn back, with subsequent performance or otherwise, the amounts of any performance deficiency charge(s) that become due to the State.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The CALNET CMO reserves the right to waive or diminish a deficiency charge globally or on a case-by-case basis per individual occurrence. The waiver or diminishment shall not reduce the applicability of the deficiency charges for future occurrences, and shall not abridge the rights of the State.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Table G.2.2.1 below describes the deficiency and charges for the Contractor's performance. The table includes categories describing deficiencies in the performance of administrative, reporting, and relationship management functions.

Table G.2.2.1, Deficiencies and Charges

Line Item	Deficiency	Charges	Bidder Meets or Exceeds? Yes or No
1	CPM's failure to respond in writing within five Business Days to the CMO's written requests. (Section G.2.2, #3)	Up to $1,000 per occurrence and $250 per week thereafter until the Contractor's response is received	**Choose an item.**
2	The Contractor markets services to CALNET Customers that are not available on the Contract in a manner that implies to the Customer the services are or will become contractually available. (Section G.2.2, #6)	Up to $1,000 per occurrence	**Choose an item.**

Line Item	Deficiency	Charges	Bidder Meets or Exceeds? Yes or No
3	The Contractor fails to comply with General Provisions - eVAQ, Section 78 ("Most Favored Nation" Status of the State). (Section G.2.2, #8)	Up to $1,000 per Product Identifier/up to $250 per week per identifier thereafter until the Contractor billing reflects MFN pricing.	**Choose an item.**
4	Contractor fails to submit an approved Individual Pricing Reduction Agreement (IPRA) to the CALNET Program within 30 calendar days of Contractor's signature. (Section G.9.1)	Up to $1,000 per occurrence and $250 per week thereafter until Contractor provides a copy of the approved IPRA to the CALNET Program	**Choose an item.**
5	The Contractor fails to validate Customer has a signed CALNET Delegation prior to the implementation of service required per the State Telecommunications Manual (STMM) Chapter 3-502.0. (Section G.2.2, #10)	Up to $1,000 per occurrence and $250 per week thereafter until the Contractor obtains approval.	**Choose an item.**
6	The Contractor fails to provide Executive Summaries of Network Outages within five Business Days of the CALNET CMO request. (Section G.2.2, #13)	Up to $1,000 per occurrence.	**Choose an item.**

Line Item	Deficiency	Charges	Bidder Meets or Exceeds? Yes or No
7	The Contractor fails to notify CALNET CMO and authorized staff of significant service impacting event in accordance with Section G.3.3, Network Outage Response	Up to $1,000 per occurrence.	**Choose an item.**
8	The Contractor fails to flag a Non-CALNET service and/or feature on a Customer invoice as identified in accordance with Section G.6.1, Billing and Invoicing Requirements, and Section G.4.3, Data Reporting Requirements	Up to $100.00 for each Non-CALNET service and/or feature per month, per Customer invoice.	**Choose an item.**
9	The Contractor fails to submit and amend Contract document(s) in an ADA format (Section #17, #18, and #19) consistent with Part 1 – General Instructions, Section 3.1.3, Digital Accessibility.	Total cost for CDT to remediate CALNET documents(s). Amount shall not exceed $100.00 per page.	**Choose an item.**

G.2.3 Staffing and Resource Requirements

The Contractor shall submit an organizational chart to the CALNET CMO within 30 calendar days of Contract Award. The organizational chart shall identify personnel that will be assigned to the Contract including title, area of responsibility, Contract Category, contact information (email and phone number), escalation chain/level (if applicable) and employee photographs.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Up to date organizational charts will be provided upon request from the CALNET CMO throughout the Contract Term.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The organizational chart shall include Key Personnel that will work with the CALNET CMO to include, at a minimum:

1. Executive Officers;
2. Contractor Program Manager (CPM);
3. Customer Service Center Manager – see Section G.3.2, Customer Service Center;
4. Transition/Migration Project Manager(s);
5. Technical Resources Manager(s) shall oversee the Contractor's technical resources as described in Section G.3.5, Technical Resources, responsible for providing support to CALNET CMO and Customers; and,
6. Subject Matter Experts (SMEs) or Project Managers for the following Contract functions:
    a. Provisioning and Implementation;
    b. Billing and Invoicing;
    c. Administrative Fees;
    d. Reporting;
    e. Public and Private Websites;
    f. Service Catalogs;
    g. Trouble Ticket Reporting; and,
    h. SLA's.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

7. The Contractor's Key Personnel shall meet and confer with the State on Contract related issues. The meetings shall take place in the greater Sacramento area at a location specified by the CALNET CMO. Remote attendance shall be allowed at the discretion of the CALNET CMO.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

8. Contractor shall ensure that resources are available to support all of the contractual Requirements noted in this IFB.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.2.4 Contract Business Relationships

The State anticipates IFB Contracts to support Telecommunications and network Services. The State anticipates Services across CALNET DNCS Categories will complement each other in service applications and require interoperability.

G.2.4.1 The State and the Contractor Business Relationships

The State is committed to working cooperatively with the Contractors to establish a positive working relationship and an environment that facilitates communication, cooperation, and collaboration between other Contractors and with the State.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.2.4.2 Business Relationships with Other Telecommunications Providers

The Contractor(s) shall fully cooperate with the State and other Contractors as necessary to coordinate the performance of all Services under the CALNET Contracts, including participation in any advisory forum established by the State and the establishment of business processes that facilitate the orderly Transition and Migration, of Customers to CALNET Services and the implementation of any other ongoing provisioning support for said Services.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor(s) may subcontract with other Telecommunications providers for the Provisioning of specific Deliverables and Services in the Subcontractors' authorized facilities-based territories. This encourages the Telecommunications industry to work together in alliance arrangements to provide peer-to-peer Services on a fully retail basis for the delivery of CALNET DNCS Deliverables and Services as described in this IFB. Consistent

with the provisions of Federal and State law, the State expects carriers to transmit information on a retail-to-retail basis for the purposes of providing Deliverables and Services.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

For the purpose of managing the Contract as described in Section G.2.1, Contractor Responsibilities, the Contractor(s) will act as the agent of the Contractor's Subcontractors and Affiliates when dealing with the State on a daily basis.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall inform the CALNET CMO in writing of any agreements with Subcontractors or Affiliates that impact the performance of the Contract (See General Provisions - eVAQ, Section 85, Subcontractors).

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Contractor shall not engage in co-branding with affiliates or other entities acquired after contract execution until such affiliates are added to the contract via amendment.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.2.4.3 CPM as Single Point of Contact

If a Contractor is awarded more than one IFB Category, the Contractor may be required by the CALNET CMO to provide a Single Point of Contact (SPOC) for each of the Contractor's IFB awarded Contracts.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.2.4.4 CALNET Authorization to Customer Proprietary Network Information

The Contractor shall provide the CALNET Program all data, invoices, reports, and access to trouble tickets for Service(s) subscribed to under this Contract, pursuant to provisions of this Contract. The CALNET CMO authorized users shall have access to Customer Proprietary Network

Information (CPNI) for purposes of administering this Contract. The Contractor shall provide access only to CALNET Program staff as authorized by the CALNET CMO.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.2.5 Provisioning and Planning

This section describes the support responsibilities of the Contractor for activities related to Customer acquisition of Telecommunications Services as defined in this IFB. The Contractor shall be responsible for the coordination and processing of all acquisitions for Services provided by Subcontractors and Affiliates.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.2.5.1 General Requirements

The Contractor shall:

1. Notify the CALNET CMO in writing within 24 hours of the Contractor's receipt of the first complete Service Request for CALNET DNCS Services.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Ensure Service Requests for Services subject to CALNET Delegations have a CALNET CMO approved delegation before accepting a Customer Service Request.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. Provide technical and business resources to the CALNET Program and to Customers for information on pricing, features, and feature interactions/restrictions. The Contractor's staff shall be available by telephone to participate in meetings to answer questions about contracted Services. The Contractor shall ensure that the Contractor's staff, including Subcontractors and Affiliates, are trained on Contract Services and are knowledgeable on Contract terms and conditions.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. Accept Executive Branch State Agency Service Requests in accordance with procurement Requirements as defined in this IFB and STMM.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

5. Provide to the CALNET Program a toll-free telephone number for Provisioning and status inquiries Monday through Friday, 8:00 a.m. to 5:00 p.m.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.2.5.2 Planning

The Contractor shall:

1. Perform planning coordination activities related to service implementation.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Review End-User Requirements to recommend the appropriate service and implementation plan for successful service delivery.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. Perform site surveys, when necessary, to ensure End-User's location is capable of supporting the type of service/feature being considered.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.2.5.3 Design

The Contractor shall:

1. Analyze Service Requests and determine facility requirements.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Review End-User Requirements to recommend the appropriate Service.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. Determine network interconnection requirements of Service Requests.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. Determine required network management applications and interface requirements.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

5. Develop and identify engineering, design and standards compliance issues that must be met for the Contractor to utilize the State and Customer assets.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

6. Upon Customer request, provide the applicable electronic and hardcopy network or service delivery design and drawing.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

7. Provide Customer an electronic and hardcopy proposal for Services identifying all components and costs in response to a Service Request.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.2.5.4 Provisioning and Implementation

The Contractor shall:

1. Verify Customer's authority to order Services by verifying the information contained in the CALNET data management system for each Service Request for:
    a. State Customers - identified as a Chief Agency Telecommunications Representative (CATR) or an Agency Telecommunications Representative (ATR).

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

    b. Non-State Customers - identified by a fully executed Authorization To Order (ATO).

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Confirm the Customer has an approved CALNET Delegation from the CALNET Program for all Services requiring Delegation.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. Acknowledge Service Requests receipt to Customer within one Business Day.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. Process approved Service Requests (Form 20 and/or STD 65) and appropriate attachments (i.e. Scope of Work and/or list of CALNET DNCS line items).

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

5. Provide Customer with an order confirmation notification within five Business Days of receipt of a complete and accurate Service Request. Order confirmation notification shall include all activities associated with the receipt, logging, task identification, Due Date confirmation, scheduling, and completion notification of Customer Service Requests.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

6. Identify if the Customer's Service Request qualifies as Contracted Service Project Work (Section G.8). If so, a Scope of Work shall be provided to the Customer within ten Business Days of receipt of Service Request in lieu of the order confirmation notification. The Contractor must include negotiated Due Dates for each individual service in the Scope of Work.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

7. Perform a site inspection of Customer location prior to implementation of service to ensure there is an adequate environment for the new service as mutually agreed upon between the Customer and the Contractor if required for Service(s) ordered.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

8. Prepare site preparation plans that specify requirements for space, power, air conditioning, humidity control, floor loading, dimensions, Equipment, and any other special requirements necessary for the

provision of service in a Customer location as mutually agreed upon between the Customer and the Contractor if necessary for service(s) ordered.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

9. Coordinate the Service installation with the Customer Contact. This includes scheduling, coordinating, and documenting meetings as appropriate.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

10. Develop comprehensive implementation plans and schedules that minimize disruption of the current Customer's Telecommunications system.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

11. Prepare Service acceptance plans that specify requirements for functional testing, load testing, and cutover testing of the Contractor provided Services as mutually agreed upon by the Customer and the Contractor and as necessary for Service(s) ordered.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

12. Contractor shall only begin Billing and Invoicing for Services, when the Customer's Service is fully functional; and,

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

13. Contractor shall not charge to disconnect a CALNET Service. Charges for Services shall cease on the Customer requested disconnect date. Notification of disconnect date will be provided to the Contractor at least five Business Days in advance of the disconnect date.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.2.5.5 End-of-Life Provisioning Requirements

1. No Equipment or Software, as part of the proposed solutions or services, may be proposed, specified, or initially deployed for a Customer if the manufacturer has announced that the Equipment

or Software has been manufacturer discontinued and that end of manufacturer support has occurred.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. All manufacturer's and Contractor's announcements regarding future Equipment or Software discontinuance, and end of the manufacturer's or the Contractor's support, shall be provided to the CALNET CMO within 30 calendar days of such announcements. The CALNET CMO may require that the same or equivalent announcements shall be provided to all affected Customers.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. The Contractor may only propose, specify, or initially deploy Services, Equipment or Software that does not meet the Requirements above if:

    a. The Contractor has proposed in writing to the CALNET CMO the Contractor's plan to provide adequate support.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

    b. The Contractor has proposed in writing to the CALNET CMO a plan that identifies processes and procedures that mitigate loss of service in the event that the Services, Equipment or Software does not function or is not supported as required. If the proposed replacement provides any diminishment of ordered features or functionality, such diminishment and any applicable cost Adjustments or credits must be clearly stated in the plan.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

    c. In responding to a Contractor's request, the CALNET CMO may require additional information. The determination of the adequacy of the Contractor's request, and the approval, disapproval or other response to the request shall be at the CALNET CMO's discretion. The Contractor shall not change any CALNET Services, Equipment, or Software until the CALNET CMO has provided approval in writing.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

d. The State has the option at any time to request from the Contractor supporting evidence of compliance with these End-of-Life Provisioning Requirements.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.2.6 General Training Requirements

The Contractor shall implement an effective program to provide orientation training and education to a broad range of Customers/End-Users and to the CALNET Program. This training is integral to Customer awareness, satisfaction, and efficient use of contracted Services and to the State's management of the Contract.

Costs for training in the IFB shall be included in the costs provided for Services and features described throughout this IFB.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.2.6.1 Contractor Provided Training

The Contractor shall provide training detailed below.

