INVITATION FOR BID

IFB C4DNCS19
Data Networks and Communications Services

CATEGORY 20 – MPLS DATA NETWORK

Level 3 Communications, LLC dba CenturyLink dba LUMEN

Statement of Work

TECHNICAL REQUIREMENTS

March 5, 2020

BAFO

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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.

AMENDMENT LOG

Amendment #	Date	Amendment Description
1	4/9/2021	Table 20.2.9.1.a – MPLS Port Transport Speeds Updated Product ID for Line Item #3 Updated Table 20.2.10 – Unsolicited MPLS Services and Features Updated Table 20.3.2.2 – Unsolicited Services Related Infrastructure Updated Section 20.4.8.7 Managed Service Proactive Notification (M-S) – SLA

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TECHNICAL REQUIREMENTS

Category 20 – MPLS DATA NETWORK

20.1 OVERVIEW

This Category 20 IFB C4DNCS19 (IFB) provides the State's solicitation for best value solutions for MPLS Data Network 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 Part 1, Bid Evaluation. The CALNET Data Network and Communication 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).

20.1.1 Bidder Response Requirements

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

1. Example A (for 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.**

20.1.2 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)".

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

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

20.1.3 Pacific Time Zone

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

Bidder understands this requirement and shall meet or exceed it? Yes

20.2 MULTI-PROTOCOL LABEL SWITCHING (MPLS) SERVICES

Bidders shall confirm that the Contractor's Multi-Protocol Label Switching (MPLS) Wide Area Network (WAN) Virtual Private Network (VPN) service will meet all of the requirements described below.

20.2.1 MPLS Service Functionality

1. Contractors shall provide a private MPLS WAN VPN service for the networking of all voice, video and data applications.

Bidder understands this requirement and shall meet or exceed it? Yes

2. The MPLS WAN VPN service shall support voice, video and data applications over a single access connection with individual Class of Service (CoS) to allow each set of applications to be transported within its service specifications.

Bidder understands this requirement and shall meet or exceed it? Yes

3. The MPLS WAN VPN service shall support the ability to assign specific application priority over other applications.

Bidder understands this requirement and shall meet or exceed it? Yes

4. The MPLS WAN VPN service shall provide any-to-any connectivity.

Bidder understands this requirement and shall meet or exceed it? Yes

5. The MPLS WAN VPN service shall not use the public Internet for transport. Remote access to this solution may use the public Internet.

Bidder understands this requirement and shall meet or exceed it? Yes

6. The MPLS WAN VPN service shall be a fully Managed Service that includes the Customer edge layer 3 routing device.

Bidder understands this requirement and shall meet or exceed it? Yes

20.2.2 MPLS WAN VPN Configurations

The Bidder's MPLS WAN VPN service shall support the following configurations:

1. Port only configuration;

Bidder understands this requirement and shall meet or exceed it? Yes

2. Bundled port and access configuration; and,

Bidder understands this requirement and shall meet or exceed it? Yes

3. Bundled port, access and Customer edge layer 3 routing device configuration.

Bidder understands this requirement and shall meet or exceed it? Yes

20.2.3 MPLS Industry Security Standards

1. Upon request by the CALNET CMO, Contractor will provide for viewing at Contractor's facility the security controls in force for the MPLS WAN infrastructure as well as independent audit results of those controls for authorized State personnel (under NDA). This will include the full scope of

controls NIST SP 800-53, ISO/IEC 27001, or equivalent. Where NDAs are not sufficient to allow access to Contractor's facility, the Contractor shall provide independent audit results to the State Information Security Officer.

Bidder understands this requirement and shall meet or exceed it? Yes

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

Bidder understands this requirement and shall meet or exceed it? Yes

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

Bidder understands this requirement and shall meet or exceed it? Yes

4. Contractor shall apply available patches and/or updates which remediate published vulnerabilities in accordance CVSS v3.0 Base Score.

Bidder understands this requirement and shall meet or exceed it? Yes

5. Contractor shall provide to the CALNET CMO a report upon request detailing all (if any) actual violations of security protections, policies, practices, and/or procedures involving Contractor managed Customer edge devices and what remediation was implemented.

Bidder understands this requirement and shall meet or exceed it? Yes

20.2.3.1 MPLS Physical Security

Contractor shall physically secure all data and networking facilities through which data traverses Contractor's MPLS network complying with the physical security controls of NIST SP 800-53, ISO/IEC 27001, or equivalent standards.

Bidder understands this requirement and shall meet or exceed it? Yes

20.2.3.2 Protection against Unauthorized Access

Contractor shall provide access controls for all equipment through which data traverses Contractor's MPLS WAN complying with the physical security controls of NIST SP 800-53, ISO/IEC 27001, or equivalent standards.

Bidder understands this requirement and shall meet or exceed it? Yes

20.2.3.3 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 this requirement and shall meet or exceed it? Yes

20.2.4 MPLS WAN VPN Standards

Bidders shall confirm that the Contractor's CALNET MPLS WAN VPN services meet all International Engineering Task Force (IETF) Standards and Request for Comments (RFC's).

Bidder understands this requirement and shall meet or exceed it? Yes

20.2.5 MPLS Performance Metrics

Bidders shall confirm that the Contractor's solution will meet all of the requirements described below.

1. Service availability shall be 99.9% measured port to port.

Bidder understands this requirement and shall meet or exceed it? Yes

2. MPLS shall have a packet loss of <0.2% measured port to port.

Bidder understands this requirement and shall meet or exceed it? Yes

3. MPLS shall have jitter <10ms measured port to port.

Bidder understands this requirement and shall meet or exceed it? Yes

20.2.6 MPLS Geographic Service Areas

The Contractor shall provide the service where commercially available through Contractor owned facilities, third-party agreements, and as allowed by State or Federal regulations. Commitment to provide service is subject to facility availability as determined by the Bidder at time of bid submission and may be reassessed by Contractor at time of service order.

Special construction charges that may be required to provide this service are not included in this offering or contained within the CALNET contracts and must be acquired by the customer directly through other procurement means.

Table 20.2.6 – Bidder's MPLS Service Locations

Line Item	Service Location – City or ZIP Code
1	Adelanto
2	Agoura Hills
3	Alameda
4	Albany
5	Alhambra
6	Aliso Viejo
7	Alturas
8	Amador
9	American Canyon
10	Anaheim
11	Anderson
12	Angels Camp
13	Antioch
14	Apple Valley
15	Arcadia
16	Arcata
17	Arroyo Grande
18	Artesia
19	Arvin
20	Atascadero
21	Atherton
22	Atwater
23	Auburn
24	Avalon
25	Avenal
26	Azusa
27	Bakersfield
28	Baldwin Park
29	Banning
30	Barstow
31	Beaumont
32	Bell

Line Item	Service Location – City or ZIP Code
33	Bell Gardens
34	Bellflower
35	Belmont
36	Belvedere
37	Benicia
38	Berkeley
39	Beverly Hills
40	Big Bear Lake
41	Biggs
42	Bishop
43	Blue Lake
44	Blythe
45	Bradbury
46	Brawley
47	Brea
48	Brentwood
49	Brisbane
50	Buellton
51	Buena Park
52	Burbank
53	Burlingame
54	Calabasas
55	Calexico
56	California City
57	Calimesa
58	Calipatria
59	Calistoga
60	Camarillo
61	Campbell
62	Canyon Lake
63	Capitola
64	Carlsbad
65	Carmel-By-The-Sea
66	Carpentaria
67	Carson
68	Cathedral City
69	Ceres
70	Cerritos

