INVITATION FOR BID

IFB C4DNCS19
Data Networks and Communications Services

CATEGORY 22 – CLOUD-HOSTED VOIP SERVICES

NTT America, Inc.

Statement of Work

TECHNICAL REQUIREMENTS

September 14, 2020

BAFO

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AMENDMENT LOG

AMENDMENT #	DATE	AMENDMENT DESCRIPTION
1	02/26/2021	Name change. Administrative changes to tables. Technical Changes include various unsolicited services modified and unit of measure cleanup
2	07/25/2021	Updated Header Table 22.2.4.b – added new item Table 22.3.3.b – added new item
3	11/10/2021	Table 22.2.3.b - Unsolicited Cloud-Hosted VoIP Service Package Features, added 5 Yealink Products on lines 28-31
6	1/20/2023	Updated Header Table 22.2.3.a - Cloud-Hosted VoIP Service Package, Updated Bidder's Product Description, Restrictions and Limitations Table 22.2.3.b – Unsolicited Cloud-Hosted VoIP Service Package Features, Updated Bidder's Product Description, and added new services
7	3/19/2024	Table 22.2.3.b – Unsolicited Cloud-Hosted VoIP Service Package Features – Added new Services

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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? Choose an item.**"**

Or,

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

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

Bidder's Description:

Or,

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

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

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.

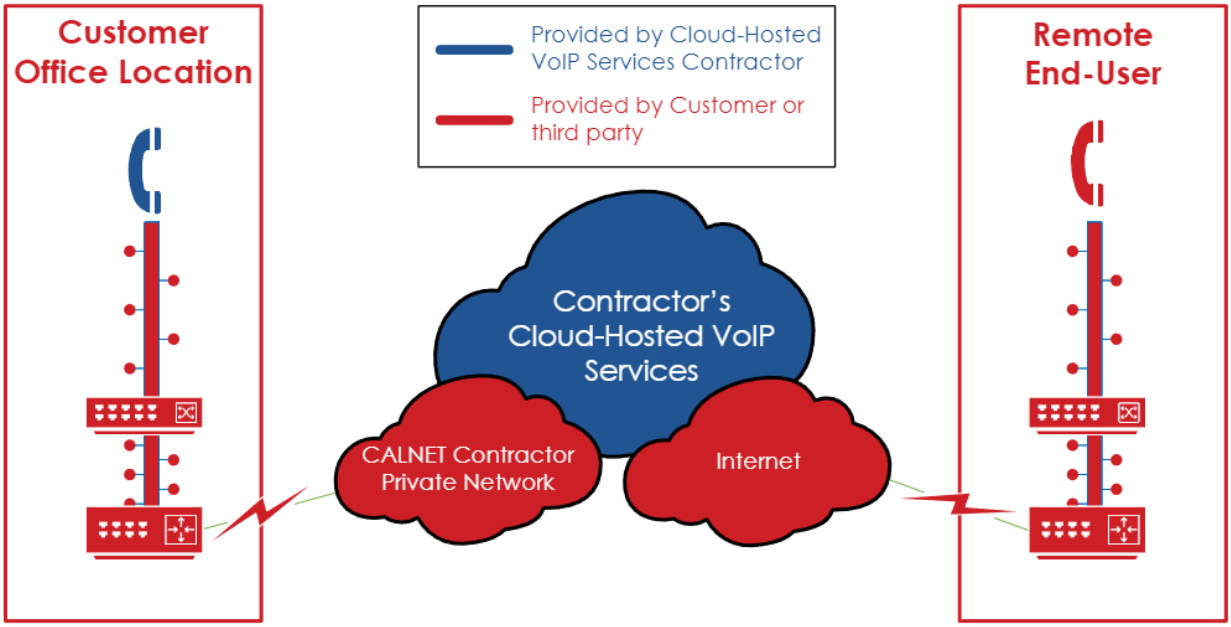
Bidder understands the Requirement and shall meet or exceed it? Yes

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:

NTT will conduct a pre-deployment survey, provide recommendations and advise the client accordingly.

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:

The proposed telephony solution is based on the Microsoft Teams Phone System. This phone system provides E911 "Dynamic emergency calling" and this provides

the capability to configure and route emergency calls and notify security personnel based on the current location of the Desk phones.

Dynamic emergency calling allows end-users to have their location information be sent along a 911 call to the Public Safety Answering Point (PSAP).

NTT will configure network settings and Location Information Services (LIS) to create a network/emergency location map.

When the client has a new site, NTT will populate the "Microsoft Location Information Service (LIS) Database" with the location information and the network identifiers (IP subnets, WAPs, switches, ports) of the new site(s).

When a user moves to a different location and calls 911. The Desk Phone gets a new IP Address and provides this network connectivity information in a request to the Location Information Service (LIS) and the LIS returns a location to the Phone. This location information is sent to the PSAP during a 911 call

The Phone includes location data as part of an emergency call. This data is then used by the emergency service provider to determine the appropriate Public Safety Answering Point (PSAP) and to route the call to that PSAP, which allows the PSAP dispatcher to obtain the caller's location.

For a phone to obtain a location, the Location Information Services (LIS) must be populated with the network identifiers (subnets, WAPs, switches, ports) and emergency locations

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:

The Microsoft Phone system satisfies the provisions of Karis law and Ray Baun's act (on-prem users). However, E911 for Remote users will be provided by leveraging the RedSky's Horizon Mobility Solution. RedSky Technologies, Inc., is a leading provider of automated E9-1-1 solutions

Horizon Mobility for Microsoft Teams is a cloud-based 911 solution that works with the softphone client to discover the location of the phone and route the call to the correct PSAP across the United States.

Microsoft Teams Client performs location discovery and updates the location in real time. The RedSky E911 cloud service leverages the Next Generation 9-1-1 capabilities of Microsoft Teams whereby the Teams UC client requests and holds its location as an object (PIDF-LO) and when an emergency call is made, it sends out the location object in the SIP signaling stream. When User dials 9-1-1 with their Teams client. SIP Invite for the 911 call is sent to NTT's PSTN Gateway (SBC) containing PIDF-LO (civic address and/or geo).

NTT's SBC then sends the 911 call to RedSky Horizon Mobility via SIP including the PIDF-LO. RedSky Horizon Mobility receives the 911 call and intelligently

determines the most accurate location and routes the 911 call to the appropriate PSAP along with user location

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:

The proposed voicemail platform is the Microsoft Cloud Voicemail (CVM) which utilizes the latest technology in the Microsoft Azure Cloud.

This provides voice messaging functionality for MS Teams Voice users who have mailboxes on Exchange Server 2019 or Exchange Online. Cloud Voicemail provides the following benefits for both on-premises and online users:

- Voicemail answering and deposit functionality with enhanced speech transcription
- Access to voicemail in the user's Exchange mailbox by using the Teams or Outlook clients
- The ability to use the Office 365 web-based portal to manage voicemail options
- Support for Exchange mailboxes on premises or in the cloud

Leveraging of existing user greetings from Exchange Online Unified Messaging.

