INVITATION FOR BID

IFB C4DNCS19
Data Networks and Communications Services

CATEGORY 21 – STANDALONE VoIP

Granite Telecommunications, LLC

Statement of Work

TECHNICAL REQUIREMENTS

September 14, 2020

Addendum BAFO

Issued by:

STATE OF CALIFORNIA

California Department of Technology Statewide Procurement

PO Box 1810

Rancho Cordova, CA 95741

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

ADDENDUM LOG

Addendum #	Date	Addendum Description
2	11/22/19	Reduced and clarified requirements in sections 21.2.4.3 and 21.2.4.3.3. Modified Stop Clock Condition Table to include Customer Environmental.
3	12/5/19	Section 21.1 – modified language.
7	3/30/20	Reduced and clarified requirements in section 21.2.3.10. Removed Audio Conferencing requirements throughout document. Moved Telecommunications Service Priority to Section 21.2.4.1.6.
8	6/12/20	Modified E911 requirements and moved to Section 21.2.2. Sections renumbered throughout 21.2. Clarified language in sections 21.2.4.2 #2, 21.2.4.3, 21.2.5.2 #1 and #16, 21.2.5.3.4 #4, 21.2.5.4 #2, 21.2.6.1. Table 21.2.6.a #1-3 Modified Site Survivability Network Failure feature items to specify bidding criteria. Removed requirement 21.2.5.3 #4. 21.4.3.1 Added Language
9	7/2/20	Clarified language in sections 21.2.2.1, 21.2.4.7, 21.2.4.10.1, 21.2.7.1. Removed requirement in sections 21.2.4.8 #2, and 21.2.5.3.3 #3 and #4. Removed Language - 21.4.3.1 SLA Outage Start Date/Time Adjustment
BAFO	9/14/20	Clarified language in Section 21.2.6.1. Clarified Table Header in Table 21.2.9.2

TABLE OF CONTENTS

21.1 OVERVIEW 6

21.1.1 BIDDER RESPONSE REQUIREMENTS 6
21.1.2 DESIGNATION OF REQUIREMENTS 7
21.1.3 PACIFIC TIME ZONE 7

21.2 VOICE OVER INTERNET PROTOCOL (VOIP) 7

21.2.1 STANDALONE VOIP MINIMUM NETWORK REQUIREMENTS 7
21.2.1.1 VoIP Response Requirements 8
21.2.1.1.1 VoIP Network Designs and Diagrams 8
21.2.2 EMERGENCY SERVICES 9
21.2.2.1 Enhanced 911 Database Updates 9
21.2.2.1.1 Dynamic Location Mapping 9
21.2.2.1.2 Remote End-User Location Mapping 10
21.2.3 CONTRACTOR WI-FI HOTSPOT SERVICE OFFERINGS 11
21.2.4 PUBLIC SWITCHED TELEPHONE NETWORK INTEROPERABILITY 12
21.2.4.1 Number Portability 12
21.2.4.2 Network Based 12
21.2.4.3 Private VoIP Network (M) 12
21.2.4.4 Open Architecture Based on Session Initiated Protocol 12
21.2.4.5 Direct Redundancy and Addressing 13
21.2.4.6 Technical Measurement Metrics 13
21.2.4.7 Standards Conformance 13
21.2.4.8 Voice Compression 13
21.2.4.9 Network Operations Center 14
21.2.4.10 VoIP Security 14
21.2.4.10.1 Network Security 14
21.2.4.10.2 Data Breach Reporting 15
21.2.4.10.3 Client Authentication 15
21.2.4.11 Service Restoration 15
21.2.3.12.1 Telecommunications Service Priority Program 15
21.2.5 STANDALONE VOIP SERVICE 15
21.2.5.1 Standalone VoIP Minimum Requirements 16
21.2.5.1.1 Standalone VoIP Equipment and Hardware 16
21.2.5.1.2 Standalone VoIP Software 16
21.2.5.1.3 Standalone VoIP Administration 16
21.2.5.1.4 Standalone VoIP Power over Ethernet 16
21.2.5.1.5 Standalone VoIP Class of Service (CoS) 17
21.2.5.1.6 Telecommunications Service Priority 17

21.2.5.2 Standalone VoIP Basic Feature Package *17*
21.2.5.3 Standalone VoIP Handsets *19*
21.2.5.3.1 Standard Standalone VoIP Handset Features 19
21.2.5.3.2 Midrange Standalone VoIP Handset Features 20
21.2.5.3.3 Attendant Standalone VoIP Handsets Features 21
21.2.5.3.4 Standard Standalone VoIP Conference Room Speakerphone 21
21.2.5.3.5 Executive Standalone VoIP Conference Room Speakerphone 21
21.2.5.4 Standalone VoIP Services *22*
21.2.5.4.1 Horizontal Wiring Option for Standalone VoIP 22
21.2.5.5 Standalone VoIP Site Survey *27*
21.2.5.6 Standalone VoIP Site Design *27*
21.2.5.7 Standalone VoIP Site Implementation *28*
21.2.5.8 Standalone VoIP Account Codes *28*
21.2.5.9 Standalone VoIP Authorization Codes *29*
21.2.6 ADDITIONAL STANDALONE VOIP SERVICES AND FEATURES 29
21.2.6.1 Standalone VoIP Site Survivability Network Failure *29*
21.2.6.2 Standalone VoIP Customer Station Cabling Retest *30*
21.2.6.3 Standalone VoIP Block of 20 Additional Direct Inward Dialing Number Reservation *30*
21.2.6.4 Standalone VoIP Web Based Attendant Console *31*
21.2.6.5 Standalone VoIP Additional Line Appearance *31*
21.2.6.6 Standalone VoIP Analog Support *31*
21.2.6.7 Standalone VoIP Equipment Rack *31*
21.2.7 STANDALONE VOIP CALLING FEATURES AND FUNCTIONALITY 33
21.2.7.1 Standalone VoIP On-Net Calling *33*
21.2.7.2 Standalone VoIP Off-Net Calling *34*
21.2.7.3 Standalone VoIP Off-Net Toll-Free Services *34*
21.2.7.4 Standalone International Off-Net Calling *35*
21.2.7.4.1 International Mobile Termination Charges (IMTC) 36
21.2.7.4.2 U.S. Based Services Waiver 36
21.2.8 STANDALONE VOIP VOICE MAIL SERVICES 39
21.2.9 STANDALONE VOIP AND VOICE MAIL GEOGRAPHIC REQUIREMENTS 41
21.2.9.1 Standalone VoIP and Voice Mail Specific Service Areas *41*
21.2.9.2 Additional Commercially Available Areas *42*
21.3 OTHER SERVICES 43
21.3.1 HOURLY RATES FOR SERVICES 43
21.3.2 SERVICES RELATED INFRASTRUCTURE (SRI) 43
21.3.2.1 Extended Demarcation Wiring Services *43*
21.3.3 SERVICES RELATED HOURLY SUPPORT 53

21.3.4 MIGRATION PROFESSIONAL SERVICES 55
21.4 SERVICE LEVEL AGREEMENTS (SLA) 59
21.4.1 SERVICE LEVEL AGREEMENT FORMAT 59
21.4.2 TECHNICAL REQUIREMENTS VERSUS SLA OBJECTIVES 59
21.4.3 METHODS OF OUTAGE REPORTING: CUSTOMER OR CONTRACTOR 60
21.4.4 BIDDER RESPONSE TO SERVICE LEVEL AGREEMENTS 60
21.4.5 CONTRACTOR SLA MANAGEMENT PLAN 60
21.4.6 TECHNICAL SLA GENERAL REQUIREMENTS 61
21.4.7 TROUBLE TICKET STOP CLOCK CONDITIONS 63
21.4.8 TECHNICAL SERVICE LEVEL AGREEMENTS (SLA) 67
21.4.8.1 Availability (M-S) 67
21.4.8.2 Catastrophic Outage 1 (CAT 1) (M-S) 68
21.4.8.3 Catastrophic Outage 2 (CAT 2) (M-S) 70
21.4.8.4 Catastrophic Outage 3 (CAT 3) (M-S) 71
21.4.8.5 Excessive Outage (M-S) 72
21.4.8.6 Jitter (M-S) 73
21.4.8.7 Notification 74
21.4.8.8 Packet Loss (M-S) 76
21.4.8.9 Provisioning (M-S) 77
21.4.8.10 Time to Repair (M-S) 79
21.4.8.11 VoIP Delay – One-Way Transmission (M-S) 80
21.4.8.12 Unsolicited Service Enhancement SLAs 81
21.4.8.13 Proposed Unsolicited Offerings 81
21.4.8.14 Contract Amendment Service Enhancement SLAs 81

TECHNICAL REQUIREMENTS

Category 21 – STANDALONE VOICE OVER INTERNET PROTOCOL SERVICE

21.1 OVERVIEW

The California Department of Technology (CDT), Statewide Telecommunications Procurement (STP) is requesting proposals from responsive vendors to provide Standalone Voice over Internet Protocol (Standalone VoIP) services and features.

This Category 21 IFB C4DNCS19 (IFB) provides the State's solicitation for best value solutions for Standalone VoIP services. This IFB also describes the CALNET technical requirements necessary to support the CALNET program requirements.

This IFB will be awarded to Bidders that meet the award criteria as described in IFB C4DNCS19 Part 1, Bid Evaluation. The CALNET Data Network and Communications Services (DNCS) Contract(s) that result from the award of this IFB will be managed on a day-to-day basis by the CALNET Contractor Management Organization (CALNET CMO).

21.1.1 Bidder Response Requirements

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

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

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

"Bidder understands this requirement and shall meet or exceed it? Choose an item.**"**

Or,

2. Example B (for responses that require the Bidder to provide a description or written response to the requirement):

Bidder understands this requirement and shall meet or exceed it? Choose an item.

Bidder's Description:

Or,

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

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

21.1.2 Designation of Requirements

All Technical Requirements specified in this IFB are Mandatory and must be responded to as identified in IFB C4DNCS19 Part 1, SOW Mandatory Technical Requirements by the Bidder. Additionally, some Mandatory requirements are "Mandatory-Scorable" and are designated as "(M-S)".

Costs associated with services shall be included in the prices provided by the Bidder for the individual items included in the Cost Worksheets. Items not listed in the Cost Worksheets will not be billable by the Contractor. If additional unsolicited items include the features described in the IFB and are not included as billable in the Cost Worksheets, the cost associated with the features shall not be included in the unsolicited price.