Line Item	Service Location – City or ZIP Code
71	Chico
72	Chino
73	Chino Hills
74	Chowchilla
75	Chula Vista
76	Citrus Heights
77	Claremont
78	Clayton
79	Clearlake
80	Cloverdale
81	Coachella
82	Coalinga
83	Colfax
84	Colma
85	Colton
86	Colusa
87	Commerce
88	Compton
89	Concord
90	Corcoran
91	Corning
92	Corona
93	Coronado
94	Corte Madera
95	Costa Mesa
96	Cotati
97	Covina
98	Crescent City
99	Cudahy
100	Culver City
101	Cupertino
102	Cypress
103	Daly City
104	Dana Point
105	Danville
106	Davis
107	Del Mar
108	Del Rey Oaks

Line Item	Service Location – City or ZIP Code
109	Delano
110	Desert Hot Springs
111	Diamond Bar
112	Dinuba
113	Dixon
114	Dorris
115	Dos Palos
116	Downey
117	Duarte
118	Dublin
119	Dunsmuir
120	East Palo Alto
121	El Cajon
122	El Centro
123	El Cerrito
124	El Monte
125	El Paso De Robles
126	El Segundo
127	Elk Grove
128	Emeryville
129	Encinitas
130	Escalon
131	Escondido
132	Etna
133	Eureka
134	Exeter
135	Fairfax
136	Fairfield
137	Farmersville
138	Ferndale
139	Fillmore
140	Firebaugh
141	Folsom
142	Fontana
143	Fort Bragg
144	Fort Jones
145	Fortuna
146	Foster City

Line Item	Service Location – City or ZIP Code
147	Fountain Valley
148	Fowler
149	Fremont
150	Fresno
151	Fullerton
152	Galt
153	Garden Grove
154	Gardena
155	Gilroy
156	Glendale
157	Glendora
158	Goleta
159	Gonzales
160	Grand Terrace
161	Grass Valley
162	Greenfield
163	Gridley
164	Grover Beach
165	Guadalupe
166	Gustine
167	Half Moon Bay
168	Hanford
169	Hawaiian Gardens
170	Hawthorne
171	Hayward
172	Healdsburg
173	Hemet
174	Hercules
175	Hermosa Beach
176	Hesperia
177	Hidden Hills
178	Highland
179	Hillsborough
180	Hollister
181	Holtville
182	Hughson
183	Humboldt
184	Huntington Beach

Line Item	Service Location – City or ZIP Code
185	Huntington Park
186	Huron
187	Imperial
188	Imperial Beach
189	Indian Wells
190	Indio
191	Industry
192	Inglewood
193	Inyo
194	Ione
195	Irvine
196	Irwindale
197	Isleton
198	Jackson
199	Kerman
200	Kern
201	King City
202	Kings
203	Kingsburg
204	La Canada Flintridge
205	La Habra
206	La Habra Heights
207	La Mesa
208	La Mirada
209	La Palma
210	La Puente
211	La Quinta
212	La Verne
213	Lafayette
214	Laguna Beach
215	Laguna Hills
216	Laguna Niguel
217	Laguna Woods
218	Lake
219	Lake Elsinore
220	Lake Forest
221	Lakeport
222	Lakewood

Line Item	Service Location – City or ZIP Code
223	Lancaster
224	Larkspur
225	Lassen
226	Lathrop
227	Lawndale
228	Lemon Grove
229	Lemoore
230	Lincoln
231	Lindsay
232	Live Oak
233	Livermore
234	Livingston
235	Lodi
236	Loma Linda
237	Lomita
238	Lompoc
239	Long Beach
240	Loomis
241	Los Alamitos
242	Los Altos
243	Los Altos Hills
244	Los Angeles
245	Los Banos
246	Los Gatos
247	Loyalton
248	Lynwood
249	Madera
250	Malibu
251	Mammoth Lakes
252	Manhattan Beach
253	Manteca
254	Maricopa
255	Marina
256	Martinez
257	Marysville
258	Maywood
259	McFarland
260	Mendota

Line Item	Service Location – City or ZIP Code
261	Menlo Park
262	Merced
263	Mill Valley
264	Millbrae
265	Milpitas
266	Mission Viejo
267	Modesto
268	Monrovia
269	Montague
270	Montclair
271	Monte Sereno
272	Montebello
273	Monterey
274	Monterey Park
275	Moorpark
276	Moraga
277	Moreno Valley
278	Morgan Hill
279	Morro Bay
280	Mount Shasta
281	Mountain View
282	Murrieta
283	Napa
284	National City
285	Needles
286	Nevada City
287	Newark
288	Newman
289	Newport Beach
290	Norco
291	Norwalk
292	Novato
293	Oakdale
294	Oakland
295	Oakley
296	Oceanside
297	Ojai
298	Ontario

Line Item	Service Location – City or ZIP Code
299	Orange
300	Orange Cove
301	Orinda
302	Orland
303	Oroville
304	Oxnard
305	Pacific Grove
306	Pacifica
307	Palm Desert
308	Palm Springs
309	Palmdale
310	Palo Alto
311	Palos Verdes Estates
312	Paradise
313	Paramount
314	Parlier
315	Pasadena
316	Patterson
317	Perris
318	Petaluma
319	Pico Rivera
320	Piedmont
321	Pinole
322	Pismo Beach
323	Pittsburg
324	Placentia
325	Placerville
326	Pleasant Hill
327	Pleasanton
328	Plymouth
329	Point Arena
330	Pomona
331	Port Hueneme
332	Porterville
333	Portola
334	Portola Valley
335	Poway
336	Rancho Cordova

Line Item	Service Location – City or ZIP Code
337	Rancho Cucamonga
338	Rancho Mirage
339	Rancho Palos Verdes
340	Rancho Santa Margarita
341	Red Bluff
342	Redding
343	Redlands
344	Redondo Beach
345	Redwood City
346	Reedley
347	Rialto
348	Richmond
349	Ridgecrest
350	Rio Dell
351	Rio Vista
352	Ripon
353	Riverbank
354	Riverside
355	Rocklin
356	Rohnert Park
357	Rolling Hills
358	Rolling Hills Estates
359	Rosemead
360	Roseville
361	Ross
362	Sacramento
363	Salinas
364	San Anselmo
365	San Bernardino
366	San Bruno
367	San Buenaventura
368	San Carlos
369	San Clemente
370	San Diego
371	San Dimas
372	San Fernando
373	San Francisco
374	San Gabriel

Line Item	Service Location – City or ZIP Code
375	San Jacinto
376	San Joaquin
377	San Jose
378	San Juan Bautista
379	San Juan Capistrano
380	San Leandro
381	San Luis Obispo
382	San Marcos
383	San Marino
384	San Mateo
385	San Pablo
386	San Rafael
387	San Ramon
388	Sand City
389	Sanger
390	Santa Ana
391	Santa Barbara
392	Santa Clara
393	Santa Clarita
394	Santa Cruz
395	Santa Fe Springs
396	Santa Maria
397	Santa Monica
398	Santa Paula
399	Santa Rosa
400	Santee
401	Saratoga
402	Sausalito
403	Scotts Valley
404	Seal Beach
405	Seaside
406	Sebastopol
407	Selma
408	Shafter
409	Shasta Lake
410	Sierra Madre
411	Signal Hill
412	Simi Valley

