INVITATION FOR BID

IFB C5WMS25
WIRELESS MOBILITY SERVICES

CATEGORY 505 – LOW EARTH ORBIT (LEO) SATELLITE BROADBAND INTERNET SERVICES

IP Access International, LLC

STATEMENT OF WORK

TECHNICAL REQUIREMENTS

AUGUST 8, 2025

ADDENDUM #2

Issued by:

STATE OF CALIFORNIA

California Department of Technology

Office of Statewide Technology Procurement

PO Box 1810

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Disclaimer: The original PDF version and any subsequent addenda to this IFB remain the official version. In the event of any inconsistency between the Bidder's versions, articles, attachments, exhibits, 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	8/8/2025	Section 505.2 LEO Satellite Broadband Internet Service Requirements – modified language. Section 505.2.2 Network Capabilities – modified language. Section 502.3 LEO Satellite Broadband Internet Service Technical Requirements – modified language. Section 505.2.9.1 Physical Security of Ground Station – modified language. Table 505.3.2.a – LEO Satellite Broadband Internet Site Survey and Installation – modified language.

TABLE OF CONTENTS

505.1 OVERVIEW 5
505.1.1 Bidder Response Requirements 5
505.1.2 Designation of Requirements 6
505.1.3 Pacific Time Zone 6
505.2 LEO SATELLITE BROADBAND INTERNET SERVICE REQUIREMENTS 6
505.2.1 LEO Satellite Broadband Internet Services General Requirements 6
505.2.2 Network Capabilities 7
505.2.3 LEO Satellite Broadband Internet Service Technical Requirements 7
505.2.4 Regulatory Fillings for Contractor's LEO Constellation 8
505.2.5 Standards 8
505.2.6 Teleport Diversity 8
505.2.6.1 Teleport, Gateway, and Network Operations Center Services 11
505.2.7 Space Segment Requirements 13
505.2.8 Space Segment Provider 14
505.2.9 Security 14
505.2.9.1 Physical Security of Ground Station 15
505.2.9.2 Network Security 15
505.2.9.3 Security Incident Notification 16
505.2.10 Core Network Monthly Availability (M-S) 16
505.2.11 Network Latency (M-S) 16
505.3 LEO SATELLITE BROADBAND INTERNET SERVICES 17
505.3.1 LEO Broadband Satellite Internet Service Plans 17
505.3.2 Site Survey and Installation 21
505.3.3 LEO Broadband Satellite Internet Service Geographic Service Area 23
505.4 OTHER SERVICES 23
505.4.1 Hourly Rates for Services 23

505.4.2 Services Related Hourly Support 23

505.5 SERVICE LEVEL AGREEMENTS (SLA) 25

505.5.1 Service Level Agreement Format 26
505.5.2 Technical Requirements versus SLA Objectives 26
505.5.3 Methods of Outage Reporting: Customer or Contractor 27
505.5.4 Response to Service Level Agreements 27
505.5.5 Contractor SLA Management Plan 27
505.5.6 Technical SLA General Requirements 28
505.5.7 Trouble Ticket Stop Clock Conditions 30
505.5.8 Technical Service Level Agreements (SLAs) 34
505.5.8.1 Availability (M-S) 34
505.5.8.2 Excessive Outage (M-S) 36
505.5.8.3 Catastrophic Outage (M-S) 37
505.5.8.4 Provisioning (M-S) 38
505.5.8.5 Service Enhancement SLAs 40
505.5.8.6 Non-Mandatory Service Offerings 40
505.5.8.7 Contract Amendment Service Enhancement SLAs 41

TECHNICAL REQUIREMENTS

CATEGORY 505 – LOW EARTH ORBIT (LEO) SATELLITE BROADBAND INTERNET SERVICES

505.1 OVERVIEW

The California Department of Technology (CDT), Office of Statewide Technology Procurement (OSTP) is requesting proposals from responsive vendors to provide Low Earth Orbit (LEO) Satellite Broadband Internet Services and Features.

This Invitation for Bid (IFB) C5WMS25 Category 505 provides the State's solicitation for best value solutions for LEO Satellite Broadband Internet Services. This IFB also describes the CALNET technical Requirements necessary to support the CALNET Program Requirements.

This IFB will be awarded to the Bidders that meet the award criteria as described in IFB C5WMS25 Part 1, Bid Evaluation. The CALNET 5 Wireless Mobility Services (WMS) Contract(s) that result from the award of this IFB will be managed on a day-to-day basis by the CALNET Management and Oversight (CMO).

505.1.1 Bidder Response Requirements

Throughout this IFB, the Bidders are required to confirm their understanding and acceptance of the Requirements by selecting a response in the provided drop-down field.

Example:

"The Bidder understands and shall meet or exceed the Requirements in Section 505.X, Section Name*?* Choose an item."

Additionally, for responses that require the Bidder to provide a description or written response, the Bidder must use the space provided.

