INVITATION FOR BID

IFB C4DNCS19

Data Networks and Communications Services

CATEGORY 22 – CLOUD-HOSTED VOIP SERVICES

Mergent Systems, Inc.

Statement of Work

TECHNICAL REQUIREMENTS

September 14, 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	Description
1	02/21/2024	Updated Catalog for accepted unsolicited items in Tables 22.2.3.b, 22.2.4.b, 22.3.3.b. Changed Bidder's Product Identifier in Table 22.2.6.a.
3	07/01/2025	Table 22.2.3.b – Added new product offerings Table 22.2.4.b – Added new product offerings
4	09/29/2025	Table 22.2.3.b – Added new product offerings
5	02/28/2026	Table 22.2.3.b – Added new product offerings

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TECHNICAL REQUIREMENTS

CATEGORY 22 – Cloud-Hosted VoIP Services

22.1 OVERVIEW

This Category 22 IFB C4DNCS19 (IFB) provides the State's solicitation for best value solutions for Cloud-Hosted VoIP Services. This IFB also describes the technical requirements necessary to support the CALNET program requirements.

This IFB will be awarded to Bidders that meet the award criteria as described in IFB C4DNCS19 Part 1, Bid Evaluation. The CALNET Data Networks and Communications (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).

22.1.1 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? Yes**"**

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? Yes"

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.**

22.1.2 Designation of Requirements

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

Costs associated with services shall be included in the prices provided by the Bidder for the individual items included in the 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.

22.1.3 Pacific Time Zone

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

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

22.2 CLOUD-HOSTED VOIP SERVICES

22.2.1 Cloud-Hosted VoIP Services Requirements

22.2.1.1 Hosted Services

- The Contractor's Cloud-Hosted VoIP Services shall be hosted by the Contractor with all components residing outside of the Customer's premises.

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

- The Contractor shall not use State property for the deployment, collocation, or supplementation of the Contractor's network signaling and management, call control and setup, or access to other Public Switched Telephone Network (PSTN) or VoIP network providers with the

exception of equipment required to provide Site Survivability Network Failure as described in Section 22.2.4.1.

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

22.2.1.2 Logical Design

The Contractor's logical design for the Cloud-Hosted VoIP Services shall take into consideration telephony services that can be accessed both internally among directly-connected Customers and externally by remote End-Users.

22.2.1.2.1 Directly-Connected Customers

The Contractor shall only allow End-Users working within their Customer office location to access Cloud-Hosted VoIP Services over a CALNET Contractor's private network connection, as depicted in Figure 22.2.1.2.

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

22.2.1.2.2 Remote End-Users

The Cloud-Hosted VoIP Services shall allow Remote End-Users working outside of their Customer office location to access Cloud-Hosted VoIP Services over a public internet connection, as depicted in Figure 22.2.1.2.

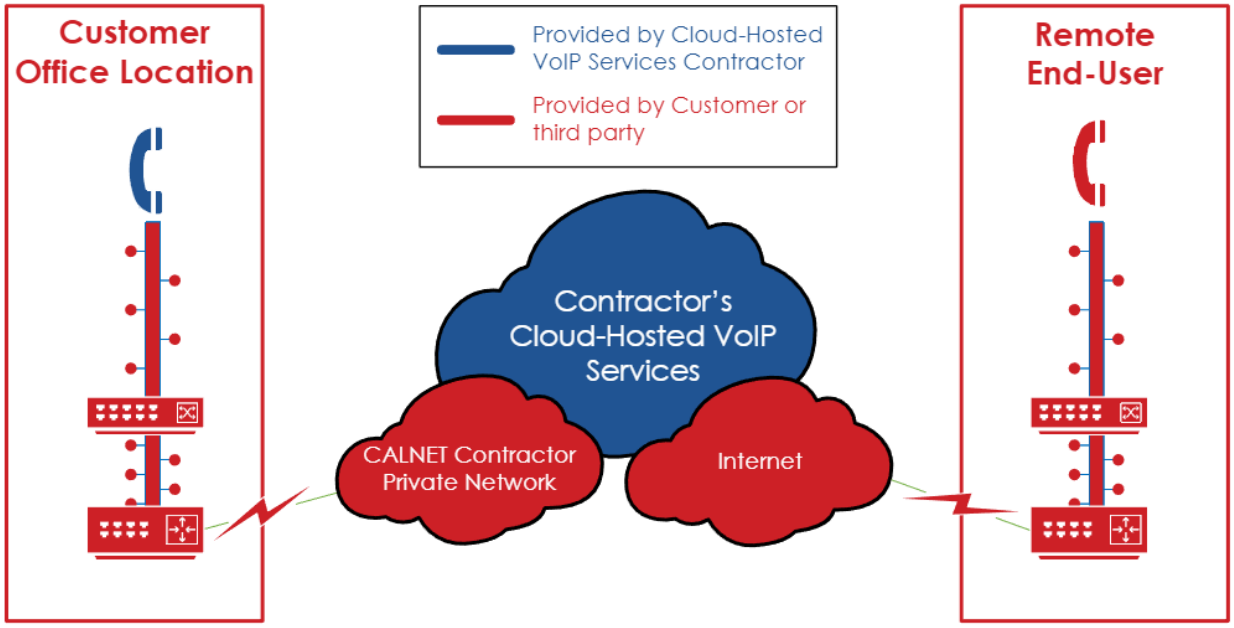
Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.2.3 LAN and WAN Access

All LAN and WAN functionality, components, cabling, equipment, and remediation shall be the responsibility of the Customer and shall be acquired elsewhere, as depicted in Figure 22.2.1.2.

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

Figure 22.2.1.2 Cloud-Hosted VoIP Services Logical Design



22.2.1.3 Cloud-Hosted VoIP Services Connectivity Diagrams

The Bidder shall provide electronic connectivity diagrams with their proposal. The electronic drawings shall be in .dwg, .dfx, .vsd, .pdf, or any mutually agreed format. Connectivity diagrams shall include logical representations of all critical elements, including where services are hosted and how access to the PSTN is provided.

The Contractor shall provide revisions or hard copies upon CALNET Program request.

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

22.2.1.4 Cloud-Hosted VoIP Services Implementation

22.2.1.4.1 Cloud-Hosted VoIP Services Site Survey

The Contractor shall provide a Site Survey Analysis to the Customer included in the nonrecurring Cloud-Hosted VoIP Service Package per seat price. The Contractor's Site Survey Analysis shall identify the steps required to facilitate a successful Cloud-Hosted VoIP Services

implementation and identify the steps required to correct any deficiencies.

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

The Contractor's Site Survey shall include, at a minimum, the following details:

1. Customer site bandwidth requirements;
2. Customer LAN and WAN routing requirements;
3. Customer LAN and WAN security requirements;
4. Customer site wiring requirements; and,
5. Quality of Service (QoS) requirements, including configuration options, traffic prioritization, and queuing methods.

The Contractor shall describe anything else included in their Site Survey.

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

Bidder's Description:

In addition to the items listed above, our standard site survey includes power management and battery backup considerations, observability requirements, and physical inspection of closets and cabling. As needed, surveys may include signal and bandwidth strength testing for cellular connectivity and/or radio coverage.

22.2.1.4.2 Implementation Schedule

The Contractor shall provide the Customer with an Implementation Schedule for completing the installation of the Cloud-Hosted VoIP Services. The Implementation Schedule shall include milestones for all facets of the engineering, implementation, and testing activities required to implement the Cloud-Hosted VoIP Services.

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

22.2.1.4.3 Testing and Acceptance

The Contractor shall execute acceptance testing in accordance with the Testing and Acceptance Plan.

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

22.2.1.4.3.1 Testing and Acceptance Plan

The Contractor shall create a Testing and Acceptance Plan, approved by the Customer, prior to performing any testing activities. The Testing and Acceptance Plan shall outline the testing activities to be performed, describe roles and responsibilities, and define acceptance criteria.

The Contractor shall provide the Customer with an updated Testing and Acceptance Plan upon completion of each testing activity.

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

22.2.1.5 Cloud-Hosted VoIP Services Security

22.2.1.5.1 Network Security

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

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

22.2.1.5.2 Physical Security

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

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

22.2.1.5.3 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 the Requirement and shall meet or exceed it? Yes

22.2.1.6 Emergency Services

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

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

22.2.1.6.1 Enhanced 911 Database Updates

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

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

22.2.1.6.1.1 Dynamic Location Mapping

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

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

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

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

Bidder's Description:

Our manual 911 and E911 solution provides an emergency service designed for organizations with a hybrid or nomadic workforce. It provides dynamic location support and a network that routes emergency calls to Public Safety Answering Points (PSAP). This solution complies with the specific requirements of Kari's Law and RAY BAUM's Act (including Phase 2).

The service provides the ability to have different emergency call back numbers for different areas within the enterprise or organization. Specific Emergency Callback Numbers (ECBN) can be configured per user. Once configured, when an emergency call is made by a user their configured ECBN is presented to the

PSTN provider. The Public Safety Answer Point (PSAP), which is where emergency calls are routed, responds and then the call is mapped to the assigned Emergency Service Address (ESA). The ESA is the address that the PSAP receives indicating the location of the emergency caller.

Dispatchable Locations for the voice service may include the civic address, municipality name, building, as well as enhanced location information. Examples of enhanced location information are room numbers and floors. Dispatchable Locations are entered into a central portal and provided to the RedSky service for relay to the E911 service.

For HELD (HTTP Enabled Location Delivery) capable multiplatform firmware (MPP), location detection is based on network discovery. Network discovery may include LLDP (Link Layer Discovery Protocol, BSSID (Basic Services Set Identifier), VLAN (Virtual Local Area Network), and Access Point MAC. MPP devices use HELD to report their network environment upstream to the RedSky HELD service. RedSky analyzes this upstream information and determines the detachable location based on the wiremap information entered in to the RedSky portal.