Line Item	Service Location – City or ZIP Code
413	Solana Beach
414	Soledad
415	Solvang
416	Sonoma
417	Sonora
418	South El Monte
419	South Gate
420	South Lake Tahoe
421	South Pasadena
422	South San Francisco
423	St Helena
424	Stanton
425	Stockton
426	Suisun City
427	Sunnyvale
428	Susanville
429	Sutter Creek
430	Taft
431	Tehachapi
432	Tehama
433	Temecula
434	Temple City
435	Thousand Oaks
436	Tiburon
437	Torrance
438	Tracy
439	Trinidad
440	Truckee
441	Tulare
442	Tulelake
443	Turlock
444	Tustin
445	Twentynine Palms
446	Ukiah
447	Union City
448	Upland
449	Vacaville
450	Vallejo

Line Item	Service Location – City or ZIP Code
451	Vernon
452	Victorville
453	Villa Park
454	Visalia
455	Vista
456	Walnut
457	Walnut Creek
458	Wasco
459	Waterford
460	Watsonville
461	Weed
462	West Covina
463	West Hollywood
464	West Los Angeles
465	West Sacramento
466	Westlake Village
467	Westminster
468	Westmorland
469	Wheatland
470	Whittier
471	Williams
472	Willits
473	Willows
474	Windsor
475	Winters
476	Woodlake
477	Woodland
478	Woodside
479	Yorba Linda
480	Yountville
481	Yreka
482	Yuba City
483	Yucaipa
484	Yucca Valley

Bidder understands this requirement and shall meet or exceed it? Yes

20.2.7 MPLS Network Designs and Diagrams

Bidders shall provide network designs and diagrams for the network and MPLS services.

Bidders shall provide one electronic copy with their proposal. Electronic drawings shall be in .dwg, .dfx, .vsd, .pdf or any mutually agreed format. Drawings must identify how the Contractor's network(s) deployed for each service type will address the following:

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 soft and hard copy revisions upon CALNET CMO request.

Drawings shall include both topology and logical representations of all critical network backbone elements to include but not be limited to the following:

1. Geographic location of equipment;
2. Type and capacity of equipment at each location including any backup systems;
3. Service type;
4. Unique identifier for each element;
5. Circuit type; and,
6. General circuit route

Bidder understands this requirement and shall meet or exceed it? Yes

20.2.8 MPLS Technical Requirements

Bidder shall confirm that its MPLS solution to be deployed for CALNET DNCS will include the technical features and functionality described below.

1. Contractor shall be able to scale the number of VPNs supported by the network.

Bidder understands this requirement and shall meet or exceed it? Yes

2. Contractor shall support multiple VPNs per access.

Bidder understands this requirement and shall meet or exceed it? Yes

3. Contractor shall support multiple VPNs across the MPLS network.

Bidder understands this requirement and shall meet or exceed it? Yes

4. Contractor shall provide the rapid service restoration practices for all MPLS deployments in accordance with the SLAs in the Technical Service Level Agreements Section.

Bidder understands this requirement and shall meet or exceed it? Yes

5. Contractor shall provide redundant network circuits in the backbone network.

Bidder understands this requirement and shall meet or exceed it? Yes

6. Contractor shall provide network diversity to eliminate single points of failure in the backbone network.

Bidder understands this requirement and shall meet or exceed it? Yes

7. Contractor shall provide a remote access service that allows an out of band access to any Customer site contained within the same VPN. The solution may utilize the public Internet.

Bidder understands this requirement and shall meet or exceed it? Yes

8. The remote access service shall be secured.

Bidder understands this requirement and shall meet or exceed it? Yes

9. The MPLS WAN VPN service shall support controlled and monitored connections between the MPLS network and the public Internet via a hardened trusted managed firewall.

Bidder understands this requirement and shall meet or exceed it? Yes

10. The MPLS WAN VPN service shall be resilient.

Bidder understands this requirement and shall meet or exceed it? Yes

11. Contractor shall provide support for multiple Layer 2 access protocols.

Bidder understands this requirement and shall meet or exceed it? Yes

12. Contractor shall provide segregation of Customer traffic in a VPN environment.

Bidder understands this requirement and shall meet or exceed it? Yes

13. The MPLS WAN VPN service shall support IPv4/v6 capability.

Bidder understands this requirement and shall meet or exceed it? Yes

14. The Contractor shall provide MPLS port diversity capability within the same MPLS PoP.

Bidder understands this requirement and shall meet or exceed it? Yes

15. The Contractor shall provide MPLS PoP diversity capability.

Bidder understands this requirement and shall meet or exceed it? Yes

16. The Contractor shall provide out-of-band backup capability to support routing of traffic outside of the MPLS network in case of MPLS network failure.

Bidder understands this requirement and shall meet or exceed it? Yes

17. The MPLS WAN VPN service shall support IP Multicasting.

Bidder understands this requirement and shall meet or exceed it? Yes

18. The MPLS WAN VPN service shall provide Multiple CoS to support the prioritization of Customer applications and traffic flows.

Bidder understands this requirement and shall meet or exceed it? Yes

19. The MPLS WAN VPN service shall support the division of an MPLS port into multiple logical channels such that each logical channel can be used to support a VPN.

Bidder understands this requirement and shall meet or exceed it? Yes

20. The MPLS WAN VPN service shall support multiple Layer 2 protocols.

Bidder understands this requirement and shall meet or exceed it? Yes

21. The MPLS WAN VPN service shall support wireless Customer access capability to the MPLS network.

Bidder understands this requirement and shall meet or exceed it? Yes

22. The Contractor shall provide out-of-band emergency access capability for emergency access to the managed Layer 3 routing device. The solution shall include any data communications equipment as required.

Bidder understands this requirement and shall meet or exceed it? Yes

23. Bidder shall confirm that its MPLS solution to be deployed for CALNET DNCS will provide fully managed Layer 3 routing device service bundles that include the following:

24. Layer 3 Routing Device Maintenance. Proactively detect, isolate and resolve hardware, software and firmware faults associated with the managed Layer 3 routing device and modem used for access to the

managed Layer 3 routing device. The Contractor shall also respond to Customer reported faults. Layer 3 routing device maintenance shall be provided 24x7. If dispatch is required, a Field Service Repair Technician shall arrive within four hours of isolating the fault to the managed Layer 3 routing device. Customer shall be notified of Layer 3 routing device faults and be provided trouble status at one hour intervals.

Bidder understands this requirement and shall meet or exceed it? Yes

25. Layer 3 Routing Device Monitoring. Proactively detect, isolate and resolve logical faults associated with the managed Layer 3 routing device. Layer 3 routing device monitoring shall be provided 24x7.

Bidder understands this requirement and shall meet or exceed it? Yes

26. Layer 3 Routing Device Configuration Management. This includes passwords, access lists and configuration changes due to moves, adds, changes and deletes.

Bidder understands this requirement and shall meet or exceed it? Yes

27. The Contractor shall provide full read only access to the managed Layer 3 routing device.

Bidder understands this requirement and shall meet or exceed it? Yes

28. Network Monitoring. Proactively detect, isolate and resolve network faults. Network monitoring shall be provided 24x7. Customer shall be notified of network faults and be provided trouble status at one hour intervals.