Example:

Section 505.X.X Bidder's Description: [Provide Bidders Response Here]

505.1.2 Designation of Requirements

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

505.1.3 Pacific Time Zone

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

The Bidder understands and shall meet or exceed the Requirements identified in Section 505.1, Overview? Yes

505.2 LEO SATELLITE BROADBAND INTERNET SERVICE REQUIREMENTS

The Contractor's LEO Satellite Broadband Internet Service shall meet established industry standards.

The Contractor shall provide LEO Satellite Broadband Internet Services that provide access through communications facilities managed by the Contractor.

The Contractor shall provide the following Requirements, at a minimum:

- End to end access management and configuration;
- Ability to accommodate video streaming/hosting services; and,
- Multiple earth stations located in the continental United States.

505.2.1 LEO Satellite Broadband Internet Services General Requirements

The Contractor's LEO Satellite Broadband Service shall connect a Customer's Local Area Network (LAN) or application to the Internet by providing Internet Protocol (IP) connectivity. The Service shall use the Transmission Control Protocol/Internet Protocol (TCP/IP) to interconnect Customer Premises Equipment (CPE) to the public Internet Service Provider (ISP) networks.

505.2.2 Network Capabilities

The Contractor's network shall have:

1. Established public peering arrangements from the Contractor's network to the Internet.
2. Primary and secondary Domain Name Service (DNS) to provide an authoritative name server for the Customer.

505.2.3 LEO Satellite Broadband Internet Service Technical Requirements

The Contractor shall provide Satellite broadband internet Service delivered via LEO satellite constellation, using pre-existing, pre-engineered, fixed or mobile satellite Service solutions and satellite transponder bandwidth in desired frequency band (e.g., Ku-band, Ka-band, Q/V band, etc.). The Services in this Contract are not limited to any specific satellite frequency band. The Requirements for each element of the Low Earth Orbit (LEO) Satellite Broadband Internet Services are identified in the Sections below.

1. The Contractor shall provide Priority Network Access data plans that provide the Customers with priority access to the Contractor's LEO network.
2. The Contractor shall not throttle the Customer's upload or download speeds, unless the Customer has exceeded the data allotment purchased each month.
3. The Contractor shall provide priority data overage options that allow the Customers to purchase additional priority access to the Contractor's LEO network.
4. The Contractor shall treat all data traffic equally and will not implement restrictions based on content, sender, application or Service.
5. The Contractor's LEO Satellite Broadband Internet Service shall employ end-to-end encryption for data transport.
6. The Contractor shall transfer ownership of all equipment to the Customer upon installation/furnishment. The Contractor is responsible

for managing and maintaining the equipment to ensure proper operation of the Service. Customers are responsible for the purchase of Equipment upgrades or replacement.

7. The Contractor shall provide the service plans described in Section 505.3.1 LEO Broadband Satellite Internet Service Plans to Customers who choose to use Customer Owned and Maintained (COAM) Equipment that is compatible with the Contractor's network.

505.2.4 Regulatory Fillings for Contractor's LEO Constellation

The Bidder shall furnish a copy of the valid, current Federal Communications Commission (FCC) or other regulatory filings for all Contractor LEO Constellations and Services provided.

505.2.5 Standards

The Contractor's LEO Satellite Broadband Services shall comply with the following standards as applicable, and when commercially available by the Contractor:

1. Internet Engineering Task Force (IETF) Requests for Comments (RFCs);
2. International Telecommunication Union (ITU):
    a. Telecommunication Standards Sector (TSS);
    b. ITU Radiocommunication Sector (ITU-R) Radio Regulatory Framework for Space Services;
3. National Table of Frequency Allocation (NTFA) and,
4. All new versions, amendments, and modifications to the above documents and standards as they become commercially available.

505.2.6 Teleport Diversity

The Contractor shall provide at least two teleports providing geographic diversity within the continental United States. The Contractor shall indicate the teleport locations in the Bidder's Description Section below.

Section 505.2.6 Bidder's Description:

Ground Stations utilized for the OneWeb Satellite Constellation:

Santa Paula, California

FCC Call Sign E190236 (Current Authorization: SES-LIC-20190422-00538)

See E190236.pdf

Southbury, Connecticut

FCC Call Sign E181294 (Current Authorization: SES-LIC-20180727-02076)

See E181294.pdf

Clewiston, Florida

FCC Call Sign E181293 (Current Authorization: SES-LIC-20180727-02075)

See E181293.pdf

Talkeetna, Alaska

FCC Call Sign E180620 (Current Authorization: SES-LIC-20180604-01082)

See E180620.pdf

Ground Stations utilized for the Starlink Satellite Constellation are located in the following locations, with additional locations currently under construction and further locations pending regulatory approval:

Adelanto, California
Anchorage, Alaska
Baxley, Georgia
Beekmantown, New York
Bellingham, Washington
Boca Chica, Texas
Brewster, Washington
Broadview, Illinois