G.2.6.1.1 Customer/End-User Training

The Contractor shall provide Customer/End-User training for all contracted CALNET DNCS Services, SLAs, invoicing and Customer tools in one or more of the following formats:

1. In person, instructor led classroom training within 25 miles or less of Customers locations as mutually agreed upon between the Customer and the Contractor;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. "Web-based" instructor-led training; and,

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. "Web-based" self-paced distance learning.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

When web-based training is used, the Contractor shall provide access to training course materials (i.e. outlines, curriculum, or exercises) through the Public Website.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.2.6.1.2 CALNET Program Staff Training

The Contractor shall provide CALNET Program staff training.

The method of delivery and location for the training shall be at the discretion of the CALNET CMO. The number of CALNET staff to be trained shall be no more than 30 over the life of the Contract.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The CALNET program staff training shall include the following:

1. All training provided to the Customer/End-Users shall also be provided to the CALNET Program staff;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Introduction to the Private Oversight Website (Section G.10.2); and,

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. Initial and ad-hoc training for oversight tools, reports, and invoicing processes.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.2.6.1.3 Detailed Technical Training

The Contractor shall provide detailed Technical Training for proposed, new, or replacement services to the CALNET technical staff throughout the Contract Term.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.3 PROBLEM MANAGEMENT

The CALNET Program maintains a Contractor oversight function involving Provisioning and ongoing network Service delivery. The CALNET Program requires access to the Contractor provided tools through web based applications to

process network trouble tickets and the Contractor's corrective action. The CALNET Program's role in performing Contractor oversight can be invoked by the escalation process, Customer request, Contractor request, or as a result of service and process monitoring.

In support of this area, the Contractor shall provide communication and coordination beyond the normal trouble reporting and initial Service Request submittal processes.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.3.1 Contractor Service Performance

1. Provisions of this subsection begin upon State acceptance of the Services provided under this Contract and continue through the Term.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Unless otherwise specified by the State in this Contract, the Services shall be available 24x7, as further described in this Contract.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. The Contractor warrants to the State that (i) Service and Service Deliverables furnished hereunder will conform in all material respects to the Requirements of this Contract, and (ii) the Service and Service Deliverables furnished will be free from material defects in materials and workmanship. Where the parties have agreed to design specifications (such as a detailed design document) and incorporated the same or equivalent in the Statement of Work or the Customer's Scope of Work directly or by reference, the Contractor will warrant that its Service and Service Deliverables furnished will conform in all material respects to the mutually agreed design specifications. The State's approval of designs or specifications furnished by the Contractor shall not relieve the Contractor of its obligations under this warranty.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. The Contractor warrants that the Service and Service Deliverables furnished hereunder (i) will be free, at the time of delivery, of harmful code (i.e., computer viruses, worms, trap doors, time bombs, disabling code, or any similar malicious mechanism

designed to interfere with the intended operation of, or cause damage to, computers, data, or Software); and (ii) will not infringe or violate any United States patent, copyright, trade mark, trade secret, or other proprietary right ("Intellectual Property Right") of a third party. Without limiting the generality of the foregoing, if harmful code is present in any Service and Service Deliverable, the Contractor will use all commercially reasonable efforts, at no additional charge to the State, to eliminate and reduce the effects of such harmful code, including restoration of any lost data using generally accepted data restoration methods.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

5. The Contractor warrants that the Services shall be performed, and all Services, Deliverables and other materials prepared and delivered, in a timely, professional, efficient, diligent and workman-like manner, in accordance with the professional standards and practices of quality and integrity in the industry, by qualified personnel fully familiar with the technology and methodologies used in performing the Service and Service Deliverables.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

6. The Contractor represents and warrants that, as of the effective date of product/Service acceptance, there is no outstanding or reasonably anticipated civil or criminal litigation, arbitrated matter, or other dispute, in any forum, to which the Contractor or any of its Affiliates is a party that, if decided unfavorably to the Contractor or its Affiliates, would reasonably be expected to preclude the Contractor from entering into this Contract or have a material adverse effect on the Contractor's ability to fulfill its obligations hereunder.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

7. To the extent that the services, systems, items, and other resources of the State and its other third party service providers with which they will interoperate are compatible with the standards that the State has specified for each Service and Service Category, as set forth in the SOW Technical Requirements, the Contractor represents and warrants (i) all Equipment, networks, Software and other resources utilized or provided by the Contractor in connection with the Services and Service Deliverables shall be successfully interfaced with, and shall be compatible with, the

industry standard services, systems, items, and other resources of the State and its other third party service providers with which they will interoperate and (ii) none of the Services, or Service Deliverables or other items provided to the State by the Contractor shall be adversely affected by, or shall adversely affect, the industry standard state resources or any Services provided by any such third party service providers, in any material respect, whether as to functionality, speed, service levels, interconnectivity, reliability, availability, performance, response times, or otherwise.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

8. The Contractor represents and warrants that: (i) it has conducted a full and complete analysis of the State's Requirements as specified in this IFB Contract; (ii) it has performed sufficient due diligence investigations regarding the scope and substance of the Services and the Service Deliverables; (iii) it has received sufficient answers to all questions that it has presented to the State regarding the scope and substance of the Services and the industry standard Deliverables as well as the workings, capabilities, procedures, and capacities of the State's industry standard networks, Equipment, hardware, and Software associated with the provision of the Services and Service Deliverables; and (iv) it is capable in all respects of providing the Services and Deliverables in accordance with this Contract. The Contractor hereby waives and releases any and all claims that it now has or hereafter may have against the State based upon any inaccuracy or incompleteness of the information it has received with regard to the scope and substance of the Services and the Service Deliverables, except where such information was willfully withheld or intentionally misrepresented by the State and where such claims are permitted under California law. Further, the Contractor covenants that it shall not seek any judicial rescission, cancellation, termination, reformation, or modification of this Contract or any provision hereof, nor any adjustment in the charges to be paid for the Service Deliverables or Services, based upon any such inaccuracy or incompleteness of information except where such information was willfully withheld or intentionally misrepresented by the State.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

9. The Contractor represents and warrants that the Contractor, at the Contractor's expense, shall (and shall cause all of its Subcontractors to) maintain all Equipment, systems, networks, and

Software operated or used in performance of its obligations hereunder so that they operate in accordance with the service levels and their respective specifications, including: (i) maintaining such items in good operating condition, subject to normal wear and tear, (ii) performing repairs and preventative maintenance in a timely manner and in accordance with the manufacturer's recommendations and requirements; and (iii) performing Software maintenance in accordance with the applicable Software supplier's recommendations and requirements.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

10. For any breach of the Contractor's commitments provided in this section, the State's remedy and the Contractor's obligation, shall include:

    a. Re-performance, repair, or replacement of the nonconforming Service Deliverable (including without limitation an infringing Service Deliverable) or Service; or

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

    b. Should the State in its sole discretion consent, refund of all amounts paid by the State for the nonconforming Service Deliverable or service and payment to the State of any additional amounts necessary to equal the State's Cost to Cover. "Cost to Cover" means the cost, properly mitigated, of procuring Deliverables or Services of equivalent capability, function, and performance. The payment obligation in this subsection 10.b will not exceed the limits on the Contractor's liability set forth in the General Provisions – eVAQ, Section 30, Limitation of Liability; or

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

    c. The rights and remedies provided by the SLA's in the SOW.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.3.2 Customer Service Center

The Contractor shall provide a Customer Service Center focused on Customer support, trouble resolution and documentation of all CALNET Service issues.

The Contractor shall provide the following Requirements:

1. The Customer Service Center shall facilitate timely responses to Customer reported Service issues for all CALNET DNCS Services identified in this IFB and/or escalation of any previously reported problems;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. The Contractor shall provide Customers with status on trouble resolution and the causes of network or individual Customer Service outages.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. The Contractor shall provide a toll-free number as a single point of contact to respond as defined herein to trouble tickets for CALNET DNCS Services identified in this IFB. Eighty percent of the Customer calls shall be answered by an automated system or live operator within four rings. The Contractor's live technical resource shall begin collecting information from the Customer within five minutes of the Contractor's initial answering of the call or the Customer opening of an on-line ticket in accordance with Section G.10.4, Trouble Ticket Reporting Tool. The Contractor shall meet this requirement 24x7.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. The Contractor Customer Service Center personnel shall open, monitor and update trouble tickets for CALNET DNCS Services using the Trouble Ticket Reporting Tool.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

5. Trouble ticket lifecycle management shall include both the initial Customer trouble reporting date and time, and the Contractor's response to the Customer (date and time) shall be documented in the Contractor's Trouble Ticket.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

6. The Contractor shall acknowledge receipt of trouble ticket and begin resolving the Customer's service issue within 30 minutes of trouble ticket submission from Customer. For SLAs based on Outage Duration the duration shall begin upon the opening of a Trouble Ticket.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

7. The Contractor shall update the trouble ticket with status changes, and at least once every eight hours, and as soon as service is restored.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

8. The Contractor's CALNET DNCS Customer Trouble Ticket Reporting Tool and trouble ticket content shall be accessible by the CALNET Program and Customers 24x7 via a web enabled application.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

9. The Contractor shall provide notification to the CALNET CMO within 60 minutes for significant and catastrophic events and status every 60 minutes per Section G.3.3. Network Outage Response.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

10. The Contractor shall provide support procedures for natural disaster events.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

11. The Contractor's CALNET DNCS Customer Service Center shall be located within the United States or U.S. Territories.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

12. The Contractor shall provide the CALNET Program with a Customer Service Center management resource available to respond to CALNET Program inquiries regarding CALNET DNCS service outage issues. The Customer Service Center Manager contact shall possess decision making authority required to address Service and Contract compliance issues. The contact information provided shall include:

    a. Title;

    b. Job Description; and,

    c. Contact information.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall provide the CALNET CMO with detailed "Customer Service Center Trouble Reporting Processes and Procedures" that include Requirements one through eight of this section. The Contractor shall provide the processes and procedures to the CALNET CMO within 60 calendar days of receipt of the Contractor's first IFB Service Request, or prior to the commencement of any Conversion Plan occurring under this Contract, whichever occurs first. The Contractor shall submit a single "Customer Service Center Trouble Reporting Processes and Procedures" to be used for all Categories awarded to the Contractor as a result of this IFB. The Customer Service Center Trouble Reporting Process and Procedures require CALNET CMO approval.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.3.3 Network Outage Response

In the event of a significant or Catastrophic Network Outage, the Contractor shall keep the CALNET CMO and designated Key Stakeholders informed. The Contractor shall:

1. Provide a mutually agreed upon method of notification to the CALNET CMO and designated Key Stakeholders 24x7 via voicemail, email, or text message.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Notify the CALNET CMO and designated Key Stakeholders of an initial outage within 60 minutes of known failure and provide follow-up status at least every 60 minutes or more frequently when pertinent information becomes available, until resolution and final notification.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. Take direction from the CALNET CMO to define a significant outage and establish criteria and conditions when notifications should be disseminated.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. Provide the following information with each notification:
    a. Outage description;

b. Time and date;

c. Location (street/city/central office), when applicable and available;

d. Type of service;

e. Any known public safety issues or community isolations;

f. Estimated time of arrival;

g. Estimated time of Restoral;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

h. Quantity of CALNET DNCS sites impacted;

i. Identify which CALNET DNCS Customers (State and local Entities) impacted;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

j. Root cause (when available);

k. Restoral measures; and,

l. Time and date of Restoral.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

5. Provide a CALNET Service Outage Summary to the CALNET Program within five Business Days of a request by the CALNET Program. Information for this summary shall include:

6. High-level event summary;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

7. Service Types affected;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

8. Number and location of sites impacted;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

9. Customers Entities (local and State) impacted;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

10. Timeline of events;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

11. Explain outage cause; and,

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

12. Mitigation plan.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall provide a detailed description of its "Network Outage Notification Process and Procedures" document in MS Word 2013 or higher format within 60 calendar days of receipt of the Contractor's first IFB Service Request, or prior to the Contractor's commencement of any Conversion Plan occurring under this Contract, whichever occurs first. The Contractor shall submit a single "Network Outage Notification Processes and Procedures" to be used for all Categories awarded to the Contractor as a result of this IFB. The "Network Outage Notification Process and Procedures" require CALNET CMO approval.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.3.4 Escalation Processes

G.3.4.1 CALNET CMO Escalation Process

The Contractor shall provide a CALNET CMO Escalation Process to be used for all Categories awarded to the Contractor as a result of this IFB within 60 calendar days of receipt of the Contractor's first IFB Service Request, or prior to the Contractor's commencement of any Conversion Plan occurring under this Contract, whichever occurs first. The CALNET CMO Escalation Process requires CALNET CMO approval. The CALNET CMO Escalation Process shall include the detailed process for escalating issues within the Contractor's organization. The CALNET CMO reserves the right to require changes to the Escalation Process prior to approval.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The CALNET CMO Escalation Process shall:

1. Include the Contractor's escalation hierarchy list which includes the contact information for the responsible individuals including title/responsibility, office number, cell number and email address who will be available 24x7 to resolve all escalation issues for the following types of issues:
    a. Global Contract issues;
    b. Service failures; and,
    c. Specific Customer issues within the Contractor's organization.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Provide an escalation list that includes at least three levels above the Customer escalation;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. Remain posted on the Private Oversight Website (Section G.10.2) throughout the Contract Term; and,

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. Keep the posted CALNET CMO Escalation Process information current throughout the Contract Term.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.3.4.2 Customer Escalation Process

The Contractor shall provide a Customer Escalation Process to the CALNET CMO to be used for all Categories awarded to the Contractor as a result of this IFB within 60 calendar days of receipt of the Contractor's first IFB Service Request, or prior to the Contractor's commencement of any Conversion Plan occurring under this Contract, whichever occurs first. The Customer Escalation Process requires CALNET CMO approval. The Customer Escalation Process shall include the Customer process for escalating issues within the Contractor's organization. The CALNET CMO reserves the right to require changes to the Escalation Process prior to approval.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Customer Escalation Process shall:

1. Include the Contractor's escalation hierarchy list which includes the contact information for the responsible individuals including title/responsibility, office number, cell number and email address who will be available 24x7 to resolve Customer escalation issues.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. The Contractors shall provide a minimum of three levels of escalation;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. Remain posted on the Contractor's CALNET Public Website (Section G.10.1) throughout the Contract Term; and,

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. The Contractor shall keep the Customer Escalation Process for Customer's information current throughout the Contract Term.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.3.5 Technical Resources

The Contractor shall provide technical resources in sufficient quantity to support the CALNET DNCS contracted Services, as mutually agreed to by the Contractor and the CALNET CMO.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor's technical resources assigned to provide support to both the CALNET Program and the CALNET DNCS Customers shall possess a thorough knowledge of the following:

1. The Contractor's network design;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Network trends;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. CALNET DNCS Services;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. Root causes of network failures;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

5. Network monitoring tools;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

6. Industry trends;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

7. Capacity planning; and,

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

8. Network security.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

In addition, the technical resources shall understand the California Department of Technology's objectives and possess experience to support the Business and Technical Requirements of the End-Users.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.4 DATA MANAGEMENT AND STANDARDIZATION

The purpose of this section is to standardize data throughout the CALNET DNCS Contract and define the rules for referencing and reporting on the data. The Contractor shall be required to utilize the State prescribed data standards as defined in this section and in the Data Guidelines (SOW Appendix C). In defining the data criteria, the State seeks to establish a level of accuracy, consistency, reliability and completeness in CALNET DNCS data. The Contractor shall comply with the State Data Management and Standardization Requirements.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.4.1 Customer Naming Conventions

The Contractor shall use the most current version of the State maintained list of CALNET Customer Names and Customer Codes. The Customer Names and Customer Codes shall be used on all reports, or as directed by the CALNET CMO.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The CALNET Program will notify the Contractor when updates are made to the Customer Names and Customer Codes. The Contractor shall implement the changes within 30 calendar days of the CALNET Program notification.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.4.2 CALNET Data Guidelines

The Contractor shall utilize the CALNET prescribed data standards, formats and guidelines presented and defined in the CALNET Data Guidelines when providing reports.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The CALNET CMO reserves the right to make modifications or additions to the CALNET Data Guidelines to accommodate the State's reporting needs. Modifications to the CALNET Data Guidelines will be provided no more than annually.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.4.3 Data Reporting Requirements

The Contractor shall meet the following data requirements on reports and data text files.

1. The Contractor shall provide data that allows the State to perform the following oversight functions.
2. Identification and Validation of products/Services and rates;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. Compilation of statistics on products/Services from a high level to a detailed level;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. Development of inventory and expenditure reports;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

5. Development of products/Services trend reports;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

6. Identification and Validation of the Contractor's Customer billing (to include all charges, service taxes, surcharges, and surcredits, refunds, and Adjustments);

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

7. Identification and validation of the State Associated Administrative Fee; and,

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

8. Validation of Service Level Agreement Compliance.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

9. The Contractor shall provide ad hoc reports as requested by the CALNET CMO at no cost. The Contractor shall acknowledge receipt of ad hoc requests within two Business Days to determine the agreed upon time frame(s) for report submission.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

10. The Contractor shall provide monthly Management and Oversight Compliance Data to the State within 60 calendar days of the end of each reporting period unless otherwise defined.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

11. The Contractor shall provide reports to the CALNET Program even when there is no activity for the reporting period.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

12. The Contractor shall ensure Management and Oversight Compliance Data includes all Services provided under this Contract relative to that reporting period.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

13. Data on all Management and Oversight Compliance Data shall include data from Subcontractors and Affiliates relative to that reporting period.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

14. The Contractor shall identify non-contracted items on Management and Oversight Compliance Data by flagging the "CALNET Flag" column (field) as "N" for those reports that contain the "CALNET Flag" field.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

15. The Contractor shall provide a unique Catalog ID for each product line item in Service Catalog Data that shall not be duplicated across the Contractor's Categories and shall follow the defined format provided within the CALNET Data Guidelines.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

16. The Contractor shall update Service Catalog Data and Management and Oversight Compliance Data at the request and approval of the CALNET CMO, to align with any changes made to the application of charges on CALNET contracted services.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

17. The Contractor shall proactively correct and resubmit all inaccurate and/or incomplete reports to the CALNET Program within 30 days of notification to ensure compliance with reporting requirements.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

18. The Contractor shall provide reports in MS Excel or MS Access format (version 2013 or newer) as defined by the CALNET CMO at the time of the request.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

19. The CALNET CMO shall approve all data formats. The Contractor shall not modify the data fields, format, or headings without prior written consent from the CALNET CMO.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.4.4 Data Retention

All CALNET data and reports shall be retained and maintained by the Contractor in a secure environment in accordance with NIST SP 800-53, ISO/IEC 27001 for the periods identified in the General Provisions - eVAQ, Section 51, Examination and Audit.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.4.5 Data Accuracy and Accountability

For all CALNET data and reports provided by the Contractor, including data provided by Subcontractors and Affiliates, the Contractor shall meet all data accuracy and accountability Requirements as defined below.

The Contractor shall provide accurate and complete data to the CALNET Program:

1. Published Service Catalogs and Service Catalog Data;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Customer Invoices;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. Management and Oversight Compliance Data; and

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. Ad-hoc data and reports requested by the CALNET CMO.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.4.6 Service Catalog Data

The Contractor shall provide Initial Service Catalog Data and Service Catalog Revisions Data as detailed in the CALNET Data Guidelines.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.4.6.1 Initial Service Catalog Data

The Contractor shall provide their Initial Service Catalog Data within 30 calendar days of Contract Award. This Initial Service Catalog Data shall include all Services and products along with descriptions and pricing. The Contractor shall provide Initial Service Catalog Data in two files as defined in the Data Guidelines.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.4.6.2 Service Catalog Revisions Data

The Contractor shall provide a reporting of any revisions made to their Service Catalogs within 30 calendar days of the effective date of any approved amendment and/or CALNET CMO approved change of the published catalog. These Service Catalog files shall be the identical format for the initial Service Catalog text files and contain the complete catalog information including any additions, change, or deletions to service or product information. This Service Catalog data shall replace existing Service Catalog data in the CALNET data management system and reflect the most current, approved, and published Service Catalog information. Service Catalog Revision Data shall follow the reporting data specifications defined in the CALNET Data Guidelines.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.4.7 Management and Oversight Compliance Data

The Contractor shall provide the following data files and/or reports to the CALNET Program as detailed in the CALNET Data Guidelines.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.4.7.1 Inventory Data

The Contractor shall provide an Inventory Data file of all CALNET DNCS inventory to the CALNET Program as requested (not to exceed once per quarter per calendar year). This data file shall include each Customer's contracted Services and features including zero dollar items (those that are not billed) and provide current quantities. The data file shall represent a

snapshot of the Contractor's total inventory on the last day of the reported service month.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Inventory Data file shall follow the reporting data specifications as defined in the CALNET Data Guidelines.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.4.7.2 Location Data

The Contractor shall provide a Location Data file to the CALNET Program as requested (not to exceed once per quarter per calendar year). This data shall include location information for those services that have physical addresses and are active on the last day of the reported Service Month.

The Location Data shall follow the data specifications as defined in the CALNET Data Guidelines.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.4.7.3 Services Billed by Charge Type Data

The Contractor shall provide billing information for all CALNET Services to the CALNET Program. The Services Billed by Charge Type compliance data file shall provide monthly billing detail for all Product IDs, including services and features, for the reported service month.

The Services Billed by Charge Type Data file shall follow the reporting data specifications as defined in the CALNET Data Guidelines.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.4.7.4 Summary of Expenditures by Service Report

The Summary Expenditures by Service compliance data file is a high-level summary of the total charges by service type. This quarterly report shall contain three service months. The Text File shall provide a list of all CALNET Service Types and populate the applicable charge totals broken down by Customer for the reported service month.

The Summary of Expenditures by Service report shall follow the data specifications as defined in the CALNET Data Guidelines.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.5 USAGE BASED ROUNDING

The Contractor shall work with the CALNET Program, upon Contract Award, to develop a methodology that identifies how the State's prescribed usage based four-digit rounding process will be applied to ensure accurate charges are collected. The methodology shall be completed within 60 days of Contract Award and subsequently approved by the CALNET Program.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.6 BILLING AND INVOICING

G.6.1 Billing and Invoicing Requirements

The Contractor's invoices shall reference the Contract number(s) and provide a breakdown and explanation of all charges as specified throughout this section. Payments to the Contractor will only be issued for receipt of valid and approved invoices.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall provide a unique Product Identifier for each Service and Feature Name to appear on Customer invoices as identified in Catalog A. Product Identifiers will be mapped to the unique Catalog Identifiers (see Section G.4, Data Management and Standardization). Catalog Identifiers shall not be duplicated within the same Category.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Any duplicate Product Identifiers appearing in the Bidder's IFB response shall provide the exact same Service, feature, and functionality at the same cost with the same limitations, including Monthly Recurring Charge (MRC), Non-Recurring Charge (NRC), and Change Charges.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Bundled Services are comprised of multiple components and the Contractor shall provide a unique Product Identifier for each bundled service.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall integrate Affiliate's and Subcontractor's billing data into the Contractor's consolidated Billing and Invoicing application, creating one inclusive invoice to the Customer. With the coordination and consolidation of invoices, the Contractor, its Affiliates and Subcontractors will establish processes and procedures to avoid errors.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall:

1. Maintain a secure password protected web-based Billing and Invoicing application which delivers integrated monthly invoices to Customers including Services provided by the Contractor, its Subcontractors and Affiliates, in accordance with NIST SP 800-63 Digital Identity Guidelines.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Allow the CALNET Program access to Customer accounts with the ability to view and analyze Billing and Invoicing information through the web-based Billing and Invoicing application, including account history.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. Provide within the Billing and Invoicing application the ability to download/export data into an MS Excel 2013 or higher document, or provide a MS Excel 2013 on-line file accessible to the Customer upon bill release.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. Bill all features of a contracted Service onto one invoice, appearing under one Billing Telephone Number (BTN)/Circuit ID/Working Telephone Number (WTN) or Service Location within one Billing Account Number (BAN).

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

5. Generate monthly invoices to Customers that are accurate and provide sufficient data for the Customer to validate and reconcile in a timely manner.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

6. Distribute invoice(s) to authorized Customer within 15 Business Days of the end of the monthly billing cycle.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

7. Utilize Customer Naming Conventions described in Section G.4.1.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

8. Allow new fields to be added as mutually agreed by the Contractor and State.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

9. Initiate billing once Services and/or features are fully functional. Identifying the Service Request number in all applicable sections of the initial invoice or subsequent associated invoices as described in Section G.2.5.4, Provisioning and Implementation.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

10. Not bill for any portion of an unbundled service until all components of the service are fully functional as described in Section G.2.5.4, Provisioning and Implementation.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

11. Invoice all per minute usage-based Services for the first minute in whole and in six second increments or less thereafter.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

12. Ensure necessary invoice modifications occur no more than 30 calendar days following Contract amendment signature.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

13. Post and identify Adjustments on invoices (i.e., credits, debits, SLAs) and provide applicable cross referencing information (e.g., Trouble Ticket number) and/or Product Identifier.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

14. Identify late payment charges on the invoice and upon request, provide proof that the late payment charge is valid.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

15. Provide the URL for the Billing and Invoicing application to the CALNET Program and post link to the Contractor's CALNET Public Website (Section G.10.1) within 60 calendar days of Contract Award.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

16. Not bill for, and the Customer shall not be responsible for, Usage Charges that are a result of the failure of the Contractor's system to disconnect after a caller hangs up, as applicable.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

17. Invoice in arrears. The State is only authorized to pay for Services that have been rendered as stated in SAM 8422.1.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

18. Flag or identify non-CALNET contracted charges on the Customer web-based and/or paper invoice.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.6.1.1 Invoice Content Requirements

Invoice content will vary depending on the type of Service. Invoices shall include data as defined below for a Customer to validate charges and for the invoice to pass an audit. The Contractor shall provide additional invoicing fields as requested by the CALNET CMO.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.6.1.2 Minimum Invoice Content Requirements.

G.6.1.2.1 Content for Initial Invoice Page:

1. Billing Account Number (BAN) or equivalent;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Contract Number(s)(and/or on the remittance slip, see G.6.1.2.3) ;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. Invoice Number;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. Invoice Date;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

5. Current Charges;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

6. Previous Charges – the amount reflecting any unpaid charges from previous invoice(s) that has been carried forward;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

7. Total Amount Due;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

8. Payment(s);

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

9. Adjustments; and,

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

10. Toll-Free Support Line

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.6.1.2.2 Content for Non-Recurring Charges

1. Install Date;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Service Request Number or equivalent; and,

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. Service Installation Address.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.6.1.2.3 Content for Remittance Slip

1. The Contractor Name;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Remittance Address;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. Contract Number (and/or on the invoice, see G.6.1.2.1);

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. Invoice Number;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

5. Invoice Date;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

6. Current Charges;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

7. Total Amount Due; and,

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

8. Payment Due Date.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.6.1.2.4 Additional Required Invoice Content

1. BTN, Circuit ID, WTN or equivalent;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Product ID;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. Feature Name;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. Quantity;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

5. Billing Period – The billing cycle for which the MRC applies;

Bidder understands the Requirement and shall meet or exceed it? Choose an item..