Bidder understands this requirement and shall meet or exceed it? Yes

20.2.8.1 Network Operations Center

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

The Contractor shall be responsible for the following:

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

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Monitoring of Contractor's network performance in near real-time to identify capacity blockages and implement controls to optimize network health and performance immediately.

Bidder understands this requirement and shall meet or exceed it? Yes

20.2.8.2 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 this requirement and shall meet or exceed it? Yes

20.2.9 MPLS Transport Speeds

Bidder's CALNET MPLS solution shall include transport options to one endpoint for each of the speeds detailed in Tables 20.2.9.1 through 20.2.9.5. The Bidder shall identify the delivery method in the Bidder's Product Description (e.g., Ethernet, T1, etc.) Pricing for each of these speeds shall be provided by the Bidder in the response to the Category Cost Worksheets. Alternative delivery methods that differ from those the Bidder has identified in Tables 20.2.9.1.a, 20.2.9.2.a, and 20.2.9.3.a may be proposed in the corresponding unsolicited tables.

20.2.9.1 MPLS Port Transport Speeds

Table 20.2.9.1.a – MPLS Port Transport Speeds

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	MPLS Port Service at 1 Mbps	MPLS Port service at minimum line rate of 1 Mbps	IP VPN (MPLS) port only at 1Mbps. This service will require an access circuit that is greater than or equal to 1Mbps.	IPVPNP-0001	**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	MPLS Port service at 3 Mbps	MPLS Port service at minimum line rate of 3 Mbps	IP VPN (MPLS) port only at 3Mbps. This service will require an access circuit that is greater than or equal to 3Mbps.	IPVPNP-0002	**Yes**
3	MPLS Port service at 4 Mbps	MPLS Port service at minimum line rate of 4 Mbps	IP VPN (MPLS) port only at 4Mbps. This service will require an access circuit that is greater than or equal to 4Mbps.	IPVPNP-0003	**Yes**
4	MPLS Port service at 5 Mbps	MPLS Port service at minimum line rate of 5 Mbps	IP VPN (MPLS) port only at 5Mbps. This service will require an access circuit that is greater than or equal to 5Mbps.	IPVPNP-0004	**Yes**
5	MPLS Port service at 7 Mbps	MPLS Port service at minimum line rate of 7 Mbps	IP VPN (MPLS) port only at 7Mbps. This service will require an access circuit that is greater than or equal to 7Mbps.	IPVPNP-0005	**Yes**
6	MPLS Port service at 9 Mbps	MPLS Port service at minimum line rate of 9 Mbps	IP VPN (MPLS) port only at 9Mbps. This service will require an access circuit that is greater than or equal to 9Mbps.	IPVPNP-0006	**Yes**
7	MPLS Port service at 10 Mbps	MPLS Port service at minimum line rate of 10 Mbps	IP VPN (MPLS) port only at 10Mbps. This service will require an access circuit that is greater than or equal to 10Mbps.	IPVPNP-0007	**Yes**
8	MPLS Port service at 12 Mbps	MPLS Port service at minimum line rate of 12 Mbps	IP VPN (MPLS) port only at 12Mbps. This service will require an access circuit that is greater than or equal to 12Mbps.	IPVPNP-0008	**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	MPLS Port service at 15 Mbps	MPLS Port service at minimum line rate of 15 Mbps	IP VPN (MPLS) port only at 15Mbps. This service will require an access circuit that is greater than or equal to 15Mbps.	IPVPNP-0009	**Yes**
10	MPLS Port service at 20 Mbps	MPLS Port service at minimum line rate of 20 Mbps	IP VPN (MPLS) port only at 20Mbps. This service will require an access circuit that is greater than or equal to 20Mbps.	IPVPNP-0010	**Yes**
11	MPLS Port service at 30 Mbps	MPLS Port service at minimum line rate of 30 Mbps	IP VPN (MPLS) port only at 30Mbps. This service will require an access circuit that is greater than or equal to 30Mbps.	IPVPNP-0011	**Yes**
12	MPLS Port service at 40 Mbps	MPLS Port service at minimum line rate of 40 Mbps	IP VPN (MPLS) port only at 40Mbps. This service will require an access circuit that is greater than or equal to 40Mbps.	IPVPNP-0012	**Yes**
13	MPLS Port service at 50 Mbps	MPLS Port service at minimum line rate of 50 Mbps	IP VPN (MPLS) port only at 50Mbps. This service will require an access circuit that is greater than or equal to 50Mbps.	IPVPNP-0013	**Yes**
14	MPLS Port service at 60 Mbps	MPLS Port service at minimum line rate of 60 Mbps	IP VPN (MPLS) port only at 60Mbps. This service will require an access circuit that is greater than or equal to 60Mbps.	IPVPNP-0014	**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.
15	MPLS Port service at 70 Mbps	MPLS Port service at minimum line rate of 70 Mbps	IP VPN (MPLS) port only at 70Mbps. This service will require an access circuit that is greater than or equal to 70Mbps.	IPVPNP-0015	**Yes**
16	MPLS Port service at 80 Mbps	MPLS Port service at minimum line rate of 80 Mbps	IP VPN (MPLS) port only at 80Mbps. This service will require an access circuit that is greater than or equal to 80Mbps.	IPVPNP-0016	**Yes**
17	MPLS Port service at 90 Mbps	MPLS Port service at minimum line rate of 90 Mbps	IP VPN (MPLS) port only at 90Mbps. This service will require an access circuit that is greater than or equal to 90Mbps.	IPVPNP-0017	**Yes**
18	MPLS Port service at 100 Mbps	MPLS Port service at minimum line rate of 100 Mbps	IP VPN (MPLS) port only at 100Mbps. This service will require an access circuit that is greater than or equal to 100Mbps.	IPVPNP-0018	**Yes**
19	MPLS Port service at 150 Mbps	MPLS Port service at minimum line rate of 150 Mbps	IP VPN (MPLS) port only at 150Mbps. This service will require an access circuit that is greater than or equal to 150Mbps.	IPVPNP-0019	**Yes**
20	MPLS Port service at 200 Mbps	MPLS Port service at minimum line rate of 200 Mbps	IP VPN (MPLS) port only at 200Mbps. This service will require an access circuit that is greater than or equal to 200Mbps.	IPVPNP-0020	**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.
21	MPLS Port service at 250 Mbps	MPLS Port service at minimum line rate of 250 Mbps	IP VPN (MPLS) port only at 250Mbps. This service will require an access circuit that is greater than or equal to 250Mbps.	IPVPNP-0021	**Yes**
22	MPLS Port service at 300 Mbps	MPLS Port service at minimum line rate of 300 Mbps	IP VPN (MPLS) port only at 300Mbps. This service will require an access circuit that is greater than or equal to 300Mbps.	IPVPNP-0022	**Yes**
23	MPLS Port service at 400 Mbps	MPLS Port service at minimum line rate of 400 Mbps	IP VPN (MPLS) port only at 400Mbps. This service will require an access circuit that is greater than or equal to 400Mbps.	IPVPNP-0023	**Yes**
24	MPLS Port service at 500 Mbps	MPLS Port service at minimum line rate of 500 Mbps	IP VPN (MPLS) port only at 500Mbps. This service will require an access circuit that is greater than or equal to 500Mbps.	IPVPNP-0024	**Yes**
25	MPLS Port service at 600 Mbps	MPLS Port service at minimum line rate of 600 Mbps	IP VPN (MPLS) port only at 600Mbps. This service will require an access circuit that is greater than or equal to 600Mbps.	IPVPNP-0025	**Yes**
26	MPLS Port service at 700 Mbps	MPLS Port service at minimum line rate of 700 Mbps	IP VPN (MPLS) port only at 700Mbps. This service will require an access circuit that is greater than or equal to 700Mbps.	IPVPNP-0026	**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.
27	MPLS Port service at 1 Gbps	MPLS Port service at minimum line rate of 1 Gbps	IP VPN (MPLS) port only at 1Gbps. This service will require an access circuit that is greater than or equal to 1Gbps.	IPVPNP-0027	**Yes**
28	MPLS Port service at 2 Gbps	MPLS Port service at minimum line rate of 2 Gbps	IP VPN (MPLS) port only at 2Gbps. This service will require an access circuit that is greater than or equal to 2Gbps.	IPVPNP-0028	**Yes**
29	MPLS Port service at 3 Gbps	MPLS Port service at minimum line rate of 3 Gbps	IP VPN (MPLS) port only at 3Gbps. This service will require an access circuit that is greater than or equal to 3Gbps.	IPVPNP-0029	**Yes**
30	MPLS Port service at 4 Gbps	MPLS Port service at minimum line rate of 4 Gbps	IP VPN (MPLS) port only at 4Gbps. This service will require an access circuit that is greater than or equal to 4Gbps.	IPVPNP-0030	**Yes**
31	MPLS Port service at 5 Gbps	MPLS Port service at minimum line rate of 5 Gbps	IP VPN (MPLS) port only at 5Gbps. This service will require an access circuit that is greater than or equal to 5Gbps.	IPVPNP-0031	**Yes**
32	MPLS Port service at 6 Gbps	MPLS Port service at minimum line rate of 6 Gbps	IP VPN (MPLS) port only at 6Gbps. This service will require an access circuit that is greater than or equal to 6Gbps.	IPVPNP-0032	**Yes**
33	MPLS Port service at 7 Gbps	MPLS Port service at minimum line rate of 7 Gbps	IP VPN (MPLS) port only at 7Gbps. This service will require an access circuit that is greater than or equal to 7Gbps.	IPVPNP-0033	**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.
34	MPLS Port service at 8 Gbps	MPLS Port service at minimum line rate of 8 Gbps	IP VPN (MPLS) port only at 8Gbps. This service will require an access circuit that is greater than or equal to 8Gbps.	IPVPNP-0034	**Yes**
35	MPLS Port service at 9 Gbps	MPLS Port service at minimum line rate of 9 Gbps	IP VPN (MPLS) port only at 9Gbps. This service will require an access circuit that is greater than or equal to 9Gbps.	IPVPNP-0035	**Yes**
36	MPLS Port service at 10 Gbps	MPLS Port service at minimum line rate of 10 Gbps	IP VPN (MPLS) port only at 10Gbps. This service will require an access circuit of 10Gbps.	IPVPNP-0036	**Yes**