Butte, Montana
Cass County, North Dakota
Charleston, Oregon
Colburn, Idaho
Conrad, Montana
Dumas, Texas
Elbert, Colorado
Evanston, Wyoming
Fairbanks, Alaska
Fort Lauderdale, Florida
Frederick, Maryland
Gaffney, South Carolina
Greenville, Pennsylvania
Hamshire, Texas
Hawthorne, California
Hillman, Michigan
Hillsboro, Texas
Hitterdal, Minnesota
Inman, Kansas
Kalama, Washington
Kenansville, Florida
Ketchikan, Alaska
Kuparuk, Alaska
Lawrence, Kansas
Litchfield, Connecticut
Lockport, New York
Loring, Maine
Lunenberg, Vermont
Mandale, North Carolina
Manistique, Michigan
Marcell, Minnesota
McGregor, Texas
Merrillan, Wisconsin
Molokai, Hawaii
Mt Ayr, Indiana
Nemaha, Nebraska
New Braunfels, Texas
Nome, Alaska

Norcross, Georgia
Panaca, Nevada
Prosser, Washington
Punta Gorda, Florida
Redmond, Washington
Robbins, California
Robertsdale, Alabama
Rolette, North Dakota
Roll, Arizona
Sanderson, Texas
Slope County, North Dakota
Springer, Oklahoma
Sullivan, Maine
Tionesta, California
Tracy City, Tennessee
Unalaska, Alaska
Vernon, Utah
Warren, Missouri
Wise, North Carolina

505.2.6.1 Teleport, Gateway, and Network Operations Center Services

For all LEO Satellite Broadband Internet Services, the Contractor shall comply with the Requirements listed below:

1. Any proposed teleport Services to be provided to the Customer must include 1:N Equipment redundancy, generator and Uninterrupted Power Supply (UPS) backup power and 24x7 technician staffing;
2. The Contractor shall provide Network Operations Center (NOC) support on a 24x7 basis via a toll-free telephone number and email, which includes monitoring of the satellite bandwidth, teleports, spectrum, phone assistance in resolving minor site issues, and interference resolution;

3. The Bidder shall describe how they will provide system outage notifications, problem alerts, trouble reporting, trouble tracking, performance metrics and system availability reports within 72 hours upon the Customer request;

The Contractor shall provide and describe the geographical location of the gateways providing connectivity to the Contractor's public or private IP network. The Contractor must provide geographic diversity within the continental United States.

Section 505.2.6.1 Bidder's Description:

Interconnection between POPs and Public/Private Network are at the following locations in commercial Tier IV datacenters:

Seattle, WA (Equinix SE2/SE3)

Los Angeles, CA (Equinix LA1)

Miami, FL (Equinix MI1)

Ashburn, VA (Equinix DC3)

Equinix SV1/SV5/SV10 (San Jose, CA)
Netrality Kansas City (Kansas City, MO)
Cologix MIN2 (Minneapolis, MN)
CoreSite CH1 (Chicago, IL)
CoreSite DE1 (Denver, CO)
CoreSite LA1 (One Wilshire - Los Angeles, CA)
DataBank SLC2 (Salt Lake City, UT)
Digital Realty NYC (32 Avenue of the Americas, New York, NY)
Digital Realty SEA10 (Seattle, WA)
EdgeConneX PHX01 (Phoenix, AZ)
EdgeConneX SLC01 (Salt Lake City, UT)
Equinix AT1 (Atlanta, GA)
Equinix DA6 (Dallas, TX)

IP Access utilizes a case management system for all requests. Cases are assigned priority based upon issue severity and response timeframes required by contractual agreements. Any request made by Customer by either email or

telephone will result in a case being opened and assigned the appropriate priority. Proactive notifications of system issues are sent automatically to any email contacts supplied by Customer and are also available in real time on IP Access' StatusPage site.

505.2.7 Space Segment Requirements

For all LEO Satellite Broadband Internet Services, the Contractor shall comply with the Space Segment Requirements listed below.

1. The Contractor shall provide low-latency high-speed satellite broadband internet Service utilizing satellites operating within the LEO range at an altitude of 2000 km or less above the earth's surface.
2. The Contractor's satellite constellation shall have an operational life expectancy of the duration of the Contract Term (including optional years).
3. The Contractor shall perform management, monitoring and control of the Space Segment to include satellites, payloads and transponder bandwidth.
4. The Contractor shall monitor the satellite bandwidth spectrum on a 24x7 basis and report any planned or expected outages (e.g., sun interference) to the CALNET Program and the Customers by electronic communications at least two weeks prior to the planned or expected incident.
5. The Contractor shall notify the CALNET Program and the Customers of any unexpected outages (e.g., satellite functional problem) within 60 minutes of detection of the incident.
6. The Contractor shall monitor the satellite bandwidth spectrum on a 24x7 basis and report to the CALNET Program and the Customer via

electronic communications of all suspected radio frequency interference problems within 60 minutes.

7. The Contractor shall provide the Customers with a network management web-based portal that provides a graphical user interface for purposes of monitoring the Customer network device operation, throughput, health, and location.

505.2.8 Space Segment Provider

The Bidder shall identify the Space Segment provider(s) and all entities to be used to provide LEO Satellite Broadband Internet Services.

Section 505.2.8 Bidder's Description:

Services will be provided using the Starlink LEO constellation (FCC Authorization SAT-LOA-20200526-00055), for which the space segment operator is the Starlink division of Space Exploration Technologies. Additionally, services are available utilizing the OneWeb LEO constellation, for which the space segment operator is Eutelsat OneWeb.