Non-HELD endpoints are deployed with static dispatchable location information associated with the E.164. The same method is used if the location of the HELD capable devices cannot be determined.

Redsky uses all information available for each call to provide the most specific information possible whether static or dynamic. E911 Anywhere routes the call to the PSAP and provides location information using the E911 system.

22.2.1.6.1.2 Remote End-User Location Mapping

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

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

The Bidder shall describe their Remote End-User Location Mapping solution in the Bidder's Description. The Bidder's Description shall be no

more than three pages and must include a technical description of the following items.

1. How the Bidder's solution will determine the most accurate location data available. The Bidder must include device-specific detail if determining location varies across different types of devices.
2. How the Bidder's solution will require the End-User to immediately designate their physical location. The Bidder must demonstrate how End-Users are able to designate their physical location within the softphone application. Requiring an End-User to call in or use a separate portal to designate their location is not an acceptable solution.
3. Any other means used to pass the End-User's dispatchable location to the PSAP.

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

Bidder's Description:

RAY BAUM'S Act Phase 2 began in January 2022, and requires emergency calls to send a correct dispatch address for non-fixed devices and for nomadic users. This E911 service provides the configurations and settings to meet the regulatory requirements. When a user makes an emergency call from the line that belongs to different location, the emergency calls will be routed to nearest PSAP location based on the physical location of the device.

Dynamic location detection for devices that move within the premise.

- For HELD capable multiplatform firmware (MPP), location detection is based on network discovery. MPP devices use a protocol called HTTP Enabled Location Delivery (HELD) to report their network environment information (upstream LLDP enabled switch, wireless access points (WAP) BSSID, IP address, or their MAC addresses) to the RedSky HELD service.

Dynamic location detection for mobile clients that go off premises.

- For HELD+ capable applications on desktop and mobile platforms (tablets) that do not have a cellular connection, location detection is based on network discovery which includes the wireless access points (WAP) BSSID, IP address, and upstream gateway default MAC address. When the application determines that the device is in a known location, the user's location is updated automatically. On sign-in, if the application detects that the device has moved to an unrecognized location, the user is prompted to update a new address.

However, if the user is already signed in when an unrecognized location is detected, then the user receives a visual indication to update their location if desired. The E911 provider network validates and stores the new location in its database. When the user makes a 911 call from the application, this address is used as the emergency dispatch address.

Fixed device location detection. These are devices that do not move.

- Telephone Number Based Location Detection: For non-HELD capable devices, which includes mobile devices without cellular access, softphone clients, ATAs, DECT systems, and any other customer premises equipment (CPE), location determination is based on the Caller ID asserted in the test or emergency call.

When using the E911 service the following methods are used to determine location for different client types:

- For HELD+ capable applications on desktop and mobile platforms (tablets) that do not have a cellular connection, location detection is based on network discovery just like the HELD devices.

- The application on a mobile platform with a cellular connection does not use RedSky. These mobile devices send emergency calls directly on the cellular network with the native dialer, which provides location information.

- MPP devices supporting the HELD protocol provide network connectivity and device information in a HELD transaction. RedSky analyzes it to identify dispatchable location information based on the wiremap (network discovery information) that was provisioned in RedSky's portal.

- Non-HELD capable endpoints are provisioned using static dispatchable location information associated with an E.164 caller ID. This phone number-based address is also used if a HELD capable MPP device's network location can't be determined using network discovery.

In the event the location cannot be determined with confidence via integrated and automatic, or user prompted methodologies; the 911 call will be directed to a 24/7 emergency calling relay center. The relay center agent works with the caller to determine how best to route the emergency call.

22.2.1.7 Softphone Support

The Contractor shall support softphone applications for personal computers and mobile devices that allow End-Users to place and receive calls without a dedicated telephone.

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

22.2.1.8 Software Updates

The Contractor shall provide all software and ongoing software patches or upgrades required to deliver the Cloud-Hosted VoIP Services.

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

22.2.1.9 Interoperability with Other CALNET Technologies

If the Contractor is awarded a CALNET Contract for Converged VoIP services, SIP Trunking services, or Standalone VoIP services, this Cloud-Hosted VoIP Services shall be interoperable with the other services and the State shall not incur any charges for calls between these services.

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

22.2.1.10 On-Net Calling

The Contractor's Cloud-Hosted VoIP Services shall provide unlimited On-Net calling for both domestic and international calls at no additional charge. On-net calling is defined as calling from an End-User who uses the Contractor's Cloud-Hosted VoIP Services to another End-User who uses the Contractor's Cloud-Hosted VoIP Services. If the Contractor offers SIP Trunking, Converged VoIP, or Standalone VoIP under another CALNET contract, Cloud-Hosted VoIP Services calls terminating at such a site shall be considered On-Net.

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

22.2.1.11 Off-Net Calling

The Contractor's Cloud-Hosted VoIP Services shall provide Off-Net calling within the 50 United States, the District of Columbia, the Virgin Islands, and Puerto Rico at no additional charge.

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

22.2.1.12 Mobile Integration

Mobile Integration provides End-Users with a single identity that lets them handle calls with equal ease via any Endpoint Device.

22.2.1.12.1 Mobile Device APIs

If the Contractor's Cloud-Hosted VoIP Services integrate with other call-related apps on mobile devices, the Contractor shall utilize Apple CallKit and/or Google ConnectionService Application Programming Interfaces (APIs).

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

22.2.1.12.2 Ongoing Call Transfer

The Contractor's Cloud-Hosted VoIP Services shall allow End-Users to transfer an ongoing call between a mobile phone, softphone, or desktop phone.

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

22.2.1.12.3 Find Me/Follow Me

The Contractor's Cloud-Hosted VoIP Services shall allow End-Users to configure incoming calls to ring multiple phones simultaneously or sequentially. End-Users may designate mobile phones, softphones, and/or desktop phones to participate in Find Me Follow Me Call Forwarding.

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

22.2.1.13 Cloud-Hosted VoIP Services Minimum Features

The Contractor shall provide the following features included in the Cloud-Hosted VoIP Service Packages.

22.2.1.13.1 Audio Compression Format

The Contractor's Cloud-Hosted VoIP Services shall utilize low-latency audio codecs (e.g., Internet Low Bit Rate Codec (iLBC), Opus, etc).

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

22.2.1.13.2 Number Portability

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

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

22.2.1.13.3 Call Quality

The Contractor's Cloud-Hosted VoIP Services call quality shall have a Mean Opinion Score (MOS) of 3.7 or higher.

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

22.2.1.13.4 Facsimile over Internet Protocol Support

The Contractor shall support Facsimile over Internet Protocol (FoIP) as a hosted service.

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

22.2.1.13.5 9XX Blocking

The Contractor shall not process any calls to or from 9xx-xxx-xxxx numbers.

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

22.2.1.13.6 Auto Attendant

The Contractor's Cloud-Hosted VoIP Services shall allow Customers to configure and modify an Auto Attendant service that automatically answers incoming calls within a predefined number of rings without assistance from a live attendant.

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

22.2.1.13.7 Call Hold

The Contractor's Cloud-Hosted VoIP Services shall allow an End-User to put a caller on hold and retrieve them from the hold state.

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

22.2.1.13.8 Call Notify

The Contractor's Cloud-Hosted VoIP Services shall allow an End-User to define criteria that causes missed calls to initiate an email notification.

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

22.2.1.13.9 Call Park

The Contractor's Cloud-Hosted VoIP Services shall allow a call to be parked at an End-User's number for retrieval by another End-User line. This capability shall be administered on an individual station basis according to the Customer's needs.

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

22.2.1.13.10 Conference

The Contractor's Cloud-Hosted VoIP Services shall allow an End-User to establish a multiparty conference connection of a minimum of three conferees, including themselves, without attendant assistance.

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

22.2.1.13.11 Call Waiting

The Contractor's Cloud-Hosted VoIP Services shall alert the End-User to a second incoming call when the End-User is currently engaged in a call.

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

22.2.1.13.12 Caller ID

The Contractor's Cloud-Hosted VoIP Services shall display the phone number of the calling party on the End-User's Endpoint Device.

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

22.2.1.13.13 Conference Bridge

The Contractor's Cloud-Hosted VoIP Services shall allow callers from diverse locations and platforms to dial into a specified telephone number to participate in a conference call.

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

22.2.1.13.14 Direct Inward Dial

The Contractor's Cloud-Hosted VoIP Services shall allow Direct Inward Dial (DID), including single line appearance.

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

22.2.1.13.15 Directory Phone Display

The Contractor's Cloud-Hosted VoIP Services shall display a directory of the Customer's End-Users via the Endpoint Device.

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

22.2.1.13.16 Extension Dialing

The Contractor's Cloud-Hosted VoIP Services shall allow an End-User to reach all other On-Net End-Users within the same Customer by dialing the fewest number of digits, taking into account size of deployment, number contention, and E911 emergency requirements.

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

22.2.1.13.17 Group Pickup

The Contractor's Cloud-Hosted VoIP Services shall allow an incoming call to be picked up from any one of a predefined group of Endpoint Devices.

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

22.2.1.13.18 Hunt Groups

The Contractor's Cloud-Hosted VoIP Services shall allow inbound calls to be routed to a predetermined sequence of telephone numbers until it is answered.

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

22.2.1.13.19 Message Waiting Indicator

The Contractor's Cloud-Hosted VoIP Services shall provide a visual indication on an Endpoint Device that a message is in queue for review.

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

22.2.1.13.20 Multi-Line Appearance

The Contractor's Cloud-Hosted VoIP Services shall allow multiple line appearances on an End-User's Endpoint Device.

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

22.2.1.13.21 Redial

The Contractor's Cloud-Hosted VoIP Services shall allow an End-User to automatically originate a call to the last number dialed from their Endpoint Device.

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

22.2.1.13.22 Unified Messaging

The Contractor's Cloud-Hosted VoIP Services shall provide End-Users access to voicemail and fax messages through the same inbox or interface as the Customer's email client. The Bidder shall identify which email clients are supported by their Cloud-Hosted VoIP Services in the Bidder's Description.