The Contractor may offer additional unsolicited MPLS Port Transport Speeds in Table 20.2.9.1.b.

Table 20.2.9.1.b – Unsolicited MPLS Port Transport Speeds

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

20.2.9.2 MPLS Port and Access Bundled Transport Speeds

Table 20.2.9.2.a – MPLS Port and Access Bundled Transport Speeds

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	MPLS Port and Access service at 1 Mbps	MPLS Port and Access service at minimum line rate of 1 Mbps	IP VPN (MPLS) port and Ethernet access at 1Mbps.	IPVPNB-0001	**Yes**
2	MPLS Port and Access service at 3 Mbps	MPLS Port and Access service at minimum line rate of 3 Mbps	IP VPN (MPLS) port and Ethernet access at 3Mbps.	IPVPNB-0002	**Yes**
3	MPLS Port and Access service at 4 Mbps	MPLS Port and Access service at minimum line rate of 4 Mbps	IP VPN (MPLS) port and Ethernet access at 4Mbps.	IPVPNB-0003	**Yes**
4	MPLS Port and Access service at 5 Mbps	MPLS Port and Access service at minimum line rate of 5 Mbps	IP VPN (MPLS) port and Ethernet access at 5Mbps.	IPVPNB-0004	**Yes**
5	MPLS Port and Access service at 7 Mbps	MPLS Port and Access service at minimum line rate of 7 Mbps	IP VPN (MPLS) port and Ethernet access at 7Mbps.	IPVPNB-0005	**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	MPLS Port and Access service at 9 Mbps	MPLS Port and Access service at minimum line rate of 9 Mbps	IP VPN (MPLS) port and Ethernet access at 9Mbps.	IPVPNB-0006	**Yes**
7	MPLS Port and Access service at 10 Mbps	MPLS Port and Access service at minimum line rate of 10 Mbps	IP VPN (MPLS) port and Ethernet access at 10Mbps.	IPVPNB-0007	**Yes**
8	MPLS Port and Access service at 12 Mbps	MPLS Port and Access service at minimum line rate of 12 Mbps	IP VPN (MPLS) port and Ethernet access at 12Mbps.	IPVPNB-0008	**Yes**
9	MPLS Port and Access service at 15 Mbps	MPLS Port and Access service at minimum line rate of 15 Mbps	IP VPN (MPLS) port and Ethernet access at 15Mbps.	IPVPNB-0009	**Yes**
10	MPLS Port and Access service at 20 Mbps	MPLS Port and Access service at minimum line rate of 20 Mbps	IP VPN (MPLS) port and Ethernet access at 20Mbps.	IPVPNB-0010	**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
11	MPLS Port and Access service at 30 Mbps	MPLS Port and Access service at minimum line rate of 30 Mbps	IP VPN (MPLS) port and Ethernet access at 30Mbps.	IPVPNB-0011	**Yes**
12	MPLS Port and Access service at 40 Mbps	MPLS Port and Access service at minimum line rate of 40 Mbps	IP VPN (MPLS) port and Ethernet access at 40Mbps.	IPVPNB-0012	**Yes**
13	MPLS Port and Access service at 50 Mbps	MPLS Port and Access service at minimum line rate of 50 Mbps	IP VPN (MPLS) port and Ethernet access at 50Mbps.	IPVPNB-0013	**Yes**
14	MPLS Port and Access service at 60 Mbps	MPLS Port and Access service at minimum line rate of 60 Mbps	IP VPN (MPLS) port and Ethernet access at 60Mbps.	IPVPNB-0014	**Yes**
15	MPLS Port and Access service at 70 Mbps	MPLS Port and Access service at minimum line rate of 70 Mbps	IP VPN (MPLS) port and Ethernet access at 70Mbps.	IPVPNB-0015	**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
16	MPLS Port and Access service at 80 Mbps	MPLS Port and Access service at minimum line rate of 80 Mbps	IP VPN (MPLS) port and Ethernet access at 80Mbps.	IPVPNB-0016	**Yes**
17	MPLS Port and Access service at 90 Mbps	MPLS Port and Access service at minimum line rate of 90 Mbps	IP VPN (MPLS) port and Ethernet access at 90Mbps.	IPVPNB-0017	**Yes**
18	MPLS Port and Access service at 100 Mbps	MPLS Port and Access service at minimum line rate of 100 Mbps	IP VPN (MPLS) port and Ethernet access at 100Mbps.	IPVPNB-0018	**Yes**
19	MPLS Port and Access service at 150 Mbps	MPLS Port and Access service at minimum line rate of 150 Mbps	IP VPN (MPLS) port and Ethernet access at 150Mbps.	IPVPNB-0019	**Yes**
20	MPLS Port and Access service at 200 Mbps	MPLS Port and Access service at minimum line rate of 200 Mbps	IP VPN (MPLS) port and Ethernet access at 200Mbps.	IPVPNB-0020	**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
21	MPLS Port and Access service at 250 Mbps	MPLS Port and Access service at minimum line rate of 250 Mbps	IP VPN (MPLS) port and Ethernet access at 250Mbps.	IPVPNB-0021	**Yes**
22	MPLS Port and Access service at 300 Mbps	MPLS Port and Access service at minimum line rate of 300 Mbps	IP VPN (MPLS) port and Ethernet access at 300Mbps.	IPVPNB-0022	**Yes**
23	MPLS Port and Access service at 400 Mbps	MPLS Port and Access service at minimum line rate of 400 Mbps	IP VPN (MPLS) port and Ethernet access at 400Mbps.	IPVPNB-0023	**Yes**
24	MPLS Port and Access service at 500 Mbps	MPLS Port and Access service at minimum line rate of 500 Mbps	IP VPN (MPLS) port and Ethernet access at 500Mbps.	IPVPNB-0024	**Yes**
25	MPLS Port and Access service at 600 Mbps	MPLS Port and Access service at minimum line rate of 600 Mbps	IP VPN (MPLS) port and Ethernet access at 600Mbps.	IPVPNB-0025	**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
26	MPLS Port and Access service at 700 Mbps	MPLS Port and Access service at minimum line rate of 700 Mbps	IP VPN (MPLS) port and Ethernet access at 700Mbps.	IPVPNB-0026	**Yes**
27	MPLS Port and Access service at 1 Gbps	MPLS Port and Access service at minimum line rate of 1 Gbps	IP VPN (MPLS) port and Ethernet access at 1Gbps.	IPVPNB-0027	**Yes**
28	MPLS Port and Access service at 2 Gbps	MPLS Port and Access service at minimum line rate of 2 Gbps	IP VPN (MPLS) port and Ethernet access at 2Gbps.	IPVPNB-0028	**Yes**
29	MPLS Port and Access service at 3 Gbps	MPLS Port and Access service at minimum line rate of 3 Gbps	IP VPN (MPLS) port and Ethernet access at 3Gbps.	IPVPNB-0029	**Yes**
30	MPLS Port and Access service at 4 Gbps	MPLS Port and Access service at minimum line rate of 4 Gbps	IP VPN (MPLS) port and Ethernet access at 4Gbps.	IPVPNB-0030	**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
31	MPLS Port and Access service at 5 Gbps	MPLS Port and Access service at minimum line rate of 5 Gbps	IP VPN (MPLS) port and Ethernet access at 5Gbps.	IPVPNB-0031	**Yes**
32	MPLS Port and Access service at 6 Gbps	MPLS Port and Access service at minimum line rate of 6 Gbps	IP VPN (MPLS) port and Ethernet access at 6Gbps.	IPVPNB-0032	**Yes**
33	MPLS Port and Access service at 7 Gbps	MPLS Port and Access service at minimum line rate of 7 Gbps	IP VPN (MPLS) port and Ethernet access at 7Gbps.	IPVPNB-0033	**Yes**
34	MPLS Port and Access service at 8 Gbps	MPLS Port and Access service at minimum line rate of 8 Gbps	IP VPN (MPLS) port and Ethernet access at 8Gbps.	IPVPNB-0034	**Yes**
35	MPLS Port and Access service at 9 Gbps	MPLS Port and Access service at minimum line rate of 9 Gbps	IP VPN (MPLS) port and Ethernet access at 9Gbps.	IPVPNB-0035	**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
36	MPLS Port and Access service at 10 Gbps	MPLS Port and Access service at minimum line rate of 10 Gbps	IP VPN (MPLS) port and Ethernet access at 10Gbps.	IPVPNB-0036	**Yes**