For users with their mailbox on Exchange Server. Voicemail messages are delivered to users' Exchange mailbox via SMTP routed through Exchange Online Protection. Cloud Voicemail supports depositing voicemail messages in an Microsoft Exchange mailbox

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.	Per Seat VoIP service with IP-Phone with integrated Ethernet 10/100/1000 ports and Power over Ethernet (PoE)	CVH01	**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.	Per Seat VoIP service with IP-Phone with integrated Ethernet 10/100/1000 ports and Power over Ethernet (PoE))	CVH02	**Yes**
3	Cloud-Hosted VoIP Service Package with	Cloud-Hosted VoIP Service package that	Per Seat VoIP service with IP-Phone PoE with	CVH03	**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.
	Attendant Handset	includes an Attendant Handset as described in Section 22.2.2.3.	integrated Ethernet 10/100/1000 ports and Expansion Module		
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.	Per Seat VoIP service with Conference Phone	CVH04	**Yes**
5	Cloud-Hosted VoIP Service Package Without Desktop Handset	Cloud-Hosted VoIP Service package that does not include a Desktop Handset.	Per Seat VoIP Service without a Phone	CVH05	**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	Poly CX400 IP Phone	USPP01	IP Phone
2	Poly CCX500 IP Phone	USPP02	IP Phone
3	Poly CCX600 IP Phone	USPP03	IP Phone
4	Poly CCX700 IP Phone	USPP04	IP Phone
5	PANACAST MS GLOBAL PERP CAMERA	USPC01	Video Conferencing Camera
6	JABRA SPEAK 710 MS USB BT AND PERP LINK370	USJS01	Conference Phone
7	JABRA EVOLVE 75 HEADSET	USJS02	Headset
8	PSU for AudioCodes IP Phones	USPSUAC	Power supply unit for AudioCode Phones
9	PSU FOR Conf. Phone CP960	USPSUCP	Power supply unit for Yealink Conference Phones
10	Yealink Conf. Phone CP960 Warranty (1YR)	UCPWY1	1-year Warranty
11	Yealink Conf. Phone CP960 Wireless Mics	UCPWMC	Conference Microphone (Wireless)
12	POLY Conf. Phone TRIO C60	UCPCP01	Conference Phone
13	POLY Conf. Phone TRIO 8800	UCPCP02	Conference Phone
14	EXPAN MIC KIT FOR TRIO 8800	UCXMK01	Conference Microphone (Wired)
15	AudioCodes Conf. Phone RX50	UCACP01	Conference Phone
16	AudioCodes Conf. Phone RX50 Satellite Mics	UCACP02	Conference Microphone (Wired)

17	Plantronics Blckwire 7225 Headset	UCPH01	Headset
18	Phone Power Supply (12VDC/2A Wall Mount US Type plug	UCVH01	Power supply unit for Yealink Phones
19	Cloud-Hosted VoIP Service Package Without Desktop Handset and Phone License	CVH06	Per Seat VoIP Service without a Phone and Microsoft Phone License.
20	Cloud-Hosted VoIP Service Package with Standard Handset and no Phone License	CVH07	Per Seat VoIP Service with a Standard Handset and no Phone License
21	Cloud-Hosted VoIP Service Package with Midrange Handset and No Phone License	CVH08	Per Seat VoIP Service with a Midrange Handset and no Phone License
22	Cloud-Hosted VoIP Service Package with Attendant Handset and no Phone License	CVH09	Per Seat VoIP Service with an Attendant Handset and no Phone License
23	Cloud-Hosted VoIP Service Package with Conference Room Speakerphone and no Phone License	CVH10	Per Seat VoIP Service with a Conference Handset and no Phone License
24	AudioCodes IP phone C448	ACIP01	IP Phone
25	AudioCodes IP phone C450	ACIP02	IP Phone
26	AudioCodes IP phone C450 with Expansion Module	ACIP03	IP Phone
27	Yealink CP960 IP Conference Phone	ACIP04	Conference Phone

28	Yealink MP54	ACIP05	Basic IP Phone for knowledge workers
29	Yealink MP56	ACIP06	Midrange IP Phone for knowledge workers
30	Yealink MP58	ACIP07	Executive IP Phone
31	Yealink PSU for MP 54/56/58	UCVH02	Power Supply Units 5V PWR 2A
32	Cloud-Hosted VoIP Service Package with Standard Handset – SIP User	CVH01-SIP	Concurrent Call Based VoIP Service with IP-Phone with integrated Ethernet 10/100/1000 ports and Power over Ethernet (PoE)
33	Cloud-Hosted VoIP Service Package with Midrange Handset - SIP User	CVH02-SIP	Concurrent Call Based VoIP service with IP-Phone with integrated Ethernet 10/100/1000 ports and Power over Ethernet (PoE))
34	Cloud-Hosted VoIP Service Package with Attendant Handset - SIP User	CVH03-SIP	Concurrent Call Based VoIP service with IP-Phone PoE with integrated Ethernet 10/100/1000 ports and Expansion Module
35	Cloud-Hosted VoIP Service Package with Conference Room Speakerphone - SIP User	CVH04-SIP	Concurrent Call Based VoIP service with Conference Phone
36	Cloud-Hosted VoIP Service Package Without Desktop Handset - SIP User	CVH05-SIP	Concurrent Call Based VoIP Service without a Phone

37	Cloud-Hosted VoIP Service Package with Standard Handset and no Phone License - SIP User	CVH07-SIP	Concurrent Call Based VoIP Service with a Standard Handset and no Phone License
38	Cloud-Hosted VoIP Service Package with Midrange Handset and No Phone License – SIP User	CVH08-SIP	VoIP Service with a Midrange Handset and no Phone License
39	Cloud-Hosted VoIP Service Package with Attendant Handset and no Phone License – SIP User	CVH09-SIP	Concurrent Call Based-VoIP Service with an Attendant Handset and no Phone License
40	Cloud-Hosted VoIP Service Package with Conference Room Speakerphone and no Phone License -SIP User	CVH10-SIP	Concurrent Call Based VoIP Service with a Conference Handset and no Phone License
41	Dubber You	DUBBR-YOU	Call Compliance Reporting
42	SIP Trunk - Unlimited In / 750 Out 48+CA	NWV-CALLPATH-TRUNK	Per SIP Trunk - Unlimited In / 750 Out 48+CA - Unlimited Teams to Teams for Microsoft Direct Routing - Includes Conferencing
43	New or Ported DID on Microsoft Calling Platform	NWV-PORT	New or Ported DID on Microsoft Calling Platform
44	Dynamic 911 Record for Microsoft Calling	NWV-DYNAMIC911	Dynamic 911 Record for Microsoft Calling
45	New Direct Inward Dialing (DID) number procurement	NWV-DID	New Direct Inward Dialing (DID) number procurement

46	Cisco IP Phone 7811 with Multiplatform Phone firmware	CP-7811-3PCC-K9=	Cisco IP Phone 7811 with Multiplatform Phone firmware
47	Cisco IP Phone 7811 with Multiplatform Phone firmwareSNTC-8X	CON-SNT-P7XK91X9	Cisco IP Phone 7811 with Multiplatform Phone firmwareSNTC-8X
48	Cisco IP Phone 7841 with Multiplatform Phone firmware	CP-7841-3PCC-K9=	Cisco IP Phone 7841 with Multiplatform Phone firmware
49	Cisco IP Phone 7841 with Multiplatform Phone firmwareSNTC-8X	CON-SNT-P7JK94J1	Cisco IP Phone 7841 with Multiplatform Phone firmwareSNTC-8X
50	Cisco IP Phone 7861 for 3rd Party Call Control	CP-7861-3PCC-K9=	Cisco IP Phone 7861 for 3rd Party Call Control
51	Cisco IP Phone 7861 for 3rd Party Call ControlSNTC-8X5XNBD	CON-SNT-P7OK96O6	Cisco IP Phone 7861 for 3rd Party Call ControlSNTC-8X5XNBD
52	Cisco IP Phone 8841 with Multiplatform Phone firmware	CP-8841-3PCC-K9=	Cisco IP Phone 8841 with Multiplatform Phone firmware
53	Cisco IP Phone 8841 with Multiplatform Phone firmwareSNTC-8X	CON-SNT-P8DK94D3	Cisco IP Phone 8841 with Multiplatform Phone firmwareSNTC-8X
54	Cisco 7832 Conference Phone for MPP	CP-7832-3PCC-K9=	Cisco 7832 Conference Phone for MPP
55	Cisco 7832 Conference Phone for MPPSNTC-8X5XNBD	CON-SNT-P7EK93E6	Cisco 7832 Conference Phone for MPPSNTC-8X5XNBD
56	EntW Webex Calling	A-FLEX-EACL	EntW Webex Calling
57	NU Webex Calling Professional	A-FLEX-NUCL-P	NU Webex Calling Professional