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

21.1.3 Pacific Time Zone

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

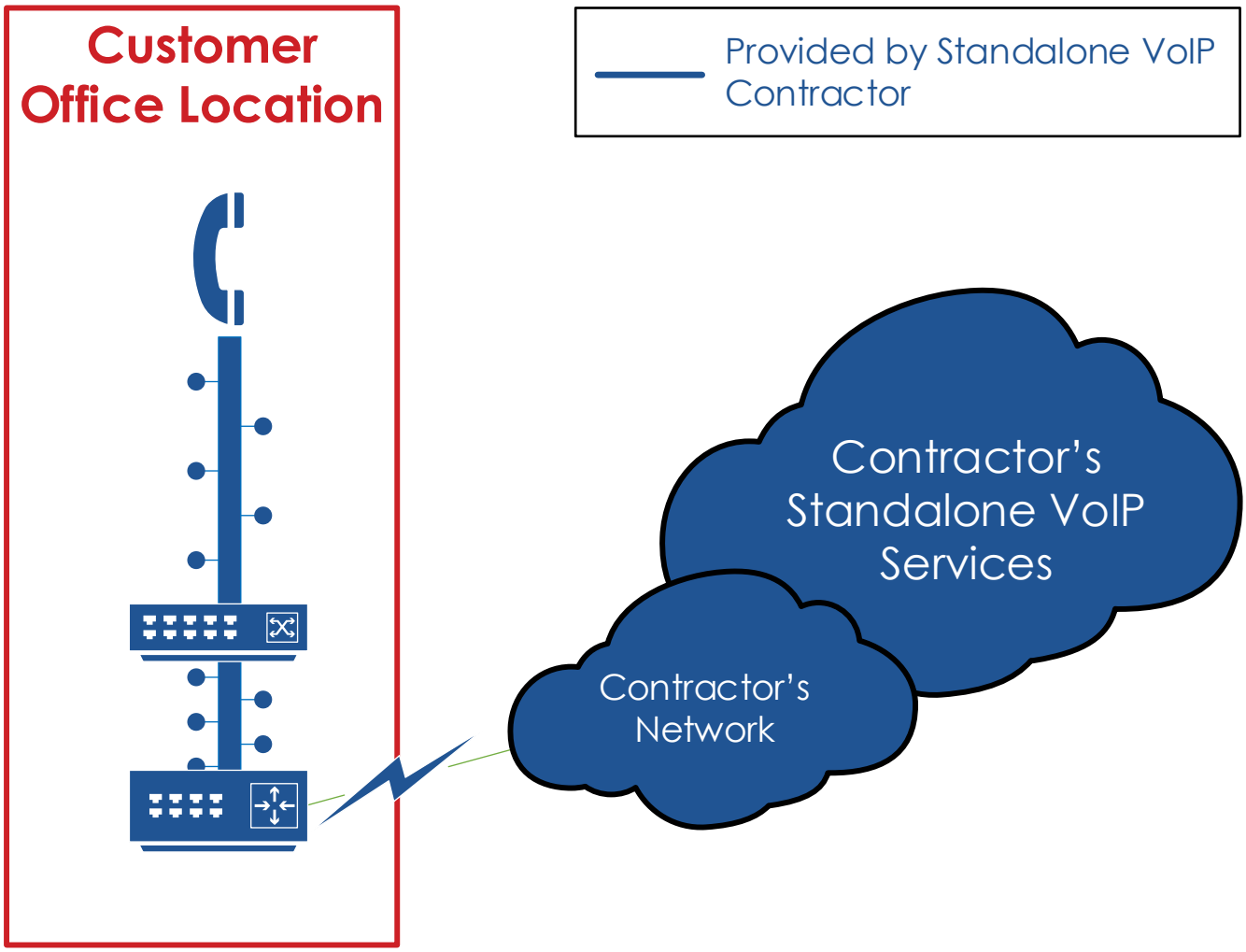
Bidder understands the requirements and shall meet or exceed them? Yes

21.2 VOICE OVER INTERNET PROTOCOL (VOIP)

21.2.1 Standalone VoIP Minimum Network Requirements

The Contractor shall provide a Voice over Internet Protocol (VoIP) network in Standalone configurations. The VoIP network in a Standalone configuration will include the Local Area Network (LAN) and Private Internet Protocol (IP) Wide Area Network (WAN).

Standalone VoIP Topography Example:



The VoIP network shall deliver business-class features that support standard business lines, Direct Inward Dial (DID) lines, gateway services to local Public Switched Telephone Networks (PSTNs), and least cost (monetary) routing.

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

21.2.1.1 VoIP Response Requirements

The requirements in this section apply to, and shall support, Standalone VoIP services.

21.2.1.1.1 VoIP Network Designs and Diagrams

Bidders shall provide network designs and diagrams for the network and VoIP services listed under Section 21.2.1.

Bidders shall provide electronic drawings with their proposal. The electronic drawings shall be in .dwg, .dfx, .vsd or any mutually agreed format.

Network designs and diagrams must include physical and logical representations of all critical network elements, including geographic locations, and detail how the Contractor's network(s) for each Service type:

1. Redundancy – Having one or more circuits/systems deployed in case of failure of the main circuits/systems, and;
2. Diversity – Backbone network paths and infrastructure offered in such a way as to minimize the chance of a single point of failure.

The Contractor shall provide revisions upon CALNET CMO request.

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

21.2.2 Emergency Services

The Contractor shall comply with Federal Communications Commission (FCC) emergency service requirements, including Enhanced 911 (E911), Kari's Law, and the Ray Baum's Act, to identify the location of an originating station and route the call to the appropriate Public Safety Answering Point (PSAP).

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

21.2.2.1 Enhanced 911 Database Updates

The Contractor shall be responsible for updating the E911 database when notified End-User equipment is moving to a new location with a different street address and Local Area Network.

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

21.2.2.1.1 Dynamic Location Mapping

The Contractor shall provide Customers with a solution to map logical network attributes (e.g. port, subnet, VLAN, Wireless AP, etc.) to dispatchable locations. Dispatchable locations shall include the street address and additional information such as room number, floor number, or other information necessary to identify the location of the calling party.

The Bidder shall describe their Dynamic Location Mapping solution in the Bidder's Description. The Bidder's Description shall be no more than three pages and must include a technical description of the following items.

1. How the Bidder's solution will allow a Customer to configure dispatchable locations. This description should include the level of detail that can be configured in terms of dispatchable locations and network attributes.
2. How the Bidder's solution will provide dispatchable location to the PSAP when an End-User dials 911.

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

Bidder's Description: Granite partners with a 911 database service that utilizes Presence Information Data Format Location Object (PIDF-LO) as a way to identify and configure dispatchable location information on a per call basis to the PSAP system. PIDF-LO is an HTTP, XML tag format that includes a location object allowing for instant provisioning with hyper-targeted accuracy as a caller moves about a campus, high-rise environment or multi-room building. Granite will work with the CALNET user to gather the required information about the locations where dynamic location mapping is needed. This information includes, but is not limited to, street address, including room number, floor number, suite number, or other identifiable information, along with network router or switch port, subnet, VLAN, WAP or other network information, on a per location and user basis. When a CALNET approved Standalone VOIP user dials 911, the aforementioned attributes that apply to that user will be identified by Granite's VOIP system and passed to the 911 database for address cross-referencing and subsequent transmission to the appropriate PSAP. Granite understands that only desktop services will be supported at this time and mobile access will not be permitted to be sold to CALNET users until a mobile solution for Dynamic Location Mapping is approved by CDT.

21.2.2.1.2 Remote End-User Location Mapping

The Contractor may provide mobility solutions as part of their Standalone VoIP service or as unsolicited items.

All mobility solutions provided by the Contractor shall automatically locate remote End-Users based on the most accurate location data available. Location data sources may include, but are not limited to, GPS, Wi-Fi, Bluetooth, and mobile networks.

In situations where location data is not available, the Contractor's solution shall require the End-User to immediately designate their physical location upon connecting to an unknown network.

The Bidder shall describe their Remote End-User Location Mapping solution in the Bidder's Description. The Bidder's Description shall be no more than three pages and must include a technical description of the following items.

1. How the Bidder's solution will determine the most accurate location data available;
2. How the Bidder's solution will require the End-User to immediately designate their physical location; and,
3. Any other means used to pass the End-User's dispatchable location to the PSAP.

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

Bidder's Description: Granite partners with a 911 database service that utilizes Presence Information Data Format Location Object (PIDF-LO) as a way to identify and configure dispatchable location information on a per call basis to the PSAP system. PIDF-LO is an HTTP, XML tag format that includes a location object. PIDF-LO takes those location objects and sends them natively with a 911 call across the internet, allowing for instant provisioning with hyper-targeted accuracy, as a caller moves about a campus or high-rise environment. Granite will work with the CALNET user to gather the required data about the locations where dynamic location mapping is needed. For mobile and remote users, the 911 databases will update with dynamic radio and other wireless connectivity information including, but not limited to, GPS, Wi-Fi, Bluetooth, and mobile networks, or other identifiable information, on a per call and user basis. When changes occur for a specific user, Granite will append the information in the 911 database on behalf of the CALNET user where the change occurred. When an end user dials 911, the network information gathered from the CALNET users remote device is transmitted from the end user device to the database system which queries the fields provided. Once a match to that location data is received, that specific address and location information is transmitted to the appropriate PSAP for answering. Granite understands that only desktop services will be supported at this time and mobility access will not be permitted to be sold to CALNET users until a mobile solution for Remote End-User Location Mapping is approved by CDT.

21.2.3 Contractor Wi-Fi Hotspot Service Offerings

The Contractor shall not configure services utilizing state-funded (or leased) infrastructure or resources to provide Contractor branded Wi-Fi hotspots for a fee/subscription to the general public. Use of any publicly funded power, facilities, or infrastructure in State leased or owned buildings to provide Contractor fee based Wi-Fi services is considered a gift of public funds.

The Contractor shall not provide Contractor branded Wi-Fi hotspot services for non-CALNET users by piggybacking onto CALNET Customer primary installations or by any other means that utilize publicly funded assets. This restriction includes

but is not limited to installation of secondary equipment, circuits, or data channels both land based and wireless.

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

21.2.4 Public Switched Telephone Network Interoperability

The VoIP solution shall be interoperable with the Public Switched Telephone Network (PSTN).

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

21.2.4.1 Number Portability

The Contractor must comply with the Local Number Portability (LNP) regulations set forth by the Federal Communications Commission (FCC).

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

21.2.4.2 Network Based

1. The Standalone VoIP solution shall be network based with all call control components residing in the Contractor's network, including network gatekeepers and gateways.

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

2. The Contractor shall not use State property for the deployment, collocation, or supplementation of the Contractor's network signaling and management, call control and setup, or access to other PSTN or VoIP network providers with the exception of equipment required to provide Site Survivability Network Failure as described in Section 21.2.6.1.

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

21.2.4.3 Private VoIP Network (M)

The Contractor shall not allow voice traffic to route through the public internet. All voice traffic will traverse the Contractor's private VoIP network. If remote access is needed for mobility solutions, voice traffic may securely traverse the public internet to route back into the Contractor's private VoIP network.

