INVITATION FOR BID

IFB C5WMS25
WIRELESS MOBILITY SERVICES

FOR CATEGORIES 501 – 506

EXHIBIT F

SOW GLOSSARY

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ADDENDUM LOG

Addendum #	Date	Addendum Description

EXHIBIT F – SOW GLOSSARY

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

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

"3GPP" shall mean the 3rd Generation Partnership Project which is a global standards body that develops technical specifications for cellular networks.

"4G" shall mean the 4th generation of mobile communications as defined by the International Mobile Telecommunications (ITU) in the IMT-Advanced specifications.

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

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

"ACCESS CLASSES (AC)" shall mean the mechanism used in LTE to differentiate user equipment based on their capabilities and privileges.

"ADAPTIVE MULTI-RATE WIDEBAND (AMR-WB)" shall mean a patented wideband speech audio coding standard developed based on Adaptive Multi-Rate encoding.

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

"ADVANCED MULTI-BAND EXCITATION (AMBE)" shall mean the successor to IMBE, is a proprietary speech codec.

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

"AGREEMENT" shall have the same meaning as "CALNET 5 Wireless Mobility Service (WMS)" and "Contract" and the terms shall be used interchangeably.

"ALLOCATION AND RETENTION POLICY (ARP)" shall mean a value assigned to a cellular subscriber's priority, which is used to determine whether or not a new subscriber can replace an existing subscriber accessing the cellular provider's network, at times of network congestion.

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

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

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

"BILLING ACCOUNT NUMBER (BAN)" shall mean as defined in W.5 Management and Oversight Compliance Data section of the SOW Business Requirements.

"BILLING TELEPHONE NUMBER (BTN)" shall mean as defined in W.5 Management and Oversight Compliance Data section of the SOW Business Requirements.

"BURSTABLE" shall mean the bandwidth is shared with other users and each user is allowed to occasionally "burst" to higher data rates as their needs dictate. Burstable services make the premise that all shared users are unlikely to burst simultaneously or saturation and congestion may occur.

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

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

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

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

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

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

"CAL OES" shall mean the California Office of Emergency Services.

"CAT" shall mean a type of Catastrophic Outage.

"CATEGORY" shall mean as defined in W.13.3 Service Level Agreement (SLA) Reporting section of the SOW Business Requirements.

"CALIFORNIA LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEM (CLETS)" shall mean a computer network that provides law enforcement and criminal justice agencies with access to databases that contain information such as criminal history, criminal records, and driving records.

"CELLULAR BUSINESS VOICE AND DATA" shall have the same meaning as "CALNET 4" and the terms shall be used interchangeably.

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

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

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

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

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

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

"CONTRACTOR CODE" shall mean as defined in W.5 Management and Oversight Compliance Data section of the SOW Business Requirements.

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

"CRIMINAL JUSTICE INFORMATION SYSTEM (CJIS)" shall mean a centralized database for storing criminal and accessing justice information (CJI), which includes sensitive information such as biometric, identify history, biographic, property, and case/incident history data.

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

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

"CUSTOMER CODE" shall mean as defined in W.5 Management and Oversight Compliance Data section of the SOW Business Requirements.

"CUSTOMER NAME" shall mean the Customer name as defined in the SOW Business Requirements, Section W.4.1, Customer Naming Conventions.

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

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

"DAYS PAST DUE (PD)" shall mean as defined in W.13.3 Service Level Agreement (SLA) Reporting section of the SOW Business Requirements.

"DEDICATED" shall mean that bandwidth is ready and available for use 24x7 and users have access to at least the minimum bandwidth commitment at any time without contending with other users.

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

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

"DIFFERENTIATED SERVICE" or "DIFF SERV" shall mean a network architecture that classifies and manages IP network traffic by class to prioritize certain types of traffic.

"DOMAIN NAME SYSTEM (DNS)" shall mean a service that translates human-readable names into numeric IP addresses that computers use to connect to each other.