58	NU Webex Calling Workspace for Common Area	A-FLEX-NUCL-E	NU Webex Calling Workspace for Common Area
59	EA Cloud Meetings with EA Webex Calling -Webex Suite	A-FLEX-EA-MCL	EA Cloud Meetings with EA Webex Calling - Webex Suite
60	NU Meeting Center with Webex Calling Professional	A-FLEX-NU-MCL	NU Meeting Center with Webex Calling Professional
61	Webex Video Int for MS Teams CVI per Active Device	A-FLEX-CVI-ROOMS	Webex Video Int for MS Teams CVI per Active Device
62	Webex Video Int for MS Teams CVI per All Devices	A-FLEX-CVI-ALL	Webex Video Int for MS Teams CVI per All Devices
63	Webex Calling Workspace for Common Area Add-on	A-FLEX-CL-COMMON	Webex Calling Workspace for Common Area Add-on
64	EntW Meetings Bridge Country Call Back Audio (1)	A-AUD-EA-BCCB	EntW Meetings Bridge Country Call Back Audio (1)
65	EntW Meetings Global Call Back Audio (1)	A-AUD-EA-GLCB	EntW Meetings Global Call Back Audio (1)
66	EntW Mtgs Bridge Country CallBack + TF Audio US & Canada (1)	A-AUD-EA-BCCB-TF	EntW Mtgs Bridge Country CallBack + TF Audio US & Canada (1)
67	AU Meetings Bridge Country Call Back Audio (1)	A-AUD-AU-BCCB	AU Meetings Bridge Country Call Back Audio (1)
68	AU Meetings Global Call Back Audio (1)	A-AUD-AU-GLCB	AU Meetings Global Call Back Audio (1)

69	AU Mtgs Bridge Country CallBack + TF Audio US & Canada (1)	A-AUD-AU-BCCB-TF	AU Mtgs Bridge Country CallBack + TF Audio US & Canada (1)
70	NU Meetings Bridge Country Call Back Audio (1)	A-AUD-NU-BCCB	NU Meetings Bridge Country Call Back Audio (1)
71	NU Meetings Global Call Back Audio (1)	A-AUD-NU-GLCB	NU Meetings Global Call Back Audio (1)
72	NU Mtgs Bridge Country Call Back + TF Audio US & Canada (1)	A-AUD-NU-BCCB-TF	NU Mtgs Bridge Country Call Back + TF Audio US & Canada (1)
73	SMS 250 Plan	AC-SMS-250	SMS 250 Plan
74	SMS 500 Plan	AC-SMS-500	SMS 500 Plan
75	SMS 1000 Plan	AC-SMS-1000	SMS 1000 Plan
76	SMS 2000 Plan	AC-SMS-2000	SMS 2000 Plan

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:

We are offering site survivability solutions in our unsolicited solution section. If option is selected, each site will have a redundant circuit (5G/LTE as backup) deployed to guarantee connectivity to the hosted service in other to mitigate the risk of business disruption in case of failure of the main circuit. This is included as optional items in Cost Table 22.2.4.b (Additional Cloud-Hosted VoIP Services Unsolicited items)

Also as part of our base package, we will provide direct routing from Microsoft Teams to a pair of redundant SBCs to provide PSTN resiliency.

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.		ACHV01	**Yes**
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.		ACHV02	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
3	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.		ACHV03	**Yes**
4	Direct Inward Dial Number Reservation	Block of 20 DID numbers held in reserve.		ACHV04	**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	MS Audio Conf. Plan	UCMAC01	Microsoft Audio Conferencing Plan
2	MS Calling Plan3000	UCMAC02	Microsoft Domestic Calling Plan 3000
3	MS Calling Plan240	UCMAC03	Microsoft Domestic Calling Plan 240
4	MS Calling Plan120	UCMAC04	Microsoft Domestic Calling Plan 120
5	MS Calling International Plan	UCMAC05	Microsoft International Plan

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
6	MS Teams VoIP Services Small Site Survivability Network Failure	ACHV05	Site Survivability option for a site with 100 Endpoint Devices and 15 concurrent calls to outside lines.
7	MS Teams VoIP Services Medium Site Survivability Network Failure	ACHV06	Site Survivability option for a site with 500 Endpoint Devices and 75 concurrent calls to outside lines.
8	MS Teams VoIP Services Large Site Survivability Network Failure	ACHV07	Site Survivability option for a site with 1000 Endpoint Devices and 150 concurrent calls to outside lines.
9	Retain Porting DID's Only	ACHV08	Retention of Ported DID Number

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	OFLANBR	**Yes**
2	Canada	OFLANCA	**Yes**
3	China	OFLANCN	**Yes**
4	France	OFLANFR	**Yes**
5	Germany	OFLANDE	**Yes**
6	Israel	OFLANIL	**Yes**
7	Italy	OFLANIT	**Yes**
8	Japan	OFLANJP	**Yes**
9	Korea	OFLANKR	**Yes**
10	Mexico	OFLANMX	**Yes**
11	Spain	OFLANES	**Yes**
12	Switzerland	OFLANCH	**Yes**
13	United Kingdom	OFLANGB	**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	AFGHANISTAN KABUL		UOFLDNAF01
2	AFGHANISTAN MOBILE ACCW		UOFLDNAF02
3	AFGHANISTAN MOBILE AREEBA		UOFLDNAF03
4	ALBANIA MOBILE AMC		UOFLDNAL01
5	ALBANIA OLO		UOFLDNAL02
6	ALGERIA ALGIERS		UOFLDNDZ01
7	ALGERIA MOBILE ORASCOM		UOFLDNDZ02
8	ALGERIA MOBILE OTHER		UOFLDNDZ03
9	ANDORRA MOBILE OTHER		UOFLDNAD01
10	ANGOLA MOBILE UNITEL		UOFLDNAO01
11	ANGUILLA MOBILE C&W		UOFLDNAI01
12	ANGUILLA MOBILE DIGICEL		UOFLDNAI02
13	ANGUILLA MOBILE OTHER		UOFLDNAI03
14	ANTIGUA & BARBUDA MOBILE DIGICEL		UOFLDNAG01
15	ANTIGUA & BARBUDA MOBILE OTHER		UOFLDNAG02
16	ARGENTINA BUENOS AIRES		UOFLDNAR01
17	ARGENTINA CITIES GROUP 1		UOFLDNAR02
18	ARGENTINA CITIES GROUP 2		UOFLDNAR03
19	ARGENTINA CORDOBA		UOFLDNAR04
20	ARGENTINA MOBILE OTHER		UOFLDNAR05

Line Item	Country, Countries, Regions, or Groupings	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier
21	ARMENIA KARABAKH		UOFLDNAM01
22	ARMENIA MOBILE K-TELECOM		UOFLDNAM02
23	ARMENIA MOBILE OTHER		UOFLDNAM03
24	ARUBA MOBILE DIGICELL		UOFLDNAW01
25	ARUBA MOBILE OTHER		UOFLDNAW02
26	AUSTRALIA CITIES		UOFLDNAU01
27	AUSTRALIA MOBILE OPTUS		UOFLDNAU02
28	AUSTRALIA MOBILE TELSTRA		UOFLDNAU03
29	AUSTRALIA MOBILE VODAFONE		UOFLDNAU04
30	AUSTRALIA SYDNEY		UOFLDNAU05
31	AUSTRIA MOBILE OTHER		UOFLDNAT01
32	AUSTRIA MOBILE TMOBILE		UOFLDNAT02
33	AZERBAIJAN MOBILE OTHER		UOFLDNAZ01
34	BAHRAIN MOBILE OTHER		UOFLDNBH01
35	BARBADOS MOBILE OTHER		UOFLDNBB01
36	BELARUS MOBILE OTHER		UOFLDNBY01
37	BELGIUM MOBILE BASE		UOFLDNBE01
38	BELIZE BTL		UOFLDNBZ01
39	BENIN MOBILE MTN		UOFLDNBJ01
40	BERMUDA MOBILE OTHER		UOFLDNBM01