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

21.2.4.4 Open Architecture Based on Session Initiated Protocol

The Contractor's VoIP solution shall be non-proprietary and utilize open architecture based on Session Initiation Protocol (SIP) standards.

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

21.2.4.5 Direct Redundancy and Addressing

The Standalone VoIP network shall include redundant, network-based directory or gatekeeper functionality to prevent call setup failure. The network shall partition call addressing in such a manner that failure of gatekeepers will not result in a VoIP network failure for all Customers.

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

21.2.4.6 Technical Measurement Metrics

The VoIP network shall meet the technical measurement metrics listed below.

1. Mean Opinion Score ITU P.800 – 3.6 or above (or equivalent industry standard measurement)

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

2. Dial Tone Delay – Not to exceed 300ms for any call

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

3. Call Setup Time – Not to exceed three seconds for any call

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

21.2.4.7 Standards Conformance

Bidders shall confirm that the Contractor's CALNET Standalone VoIP services meet all applicable International Telecommunication Union (ITU-T) standards, International Engineering Task Force (IETF) standards and Request for Comments (RFC's).

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

21.2.4.8 Voice Compression

The VoIP network shall include voice compression that will:

1. Pass all applicable ITU test vectors;

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

2. Not degrade when all channels are active.

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

21.2.4.9 Network Operations Center

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

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

The Contractor shall be responsible for the following:

1. Fault management (trouble identification, isolation and notification).

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

2. Monitor network performance to identify capacity blockages and implement controls to optimize network health and performance.

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

21.2.4.10 VoIP Security

The Contractor shall implement security measures that detect and prevent unauthorized access to the network Denial of Service (DoS), Telephony Denial of Service (TDoS) and Man-in-the-Middle (MITM) attacks.

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

The Contractor shall comply with the physical security controls of NIST SP 800-53, ISO/IEC 27001, or equivalent standards.

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

21.2.4.10.1 Network Security

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

1. All core network equipment shall be in a hardened, secure facility.

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

2. All unnecessary services disabled or removed.

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

3. Access control policies to deny suspicious traffic.

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

4. Administrators shall be required to log into a central server to access any other server on the network.

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

21.2.4.10.2 Data Breach Reporting

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

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

21.2.4.10.3 Client Authentication

1. The Contractor shall utilize the SIP Digest Authentication scheme to authenticate users.

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

2. The Contractor shall set passwords on VoIP handsets before shipping.

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

3. The Contractor shall disable Telnet to all VoIP handsets.

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

21.2.4.11 Service Restoration

21.2.3.12.1 Telecommunications Service Priority Program

The Contractor shall comply with the Telecommunications Service Priority (TSP) program, an FCC mandate for prioritizing service requests by identifying those services critical to National Security and Emergency Preparedness (NS/EP) comply with all California Public Utilities Commission (CPUC) and FCC requirements.

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

21.2.5 Standalone VoIP Service

The Contractor shall provide Standalone VoIP service that will work independently of the Customer's LAN.

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

The Contractor's per-seat price shall include all network gatekeepers, gateways, call control components, and labor and materials to make the service operational on a vendor-provided LAN.

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

21.2.5.1 Standalone VoIP Minimum Requirements

The Standalone VoIP service shall include all equipment, hardware, software, training and ongoing administration, maintenance and upgrades in the per-seat pricing structure.

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

21.2.5.1.1 Standalone VoIP Equipment and Hardware

Unless otherwise noted in the detailed product listing below, the Contractor shall furnish and install all equipment, hardware, and cabling required to deliver the end-to-end service to the workstation handset.

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

21.2.5.1.2 Standalone VoIP Software

The Contractor shall provide all software and ongoing software patches or upgrades necessary to deliver the Standalone VoIP service to the workstation handset.

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

The Contractor shall provide all configuration and programming.

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

21.2.5.1.3 Standalone VoIP Administration

The Contractor shall perform all initial and ongoing administrative functions to deliver the VoIP service to the workstation handset.

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

The Contractor shall provide the Customer with the option to perform selected on-site administrative functions in lieu of the Contractor's obligation, at the sole discretion of the Customer.

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

21.2.5.1.4 Standalone VoIP Power over Ethernet

The Contractor shall supply all power to the handset through Power over Ethernet (PoE) switches.

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

21.2.5.1.5 Standalone VoIP Class of Service (CoS)

The Contractor shall configure the network with the appropriate Class of Service (CoS) required for the proper operation of the service.

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

The CoS shall be included in the per seat price and shall not be charged separately.

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

21.2.5.1.6 Telecommunications Service Priority

When applicable, the Contractor shall comply with the Telecommunications Service Priority (TSP) Program, a Federal Communications Commission (FCC) mandate for prioritizing service requests by identifying those services critical to National Security and Emergency Preparedness (NS/EP) and be in compliance with all related CPUC and FCC requirements.

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

21.2.5.2 Standalone VoIP Basic Feature Package

The Contractor shall provide a basic feature package for all handset configurations. The basic feature package shall include the call features described below.

1. 9XX Blocking – No calls to or from 9xx-xxx-xxxx will be processed.

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

2. Auto Attendant – A service that automatically answers incoming calls within a predefined number of rings without assistance from a live attendant.

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

3. Call Forward (Busy Don't Answer) – Allows an End-User to choose to reroute incoming calls to another specified telephone number. This shall be available for all incoming calls on a busy or ring-no-answer condition.

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

4. Call Forward (All Calls) – Allows the End-User to choose to reroute all incoming calls to another specified telephone number. The feature shall have the capability to restrict call forwarding to internal, local or long distance numbers.

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

5. Call Hold – Allows the called party to put a caller on hold and retrieve them from the hold state.

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

6. Call Notify - Enables an End-User to define criteria that causes certain incoming calls to initiate an e-mail notification.

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

7. Call Transfer – Allows an End-User to transfer any call in progress to another telephone number without the assistance of an operator.

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

8. Call Pickup – Allows an End-User to answer any calls directed to another station line within his or her own predefined call pickup group.

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

9. Call Park – Allows a call to be parked at an End-User's number for retrieval by another End-User's line.

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

10. Conference – Allows an End-User to establish a multiparty conference connection of a minimum of three conferees including themselves without attendant assistance.

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

11. Call Waiting - When a second call is received while an End-User is engaged in a call, the End-User is informed via an audible tone.

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

12. Caller ID – The calling party's telephone number is displayed on the terminal equipment.

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

13. Conference Bridge – Allows callers from diverse locations/platforms to dial in to a specified telephone number to participate in a conference call.

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

14. DID- Direct Inward Dial phone number including Single Line appearance.

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

15. Directory Phone Display – Directory of Customer's VoIP End-Users via the phone display.

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

16. Extension Dialing – All on-net numbers can be reached by dialing the fewest number of digits, taking into account size of deployment, number contention, and E911 emergency requirements.

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

17. Group Pickup – Allows an incoming call to be picked up from any one of a predefined group of phones.

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

18. Hunt Groups – Route inbound calls to a predetermined sequence of telephone numbers until it is answered.

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

19. Message Waiting Indicator – Visual indication that a message is in queue for review.

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

20. Multi-Line Appearance – Provide the ability for multiple line appearances on an End-User's phone.

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

21. Redial – Allow an End-User to automatically originate a call to the last number dialed from the End-User's phone.

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

22. Speed Dial – Allows abbreviated digit dialing capability on a per station basis.

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

Bidders shall identify any additional features available at no additional charge.

Bidder's Description: N/A

21.2.5.3 Standalone VoIP Handsets

The Contractor shall provide the Standalone VoIP service in five specific handset configurations as described below.

21.2.5.3.1 Standard Standalone VoIP Handset Features

Standard Standalone VoIP handsets shall include the following features:

1. Single line.

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

2. LCD Display.

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

3. Full Duplex Hands-Free Speakerphone.

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

4. Visual message waiting indicator.

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

5. Ring volume control.

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

6. Minimum of three programmable function keys or a soft key interface.

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

7. Single Ethernet port.

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

8. PoE.

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

9. Lightweight Directory Access Protocol (LDAP) and/or Active Directory (AD) integration.

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

10. Compliant with Section 508 of the Rehabilitation Act.

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

21.2.5.3.2 Midrange Standalone VoIP Handset Features

Midrange Standalone VoIP handsets shall include the following features in addition to the standard Standalone VoIP handset features described in Section 21.2.5.3.1:

1. Minimum of three lines.

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

2. Intercom feature.

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

3. Two Ethernet Ports.

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

4. End-User Configurable Contact Directory.

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

21.2.5.3.3 Attendant Standalone VoIP Handsets Features

Attendant Standalone VoIP handsets shall include the following features in addition to the midrange Standalone VoIP handset features described in Section 21.2.5.3.2:

1. A minimum of six lines.

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

2. Expansion module capability.

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

21.2.5.3.4 Standard Standalone VoIP Conference Room Speakerphone

Standard Standalone VoIP conference room speakerphones shall include the following features:

1. PoE.

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

2. Full Duplex.

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

3. Expansion microphone compatible.

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

4. Ethernet connection.

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

5. LCD display.

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

6. LDAP and/or AD integration.

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

21.2.5.3.5 Executive Standalone VoIP Conference Room Speakerphone

All standalone VoIP conference room speakerphone features described in Section 21.2.5.3.4:

1. Integration with video conferencing systems.

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

2. Wideband audio.

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

3. Multi-unit connectivity.

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

4. Expansion microphone compatible.

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

21.2.5.4 Standalone VoIP Services

21.2.5.4.1 Horizontal Wiring Option for Standalone VoIP

The Contractor shall provide the following two per-seat pricing options per handset Service Package.

1. Handset Service Package that includes new horizontal (station) cabling up to 300 feet in accordance with this section.

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

2. Handset Service Package that excludes new horizontal (station) cabling and utilizes the Customer's horizontal cabling. For implementations where the Customer elects to use existing cabling, the Contractor shall verify existing cabling in accordance with Section 21.2.5.5, Standalone VoIP Site Survey.

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

The Contractor shall furnish and install station wiring to support the Standalone VoIP for all Customer-occupied buildings. Station cabling includes wire/cable related activities and materials required to install horizontal station cabling from the Customer's distribution location or Horizontal Cross-connect (HC) to the Customer defined station location within drop tile ceilings and/or Customer furnished cable pathway and conduit.

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

Station wiring shall include all necessary components as listed below:

1. Wire/cable.

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

2. Connectors.

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

3. Patch panels.

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

4. Wire/cable support structure required within drop tile ceilings.

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

5. Labeling.

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

The Contractor shall not be required to complete station cabling if:

1. The wire/cable pathway is blocked and cannot be cleared without significant effort or damage to the Customer site.

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

2. The wire/cable pathway is in asbestos or other environment hazardous to the Contractor's personnel, or where such work would be hazardous to the public or to the Customer's staff.

