INVITATION FOR BID

IFB C4DNCS19
Data Networks and Communications Services

CATEGORY 22 – CLOUD-HOSTED VOIP SERVICES

NWN Corporation

Statement of Work

TECHNICAL REQUIREMENTS

September 14, 2020

BAFO

Issued by:

STATE OF CALIFORNIA

California Department of Technology Statewide Procurement

PO Box 1810

Rancho Cordova, CA 95741

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

AMENDMENT LOG

Amendment #	Date	Amendment Description
8	6/20/21	Added Header Table 22.2.3.b – deleted items, updated Bidder's Product Identifiers, and added new items Table 22.2.4.b – deleted items, updated Bidder's Product Identifiers, and added new items Table 22.2.5.b – deleted items Table 22.2.6.b – deleted items
11	01/23/22	Table 22.2.3.b – Added new services to Line Items 111 and 112
16	12/21/2022	Adding MS Room SKU to line 113.
18	1/12/2023	Table 22.2.3.b – Added new services to Line Items 114 - 144

Table of Contents

22.1 OVERVIEW 6
22.1.1 Bidder Response Requirements 6
22.1.2 Designation of Requirements 7
22.1.3 Pacific Time Zone 7
22.2 CLOUD-HOSTED VOIP SERVICES 7
22.2.1 Cloud-Hosted VoIP Services Requirements 7
22.2.1.1 Hosted Services 7
22.2.1.2 Logical Design 8
22.2.1.2.1 Directly-Connected Customers 8
22.2.1.2.2 Remote End-Users 8
22.2.1.2.3 LAN and WAN Access 8
22.2.1.3 Cloud-Hosted VoIP Services Connectivity Diagrams 9
22.2.1.4 Cloud-Hosted VoIP Services Implementation 9
22.2.1.4.1 Cloud-Hosted VoIP Services Site Survey 9
22.2.1.4.2 Implementation Schedule 10
22.2.1.4.3 Testing and Acceptance 10
22.2.1.5 Cloud-Hosted VoIP Services Security 11
22.2.1.5.1 Network Security 11
22.2.1.5.2 Physical Security 11
22.2.1.5.3 Data Breach Reporting 11
22.2.1.6 Emergency Services 11
22.2.1.6.1 Enhanced 911 Database Updates 12
22.2.1.7 Softphone Support 16
22.2.1.8 Software Updates 16
22.2.1.9 Interoperability with Other CALNET Technologies 16
22.2.1.10 On-Net Calling 16
22.2.1.11 Off-Net Calling 17
22.2.1.12 Mobile Integration 17
22.2.1.12.1 Mobile Device APIs 17
22.2.1.12.2 Ongoing Call Transfer 17
22.2.1.12.3 Find Me/Follow Me 17
22.2.1.13 Cloud-Hosted VoIP Services Minimum Features 17
22.2.1.13.1 Audio Compression Format 18
22.2.1.13.2 Number Portability 18
22.2.1.13.3 Call Quality 18
22.2.1.13.4 Facsimile over Internet Protocol Support 18
22.2.1.13.5 9XX Blocking 18
22.2.1.13.6 Auto Attendant 18
22.2.1.13.7 Call Hold 18

22.2.1.13.8 Call Notify 19
22.2.1.13.9 Call Park 19
22.2.1.13.10 Conference 19
22.2.1.13.11 Call Waiting 19
22.2.1.13.12 Caller ID 19
22.2.1.13.13 Conference Bridge 19
22.2.1.13.14 Direct Inward Dial 19
22.2.1.13.15 Directory Phone Display 20
22.2.1.13.16 Extension Dialing 20
22.2.1.13.17 Group Pickup 20
22.2.1.13.18 Hunt Groups 20
22.2.1.13.19 Message Waiting Indicator 20
22.2.1.13.20 Multi-Line Appearance 20
22.2.1.13.21 Redial 21
22.2.1.13.22 Unified Messaging 21
22.2.2 Desktop Handsets 21
22.2.2.1 Standard Handset Features 21
22.2.2.2 Midrange Handset Features 22
22.2.2.3 Attendant Handset Features 22
22.2.2.4 Conference Room Speakerphone Features 23
22.2.3 Cloud-Hosted VoIP Service Packages 23
22.2.4 Additional Cloud-Hosted VoIP Services 38
22.2.4.1 Cloud-Hosted VoIP Services Site Survivability Network Failure 38
22.2.4.2 Direct Inward Dial Number Reservation 40
22.2.5 International Off-Net Calling 44
22.2.5.1 United States Based Services Waiver 44
22.2.6 Voicemail Services 46
22.2.6.1 Voicemail General Features 46
22.2.7 Cloud-Hosted VoIP Services Geographic Service Area 48
22.3 OTHER SERVICES 48
22.3.1 Hourly Rates for Services 48
22.3.2 Services Related Hourly Support 49
22.3.3 Migration Professional Services 51
22.4 SERVICE LEVEL AGREEMENTS (SLA) 54
22.4.1 Service Level Agreement Format 55
22.4.2 Technical Requirements Versus SLA Objectives 55
22.4.3 Methods of Outage Reporting: Customer or Contractor 56
22.4.4 Bidder Response to Service Level Agreements 56
22.4.5 Contractor SLA Management Plan 56
22.4.6 Technical SLA General Requirements 57
22.4.7 Trouble Ticket Stop Clock Conditions 59