Line Item	Country, Countries, Regions, or Groupings	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier
41	BOLIVIA MOBILE OTHER		UOFLDNBO01
42	BOSNIA & HERZEGOVINA MOBILE BHT		UOFLDNBA01
43	BOTSWANA MOBILE ORANGE		UOFLDNBW01
44	BRAZIL MOBILE OTHER		UOFLDNBR01
45	BRITISH VIRGIN IS MOBILE OTHER		UOFLDNVG01
46	BRUNEI MOBILE OTHER		UOFLDNBN01
47	BULGARIA MOBILE MOBILTEL		UOFLDNBG01
48	BULGARIA MOBILE OTHER		UOFLDNBG02
49	BURKINA FASO OTHER		UOFLDNBF01
50	BURUNDI MOBILE OTHER		UOFLDNBI01
51	Belize Mobile BTL		UOFLDNBZ01
52	CAMBODIA OTHER		UOFLDNKH01
53	CAMEROON MOBILE MTN		UOFLDNCM01
54	CAMEROON MOBILE ORANGE		UOFLDNCM02
55	CAPE VERDE MOBILE OTHER		UOFLDNCV01
56	CAYMAN ISLANDS MOBILE OTHER		UOFLDNKY01
57	CENTRAL AFRICAN REP MOBILE OTHER		UOFLDNCF01
58	CHAD MOBILE OTHER		UOFLDNTD01
59	CHINA MOBILE OTHER		UOFLDNCN01
60	COLOMBIA MOBILE OTHER		UOFLDNCO01

Line Item	Country, Countries, Regions, or Groupings	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier
61	CONGO MOBILE OTHER		UOFLDNCG01
62	COSTA RICA MOBILE OTHER		UOFLDNCR01
63	COTE DIVOIRE MOBILE MTN		UOFLDNCI01
64	CROATIA MOBILE OTHER		UOFLDNHR01
65	CROATIA MOBILE OTHER		UOFLDNHR02
66	CUBA OTHER		UOFLDNCU01
67	CYPRUS MOBILE OTHER		UOFLDNCY01
68	CZECH REPUBLIC MOBILE OTHER		UOFLDNCZ01
69	DEM REP CONGO MOBILE OTHER		UOFLDNDO01
70	DENMARK MOBILE OTHER		UOFLDNDK01
71	DJIBOUTI MOBILE OTHER		UOFLDNDJ01
72	DOMINICA MOBILE DIGICEL		UOFLDNDM01
73	DOMINICAN REPUBLIC MOBILE OTHER		UOFLDNDO01
74	EAST TIMOR MOBILE OTHER		UOFLDNTL01
75	ECUADOR MOBILE OTHER		UOFLDNEC01
76	EGYPT MOBILE OTHER		UOFLDNEG01
77	EL SALVADOR TELEFONICA		UOFLDNSV01
78	EL SALVADOR TELEMOVIL		UOFLDNSV02
79	EQUATORIAL GUINEA MOBILE OTHER		UOFLDNGQ01
80	ERITREA MOBILE OTHER		UOFLDNER01

Line Item	Country, Countries, Regions, or Groupings	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier
81	ESTONIA MOBILE OTHER		UOFLDNEE01
82	ETHIOPIA MOBILE OTHER		UOFLDNET01
83	FAROE ISLANDS MOBILE OTHER		UOFLDNFK01
84	FIJI MOBILE OTHER		UOFLDNFJ01
85	FINLAND MOBILE OTHER		UOFLDNFI01
86	FRANCE MOBILE OTHER		UOFLDNFR01
87	FRENCH GUIANA MOBILE OTHER		UOFLDNGF01
88	FRENCH POLYNESIA MOBILE OTHER		UOFLDNPF01
89	GABON MOBILE OTHER		UOFLDNGA01
90	GAMBIA MOBILE OTHER		UOFLDNGM01
91	GEORGIA MOBILE OTHER		UOFLDNGE01
92	GERMANY MOBILE OTHER		UOFLDNDE01
93	GHANA MOBILE OTHER		UOFLDNGH01
94	GIBRALTAR MOBILE OTHER		UOFLDNGI01
95	GREECE MOBILE OTHER		UOFLDNGR01
96	GREENLAND MOBILE OTHER		UOFLDNGL01
97	GRENADA MOBILE C&W		UOFLDNGD01
98	GUADELOUPE MOBILE OTHER		UOFLDNGP01
99	GUATEMALA MOBILE COMCEL		UOFLDNGT01
100	GUATEMALA MOBILE OTHER		UOFLDNGT02

Line Item	Country, Countries, Regions, or Groupings	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier
101	GUINEA MOBILE ORANGE		UOFLDNGN01
102	GUINEA MOBILE OTHER		UOFLDNGN02
103	GUINEA-BISSAU MOBILE OTHER		UOFLDNGW01
104	GUYANA MOBILE OTHER		UOFLDNGY01
105	HAITI MOBILE OTHER		UOFLDNHT01
106	HONDURAS MOBILE OTHER		UOFLDNHN01
107	HONG KONG MOBILE OTHER		UOFLDNHK01
108	HUNGARY MOBILE OTHER		UOFLDNHU01
109	ICELAND MOBILE OTHER		UOFLDNIS01
110	INDIA MOBILE OTHER		UOFLDNIN01
111	INDONESIA MOBILE OTHER		UOFLDNID01
112	IRAN MOBILE OTHER		UOFLDNIR01
113	IRAQ MOBILE OTHER		UOFLDNIQ01
114	IRELAND MOBILE OTHER		UOFLDNIE01
115	ISRAEL MOBILE OTHER		UOFLDNIS01
116	ISRAEL PALESTINE MOBILE OTHER		UOFLDNIS02
117	ITALY MOBILE OTHER		UOFLDNIT01
118	JAMAICA MOBILE C&W		UOFLDNJM01
119	JAMAICA MOBILE DIGICEL		UOFLDNJM02
120	JAPAN MOBILE OTHER		UOFLDNJP01

Line Item	Country, Countries, Regions, or Groupings	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier
121	JORDAN MOBILE OTHER		UOFLDNJO01
122	KAZAKHSTAN MOBILE OTHER		UOFLDNKZ01
123	KENYA MOBILE OTHER		UOFLDNKE01
124	KOREA (SOUTH) MOBILE OTHER		UOFLDNKR01
125	KOREA (NORTH) OTHER		UOFLDNKP01
126	KOSOVO MOBILE OTHER		UOFLDNKO01
127	KUWAIT MOBILE OTHER		UOFLDNKW01
128	KYRGYZSTAN MOBILE OTHER		UOFLDNKG01
129	Kazakhstan Mobile Kartel		UOFLDNKZ01
130	LAOS MOBILE OTHER		UOFLDNLA01
131	LATVIA MOBILE OTHER		UOFLDNLV01
132	LEBANON MOBILE OTHER		UOFLDNLB01
133	LESOTHO MOBILE OTHER		UOFLDNLS01
134	LIBERIA MOBILE OTHER		UOFLDNLR01
135	LIBYA MOBILE OTHER		UOFLDNLY01
136	LIECHTENSTEIN MOBILE OTHER		UOFLDNLI01
137	LITHUANIA MOBILE OTHER		UOFLDNLT01
138	LUXEMBOURG MOBILE OTHER		UOFLDNLU01
139	MACAU MOBILE OTHER		UOFLDNMO01
140	MADAGASCAR MOBILE OTHER		UOFLDNMG01