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

Bidder's Description:

Outlook integration

Our solution allows end-users to manage and access their fax and voicemail messages according to their individual needs on their preferred email client. Supported platforms include Outlook, Office 365, and G Suite.

22.2.2 Desktop Handsets

The Contractor shall make Desktop Handsets available as part of the Cloud-Hosted VoIP Service Packages described in Section 22.2.3. Desktop Handsets shall be provided by the Contractor, but will connect directly to the Customer's LAN infrastructure.

Desktop Handsets shall be available in the configurations defined below.

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

22.2.2.1 Standard Handset Features

Standard handsets shall include the following features:

1. Single line;
2. LCD Display;
3. Full Duplex Hands Free Speakerphone;
4. Visual message waiting indicator;
5. Ring volume control;
6. Minimum of three programmable function keys or a soft key interface;
7. Single Ethernet port;
8. ADA Compliant Section 508;
9. Power over Ethernet (PoE) Support; and,
10. Alternating Current (AC) power supply.

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

22.2.2.2 Midrange Handset Features

Midrange handsets shall include the following features in addition to the standard handset features described in Section 22.2.2.1:

1. Minimum three lines;
2. Intercom feature;
3. Two Ethernet Ports;
4. 3 Way conferencing; and,
5. End-User Configurable Contact Directory.

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

22.2.2.3 Attendant Handset Features

Attendant handsets shall include the following features in addition to the midrange handset features described in Section 22.2.2.2:

1. Minimum of six lines;
2. Expansion Module(s) capability; and,
3. Directory integration.

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

22.2.2.4 Conference Room Speakerphone Features

Conference room speakerphones shall include the following features:

1. Full duplex;
2. Expansion microphone compatible;
3. Ethernet Connection;
4. LCD display;
5. Lightweight Directory Access Protocol (LDAP) and/or Active Directory (AD) integration;
6. PoE Support; and,
7. AC Power Supply.

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

22.2.3 Cloud-Hosted VoIP Service Packages

The Contractor shall provide the following five per-seat pricing options.

1. Cloud-Hosted VoIP Service package that includes a Standard Handset.
2. Cloud-Hosted VoIP Service package that includes a Midrange Handset.
3. Cloud-Hosted VoIP Service package that includes an Attendant Handset.
4. Cloud-Hosted VoIP Service package that includes a Conference Room Speakerphone.
5. Cloud-Hosted VoIP Service package that does not include a Desktop Handset. This package is for End-Users who are working remotely or wish to enhance existing CALNET VoIP services where Desktop Handsets are already present.

The Bidder shall provide the Cloud-Hosted VoIP Service Packages described in Table 22.2.3.a

Table 22.2.3.a – Cloud-Hosted VoIP Service Packages

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	Cloud-Hosted VoIP Service Package with Standard Handset	Cloud-Hosted VoIP Service package that includes a Standard Handset as described in Section 22.2.2.1.		MS22231	Yes
2	Cloud-Hosted VoIP Service Package with Midrange Handset	Cloud-Hosted VoIP Service package that includes a Midrange Handset as described in Section 22.2.2.2.		MS22232	**Yes**
3	Cloud-Hosted VoIP Service Package with Attendant Handset	Cloud-Hosted VoIP Service package that includes an Attendant Handset as described in Section 22.2.2.3.		MS22233	**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	Cloud-Hosted VoIP Service Package with Conference Room Speakerphone	Cloud-Hosted VoIP Service package that includes a Conference Room Speakerphone as described in Section 22.2.2.4.		MS22234	**Yes**
5	Cloud-Hosted VoIP Service Package Without Desktop Handset	Cloud-Hosted VoIP Service package that does not include a Desktop Handset.		MS22235	**Yes**

The Contractor may offer additional Unsolicited Cloud-Hosted VoIP Service Package features in Table 22.2.3.b.

Table 22.2.3.b – Unsolicited Cloud-Hosted VoIP Service Package Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	Managed Services Supporting Cloud-based VoIP deployment		
2	Managed Hardware as a Service (MHaaS) basic wireless headset	MS22238	Deployment of basic wireless headset. Must be ordered with MS22308 Monthly Managed Service

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
3	Managed Hardware as a Service (MHaaS) business wireless headset	MS22237	Deployment of business wireless headset. Must be ordered with MS22306 Monthly Managed Service.
4	Managed Hardware as a Service (MHaaS) executive wireless headset	MS22236	Deployment of executive wireless headset. Must be ordered with MS22304 Monthly Managed Service.
5	Managed Hardware as a Service (MHaaS) Wired Headset Basic	MS22311	Deployment of basic wired headset. Must be ordered with MS22308 Monthly Managed Service
6	Managed Hardware as a Service (MHaaS) Wired Headset Business	MS22312	Deployment of business wired headset. Must be ordered with MS22306 Monthly Managed Service.
7	Managed Hardware as a Service (MHaaS) Wired Headset Executive	MS22313	Deployment of executive wired headset. Must be ordered with MS22304 Monthly Managed Service.
8	Monthly MHaaS Headset - Basic	MS22308	Monthly managed service charge for basic headset – covers support and warranty. Must be ordered with either MS22238 or MS22311.
9	Monthly MHaaS Headset Business	MS22306	Monthly managed service charge for business headset – covers support and warranty. Must be ordered with either MS22312 or MS22237.
10	Monthly MHaaS Headset Executive	MS22304	Monthly managed service charge for executive headset – covers support and warranty. Must be ordered with MS22236 or MS22313.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
11	Deployed MHaaS Standard Phone	MS22309	Deployment of Standard phone. Must be ordered with MS22298.
12	Deployed MHaaS midrange Phone	MS22239	Deployment of midrange phone. Must be ordered with MS22299.
13	Deployed MHaaS attendant Phone	MS22240	Deployment of attendant phone. Must be ordered with MS22300.
14	Deployed MHaaS executive Phone	MS22241	Deployment of executive, feature-rich phone. Must be ordered with MS22301.
15	Deployed MHaaS Conference Phone	MS22310	Deployment of a conference phone. Must be ordered with MS22302.
16	Monthly MHaaS Phone Standard	MS22298	Monthly service charge for managed standard phone. Must be ordered with MS22309.
17	Monthly MHaaS Phone Midrange	MS22299	Monthly service charge for managed midrange phone. Must be order ordered with MS22239.
18	Monthly MHaaS Phone Attendant	MS22300	Monthly service charge for managed Attendant phone. Must be ordered with MS22240.
19	Monthly MHaaS Phone Executive	MS22301	Monthly service charge for managed executive phone. Must be ordered with MS22241.
20	Monthly MHaaS Conference Phone	MS22302	Monthly service charge for managed conference phone. Must be ordered with MS22310.
21	Video Room Setup Small	MS22293	Deployment fee for standard small conference room – per room. Must include a managed video conferencing service.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
22	Video Room Setup Medium	MS22294	Deployment fee for standard medium conference room – per room. Must include a managed video conferencing service.
23	Video Room Setup Large	MS22295	Deployment fee for standard large conference room – per room. Must include a managed video conferencing service.
24	Video Room Setup XL	MS22296	Deployment fee for standard XL conference room – per room. Must include a managed video conferencing service.
25	Managed Video Conferencing Service - Executive Basic	MS22275	Video Conferencing Service - Executive Basic full bundle includes CODEC, Camera, Microphone, Remote Control, Planning and Design, Management & 8x5 Maintenance – OFE Display
26	Managed Video Conferencing Service - Enhanced Executive	MS22276	Video Conferencing Service Executive Enhanced full bundle includes CODEC, Camera, Microphone, Touch Panel Control, Planning and Design, Management & 8x5 Maintenance. OFE Display
27	Managed Video Conferencing Service - Small Room	MS22277	Video Conferencing Service Small Room full bundle includes CODEC, Camera, Microphone, Touch Control, Planning and Design, Management & 8x5 Maintenance. Dual Display Capable. OFE Display(s)
28	Managed Video Conferencing Service - Medium Room	MS22278	Video Conferencing Service Medium Room full bundle includes CODEC, Camera, Microphone, Touch Control, Planning and Design, Management &

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			8x5 Maintenance. Dual Display Capable. OFE Display(s)
29	Managed video conference service - M/L Room	MS22292	Video Conferencing Service M/L Room full bundle includes CODEC, Camera, Microphone, Touch Control, Planning and Design, Management & 8x5 Maintenance. Dual Display Capable. OFE Display(s)
30	Managed Video Conferencing Service - Large Room	MS22279	Video Conferencing Service Large Room full bundle includes CODEC, Dual Cameras, Microphones, Touch Control, Planning and Design, Management & 8x5 Maintenance. Dual Display Capable. OFE Display(s)
31	Managed Video Conferencing Service - All-in-one Single Display	MS22280	Video Conferencing Service Large Room full bundle includes CODEC, Dual Cameras, Microphones, Touch Control, Planning and Design, Management & 8x5 Maintenance. Dual Display Capable. OFE Display(s)
32	Managed Video Conferencing Service - Small Display Option	MS22281	Video Conferencing Service - 55"-65" Display option with mounting hardware, Management & 8x5 Maintenance
33	Managed Video Conferencing Service - Medium Display Option	MS22282	Video Conferencing Service - 66"-75" Display option with mounting hardware, Management & 8x5 Maintenance
34	Managed Video Conferencing Service - Large Display Option	MS22283	Video Conferencing Service - 76"-90" Display option with mounting hardware, Management & 8x5 Maintenance