505.2.9 Security

The Contractor shall safeguard all satellite data and networking facilities through which data traverses the Contractor's Wide Area Network (WAN) complying with the security controls for the Contractor's Service offerings. The Contractor shall adhere to the following standards, published revisions, or equivalent standards, at a minimum (when applicable to the Contractor's Service):

1. NIST 800-171 - Protecting Controlled Unclassified Information in Nonfederal Systems and Organizations;
2. NIST SP 800-53 Security and Privacy Controls for Information Systems and Organizations;
3. NIST IR 8270 - Introduction to Cybersecurity for Commercial Satellite Operations;

4. NIST IR 8401 - Satellite Ground Segment: Applying the Cybersecurity Framework to Satellite Command and Control;
5. NIST IR 8441 - Hybrid Satellite network (HSN) Cybersecurity Framework Profile;
6. ISO/IEC 27001 Information security, cybersecurity and privacy protection - Information security management systems (ISMS); and,
7. ISO/IEC 18033-3 Encryption Algorithms.

505.2.9.1 Physical Security of Ground Station

The Contractor shall ensure the satellite network operator's physical security of ground station facilities include:

1. Restricted Access: The Contractor shall ensure security measures in place to control physical access to ground station facilities such as secure entry points, access controls, and surveillance systems to monitor and restrict access to authorized personnel only.
2. Perimeter Security: The Contractor shall ensure a secure perimeter around the ground station with appropriate fencing, lighting and patrols to deter unauthorized access.
3. Environmental Security: The Contractor shall ensure ground station facilities are designed to withstand environmental threats such as earthquakes, floods, and other natural disasters. The Contractor shall ensure a disaster recovery plan is in place to ensure business continuity.

505.2.9.2 Network Security

The Contractor shall implement security measures that detect and prevent unauthorized access to the network.

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

1. Firewalls and intrusion detection systems to monitor and control network traffic to defend against cyber threats.
2. Encrypt communication channels between ground stations and satellite to protect data from inception during transmission.

3. Use secure communication protocols and standards to protect against cyber-attacks. Regularly update and patch software to address vulnerabilities.

505.2.9.3 Security Incident Notification

If the Contractor determines that a security incident has occurred that may involve CALNET Customer information systems, the nature and scope of the incident shall be reported to the Customer, the CMO, and designated State representatives, via telephonic means and email, within 24 hours of that determination. For purposes of this Section, Security Incident is defined in the State Administrative Manual (SAM), Section 5300.

505.2.10 Core Network Monthly Availability (M-S)

The Contractor's core network shall be available and capable of transmitting data in accordance with the Bidder's committed Objective indicated in Table 505.2.10.a as averaged over a calendar month.

The Contractor's core network includes the Customer's access port on the Contractor's aggregation router upon which the Customer's circuit terminates and all elements within the Contractor's core network.

The Bidder shall indicate the Contractor's core network availability commitment they commit to provide in Table 505.2.10.a.

Table 505.2.10.a – Contractor's Core Network Monthly Availability Commitment

Basic (B)	Standard (S)	Premier (P)	Objective Commitment (B, S or P)
≥ 95%	≥ 97%	≥ 99%	**P**

505.2.11 Network Latency (M-S)

The Contractor shall guarantee a monthly average network latency for round-trip packets carried between the Customer demarcation point and the Contractor's Internet Gateway. The Bidder shall indicate the network latency guarantee they commit to providing in Table 505.2.11.a.

Table 505.2.11.a – Network Latency (M-S)

Basic (B)	Standard (S)	Premier (P)	Objective Commitment (B, S or P)
≤ 115ms	≤ 105ms	≤ 90ms	P

The Bidder understands and shall meet or exceed the Requirements identified in Section 505.2, LEO Satellite Broadband Internet Service Requirements? Yes

505.3 LEO SATELLITE BROADBAND INTERNET SERVICES

505.3.1 LEO Broadband Satellite Internet Service Plans

The Contractor shall provide LEO Business Service Plans and Features listed in Table 505.3.1.a and LEO Mobility Service Plans and Features listed in Table 505.3.1.b.

The Contractor is responsible for ongoing maintenance and support of any Equipment purchased with a LEO Satellite Broadband Internet Service Plan.

Table 505.3.1.a – LEO Business Service Plans and Features

Line Item	Product Name	Product Description	Product Description, Restrictions and Limitations	Product Identifier	Product Service or Feature Designation
1	LEO Business – 100GB Data Allotment	LEO Satellite Business 100GB Data Allotment – includes priority data allotment as indicated in the Bidder's Product Description. Speeds may be reduced after data allotment has been met.	LEO Satellite Business 100GB Data Allotment – includes priority data allotment as indicated in the Bidder's Product Description. Speeds may be reduced after data allotment has been met unless overage data has been purchased.	CA BS LEO 100	Service