Line Item	Country, Countries, Regions, or Groupings	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier
141	MALAWI MOBILE OTHER		UOFLDNMW01
142	MALAYSIA MOBILE OTHER		UOFLDNMY01
143	MALDIVES MOBILE OTHER		UOFLDNMV01
144	MALI MOBILE OTHER		UOFLDNML01
145	MALTA MOBILE OTHER		UOFLDNMT01
146	MARTINIQUE MOBILE OTHER		UOFLDNMQ01
147	MAURITANIA MOBILE OTHER		UOFLDNMQ01
148	MAURITIUS MOBILE OTHER		UOFLDNMU01
149	MEXICO MOBILE MOVISTAR		UOFLDNMX01
150	MEXICO MOBILE IUSACELL		UOFLDNMX02
151	MEXICO MOBILE EA		UOFLDNMX03
152	MEXICO MOBILE TELCEL MSRN		UOFLDNMX04
153	MOLDOVA MOBILE OTHER		UOFLDNMD01
154	MONACO MOBILE OTHER		UOFLDNMC01
155	MONGOLIA MOBILE OTHER		UOFLDNMN01
156	MONTENEGRO MOBILE OTHER		UOFLDNME01
157	MONTSERRAT MOBILE OTHER		UOFLDNMS01
158	MOROCCO MOBILE GLOBALSTAR		UOFLDNMA01
159	MOROCCO MOBILE IAM		UOFLDNMA02
160	MOZAMBIQUE MOBILE OTHER		UOFLDNMZ01

Line Item	Country, Countries, Regions, or Groupings	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier
161	MYANMAR MOBILE OTHER		UOFLDNMM01
162	NAMIBIA MOBILE OTHER		UOFLDNNA01
163	NEPAL MOBILE OTHER		UOFLDNNP01
164	NETHERLANDS ANTILLES CURACAO MOBILE OTHER		UOFLDNNL01
165	NETHERLANDS ANTILLES MOBILE OTHER		UOFLDNNL02
166	NETHERLANDS ANTILLES ST MAARTEN		UOFLDNNL03
167	NETHERLANDS MOBILE OTHER		UOFLDNNL04
168	NEW CALEDONIA MOBILE OTHER		UOFLDNNC01
169	NEW ZEALAND MOBILE OTHER		UOFLDNNZ01
170	NICARAGUA MOBILE OTHER		UOFLDNNI01
171	NIGER MOBILE OTHER		UOFLDNNE01
172	NIGERIA MOBILE OTHER		UOFLDNNG01
173	NIUE OTHER		UOFLDNNU01
174	NORWAY MOBILE OTHER		UOFLDNNO01
175	OMAN MOBILE OTHER		UOFLDNOM01
176	PAKISTAN MOBILE OTHER		UOFLDNPK01
177	PALESTINE ISRAEL MOBILE OTHER		UOFLDNPS01
178	PALESTINE MOBILE OTHER		UOFLDNPS02
179	PANAMA MOBILE OTHER		UOFLDNPA01
180	PAPUA NEW GUINEA MOBILE OTHER		UOFLDNPG01

Line Item	Country, Countries, Regions, or Groupings	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier
181	PARAGUAY MOBILE OTHER		UOFLDNPY01
182	PERU MOBILE		UOFLDNPE01
183	PHILIPPINES MOBILE OTHER		UOFLDNPH01
184	POLAND MOBILE OTHER		UOFLDNPL01
185	RUSSIA MOBILE OTHER		UOFLDNRU01
186	RWANDA MOBILE OTHER		UOFLDNRW01
187	SAN MARINO MOBILE OTHER		UOFLDNSM01
188	SAO TOME MOBILE OTHER		UOFLDNST01
189	SAUDI ARABIA MOBILE OTHER		UOFLDNSA01
190	SENEGAL MOBILE OTHER		UOFLDNSN01
191	SERBIA MOBILE OTHER		UOFLDNRS01
192	SEYCHELLES MOBILE OTHER		UOFLDNSC01
193	SIERRA LEONE MOBILE OTHER		UOFLDNSL01
194	SINGAPORE MOBILE OTHER		UOFLDNSG01
195	SLOVAK REPUBLIC MOBILE OTHER		UOFLDNSK01
196	SLOVENIA MOBILE OTHER		UOFLDNSI01
197	SOMALIA MOBILE		UOFLDNSO01
198	SOUTH AFRICA MOBILE MTN		UOFLDNZA01
199	SOUTH AFRICA MOBILE OTHER		UOFLDNZA02
200	SPAIN MOBILE OTHER		UOFLDNES01

Line Item	Country, Countries, Regions, or Groupings	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier
201	SRI LANKA MOBILE OTHER		UOFLDNLK01
202	ST KITTS & NEVIS MOBILE OTHER		UOFLDNKN01
203	ST LUCIA MOBILE OTHER		UOFLDNLC01
204	ST MAARTEN MOBILE OTHER		UOFLDNMF01
205	ST PIERRE & MIQUELON MOBILE OTHER		UOFLDNPM01
206	ST VINCENT MOBILE OTHER		UOFLDNVC01
207	SUDAN MOBILE MTN		UOFLDNSD01
208	SUDAN MOBILE OTHER		UOFLDNSD02
209	SWAZILAND MOBILE OTHER		UOFLDNSZ01
210	SWEDEN MOBILE OTHER		UOFLDNSE01
211	SWEDEN MOBILE TELENOR		UOFLDNSE02
212	SWITZERLAND MOBILE OTHER		UOFLDNCH01
213	SYRIA MOBILE OTHER		UOFLDNSY01
214	Serbia Mobile VIP		UOFLDNRS01
215	TAIWAN MOBILE OTHER		UOFLDNTW01
216	TAJIKISTAN MOBILE OTHER		UOFLDNTJ01
217	TANZANIA MOBILE OTHER		UOFLDNTZ01
218	TAJIKISTAN MOBILE OTHER		UOFLDNTJ01
219	THAILAND MOBILE OTHER		UOFLDNTH01
220	TOGO MOBILE OTHER		UOFLDNTG01

Line Item	Country, Countries, Regions, or Groupings	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier
221	TOGO MOBILE TELECEL		UOFLDNTG02
222	TONGA MOBILE OTHER		UOFLDNTO01
223	TRINIDAD & TOBAGO MOBILE OTHER		UOFLDNTT01
224	TUNISIA MOBILE OTHER		UOFLDNTN01
225	TURKEY MOBILE OTHER		UOFLDNTR01
226	TURKMENISTAN MOBILE OTHER		UOFLDNTNM01
227	TURKS & CAICOS MOBILE OTHER		UOFLDNTC01
228	UGANDA MOBILE OTHER		UOFLDNUG01
229	UKRAINE MOBILE		UOFLDNUA01
230	UNITED ARAB EMIRATES MOBILE		UOFLDNAE01
231	UNITED KINGDOM MOBILE O2		UOFLDNGB01
232	UNITED KINGDOM MOBILE VODAFONE		UOFLDNGB02
233	UNITED KINGDOM MOBILE EE		UOFLDNGB03
234	UNITED KINGDOM MOBILE HUTCHISON 3G		UOFLDNGB04
235	URUGUAY MOBILE		UOFLDNUY01
236	UZBEKISTAN MOBILE OTHER		UOFLDNUZ01
237	VANUATU MOBILE OTHER		UOFLDNVU01
238	VENEZUELA MOBILE TELCEL		UOFLDNVE01
239	VIETNAM MOBILE OTHER		UOFLDNVN01
240	WESTERN SAMOA MOBILE OTHER		UOFLDNWS01