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
35	Managed Video Conferencing Service - Expansion Microphone	MS22284	Video Conferencing Service - Tabletop Expansion Microphone for Video Conferencing System, Management & 8x5 Maintenance
36	Work From Home Standard Bundle	MS22288	Managed Service bundle - Camera with mic and standard headset
37	Managed PoE Switch Small	MS22285	Mergent managed 8 Port PoE Switch. Includes power cord and Mergent Professional installation. Must be sold in conjunction with voice or video managed services.
38	Managed PoE Switch Medium	MS22286	Mergent manged 16 Port PoE Switch. Includes power cord and Mergent Professional installation. Must be sold in conjunction with voice or video managed services.
39	Managed PoE Switch Large	MS22287	24 Port PoE Switch. Includes power cord and Mergent Professional installation. Must be sold in conjunction with voice or video managed services.
40	Managed Hardware and Service for Custom Requirements		
41	Base License	MS22255	Cloud registration and gateway service license – as needed by deployment requirements
42	Rack for Media Converter supporting video conference room deployment	MS22251	Additional rack for a video conference room deployment
43	Integration of 3rd party camera	MS22257	Integration of OFE camera

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
44	Vyopta CPM Suite Professional - Video Room	MS42210	Vyopta Collaboration Performance Management Suite Professional – Video Endpoint (up to 7 days of dial back monitoring and 3 years of analytics storage)
45	Vyopta CPM Suite Professional - User	MS42211	Vyopta Collaboration Performance Management Suite Professional – Video Endpoint (up to 7 days of dial back monitoring and 3 years of analytics storage)
46	Vyopta CPM Suite Professional - One Phone	MS42212	Vyopta Collaboration Performance Management Suite Professional – Common Area Phone (up to 7 days of dial back monitoring and 3 years of analytics storage)
47	Vyopta Workplace Insights - Video	MS42213	Vyopta Workplace Insights for Video Conference Spaces. Track and Optimize Space Utilization – Addon for CPM Suite
48	Vyopta Workplace Insights - Nonvideo	MS42214	Vyopta Workplace Insights for non-Video shared spaces. Track and Optimize Space Utilization – Add-on for CPM Suite
49	Vyopta SAML SSO RR	MS42215	SAML Single Sign-On for Vyopta vAnalytics
50	Expanded Management Services		
51	Cloud IP Based 4 HDD channel recording management solution	MS22246	4-Channel recording license and deployment of managed hardware. Must be sold with MS22324.
52	Cloud IP Based 8 HDD channel recording management solution	MS22245	8-channel recording license and deployment of managed hardware. Must be sold with MS22324.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
53	Cloud IP Based 16 HDD channel recording management solution	MS22244	16-channel recording license and deployment of managed hardware. Must be sold with MS22324.
54	Support, Management and monitoring of channel recording system	MS22324	Managed Hardware as a Service, channel recording system. Must be sold with a Channel Recording Management Solution.
55	Cloud Based Video Management Appliance Base	MS22248	Onboarding and integration of the cloud-based management portal, base level. Must be sold with MS22249.
56	Cloud Based Video Management Appliance Business	MS22247	Onboarding and integration of the cloud-based management portal, business level. Must be sold with MS22249.
57	Cloud Based Video Management Appliance Advanced	MS22249	Onboarding and integration of the cloud-based management portal, advanced level. Must be sold with Cloud Based Video Management Appliance.
58	Support, management, and monitoring of video management appliance	MS22250	Managed service, cloud based management portal.
59	12x4TB of Cloud Storage for Video	MS22253	Additional storage package video – 12x4TB
60	12x8TB of Cloud Storage for Video	MS22254	Additional storage package video – 12x48TB

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
61	12x16TB of Cloud Storage for Video	MS22252	Additional storage package video – 12x16TB
62	Deployed and installed PTZ 4K Camera	MS22416	Selection, deployment, installation, and management of a PTZ 4K Camera. Must be purchased with a MS22398
63	Maintenance and management of a PTZ 4K Camera	MS22398	Maintenance and management of a PTZ 4K camera. Pairs with MS22416.
64	Audio Enhancement for Video Conference rooms	MS22407	WIRELESS Microphone voice lift SYSTEM (INCLUDES Speakers, mics, transmitter, and switch)
65	Signal extension/distribution	MS22400	Deployed and configured transmission service to manage multiple lines of video
66	Cloud Based Video Management Appliance	MS22401	Cloud-based video management appliance allowing for all-in-one recording, viewing, and management solution for network surveillance systems of up to 42 channels
67	Extended-Def Video Wall Regular - Up to 139"	MS22402	Video wall, standard pitch, up to 139"
68	Extended-Def Video Wall - 140"-165"	MS22403	Video wall, standard pitch, video wall for 140" - 165"
69	Extended-Def Video Wall - 181"-199"	MS22404	Video wall, standard pitch, video wall for 181"-199"
70	Digital Media Kit Deployment	MS22405	Digital Media (Includes signal output, Transmitter/Receivers, and display Option)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
71	Kiosk Kit Deployment - Wall Mount or Floor Mount	MS22406	Digital Media (Includes signal output, Transmitter/Receivers, and display Option)
72	Multimedia Enablement Services Base Subscription - Small Deployment	MS22409	Experience Cloud - small site deployment, Unlimited Users, Unlimited Visits and Appointments, Cloud Hosting, Hardware and Software Maintenance. Includes all Implementation, Configuration, Installation, and Training.
73	Multimedia Enablement Enhancement Subscription - Medium Deployment	MS22410	Experience Cloud - medium site deployment, Unlimited Users, Unlimited Visits and Appointments, Cloud Hosting, Hardware and Software Maintenance. Includes all Implementation, Configuration, Installation, and Training.
74	Multimedia Enablement Complex Subscription - Large Deployment	MS22411	Experience Cloud - large site deployment, Unlimited Users, Unlimited Visits and Appointments, Cloud Hosting, Hardware and Software Maintenance. Includes all Implementation, Configuration, Installation, and Training.
75	Display deployment, installation, and maintenance - Small Display	MS22412	Deployment, installation, and management of a small size display.
76	Display deployment, installation, and maintenance - Medium Display	MS22413	Deployment, installation, and management of a medium size display.
77	Display deployment, installation, and maintenance - Large Display	MS22414	Deployment, installation, and management of a large size display.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
78	Display deployment, installation, and maintenance - Extra Large Display	MS22415	Deployment, installation, and management of a extra large size display.
79	DIGITAL SIGNAGE INTEGRATION	MS22422	Digital Signage Integration into communication system
80	Single Site Multimedia Enablement Services Base Subscription - Small Deployment	MS22424	Experience Cloud - single small site deployment, Unlimited Users, Unlimited Visits and Appointments, Cloud Hosting, Hardware and Software Maintenance. Includes all Implementation, Configuration, Installation, and Training.
81	Single Site Multimedia Enablement Enhancement Subscription - Medium Deployment	MS22425	Experience Cloud - single medium site deployment, Unlimited Users, Unlimited Visits and Appointments, Cloud Hosting, Hardware and Software Maintenance. Includes all Implementation, Configuration, Installation, and Training.
82	Single Site Multimedia Enablement Complex Subscription - Large Deployment	MS22426	Experience Cloud - single large site deployment, Unlimited Users, Unlimited Visits and Appointments, Cloud Hosting, Hardware and Software Maintenance. Includes all Implementation, Configuration, Installation, and Training.
83	FedRAMP CRC Named Host Monthly	MS22700	FedRAMP CRC Named Host Monthly
84	FedRAMP Room Named Host Monthly	MS22701	FedRAMP Room Named Host Monthly
85	CRC Named Host Monthly	MS22702	CRC Named Host Monthly

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
86	Room Named Host Monthly	MS22703	Room Named Host Monthly
87	Level 1 Location services with IR Level 2 BLE	MS22800	Real-time Location Services stream API, IoT Platform services. Smart Locations interface for administrators Level 2 BLE
88	Level 1 Location services with IR Level 3 BLE	MS22801	Real-time Location Services stream API, IoT Platform services. Smart Locations interface for administrators. Level 3 BLE
89	Level 1 Location services with IR for Access Points	MS22802	Real-time Location Services stream API, IoT Platform services. Smart Locations interface for administrators with Access Points
90	Level 2 Location services BLE	MS22803	Real-time Location Services stream API, IoT Platform services. Smart Locations interface for administrators Level 2 with BLE
91	Level 3 Location services BLE	MS22804	Real-time Location Services stream API, IoT Platform services. Smart Locations interface for administrators Level 3 with BLE
92	Location Services for one BLE wireless connectivity point	MS22805	Location Services for one BLE wireless connectivity point
93	Location Services for one Level 1 room with IR	MS22806	Location Services for one Level 1 room with IR
94	Care Assets management	MS22807	Asset location lookup, mobile app, Entity management., PAR level management. elopement, utilization interfaces and asset tag for 1 assets