The Contractor may offer additional unsolicited MPLS Port and Access Transport Speeds in Table 20.2.9.2.b.

Table 20.2.9.2.b – Unsolicited MPLS Port and Access Bundled Transport Speeds

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

20.2.9.3 MPLS Port, Access and Layer 3 Routing Device Bundled Transport Speeds

Table 20.2.9.3.a – MPLS Port, Access and Layer 3 Routing Device Bundled Transport Speeds

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	MPLS port, access and Layer 3 routing device bundled service at 1 Mbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 1 Mbps	MPLS (IP VPN) port, ethernet access at 1Mbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0001	**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	MPLS port, access and Layer 3 routing device bundled service at 3 Mbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 3 Mbps	MPLS (IP VPN) port, ethernet access at 3Mbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0002	**Yes**
3	MPLS port, access and Layer 3 routing device bundled service at 4 Mbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 4 Mbps	MPLS (IP VPN) port, ethernet access at 4Mbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0003	**Yes**
4	MPLS port, access and Layer 3 routing device bundled service at 5 Mbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 5 Mbps	MPLS (IP VPN) port, ethernet access at 5Mbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0004	**Yes**
5	MPLS port, access and Layer 3 routing device bundled service at 7 Mbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 7 Mbps	MPLS (IP VPN) port, ethernet access at 7Mbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0005	**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	MPLS port, access and Layer 3 routing device bundled service at 9 Mbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 9 Mbps	MPLS (IP VPN) port, ethernet access at 9Mbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0006	**Yes**
7	MPLS port, access and Layer 3 routing device bundled service at 10 Mbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 10 Mbps	MPLS (IP VPN) port, ethernet access at 10Mbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0007	**Yes**
8	MPLS port, access and Layer 3 routing device bundled service at 12 Mbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 12 Mbps	MPLS (IP VPN) port, ethernet access at 12Mbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0008	**Yes**
9	MPLS port, access and Layer 3 routing device bundled service at 15 Mbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 15 Mbps	MPLS (IP VPN) port, ethernet access at 15Mbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0009	**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
10	MPLS port, access and Layer 3 routing device bundled service at 20 Mbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 20 Mbps	MPLS (IP VPN) port, ethernet access at 20Mbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0010	**Yes**
11	MPLS port, access and Layer 3 routing device bundled service at 30 Mbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 30 Mbps	MPLS (IP VPN) port, ethernet access at 30Mbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0011	**Yes**
12	MPLS port, access and Layer 3 routing device bundled service at 40 Mbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 40 Mbps	MPLS (IP VPN) port, ethernet access at 40Mbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0012	**Yes**
13	MPLS port, access and Layer 3 routing device bundled service at 50 Mbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 50 Mbps	MPLS (IP VPN) port, ethernet access at 50Mbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0013	**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
14	MPLS port, access and Layer 3 routing device bundled service at 60 Mbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 60 Mbps	MPLS (IP VPN) port, ethernet access at 60Mbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0014	**Yes**
15	MPLS port, access and Layer 3 routing device bundled service at 70 Mbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 70 Mbps	MPLS (IP VPN) port, ethernet access at 70Mbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0015	**Yes**
16	MPLS port, access and Layer 3 routing device bundled service at 80 Mbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 80 Mbps	MPLS (IP VPN) port, ethernet access at 80Mbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0016	**Yes**
17	MPLS port, access and Layer 3 routing device bundled service at 90 Mbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 90 Mbps	MPLS (IP VPN) port, ethernet access at 90Mbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0017	**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
18	MPLS port, access and Layer 3 routing device bundled service at 100 Mbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 100 Mbps	MPLS (IP VPN) port, ethernet access at 100Mbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0018	**Yes**
19	MPLS port, access and Layer 3 routing device bundled service at 150 Mbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 150 Mbps	MPLS (IP VPN) port, ethernet access at 150Mbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0019	**Yes**
20	MPLS port, access and Layer 3 routing device bundled service at 200 Mbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 200 Mbps	MPLS (IP VPN) port, ethernet access at 200Mbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0020	**Yes**
21	MPLS port, access and Layer 3 routing device bundled service at 250 Mbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 250 Mbps	MPLS (IP VPN) port, ethernet access at 250Mbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0021	**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
22	MPLS port, access and Layer 3 routing device bundled service at 300 Mbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 300 Mbps	MPLS (IP VPN) port, ethernet access at 300Mbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0022	**Yes**
23	MPLS port, access and Layer 3 routing device bundled service at 400 Mbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 400 Mbps	MPLS (IP VPN) port, ethernet access at 400Mbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0023	**Yes**
24	MPLS port, access and Layer 3 routing device bundled service at 500 Mbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 500 Mbps	MPLS (IP VPN) port, ethernet access at 500Mbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0024	**Yes**
25	MPLS port, access and Layer 3 routing device bundled service at 600 Mbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 600 Mbps	MPLS (IP VPN) port, ethernet access at 600Mbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0025	**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
26	MPLS port, access and Layer 3 routing device bundled service at 700 Mbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 700 Mbps	MPLS (IP VPN) port, ethernet access at 700Mbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0026	**Yes**