6. Charge – the MRC for each unique Product ID;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

7. Usage Charge – to include Call Detail Record if applicable;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

8. Adjustments;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

9. Itemized Taxes, Fees and Surcharges – provided at the BTN, WTN, circuit (or equivalent) level; and,

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

10. Service Locations.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Additional information may be provided by the Contractor as necessary. If an invoice includes acronyms, symbols or codes the Contractor shall include a legend within the invoice.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.6.2 Invoice Delivery Methods

The Contractor shall have the ability to provide invoicing as identified below:

1. Web-based (Paperless) – secure password protected; and,

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Paper – double sided print required.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall issue a Remittance Slip free of charge, via web-based or paper, to accompany the Customer's invoice for payment processing.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor may provide other means of electronic data at no additional cost to the State or Customers, when mutually agreed upon.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.6.2.1 Web-Based (Paperless) Invoicing Delivery Options

The Contractor shall offer Paperless Invoicing Delivery Options, which shall be accessed through the web-based application allowing Customers to view and print CALNET invoices and detail online. Contractors system shall allow for:

1. Complete turn off of all paper with the Customer printing invoices, invoicing detail and Remittance Slip online through the Contractor's web-based application or by the Customer contacting the Contractor's Customer Representative.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall:

1. Provide complete instructions for Web-based Paperless Invoicing Delivery Options to the CALNET CMO within 60 calendar days of Contract Award and to Customers prior to implementation.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Establish a monthly invoice email notification, which is delivered to the Customers identified email addresses.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. Include URL or access link on the email notification directing Customers to their online invoice for viewing and printing.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. Provide the ability for an authorized Customer to identify additional employees email addresses, allowing multiple notifications for a single BAN.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

5. Waive late payment charges if related to delivery failure of the Paperless Invoicing Delivery Options.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Web-based Paperless Invoicing Delivery Options will not change the required Invoice Delivery Methods in Section G.6.2 and are not in effect or to be implemented unless specifically requested by the Customer.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.6.3 Invoicing Support

The Contractor shall provide to Customers:

1. Invoice Support to Customers. Problem resolution or status update must be provided within 24 hours of initial notification.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. A toll-free support telephone number as a single point of contact.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. Investigation and resolution of systemic invoicing errors when they are identified.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. Staff resources with the necessary skill levels to support invoicing Services.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

5. Invoice support from 8:00 a.m. to 5:00 p.m., Monday through Friday.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

6. Invoice support from location(s) within the United States or U.S. Territories.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall provide to the CALNET CMO:

1. A designated contact for Billing and Invoicing to support the Billing and Invoicing Requirements.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. A designated escalation manager, at least one level higher than designated contact for Billing and Invoicing, to support the Billing and Invoicing Requirements.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. Written notification to the CALNET CMO for any variations (e.g. temporary Product Identifiers, tax errors, incorrect billing of Product Identifiers, fraudulent activity) that may affect the Customer's invoices. Notification shall be provided through email within five Business Days from identification.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.6.4 Billing Disputes and Adjustments

Should the State or any Customer dispute, in good faith, any portion of the invoiced amount due, the Customer shall notify the Contractor in writing of the nature and basis of the dispute as soon as possible. In the event the dispute is not resolved prior to the invoice Due Date, the Customer may deduct the disputed amount from the amount due. No late payment charges shall apply to the disputed amount until the dispute is resolved by both parties at which time any amount due will be paid by the Customer or adjustment shall be issued by the Contractor, consistent with the payment

timelines set forth in this Agreement. All parties agree to use their best efforts to resolve disputes.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall resolve billing disputes by issuing Adjustments for the full amount or provide acceptable evidence the disputed amount should not be adjusted.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

In the event a dispute between the Contractor and the Customer cannot be resolved, the processes described in the General Provisions - eVAQ Sections 64, Set-Off Rights, and 54, Disputes shall prevail.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.6.5 Back Billing and Billing Credits

The Contractor shall be limited to no more than 12 previous months of back billing on all Services, products and features ordered under the Contract.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall provide Customer billing credits for up to three years from the time of invoice billing date for any invoicing errors requiring a credit adjustment. The Contractor shall issue credit adjustment within 30 – 60 calendar days of CALNET CMO or Customer notification.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.6.6 Systemic Invoicing Errors

The Contractor shall provide a corrective action plan within 30 Business Days of the identified invoice discrepancy. The Contractor shall correct systemic invoicing errors within 60 calendar days of the identified invoice discrepancy unless otherwise mutually agreed upon by the CALNET CMO. The Contractor shall provide the CALNET CMO a list of affected Customers, dates of occurrence, resolution, and timeframes to implement resolutions and preventive measures.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.6.7 Service Taxes, Fees, Surcharges, and Surcredits

Taxes, surcharges, and surcredits should be assessed on the Contract price (Catalog A pricing) excluding the administrative fees. Administrative fees, taxes, and surcharges that are remitted to the government and not retained by the vendor are excluded from the vendor's gross revenues. Therefore, no taxes may be assessed on the administrative fees. Contractor shall report all revenue related to installation fees. Labor costs related to installation fees shall not be taxed, except when specifically required by statute or regulation.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall provide to the CALNET Program, upon request, an itemized detailed report of all service taxes, fees and surcharges that are included in its monthly invoices.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall respond to the CALNET Program within 15 Business Days upon request to inquiries associated with service taxes, fees, surcharges and surcredits.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall provide CALNET with valid exemption certificate(s) to complete on behalf of the State as identified in General Provisions - eVAQ Section 41, Service Taxes, Fees, Surcharges, and Surcredits, within 30 calendar days of Contract Award.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.6.7.1 Service Taxes, Fees, Surcharges and Surcredits Submission and Updates

The Contractor shall submit all applicable Exhibit 11s to the CALNET CMO no later than 30 calendar days after Contract Award. Additionally, the Contractor shall submit additional Exhibit 11s to the CALNET CMO within 30 calendar days after the release or notification of any new law, resolution or order that imposes or allows any new service tax, fee, surcharge and surcredit that the Contractor intends to recover from the Customers, in accordance with General Provisions - eVAQ, Section 41, Service Taxes, Fees, Surcharges and Surcredits.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall display and maintain a spreadsheet quarterly, on the first business day of each January, April, July and October, with the following service taxes, fees, surcharges and surcredits information in accordance with Section G.10.1.2. Contractor's CALNET Public Website Functionality:

1. Service Type (includes features)
2. Regulatory or Jurisdictional Entity (e.g., FCC, CPUC, CDTFA, IRS, etc.)
3. Name of Tax, Fee or Surcharge
4. Description
5. Current Rate and URL identifying the current rate
6. Effective Date
7. Purpose of the Tax, Fee or Surcharge
8. State Exempt: Yes or No

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.6.8 Invoicing Fraud

The Contractor shall perform fraud detection, monitoring and prevention services that are consistent with industry common "best" practices on a 24x7 basis to reduce the State's vulnerability to fraudulent activities.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

For the purpose of this Contract, fraud is considered the theft of Services for deliberate misuse of voice or data networks by perpetrators whose intention is to secure an unfair or unlawful gain. CALNET Customers will not be responsible for costs of services associated with the failure of a Contractor to secure their network.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

If the Contractor detects fraudulent activities, the Contractor shall block service or implement other safeguards to mitigate fraudulent activity but shall not disconnect service without approval by the Customer.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.6.8.1 Fraud Detection and Monitoring Services

Bidders shall notify the CALNET Program of fraudulent activities identified or reported pertaining to the Services described in the SOW Technical Requirements.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.6.8.2 Fraud Notification

In the event of suspected or real fraud violations, the Contractor shall notify and keep informed the CALNET Program and each Customer that is affected.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall notify the CALNET Program and each Customer that is affected of suspected or real fraud violations within 24 hours of when such determination is made and when additional pertinent information becomes available.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.6.9 Examination and Audits

The CALNET Program may audit any Customer's invoice for rate compliance and accuracy. The Contractor shall provide access to billing information and provide a copy of any Customer's bill and supporting detail in a mutually agreed upon electronic format upon CALNET Program request without Customer's prior authorization.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall provide billing records within 30 calendar days of receipt of request from the CALNET Program. Refer to General Provisions - eVAQ Section 51, Examination and Audit for additional Requirements.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Under certain and special conditions, the Contractor shall provide State auditing and/or investigative agencies (i.e., Bureau of State Audits, Department of Justice, court orders, or other law enforcement agencies) with copies of billing records without Customer authorization for audit purposes at no cost to the State or Customer. The State may sign a NDA on a case-by-case basis, subject to statutory requirements.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.7 STATE ASSOCIATED ADMINISTRATIVE FEE

The Contractor shall, on behalf of the CALNET Contract, bill and collect the State Associated Administrative Fee (SAAF) from Customers on a monthly basis throughout the life of the Contract excluding taxes and freight. The total SAAF collected for each month shall be remitted to the California Department of Technology no later than the last Business day of the following month. Prices shall reflect State Contract pricing, including any and all applicable discounts, and shall include no other add-on fees.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The SAAF is determined by the CALNET CMO for all Services, Equipment, products or features ordered under this Contract. The CALNET CMO may consider applying percentages and/or flat rates (or a combination thereof) to Services as alternative methods with the final determination made by CALNET CMO. Refer to General Provisions – eVAQ Section 71, Administrative Fee, for additional Requirements.

1. The Contractor shall apply the SAAF Fee rate to all of the Contractor's Services as a surcharge that shall appear on Customers invoice in the itemized taxes, fees and surcharges section.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. The Administrative Fee shall be identified as SAAF.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. The Contractor shall calculate SAAF from the Contractor's Catalog A pricing. Service taxes, fees, surcharges, and surcredits shall not be imposed in the SAAF.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. The SAAF rate may change during the period of performance of this Contract.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

5. The CALNET CMO will provide the Contractor with notice of any changes to the SAAF rate at least 30 days prior to the effective date of the new rate.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

6. The Contractor shall round billing in accordance with Section G.5, Usage Based Rounding to substantiate the SAAF.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

7. The Contractor shall remit an Electronic Fund Transfer (EFT) as payment to the California Department of Technology based on the SAAF billed to Customers.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

8. The Contractor shall provide an SAAF notification of remittance to the CALNET Program via email or other electronic means as directed by CALNET CMO. Notification shall include the following:

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

a. Contract Number;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

b. Category;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

c. Contractor Name;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

d. Date of remittance;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

e. Amount of SAAF;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

f. Service Month;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

g. Total expenditures; and

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

h. Total amount of SAAF.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Adjustments to SAAF monies shall be included and documented as an Adjustment on subsequent reports including those identified in Section G.4, Data Management and Standardization.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Additional SAAF instructions will be provided by the CALNET CMO within 30 calendar days of Contract Award, which include the SAAF rate and what Services or charges it may apply to.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.8 CONTRACTED SERVICE PROJECT WORK

Contracted Service Project Work is defined as either Coordinated or Managed as described in the remainder of this section.

A Customer project may consist of multiple Service Requests. The Contractor must consider all Service Requests associated with a single project when determining if the project is Coordinated or Managed.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

In the event the Customer is not in agreement with the Contractor and unable to determine if the Service Request qualifies as a Coordinated or Managed

Project, the Contractor shall contact the CALNET CMO for assessment and ultimate determination.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall provide Contracted Service Project Work ad-hoc reports within 15 calendar days of CALNET CMO request.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.8.1 Coordinated Project Work

Coordinated Projects are initiated in situations where Provisioning and implementation of Service(s) exceed the Requirements for the routine Provisioning service intervals described in the SOW Technical Requirements Provisioning SLAs. Coordinated Project Work will require the Contractor to provide a Scope of Work and tracking documentation but does not require the Contractor to assign a Project Manager.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Coordinated Projects include Service Requests for a Customer's single or multiple site locations that include any of the following conditions:

1. Voice installations between 48 and 120 lines (for Categories containing voice services);
2. Data Services between ten and twenty circuits or UNI's; and,
3. Where Services require a level of complexity for planning and implementation.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Upon determination that the Coordinated Project is required, the Contractor shall:

1. Respond to the Customer to discuss and/or obtain additional preliminary information regarding the project within one Business Day after receipt of the Customer approved Service Request (Section G.2.5.4, Provisioning and Implementation);

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Meet with the Customer to discuss the project scope and detail within five Business Days of receipt of the Customer approved Service Request; and

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. Provide a project "Scope of Work" to the Customer no more than ten Business Days following receipt of Customer's approved Service Request.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. The Scope of Work shall include:

    a. General project summary;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

    b. Definition of each project task(s);

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

    c. Project schedule of tasks with negotiated individual service(s) start and completion dates. The Provisioning Service Level Agreement applies to the individual service, negotiated install dates;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

    d. Contractual service elements (planning, applicable design, engineering, testing, termination, installation and Customer service End-User training);

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

    e. Project Deliverables;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

    f. Acceptance criteria and process;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

    g. Project risk(s);

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

h. Customer required activity to prepare site for service installation; and,

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

i. A complete set of itemized CALNET DNCS costs including non-recurring and monthly recurring charges.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.8.1.1 Coordinated Project Minimum Reporting Requirements

1. The Contractor shall develop, maintain, and update all project documents and distribute to the Customer.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. The Contractor shall provide the Customer with written status reports that are updated at intervals agreed upon between the Customer and the Contractor. The status reports shall include:

a. Project Name;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

b. Status of major milestones;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

c. Update on identified project risks; and,

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

d. An updated project schedule that clearly depicts progress to date.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.8.2 Managed Project Work

Managed Projects are initiated in situations where Provisioning and implementation of service is considered to be on a larger, more complex scale and exceeds the criteria of Coordinated Project Work (Section G.8.1).