Line Item	Product Name	Product Description	Product Description, Restrictions and Limitations	Product Identifier	Product Service or Feature Designation
2	LEO Business – 500GB Data Allotment	LEO Satellite Business 500GB Data Allotment – includes priority data allotment as indicated in the Bidder's Product Description. Speeds may be reduced after data allotment has been met.	LEO Satellite Business 500GB Data Allotment – includes priority data allotment as indicated in the Bidder's Product Description. Speeds may be reduced after data allotment has been met unless overage data has been purchased.	CA BS LEO 500	Service
3	LEO Business - 1000GB Data Allotment	LEO Satellite Business 1000GB Data Allotment – includes priority data allotment as indicated in the Bidder's Product Description. Speeds may be reduced after data allotment has been met.	LEO Satellite Business 1000GB Data Allotment – includes priority data allotment as indicated in the Bidder's Product Description. Speeds may be reduced after data allotment has been met unless overage data has been purchased.	CA BS LEO 1000	Service
4	LEO Data Overage – Business Plans 50GB	Additional Business Priority Data Overage 50GB	Additional Business Priority Data Overage 50GB. Data does not expire as long as there is an active service contract in place.	CA BS LEO OV 50	Feature

Line Item	Product Name	Product Description	Product Description, Restrictions and Limitations	Product Identifier	Product Service or Feature Designation
5	LEO Data Overage – Business Plans 500GB	Additional Business Priority Data Overage 500GB	Additional Business Priority Data Overage 500GB. Data does not expire as long as there is an active service contract in place.	CA BS LEO OV 500	Feature
6	LEO Business Flat Panel Dish	Customer Purchase of LEO Flat Panel for Business Options.	Customer Purchase of LEO Flat Panel for Business Options.	CA BS LEO ANT	Feature

Table 505.3.1.b – LEO Mobility Service Plans and Features

Line Item	Product Name	Product Description	Product Description, Restrictions and Limitations	Product Identifier	Product Service or Feature Designation
1	LEO Mobility – 100GB Data Allotment	LEO Satellite Mobility 100GB Data Allotment – includes priority data allotment as indicated in the Bidder's Product Description. Speeds may be reduced after data allotment has been met.	LEO Satellite Mobility 100GB Data Allotment – includes priority data allotment as indicated in the Bidder's Product Description. Speeds may be reduced after data allotment has been met unless overage data has been purchased.	CA MOB LEO 100	Service

Line Item	Product Name	Product Description	Product Description, Restrictions and Limitations	Product Identifier	Product Service or Feature Designation
2	LEO Mobility - 500 GB Data Allotment	LEO Satellite Mobility 500GB Data Allotment – includes priority data allotment as indicated in the Bidder's Product Description. Speeds may be reduced after data allotment has been met.	LEO Satellite Mobility 500GB Data Allotment – includes priority data allotment as indicated in the Bidder's Product Description. Speeds may be reduced after data allotment has been met unless overage data has been purchased.	CA MOB LEO 500	Service
3	LEO Mobility - 1000GB Data Allotment	LEO Satellite Mobility 1000GB Data Allotment – includes priority data allotment as indicated in the Bidder's Product Description. Speeds may be reduced after data allotment has been met.	LEO Satellite Mobility 1000GB Data Allotment – includes priority data allotment as indicated in the Bidder's Product Description. Speeds may be reduced after data allotment has been met unless overage data has been purchased.	CA MOB LEO 1000	Service
4	LEO Data Overage – Mobility Plans 50GB	Additional Mobility Priority Data Overage 50GB.	Additional Mobility Priority Data Overage 50GB. Data does not expire as long as there is an active service plan in place.	CA MOB LEO OV 50	Feature

Line Item	Product Name	Product Description	Product Description, Restrictions and Limitations	Product Identifier	Product Service or Feature Designation
5	LEO Data Overage – Mobility Plans 500GB	Additional Mobility Priority Data Overage 500GB	Additional Mobility Priority Data Overage 500GB. Data does not expire as long as there is an active service plan in place.	CA MOB LEO OV 500	Feature
6	LEO Mobility Flat Panel Dish	Customer Purchase of LEO Flat Panel for Mobility Options.	LEO Flat Panel for Mobility Options. Land mobility terminal, outdoor unit.	CA MOB ANT	Feature
7	LEO Mobility Flat Panel Portable Rugged Case	Portable rugged case for housing all components of mobility solution. Includes AC/DC power option and necessary cables.	Portable rugged case for housing all components of mobility solution. Includes AC/DC power option and necessary cables.	CA MOB CASE	Feature

505.3.2 Site Survey and Installation

The Contractor shall provide a site survey to identify dish size, positioning of the dish, blockage zones, mounting hardware, the need for heaters, cabling and power requirements. Installation of LEO satellite Equipment shall include all mounting hardware, cabling, heaters (if needed), and labor.

The Contractor shall provide LEO Satellite Broadband Internet Site Survey and Installation listed in Table 505.3.2.a.