Line Item	Country, Countries, Regions, or Groupings	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier
241	YEMEN MOBILE OTHER		UOFLDNYE01
242	ZAMBIA MOBILE OTHER		UOFLDNZM01
243	ZIMBABWE MOBILE ECONET		UOFLDNZW01

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	OFMOBBR	**Yes**
2	Canada	OFMOBCA	**Yes**
3	China	OFMOBCN	**Yes**
4	France	OFMOBFR	**Yes**
5	Germany	OFMOBGE	**Yes**
6	Israel	OFMOBIS	**Yes**
7	Italy	OFMOBIT	**Yes**
8	Japan	OFMOBJP	**Yes**
9	Korea	OFMOBKO	**Yes**
10	Mexico	OFMOBMX	**Yes**
11	Spain	OFMOBES	**Yes**
12	Switzerland	OFMOBCH	**Yes**
13	United Kingdom	OFMOBGB	**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	AFGHANISTAN KABUL		UOFLDNAF01
2	AFGHANISTAN MOBILE ACCW		UOFLDNAF02
3	AFGHANISTAN MOBILE AREEBA		UOFLDNAF03
4	ALBANIA MOBILE AMC		UOFLDNAL01
5	ALBANIA OLO		UOFLDNAL02
6	ALGERIA ALGIERS		UOFLDNDZ01
7	ALGERIA MOBILE ORASCOM		UOFLDNDZ02
8	ALGERIA MOBILE OTHER		UOFLDNDZ03
9	ANDORRA MOBILE OTHER		UOFLDNAD01
10	ANGOLA MOBILE UNITEL		UOFLDNAO01
11	ANGUILLA MOBILE C&W		UOFLDNAI01
12	ANGUILLA MOBILE DIGICEL		UOFLDNAI02
13	ANGUILLA MOBILE OTHER		UOFLDNAI03
14	ANTIGUA & BARBUDA MOBILE DIGICEL		UOFLDNAG01
15	ANTIGUA & BARBUDA MOBILE OTHER		UOFLDNAG02
16	ARGENTINA BUENOS AIRES		UOFLDNAR01

Line Item	Country, Countries, Regions, or Groupings	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier
17	ARGENTINA CITIES GROUP 1		UOFLDNAR02
18	ARGENTINA CITIES GROUP 2		UOFLDNAR03
19	ARGENTINA CORDOBA		UOFLDNAR04
20	ARGENTINA MOBILE OTHER		UOFLDNAR05
21	ARMENIA KARABAKH		UOFLDNAM01
22	ARMENIA MOBILE K-TELECOM		UOFLDNAM02
23	ARMENIA MOBILE OTHER		UOFLDNAM03
24	ARUBA MOBILE DIGICELL		UOFLDNAW01
25	ARUBA MOBILE OTHER		UOFLDNAW02
26	AUSTRALIA CITIES		UOFLDNAU01
27	AUSTRALIA MOBILE OPTUS		UOFLDNAU02
28	AUSTRALIA MOBILE TELSTRA		UOFLDNAU03
29	AUSTRALIA MOBILE VODAFONE		UOFLDNAU04
30	AUSTRALIA SYDNEY		UOFLDNAU05
31	AUSTRIA MOBILE OTHER		UOFLDNAT01
32	AUSTRIA MOBILE TMOBILE		UOFLDNAT02
33	AZERBAIJAN MOBILE OTHER		UOFLDNAZ01
34	BAHRAIN MOBILE OTHER		UOFLDNBH01
35	BARBADOS MOBILE OTHER		UOFLDNBB01
36	BELARUS MOBILE OTHER		UOFLDNBY01

Line Item	Country, Countries, Regions, or Groupings	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier
37	BELGIUM MOBILE BASE		UOFLDNBE01
38	BELIZE BTL		UOFLDNBZ01
39	BENIN MOBILE MTN		UOFLDNBJ01
40	BERMUDA MOBILE OTHER		UOFLDNBM01
41	BOLIVIA MOBILE OTHER		UOFLDNBO01
42	BOSNIA & HERZEGOVINA MOBILE BHT		UOFLDNBA01
43	BOTSWANA MOBILE ORANGE		UOFLDNBW01
44	BRAZIL MOBILE OTHER		UOFLDNBR01
45	BRITISH VIRGIN IS MOBILE OTHER		UOFLDNVG01
46	BRUNEI MOBILE OTHER		UOFLDNBN01
47	BULGARIA MOBILE MOBILTEL		UOFLDNBG01
48	BULGARIA MOBILE OTHER		UOFLDNBG02
49	BURKINA FASO OTHER		UOFLDNBF01
50	BURUNDI MOBILE OTHER		UOFLDNBI01
51	Belize Mobile BTL		UOFLDNBZ01
52	CAMBODIA OTHER		UOFLDNKH01
53	CAMEROON MOBILE MTN		UOFLDNCM01
54	CAMEROON MOBILE ORANGE		UOFLDNCM02
55	CAPE VERDE MOBILE OTHER		UOFLDNCV01
56	CAYMAN ISLANDS MOBILE OTHER		UOFLDNKY01

Line Item	Country, Countries, Regions, or Groupings	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier
57	CENTRAL AFRICAN REP MOBILE OTHER		UOFLDNCF01
58	CHAD MOBILE OTHER		UOFLDNTD01
59	CHINA MOBILE OTHER		UOFLDNCN01
60	COLOMBIA MOBILE OTHER		UOFLDNCO01
61	CONGO MOBILE OTHER		UOFLDNCG01
62	COSTA RICA MOBILE OTHER		UOFLDNCR01
63	COTE DIVOIRE MOBILE MTN		UOFLDNCI01
64	CROATIA MOBILE OTHER		UOFLDNHR01
65	CROATIA MOBILE OTHER		UOFLDNHR02
66	CUBA OTHER		UOFLDNCU01
67	CYPRUS MOBILE OTHER		UOFLDNCY01
68	CZECH REPUBLIC MOBILE OTHER		UOFLDNCZ01
69	DEM REP CONGO MOBILE OTHER		UOFLDNDO01
70	DENMARK MOBILE OTHER		UOFLDNDK01
71	DJIBOUTI MOBILE OTHER		UOFLDNDJ01
72	DOMINICA MOBILE DIGICEL		UOFLDNDM01
73	DOMINICAN REPUBLIC MOBILE OTHER		UOFLDNDO01
74	EAST TIMOR MOBILE OTHER		UOFLDNTL01
75	ECUADOR MOBILE OTHER		UOFLDNEC01
76	EGYPT MOBILE OTHER		UOFLDNEG01

Line Item	Country, Countries, Regions, or Groupings	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier
77	EL SALVADOR TELEFONICA		UOFLDNSV01
78	EL SALVADOR TELEMOVIL		UOFLDNSV02
79	EQUATORIAL GUINEA MOBILE OTHER		UOFLDNGQ01
80	ERITREA MOBILE OTHER		UOFLDNER01
81	ESTONIA MOBILE OTHER		UOFLDNEE01
82	ETHIOPIA MOBILE OTHER		UOFLDNET01
83	FAROE ISLANDS MOBILE OTHER		UOFLDNFK01
84	FIJI MOBILE OTHER		UOFLDNFJ01
85	FINLAND MOBILE OTHER		UOFLDNFI01
86	FRANCE MOBILE OTHER		UOFLDNFR01
87	FRENCH GUIANA MOBILE OTHER		UOFLDNGF01
88	FRENCH POLYNESIA MOBILE OTHER		UOFLDNPF01
89	GABON MOBILE OTHER		UOFLDNGA01
90	GAMBIA MOBILE OTHER		UOFLDNGM01
91	GEORGIA MOBILE OTHER		UOFLDNGE01
92	GERMANY MOBILE OTHER		UOFLDNDE01
93	GHANA MOBILE OTHER		UOFLDNGH01
94	GIBRALTAR MOBILE OTHER		UOFLDNGI01
95	GREECE MOBILE OTHER		UOFLDNGR01
96	GREENLAND MOBILE OTHER		UOFLDNGL01