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
95	Staff Safe solution	MS22808	Staff duress SOC interface, mobile app, staff and entity management
96	EHR FHIR ADT Interface Basic	MS22809	CDR HL7 Outbound Interface Implementation Services Basic
97	EHR Advanced Interface	MS22810	CDR HL7 Outbound Interface Implementation Services Advanced
98	Pexip Connect for Teams Rooms License	MS22900	Enables Microsoft Teams Rooms devices to connect to Zoom, Webex and other SIP enabled meetings or endpoints. License Requirements: 1 license per device, Enterprise wide.
99	Pexip Domain Hosting License	MS22901	Cloud - Domain Hosting . 1 Domain Hosting.
100	Pexip Connect Premium for Microsoft	MS22902	MS Teams Interoperability Premium Bundle License Requirements: 1 license per device, Enterprise wide.
101	Pexip Connect Premium for Google	MS22903	Google Interoperability Premium Bundle License Requirements: 1 license per device Enterprise wide.
102	Pexip Connect Basic for Microsoft License	MS22904	Endpoint License Basic Gateway connection to Teams License Requirements: 1 license per device.
103	Pexip Connect Basic for Google License	MS22905	Endpoint License Basic Gateway connection to Google Meet License Requirements: 1 license per device.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
104	Pexip Concurrent Call License	MS22906	Cloud - Concurrent Call License. License Requirements: 1 license per concurrent call.
105	Pexip Enhanced Room Management License	MS22907	Provides enhanced room management for endpoints. License Requirements: 1 license per device.
106	Pexip BYOC License	MS22908	Bring Your Own Carrier License Per Device. License Requirements: 1 license per device.
107	Pexip Infinity Design - Base Platform License	MS22909	Design Base License for Self-Hosted or Hybrid Deployed Infinity. License Requirements: 1 license per install.
108	Pexip Capacity License	MS22910	Provides capacity for Infinity and can be utilized for Justice solutions. License Requirements: 1 license per call as needed.
109	Pexip Enterprise Room Connector License	MS22911	ERC is a device-based licensing bundle which encompasses everything needed to connect video conferencing rooms. License Requirements: 1 license per device.
110	Pexip FullHD Video License	MS22912	Provides FullHD access for endpoints. 1 license per device. Quantity to match ERC License count.
111	Pexip One-Touch Join License	MS22913	One-Touch Join feature to enter any meeting. 1 license per device.
112	Pexip OTJ Base Room License	MS22914	One-Touch Join base license Includes a single management node and unlimited number of room nodes. 1 License per install.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
113	Pexip Gold Partner Support	MS22915	Gold Partner Tier 3 Escalation Support. .
114	Pexip Subscription Services Basic	MS22916	Basic Engineering Support for ongoing success.
115	Pexip Subscription Services Advanced	MS22917	Advanced Engineering Support for ongoing success.
116	Pexip FedRAMP Bundled License Per Device	MS22918	CONNECT FOR GOVERNMENT ERC Government Bundle
117	Pexip FedRAMP Maintenance	MS22919	Includes support to named representative(s) at end-customer
118	Pexip FedRAMP Teams CVI Concurrent License	MS22920	Government Cloud - Microsoft Teams interoperability license
119	Pexip FedRAMP Maintenance for PEX-PGC-CVI	MS22921	Includes support to named representative(s) at end-customer
120	Pexip Cloud Installation	MS22922	Remote installation of the software for Government Cloud
121	POTS Link Service	MS22923	A Plain Old Telephone Service (POTS) replacement service that replaces landlines with an LTE device to make and receive telephone calls using standard analog telephones. The service includes unlimited data per line + managed support

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
122	Video Room Maintenance Support for Existing Rooms-Small.	MS22924	Video Room Maintenance Support for Existing Rooms- Small. Includes Parts Replacement, software updates, and help desk support. Room must be certified and under current maintenance agreement and not end of life.
123	Video Room Maintenance Support for Existing Rooms-Medium.	MS22925	Video Room Maintenance Support for Existing Rooms- Medium. Includes Parts Replacement, software updates, and help desk support. Room must be certified and under current maintenance agreement and not end of life.
124	Video Room Maintenance Support for Existing Rooms-Large.	MS22926	Video Room Maintenance Support for Existing Rooms- Large. Includes Parts Replacement, software updates, and help desk support. Room must be certified and under current maintenance agreement and not end of life.
125	Digital Signage Setup for Existing Display	MS22927	Digital Signage for Setup existing display. Includes cable, device, and software.
126	Managed Video Conferencing Service - Focus	MS22928	Video Conferencing Service - Focus Room full bundle includes CODEC, Camera, Microphone, Planning and Design, Management & 8x5 Maintenance
127	Managed Video Conferencing Service – Enhanced Focus	MS22929	Video Conferencing Service - Huddle Room full bundle includes CODEC, Camera, Microphone, Planning and Design, Management & 8x5 Maintenance
128	Video Room Setup – Focus Room	MS22930	Deployment fee for standard Focus conference room per room. Must be ordered with MS22928

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
129	Video Room Setup – Enhanced Focus Room	MS22931	Deployment fee for standard Huddle conference room per room. Must be ordered with MS22929
130	High Capacity Analog Service (48 ports)	MS22932	High Capacity Analog Service (48 ports)
131	Low Capacity Analog Service (4 ports)	MS22933	Low Capacity Analog Service (4 ports)
132	Work From Home Standard Bundle	MS22934	Work From Home Standard Bundle
133	Work From Home Executive Bundle	MS22935	Work From Home Executive Bundle
134	Hardware as a Service Conference Phone	MS22936	Hardware as a Service Conference Phone
135	Emergency Notification Board Support Service	MS22937	Emergency Notification Board Support Service, MRC Must be ordered with either MS22938, MS22939, MS22940, MS22941 or MS22942
136	Emergency Notification Board Service - Small	MS22938	Emergency Notification Board Service – Small, NRC must be ordered with MS22937
137	Emergency Notification Board Service - Medium	MS22939	Emergency Notification Board Service – Medium, NRC must be ordered with MS22937
138	Emergency Notification Board Service - Large	MS22940	Emergency Notification Board Service – Large, NRC must be ordered with MS22937
139	Emergency Notification Board Service - XL	MS22941	Emergency Notification Board Service – XL, NRC must be ordered with MS22937

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
140	Emergency Notification Board Service - Outdoor	MS22942	Emergency Notification Board Service – Outdoor, NRC must be ordered with MS22937
141	IP Paging and Notification Server	MS22943	IP Paging and Notification Server
142	IP Speaker Registered to Calling Server Support Service	MS22944	IP Speaker Registered to Calling Server Support Service
143	IP Wall Mount Speaker Registered to Calling Server Support Service	MS22945	IP Wall Mount Speaker Registered to Calling Server Support Service
144	IP Ceiling Speaker Registered to Calling Server Support Service	MS22946	IP Ceiling Speaker Registered to Calling Server Support Service
145	IP Outdoor Speaker Registered to Calling Server Support Service	MS22947	IP Outdoor SpeakerRegistered to Calling Server Support Service
146	Video Room Setup - Enhanced Small	MS22970	Enhanced Setup for a Small Custom Room
147	Video Room Setup - Enhanced Medium	MS22971	Enhanced Setup for a Medium Custom Room
148	Video Room Setup - Enhanced Large	MS22972	Enhanced Setup for a Large Custom Room

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
149	Workplace Enterprise Premier for ZfG Monthly	MS22704	Workplace Enterprise Premier for ZfG Monthly
150	Workplace Enterprise Plus for ZfG Monthly	MS22705	Workplace Enterprise Plus for ZfG Monthly
151	Phone for ZfG Common Area Monthly	MS22706	Phone for ZfG Common Area Monthly
152	Phone for ZfG International Calling add-on Monthly	MS22707	Phone for ZfG International Calling add-on Monthly
153	Phone for ZfG US/Canada Metered Calling Named User Monthly	MS22708	Phone for ZfG US/Canada Metered Calling Named User Monthly
154	Phone for ZfG US/Canada Phone Numbers Monthly	MS22709	Phone for ZfG US/Canada Phone Numbers Monthly
155	Phone for ZfG US/Canada Toll-Free Phone Numbers Monthly	MS22710	Phone for ZfG US/Canada Toll-Free Phone Numbers Monthly
156	Phone for ZfG US/Canada Unlimited Calling Named User Monthly	MS22711	Phone for ZfG US/Canada Unlimited Calling Named User Monthly
157	Phone Power Pack for ZfG Monthly	MS22712	Phone Power Pack for ZfG Monthly
158	Phone Pro for ZfG Monthly	MS22713	Phone Pro for ZfG Monthly

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
159	One Enterprise Plus Monthly	MS22714	One Enterprise Plus Monthly
160	One Enterprise Premier US/Canada Monthly	MS22715	One Enterprise Premier US/Canada Monthly
161	Phone International Calling Add-On Monthly	MS22716	Phone International Calling Add-On Monthly
162	Phone Power Pack Monthly	MS22717	Phone Power Pack Monthly
163	Phone Pro Monthly	MS22718	Phone Pro Monthly
164	Phone US/Canada Metered Calling Named User Monthly	MS22719	Phone US/Canada Metered Calling Named User Monthly
165	Phone US/Canada Phone Numbers Monthly	MS22720	Phone US/Canada Phone Numbers Monthly
166	Phone US/Canada Toll-Free Phone Numbers Monthly	MS22721	Phone US/Canada Toll-Free Phone Numbers Monthly
167	Phone US/Canada Unlimited Calling Named User Monthly	MS22722	Phone US/Canada Unlimited Calling Named User Monthly
168	Zoom Phone for ZfG Monthly Usage Monthly	MS22723	Zoom Phone for ZfG Monthly Usage Monthly
169	Zoom Phone for ZfG Pay As You Go	MS22724	Zoom Phone for ZfG Pay As You Go

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
170	Zoom Phone Monthly Prepay Monthly Usage	MS22725	Zoom Phone Monthly Prepay Monthly Usage
171	Zoom Phone Pay As You Go	MS22726	Zoom Phone Pay As You Go
172	Collaboration Focus Room. Includes HD Camera, Speaker, and Microphone. Optimized for 1-3 people	MS22973	Collaboration Focus Room. Includes HD Camera, Speaker, and Microphone. Optimized for 1-3 people
173	Collaboration Huddle Room. Includes HD Camera, Speaker, and Microphone. Optimized for 3-5 people	MS22974	Collaboration Huddle Room. Includes HD Camera, Speaker, and Microphone. Optimized for 3-5 people
174	UPS Small	MS22975	Small Room 1440VA 1440W 120V Line-Interactive UPS
175	Small EBM (extended battery module)	MS22976	Small Room 48V Extended Battery Module (EBM)
176	UPS Medium	MS22977	Medium Room 3000VA 3000W 120V Line-Interactive UPS
177	Medium EBM (extended battery module)	MS22978	Medium Room 72V Extended Battery Module (EBM)
178	UPS Large	MS22979	2kVA/1.8kW/120V Long-Term Battery Backup
179	Large EBM (extended battery module)	MS22980	Large Room Gen 2 UPS, 6000 VA, 5400 W with EDM