The Contractor shall provide a dedicated Project Manager for all Managed Projects.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Managed Projects include Service Requests for a Customer's single or multiple site locations that include any of the following conditions:

1. Voice installations exceeding 120 lines (for Categories containing voice services);
2. Data Service Requests exceeding 20 circuits or UNI's;
3. Service Requests exceeding five locations;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. Locations where the State has determined consolidated service is the most efficient way to provide Service to a specific community of interest;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

5. New building Facilities and/or relocations; and,

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

6. Data network Migration/consolidation.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Upon determination that a Managed Project is required, the Contractor shall:

1. Assign a dedicated Project Manager, with knowledge of CALNET DNCS terms and conditions and the State's provisioning practices for Telecommunications Services. The Project Manager will work and coordinate directly with the Customer. The Project Manager will be available to meet with the CALNET CMO upon request.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Respond to the Customer to discuss and/or obtain additional preliminary information regarding the project within one Business Day after receipt of the Customer approved Service Request (Section G.2.5.4, Provisioning and Implementation).

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. The Contractor's Project Manager shall meet with all stakeholders (e.g., the Contractor, the Customer) within five Business Days of receipt of the Customer approved Service Request. The purpose of this meeting will be for the Contractor's Project Manager to clarify his/her understanding of the project scope and identify the information needed to establish Due Dates and develop a project schedule. Upon a CALNET CMO request, the Contractor shall provide a copy of the Customer's Service Request(s) for review.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. Provide a project "Scope of Work" to the Customer no more than ten Business Days following receipt of Customer's approved Service Request.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Scope of Work will include:

1. General project summary;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Definition of each project task(s);

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. Project schedule of tasks with negotiated individual service(s) start and completion dates. Provisioning Service Level Agreement applies to the individual service, negotiated install dates;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. Contractual Service elements (planning, applicable design, engineering, testing, termination, installation and Customer Service End-User training);

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

5. Project Deliverables;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

6. Acceptance criteria or process;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

7. Project risk(s);

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

8. Customer required activity to prepare site for service installation; and,

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

9. A complete set of itemized CALNET DNCS costs including non-recurring and monthly recurring charges.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Managed Project Minimum Reporting Requirements:

1. The Contractor shall use MS Project or other agreed scheduling Software.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. The Contractor shall develop, maintain, update all project documents, and distribute to the Customer.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. The Contractor's Project Manager shall provide the Customer status reports that are updated at intervals agreed upon between the Customer and the Contractor. If so requested, the Project Manager will provide these reports to the CALNET Program.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The status reports shall include:

1. Project Name;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Status of major milestones;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. Update on identified project risks; and

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. An updated project schedule that clearly depicts progress to date.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.9 INDIVIDUAL PRICING REDUCTIONS

G.9.1 Individual Pricing Reductions General Provisions

The Contractor may enter into price negotiations with CALNET Customers or the CALNET CMO. These price negotiations allow the Contractor to reduce prices with a Customer for one or more Services by location(s). The Contractor may also enter into an Individual Pricing Reduction (IPR) with the CALNET CMO, on behalf of CALNET Customers, which shall establish lower CALNET rates based upon; a) geographic area or location(s); b) for one or more Customers; and/or c) by service quantity thresholds.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

This IFB allows for two different Individual Price Reduction (IPR) scenarios; Standard IPR or Duration IPR.

The Contractor shall apply the following general provisions to both Standard and Duration IPRs:

1. The Contractor shall submit to the CALNET CMO an electronic copy of the signed IPR Agreement (IPRA) (Appendix B, IPRA) document consisting of an analysis of current Contract pricing and proposed IPR pricing within five Business Days of Customer signature.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. The Contractor shall complete an Appendix B, IPRA form when offering Customers pricing below the CALNET catalog rates.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. An IPRA must be signed by the Contractor and the Customer. The IPRA becomes effective on the date that it is signed by both

parties, unless otherwise noted for a future date in the IPRA document within the "Description of Contract Services" field.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. All Contract Requirements, terms and conditions, including SLAs, will remain unchanged. The Contractor shall not include additional Requirements or terms and conditions within the IPRA.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

5. No additional service taxes, fees, surcharges or surcredits will be allowed except as described in Section G.6.7, Service Taxes, Fees, Surcharges, and Surcredits, and the General Provisions – eVAQ, Section 41, Service Taxes, Fees, Surcharges, and Surcredits.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

6. Once a Standard or Duration IPRA is approved by the Contractor and Customer, the Contractor shall not cancel or increase pricing during the Contract Term for Service(s) listed in the IPRA.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

7. All approved IPRs shall remain in effect when options to extend the Contract are exercised by the State.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

8. All IPRs shall be subject to examination and audit pursuant to General Provisions - eVAQ, Section 51, Examination and Audits.;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

9. The IPRA and information regarding the approved IPR service rate(s) shall be subject to the California Public Records Act.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

10. Implementation of an approved IPR does not require reduction of contracted rate(s) for service(s), pursuant to General Provisions - eVAQ Section 78, "Most Favored Nation" Status of State. However, if contracted rate(s) are amended to reduce the IPR rate(s) for such service(s), the reduced contracted rate(s) shall automatically

apply to the IPR, but the term commitments shall remain in place for the Duration IPRs.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

11. The Contractor shall obtain the CALNET CMO approval to automate the IPRA form before implementing any changes.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

12. The CALNET CMO shall require the Contractor to correct any IPRAs that do not comply with the Requirements of this Contract. Corrections shall be completed within 30 calendar days of the CALNET CMO written notification.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.9.2 Standard IPRs

The following provisions apply to Standard IPRs:

1. The Contractor shall be allowed to reduce one or more contracted Service prices for a Customer for the duration of the Contract.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Standard IPRs shall be for reduced Service pricing only.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. The Standard IPR Service rate(s) shall continue in effect from the date of Standard IPRA is signed by both the Customer and Contractor through the remainder duration of the Contract unless Services are terminated earlier by the Customer or the CALNET CMO in accordance with the terms and conditions of the Contract.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. The Customer may cancel any or all Services(s) subject to the Standard IPR without penalty.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.9.3 Duration IPRs

The following provisions apply to Duration IPRs:

1. The Contractor may offer individual price reductions that require duration commitments. Duration IPRs shall be to reduce Service pricing and establish Customer duration commitments.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Acceptance of any solicitation or offer from the Contractor shall be at the sole discretion of the Customer.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. The Duration IPR service rate(s) shall continue in effect from the date of the Duration IPRA is signed by both the Customer and Contractor, through the remainder of the Contract Term.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. The Customer's duration commitment shall not exceed the Contract expiration.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

5. After the Duration IPRA duration commitment has been met, the Customer can cancel Services without being subject to early termination charges. In the event that a Customer elects to terminate Service(s) prior to the Customer's duration commitment date for reasons other than (1) a Contractor default, or (2) circumstances outside such Customer's reasonable control, such Customer shall be liable to Contractor for an early termination of the Duration IPRA.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

6. The amount owed shall be calculated based on the following:
    a. Monthly difference in the original Contract rate and the Duration IPR rate multiplied by the number of months the Service was used under the Duration IPR;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

b. Ten % of the original Contract rate multiplied by the number of months used under the Duration IPR; and,

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

c. Any unrecovered nonrecurring charges owed to the Contractor on the date of termination.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.10 MANAGEMENT TOOLS AND REPORTS

The Contractor shall provide management tools and reports to the CALNET Program and CALNET DNCS Customers.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Unless otherwise indicated by the State in this IFB, the Contractor shall utilize data management and standardization Requirements as detailed in Data Management and Standardization section and all management tools and reports data shall utilize data management and standardization Requirements as detailed in Data Management and Standardization section.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

1. Contractors who are awarded more than one CALNET DNCS Category may be allowed to comingle their required report data upon approval by the CALNET CMO. Approval may be modified or rescinded by the CALNET CMO.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. The Contractor's on-line tools shall:

   a. Be accessible to the CALNET Program via a secure web based application in accordance with NIST SP 800-63 Digital Identity Guidelines, 24x7. The CALNET Program will have the ability to run custom reports using a data extractable application; and,

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

   b. Create password-protected accounts for the Private Oversight Website.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. Within 45 Business Days of Contract Award the CALNET CMO shall establish final implementation dates for each tool and report.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.10.1 Contractor's CALNET Public Website

G.10.1.1 Contractor's CALNET Public Website General Requirements

Within 60 calendar days of Contract Award, the Contractor shall provide and maintain a secure CALNET Public Website available 24x7, exclusive of maintenance windows.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall work with the CALNET CMO to develop an update processes which will include collaborative drafting, review, and approval of format and content between the CALNET CMO and the Contractor to ensure a consistent look and feel between all Contractors.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

All information, data, forms, and links must be approved by the CALNET CMO before being posted to the Contractor's CALNET Public Website.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor's CALNET Public Website shall contain only information related to CALNET Services awarded to the Contractor.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.10.1.2 Contractor's CALNET Public Website Functionality

The Contractor shall provide a Public Website that includes the following:

1. Catalog B as described in IFB Part 1- General Instructions, Catalog B – Final List of Awarded Items Including State Administrative Fees for all awarded Contract;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Any modifications to the published Catalog B must occur within ten Business Days of the modification notification from the CALNET Program;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. General Provisions – eVAQ

Bidder understands the Requirement and shall meet or exceed it? Choose an item..

4. SLA's for all awarded Contracts;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

5. Customer's frequently asked questions (FAQs) pertaining to the Contractor's product line;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

6. Customer Escalation Process;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

7. Link to the California Department of Technology website;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

8. Link to the Contractor's web-based Billing and Invoicing application;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

9. Link to all of the Contractor's CALNET DNCS Trouble Ticket and Reporting Tools via a common web page; and,

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

10. Customer/End-User Training (see Section G.2.6.1, Contractor Provided Training).

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

11. Display URL link to Contractor's Service Taxes, Fees, Surcharges and Surcredits spreadsheet to coincide with Exhibit 11s and in accordance with Section G.6.7.1.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Within 60 calendar days of Contract Award, the Contractor shall provide all of the Requirements of Section G.10.1, Contractor's CALNET Public Website General Requirements, and Section G.10.1.2, Contractor's CALNET Public Website Functionality.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.10.2 Private Oversight Website

G.10.2.1 Private Oversight Website General Requirements

Within 60 calendar days of Contract Award, the Contractor shall provide and maintain a secure private website with a separate URL from the Public Website that provides the CALNET Program 24x7 access to the information and tools required to perform Contract oversight.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall work with CALNET CMO to determine which CALNET Program staff will be provided access (User IDs) to the Private Oversight Website and the level of access to specific applications in accordance with NIST SP 800-63 Digital Identity Guidelines.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.10.2.2 Private Oversight Website Functionality

The Private Oversight Website shall provide access to the following for all Contract Awards:

1. CALNET CMO Ad Hoc Reports
2. Service Level Agreement Reports (Section G.10.5)
3. CALNET CMO Escalation Process

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.10.3 Website Maintenance

The Contractor shall provide Website Maintenance to the Contractor's CALNET Public and Private Oversight Websites to ensure accessibility, functionality, and accuracy of all data tools and reports. Routine Website Maintenance shall only be performed outside the business hours of Monday through Friday from 8:00 a.m. to 5:00 p.m.

The Contractor shall notify the appointed CALNET Program contact within two hours via telephone call or email notification of any emergency Website Maintenance performed during the business hours of Monday through Friday from 8:00 a.m. to 5:00 p.m.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.10.4 Trouble Ticket Reporting Tool

Within nine months of Contract Award, the Contractor shall provide an on-line Trouble Ticket Reporting Tool (TTRT) that shall be accessible by the CALNET Program and Customers. The TTRT shall be accessible 24x7 except for established maintenance windows. A separate trouble ticket shall be opened for each CALNET DNCS circuit, phone number, or Service issue.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The TTRT shall have the capability to partition all CALNET DNCS service issues by Customer and the Contractor. The Contractor shall update the trouble ticket with status changes, at least once every eight hours, and as soon as Service is restored.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Customers shall have access only to their department's trouble tickets. The level of access shall be determined by the Customer department management.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Customers shall have online access to the complete trouble ticket data for six months after the trouble ticket has been closed.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Customers shall have access to the complete trouble ticket historical data for 12 months after the trouble ticket has been closed upon Customer request. If the Contractor archives trouble ticket data after six months, then historical data shall be delivered in the requested format to the Customer within ten Business Days of the Customer's request.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall provide the CALNET Program staff with an authorization level that provides global access to view all CALNET DNCS Customer trouble tickets with a single login. Providing the CALNET Program individual access IDs to each Customer Entity is not an acceptable solution. Authorized CALNET Program staff shall have online access to view the complete trouble ticket data for six months after the trouble ticket has been closed. Authorized CALNET Program staff shall have access to the complete trouble ticket historical data for 12 months after the trouble ticket has been closed upon CALNET Program request. If the Contractor archives trouble ticket data after six months then historical data shall be delivered in the requested format to the CALNET Program within ten Business Days of request.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor's TTRT shall include the ability for Customers to open a trouble ticket on-line or by contacting the Contractor's Customer Service Center (Section G.3.2) and having a Customer Service Representative open the ticket on the Customer's behalf.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall immediately update the ticket within the TTRT for each occurrence of a Stop Clock Condition(s) (SCC).