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

The Contractor shall install wire/cable according to the industry standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Uniform Building Cabling/Wiring, current at the time of this solicitation and as periodically updated by CALNET Program.

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

All wiring installation and maintenance activities will be in accordance with all applicable ANSI/TIA/EIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

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

Bidders shall provide the Standalone VoIP Handset Service Packages described in Table 21.2.5.4.a

Table 21.2.5.4.a – Standalone VoIP Handset Service Packages

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	Standard Standalone VoIP Handset Service Package Without Station Cabling	Service Package with Standard Standalone VoIP Handset where station cabling is provided by the Customer.		SV_HS_GRT_1	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
2	Standard Standalone VoIP Handset Service Package With Station Cabling	Service Package with Standard Standalone VoIP Handset Service Package where station cabling is installed by the Contractor.		SV_HS_GRT_2	**Yes**
3	Midrange Standalone VoIP Handset Service Package Without Station Cabling	Service Package with Midrange Standalone VoIP Handset Service Package where station cabling is provided by the Customer.		SV_HS_GRT_3	**Yes**
4	Midrange Standalone VoIP Handset Service Package With Station Cabling	Service Package with Midrange Standalone VoIP Handset Service Package where station cabling is installed by the Contractor.		SV_HS_GRT_4	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
5	Attendant Standalone VoIP Handset Service Package Without Station Cabling	Service Package with Attendant Standalone VoIP Handset Service Package where station cabling is provided by the Customer.		SV_HS_GRT_5	**Yes**
6	Attendant Standalone VoIP Handset Service Package With Station Cabling	Service Package with Attendant Standalone VoIP Handset Service Package where station cabling is installed by the Contractor.		SV_HS_GRT_6	**Yes**
7	Standalone VoIP Standard Conferenc e Room Speakerph one Service Package without Station Cabling	Service Package with Standalone VoIP conference phone with no external speakers where station cabling is provided by the Contractor.		SV_HS_GRT_7	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
8	Standalone VoIP Standard Conferenc e Room Speakerph one Service Package with Station Cabling	Service Package with Standalone VoIP conference phone with no external speakers where station cabling is provided by the Customer.		SV_HS_GRT_8	**Yes**
9	Standalone VoIP Executive Conferenc e Room Speakerph one Service Package without Station Cabling	Service Package with Standalone VoIP conference phone with two external speakers where station cabling is provided by the Contractor.		SV_HS_GRT_9	**Yes**
10	Standalone VoIP Executive Conferenc e Room Speakerph one Service Package with Station Cabling	Service Package with Standalone VoIP conference phone with two external speakers where station cabling is provided by the Customer.		SV_HS_GRT_1 0	**Yes**

The Bidder may offer additional unsolicited Standalone VoIP Handset Service Packages in Table 21.2.5.4.b.

Table 21.2.5.4.b – Unsolicited Standalone VoIP Handset Service Packages

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

21.2.5.5 Standalone VoIP Site Survey

The Contractor shall provide site survey, design, and implementation of Standalone VoIP services which shall be included in the nonrecurring per seat pricing structure.

The Contractor shall perform an assessment of the environment to identify all required components and tasks needed for implementation of this service.

The completed Standalone Site Survey shall identify the steps required to facilitate a successful implementation of the Standalone VoIP services. Upon completion of the survey, the Contractor shall provide the Customer with a copy of the Standalone VoIP completed Site Survey. The survey shall identify potential environmental deficiencies found at the location and the necessary steps to correct them so that the Customer can order and implement the Standalone VoIP services.

For implementations where the Customer elects to use existing station cabling, the Contractor shall certify existing station cabling and shall warrant and honor all repairs in accordance with the SLAs unless specifically noted as a non-useable item in the site survey.

The Customer may elect to correct any station cabling problems identified by the Contactor and request a retest. The Contractor shall provide an option for retesting the Customer's existing station cabling as described in the Standalone VoIP Customer Station Cabling Retest Section.

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

21.2.5.6 Standalone VoIP Site Design

The Contractor shall complete site designs that include engineering and documentation of all components required for proper implementation of the

Standalone VoIP services. These site designs will occur after a Customer has placed an order for Standalone VoIP services, but before implementation.

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

The Contractor shall provide diagram(s) to the Customer that detail the Standalone VoIP design for each location and shall include:

1. Customer Premise Equipment.

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

2. VoIP transport bandwidth.

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

3. Number of simultaneous calls to meet a P.01 Grade of Service.

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

4. Proposed CODECs.

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

21.2.5.7 Standalone VoIP Site Implementation

The Contractor shall install all onsite equipment at the Customer location implementing a Standalone VoIP service. The installation will commence after Customer approval following completion of the Site Survey, and network design phase.

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

The Contractor shall install all equipment, hardware, and cabling required to deliver the end-to-end service to the workstation handset.

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

The Contractor shall test the complete system including all phones and associated equipment. The Contractor shall provide written test results to assist the Customer in determination of the final acceptance.

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

21.2.5.8 Standalone VoIP Account Codes

The Contractor's system shall allow the Customer to utilize Account Codes which enable the tracking of calls made outside of the location by prompting End-Users for an Account Code.

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

21.2.5.9 Standalone VoIP Authorization Codes

The Contractor's system shall allow the Customer to utilize Authorization Codes. This feature provides the ability to enable a prompt for an Authorization Code when making calls outside of the location. When utilized, calls will not connect without a valid Authorization Code.

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

21.2.6 Additional Standalone VoIP Services and Features

The Contractor shall provide the additional Standalone VoIP services and features described below.

21.2.6.1 Standalone VoIP Site Survivability Network Failure

The Contractor shall provide Standalone VoIP Site Survivability in the event of a network failure. The Contractor's Site Survivability options shall maintain station-to-station calling functionality for all handsets on premises. The Contractor's Site Survivability options shall be configured to allow the number of concurrent calls to outside lines specified by the Feature Descriptions in Table 21.2.5.a.

The Contractor shall include the backup circuit or wireless connection in their Site Survivability options.

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

Failure of a Customer to select this option does not release the Contractor from its SLA obligations as described in the Availability SLAs Section.

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

Site Survivability Network Failure is for backup purposes only. The Contractor shall only offer this service in conjunction with the Standalone VoIP Service. The Contractor shall only utilize on premise connections to the PSTN in the event of a Standalone VoIP Service failure.

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

The Contractor shall only route traffic originating from the locally served Customer of record.

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

The Standalone VoIP Site Survivability Network Failure solution shall provide alarm notification by electronic means to the CALNET Program whenever traffic routes through the site survivability option.

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

This service is exempt from the provisions of Network Based Section.

Bidder shall describe the Site Survivability solution that will be used to satisfy this requirement.

Any additional Bidder proposed unsolicited site survivability solutions must conform to these requirements and will fall under the SLAs established in the Service Level Agreements Section.

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

Bidder's Description: For the purposes of site hardening and survivability, Granite can provide a CBA850 LP6 router (or equivalent) with wireless broadband access at a minimum of 4G LTE with secondary carrier standby capability for added resiliency. In the event of loss of access to the PSTN through Granite's MetaSwitch due to a Granite provided circuit failure, wireless broadband access, leveraging multiple carriers, as requested, will automatically enable and direct voice traffic back to Granite's core network. This survivability option will ensure station-to-station calling functionality for all Desktop Handsets on premises and Concurrent Call Path connectivity to the PSTN.

21.2.6.2 Standalone VoIP Customer Station Cabling Retest

If required, Contractor shall perform a Customer station cabling retest to validate corrective actions have been completed that allow for proper operation of the service.

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

21.2.6.3 Standalone VoIP Block of 20 Additional Direct Inward Dialing Number Reservation

The Contractor shall provide an option to purchase an additional block of 20 DID numbers. This option will be used to reserve additional DID numbers for future requirements (20 per block). The charge shall only apply for the reservation of the block of numbers. This charge shall be terminated upon utilization of all 20 reserved DID numbers.

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

21.2.6.4 Standalone VoIP Web Based Attendant Console

The Contractor shall provide a Standalone VoIP web-based Attendant Console that enables an End-User (e.g., receptionist) to monitor a configurable set of End-Users at the same location as the Attendant. The Attendant Console shall graphically display End-User's status (e.g., busy, idle, do not disturb), as well as detailed call information. The Attendant Console window shall allow the attendant to perform click-to-transfer or click-to-dial.

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

21.2.6.5 Standalone VoIP Additional Line Appearance

The Contractor shall provide additional line appearances for multi-line telephones.

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

21.2.6.6 Standalone VoIP Analog Support

The Contractor shall provide analog device support services.

The Contractor shall furnish, install and support all equipment for proper operation of the Customer analog device.

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

21.2.6.7 Standalone VoIP Equipment Rack

The Contractor shall furnish and install one standard 19" 2-post equipment rack. Installation shall be in accordance with all applicable UBC, ANSI/TIA/EIA, CEA, IEC, BICSI, and ITU-T recommended standards current at the time of installation.

The equipment rack installation shall include all seismic bracing, raceway, ladder racking and grounding to insure proper functionality of the Standalone VoIP service

Rack may be floor or wall mounted. Rack height may vary up to 84 inches at the discretion of the Customer.

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

The Contractor shall offer the Standalone VoIP service features detailed in Table 21.2.6.a.

Table 21.2.6.a – Standalone VoIP Service Features

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
1	Standalone VoIP Small Site Survivability Network Failure	Site Survivability option for a site with 100 Desktop Handsets and 15 concurrent calls to outside lines.		SV_SF_GRT_1	**Yes**
2	Standalone VoIP Medium Site Survivability Network Failure	Site Survivability option for a site with 500 Desktop Handsets and 75 concurrent calls to outside lines.		SV_SF_GRT_2	**Yes**
3	Standalone VoIP Large Site Survivability Network Failure	Site Survivability option for a site with 1000 Desktop Handsets and 150 concurrent calls to outside lines.		SV_SF_GRT_3	**Yes**
4	Standalone VoIP Customer Station Cabling Retest	Additional test beyond the initial cabling test as identified in the Standalone VoIP Customer Station Cabling Retest Section.		SV_SF_GRT_4	**Yes**
5	Standalone VoIP block of 20 Additional Direct Inward Dialing Number Reservation	Block of 20 DID numbers held in reservation.		SV_SF_GRT_5	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
6	Standalone VoIP Web-Based Attendant Console	Enables an End-User (e.g., receptionist) to monitor a configurable set of End-Users.		SV_SF_GRT_6	**Yes**
7	Standalone VoIP Additional Line Appearance	Additional line appearances for multi-line handsets.		SV_SF_GRT_7	**Yes**
8	Standalone VoIP Analog Support	Analog device support.		SV_SF_GRT_8	**Yes**
9	Standalone VoIP Equipment Rack	Standard 19" 2-post equipment rack and installation.		SV_SF_GRT_9	**Yes**

The Contractor may offer additional unsolicited Standalone VoIP features in Table 21.2.6.b.