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
180	UPS Extra Large with EBM (Extended Battery Module)	MS22981	XL Room Gen 2 UPS, 6000 VA, 5400 W with EDM
181	AV Cart Prime for Single Display	MS22982	AV Mobile Video Cart for Single Display
182	AV Cart Prime for Dual Display	MS22983	AV Mobile Video Cart for Dual Display
183	135 Inch Diagonal All-In-One Display	MS22984	135 Inch All-In-One Display, 1920x1080, 1.5 mm Pixel Pitch with Stand
184	165 Inch Diagonal All-In-One Display	MS22985	165 Inch All-In-One Display, 1920x1080, 1.5 mm Pixel Pitch with Stand
185	X90 FLEX GRIPSTAND MAGPOWER	MS22986	X90 Cooling Case with Flex Gripstand, magnetic mounting, and continuous charging for iPad 13 IN Pro
186	X30 RUGGEDIZED GRIPSTAND	MS22987	Ruggedized gripstand for iPad devices
187	TOUGHMOUNT 7 for 10 Inch iPad or PC	MS22988	7 or 10 Inch ToughMount for iPad or PC
188	VEHICLE KIT MAGPOWER 2.O AMPS	MS22989	Vehicle Power Kit for Ipad Mount Devices
189	Onsite Support Full Day	MS22990	Full day/Eight Hours Engineering Onsite Support. Includes Technical Assessment, Design, Site Survey, and Analysis
190	Zoom One Pro Monthly	MS22727	Zoom One Pro Monthly. This feature/service may utilize GenAI features/functionality.
191	Standard Biz Monthly	MS22728	Standard Biz Monthly. This feature/service may utilize GenAI features/functionality.
192	Zoom One Enterprise Essentials Monthly (min 50)	MS22729	Zoom One Enterprise Essentials Monthly (min 50) . This feature/service may utilize GenAI features/functionality.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
193	Audio License Unlimited US and Canada Monthly	MS22730	Audio License Unlimited US and Canada Monthly. This feature/service may utilize GenAI features/functionality.
194	500 Participants meeting Monthly	MS22731	500 Participants meeting Monthly. This feature/service may utilize GenAI features/functionality.
195	Zoom Concurrent Meeting Basic Monthly	MS22733	Concurrent Meeting Basic Monthly. This feature/service may utilize GenAI features/functionality.
196	Zoom Concurrent Meeting Plus Monthly	MS22734	Concurrent Meeting Plus Monthly. This feature/service may utilize GenAI features/functionality.
197	Zoom Cloud Recording 1TB	MS22735	Cloud Recording 1TB. This feature/service may utilize GenAI features/functionality.
198	Zoom Cloud Recording 5TB	MS22736	Cloud Recording 5TB. This feature/service may utilize GenAI features/functionality.
199	Zoom Workspace Reservation Monthly	MS22737	Workspace Reservation Monthly. This feature/service may utilize GenAI features/functionality.
200	Zoom Translated Captions Monthly	MS22738	Zoom Translated Captions Monthly. This feature/service may utilize GenAI features/functionality.
201	Zoom Webinar 500 Monthly	MS22739	Webinar 500 Monthly. This feature/service may utilize GenAI features/functionality.
202	Zoom Webinar 1000 Monthly	MS22740	Webinar 1000 Monthly. This feature/service may utilize GenAI features/functionality.
203	Zoom Webinar 3000 Monthly	MS22741	Webinar 3000 Monthly. This feature/service may utilize GenAI features/functionality.
204	Zoom Webinar 5000 Monthly	MS22742	Webinar 5000 Monthly. This feature/service may utilize GenAI features/functionality.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
205	Zoom Webinar 10,000 Monthly	MS22743	Webinar 10000 Monthly. This feature/service may utilize GenAI features/functionality.
206	Zoom Webinar 20,000 Monthly	MS22744	Webinar 20,000 Monthly. This feature/service may utilize GenAI features/functionality.
207	Zoom Webinar 30,000 Monthly	MS22745	Webinar 30,000 Monthly. This feature/service may utilize GenAI features/functionality.
208	Zoom Webinar 50,000 Monthly	MS22746	Webinar 50,000 Monthly. This feature/service may utilize GenAI features/functionality.
209	Zoom Webinars Plus 100 Unlimited Monthly	MS22747	Zoom Webinars Plus 100 Unlimited Monthly. This feature/service may utilize GenAI features/functionality.
210	Zoom Webinars Plus 500 Unlimited Monthly	MS22748	Zoom Webinars Plus 500 Unlimited Monthly. This feature/service may utilize GenAI features/functionality.
211	Zoom Webinars Plus 1,000 Unlimited Monthly	MS22749	Zoom Webinars Plus 1,000 Unlimited Monthly. This feature/service may utilize GenAI features/functionality.
212	Zoom Webinars Plus 3,000 Unlimited Monthly	MS22750	Zoom Webinars Plus 3,000 Unlimited Monthly. This feature/service may utilize GenAI features/functionality.
213	Zoom Webinars Plus 5,000 Unlimited Monthly	MS22751	Zoom Webinars Plus 5,000 Unlimited Monthly. This feature/service may utilize GenAI features/functionality.
214	Zoom Webinars Plus 10,000 Unlimited Monthly	MS22752	Zoom Webinars Plus 10,000 Unlimited Monthly. This feature/service may utilize GenAI features/functionality.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
215	Zoom Webinars Plus 20,000 Unlimited Monthly	MS22753	Zoom Webinars Plus 20,000 Unlimited Monthly. This feature/service may utilize GenAI features/functionality.
216	Zoom Webinars Plus 30,000 Unlimited Monthly	MS22754	Zoom Webinars Plus 30,000 Unlimited Monthly. This feature/service may utilize GenAI features/functionality.
217	Zoom Webinars Plus 50,000 Unlimited Monthly	MS22755	Zoom Webinars Plus 50,000 Unlimited Monthly. This feature/service may utilize GenAI features/functionality.
218	Zoom Events 100 Unlimited Monthly	MS22756	Zoom Events 100 Unlimited Monthly. This feature/service may utilize GenAI features/functionality.
219	Zoom Events 500 Unlimited Monthly	MS22757	Zoom Events 500 Unlimited Monthly. This feature/service may utilize GenAI features/functionality.
220	Zoom Events 1,000 Unlimited Monthly	MS22758	Zoom Events 1,000 Unlimited Monthly. This feature/service may utilize GenAI features/functionality.
221	Zoom Events 3,000 Unlimited Monthly	MS22759	Zoom Events 3,000 Unlimited Monthly. This feature/service may utilize GenAI features/functionality.
222	Zoom Events 5,000 Unlimited Monthly	MS22760	Zoom Events 5,000 Unlimited Monthly. This feature/service may utilize GenAI features/functionality.
223	Zoom Events 10,000 Unlimited Monthly	MS22761	Zoom Events 10,000 Unlimited Monthly. This feature/service may utilize GenAI features/functionality.
224	Zoom Events 20,000 Unlimited Monthly	MS22762	Zoom Events 20,000 Unlimited Monthly. This feature/service may utilize GenAI features/functionality.
225	Zoom Events 30,000 Unlimited Monthly	MS22763	Zoom Events 30,000 Unlimited Monthly. This feature/service may utilize GenAI features/functionality.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
226	Zoom Events 50,000 Unlimited Monthly	MS22764	Zoom Events 50,000 Unlimited Monthly. This feature/service may utilize GenAI features/functionality.
227	Zoom Business for ZfG 350G Named Host Monthly	MS22765	Business for ZfG 350G Named Host Monthly. This feature/service may utilize GenAI features/functionality.
228	Zoom Enterprise for ZfG Named Host Monthly	MS22766	Enterprise for ZfG Named Host Monthly. This feature/service may utilize GenAI features/functionality.
229	Zoom Workplace Enterprise Essentials for ZfG Monthly	MS22767	Zoom Workplace Enterprise Essentials for ZfG Annual. This feature/service may utilize GenAI features/functionality.
230	Zoom Audio for ZfG US/Canada Unlimited Named Host Monthly	MS22768	Audio for ZfG US/Canada Unlimited Named Host Monthly. This feature/service may utilize GenAI features/functionality.
231	Zoom Large Meeting for ZfG 1000 Named Host Monthly	MS22769	Large Meeting for ZfG 1000 Named Host Monthly. This feature/service may utilize GenAI features/functionality.
232	Zoom Concurrent Meeting Basic for ZfG Monthly	MS22770	Concurrent Meeting Basic for ZfG Monthly. This feature/service may utilize GenAI features/functionality.
233	Zoom Concurrent Meeting Plus for ZfG Monthly	MS22771	Concurrent Meeting Plus for ZfG Monthly. This feature/service may utilize GenAI features/functionality.
234	Zoom Cloud Recording for ZfG 500 GB Monthly Usage Monthly	MS22772	Cloud Recording for ZfG 500 GB Monthly Usage Monthly. This feature/service may utilize GenAI features/functionality.
235	Zoom Cloud Recording for ZfG 3 TB Monthly Usage Monthly	MS22773	Cloud Recording for ZfG 3 TB Monthly Usage Monthly. This feature/service may utilize GenAI features/functionality.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
236	Zoom Workspace Reservation for ZfG Monthly	MS22774	Workspace Reservation for ZfG Monthly. This feature/service may utilize GenAI features/functionality.
237	Zoom Webinar for ZfG 500 Named Host Monthly	MS22775	Webinar for ZfG 500 Named Host Monthly. This feature/service may utilize GenAI features/functionality.
238	Zoom Webinar for ZfG 1000 Named Host Monthly	MS22776	Webinar for ZfG 1000 Named Host Monthly. This feature/service may utilize GenAI features/functionality.
239	Zoom Webinar for ZfG 3000 Named Host Monthly	MS22777	Webinar for ZfG 3000 Named Host Monthly. This feature/service may utilize GenAI features/functionality.
240	Zoom Webinar for ZfG 5000 Named Host Monthly	MS22778	Webinar for ZfG 5000 Named Host Monthly. This feature/service may utilize GenAI features/functionality.
241	Zoom Webinar for ZfG 10000 Named Host Monthly	MS22779	Webinar for ZfG 10000 Named Host Monthly. This feature/service may utilize GenAI features/functionality.