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Each entry of a CALNET SCC shall include SCC name with date and time stamp per occurrence. The SCC date and time stamp shall include the start and stop time per occurrence.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

From the date of Contract Award to the time the Contractor achieves compliancy of the TTRT Requirements herein, the Contractor must track CALNET DNCS Service events in the Contractor's existing trouble ticket tool and provide available data to validate SLA compliance or provide event Status upon Customer or CALNET Program request.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.10.4.1 TTRT Minimum Information Requirements

The TTRT shall collect and provide Customers and the CALNET Program access to the data in Table G.10.4.1, when applicable:

Table G.10.4.1 - TTRT Data Fields

Line Item	Data Fields	Bidder Meets or Exceeds? Yes or No.
1	Ticket #	**Choose an item.**
2	Customer Name	**Choose an item.**
3	Customer Contact	**Choose an item.**
4	Customer Contact Info	**Choose an item.**
5	Service ID	**Choose an item.**
6	Service Type	**Choose an item.**
7	Status (e.g., open, closed, hold or canceled)	**Choose an item.**
8	Ticket Open Date	**Choose an item.**
9	Ticket Open Time	**Choose an item.**
10	Ticket Closed Date	**Choose an item.**
11	Ticket Closed Time	**Choose an item.**
12	Service Address 1	**Choose an item.**
13	Service Address 2	**Choose an item.**
14	Service City	**Choose an item.**

Line Item	Data Fields	Bidder Meets or Exceeds? Yes or No.
15	Service State	**Choose an item.**
16	Service Zip Code	**Choose an item.**
17	Reported Trouble	**Choose an item.**
18	Outage Duration	**Choose an item.**
19	Outage Cause	**Choose an item.**
20	Restore Date	**Choose an item.**
21	Restore Time	**Choose an item.**
22	Restoral Activity Performed	**Choose an item.**
23	Stop Clock Condition (SCC)	**Choose an item.**
24	SCC Minutes	**Choose an item.**

G.10.4.2 TTRT Main Screen Functionality

The Contractor's TTRT shall provide a main screen which lists and allows access to each Customer's trouble tickets over the previous six months regardless of trouble ticket status.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor's TTRT main screen shall provide the ability to sort and search by the following fields:

1. Ticket #;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Customer Name (for CALNET Program only);

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. Service ID;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. Ticket Open Date; and,

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

5. Ticket Closed Date;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.10.5 Service Level Agreement Reports

Within 120 calendar days of Contract Award, the Contractor shall provide the CALNET Program with data necessary to perform Service Level Agreement (SLA) compliance oversight in the form of SLA reports. All trouble tickets opened and Service Request installations completed by the Contractor within the first 120 calendar days of the Contract Award shall appear on the initial set of SLA reports. The Contractor shall provide reports and address the SLA reports issues in accordance with the SLA's detailed in the SOW Technical Requirements.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall keep current and post SLA Reports to the Contractor's Private Oversight Website (Section G.10.2) on a monthly basis. The reports shall be available on the Private Oversight Website in a data extractable application and shall remain 100% accessible to the CALNET Program for a minimum of one year.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Data on all SLA reports shall include data from Subcontractors and Affiliates relative to that reporting period.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall proactively correct and resubmit all inaccurate SLA reports to the CALNET Program to ensure accuracy and compliance with the Requirements.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall provide network statistics or other applicable data to be used by the CALNET Program to validate catastrophic outage SLA compliance, upon CALNET Program request.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall provide SLA Reports in Microsoft Excel 2013 or higher as directed by the CALNET Program. All final report formats shall be approved with written consent of the CALNET Program. All data will line up in one row and use the column headings and data as defined in each report.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.10.5.1 SLA Service Performance Report

The single SLA report shall include all trouble tickets within 60 calendar days of the trouble ticket service Restoral Date and provide to the CALNET Program. The report shall list all trouble tickets with a service Restoral Date occurring within the reported month, including tickets not qualifying for refunds/credits, except as identified in #2 below. The SLA Report shall include trouble tickets for all Services in all Contracts.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor's SLA Service Performance Report shall:

1. Include all CALNET DNCS trouble tickets in which Service was restored or issues resolved within the same reporting month;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Identify all trouble tickets qualifying for SLA rights and remedies and identify the appropriate Technical SLA in accordance with the SOW Technical Requirements SLAs. Catastrophic Outage 1, Catastrophic Outage 2, Catastrophic Outage 3 and Provisioning SLAs shall not be included in this report; and,

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. Stop Clock Condition(s) for a single ticket shall be identified within the SCC field. When multiple Stop Clock Condition types apply to a single ticket, all SCCs shall be reported and identified within the SCC field. SCC Minutes shall equal the total minutes of all SCCs reported per trouble ticket.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The SLA Service Performance Report shall follow the specifications described below:

1. Report name: "C4PERFORMANCEMMYYYY";

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Reports that contain no trouble tickets opened will contain the words "No Data" in the File name. For example: "C4PERFORMANCEMMYYYYNODATA"; and,

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. Report frequency submission shall be monthly.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Data Records: the report data fields shall be included as columns on each data record in the order specified in Table G.10.5.1.1 and follow data field specifications as detailed in Appendix A, Glossary.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.10.5.1.1 SLA Performance Report Fields

For all trouble tickets opened, Contractor shall provide the following information and the data fields shall appear as columns on the report in the order specified in Table G.10.5.1.1.

Table G.10.5.1.1 SLA Performance Report Fields

Line Item	Data Field Name	Populated	Data Type or Format	Bidder Meets or Exceeds? Yes or No.
1	SLA Report Period	Required	MM/YYYY	**Choose an item.**
2	Contractor ID	Required	Text	**Choose an item.**
3	Category	Required	Number	**Choose an item.**
4	Ticket #	Required	Text	**Choose an item.**
5	Service ID	Required	Text	**Choose an item.**

Line Item	Data Field Name	Populated	Data Type or Format	Bidder Meets or Exceeds? Yes or No.
6	Service Type	Required	Text	**Choose an item.**
7	SLA	Required	Text	**Choose an item.**
8	Transport Type	Required	Text	**Choose an item.**
9	Customer Name	Required	Text	**Choose an item.**
10	Service Address 1 (A)	Applicable	USPS Standard	**Choose an item.**
11	Service Address 2 (A)	Applicable	USPS Standard	**Choose an item.**
12	Service City (A)	Applicable	USPS Standard	**Choose an item.**
13	Service State (A)	Applicable	USPS Standard	**Choose an item.**
14	Service Zip Code (A)	Applicable	USPS Standard	**Choose an item.**
15	Service Address 1 (Z)	Applicable	USPS Standard	**Choose an item.**
16	Service Address 2 (Z)	Applicable	USPS Standard	**Choose an item.**
17	Service City (Z)	Applicable	USPS Standard	**Choose an item.**
18	Service State (Z)	Applicable	USPS Standard	**Choose an item.**
19	Service Zip Code (Z)	Applicable	USPS Standard	**Choose an item.**
20	Ticket Open Date	Required	MM/DD/YYYY	**Choose an item.**
21	Ticket Open Time	Required	PST - 99:99	**Choose an item.**
22	Restore Date	Required	MM/DD/YYYY	**Choose an item.**
23	Restore Time	Required	PST - 99:99	**Choose an item.**
24	SCC	Required	Text - List of Values: End-User Request Observation	**Choose an item.**

Line Item	Data Field Name	Populated	Data Type or Format	Bidder Meets or Exceeds? Yes or No.
			End-User Not Available Wiring Power Access Staff Application CPE No Response Maintenance Third Party Force Majeure Customer Environmental	
25	SCC Minutes	Required	Numeric	**Choose an item.**
26	Outage Duration	Required	Numeric	**Choose an item.**
27	Unavailable Time	Required	Numeric	**Choose an item.**

G.10.5.2 SLA Provisioning Report

The Contractor shall provide the SLA Provisioning Report to the CALNET Program monthly that includes all Service Requests completed in the previous month for CALNET Services.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor's report shall indicate if the Provisioning objectives were not met in accordance with the SOW Technical Requirements Provisioning SLAs. The Provisioning rights and remedies percentage will be identified by the Contractor as 0%, 50% or 100% credit/refund depending on the Contractor's ability to meet the SLA objective.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The SLA Provisioning Report shall include all Service Requests for all Categories awarded to the Contractor as a result of this IFB. The Contractor shall ensure no duplicate service installs are reported in the same month or across multiple months.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The SLA Provisioning Report provided by the Contractor shall follow the specifications described below:

1. Report name: "C4PROVISIONINGMMYYYY";

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Reports that contain no credits being issued to Customers will contain the words "No Data" in the File name. For example: "C4PROVISIONINGMMYYYYNODATA";

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. Report frequency shall be monthly.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Data Records: the report data fields shall be included as columns on each data record in the order specified below and follow data field specifications as detailed in Appendix A, Glossary.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.10.5.2.1 SLA Provisioning Report Fields

For each Service Request the Contractor shall provide the following information and the data fields shall appear as columns on the report in Table G.10.5.2.1.

Table G.10.5.2.1 SLA Provisioning Report Fields

Line Item	Data Field Name	Populated	Data Type or Format	Bidder Meets or Exceeds? Yes or No.
1	Provisioning Period	Required	MM/YYYY	**Choose an item.**
2	Contractor ID	Required	Text	**Choose an item.**

Line Item	Data Field Name	Populated	Data Type or Format	Bidder Meets or Exceeds? Yes or No.
3	Category	Required	Number	**Choose an item.**
4	SR Number	Applicable	Text	**Choose an item.**
5	Change Type	Required	Text (M/A/C/D)	**Choose an item.**
6	Service ID	Required	Text	**Choose an item.**
7	Service Type	Required	Text	**Choose an item.**
8	Customer Name	Required	Text	**Choose an item.**
9	SR Date	Required	MM/DD/YYYY	**Choose an item.**
10	Due Date	Required	MM/DD/YYYY	**Choose an item.**
11	Change Date	Applicable	MM/DD/YYYY	**Choose an item.**
12	SCC	Required	Text - List of Values: End-User Request Observation End-User Not Available Wiring Power Access Staff Application CPE No Response Maintenance Third Party Force Majeure Customer Environmental	**Choose an item.**
13	SCC Minutes	Required	Number	**Choose an item.**
14	Days PD	Applicable	Number	**Choose an item.**

Line Item	Data Field Name	Populated	Data Type or Format	Bidder Meets or Exceeds? Yes or No.
15	SLA Applied	Required	Yes or No	**Choose an item.**
16	Provisioning R&R%	Required	Percentage: 0%, 50%, 100%	**Choose an item.**

G.10.5.3 SLA Catastrophic Outage Report

Upon Contract Award, the Contractor shall provide Catastrophic Outage Reports on a per occurrence basis. A Catastrophic Outage Report shall be provided to the CALNET Program within 60 calendar days of the Restoral Date for each Catastrophic Outage.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Stop Clock Condition(s) for a single ticket shall be identified within the SCC field. When multiple Stop Clock Condition types apply to a single ticket, they shall be reported and identified within the SCC field. SCC Minutes shall equal the total minutes of all SCCs reported per trouble ticket.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The SLA Catastrophic Report shall follow the specifications described below:

1. Report name: "C4CATMMYYYY".

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Reports that contain no credits being issued to Customers will contain the words "No Data" in the File name. For example: "C4CATMMYYYYNODATA".

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. In the event there are no Catastrophic Outages during the calendar month, the Contractor shall provide a Catastrophic Outage Report reflecting no activity.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Data Records: the report data fields shall be included as columns on each data record in the order specified below and follow data field specifications as detailed in Appendix A, Glossary.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.10.5.3.1 SLA Catastrophic Outage Report Fields

For each catastrophic outage event the Contractor shall provide the following information and the data fields shall appear as columns on the report in the order specified in Table G.10.5.3.1.

Table G.10.5.3.1 SLA Catastrophic Outage Report Fields

Line Item	Data Field Name	Populated	Data Type or Format	Bidder Meets or Exceeds? Yes or No.
1	Report Period	Required	MM/YYYY	**Choose an item.**
2	Contractor ID	Required	Text	**Choose an item.**
3	Category	Required	Number	**Choose an item.**
4	CAT	Required	Text	**Choose an item.**
5	Ticket #	Required	Text	**Choose an item.**
6	Service ID	Required	Text	**Choose an item.**
7	Service Type	Required	Text	**Choose an item.**
8	Customer Name	Required	Text	**Choose an item.**
9	Transport Type	Required	Text	**Choose an item.**
10	Ticket Open Date	Required	MM/DD/YYYY	**Choose an item.**
11	Ticket Open Time	Required	PST - 99:99	**Choose an item.**
12	Restore Date	Required	MM/DD/YYYY	**Choose an item.**
13	Restore Time	Required	PST - 99:99	**Choose an item.**
14	SCC	Required	Text - List of Values:	**Choose an item.**

Line Item	Data Field Name	Populated	Data Type or Format	Bidder Meets or Exceeds? Yes or No.
			End-User Request Observation End-User Not Available Wiring Power Access Staff Application CPE No Response Maintenance Third Party Force Majeure Customer Environmental	
15	SCC Minutes	Required	Number	**Choose an item.**
16	Unavailable Time	Required	Number	**Choose an item.**
17	R&R %	Required	Percentage: 0% or 100%	**Choose an item.**

G.10.5.4 Trouble Ticket and Provisioning/SLA Credit Report

The Contractor shall provide a Trouble Ticket and Provisioning/SLA Credit Report on a monthly basis to the CALNET Program for SLA compliance oversight. The Credit Report shall include only those trouble tickets and Service Requests resulting in SLA credits or refunds and list all Services that were associated with each SLA credit or refund. The Contractor shall report all SLA rights and remedies (credits and refunds) to the CALNET Program within 90 calendar days of service restoration or Service Request completion.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Credit Report shall follow the specifications described below:

1. Report Name: "C4CREDITMMYYYY".

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Reports that contain no credits being issued to Customers will contain the words "No Data" in the File name. For example: "C4CREDITMMYYYYNODATA".