Table 21.2.6.b – Unsolicited Standalone VoIP Features

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

21.2.7 Standalone VoIP Calling Features and Functionality

21.2.7.1 Standalone VoIP On-Net Calling

The Contractor shall provide a Standalone VoIP service that provides unlimited on-net calling for both domestic and international calls at no additional charge. On-net calling is defined as calling from a Standalone VoIP Customer Site that uses the Contractor's VoIP network and terminates at another of the

Contractor's Standalone VoIP sites. If the Contractor offers SIP Trunking, Converged VoIP, or Cloud-Hosted VoIP Services under another CALNET contract, Standalone VoIP calls terminating at such a site shall be considered on-net.

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

21.2.7.2 Standalone VoIP Off-Net Calling

The Contactor shall provide off-net calling at no additional charge. The Standalone VoIP service will route call traffic off the VoIP network within the 50 United States, the District of Columbia, the U.S. Virgin Islands, and Puerto Rico. This will be accomplished using network-based PSTN gateways.

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

21.2.7.3 Standalone VoIP Off-Net Toll-Free Services

The Contractor shall provide off-net toll-free services that shall only be provided by the Standalone VoIP Contractor and not by a third party. This service shall only be utilized in conjunction with the awarded Contractor's Standalone VoIP service. The Standalone VoIP Off-Net Toll-Free service allows Customers to make and receive off-net toll-free calls from the 50 United States, the District of Columbia, the U.S. Virgin Islands, and Puerto Rico.

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

The Contractor shall provide toll-free services in accordance with Section 21.2.7.3.a (Standalone VoIP Off-Net Toll-Free Services).

Table 21.2.7.3.a – Standalone VoIP Off-Net Toll-Free Services

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
1	Standalone VoIP Off-Net Toll-Free	Allows Customers to make and receive off-net toll-free calls from the United States, District of Columbia, U.S. Virgin Islands and Puerto Rico.		SV_TFS_GRT_1	Yes

The Contractor may offer additional unsolicited Standalone VoIP Off-Net Toll-Free features in Table 21.2.7.3.b.

Table 21.2.7.3.b – Unsolicited Standalone VoIP Off-Net Toll-Free Features

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

21.2.7.4 Standalone International Off-Net Calling

The Contractor shall provide Standalone VoIP International Off-Net Calling to the countries listed in Table 21.2.7.4.a. Peak Time is between 8:00 a.m. and 4:59 p.m., Monday through Friday based on the time at the CALNET caller's location. Off-Peak time is for all calls where Peak Time rates do not apply.

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

All usage shall be billed in accordance with the SOW Business Requirements Section G.6.1 (Billing and Invoicing Requirements #11) except Mexico which shall be billed in 60 second increments with a 60 second minimum.

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

21.2.7.4.1 International Mobile Termination Charges (IMTC)

The Contractor shall provide the ability to terminate international calls on wireless devices. The Contractor shall charge International Mobile Termination Charge (IMTC) as an additional per minute rate that is applied to international calls (direct dial business or credit card calls) originating in the U.S. and terminating in certain countries to either a wireless communications device or to a portable telephone number where a forwarding, tracking or other type of location service is used.

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

21.2.7.4.2 U.S. Based Services Waiver

The provisions detailed in General Provisions – eVAQ, Section 92, (U.S. Based Services will not apply to the Contractor's International Long Distance Calling services.

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

The Contractor shall offer the Standalone VoIP Peak Time Off-Net International Long Distance Calling configurations detailed in Table 21.2.7.4.a.

Table 21.2.7.4.a – Standalone VoIP International Peak Time Off-Net Calling

Line Item	Country	Bidder Meets or Exceeds? Yes or No	Product Identifier
1	Brazil	**Yes**	SV_IP_GRT_1
2	Canada	**Yes**	SV_IP_GRT_2
3	China	**Yes**	SV_IP_GRT_3
4	France	**Yes**	SV_IP_GRT_4
5	Germany	**Yes**	SV_IP_GRT_5
6	Israel	**Yes**	SV_IP_GRT_6
7	Italy	**Yes**	SV_IP_GRT_7
8	Japan	**Yes**	SV_IP_GRT_8
9	Korea	**Yes**	SV_IP_GRT_9
10	Mexico	**Yes**	SV_IP_GRT_10

Line Item	Country	Bidder Meets or Exceeds? Yes or No	Product Identifier
11	Spain	**Yes**	SV_IP_GRT_11
12	Switzerland	**Yes**	SV_IP_GRT_12
13	United Kingdom	**Yes**	SV_IP_GRT_13

The Bidder may offer Standalone VoIP Peak Time Off-Net International Long Distance Calling configurations to unsolicited countries in Table 21.2.7.4.b.

Table 21.2.7.4.b – Unsolicited Standalone VoIP Peak Time International Off-Net Calling

Line Item	Country	Product Identifier
1		
2		
3		

The Contractor shall offer the Standalone VoIP Off-Peak Off-Net International Long Distance Calling configurations detailed in Table 21.2.7.4.c.

Table 21.2.7.4.c – Standalone VoIP International Off-Peak Off-Net Calling

Line Item	Country	Bidder Meets or Exceeds? Yes or No	Product Identifier
1	Brazil	**Yes**	SV_IOP_GRT_1
2	Canada	**Yes**	SV_IOP_GRT_2
3	China	**Yes**	SV_IOP_GRT_3
4	France	**Yes**	SV_IOP_GRT_4
5	Germany	**Yes**	SV_IOP_GRT_5
6	Israel	**Yes**	SV_IOP_GRT_6
7	Italy	**Yes**	SV_IOP_GRT_7

Line Item	Country	Bidder Meets or Exceeds? Yes or No	Product Identifier
8	Japan	**Yes**	SV_IOP_GRT_8
9	Korea	**Yes**	SV_IOP_GRT_9
10	Mexico	**Yes**	SV_IOP_GRT_10
11	Spain	**Yes**	SV_IOP_GRT_11
12	Switzerland	**Yes**	SV_IOP_GRT_12
13	United Kingdom	**Yes**	SV_IOP_GRT_13

The Bidder may offer Standalone VoIP Off-Peak Off-Net International Long Distance Calling configurations to unsolicited countries in Table 21.2.7.4.d.

Table 21.2.7.4.d – Unsolicited Standalone VoIP Off-Peak International Off-Net Calling

Line Item	Country	Product Identifier
1		
2		
3		

The Contractor shall offer the Standalone VoIP IMTC Off-Net International Long Distance Calling configurations detailed in Table 21.2.7.4.e.

Table 21.2.7.4.e – Standalone VoIP International IMTC Off-Net Calling

Line Item	Country	Bidder Meets or Exceeds? Yes or No	Product Identifier
1	Brazil	**Yes**	SV_IMTC_GRT_1
2	Canada	**Yes**	SV_IMTC_GRT_2
3	China	**Yes**	SV_IMTC_GRT_3
4	France	**Yes**	SV_IMTC_GRT_4
5	Germany	**Yes**	SV_IMTC_GRT_5
6	Israel	**Yes**	SV_IMTC_GRT_6

Line Item	Country	Bidder Meets or Exceeds? Yes or No	Product Identifier
7	Italy	**Yes**	SV_IMTC_GRT_7
8	Japan	**Yes**	SV_IMTC_GRT_8
9	Korea	**Yes**	SV_IMTC_GRT_9
10	Mexico	**Yes**	SV_IMTC_GRT_10
11	Spain	**Yes**	SV_IMTC_GRT_11
12	Switzerland	**Yes**	SV_IMTC_GRT_12
13	United Kingdom	**Yes**	SV_IMTC_GRT_13

The Bidder may offer Standalone VoIP IMTC Off-Net International Long Distance Calling configurations to unsolicited countries in Table 21.2.7.4.f.

Table 21.2.7.4.f – Unsolicited Standalone VoIP IMTC International Off-Net Calling

Line Item	Country	Product Identifier
1		
2		
3		

21.2.8 Standalone VoIP Voice Mail Services

The Contractor shall provide Standalone VoIP Voice Mail services that are interoperable with the Standalone VoIP service. The Standalone Voice Mail service shall allow callers to leave a message for End-Users to retrieve later.

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

The Contractor shall provide the Standalone VoIP Voice Mail services and features listed below.

1. A variety of message lengths with a minimum message length of at least two minutes.

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

2. Message review, including skip back or ahead.

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

3. Message saving and erasing.

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

4. Erased message retrieval before call is ended.

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

5. Message forwarding to another voice mailbox in the system with the ability to append additional comments.

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

6. Password protection.

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

7. Personalized greetings (both permanent and temporary).

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

8. Message waiting indicator signal received at workstation within one minute.

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

9. Remote access capability from any telephone location on or off net.

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

10. Creation of Group Distribution Lists - Allow an administrator to define voice mail distribution lists to forward and reply to an individual or to a group of predefined recipients.

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

11. Web based End-User administration software.

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

12. Ability to integrate with Unified Messaging applications with no hardware modification.

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

Contractor shall offer the Standalone VoIP Voice Mail services and features detailed in Table 21.2.8.a.

Table 21.2.8.a – Standalone VoIP Voice Mail Services

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
1	Standalone VoIP Voice Mail	Standalone VoIP Voice Mail Service with the minimum feature requirements.		SV_VM_GRT_1	**Yes**

The Contractor may offer additional unsolicited Standalone VoIP Voice Mail features in Table 21.2.8.b.

Table 21.2.8.b – Unsolicited Standalone VoIP Voice Mail Features

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

21.2.9 Standalone VoIP and Voice Mail Geographic Requirements

21.2.9.1 Standalone VoIP and Voice Mail Specific Service Areas

The Contractor shall provide Standalone VoIP and VoIP Voice Mail services in the cities specified below. Serving area is defined as within the city limits for the following locations:

1. Sacramento;
2. Oakland;
3. San Francisco;
4. Los Angeles;
5. San Diego; and,
6. San Jose.

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

21.2.9.2 Additional Commercially Available Areas

The Contractor shall provide Standalone VoIP and VoIP Voice Mail services where services are commercially available.

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

Bidder may identify additional locations where their Standalone VoIP and VoIP Voice Mail Services are currently commercially available in Table 21.2.9.2.

If Bidder is unable to identify all service areas within Table 21.2.9.2, Bidder shall provide additional information in the form of a coverage map that includes unincorporated areas.