22.2.4 Additional Cloud-Hosted VoIP Services

The Contractor shall provide the additional Cloud-Hosted VoIP services and features described below.

22.2.4.1 Cloud-Hosted VoIP Services Site Survivability Network Failure

The Contractor shall provide Standalone VoIP Site Survivability in the event of a network failure. The Contractor's Site Survivability options shall maintain station-to-station calling functionality for all handsets on premises. The Contractor's Site Survivability options shall be configured to allow the

number of concurrent calls to outside lines specified by the Feature Descriptions in Table 22.2.4.a.

The Contractor is not required to include the backup circuit or wireless connection in their Site Survivability options.

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

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

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

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

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

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

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

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

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

This service is exempt from the provisions of Section 22.2.1.1 Hosted Services.

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

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

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

Bidder's Description:

Optional site survivability allows the VoIP system to continue to function when the primary connectivity method is interrupted. LTE/5G failover will automatically direct service over a preconfigured connectivity method. If cellular fallback also fails, PSTN service can provide basic connectivity until primary service is restored.

22.2.4.2 Direct Inward Dial Number Reservation

The Contractor shall provide an option that allows the Customer to purchase an additional block of twenty DID numbers for future requirements. The charge shall only apply for the reservation of the block of numbers. Upon utilization of all twenty reserved DIDs, this charge shall be terminated.

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

The Bidder shall provide the Additional Cloud-Hosted VoIP Services described in Table 22.2.4.a

Table 22.2.4.a – Additional Cloud-Hosted VoIP 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	Cloud-Hosted VoIP Services Small Site Survivability Network Failure	Site Survivability option for a site with 100 Endpoint Devices and 15 concurrent calls to outside lines.		MS22325	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	Cloud-Hosted VoIP Services Medium Site Survivability Network Failure	Site Survivability option for a site with 500 Endpoint Devices and 75 concurrent calls to outside lines.		MS22326	Yes
3	Cloud-Hosted VoIP Services Large Site Survivability Network Failure	Site Survivability option for a site with 1000 Endpoint Devices and 150 concurrent calls to outside lines.		MS22327	Yes
4	Direct Inward Dial Number Reservation	Block of 20 DID numbers held in reserve.		MS22328	**Yes**

The Contractor may offer Unsolicited Additional Cloud-Hosted VoIP Services in Table 22.2.4.b.

Table 22.2.4.b – Unsolicited Additional Cloud-Hosted VoIP Services

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	Voice Gateway Support Service	MS22291	Cloud-managed voice gateway support service
2	Pop-Up Network Kit, Ready-for-Router, Dual Modem	MS22423	Pop-up network kit, ready for router, single modem, PNK R1900 Dual Modem for site survivability services

22.2.5 International Off-Net Calling

The Contractor shall provide international off-net calling to the countries listed in Table 22.2.5.a. The Bidder's rates as provided in the Category Cost Worksheets shall be based on end-point termination (landline or mobile). If the Contractor charges the same rate for both landline and mobile termination, the Bidder may use the same Product Identifier for both products.

All usage shall be billed in accordance with SOW Business Requirements Section G.6.1 (Billing and Invoicing Requirements).

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

22.2.5.1 United States Based Services Waiver

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

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

Table 22.2.5.a – International Off-Net Calling with Landline Termination

Line Item	Country	Landline Termination Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	Brazil	MS22329	Yes
2	Canada	MS22330	**Yes**
3	China	MS22331	Yes

Line Item	Country	Landline Termination Product Identifier	Bidder Meets or Exceeds? Yes or No.
4	France	MS22332	Yes
5	Germany	MS22333	Yes
6	Israel	MS22334	Yes
7	Italy	MS22335	Yes
8	Japan	MS22336	Yes
9	Korea	MS22337	Yes
10	Mexico	MS22338	Yes
11	Spain	MS22339	Yes
12	Switzerland	MS22340	Yes
13	United Kingdom	MS22341	Yes

The Contractor may offer International Off-Net Calling with Landline Termination to unsolicited countries in Table 22.2.5.b.

Table 22.2.5.b – Unsolicited International Off-Net Calling with Landline Termination

Line Item	Country, Countries, Regions, or Groupings	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier
1			
2			
3			

Table 22.2.5.c – International Off-Net Calling with Mobile Termination

Line Item	Country	Mobile Termination Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	Brazil	MS22342	Yes
2	Canada	MS22343	**Yes**
3	China	MS22344	Yes
4	France	MS22345	Yes
5	Germany	MS22346	Yes
6	Israel	MS22347	Yes
7	Italy	MS22348	Yes
8	Japan	MS22349	Yes
9	Korea	MS22350	Yes
10	Mexico	MS22351	Yes

Line Item	Country	Mobile Termination Product Identifier	Bidder Meets or Exceeds? Yes or No.
11	Spain	MS22352	Yes
12	Switzerland	MS22353	Yes
13	United Kingdom	MS22354	Yes

The Contractor may offer International Off-Net Calling with Mobile Termination to unsolicited countries in Table 22.2.5.d.

Table 22.2.5.d – Unsolicited International Off-Net Calling with Mobile Termination

Line Item	Country, Countries, Regions, or Groupings	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier
1			
2			
3			

22.2.6 Voicemail Services

The Contractor shall provide voicemail services that are interoperable with the Cloud-Hosted VoIP Services. The voicemail service shall allow callers to leave a message for End-Users to retrieve later.

22.2.6.1 Voicemail General Features

The Contractor's voicemail service shall include the general features described in Table 22.2.6.1.

Table 22.2.6.1 – Voicemail General Features

Line Item	Voicemail General Features	Bidder Meets or Exceeds? Yes or No.
1	A variety of message lengths with a minimum message length of at least two minutes each.	Yes
2	Message review, including skip back or ahead.	**Yes**
3	Message saving and erasing.	**Yes**
4	Erased message retrieval.	**Yes**

Line Item	Voicemail General Features	Bidder Meets or Exceeds? Yes or No.
5	Messaging forwarding to another voice mailbox in the system with the ability to append additional comments.	**Yes**
6	Message sending.	**Yes**
7	Password protection.	**Yes**
8	Permanent and temporary personalized greetings.	**Yes**
9	Message waiting indicator signal received at workstation handset, if applicable, within one minute.	**Yes**
10	Remote access capability from any telephone location on or off net.	**Yes**
11	Creation of Group Distribution Lists - Allow an administrator to define voice mail distribution lists to forward and reply to an individual or to a group of predefined recipients.	**Yes**
12	End-Users shall be able to access voicemail messages from Desktop Handsets, mobile phones, softphones, email, or browsers.	**Yes**

The Contractor shall offer the Voicemail services and features detailed in Table 22.2.6.a.

Table 22.2.6.a – Voice Mail Services

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	Voice Mail	Voicemail Service		MS22355	**Yes**

The Contractor may offer additional unsolicited voicemail features in Table 22.2.6.b.

Table 22.2.6.b – Unsolicited Voice Mail Features

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

22.2.7 Cloud-Hosted VoIP Services Geographic Service Area

The Contractor shall provide the Cloud-Hosted VoIP Services service statewide.

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

22.3 OTHER SERVICES

22.3.1 Hourly Rates for Services

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

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

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

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

22.3.2 Services Related Hourly Support

The Contractor shall provide labor for the diagnosis and/or repair of services listed in this Contract and all costs for repair are the responsibility of the

service provider unless it is specifically determined that the cause of service failure is outside the scope of the Contractors responsibilities. Work performed under this section is authorized only for situations where the Contractor has dispatched personnel to diagnose a service problem that is discovered to be caused by factors outside the responsibility of the Contractor or no trouble is found.

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

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

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

The Contractor shall offer emergency restoration services as detailed in Table 22.3.2.

Table 22.3.2 – 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.		MS22356	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	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.		MS22357	Yes
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.		MS22358	Yes

22.3.3 Migration Professional Services

The Contractor shall provide Professional Services that support the migration of Customer telephone services. This service is limited to efforts related to the migration from one CALNET service to another CALNET service. Some

examples are assistance with Customer telephone data, number porting, site surveys, site audits, inventory and record management.

The Contractor shall offer the Migration Professional Services detailed in Table 22.3.3.a.