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. Report Frequency shall be monthly.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Data Records: the following data fields shall be included as columns on each data record in the order specified in Table G.10.5.4.1 and follow data field specifications as detailed in Appendix A, Glossary.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.10.5.4.1 SLA Credit Report Fields

For each credit, the Contractor shall provide the following information and the data fields shall appear as columns on the report in the order specified in Table G.10.5.4.1.

Table G.10.5.4.1 SLA Credit Report Fields

Line Item	Data Field Name	Populated	Data Type or Format	Bidder Meets or Exceeds? Yes or No.
1	Service Month	Required	MM/YYYY	**Choose an item.**
2	BAN	Required	Text	**Choose an item.**
3	BTN	Required	Text	**Choose an item.**
4	Invoice Number	Required	Text	**Choose an item.**
5	Invoice Date	Required	MM/DD/YYYY	**Choose an item.**
6	Category	Required	Number	**Choose an item.**
7	Customer Code	Required	Number	**Choose an item.**
8	Customer Name	Required	Text	**Choose an item.**

Line Item	Data Field Name	Populated	Data Type or Format	Bidder Meets or Exceeds? Yes or No.
9	SLA	Required	Text	**Choose an item.**
10	Service Type	Required	Text	**Choose an item.**
11	Feature Name	Applicable	Text	**Choose an item.**
12	Product ID	Required	Text	**Choose an item.**
13	Quantity	Applicable	Number	**Choose an item.**
14	Service ID	Required	Text	**Choose an item.**
15	WTN	Applicable	Telephone Number	**Choose an item.**
16	Ticket #	Required	Text	**Choose an item.**
17	Outage Cause	Applicable	Text	**Choose an item.**
18	Outage Date	Applicable	MM/DD/YYYY	**Choose an item.**
19	Ticket Open Date	Applicable	MM/DD/YYYY	**Choose an item.**
20	Ticket Open Time	Applicable	MM/DD/YYYY	**Choose an item.**
21	Restore Date	Applicable	MM/DD/YYYY	**Choose an item.**
22	Restore Time	Applicable	PST - 99:99	**Choose an item.**
23	Unavailable Time	Applicable	Number	**Choose an item.**
24	R&R %	Applicable	Percentage	**Choose an item.**
25	SR Number	Applicable	Text	**Choose an item.**
26	Change Date	Applicable	MM/DD/YYYY	**Choose an item.**
27	Change Type	Applicable	Text (M/A/C/D)	**Choose an item.**
28	Days PD	Applicable	Number	**Choose an item.**
29	Provisioning R&R %	Applicable	Percentage: 0%, 50%, 100%	**Choose an item.**

Line Item	Data Field Name	Populated	Data Type or Format	Bidder Meets or Exceeds? Yes or No.
30	Total SLA Credits	Required	Number	**Choose an item.**

G.11 CONVERSION

Conversion includes Transition, Migration and Transfer scenarios. Where applicable, the Contractor shall prepare and deliver to the CALNET CMO for the State's review and approval separate Transition-In, Migration-In and Migration-Out plans to address the Conversion of Services that will occur immediately following Contract Award and at the end of the Contract Term for each Category. To the extent the Contractor deems appropriate, or as otherwise requested by the State, the Contractor shall design the Conversion Plans to use a phased-conversion strategy. The Contractor agrees to cooperate fully with the State and other Contractor(s) with planning, coordination, and implementation during all Conversion phases. The Contractor shall provide plans that will assure the State that all Services will be transitioned or migrated in a timely and efficient manner.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall, at the Contractor's expense, implement the Conversion Plans, provide all of the Contractor labor resources necessary to implement the Conversion plans and perform all tasks in accordance with the approved Conversion plan schedules. The Contractor shall mitigate disruption of service and any period when the State is subject to charges from more than one contract, unless at the documented request of the Customer.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall not implement any Conversion Plans without CALNET CMO prior approval and oversight coordination.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.11.1 Conversion Types

Conversion is defined as the process of moving existing Customer Services from CALNET 3 to CALNET DNCS Services and the process of moving CALNET

DNCS Services to any subsequent contracts. Conversion shall be Transition, Migration or Transfer as defined below.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.11.1.1 Transition (Transition-In)

This section is applicable to incumbent Contractors only. **Non-incumbent Bidders shall respond "N/A" to this requirement.**

Transition applies only to a CALNET 3 incumbent Contractor and is defined as moving a Customer's existing CALNET 3 Service to the equivalent CALNET DNCS Service.

CALNET 3 State Customer Services automatically Transition. Local government Customers may Transition to CALNET DNCS at their option.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

For Services Transitioned prior to six months after Contract Award, the new rates will begin on the Transition date.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

If Customer Transition is still pending six months after Contract Award, and if CALNET DNCS rates are lower, the Contractor must track and provide existing Customers credit for the difference in CALNET 3 and CALNET DNCS rates. Extension of the CALNET 3 rate period shall be at the sole discretion of the CALNET CMO. Contractor shall document and submit in writing all requests for consideration within 30 days of contract award.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.11.1.2 Migration

Migration of Services shall occur under the following conditions:

1. Customer requests replacement of a service from a different Contractor.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Customer requests a different replacement service from the same Contractor that provided the Customer's CALNET 3 service.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. A CALNET DNCS Contract is not awarded to the incumbent CALNET 3 Contractor currently providing these Services, the CALNET CMO may initiate a coordinated effort to move CALNET 3 Customers to CALNET DNCS Services.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. CALNET DNCS Services are moved to alternate Contracts for the following reasons:
5. CALNET DNCS Contract Term expires; or

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

6. All or a portion of CALNET DNCS Services are terminated in accordance with the General Provisions - eVAQ Section 26, Termination for the Convenience of the State and Section 27 Termination for Default.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Service Requests for Migration shall be considered a "new" Service Request. The Customer will be responsible for installation charges associated with the Migration of Services, unless negotiated with the Contractor.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Migration conditions 1 and 2 as identified above are subject to the provisions of Contracted Service Project Work (Section G.8).

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

At the sole discretion of the CALNET CMO and on behalf of the State Entities, the State may choose to Migrate certain Services and Customers to replacement Services or different Contractors during the Contract Term.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.11.1.3 Transfer between CALNET Category and/or Contract

Transfers occur due to a failure on the part of a Contractor. When a Customer has transitioned or Migrated to a CALNET DNCS service but the Contractor fails to implement service and/or service fails Acceptance Tests, the Customer has the option of Transferring to another CALNET DNCS Contractor at the expense of the Contractor of the failed service.

In the event the CALNET CMO determines that replacement of the failed service(s) is necessary, the Contractor of the failed service shall be responsible for Customer Provisioning costs. Refer to General Provisions - eVAQ Section 52, Continuing Standards of Performance for Contractor Services.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.11.1.4 Transition-In at no Cost

This section is applicable to incumbent CALNET 3 Contractors only. **Non-incumbent Bidders shall respond "N/A" to this requirement.**

The entire Transition-In of Services shall be provided at no cost to the State and local government Customers. NRCs shall not apply when Customers Transition Services from CALNET 3 to CALNET DNCS.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Incumbent Bidders shall confirm their understanding that no additional costs shall be charged to the Customer for Transition-In of Services.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.11.1.5 Migration-Out at no Cost

The entire Migration-Out of CALNET DNCS Services shall be provided at no cost to the State and local government Customers. Non-Recurring Charges shall not apply when Customers Migrate-Out from CALNET DNCS.

Bidders shall confirm their understanding that no additional costs shall be charged to the Customer for Migration-Out of CALNET DNCS Services.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.11.2 Conversion Plans

Conversion Plans include the Transition-In Plan, Migration-In Plan and the Migration-Out Plan as described below. The State acknowledges that many of the Conversion Requirements of this section may not be known, defined, or may not be completed until after Contract Award.

The Contractor shall recommend all considerations necessary for developing and implementing successful Conversion plans.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor agrees to cooperate fully with the State and awarded incoming and outgoing Contractor(s) in planning, coordinating, and implementing the Conversion Plans. The Contractor shall assign a Transition and Migration Project Manager that shall participate in regular meetings with the CALNET Program throughout all Conversion implementations until completion.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Conversion Plans shall describe how Conversion would be accomplished in the least disruptive way to Customers and End-Users.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The State reserves the right to modify the Conversion Plans where it is deemed in the best interest or benefit of the State or authorized Customers of the Contract.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall coordinate and communicate with the CALNET Program and Customers throughout all phases of the Conversions.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Throughout the Contract Term, the State retains the option to identify performance requirements and to establish deficiency charges for performance associated with Conversion milestones, tasks and schedules.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.11.2.2 Transition-In Plan

This section is applicable to incumbent Contractors. **Non-incumbent Bidders shall respond "N/A" to this requirement**.

CALNET 3 incumbent Contractors shall submit two Transition-In Plans to the CALNET CMO:

1. Transition-In of Services that require a Rate-Only Transition.
2. Transition-In of Services that require Physical Transition such as service upgrade or technology enhancement.

The two Transition-In Plans shall run simultaneously and explain how the CALNET 3 incumbent Contractor intends to Transition existing CALNET 3 Services to CALNET DNCS Services. The State recognizes that Customer business needs, operational requirements, and/or service complexities as well as CALNET CMO authority may impact Transition planning and schedules. The Contractor shall submit the two plans to the CALNET CMO within 45 calendar days of Contract Award.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Incumbent Contractor shall, at its sole expense, provide all labor resources necessary to implement the Transition–In Plans and perform all tasks in accordance with the approved Transition–In Plan schedules, so that there is no disruption or discontinuity in Services, and to avoid any period whereby the State is subject to charges pursuant to more than one contract, unless at the documented request of the Customer.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The CALNET CMO reserves the right to modify the Transition–In Plans when it is deemed in the best interest or benefit of the State or authorized Customers of the Contract.

The CALNET 3 incumbent Contractor's Transition-In Plans shall include the following information and describe in detail:

1. How the incumbent Contractor will work with Customers to minimize End-User impact or Service interruption during Transition.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. Steps the incumbent Contractor will take for a Rate-Only Transition.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. Steps the incumbent Contractor will take for a Physical Transition (e.g. Service upgrade or technology enhancement transition).

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. Steps the incumbent Contractor will take if an unscheduled service interruption occurs during the Transition of Services.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

5. Proposed Transition schedule that ensures timely Transition of all contracted Services, invoicing, tools and reporting.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

6. How the incumbent Contractor's Transition planning strategy and schedule considers:

    a. Customer (State and local);

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

    b. Impact on the State, Customers, business and operational requirements;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

    c. Service Type/Category/technology;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

    d. Coordination and tasks due to service complexity;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

e. Interoperability requirements/considerations;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

f. Service quantity considerations;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

g. Customer special business requirements; and,

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

h. Public safety considerations.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

7. Strategy for establishing agreements with Incumbent Local Exchange Carriers (ILECs) in areas open to competition as defined by the CPUC to ensure continuing end-to-end service will be provided in these areas. Agreements shall be in effect at Contract Award.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

8. How Services will be provided in ILEC territories closed to competition as defined by the CPUC to ensure Services will continue to be provided in these areas. Incumbent Contractor shall commit to establishing business relationships with these ILECs.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

9. The process for coordination and communication with the CALNET Program and Customers throughout all phases of the Transition.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

10. The processes for Transition of local government Customers subscribing to Services under the Authorization to Order (See Section G.2.5.4, Provisioning and Implementation.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

11. The cutover process including planning, site preparation, service inventory verification, Service Request freeze period,

disconnect/new Service Request processes and emergency/fallback procedures.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

12. How incumbent Contractor will establish testing and Service acceptance processes with Customers, when applicable.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

13. The strategy, resources, timeline and processes for converting the Customer billing from CALNET 3 to CALNET DNCS.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

14. Identify if one invoicing system will be used for all CALNET Categories or if a different invoicing system will be used for transitioning to the new awarded Contract.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

15. Transition tasks dependent on Customer data or resources.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

16. A detailed staff Management Plan to effectively manage the Transition describing incumbent Contractor's commitment of staff resources with required skills and structure of organization to support the Transition.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

17. A list of Services to be transitioned to CALNET DNCS. The list shall:

    a. Cross reference CALNET 3 and CALNET DNCS Services by Service name;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

    b. Specify the quantity of Services to be transitioned by Service Type;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

    c. Identify which Services require a "Rate-Only" Transition and how the Customer Services will Transition;

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

d. Identify which Services will require a Physical Transition including anticipated Customer impact or interruptions during Transition; and,

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

e. Provide adequate resources to effectively run a Physical and Rate-Only Transition simultaneously if the State deems necessary.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Transition shall be completed within 18 months after Contract Award. The incumbent Contractor shall not deem Transition complete until the Customer-billing accounts for CALNET 3 Services have been transitioned to CALNET DNCS invoices and the invoices are in compliance with Section G.6, Billing and Invoicing.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.11.2.3 Transition-In Status Report

This section is applicable to incumbent CALNET 3 Contractors only. **Non-incumbent Bidders shall respond "N/A" to this requirement.**

Upon commencement of the Transition-In Plan, the Incumbent Contractor shall provide the CALNET Program a weekly Transition-In Status Report that identifies all Customers and Services to be transitioned.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.11.2.4 Migration-In Plan

This section applies to non-incumbent Contractors only. **Incumbent Bidders shall respond "N/A" to this requirement**

If the incumbent CALNET 3 Contractor is not awarded a Contract for Services within these IFB Categories, the State may require State Entities to Migrate to a new Service Type and/or Contractor via a coordinated Migration-In plan.