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

Table 21.2.9.2 – Additional Bidder's Standalone VoIP and VoIP Voice Mail Services Commercially Available Areas

Line Item	Service Location	Standalone VoIP	VoIP Voice Mail
1	N/A	Choose an item.	Choose an item.
2	N/A	Choose an item.	Choose an item.
3	N/A	Choose an item.	Choose an item.
4	N/A	Choose an item.	Choose an item.
5	N/A	Choose an item.	Choose an item.
6	N/A	Choose an item.	Choose an item.
7	N/A	Choose an item.	Choose an item.
8	N/A	Choose an item.	Choose an item.
9	N/A	Choose an item.	Choose an item.
10	N/A	Choose an item.	Choose an item.

21.3 OTHER SERVICES

21.3.1 Hourly Rates for Services

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

1. Regular Hours – Hours worked between 8:00AM and 4:59PM, Monday through Friday.
2. Overtime Hours – Hours worked between 5:00PM and 7:59AM, Monday through Friday and all day Saturday.
3. Sunday and Holiday Hours – Any hours worked on Sunday or State of California holidays.

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

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

21.3.2 Services Related Infrastructure (SRI)

The Contractor shall offer infrastructure service as defined below.

21.3.2.1 Extended Demarcation Wiring Services

The Contractor shall provide Extended Demarcation (Extended Demarc) wiring to support the services covered by this IFB Category for all of the Customer occupied buildings where services under this Contract are being offered. Extended Demarc wiring includes wire/cable related activities required to extend the demarcation point to the Customer defined termination location or cross-connect point from the Contractor's Minimum Point of Entry (MPOE).

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

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

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

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

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

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

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

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

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

Bidder shall provide the Extended Demarcation Wiring Services described in Table 21.3.2.1

Table 21.3.2.1 – Extended Demarcation Wiring Services

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
1	Extended Demarcation -Copper – Regular Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet of four-pair cable and an RJ48 or equivalent jack.	To provide this service, Granite assumes customer has adequate pathways. Programming of electronic equipment is not included.	NI_GRT_1	**Yes**
2	Extended Demarcation -Copper – Overtime Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet of four-pair cable and an RJ48 or equivalent jack.	To provide this service, Granite assumes customer has adequate pathways. Programming of electronic equipment is not included.	NI_GRT_2	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
3	Extended Demarcation -Copper – Sunday and Holiday Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet of four-pair cable and an RJ48 or equivalent jack.	To provide this service, Granite assumes customer has adequate pathways. Programming of electronic equipment is not included.	NI_GRT_3	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
4	Extended Demarcation -Copper 25 Pair – Regular Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet or less of Category 5 25-pair CMP cable, one patch panel and mounting hardware. Ten Category 5e, three meter jumpers; one 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	To provide this service, Granite assumes customer has adequate pathways. Programming of electronic equipment is not included.	NI_GRT_4	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
5	Extended Demarcation -Copper 25 Pair – Overtime Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet or less of Category 5 25-pair CMP cable, one patch panel and mounting hardware. Ten Category 5e, three meter jumpers; one 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	To provide this service, Granite assumes customer has adequate pathways. Programming of electronic equipment is not included.	NI_GRT_5	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
6	Extended Demarcation -Copper 25 Pair – Sunday and Holiday Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet or less of Category 5 25-pair CMP cable, one patch panel and mounting hardware. Ten Category 5e, three meter jumpers; one 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	To provide this service, Granite assumes customer has adequate pathways. Programming of electronic equipment is not included.	NI_GRT_6	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
7	Extended Demarcation - Optical Fiber Link – Regular Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a fiber trunk or trunking equipment, Strand count required to provision one/each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	To provide this service, Granite assumes customer has adequate pathways. Programming of electronic equipment is not included.	NI_GRT_7	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
8	Extended Demarcation - Optical Fiber Link – Overtime Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a fiber trunk or trunking equipment, Strand count required to provision one/each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	To provide this service, Granite assumes customer has adequate pathways. Programming of electronic equipment is not included.	NI_GRT_8	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
9	Extended Demarcation - Optical Fiber Link – Sunday and Holiday Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a fiber trunk or trunking equipment, Strand count required to provision one/each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	To provide this service, Granite assumes customer has adequate pathways. Programming of electronic equipment is not included.	NI_GRT_9	**Yes**

21.3.2.2 Unsolicited Services Related Infrastructure

Bidder may offer additional unsolicited Services Related Infrastructure in Table 21.3.2.2.

Table 21.3.2.2 – Unsolicited Services Related Infrastructure

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

21.3.3 Services Related Hourly Support

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

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

In Cost Worksheet 21.3.3, the Contractor shall provide a fixed hourly rate schedule for the labor classifications required to diagnose and/or repair the contracted services. The rates identified shall only be used for the diagnosis and/or repair of contracted services and no materials shall be included in the rates. The total amount of labor hours permitted to be performed is ten hours per dispatch/occurrence.

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

The Contractor shall offer emergency restoration services as detailed in Table 21.3.3

Table 21.3.3 – Services Related Hourly Support

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
1	Field Service Repair Technician Regular Hours	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.	To provide this service, Granite assumes customer has adequate pathways. Programming of electronic equipment is not included.	NI_GRT_10	**Yes**
2	Field Service Repair Technician Overtime Hours	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.	To provide this service, Granite assumes customer has adequate pathways. Programming of electronic equipment is not included.	NI_GRT_11	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
3	Field Service Repair Technician Sunday and Holiday Hours	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.	To provide this service, Granite assumes customer has adequate pathways. Programming of electronic equipment is not included.	NI_GRT_12	**Yes**

21.3.4 Migration Professional Services

The Contractor shall provide Professional Services that support the migration of Customer telephone services. This service is limited to efforts related to the migration from one CALNET service to another CALNET service. Some examples are assistance with Customer telephone data, number porting, site surveys, site audits, inventory, and record management.

The Contractor shall offer the Migration Professional Services detailed in Table 21.3.4.a

Table 21.3.4.a – Migration Professional Services

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions, and Limitations	Bidder's CALNET Product Identifier	Bidder Meets or Exceeds? Yes or No
1	Migration Technical Services Support I - Standard Regular Hours	Technical Services Support I for Central Office Exchange Migration only – Regular Hours		MTS_GRT_1	**Yes**
2	Migration Technical Services Support I - Overtime Hours	Technical Services Support I for Central Office Exchange Migration only - Overtime Hours		MTS_GRT_2	**Yes**
3	Migration Technical Services Support I – Sunday and Holiday Hours	Technical Services Support I for Central Office Exchange Migration only – Sunday and Holiday Hours		MTS_GRT_3	**Yes**
4	Migration Technical Services Support II - Regular Hours	Technical Services Support II for Central Office Exchange Migration only – Regular Hours		MTS_GRT_4	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions, and Limitations	Bidder's CALNET Product Identifier	Bidder Meets or Exceeds? Yes or No
5	Migration Technical Services Support II - Overtime Hours	Technical Services Support II for Central Office Exchange Migration only – Overtime Hours		MTS_GRT_5	**Yes**
6	Migration Technical Services Support II – Sunday and Holiday Hours	Technical Services Support II for Central Office Exchange Migration only – Sunday and Holiday Hours		MTS_GRT_6	**Yes**
7	Migration Network Engineer – Regular Hours	Network Engineer for Central Office Exchange Migration only – Regular Hours		MTS_GRT_7	**Yes**
8	Migration Network Engineer – Overtime Hours	Network Engineer for Central Office Exchange Migration only – Overtime Hours		MTS_GRT_8	**Yes**
9	Migration Network Engineer – Sunday and Holiday Hours	Network Engineer for Central Office Exchange Migration only – Sunday and Holiday Hours		MTS_GRT_9	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions, and Limitations	Bidder's CALNET Product Identifier	Bidder Meets or Exceeds? Yes or No
10	Migration Professional Services - Senior Engineer – Regular Hours	Professional Services - Senior Engineer for Central Office Exchange Migration only – Regular Hours		MTS_GRT_10	**Yes**
11	Migration Professional Services Principal Architect I – Regular Hours	Professional Services Principal Architect I for Central Office Exchange Migration only – Regular Hours		MTS_GRT_11	**Yes**
12	Migration Professional Services - Principal Architect II – Regular Hours	Professional Services - Principal Architect II for Central Office Exchange Migration only – Regular Hours		MTS_GRT_12	**Yes**

Bidder may offer additional unsolicited Migration Professional Services in Table 21.3.4.b

Table 21.3.4.b – Unsolicited Migration Professional Services

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

21.4 SERVICE LEVEL AGREEMENTS (SLA)

The Contractor shall provide Service Level Agreements (SLAs) as defined below. The intent of this Section is to provide Customers, CALNET Program and the Contractor with requirements that define and assist in the management of the SLAs. This Section includes the SLA formats, general requirements, stop clock conditions, and the Technical SLAs for the services identified in this solicitation.

21.4.1 Service Level Agreement Format

The Contractor shall adhere to the following format and include the content as described below for each Technical SLA added by the Contractor throughout the Term of the Contract:

1. SLA Name – Each SLA Name must be unique;
2. Definition - Describes what performance metric will be measured;
3. Measurements Process - Provides instructions how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include source of data and define the points of measurement within the system, application, or network;
4. Service(s) - All applicable services will be listed in each SLA;
5. Objective(s) – Defines the SLA performance goal/parameters; and,
6. Rights and Remedies
7. Per Occurrence: Rights and remedies are paid on a per event basis during the bill cycle; and,
8. Monthly Aggregated Measurements: Rights and remedies are paid once during the bill cycle based on an aggregate of events over a defined period of time.

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

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

21.4.2 Technical Requirements versus SLA Objectives

Sections 21.2 (Voice over Internet Protocol), and 21.3 (Other Services) define the technical requirements for each service. These requirements are the minimum parameters each Bidder must meet in order to qualify for Contract award. Upon

Contract award the committed technical requirements will be maintained throughout the remainder of the Contract.

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

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

21.4.3 Methods of Outage Reporting: Customer or Contractor

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

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

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

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

21.4.4 Bidder Response to Service Level Agreements

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

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

21.4.5 Contractor SLA Management Plan

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

1. Contractor SLA Manager and supporting staff responsibilities;
2. Contractor's process for measuring objectives for each SLA. The process shall explain how the Contractor will continuously monitor and measure

SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include source of data and define the points of measurement within the system, application, or network;

3. Creation and delivery of SLA Reports (SOW Business Requirements Section G.10.5). The Contractor shall include a sample report in accordance with SOW Business Requirements Section G.10.5, SLA Reports for the following: SLA Service Performance Report (SOW Business Requirements Section G10.5.1), SLA Provisioning Report (SOW Business Requirements Section G.10.5.2), SLA Catastrophic Outage Reports (SOW Business Requirements Section G.10.5.3), and Trouble Ticket and Provisioning/SLA Credit Report (SOW Business Requirements Section G.10.5.4). The Contractor shall commit to a monthly due date. The reports shall be provided to the CALNET Program via the Private Oversight Website (SOW Business Requirements Section G.10.2);
4. SLA invoicing credit and refund process;
5. Contractor SLA problem resolution process for SLA management and SLA reporting. The Contractor shall provide a separate process for Customers and CALNET Program; and,
6. Contractor SLA Manager to manage all SLA compliance and reporting. The Contractor shall include SLA Manager contact information for SLA inquiries and issue resolution for Customer and CALNET Program.