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

"EFFECTIVE DATE" shall mean the award of the Contract resulting from IFB C5WMS25, which shall commence on the date of the Contract is signed by the California Department of Technology and approved by the Office of Statewide Technology Procurement.

"EMERGENCY OPERATIONS CENTER (EOC)" shall mean the physical location at which the coordination of information and resources to support incident management (on-scene operations) activities normally takes place. An EOC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction. EOC may be organized by major functional disciplines (e.g., fire, law enforcement, and medical services), by jurisdiction (e.g., federal, state, regional, tribal, city, county), or some combination thereof.

"ENHANCED 911" or "E911" or "NG9-1-1" shall mean emergency dispatch system that uses computer technology to automatically send a caller's location and phone number to the appropriate 911 Public Safety Answering Point (PSAP).

"END-USER" shall mean an individual within an Entity who receives Services and/or Features provided under the Contract. The term "End User" shall have the same meaning as "Subscriber" and the terms shall be used interchangeably.

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

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

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

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

"FEDERAL COMMUNICATIONS COMMISSION (FCC)" shall mean the Federal Communications Commission, which regulates interstate and international communications by radio, television, wire, satellite, and cable in all 50 states, the District of Columbia, and U.S. territories.

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

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

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

"IDENTITY, CREDENTIAL, AND ACCESS MANAGEMENT (ICAM)" shall mean a framework of policies, systems, and tools that organizations use to manage, monitor, and secure access to their IT infrastructure.

"IMPROVED MULTI-BAND EXCITATION (IMBE)" shall mean a proprietary speech codec used in government and commercial digital radio applications.

"IN-HAND" shall mean the device is in the End-User's physical possession.

"INCIDNET COMMAND SYSTEM (ICS)" shall mean a standardized approach to the command, control, and coordination of emergency response providing a common hierarchy within which responders from multiple agencies can be effective.

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

"INDIVIDUAL PRICE REDUCTIONS (IPR)" shall mean the reduction in the pricing of Services provided to an individual Customer pursuant to the methodology described in the SOW Business Requirements Section W.10.

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

"INTER-RF SUBSYSTEM INTERFACE (ISSI)" shall mean a standards-based Internet Protocol (IP)- based connection between two or more ISSI-capable Project 25 (P25) networks to form a "system of systems."

"INTERNET PROTOCOL (IP)" shall mean a set of rules that govern how data is sent and received across the internet.

"INTERNET SERVICE PROVIDER (ISP)" shall mean a company that provides individuals and organizations access to the internet and other related services.

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

"INVOICE DATE" shall mean as defined in W.5 Management and Oversight Compliance Data section of the SOW Business Requirements.

"KA BAND" shall mean a frequency range in the electromagnetic spectrum that is used for satellite communications, spanning from 17.7 to 30.6 gigahertz (GHz).

"KEY PERSONNEL" shall mean the Contractor or Subcontractor personnel identified as such in the SOW Business Requirements Section W.2.4.

"KU BAND" shall mean a frequency range in the electromagnetic spectrum that is used for satellite communications, spanning from 10.9 to 17 gigahertz (GHz).

"LAND MOBILE RADIO (LMR)" shall mean communication systems that are terrestrially based, wireless communications systems commonly used by federal, state, local, tribal, and territorial emergency responders, public works companies, and even the military to support voice and low-speed data communications. LMR systems typically consist of handheld portable radios, mobile radios, base stations, a network, and repeaters.

"LINK BUDGET" shall mean the accounting of all of the gains and losses from the ground station transmitter and antenna, through space, to the receiving satellite and the subsequent return gains and losses from the satellite back to the ground receiver. A link budget accounts for the attenuation of the transmitted signal due to space propagation, as well as antenna gains, cabling and miscellaneous losses.

"LOCAL NUMBER PORTABILITY (LNP)" shall mean number portability or number porting that allows a customer to keep their phone number when switching from one phone service provider to another.