22.4.8 Technical Service Level Agreements (SLA) 63
22.4.8.1 Availability (M-S) 63
22.4.8.2 Catastrophic Outage 1 (CAT 1) (M-S) 64
22.4.8.3 Catastrophic Outage 3 (CAT 3) (M-S) 66
22.4.8.4 Excessive Outage 67
22.4.8.5 Notification (M-S) 68
22.4.8.6 Provisioning (M-S) 69
22.4.8.7 Time To Repair (M-S) 71
22.4.8.8 Unsolicited Service Enhancement SLAs 72
22.4.8.9 Proposed Unsolicited Offerings 73
22.4.8.10 Contract Amendment Service Enhancement SLAs 73

TECHNICAL REQUIREMENTS

CATEGORY 22 – Cloud-Hosted VoIP Services

22.1 OVERVIEW

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

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

22.1.1 Bidder Response Requirements

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

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

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

Or,

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

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

Bidder's Description:

Or,

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

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

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.

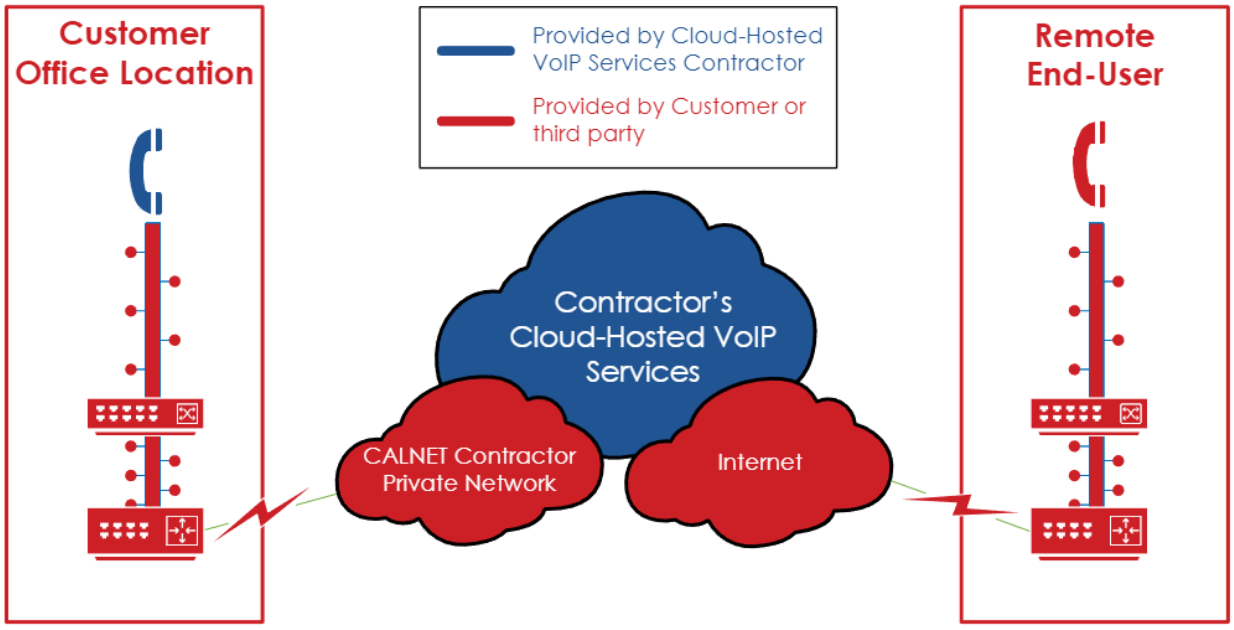
Bidder understands the Requirement and shall meet or exceed it? Yes

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: NWN's Basic Contractor Site Survey includes the 5 steps included above. The Analysis is documented to identify any deficiencies required before implementation. NWN will review Analysis with the Customer to ensure any required corrections occur for a successful implementation.