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

21.4.6 Technical SLA General Requirements

The Contractor shall adhere to the following general requirements which apply to all CALNET Technical SLAs (Section 21.4.8):

1. With the exception of the Provisioning SLA (Section 21.4.8.9), the total SLA rights and remedies for any given month shall not exceed the sum of 100% of the Total Monthly Recurring Charges (TMRC). Services with usage charges shall apply the Average Daily Usage Charge (ADUC) in addition to any applicable TMRC rights and remedies;
2. If a circuit or service fails to meet one or more of the performance objectives, only the SLA with the largest monthly Rights and Remedies will be credited to the Customer, per event;
3. The Contractor shall apply CALNET SLAs and remedies for services provided by Subcontractors and/or Affiliates;
4. The Definition, Measurement Process, Objectives, and Rights and Remedies shall apply to all services identified in each SLA. If a Category or Subcategory is listed in the SLA, then all services under that Category or

Subcategory are covered under the SLA. Exceptions must be otherwise stated in the SLA; and,

5. TMRC rights and remedies shall include the service, option(s), and feature(s) charges.

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

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

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

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

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

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

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

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

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

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

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

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

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

21.4.7 Trouble Ticket Stop Clock Conditions

Only the following conditions shall be allowed to stop the duration of the Service Level Agreements. The Contractor shall document durations using the Stop Clock Condition (SCC) listed in Table 21.4.7.a, which must include start and stop time stamps in the Contractor's Trouble Ticket Reporting Tool (SOW Business Requirements Section G.10.4) or Customer provisioning Service Request for each application of an SCC.

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

The Contractor shall not consider "cleared while testing" or "no trouble found" as a SCC.

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

Contractor observation timeframes, not requested by End-User, after incident resolution shall not be included in Outage Duration reporting.

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

Note: The Glossary (SOW Appendix A) defines term "End-User" as the "individual within an Entity that is receiving services and/or features provided under the Contract."

Table 21.4.7.a – Stop Clock Conditions

Line Item	Stop Clock Condition (SCC)	SCC Definition
1	END-USER REQUEST	Periods when a restoration or testing effort is delayed at the specific request of the End-User. The SCC shall exist during the period the Contractor was delayed, provided that the End-User's request is documented and time stamped in the Contractor's trouble ticket or Service Request system and shows efforts are made to contact the End-User during the applicable Stop Clock period.
2	OBSERVATION	Time after a service has been restored but End-User request ticket is kept open for observation. If the service is later determined by the End-User to not have been restored, the Stop Clock shall continue until the time the End-User notifies the Contractor that the Service has not been restored.
3	END-USER NOT AVAILABLE	Time after a service has been restored but End-User is not available to verify that the Service is working. If the service is later determined by the End-User to not have been restored, the Stop Clock shall apply only for the time period between Contractor's reasonable attempt to notify the End-User that Contractor believes the service has been restored and the time the End-User notifies the Contractor that the Service has not been restored.
4	WIRING	Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor or any of its Subcontractors or Affiliates. If it is later determined the wiring is not the cause of failure, the SCC shall not apply.

Line Item	Stop Clock Condition (SCC)	SCC Definition
5	POWER	Trouble caused by a power problem outside of the responsibility of the Contractor.
6	CUSTOMER PROVISIONING DELAY	Delays to Provisioning caused by lack of Customer's building entrance Facilities, conduit structures that are the Customer's responsibilities or Extended demarcation wiring. If the Service Providing Contractor has been contracted by the Customer for extended demarcation, this SCC shall not apply to missed dates/times. The Customer Provisioning Delay SCC is restricted to Provisioning SLAs only.
7	ACCESS	Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following: a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative; b. Site contact refuses access to technician who displays proper identification; c. Customer provides incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify End-User of the improper contact information and takes steps to obtain the correct information; or, d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem. If it is determined later that the cause of the problem was not at the site in question, then the Access SCC shall not apply.

Line Item	Stop Clock Condition (SCC)	SCC Definition
8	STAFF	Any problem or delay to the extent caused by End-User's staff that prevents or delays Contractor's resolution of the problem. In such event, Contractor shall make a timely request to End-User staff to correct the problem or delay and document in trouble ticket.
9	APPLICATION	End-User software applications that interfere with repair of the trouble.
10	CPE	Repair/replacement of Customer Premise Equipment (CPE) not provided by Contractor if the problem has been isolated to the CPE. If determined later that the CPE was not the cause of the service outage, the CPE SCC will not apply.
11	NO RESPONSE	Failure of the trouble ticket originator or responsible End-User to return a call from Contractor's technician for on-line close of trouble tickets after the Service has been restored as long as Contractor can provide documentation in the trouble ticket substantiating the communication from Contractor's technician.
12	MAINTENANCE	An outage directly related to any properly performed scheduled maintenance or upgrade scheduled for CALNET DNCS service. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs shall apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to the Maintenance SCC.
13	THIRD PARTY	Any problem or delay caused by a third party not under the control of Contractor, not preventable by Contractor, including, at a minimum, cable cuts not caused by the Contractor. Contractor's Subcontractors and Affiliates shall be deemed to be under the control of Contractor with respect to the equipment, services, or Facilities to be provided under this Contract.

Line Item	Stop Clock Condition (SCC)	SCC Definition
14	FORCE MAJEURE	Force Majeure events, as defined in the eVAQ General Provisions - Telecommunications, Section 28 (Force Majeure).
15	CUSTOMER ENVIRONMENTAL	An outage directly caused by customer premise environmental conditions, which are outside the control and responsibility of the Contractor. This includes a non-secured location, excessive heat or lack of cooling. If determined later that the environmental conditions were not the cause of the service outage, or a result of the Contractor modifying Contractor provided equipment without Customer's approval, the Customer Environmental SCC will not apply.

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

The Contractor shall provide and manage the following Technical SLAs.

21.4.8 Technical Service Level Agreements (SLA)

21.4.8.1 Availability (M-S)

SLA Name: Availability

Definition:

The percentage of time a CALNET DNCS service is fully functional and available for use each calendar month.

Measurement Process:

The monthly Availability Percentage shall be based on the accumulative total of all Unavailable Time derived from all trouble tickets closed, for the individual affected service (per Circuit ID or Service ID), per calendar month. The monthly Availability Percentage equals the Scheduled Uptime per month less Unavailable Time per month divided by Scheduled Uptime per month multiplied by 100. Scheduled Uptime is based on 24 x number of days in the month. All Unavailable Time applied to other SLAs, which results in a remedy, will be excluded from the monthly accumulated total.

Services:

Standalone VoIP Handset Service Packages
Standalone VoIP Voice Mail

Objectives:

The objective will be based on the access type identified in the table below:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Standalone VoIP Handset Service Packages	≥ 98.9%	≥ 99.2%	≥ 99.5%	P
Standalone VoIP Voice Mail	≥ 98.9%	≥ 99.2%	≥ 99.5%	P

Rights and Remedies:

1. Per Occurrence:
    - N/A
2. Monthly Aggregated Measurements:
    - First month service fails to meet the committed SLA objective shall result in a 15% credit or refund of the TMRC and two Business Days of the ADUC, when usage applies.
    - The second consecutive month to fail to meet the committed SLA objective shall result in a 30% credit or refund of TMRC and two Business Days of the ADUC, when usage applies.
    - Each additional consecutive month to fail to meet the committed SLA objective shall result in a 50% credit or refund of the TMRC and two Business Days of the ADUC, when usage applies.

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

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

SLA Name: Catastrophic Outage 1 (CAT 1)

Definition:

The total loss of service at a single address based on a common cause resulting in one or more of the following:

Failure of two or more service types, or
Failure of ten access circuits, or

Failure of 50 or more End-User VoIP service package or VoIP voice mail service (seat).

Measurement Process:

The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by a Customer, or the Contractor, whichever occurs first. The Contractor shall open a trouble ticket for each service (Circuit ID or Service ID) affected by the common cause. Each End-User service is deemed out of service from the first notification until the Contractor determines the End-User service (Circuit ID or Service ID) is restored minus SCC. Any service reported by a Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

Services:

Standalone VoIP
Standalone VoIP Voice Mail

Objectives:

The objective restoral time will be:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Standalone VoIP	≤ 3 hours	≤ 2 hours	≤ 1 hour	P
Standalone VoIP Voice Mail	≤ 3 hours	≤ 2 hours	≤ 1 hour	P

Rights and Remedies:

1. Per Occurrence:
    - 100% credit or refund of the TMRC and ten Business Days ADUC for each End-User service not meeting the committed objective for each CAT 1 fault.
2. Monthly Aggregated Measurements:
    - N/A

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

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

SLA Name: Catastrophic Outage 2 (CAT 2)

Definition:

Any service affecting failure in the Contractor's (or Subcontractor's or Affiliate's) edge network equipment.

Measurement Process:

The Outage Duration begins when a network alarm is received by the Contractor from the outage-causing event or the opening of a trouble ticket by the Customer or Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall compile a list for each End-User service affected by the common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User service (Circuit ID or Service ID) basis from information recorded from the network equipment/system or a Customer reported trouble ticket. Each End-User service (Circuit ID or Service ID) is deemed out of service from the first notification until the Contractor determines the End-User service is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

Services:

Standalone VoIP Handset Service Packages
Standalone VoIP Voice Mail

Objectives:

The objective restoral time will be:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Standalone VoIP Handset Service Packages	≤ 1 Hour	≤ 30 Minutes	≤ 15 Minutes	**P**
Standalone VoIP Voice Mail	≤ 1 Hour	≤ 30 Minutes	≤ 15 Minutes	**P**

Rights and Remedies:

1. Per Occurrence:
    - 100% credit or refund of the TMRC and ten Business Days ADUC for each End-User service not meeting the committed per occurrence objective for a single CAT 2 fault.
2. Monthly Aggregated Measurements:
    - N/A

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

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

SLA Name: Catastrophic Outage 3 (CAT 3)

Definition:

The total loss of more than one CALNET DNCS service type in a central office, or the loss of any service type on a system wide basis.