"LONG-TERM EVOLUTION (LTE)" shall mean a standard for wireless broadband communication for mobile devices and data terminals, based on the GSM/EDGE and UMTS/HSPA standards.

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

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

"MOBILE DEVICE MANAGEMENT (MDM)" shall mean a type of software that helps organizations manage, monitor, and secure mobile devices. MDM can be used to configure devices, update software, and enforce policies. It can also help organizations prevent data breaches, protect against attacks, and streamline deployment.

"NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)" shall mean a standardized approach to incident management and response that was developed by the Department of Homeland Security and released in March 2004.

"NORTH AMERICAN INDUSTRY CLASSIFICATION SYSTEM (NAICS)" shall mean the standard used by Federal statistical agencies in classifying business establishments for the purpose of collecting, analyzing, and publishing statistical data related to the U.S. business economy.

"OUTAGE CAUSE" shall mean as defined in W.13.3 Service Level Agreement (SLA) Reporting section of the SOW Business Requirements.

"OUTAGE DURATION" shall mean as defined in W.13.3 Service Level Agreement (SLA) Reporting section of the SOW Business Requirements.

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

"POOLED" or "SHARED PLAN" is a model where the consumption of each subscriber constitutes a part of a bigger pooled plan, shared between all the members of the pool.

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

"PRIORITY NETWORK ACCESS" shall mean data that is given precedence over standard access to the Contractor's network.

"PRODUCT IDENTIFIER" or "PRODUCT ID" shall mean as defined in W.5 Management and Oversight Compliance Data section of the SOW Business Requirements.

"PRODUCT NAME" shall mean as defined in W.5 Management and Oversight Compliance Data section of the SOW Business Requirements.

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

"PROVISIONING R&R %" shall mean the Rights and Remedies percentage credited or refunded for Provisioning SLAs. The Provisioning SLA Rights and Remedies percentage will reflect "50%" if the individual objective is missed per order and "100%" if Monthly Completion percentage objective is missed per service per month.

"PUBLIC SAFETY ANSWERING POINT (PSAP)" shall mean an answering location for 911 calls originating from a given area.

"PUBLIC SAFETY ENTITY (PSE)" shall mean Public Safety Entities which are eligible to use the services on this Contract, classified by North American Industry Classification System (NAICS) codes approved by Cal OES.

"PSE USER" shall mean Primary Users and/or Extended Primary Users.

"QUALITY CLASS INDICATOR (QCI)" shall mean a class identifier, which is a mechanism used in 3GPP Long Term Evolution (LTE) networks to ensure that carrier traffic is allocated the appropriate Quality of Service (QoS).

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

"QUANTITY" shall mean as defined in W.5 Management and Oversight Compliance Data section of the SOW Business Requirements.

"Q/V BAND" shall mean a frequency range in the Extremely High Frequency (EHF) area of the radio spectrum that's used by satellite operators to provide more bandwidth to end users for data services. The Q/V-band operates at 33 to 50 GHz and 40 to 75 GHz respectively.

"RADIO ACCESS NETWORK (RAN)" shall mean a network of radio transmitters and receivers that connects mobile devices like smartphones, to the cloud.

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

"RAY BAUM'S ACT" shall mean an Act that requires that first responders have the necessary information needed to pinpoint the "dispatchable location," and quickly reach an 9-1-1 caller regardless of the device they dial from.

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

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

"RESTORE DATE AND TIME" shall mean as defined in W.13.3 Service Level Agreement (SLA) Reporting section of the SOW Business Requirements.

"RIGHTS AND REMEDIES PERCENTAGE" or "R&R%" shall mean as defined in W.13.3 Service Level Agreement (SLA) Reporting section of the SOW Business Requirements.

"ROOT CAUSE ANALYSIS (RCA)" shall mean a method of problem solving used for identifying the root cause of faults or problems.

"SATURATION" shall mean the state in a shared bandwidth circuit when multiple users are simultaneously attempting to communicate at high data rates and the shared circuit bandwidth is exceeded, resulting in congestion, increased latency, and the individual user transmission speeds can no longer be satisfied. Saturation of 10:1 means that no more than 10 users are operating at full data rates simultaneously.