Table 505.3.2.a – LEO Satellite Broadband Internet Site Survey and Installation

Line Item	Product Name	Product Description	Product Description, Restrictions and Limitations	Product Identifier	Product Service or Feature Designation
1	Site Survey	Per-site rate to identify antenna size, heater requirements, mounting hardware, blockages, cabling and power requirements and any tasks required to prepare the site for 100% functionality.	Per-site rate to identify antenna size, heater requirements, mounting hardware, blockages, cabling and power requirements and any tasks required to prepare the site for 100% functionality.	CA Site Survey	Service
2	LEO Installation – Self Install	Contractor pre-configured dish shipped to the Customer location for non-penetration equipment mount.	Contractor pre-configured dish shipped to the Customer location for non-penetration equipment mount.	CA LEO INST SELF	Service
3	LEO Installation – Standard Install	Contractor installation at the Customer site, includes up to 4 hours installation time.	Contractor installation at the Customer site, includes up to 4 hours installation time.	CAL LEO INST STD	Service
4	LEO Installation – Complex Install	Contractor installation at the Customer site, includes up to 8 hours installation time.	Contractor installation at the Customer site, includes up to 8 hours installation time.	CA LEO INST CMPX	Service

505.3.3 LEO Broadband Satellite Internet Service Geographic Service Area

The Contractor shall provide the LEO Broadband Satellite Internet Service statewide.

The Bidder understands and shall meet or exceed the Requirements identified in Section 505.3, LEO Satellite Broadband Internet Services? Yes

505.4 OTHER SERVICES

505.4.1 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 8:00 a.m. and 4:59 p.m., Monday through Friday.
2. Overtime Hours – Hours worked between 5:00 p.m. and 7:59 a.m., 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 Customer and the Contractor occurs, the Customer and the Contractor may mutually agree that hours worked between 5:00 p.m. and 7:59 a.m., 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.

505.4.2 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 Contractor 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.

In Catalog A Table 505.4.2.a, 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.

The Contractor shall offer emergency restoration Services as detailed in Table 505.4.2.a.

Table 505.4.2.a – Services Related Hourly Support

Line Item	Product Name	Product Description	Product Description, Restrictions and Limitations	Product Identifier	Product Service or Feature Designation
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 5 Service problem that turns out to be caused by factors outside the responsibility of the Contractor.	Field technician properly trained to an expert level for the Service being dispatched to diagnose and/or repair a CALNET 5 Service problem that turns out to be caused by factors outside the responsibility of the Contractor.	CA Field Service HR	Service

Line Item	Product Name	Product Description	Product Description, Restrictions and Limitations	Product Identifier	Product Service or Feature Designation
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 5 Service problem that turns out to be caused by factors outside the responsibility of the Contractor.	Field technician properly trained to an expert level for the Service being dispatched to diagnose and/or repair a CALNET 5 Service problem that turns out to be caused by factors outside the responsibility of the Contractor.	CA Field Service OT HR	Service
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 5 Service problem that turns out to be caused by factors outside the responsibility of the Contractor.	Field technician properly trained to an expert level for the Service being dispatched to diagnose and/or repair a CALNET 5 Service problem that turns out to be caused by factors outside the responsibility of the Contractor.	CA Field Service EX HR	Service

The Bidder understands and shall meet or exceed the Requirements identified in Section 505.4, Other Services? Yes

505.5 SERVICE LEVEL AGREEMENTS (SLA)

The Contractor shall provide Service Level Agreements (SLAs) as set forth below. The intent of this Section is to provide the Customers, the CALNET Program and the Contractor with Requirements that define and assist in the management of the SLAs. This Section includes the SLA formats, general Requirements, Stop

Clock Conditions, and the Technical SLAs for the Services identified in this solicitation.

505.5.1 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 Contract Term:

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;
6. Rights and Remedies;
7. Per Occurrence: Rights and Remedies (as set forth below) 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.

505.5.2 Technical Requirements versus SLA Objectives

Sections 505.3 (LEO Satellite Broadband Internet Services) and 505.4 (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 the Contract Term.

505.5.3 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 a Contractor's trouble tickets opened: Customer reported or Contractor reported.

The first method of outage reporting results from the Customer reporting Service trouble to the Contractor's customer service center via phone call or opening of a trouble ticket as identified in SOW Business Requirements, Section W.13, Incident Reporting Process Plan.

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 Incident Reporting Process Plan (Section W.13) and monitor and report to the Customer until Service is restored.

505.5.4 Response to Service Level Agreements

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

505.5.5 Contractor SLA Management Plan

Within 90 calendar days of Contract Award, the Contractor shall provide the CALNET Program 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 plan will be updated as needed by the Contractor and the State throughout the Contract Term. The SLA Management Plan shall define the following:

1. The Contractor's SLA manager and supporting staff responsibilities;
2. The 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. The creation and delivery of SLA Reports (SOW Business Requirements, Section W.13, Incident Reporting Process Plan). The Contractor shall include a sample report in accordance with SOW Business Requirements, Section W.13, Incident Reporting Process Plan. The reports shall be provided to the CALNET Program via ad hoc request;
4. SLA invoicing credit and refund process;
5. The Contractor SLA problem resolution process for SLA management and SLA reporting. The Contractor shall provide a separate process for the Customers and the CALNET Program; and,
6. How the Contractor's SLA Manager will manage all SLA compliance and reporting. The Contractor shall include SLA Manager contact information for SLA inquiries and issue resolution for the Customer and the CALNET Program.