Table 22.3.3.a – Migration Professional 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	Migration Technical Services Support I - Standard Regular Hours	Technical Services Support I for Central Office Exchange Migration only – Regular Hours		MS22359	Yes
2	Migration Technical Services Support I - Overtime Hours	Technical Services Support I for Central Office Exchange Migration only - Overtime Hours		MS22360	**Yes**
3	Migration Technical Services Support I – Sunday and Holiday Hours	Technical Services Support I for Central Office Exchange Migration only – Sunday and Holiday Hours		MS22361	**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	Migration Technical Services Support II - Regular Hours	Technical Services Support II for Central Office Exchange Migration only – Regular Hours		MS22362	**Yes**
5	Migration Technical Services Support II - Overtime Hours	Technical Services Support II for Central Office Exchange Migration only – Overtime Hours		MS22363	**Yes**
6	Migration Technical Services Support II – Sunday and Holiday Hours	Technical Services Support II for Central Office Exchange Migration only – Sunday and Holiday Hours		MS22364	Yes
7	Migration Network Engineer – Regular Hours	Network Engineer for Central Office Exchange Migration only – Regular Hours		MS22365	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	Migration Network Engineer – Overtime Hours	Network Engineer for Central Office Exchange Migration only – Overtime Hours		MS22366	Yes
9	Migration Network Engineer – Sunday and Holiday Hours	Network Engineer for Central Office Exchange Migration only – Sunday and Holiday Hours		MS22367	Yes
10	Migration Professional Services - Senior Engineer – Regular Hours	Professional Services - Senior Engineer for Central Office Exchange Migration only – Regular Hours		MS22368	Yes
11	Migration Professional Services Principal Architect I – Regular Hours	Professional Services Principal Architect I for Central Office Exchange Migration only – Regular Hours		MS22369	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.
12	Migration Professional Services - Principal Architect II – Regular Hours	Professional Services - Principal Architect II for Central Office Exchange Migration only – Regular Hours		MS22370	Yes

Bidder may offer additional unsolicited Migration Professional Services in Table 22.3.3.b

Table 22.3.3.b – Unsolicited Migration Professional Services

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	Project Coordinator	MS22391	Project Coordinator will be the primary interface for Customer personnel during Deployment Services - hourly rate
2	Project Management	MS22386	Certified professional responsible for the overall project plan, budget, structure, schedule and staffing requirements - hourly rate
3	VoIP integration -Regular Business Hours	MS22380	Integration specialist for VoIP to Customer-preferred communications suite during regular business hours - hourly rate
4	Project Move, Add, Delete – Regular business hours	MS22399	Project component Move, Add, Delete specialist, regular business hours – hourly rate
5	Hybrid/Private Training - Full Day	MS22390	Unified communications Hybrid/Private training – day rate
6	Remote Onboarding	MS22376	Integration of new services and equipment – day rate

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
7	Onsite Day-1 Support - Full Day	MS22378	Day-1 support for questions and issue resolution for new services – day rate
8	On-Site Phone Deployment up to 50 devices	MS22379	On-site setup and configuration of up to 50 phones – can be multiplied for more phones
9	Cloud Connect Service	MS22383	Set up Fee for Cloud connect service and integration
10	Professional Implementation Package - Small	MS22372	Implementation, migration, or enhancement package. May be ordered as an add on feature for CALNET approved Cloud-based VoIP services. Can be stacked or multiplied by site and/or complexity.
11	Professional Implementation Package - Medium	MS22373	Implementation, migration, or enhancement package. May be ordered as an add on feature for CALNET approved Cloud-based VoIP services. Can be stacked or multiplied by site and/or complexity.
12	Professional Implementation Package - Large	MS22374	Implementation, migration, or enhancement package. May be ordered as an add on feature for CALNET approved Cloud-based VoIP services. Can be stacked or multiplied by site and/or complexity.
13	Professional Implementation Package - XL	MS22375	Implementation, migration, or enhancement package. May be ordered as an add on feature for CALNET approved Cloud-based VoIP services. Can be stacked or multiplied by site and/or complexity.
14	Network-VoIP Assessment (Small Site, up to 100 Devices)	MS22392	An evaluation of network infrastructure, performance, availability, management, and security in order to determine what changes (if any) will be needed for new/changes to VoIP service.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
15	Network-VoIP Assessment (Medium Site up to 250 Devices)	MS22393	An evaluation of network infrastructure, performance, availability, management, and security in order to determine what changes (if any) will be needed for new/changes to VoIP service.
16	Network-VoIP Assessment (Large Site up to 500 Devices)	MS22394	An evaluation of network infrastructure, performance, availability, management, and security in order to determine what changes (if any) will be needed for new/changes to VoIP service.
17	Security Assessment (Small Site up to 100 Devices)	MS22395	An evaluation of every aspect of your security system. This evaluation is conducted by a security professional that includes an inventory of the assets to be protected, as well as recommendations to protect all aspects of the site.
18	Security Assessment (Medium Site up to 250 Devices)	MS22396	An evaluation of every aspect of your security system. This evaluation is conducted by a security professional that includes an inventory of the assets to be protected, as well as recommendations to protect all aspects of the site.
19	Security Assessment (Large Site up to 500 Devices)	MS22397	An evaluation of every aspect of your security system. This evaluation is conducted by a security professional that includes an inventory of the assets to be protected, as well as recommendations to protect all aspects of the site.

22.4 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 Category solicitation.

22.4.1 Service Level Agreement Format

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

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

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

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

22.4.2 Technical Requirements Versus SLA Objectives

Sections 22.2 (Cloud-Hosted VoIP Services) and 22.3 (Other Services) define the technical requirements for each service. These requirements are the minimum parameters each Bidder must meet in order to qualify for Contract award. Upon Contract award the committed technical requirements will be maintained throughout the remainder of the Contract.

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

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

22.4.3 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, 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) and monitor and report to Customer until service is restored.

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

22.4.4 Bidder Response to Service Level Agreements

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

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

22.4.5 Contractor SLA Management Plan

Within 90 calendar days of Contract award, the Contractor shall provide CALNET CMO with one SLA Management Plan that describes how the Contractor will monitor and 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 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. Process may differ per service type;

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 Customer SLA and SLA reporting issues. 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 the SLA Manager contact information for SLA inquiries and issues resolution for Customer and CALNET Program.

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

22.4.6 Technical SLA General Requirements

The Contractor shall adhere to the following general requirements which apply to all CALNET Technical SLAs (Section 22.4.8).

1. With the exception of Provisioning SLA (Section, 22.4.8.6) the total SLA rights and remedies for any given month shall not exceed the sum of 100 percent of the Total Monthly Recurring Charges (TMRC);
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 Affiliates and/or Subcontractors under this Contract;
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;
5. TMRC rights and remedies shall include the service, option(s), and feature(s) charges.
6. The Contractor shall proactively and continuously monitor and measure all SLA objectives;
7. The Contractor shall proactively credit all rights and remedies to the Customer within 60 calendar days of the trouble resolution date on the trouble ticket or within 60 calendar days of the Due Date on the Service Request form for the Provisioning SLA (Section 22.4.8.6);
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 SLAs to CALNET Program for possible inclusion via amendments;
9. The Contractor shall apply CALNET SLAs and remedies to services provided in geographic areas which the Contractor is required to provide service;
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 Affiliates, Subcontractors 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;
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);
17. The Contractor shall provide a CALNET SLA Manager responsible for CALNET 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 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 Customer.

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

22.4.7 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 22.4.7, 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. The Contractor shall not consider "cleared while testing" or "no trouble found" as a SCC.

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

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."

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

Stop Clock Conditions are limited to the conditions listed in Table 22.4.7.

Table 22.4.7 – 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.

Line Item	Stop Clock Condition (SCC)	SCC Definition
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.
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;

Line Item	Stop Clock Condition (SCC)	SCC Definition
		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.
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.

Line Item	Stop Clock Condition (SCC)	SCC Definition
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.
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 Requirement and shall meet or exceed it? Yes

22.4.8 Technical Service Level Agreements (SLA)

22.4.8.1 Availability (M-S)

SLA Name: Availability

Definition:

The percentage of time a CALNET Data Networks or Cloud-Hosted VoIP Services 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:

Cloud-Hosted VoIP Services

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)
Cloud-Hosted VoIP Services	≥ 99.9%	≥ 99.99%	≥ 99.999%	S

Rights and Remedies:

1. Per Occurrence:
    - 20% credit or refund of the TRMC and two Business Days of ADUC, when usage applies, for each Cloud-Hosted VoIP Services service/feature impacted by the service failure.
2. Monthly Aggregated Measurements:
    - N/A

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

22.4.8.2 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

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:

Cloud-Hosted VoIP Services

Objectives:

The objective restoral time will be:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Cloud-Hosted VoIP Services	≤ 1 Hour	≤ 30 Minutes	≤ 15 Minutes	P

Rights and Remedies:

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

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

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

SLA Name: Catastrophic Outage 3 (CAT 3)

Definition:

The total loss of any service type on a system wide basis.

Measurement Process:

The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the Customer or the Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall open a trouble ticket and compile a list for each 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:

Cloud-Hosted VoIP Services

Objectives:

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)
Cloud-Hosted VoIP Services	≤ 30 Minutes	N/A	≤ 15 Minutes	P

Rights and Remedies:

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

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

22.4.8.4 Excessive Outage

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:

Cloud-Hosted VoIP Services

Objectives:

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)
Cloud-Hosted VoIP Services	12 Hours	10 Hours	8 Hours	S

Rights and Remedies:

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

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

22.4.8.5 Notification (M-S)

SLA Name: Notification

Definition:

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

Measurement Process:

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

Services:

All Services

Objectives:

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

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

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

Rights and Remedies:

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

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

22.4.8.6 Provisioning (M-S)

SLA Name: Provisioning

Definition:

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

Provisioning SLAs have two objectives:

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

Measurement Process:

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

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

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

Services:

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

Service	Committed Interval Days	Coordinated/Managed Project
Cloud-Hosted VoIP Services	30	Coordinated/Managed Project

Objectives:

Objective 1: Individual service installation: Service provisioned on or before the negotiated due date.
Objective 2: Successful Install Monthly Percentage per Service:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
Cloud-Hosted VoIP Services	≥ 90%	N/A	≥ 95%	P

Rights and Remedies:

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

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

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

22.4.8.7 Time To Repair (M-S)

SLA Name: Time to Repair

Definition:

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

Measurement Process:

This SLA is based on trouble ticket Unavailable Time. 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. If the Customer reports a service that is not fully functional and remains unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time. This SLA is applied per occurrence.

Services:

Cloud-Hosted VoIP Services

Objectives:

The Unavailable Time objective shall not exceed:

Service Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Cloud-Hosted VoIP Services	6 Hours	5 Hours	4 Hours	S

Rights and Remedies:

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

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

22.4.8.8 Unsolicited Service Enhancement SLAs

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

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

22.4.8.9 Proposed Unsolicited Offerings

The contractor shall provide SLAs as defined in SLA Section 22.4.8 for each unsolicited offering determined by the CALNET Program not to be a feature of a service or a component of an unbundled service identified in the technical requirements. SLA tables shall be amended after Contract award to include all new unsolicited services.

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

22.4.8.10 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 22.4.8.

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