"SCC MINUTES" shall mean as defined in W.13.3 Service Level Agreement (SLA) Reporting section of the SOW Business Requirements.

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

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

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

"SEMS" shall mean the Standardized Emergency Management System. It is cornerstone of California's emergency response system and the fundamental structure for the response phase of emergency management. The system unifies all elements of California's emergency management community into a single integrated system and standardizes key elements.

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

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

"SERVICE CITY" shall mean the End-User location primary city where trouble was reported.

"SERVICE ID" shall mean as defined in W.13.3 Service Level Agreement (SLA) Reporting section of the SOW Business Requirements.

"SERVICE LEVEL AGREEMENT (SLA)" shall mean the name of Service Level Agreement. The Contractor shall provide the SLA name as it appears in the Category solicitation when the trouble ticket failure qualified for and Contractor applied rights and remedies under the named SLA.

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

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

"SERVICE REQUEST NUMBER" or "SR NUMBR" shall mean as defined in W.13.3 Service Level Agreement (SLA) Reporting section of the SOW Business Requirements.

"SERVICE TYPE" shall mean as defined in W.5 Management and Oversight Compliance Data section of the SOW Business Requirements.

"SERVICE ZIP CODE" shall mean the End-User location primary zip code where trouble was reported.

"SIM" (Subscriber Identification Module) shall mean an integrated circuit used to identify and authenticate subscribers on mobile devices. SIM formats may include eSIM, Mini-SIM, Micro-SIM, and Nano-SIM.

"SLA APPLIED" shall mean as defined in W.13.3 Service Level Agreement (SLA) Reporting section of the SOW Business Requirements.

"SLA REPORT PERIOD" shall mean as defined in W.13.3 Service Level Agreement (SLA) Reporting section of the SOW Business Requirements.

"SMS/MMS/RCS" shall mean Short Message Service/Multimedia Message Service/Rich Communication Service as these terms are commonly used in the industry.

"SPACE SEGMENT" shall mean the satellite(s), and transponder bandwidth utilized to deliver a satellite communications service.

"SR DATE" shall mean as defined in W.13.3 Service Level Agreement (SLA) Reporting section of the SOW Business Requirements.

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

"STATE OPERATIONS CENTER (SOC)" shall mean the central command and control facility or facilities operated by Cal OES at the State level in SEMS. It is responsible for centralized coordination of state resources in support of the three Cal OES regions.

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

"STOP CLOCK CONDITIONS (SCC)" shall mean as defined in W.13.3 Service Level Agreement (SLA) Reporting section of the SOW Business Requirements.

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

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

"TICKET NUMBER" or "TICKET #" shall mean as defined in W.13.3 Service Level Agreement (SLA) Reporting section of the SOW Business Requirements.

"TICKET OPEN DATE AND TIME" shall mean as defined in W.13.3 Service Level Agreement (SLA) Reporting section of the SOW Business Requirements

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

"TOTAL SLA CREDITS" shall mean as defined in W.13.3 Service Level Agreement (SLA) Reporting section of the SOW Business Requirements.

"TRANSFER" shall mean as described in in the SOW Business Requirements, Section W.12.1.4.

"TRANSITION" shall mean as described in the SOW Business Requirements, Section W.12.1.2.

"TRANSMISSION CONTROL PROTOCOL/INTERNET PROTOCOL (TCP/IP)" shall mean a set of rules that allows computers to communicate over networks, such as the internet.

"UNAVAILABLE TIME" shall mean as defined in W.13.3 Service Level Agreement (SLA) Reporting section of the SOW Business Requirements.

"UNIVERSAL INTEGRATED CIRCUIT CARD (UICC)" shall mean a smart card that stores a mobile subscriber's identity and a cryptographic key to authenticate them on mobile devices.

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

"USAGE THRESHOLD" shall mean the specified point at which network traffic may be deprioritized.

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

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