27	MPLS port, access and Layer 3 routing device bundled service at 1 Gbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 1 Gbps	MPLS (IP VPN) port, ethernet access at 1Gbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0027	**Yes**
28	MPLS port, access and Layer 3 routing device bundled service at 2 Gbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 2 Gbps	MPLS (IP VPN) port, ethernet access at 2Gbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0028	**Yes**
29	MPLS port, access and Layer 3 routing device bundled service at 3 Gbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 3 Gbps	MPLS (IP VPN) port, ethernet access at 3Gbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0029	**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
30	MPLS port, access and Layer 3 routing device bundled service at 4 Gbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 4 Gbps	MPLS (IP VPN) port, ethernet access at 4Gbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0030	**Yes**
31	MPLS port, access and Layer 3 routing device bundled service at 5 Gbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 5 Gbps	MPLS (IP VPN) port, ethernet access at 5Gbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0031	**Yes**
32	MPLS port, access and Layer 3 routing device bundled service at 6 Gbps	MPLS port, access and Layer 3 routing device bundled service at a minimum line rate of 6 Gbps	MPLS (IP VPN) port, ethernet access at 6Gbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0032	**Yes**
33	MPLS port, access and Layer 3 routing device bundled service at 7 Gbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 7 Gbps	MPLS (IP VPN) port, ethernet access at 7Gbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0033	**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
34	MPLS port, access and Layer 3 routing device bundled service at 8 Gbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 8 Gbps	MPLS (IP VPN) port, ethernet access at 8Gbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0034	**Yes**
35	MPLS port, access and Layer 3 routing device bundled service at 9 Gbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 9 Gbps	MPLS (IP VPN) port, ethernet access at 9Gbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0035	**Yes**
36	MPLS port, access and Layer 3 routing device bundled service at 10 Gbps	MPLS port, access and Layer 3 routing device bundled service at minimum line rate of 10 Gbps	MPLS (IP VPN) port, ethernet access at 10Gbps symmetrical and includes a managed Layer 3 routing device.	IPVPNM-0036	**Yes**
37	Out-of-band access to the managed layer 3 routing device	Out-of-band emergency access capability for emergency access to the managed layer 3 routing device.	A modem will be provided with the managed router. A 1MB phone line will need to be provided by the agency for this modem.	IPVPNM-0037	**Yes**

The Contractor may offer additional unsolicited MPLS Port, Access and Layer 3 Routing Device Bundled Transport Speeds in Table 20.2.9.3.b.

Table 20.2.9.3.b – Unsolicited MPLS Port, Access and Layer 3 Routing Device Bundled Transport Speeds

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

20.2.9.4 MPLS Backup Options

If the Contractor provides LTE backup services for Managed Equipment the Contractor shall use current CALNET Cellular providers. All Bidders are required to indicate below that they understand the requirement regardless of their intent to provide LTE backup services.

Bidder understands this requirement and shall meet or exceed it? Yes

20.2.10 Additional Unsolicited MPLS Services and Features

The Bidder may offer additional unsolicited MPLS Services and Features in Table 20.2.10.

Table 20.2.10 – Unsolicited MPLS Services and Features

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

20.3 OTHER SERVICES

20.3.1 Hourly Rates for Services

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

3. Regular Hours – Hours worked between 8:00AM and 4:59PM, Monday through Friday.

4. Overtime Hours – Hours worked between 5:00PM and 7:59AM, Monday through Friday and all day Saturday.
5. 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 this Requirement and shall meet or exceed it? Yes

20.3.2 Services Related Infrastructure (SRI)

The Contractor shall offer infrastructure service as defined below.

20.3.2.1 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 this Requirement and shall meet or exceed it? 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 this Requirement and shall meet or exceed it? 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 this Requirement and shall meet or exceed it? Yes

Bidder shall provide the Extended Demarcation Wiring Services described in Table 20.3.2.1

Table 20.3.2.1 – 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.	Extended Demarcation – Copper Four-Pair – Regular Hours	DMARC-0001	**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.	Extended Demarcation – Copper Four-Pair - Overtime Hours Mon-Fri 5:00 pm to 7:59 am and all day Saturday	DMARC-0002	**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.	Extended Demarcation – Copper Four-Pair - any hours worked on Sunday or State of California holidays	DMARC-0003	**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.	Extended Demarcation – Copper 25 Pair – Regular Hours	DMARC-0004	**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.	Extended Demarcation – Copper 25 Pair - Overtime Hours Mon-Fri 5:00 pm to 7:59 am and all day Saturday	DMARC-0005	**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.	Extended Demarcation – Copper 25 Pair - any hours worked on Sunday or State of California holidays	DMARC-0006	**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.	Extended Demarcation – Optical Fiber Link– Regular Hours	DMARC-0007	**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.	Extended Demarcation – Optical Fiber Link-Overtime Hours Mon-Fri 5:00 pm to 7:59 am and all day Saturday	DMARC-0008	**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.	Extended Demarcation – Optical Fiber Link- any hours worked on Sunday or State of California holidays	DMARC-0009	**Yes**

20.3.2.2 Unsolicited Services Related Infrastructure

Bidder may offer additional unsolicited Services Related Infrastructure in Table 20.3.2.2.

Table 20.3.2.2 – Unsolicited Services Related Infrastructure

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

20.3.3 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 this Requirement and shall meet or exceed it? Yes

In Cost Worksheet 20.3.3, 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 this Requirement and shall meet or exceed it? Yes

The Contractor shall offer emergency restoration services as detailed in Table 20.3.3

Table 20.3.3 – 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.	Field Services Repair Technician Hours 8:00AM to 4:59PM, Monday through Friday	TECH-0001	**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.	Field Service Repair Technician Overtime Hours Mon-Fri 5:00 pm to 7:59 am and all day Saturday	TECH-0002	**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.	Field Services Technician any hours worked on Sunday or State of California holidays	TECH-0003	**Yes**

20.4 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.