Line Item	Country, Countries, Regions, or Groupings	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier
97	GRENADA MOBILE C&W		UOFLDNGD01
98	GUADELOUPE MOBILE OTHER		UOFLDNGP01
99	GUATEMALA MOBILE COMCEL		UOFLDNGT01
100	GUATEMALA MOBILE OTHER		UOFLDNGT02
101	GUINEA MOBILE ORANGE		UOFLDNGN01
102	GUINEA MOBILE OTHER		UOFLDNGN02
103	GUINEA-BISSAU MOBILE OTHER		UOFLDNGW01
104	GUYANA MOBILE OTHER		UOFLDNGY01
105	HAITI MOBILE OTHER		UOFLDNHT01
106	HONDURAS MOBILE OTHER		UOFLDNHN01
107	HONG KONG MOBILE OTHER		UOFLDNHK01
108	HUNGARY MOBILE OTHER		UOFLDNHU01
109	ICELAND MOBILE OTHER		UOFLDNIS01
110	INDIA MOBILE OTHER		UOFLDNIN01
111	INDONESIA MOBILE OTHER		UOFLDNID01
112	IRAN MOBILE OTHER		UOFLDNIR01
113	IRAQ MOBILE OTHER		UOFLDNIQ01
114	IRELAND MOBILE OTHER		UOFLDNIE01
115	ISRAEL MOBILE OTHER		UOFLDNIS01
116	ISRAEL PALESTINE MOBILE OTHER		UOFLDNIS02

Line Item	Country, Countries, Regions, or Groupings	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier
117	ITALY MOBILE OTHER		UOFLDNIT01
118	JAMAICA MOBILE C&W		UOFLDNJM01
119	JAMAICA MOBILE DIGICEL		UOFLDNJM02
120	JAPAN MOBILE OTHER		UOFLDNJP01
121	JORDAN MOBILE OTHER		UOFLDNJO01
122	KAZAKHSTAN MOBILE OTHER		UOFLDNKZ01
123	KENYA MOBILE OTHER		UOFLDNKE01
124	KOREA (SOUTH) MOBILE OTHER		UOFLDNKR01
125	KOREA (NORTH) OTHER		UOFLDNKP01
126	KOSOVO MOBILE OTHER		UOFLDNKO01
127	KUWAIT MOBILE OTHER		UOFLDNKW01
128	KYRGYZSTAN MOBILE OTHER		UOFLDNKG01
129	Kazakhstan Mobile Kartel		UOFLDNKZ01
130	LAOS MOBILE OTHER		UOFLDNLA01
131	LATVIA MOBILE OTHER		UOFLDNLV01
132	LEBANON MOBILE OTHER		UOFLDNLB01
133	LESOTHO MOBILE OTHER		UOFLDNLS01
134	LIBERIA MOBILE OTHER		UOFLDNLR01
135	LIBYA MOBILE OTHER		UOFLDNLY01
136	LIECHTENSTEIN MOBILE OTHER		UOFLDNLI01

Line Item	Country, Countries, Regions, or Groupings	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier
137	LITHUANIA MOBILE OTHER		UOFLDNLT01
138	LUXEMBOURG MOBILE OTHER		UOFLDNLU01
139	MACAU MOBILE OTHER		UOFLDNMO01
140	MADAGASCAR MOBILE OTHER		UOFLDNMG01
141	MALAWI MOBILE OTHER		UOFLDNMW01
142	MALAYSIA MOBILE OTHER		UOFLDNMY01
143	MALDIVES MOBILE OTHER		UOFLDNMV01
144	MALI MOBILE OTHER		UOFLDNML01
145	MALTA MOBILE OTHER		UOFLDNMT01
146	MARTINIQUE MOBILE OTHER		UOFLDNMQ01
147	MAURITANIA MOBILE OTHER		UOFLDNMQ01
148	MAURITIUS MOBILE OTHER		UOFLDNMU01
149	MEXICO MOBILE MOVISTAR		UOFLDNMX01
150	MEXICO MOBILE IUSACELL		UOFLDNMX02
151	MEXICO MOBILE EA		UOFLDNMX03
152	MEXICO MOBILE TELCEL MSRN		UOFLDNMX04
153	MOLDOVA MOBILE OTHER		UOFLDNMD01
154	MONACO MOBILE OTHER		UOFLDNMC01
155	MONGOLIA MOBILE OTHER		UOFLDNMN01
156	MONTENEGRO MOBILE OTHER		UOFLDNME01

Line Item	Country, Countries, Regions, or Groupings	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier
157	MONTSERRAT MOBILE OTHER		UOFLDNMS01
158	MOROCCO MOBILE GLOBALSTAR		UOFLDNMA01
159	MOROCCO MOBILE IAM		UOFLDNMA02
160	MOZAMBIQUE MOBILE OTHER		UOFLDNMZ01
161	MYANMAR MOBILE OTHER		UOFLDNMM01
162	NAMIBIA MOBILE OTHER		UOFLDNNA01
163	NEPAL MOBILE OTHER		UOFLDNNP01
164	NETHERLANDS ANTILLES CURACAO MOBILE OTHER		UOFLDNNL01
165	NETHERLANDS ANTILLES MOBILE OTHER		UOFLDNNL02
166	NETHERLANDS ANTILLES ST MAARTEN		UOFLDNNL03
167	NETHERLANDS MOBILE OTHER		UOFLDNNL04
168	NEW CALEDONIA MOBILE OTHER		UOFLDNNC01
169	NEW ZEALAND MOBILE OTHER		UOFLDNNZ01
170	NICARAGUA MOBILE OTHER		UOFLDNNI01
171	NIGER MOBILE OTHER		UOFLDNNE01
172	NIGERIA MOBILE OTHER		UOFLDNNG01
173	NIUE OTHER		UOFLDNNU01
174	NORWAY MOBILE OTHER		UOFLDNNO01
175	OMAN MOBILE OTHER		UOFLDNOM01
176	PAKISTAN MOBILE OTHER		UOFLDNPK01

Line Item	Country, Countries, Regions, or Groupings	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier
177	PALESTINE ISRAEL MOBILE OTHER		UOFLDNPS01
178	PALESTINE MOBILE OTHER		UOFLDNPS02
179	PANAMA MOBILE OTHER		UOFLDNPA01
180	PAPUA NEW GUINEA MOBILE OTHER		UOFLDNPG01
181	PARAGUAY MOBILE OTHER		UOFLDNPY01
182	PERU MOBILE		UOFLDNPE01
183	PHILIPPINES MOBILE OTHER		UOFLDNPH01
184	POLAND MOBILE OTHER		UOFLDNPL01
185	RUSSIA MOBILE OTHER		UOFLDNRU01
186	RWANDA MOBILE OTHER		UOFLDNRW01
187	SAN MARINO MOBILE OTHER		UOFLDNSM01
188	SAO TOME MOBILE OTHER		UOFLDNST01
189	SAUDI ARABIA MOBILE OTHER		UOFLDNSA01
190	SENEGAL MOBILE OTHER		UOFLDNSN01
191	SERBIA MOBILE OTHER		UOFLDNRS01
192	SEYCHELLES MOBILE OTHER		UOFLDNSC01
193	SIERRA LEONE MOBILE OTHER		UOFLDNSL01
194	SINGAPORE MOBILE OTHER		UOFLDNSG01
195	SLOVAK REPUBLIC MOBILE OTHER		UOFLDNSK01
196	SLOVENIA MOBILE OTHER		UOFLDNSI01