Within 30 calendar days of the CALNET Program's request, non-incumbent Contractor shall provide a Migration-In Plan that describes in detail how the Contractor will coordinate and Migrate select Services awarded to the Contractor as a result of this IFB to CALNET DNCS based on Service and location information provided.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor's Migration-In Plan shall include the following information and describe in detail:

1. The Contractor's understanding of its role and responsibility for Migration-In.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. How the Contractor will work with Customers to minimize End-User impact or Service interruption during Migration.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. The steps the Contractor will take if an unscheduled service interruption occurs during the Migration of Services.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. The strategy for establishing agreements with ILECs in areas open to competition as defined by the CPUC to ensure end-to-end service will be provided in these areas.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

5. How Services will be provided in ILEC territories closed to competition as defined by the CPUC to ensure Services will be provided in these areas. Contractor shall commit to establishing business relationships with these ILECs.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

6. The process for coordination and communication with the CALNET Program and Customers throughout all phases of the Migration.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

7. The processes for Migration of local government Customers subscribing to Services under the Authorization to Order, Appendix C under **CALNET 3** Contract provisions. The Contractor's process shall be in accordance with Authorization to Order.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

8. The cutover process including planning, site preparation, service inventory verification, Service Request freeze period, disconnect/new Service Request processes and emergency/fallback procedures.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

9. How Contractor will establish testing and Service acceptance processes with Customers.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

10. Migration tasks dependent on the State's and/or Customer's data or resources.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

11. Project Management Plan to effectively manage the Migration describing Contractor's commitment of staff resources with required skills and structure of organization to support the Migration.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall not deem Migration-In complete until the Customer's Services are accepted and invoices for CALNET DNCS are in compliance with Section G.6, Billing and Invoicing.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.11.2.5 Migration-Out Plan

The Contractor shall prepare and deliver to the State, within 30 calendar days of the CALNET Program's request, a Migration-Out Plan, for migrating Services, or portion thereof, under Contract to the State's alternate service provider identified, in the event of: (a) the expiration or termination of the

Term; or (b) the date a Notice of Termination is delivered pursuant to General Provisions - eVAQ Section 26, Termination for the Convenience of the State, or Section 27, Termination for Default; or (c) the State's election during the Term pursuant to General Provisions - eVAQ Section 69, Non-Exclusive Agreement.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall implement the Migration-Out Plan and perform all tasks identified in the Migration-Out plan in a timely manner to mitigate disruption in CALNET DNCS Service from the Contractor to the State or the State's designee. The Contractor shall participate in meetings with the State and the State's alternate service provider(s) as reasonably required by the State in planning for a Conversion and implementing the Migration-Out Plan. There shall be no additional cost to the State.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The State acknowledges the level of difficulty in anticipating future Migration–Out and termination requirements without knowledge of proposed solutions. However, it is critical for the Contractor to acknowledge and commit to the responsibility and participation in the Migration-Out of Services. Refer to General Provisions - eVAQ, Section 83, Disentanglement (Migration-Out).

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

The Contractor shall provide a Migration-Out Plan within 30 calendar days of the CALNET Program request. The Contractor's Migration-Out Plan shall include how the Contractor will convert Services to the new Contract with sufficient detail for the State's review and approval.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.11.2.6 Migration-Out Status Report

Upon commencement of the Migration-Out Plan, the Contractor shall provide a weekly Migration-Out Status Report which shall begin 60 calendar days prior to the physical or administrative Migration of the first Customer site. The report shall include all Customers to be migrated.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.12 SERVICES TECHNICAL EVALUTION AND DEMONSTRATION PROCESS

In the course of oversight, the State is required to examine key elements of the CALNET DNCS Services to maintain current and long-term goals. This analysis is conducted to determine the reliability of the Services and takes into consideration issues such as redundancy, diversity, interoperability, scalability, and security.

Upon the State's request, the Contractor shall provide the State with the ability to perform evaluation and/or demonstration of contracted Services at the sole discretion of the CALNET CMO at no cost to the State.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

All Services proposed for addition to the Contract through the amendment process shall include a technical evaluation. This Requirement is limited to Service amendments that are technical in nature and deemed by the CALNET Program to require evaluation. Should the State decide that further evaluation or demonstration is necessary, the proposed service will be removed from the amendment process and resubmitted to the CALNET Program for consideration upon completion of the evaluation and/or demonstration to the satisfaction of the State.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.13 SERVICE LEVEL AGREEMENTS

The Contractor shall provide Service Level Agreements (SLAs) as defined below. The intent of this section is to provide Customers, the 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, and CALNET Program Oversight SLAs.

G.13.1 Bidder Response To Service Level Agreements

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

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.13.2 CALNET IFB C4DNCS19 SOW Business Requirements Service Level Agreements

CALNET IFB C4DNCS19 SOW Business Requirements SLAs have been established to ensure the Contractor accountability and performance levels for Requirements as described throughout Section G.4, Data Management and Standardization, Section G.6, Billing and Invoicing, and Section G.10, Management Tools and Reports.

The State's objective is to work with the Contractor to resolve instances in which the Contractor fails to meet the CALNET DNCS Oversight SLA objectives.

In the event the Contractor fails to resolve or correct the cause for the missed objective, the CALNET Program may commence with the following sequence of actions:

1. The CALNET Program shall notify CPM of missed SLA objective occurrence in writing.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

2. The CALNET Program and CPM shall meet and confer to discuss alternative remedies and/or cures.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

3. The CALNET Program shall set cure period.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

4. If cure is unsatisfactory, the State shall invoice the Contractor for the rights and remedies in accordance with the CALNET DNCS Oversight SLA Requirements.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

5. The Contractor shall pay rights and remedies invoices within 30 calendar days of receipt or notify the State if it intends to dispute the invoice using General Provisions – eVAQ, Section 54 Disputes.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

Cure periods described above do not apply to Section G.13.2.4, Tools, Reports and Plans Deliverables. The Contractor shall provide the following CALNET Oversight Service Level Agreements identified in Sections G.13.2.1 – G.13.2.5.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.13.2.1 State Associated Administrative Fee Electronic Fund Transfer Accuracy and Interval

Definition:

The California Department of Technology shall receive an administrative fee Electronic Fund Transfer (EFT) notification from the Contractor no later than the last day of the month that is two months after the month that the bill is rendered in accordance with Section G.7, State Associated Administrative Fee (SAAF).

Measurement Process:

Objective 1: The CALNET Program shall monitor the Contractor's Services Billed Data (Section G.4.10.3) through the CALNET data management system.

Objective 2: The CALNET Program shall confirm that a notification of EFT confirming the deposit of monthly SAAF monies owed to the California Department of Technology is delivered no later than the end of the calendar month for the corresponding services billed two months prior.

Tools/Reports/Application Names(s):

Receipt of SAAF EFT notification (Section G.7)

Services Billed Data (G.4.10.3)

Objectives:

Objective 1: The Contractor shall remit the accurate amount as reported on the Services Billed Data (G.4.10.3).

Objective 2: The Contractor shall deliver an accurate amount via EFT notification to California Department of Technology no later than the end of the calendar month for services billed two months prior.

Rights and Remedies:

1. CALNET Program:
    - 0.5% of total month's SAAF shall be paid to California Department of Technology within 30 calendar days of the missed objective date.
2. Customer:
    - N/A

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.13.2.2 Invoicing Accuracy and Completeness

Definition:

The Contractor shall provide detailed, accurate, complete and organized invoices for all CALNET DNCS Services, products and features as required throughout Section G.6, Billing and Invoicing in its entirety.

Measurement Process:

Objective 1: Identification of invoice errors through review.

Tools/Reports/Application Names(s):

Billing and Invoicing (G.6)

Objectives:

Objective 1: 100% invoice accuracy

Rights and Remedies:

1. CALNET CMO:
    - Escalation to the CPM or the Contractor's senior management. The Contractor shall correct invoice errors within 60 calendar days of the CALNET CMO notification to the Contractor of a disputed invoice.
2. Customer:
    - Escalation to the Contractor's Account Manager and/or Escalation to the CALNET CMO. The Contractor shall correct invoice errors within 60 calendar days of the Customer notification to the Contractor of a disputed invoice.

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.13.2.3 Report Timeliness and Accuracy (M-S)

Definition:

Each report shall meet all Requirements in accordance with Section G.4, Data Management and Standardization, Section G.10, Management Tools and Reports, and Section G.11, Conversion and shall be provided to the CALNET Program on the date(s) and frequency described in the Sections identified below.

Measurement Process:

Objective 1: The CALNET Program shall confirm that the reports are delivered on or before the agreed upon Due Dates as defined in each Section.

Objective 2: If reports are not complete and/or accurate, the CALNET Program may determine the Contractor has missed the objective date.

Tools/Reports/Application Names(s):

- Service Level Agreement Reports (Section G.10.5) – all reports
- Data Management and Standardization (Section G.4) – all reports
- Conversion (Section G.11) – all reports

Objectives:

Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
Deliver all reports within three Business Days after the mutually agreed or the CALNET Program designated Dates	N/A	Deliver all reports on or before the mutually agreed or the CALNET Program designated Delivery Dates	**Choose an item.**

Rights and Remedies:

1. CALNET Program:

- $1,600 for each late or inaccurate report and $400 per week thereafter for each report until an accurate, complete and timely report is provided by the Contractor.

2. Customer:
    - N/A

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.13.2.4 Tools, Reports and Plans Deliverables

Definition:

All Contractor provided tools, reports and plans shall meet the mutually agreed Due Dates in accordance with the Requirements of the Sections listed below.

Measurement Process:

The Contractor and the CALNET Program shall agree in writing to the implementation timeline dates for the tools, reports and plans described in the Sections listed below. Unless otherwise specified in the Sections below, mutually agreed dates shall not exceed six months following:

1. The Contract Award;

Or

2. The Contractor's receipt of their first CALNET IFB Service Request.

Completion shall be determined by the CALNET Program acceptance of the deliverable per the Requirements of the IFB or 45 calendar days following delivery of the tools, reports or plans unless deemed incomplete by the CALNET Program, whichever comes first.

Tools/Reports/Application Names(s):

- Staffing and Resource Requirements (Section G.2.3)
- Initial Service Catalog Data (Section G.4.6.1)
- Service Catalog Revisions Data (Section G.4.6.2)
- Inventory Data (Section G.4.7.1)
- Services Billed by Charge Type Data (Section G.4.7.3)
- Contractor's CALNET Public Website (Section G.10.1)

- Private Oversight Website (Section G.10.2)
- Trouble Ticket Reporting Tool (Section G.10.4)
- SLA Service Performance Report (Section G.10.5.1)
- SLA Provisioning Report (Section G.10.5.2)
- SLA Catastrophic Outage Reports (Section G.10.5.3)
- Trouble Ticket and Provisioning/SLA Credit Report (Section G.10.5.4)
- Transition-In Status Report (Section G.11.2.3) (if applicable)
- Transition-In Plan, as applicable (Section G.11.2.2)
- Migration-In Plan, as applicable (Section G.11.2.4)
- Migration-Out Status Report (Section G.11.2.6)
- Contractor SLA Management Plan (SOW Technical Requirements Sections 20.4.5, 21.4.5, 22.4.5, 23.5.5, 24.6.5, 25.6.5, 26.5.5, 27.3.5, 29.4.5, and 30.5.8)

Objectives:

All tools, reports and plans shall meet the Requirements in accordance with Section G.4, Data Management and Standardization, Section G.6, Billing and Invoicing, Section G.10, Management Tools and Reports and Section G.11, Conversion, and be 100 % functional and accepted by the State within the mutually agreed dates.

Any additional tools, reports or plans provided by the Contractor shall require a mutually agreed implementation date and will be subject to the objectives and remedies under this SLA.

All replacement tools must be 100 % functional and accepted by the State prior to discontinuance of previously accepted tools. Discontinuance date of previously accepted tool or report shall be considered the Due Date.

Rights and Remedies:

1. CALNET Program:
    - The Contractor shall pay the CALNET Program $2,000 for each tool, report or plan delivered one Business Day after the Due Date and $1,000 per week thereafter until provided to, and accepted by, the CALNET Program.
2. Customer:

- N/A

Bidder understands the Requirement and shall meet or exceed it? Choose an item.

G.13.2.5 Tool Availability (M-S)

Definition:

The percentage of time a CALNET DNCS tool is fully functional and available for use each calendar month.

Measurement Process:

The CALNET Program shall report any service affecting tool failure or problem to the Contractor through:

1. Email notification to the CPM or the Contractor assigned point of contact. The start time will be based on the Customer email time stamp and the stop time will be based on email notification of resolution of the failure;

Or

2. The Contractor's Trouble Ticket Reporting System. The start time will be based on the opening of a trouble ticket and the stop time will be based on resolution of the failure. The tool is unusable during the time the ticket is recorded as open until notification of tools restoration.

When the CALNET Program determines the issue is not resolved, Outage Duration shall be adjusted to reflect actual Unavailable Time.

The Availability Percentage shall be based on the accumulated total of Unavailable Time derived from all email notifications or trouble tickets closed, per calendar month per tool. 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 times the number of days in the month.

Stop clock conditions as described in the SLA Management Plan in the SOW Technical Requirements (Sections 20.4.7, 21.4.7, 22.4.7, 23.5.7, 24.6.7, 25.6.7, 26.5.7, 27.3.7, 29.4.7, and 30.5.8.6) shall apply.

Tools/Reports/Application Names(s):

- Billing and Invoicing (Section G.6)

Objectives:

Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
100% functional 95% of the time for each tool, measured on a monthly basis	100% functional 98% of the time for each tool, measured on a monthly basis	100% functional 100% of the time for each tool, measured on a monthly basis	**Choose an item.**

Rights and Remedies:

1. CALNET Program:
    - $2,000 per month, per tool
2. Customer:
    - Escalation to the CALNET Program

Bidder understands the Requirement and shall meet or exceed it? Choose an item.