20.4.1 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 this Requirement and shall meet or exceed it? Yes

20.4.2 Technical Requirements versus SLA Objectives

Sections 20.2 (MPLS Services) and 20.3 (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 this Requirement and shall meet or exceed it? Yes

20.4.3 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 this Requirement and shall meet or exceed it? Yes

20.4.4 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 this Requirement and shall meet or exceed it? Yes

20.4.5 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 this Requirement and shall meet or exceed it? Yes

20.4.6 Technical SLA General Requirements

The Contractor shall adhere to the following general requirements which apply to all CALNET Technical SLAs (Section 20.4.8):

1. With the exception of the Provisioning SLA (Section 20.4.8.9), 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 this requirement and shall meet or exceed it? Yes

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

Bidder understands this requirement and shall meet or exceed it? 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 this requirement and shall meet or exceed it? 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 this requirement and shall meet or exceed it? 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 (Billing and Invoicing);

Bidder understands this requirement and shall meet or exceed it? 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

20.4.7 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 20.4.7.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 this requirement and shall meet or exceed it? Yes

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

Bidder understands this requirement and shall meet or exceed it? Yes

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

Bidder understands this requirement and shall meet or exceed it? 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 20.4.7.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.
5	POWER	Trouble caused by a power problem outside of the responsibility of the Contractor.

Line Item	Stop Clock Condition (SCC)	SCC Definition
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.

20.4.8 Technical Service Level Agreements (SLAs)

20.4.8.1 Availability (M-S)

SLA Name: Availability

Definition:

The percentage of time a CALNET MPLS Data Networks 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:

MPLS

Objective A:

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

Service Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
DS1	≥ 99.2%	≥ 99.5%	≥ 99.8%	P
DS3	≥ 99.7%	≥ 99.8%	≥ 99.9%	P
Ethernet	≥ 99.2%	≥ 99.5%	≥ 99.8%	P

Rights and Remedies:

1. Per Occurrence:
   - N/A
2. Monthly Aggregated Measurements:
   - First month to fail to meet the committed SLA objective shall result in a 15% credit or refund of the TMRC.
   - 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.

Bidder understands this requirement and shall meet or exceed it? Yes

20.4.8.2 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 a single MPLS port or access circuit with a transport speed greater than or equal to 200 Mbps.

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:

MPLS

Objectives:

The objective restoral time will be:

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

Rights and Remedies:

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

Bidder understands this requirement and shall meet or exceed it? Yes

20.4.8.3 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) network up to and including the Provider Edge (PE) 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:

MPLS

Objectives:

The objective restoral time will be:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
MPLS	≤ 1 Hour	≤ 30 Minutes	≤ 15 Minutes	S

Rights and Remedies:

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

Bidder understands this requirement and shall meet or exceed it? Yes

20.4.8.4 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:

MPLS

Objectives:

The objective restoral time will be:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
MPLS	≤ 30 Minutes	N/A	≤ 15 Minutes	P

Rights and Remedies:

1. Per Occurrence:
    - 100% credit or refund of the TMRC 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 this requirement and shall meet or exceed it? Yes

20.4.8.5 Delay – Round Trip Transmission for MPLS Services (M-S)

SLA Name: Delay – Round Trip Transmission for MPLS Services

Definition:

The average round trip transfer delay measured from the Customer Edge (CE) to the remote CE back to CE (Site A to Site Z to Site A) within the geographic confines of the state of California.

Measurement Process:

The End-User/Customer is responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the Customer suspects the delay is not meeting the committed level. CALNET CMO shall determine the sample interval, provided that a minimum of 100 pings or more shall constitute a test. The Contractor shall provide timely verification, consistent with industry standards. Trouble tickets opened as Delay – Round Trip Transmission for MPLS Services shall not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable.

Service(s):

MPLS

Objective(s):

Based on a 1,000 byte ping:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
MPLS ≥ 1.536 Mbps to < 10 Mbps	< 400ms	N/A	< 340ms	P
MPLS ≥ 11 Mbps to < 100 Mbps	< 400ms	N/A	< 340ms	P
MPLS ≥ 100 Mbps	< 400ms	N/A	< 340ms	P

Rights and Remedies:

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

Bidder understands this requirement and shall meet or exceed it? Yes

20.4.8.6 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:

MPLS

Objectives:

The Unavailable Time objective shall not exceed:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
MPLS	16 Hours	12 Hours	8 Hours	S

Rights and Remedies:

1. Per Occurrence:
    - 100% credit or refund of the TMRC 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 this requirement and shall meet or exceed it? Yes

20.4.8.7 Managed Service Proactive Notification (M-S)

SLA Name: Managed Service Proactive Notification

Definition:

The proactive outage notification provides credits if the Contractor fails to open a trouble ticket and notify Customer of an Outage for a managed router or managed IP enabled device service. Notification to the Customer shall occur through means agreed to by Contractor and CALNET CMO.

An Outage is defined as an unscheduled period in which the managed router service is 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:

The Outage Duration start shall be determined by the first Contractor network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. The Contractor has fifteen minutes (Notification Period) to notify the Customer from the start point of the first network alarm. The Contractor is in compliance with the proactive outage notification SLA if the Customer opened the trouble ticket prior to the network alarm or Customer is notified by the Contractor within the Notification Period.

Services:

MPLS Access Transport Speeds
MPLS Port Transport Speeds
MPLS Port, Access and Layer 3 Bundled Transport Speeds

Objectives:

15 Minutes

Rights and Remedies:

1. Per Occurrence:
    - Customer will receive a credit or refund equal to 10% of the TMRC for each Contractor Managed Service (Circuit ID) that was impacted during an outage if the Customer was not proactively notified within the notification period.
2. Monthly Aggregated Measurements:
    - N/A

Bidder understands this requirement and shall meet or exceed it? Yes

20.4.8.8 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 this requirement and shall meet or exceed it? Yes

20.4.8.9 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 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 (Features must be installed with service except when listed below.	Committed Interval Days	Coordinated/Managed Project
MPLS Access Transport Speeds	35	Coordinated/Managed Project
MPLS Port Transport Speeds	35	Coordinated/Managed Project
MPLS Port, Access and Layer 3 Bundled Transport Speeds	45	Coordinated/Managed Project

Objectives:

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

Objective 2: Monthly Average percent by service type:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
MPLS Access Transport Speeds	≥ 90%	N/A	≥ 95%	P
MPLS Port Transport Speeds	≥ 90%	N/A	≥ 95%	P

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
MPLS Port, Access and Layer 3 Bundled Transport Speeds	≥ 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 this requirement and shall meet or exceed it? Yes

20.4.8.10 Time to Repair (TTR) (M-S)

SLA Name: Time To Repair (TTR)

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:

MPLS

Objectives:

The Unavailable Time objective shall not exceed:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
MPLS	6 Hours	5 Hours	4 Hours	S

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 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 this requirement and shall meet or exceed it? Yes

20.4.8.11 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 this requirement and shall meet or exceed it? Yes

20.4.8.12 Proposed Unsolicited Offerings

The Contractor shall provide SLAs as defined in SLA Section 20.3.8 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 this requirement and shall meet or exceed it? Yes

20.4.8.13 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 Section 20.4.8.

Bidder understands this requirement and shall meet or exceed it? Yes