Line Item	Country, Countries, Regions, or Groupings	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier
197	SOMALIA MOBILE		UOFLDNSO01
198	SOUTH AFRICA MOBILE MTN		UOFLDNZA01
199	SOUTH AFRICA MOBILE OTHER		UOFLDNZA02
200	SPAIN MOBILE OTHER		UOFLDNES01
201	SRI LANKA MOBILE OTHER		UOFLDNLK01
202	ST KITTS & NEVIS MOBILE OTHER		UOFLDNKN01
203	ST LUCIA MOBILE OTHER		UOFLDNLC01
204	ST MAARTEN MOBILE OTHER		UOFLDNMF01
205	ST PIERRE & MIQUELON MOBILE OTHER		UOFLDNPM01
206	ST VINCENT MOBILE OTHER		UOFLDNVC01
207	SUDAN MOBILE MTN		UOFLDNSD01
208	SUDAN MOBILE OTHER		UOFLDNSD02
209	SWAZILAND MOBILE OTHER		UOFLDNSZ01
210	SWEDEN MOBILE OTHER		UOFLDNSE01
211	SWEDEN MOBILE TELENOR		UOFLDNSE02
212	SWITZERLAND MOBILE OTHER		UOFLDNCH01
213	SYRIA MOBILE OTHER		UOFLDNSY01
214	Serbia Mobile VIP		UOFLDNRS01
215	TAIWAN MOBILE OTHER		UOFLDNTW01
216	TAJIKISTAN MOBILE OTHER		UOFLDNTJ01

Line Item	Country, Countries, Regions, or Groupings	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier
217	TANZANIA MOBILE OTHER		UOFLDNTZ01
218	TAJIKISTAN MOBILE OTHER		UOFLDNTJ01
219	THAILAND MOBILE OTHER		UOFLDNTH01
220	TOGO MOBILE OTHER		UOFLDNTG01
221	TOGO MOBILE TELECEL		UOFLDNTG02
222	TONGA MOBILE OTHER		UOFLDNTO01
223	TRINIDAD & TOBAGO MOBILE OTHER		UOFLDNTT01
224	TUNISIA MOBILE OTHER		UOFLDNTN01
225	TURKEY MOBILE OTHER		UOFLDNTR01
226	TURKMENISTAN MOBILE OTHER		UOFLDNTNM01
227	TURKS & CAICOS MOBILE OTHER		UOFLDNTC01
228	UGANDA MOBILE OTHER		UOFLDNUG01
229	UKRAINE MOBILE		UOFLDNUA01
230	UNITED ARAB EMIRATES MOBILE		UOFLDNAE01
231	UNITED KINGDOM MOBILE O2		UOFLDNGB01
232	UNITED KINGDOM MOBILE VODAFONE		UOFLDNGB02
233	UNITED KINGDOM MOBILE EE		UOFLDNGB03
234	UNITED KINGDOM MOBILE HUTCHISON 3G		UOFLDNGB04
235	URUGUAY MOBILE		UOFLDNUY01
236	UZBEKISTAN MOBILE OTHER		UOFLDNUZ01

Line Item	Country, Countries, Regions, or Groupings	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier
237	VANUATU MOBILE OTHER		UOFLDNVU01
238	VENEZUELA MOBILE TELCEL		UOFLDNVE01
239	VIETNAM MOBILE OTHER		UOFLDNVN01
240	WESTERN SAMOA MOBILE OTHER		UOFLDNWS01
241	YEMEN MOBILE OTHER		UOFLDNYE01
242	ZAMBIA MOBILE OTHER		UOFLDNZM01
243	ZIMBABWE MOBILE ECONET		UOFLDNZW01

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**

Line Item	Voicemail General Features	Bidder Meets or Exceeds? Yes or No.
3	Message saving and erasing.	**Yes**
4	Erased message retrieval.	**Yes**
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		CVVM	**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

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.		CSS01	**Yes**
2	Field Service Repair Technician Overtime Hours	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.		CSS02	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
3	Field Service Repair Technician Sunday and Holiday Hours	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.		CSS03	**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		CPS01	Yes
2	Migration Technical Services Support I - Overtime Hours	Technical Services Support I for Central Office Exchange Migration only - Overtime Hours		CPS02	**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		CPS03	**Yes**
4	Migration Technical Services Support II - Regular Hours	Technical Services Support II for Central Office Exchange Migration only		CPS04	**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.
		– Regular Hours			
5	Migration Technical Services Support II - Overtime Hours	Technical Services Support II for Central Office Exchange Migration only – Overtime Hours		CPS05	**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		CPS06	**Yes**
7	Migration Network Engineer – Regular Hours	Network Engineer for Central Office Exchange Migration only – Regular Hours		CPS07	**Yes**
8	Migration Network Engineer – Overtime Hours	Network Engineer for Central Office Exchange Migration only		CPS08	**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.
		– Overtime Hours			
9	Migration Network Engineer – Sunday and Holiday Hours	Network Engineer for Central Office Exchange Migration only – Sunday and Holiday Hours		CPS09	**Yes**
10	Migration Professional Services - Senior Engineer – Regular Hours	Professional Services - Senior Engineer for Central Office Exchange Migration only – Regular Hours		CPS10	**Yes**
11	Migration Professional Services Principal Architect I – Regular Hours	Professional Services Principal Architect I for Central Office Exchange Migration only – Regular Hours		CPS11	**Yes**
12	Migration Professional Services - Principal	Professional Services - Principal Architect II for		CPS12	**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.
	Architect II – Regular Hours	Central Office Exchange Migration only – Regular Hours			

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	Network-VoIP Assessment (Small Site, upto 100 Devices)	UCNVA01	
2	Network-VoIP Assessment (Medium Site upto 250 Devices)	UCNVA02	
3	Network-VoIP Assessment (Large Site upto 500 Devices)	UCNVA03	
4	Security Assessment (Small Site upto 100 Devices)	UCSA01	
5	Security Assessment (Mediuml Site upto 250 Devices)	UCSA02	
6	Security Assessment (Large Site upto 500 Devices)	UCSA03	
7	Office in a box for Teleworker	UCOBX01	

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
8	Migration-Porting of Number	CPS13	

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.

Line Item	Stop Clock Condition (SCC)	SCC Definition
2	OBSERVATION	Time after a service has been restored but End-User request ticket is kept open for observation. If the service is later determined by the End-User to not have been restored, the Stop Clock shall continue until the time the End-User notifies the Contractor that the Service has not been restored.
3	END-USER NOT AVAILABLE	Time after a service has been restored but End-User is not available to verify that the Service is working. If the service is later determined by the End-User to not have been restored, the Stop Clock shall apply only for the time period between Contractor's reasonable attempt to notify the End-User that Contractor believes the service has been restored and the time the End-User notifies the Contractor that the Service has not been restored.
4	WIRING	Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor or any of its Subcontractors or Affiliates. If it is later determined the wiring is not the cause of failure, the SCC shall not apply.
5	POWER	Trouble caused by a power problem outside of the responsibility of the Contractor.
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

Line Item	Stop Clock Condition (SCC)	SCC Definition
		Customer Provisioning Delay SCC is restricted to Provisioning SLAs only.
7	ACCESS	Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following: Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative; Site contact refuses access to technician who displays proper identification; 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, 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.

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

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

Bidder understands the 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%	P

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	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

22.4.8.5 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	P

Rights and Remedies:

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

Bidder understands the 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