In addition to the basic Contractor Site Survey as described above, NWN also provides an optional enhanced assessment as an unsolicited SKU that probes the customer network environment for a period of time (typically 1-2 weeks) collecting performance data on the network. This assessment will generate simulated VoIP traffic on the customer network to assess its baseline performance and identify items that degrade VoIP voice quality.

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: NWN has two Dynamic Location Mapping (DLM) solutions in its service offering. The NWN Standard E911 DLM solution, used for customers who do not have any non-premise-based users (i.e. no mobile or remote workers), routes 911 calls through NWN's SIP providers (e.g. Bandwidth.com) using a traditional Emergency Response Location (ERL)/Emergency Location Identification Number (ELIN) methodology. NWN automatically tracks and updates phone moves and changes throughout the Customer premise network, and provides local onsite notification through several methods, including phone alert, web portal alert, email, and text alert.

A Customer configures a dispatchable location by defining a unique IP subnet range for the voice VLAN for each dispatchable location. The Customer controls the granularity of the dispatchable location by means of appropriate

segmentation of the voice network VLANs and setting DHCP scopes accordingly. For VoIP endpoint devices that may connect to the Customer's local network via wireless LAN, each access point's BSSID can also define a unique dispatchable location.

For each defined dispatchable location, the Customer provides NWN with the location details in the form of an Address_Line_1 and an Address_Line_2 field. This information is the basis of the Automatic Location Information (ALI) used by the PSAP. The first field contains the civic address and is geocoded, validated and converted for downstream display on 911 Call Taker screens. The second field is "free form" and can contain floor, suite, room or "zone" information as desired by the Customer. The second field has a standard allowed length of 60 characters. However, often the PSAP equipment only displays the first 20 characters. NWN recommends prudent use of common acronyms as a result.

NWN uses the Customer-provided dispatchable location information (e.g. IP subnet/BSSID, Address_Line_1 and Address_Line_2) to create ERL database records in its internal E911 database. Each ERL consists of the ALI, the associated IP Subnet/BSSID, and the ELIN. The ELIN is a unique DID assigned by NWN to the ERL for use as the outbound calling party number for all 911 calls made by phones in that ERL. NWN then registers the ELIN/ALI information with the SIP carrier for input into the ALI databases used by PSAPs.

1. **End user at x305 on the third floor makes a 911 call**
2. **NWN routes the call to its internal E911 database for that Customer**
3. **The NWN internal E911 database uses the IP subnet/BSSID information for the caller's phone handset to determine the ERL for that phone, then modifies the calling number (CN) to the ELIN for that ERL. The call is also logged to facilitate PSAP callback to the end user should they be disconnected**
4. **NWN then routes the call to the SIP Service Provider**
5. **The SIP Service Provider connects the call to the appropriate PSAP using a selective routing process based on the ELIN**
6. **The PSAP uses the ELIN to find the dispatchable location information in the ALI database.**

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: For Customers who have a requirement to support both mobile and remote users, NWN also offers a Premium Dynamic Location Mapping solution. This solution uses the same IP subnet/BSSID on-premise network attributes as the Standard NWN E911 service to assign unique ERLs. However, instead of routing calls to NWN's standard SIP Service Providers, in the Premium solution NWN routes the 911 calls to the RedSky E911 Anywhere cloud-based solution. This solution provides the Customer with a greater capability for self-administration of location information, as well as a more configurable set of alerting options when a user makes a 911 call. However, the main advantage of the premium solution is the ability to support dynamic location mapping for remote and mobile users. In situations where location data is not available, the End-User is required to immediately designate their physical location upon connecting to an unknown network.

The section below describes the operation of the NWN Premium DLM solution for Customer premise IP phones:

The location of all IP phones within Customer premise locations are tracked in the same manner as the NWN Standard solution. NWN automatically updates the ELIN/ERL location records to RedSky E911

Anywhere. RedSky validates and stores the information in a Dynamic ALI database.