505.5.6 Technical SLA General Requirements

The Contractor shall adhere to the following general Requirements which apply to all CALNET Technical SLAs (Section 505.5.8):

1. With the exception of the Provisioning SLA (Section 505.5.8.6), 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 Rights and Remedies for Services provided by Subcontractors and Affiliates;
4. The Definition, Measurement Process, Objectives, and Rights and Remedies shall apply to all Services identified in each SLA. If a Category is listed in the SLA, then all Services under that Category are covered under the SLA. Exceptions must be otherwise stated in the SLA;
5. TMRC Rights and Remedies shall include the Service, option(s), and Feature(s) charges;
6. The Contractor shall proactively and continuously monitor and measure all Technical SLA Objectives;
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;
8. To the extent that the 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 the CALNET Program for possible inclusion via amendment;
9. The election by the CALNET Program of any SLA Rights and Remedies covered by this Contract shall not exclude or limit the CALNET Program's or any Customer's Rights and Remedies otherwise available within the Contract or at law or equity;
10. The Contractor shall apply Rights and Remedies when a Service fails to meet the SLA Objective even when backup or protected Services provide the Customer with continuation of Services;
11. 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 and Affiliates under this Contract;

12. The Customer Escalation Process (SOW Business Requirements, Section W.7.3.2) and/or the CMO Escalation Process (SOW Business Requirements, Section W.7.3.1) shall be considered an additional Right and Remedy if the Contractor fails to resolve Service issues within the SLA Objective(s);
13. Trouble reporting and restoration shall be provided 24x7 for CALNET Services;
14. SLAs apply 24x7 unless SLA specifies an exception;
15. The Contractor invoices shall clearly cross reference the SLA credit to the Terminal ID, Circuit ID, or Service ID in accordance with SOW Business Requirements, Section W.6 (Invoicing);
16. The Contractor shall provide a CALNET 5 WMS SLA Manager responsible for CALNET 5 WMS SLA compliance. The SLA Manager shall attend regular meetings and be available upon request to address the CALNET Program SLA oversight, report issues, and problem resolution concerns. The CALNET 5 WMS SLA Manager shall also coordinate SLA support for the Customer SLA inquiries and issue resolution;
17. The Contractor shall provide the Customer and the CALNET Program support for SLA inquiries and issue resolution; and,
18. Any SLAs and Rights and Remedies negotiated between the Contractor and third-party service provider shall be passed through to the CALNET 5 WMS Customer.

505.5.7 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 505.5.7.a, which must include start and stop time stamps in the Contractor's trouble ticket reporting tool as detailed in the Incident Reporting Process Plan (SOW Business Requirements, Section W.13) or the Contractor's provisioning service request tool for each application of an SCC.

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

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

Table 505.5.7.a – Stop Clock Conditions (SCC)

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 the Contractor's reasonable attempt to notify the End-User that the 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	Provisioning or Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by the Contractor or any of its Subcontractors and 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 the Customer's building entrance Facilities, conduit structures that are the Customer's responsibilities, Certificate of Occupancy, 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: • Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative; • Site contact refuses access to technician who displays proper identification; • The Customer provides incorrect site contact information which prevents access, provided that the Contractor takes reasonable steps to notify End-User of the improper contact information and takes steps to obtain the correct information; or, • Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem.

Line Item	Stop Clock Condition (SCC)	SCC Definition
		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.
8	STAFF	Any problem or delay to the extent caused by the End-User's staff that prevents or delays the Contractor's resolution of the problem. In such event, the Contractor shall make a timely request to End-User staff to correct the problem or delay and document in the trouble ticket.
9	APPLICATION	End-User software applications that interfere with repair of the trouble.
10	CPE	Repair/replacement of CPE not provided by the 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 the Contractor's technician for on-line close of trouble tickets after the Service has been restored as long as the Contractor can provide documentation in the trouble ticket substantiating the communication from the Contractor's technician.
12	MAINTENANCE	An outage directly related to any properly performed scheduled maintenance or upgrade scheduled for CALNET 5 WMS 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.

Line Item	Stop Clock Condition (SCC)	SCC Definition
13	THIRD PARTY	Any problem or delay caused by a third party not under the control of the Contractor, not preventable by the Contractor, including, at a minimum, cable cuts not caused by the Contractor. The Contractor's Subcontractors and Affiliates shall be deemed to be under the control of the Contractor with respect to the Equipment, Services, or Facilities to be provided under this Contract. Cause by third party must be clearly established and documented in the ticket when this SCC is applied.
14	FORCE MAJEURE	Force Majeure events, as defined in the General Provisions – Telecommunications, Section 20.3, Force Majeure.
15	CUSTOMER ENVIRONMENTAL	An outage directly caused by the Customer premises 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 the Contractor-provided Equipment without the Customer's approval, the Customer Environmental SCC will not apply.

505.5.8 Technical Service Level Agreements (SLAs)

The Contractor shall provide and manage the following Technical SLAs.