Measurement Process:

The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the Customer or the Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall open a trouble ticket and compile a list for each End-User service (Circuit ID or Service ID) affected by the common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User service (Circuit ID or Service ID) basis from information recorded from the network equipment/system or trouble ticket. Each End-User service (Circuit ID or Service ID) is deemed out of service from the first notification until the Contractor determines the End-User service is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

Services:

Standalone VoIP Handset Service Packages
Standalone VoIP Voice Mail

Objectives:

The objective restoral time will be:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
Standalone VoIP Handset Service Packages	≤ 30 Minutes	N/A	≤ 15 Minutes	P
Standalone VoIP Voice Mail	≤ 30 Minutes	N/A	≤ 15 Minutes	P

Rights and Remedies:

1. Per Occurrence:
    - 100% credit or refund of the TMRC and ten Business Days ADUC for each service (Circuit ID or Service ID) not meeting the committed objective for each Cat 3 fault.
2. Monthly Aggregated Measurements:
    - N/A

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

21.4.8.5 Excessive Outage (M-S)

SLA Name: Excessive Outage

Definition:

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

Measurement Process:

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

Services:

Standalone VoIP Handset Service Packages
Standalone VoIP Voice Mail

Objectives:

The Unavailable Time objective shall not exceed:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Standalone VoIP Handset Service Packages	16 Hours	12 Hours	8 Hours	P
Standalone VoIP Voice Mail	16 Hours	12 Hours	8 Hours	P

Rights and Remedies:

1. Per Occurrence:
    - 100% credit or refund of the TMRC and ten Business Days ADUC for each service (Circuit ID or Service ID) out of service for a period greater than the committed objective level.
    - Upon request from the Customer or the CALNET Program, the Contractor shall provide a briefing on the excessive outage restoration.
2. Monthly Aggregated Measurements:
    - N/A

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

21.4.8.6 Jitter (M-S)

SLA Name: Jitter

Definition:

Variations in transfer delay measured from the Contractor to Customer handoff to the remote Contractor to Customer handoff.

An Outage is defined as an unscheduled period in which the managed service interrupted and unavailable for use by Customer for 60 continuous seconds or more than 60 cumulative seconds within a 15-minute period measured by the Contractor.

Measurement Process:

End-User/Customer is responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the Jitter exceeds the committed level. The problem requires timely verification, consistent with industry

Standards, by the Contractor. Tickets identified as a jitter issue shall not count in availability or Time-to-Repair measurements unless and until the End-User reports service as unusable for its intended uses.

This measurement includes the local loop transport under the control of the Contractor and any local loops acquired from a third party by the Contractor.

Services:

Standalone VoIP Handset Service Packages

Objectives:

Service Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
Standalone VoIP Handset Service Packages	≤ 30ms	N/A	≤ 15ms	P

Rights and Remedies:

1. Per Occurrence:
    - First month the service fails to meet the committed SLA objective shall result in a 25% credit or refund of TMRC and two Business Days of the ADUC per occurrence for the reported service.
    - Second month service fails to meet the committed SLA objectives shall result in a 35% credit or refund of TMRC and two Business Days of ADUC.
    - Each additional consecutive month service fails to meet the committed SLA objective shall result in a 50% credit or refund of the TMRC and two Business Days of the ADUC.
2. Monthly Aggregated Measurements:
    - N/A

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

21.4.8.7 Notification

SLA Name: Notification

Definition:

The Contractor notification to the CALNET Program and designated stakeholders in the event of a CAT 2 or CAT 3 failure, terrorist activity, threat of natural disaster, or actual natural disaster which results in a significant loss of telecommunication services to CALNET DNCS End-Users or has the potential to impact services in a general or statewide area. The State understands initial information requiring the nature of the outage may be limited.

Measurement Process:

The Contractor shall adhere to the Network Outage Response requirements (SOW Business Requirements Section G.3.3, Network Outage Response) and notify the CALNET Program and designated stakeholders for all CAT 2 and CAT 3 Outages or for network outages resulting in a significant loss of service. Notification objectives will be based on the start time of the outage failure determined by the opening of a trouble ticket or network alarm, whichever occurs first. For events based on information such as terrorist activity or threat of natural disaster, the Contractor shall notify the CALNET Program and designated stakeholder when information is available for dissemination to the Customers.

Services:

All Services

Objectives:

Within 60 minutes of the above mentioned failures' start time, the Contractor shall notify the CALNET Program and designated stakeholders using a method defined in SOW Business Requirements, Network Outage Response.

At 60-minute intervals, updates shall be given on the above-mentioned failures via the method defined in SOW Business Requirements, Network Outage Response.

This objective is the same for Basic, Standard and Premier Commitments.

Rights and Remedies:

1. Per Occurrence:
    - Senior Management Escalation
2. Monthly Aggregated Measurements:
    - N/A

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

21.4.8.8 Packet Loss (M-S)

SLA Name: Packet Loss

Definition:

A measurement of lost or dropped packets travelling across the Contractor's, Subcontractor's or Affiliate's network. Packet loss is measured from Contractor's handoff to the Customer at each end of the data channel (measured port to port).

Measurement Process:

End-User/Customer is responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the data loss exceeds the committed level. The problem requires timely verification, consistent with industry Standards, by the Contractor. Tickets identified as a packet loss issue shall not count in availability or Time-to-Repair measurements unless and until the End-User reports service as unusable for its intended uses.

This measurement includes the local loop transport under the control of the Contractor and any local loops acquired from a third party by the Contractor.

Services:

Standalone VoIP Handset Service Packages

Objectives:

Service Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Standalone VoIP Handset Service Packages	≤ .75% packet loss	≤ .5% packet loss	≤ .25% packet loss	P

Rights and Remedies:

1. Per Occurrence:
    - First month the service fails to meet the committed SLA objective shall result in a 25% credit or refund of TMRC and two Business Days of the ADUC per occurrence for the reported service.

- Second month service fails to meet the committed SLA objectives shall result in a 35% credit or refund of TMRC and two Business Days of ADUC.
- Each additional consecutive month service fails to meet the committed SLA objective shall result in a 50% credit or refund of the TMRC and two Business Days of the ADUC.

2. Monthly Aggregated Measurements:
    - N/A

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

21.4.8.9 Provisioning (M-S)

SLA Name: Provisioning

Definition:

Provisioning shall include new services, moves, adds and changes, completed by the Contractor on or before the due dates. The Provisioning SLA shall be based on committed installation intervals established in this SLA or due dates negotiated between the Customer and the Contractor documented on the Contractor's order confirmation notification or Contracted Project Work SOW in accordance with SOW Business Requirements Section G.2.5.4, Provisioning and Implementation. The Contractor shall meet the committed interval dates or due date negotiated with the Customer. If the Customer agrees to a negotiated due date, the negotiated due date supersedes the committed interval. At the Customer's discretion, if the scope of the Service Request(s) meets the Coordinated or Managed Project criteria, negotiated due dates will be established and documented in the Project Timeline per SOW Business Requirements Section G.8, Contracted Service Project Work.

Provisioning SLAs have two objectives:

Objective 1: Individual service installation; and,
Objective 2: Successful Install Monthly Percentage by service type.
Note: Provisioning timelines include extended demarcation wiring when appropriate.

Measurement Process:

Objective 1: Individual Service Installations: Install intervals are based on the committed installation intervals established in this SLA or due dates negotiated between the Customer and the Contractor. This objective requires the

Contractor to meet the due date for each individual service installation. This includes individual circuit/service/seat level installations for Coordinated and Managed Projects.

Objective 2: Successful Install Monthly Percentage per Service Type: The Contractor shall sum all individual installations per service, as listed below, meeting the objective in the measurement period and divide by the sum of all individual service installations due per service in the measurement period and multiply by 100 to equal the percentage of service installations completed on time. The Contractor must meet or exceed the objective below in order to avoid the rights and remedies.

Services:

Features must be installed in conjunction with the service except when listed below:

Service	Committed Interval Days	Coordinated/Managed Project
Standalone VoIP Handset Service Packages	35	Coordinated/Managed Project
Standalone VoIP Voice Mail	30	Coordinated/Managed Project

Objectives:

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

Objective 2: Successful Install Monthly Percentage per Service:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
Standalone VoIP Handset Service Packages	≥ 90%	N/A	≥ 95%	P
Standalone VoIP Voice Mail	≥ 90%	N/A	≥ 95%	P

Rights and Remedies:

1. Per Occurrence:
    - Objective 1: Individual service installations: 50% of installation fee credited to the Customer for any missed committed objective.

2. Monthly Aggregated Measurements:
    - Objective 2: 100% of the installation fee credited to the Customer for all service installations (per service type) that did not complete within the committed objective during the month if the Successful Install Monthly Percentage is below the committed objective.

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

21.4.8.10 Time to Repair (M-S)

SLA Name: Time to Repair

Definition:

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

Measurement Process:

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

Services:

Standalone VoIP Handset Service Packages
Standalone VoIP Voice Mail

Objectives:

The Unavailable Time objective shall not exceed:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Standalone VoIP Handset Service Packages	6 Hours	5 Hours	4 Hours	P
Standalone VoIP Voice Mail	6 Hours	5 Hours	4 Hours	P

Rights and Remedies:

1. Per Occurrence:
    - 25% credit or refund of the TMRC and three Business Days ADUC, when applicable, per occurrence for each service (Circuit ID or Service ID) out of service for a period greater than the committed objective level.
2. Monthly Aggregated Measurements:
    - N/A

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

21.4.8.11 VoIP Delay – One-Way Transmission (M-S)

SLA Name: Delay – One-Way Transmission

Definition:

Average one-way transfer delay measured from the Contractor to Customer handoff to the remote Contractor to Customer handoff.

Measurement Process:

End-User/Customer is responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the Customer suspects the VoIP Delay is not meeting the committed level. The problem requires timely verification, consistent with industry Standards by the Contractor. Tickets opened as VoIP Delay One-Way Transmission SLA shall not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable.

This measurement includes the local loop transport under the control of the Contractor and any local loops acquired from a third party by the Contractor.

Services:

Standalone VoIP Handset Service Packages

Objectives:

The Unavailable Time objective shall not exceed:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Standalone VoIP Handset Service Packages	≤ 170ms	≤ 130ms	≤ 90ms	P

Rights and Remedies:

1. Per Occurrence:
    - 25% credit or refund of TMRC per occurrence for the reported service.
    - The second consecutive month to fail to meet the committed SLA objective shall result in a 30% credit or refund of TMRC.
    - Each additional consecutive month to fail to meet the committed SLA objective shall result in a 50% credit or refund of the TMRC.
2. Monthly Aggregated Measurements:
    - N/A

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

21.4.8.12 Unsolicited Service Enhancement SLAs

All unsolicited service enhancements shall be considered a feature of the service, and therefore shall be included as such under the SLAs as defined in this section.

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

21.4.8.13 Proposed Unsolicited Offerings

The Contractor shall provide SLAs as defined in SLA Section 21.4.8 for each unsolicited offering determined by the CALNET Program not to be a feature of a service or a component of an unbundled service identified in the technical requirements. SLA tables shall be amended after Contract award to include all new unsolicited services.

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

21.4.8.14 Contract Amendment Service Enhancement SLAs

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

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