505.5.8.1 Availability (M-S)

SLA Name: Availability

Definition:

The percentage of time a CALNET LEO Satellite Broadband Internet Service is fully functional and available for use each calendar month.

Measurement Process:

The monthly Availability percentage shall be calculated using the following formula:

((Scheduled Uptime – Unavailable Time) / Scheduled Uptime) x 100%

Unavailable Time shall be calculated on the accumulative total of all Unavailable Time derived from all trouble tickets closed for the affected Service ID per calendar month. All Unavailable Time applied to other SLAs which result in a Remedy will be excluded from the monthly accumulated total.

Service Type:

LEO Business Service

LEO Mobility Service

Objective A:

The Objective will be based on the Service Type identified in the table below:

Service Type	Basic (B)	Standard (S)	Premier (P)	Objective Commitment (B, S or P)
LEO Business Service	≥ 97%	≥ 98%	≥ 99%	**P**
LEO Mobility Service	≥ 97%	≥ 98%	≥ 99%	**P**

Rights and Remedies:

1. Per Occurrence:
    - N/A
2. Monthly Aggregated Measurements:
    - The first month the Service fails to meet the committed SLA Objective shall result in a 25% credit or refund of the TMRC.

- The second consecutive month the Service fails to meet the committed SLA Objective shall result in a 35% credit or refund of TMRC.
- Each additional consecutive month the Service fails to meet the committed SLA Objective shall result in a 50% credit or refund of the TMRC.

505.5.8.2 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 Contractor's committed Objective level.

Measurement Process:

This SLA is based on trouble ticket Unavailable Time. The LEO Broadband Satellite Internet 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.

Service Type:

LEO Business Service

LEO Mobility Service

Objective A:

The Unavailable Time shall not exceed:

Service Type	Basic (B)	Standard (S)	Premier (P)	Objective Commitment (B, S or P)
LEO Business Service	72 Hours	48 Hours	24 Hours	**P**
LEO Mobility Service	72 Hours	48 Hours	24 Hours	**P**

Rights and Remedies:

1. Per Occurrence:
    - 100% credit or refund of the TMRC for each 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

505.5.8.3 Catastrophic Outage (M-S)

SLA Name: Catastrophic Outage (CAT)

Definition:

The total 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 Service Type affected by the common cause for tracking and reporting of the SLA Rights and Remedies. Outage Duration shall be measured on a per Service ID basis, from information recorded from the network equipment/system or trouble ticket minus any SCC. Each Service ID is deemed out of service from the first notification until the Contractor determines the Service is restored. Any Service reported by the Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

Service Type:

LEO Business Service

LEO Mobility Service

Objectives:

The Objective restoral time will be:

Service Type	Basic (B)	Standard (S)	Premier (P)	Objective Commitment (B, S or P)
LEO Business Service	≤ 60 Minutes	≤ 45 Minutes	≤ 30 Minutes	**P**
LEO Mobility Service	≤ 60 Minutes	≤ 45 Minutes	≤ 30 Minutes	**P**

Rights and Remedies:

1. Per Occurrence:
   - 100% credit or refund of the TMRC for each Service ID not meeting the committed Objective for each CAT fault.
2. Monthly Aggregate Measurements:
   - N/A

505.5.8.4 Provisioning (M-S)

SLA Name: Provisioning

Definition:

Provisioning shall include new Services, moves, adds, changes, and disconnects/deletes 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, SOW Business Requirements, Section W.3.3, 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.

Provisioning SLAs have two Objectives:

Objective 1: Individual Service request 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 Request 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 Request installation.

Objective 2: Successful Install Monthly Percentage per Service Type: The Contractor shall sum all individual installations per Service Type, as listed below, meeting the Objective in the measurement period and divide by the sum of all individual Service Request 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 to avoid the Rights and Remedies.

Service Type:

LEO Business Service

LEO Mobility Service

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

Objectives:

Objective 1: Individual service installation: Service provisioned on or before the Committed Interval or negotiated Due Date per installation Service Request.

Service Type	Committed Interval Days
LEO Business Service	45
LEO Mobility Service	45

Objective 2: Successful Install Monthly Percentage per Service Type shall be:

Service Type	Basic (B)	Standard (S)	Premier (P)	Objective Commitment (B or P)
LEO Business Service	≥ 90%	N/A	≥ 95%	**P**
LEO Mobility Service	≥ 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) or 100% of the monthly recurring cost for the first 30 days of service, whichever amount is greater, 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.

505.5.8.5 Service Enhancement SLAs

All 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.

505.5.8.6 Non-Mandatory Service Offerings

The Contractor shall provide SLAs as defined in SLA Section 505.5.8 for each Service added after Contract Award via Contract amendment that is determined by the CALNET Program not to be a Feature of a Service or a component of an unbundled Service, SLA tables shall be amended at time of Contract amendment to include all new Services.

505.5.8.7 Contract Amendment Service Enhancement SLAs

All Contract amendments for Service enhancements shall be considered a Feature of the Service, therefore included as such under the SLAs as defined in Section 505.5.8.

The Bidder understands and shall meet or exceed the Requirements identified in Section 505.5, Service Level Agreements (SLA)? Yes