When a premise IP phone places a 9-1-1 call, NWN performs the ERL lookup based on the IP phone's network attributes, converts the party's calling number (CN) to the ELIN configured for that ERL, and routes the call to E911 Anywhere.

E911 Anywhere retrieves the location record of the calling number, determines the correct PSAP, creates routing instructions and sends the call to the PSAP.

Simultaneously, E911 Anywhere dynamically populates the ALI record in the LEC PS-ALI database with the emergency caller's location and callback number (ELIN). The PSAP retrieves this information with a data query to the LEC PS-ALI database.

The section below describes the operation of the NWN Premium DLM solution for remote users:

Remote End-Users of the NWN Cloud-Hosted VoIP Service use a NWN-provided soft client. Determining the location of a remote soft client End-User on a non-cellular device (e.g. soft clients on a PC or tablet) requires the installation of the RedSky MyE911 application alongside the soft client on the device. MyE911 has a feature that hides the NWN soft client off-screen when the End-User starts the NWN soft client, while MyE911 verifies the End-User's location using network parameters such as IP address, wireless LAN BSSID, and LLDP chassis/port ID. If the End-User's network parameters are a definitive match to a previously registered ERL, MyE911 will minimize to the system tray and bring the soft client back into focus. However, if the network parameters are NOT a definitive match, MyE911 will require the End-User to immediately designate their physical location upon connecting to the unknown network. That location will include street address, room and floor fields. RedSky E911 Anywhere validates the End-User-provided location information to ensure the address is routable to a PSAP, and then stores it in the Dynamic ALI database.

If the remote End-Users are using the NWN-provided soft client on an iOS or Android smartphone, NWN configures the soft client application to use the device's native cellular calling service to place the 911 call, even when dialed from within the soft client interface. This method ensures the use of the cellular

service provider's telemetry information to determine 911 PSAP routing and location information.

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 NWN Unified Messaging Unity Connection supports Single Inbox feature with Office 365, Exchange 2019, Exchange 2016, Exchange 2013 and Exchange 2010 server. Additionally, Unity Connection can forward copies of voicemail messages as .wav file attachments to any configured valid email address of the voicemail owner/user on platforms other than Exchange.

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.		UC-BUN-CDNCS22-STNDHAND	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.		UC-BUN-CDNCS22-MIDHAND	**Yes**
3	Cloud-Hosted VoIP Service Package with Attendant Handset	Cloud-Hosted VoIP Service package that includes an Attendant Handset as described in Section 22.2.2.3.		UC-BUN-CDNCS22-ATTHAND	**Yes**
4	Cloud-Hosted VoIP Service Package with Conference Room Speakerphone	Cloud-Hosted VoIP Service package that includes a Conference Room Speakerphone as described in		UC-BUN-CDNCS22-CONFSPK	**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.
		Section 22.2.2.4.			
5	Cloud-Hosted VoIP Service Package Without Desktop Handset	Cloud-Hosted VoIP Service package that does not include a Desktop Handset.		UC-BUN-CDNCS22-WOHAND	**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	Voice Gateway Support Service	UC-MSR-PRIVATE-AGW	Voice Gateway Support Service
2	UC Private Standard Voice Recording User	UC-AAS-PRIVATE-ARCRDU	UC Private Standard Voice Recording User
3	UC Private Advanced Voice Recording User	UC-AAS-PRIVATE-SCR	UC Private Advanced Voice Recording User
4	UC Hybrid/Private Distance Learning Training - Full Day	UC-3PN-TRAIN-FULLDAY	UC Hybrid/Private Distance Learning Training - Full Day
5	Attendant Console - Advanced	UC-AAS-PRIVATE-ADVATCON	Attendant Console - Advanced
6	High Capacity Analog Service (48 ports)	UC-MSN-PRIVATE-AGWY48	High Capacity Analog Service (48 ports)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
7	Low Capacity Analog Service (4 ports)	UC-MSN-PRIVATE-AGWY4	Low Capacity Analog Service (4 ports)
8	Fax Over IP Service	UC-AAS-PRIVATE-FOIP	Fax Over IP Service
9	Work From Home Standard Bundle	UC-BUN-WFH-STND	Work From Home Standard Bundle
10	Work From Home Executive Bundle	UC-BUN-WFH-EXEC	Work From Home Executive Bundle
11	Work From Home Executive Video Bundle	UC-BUN-WFH-EXECV	Work From Home Executive Video Bundle
12	Emergency Notification and Paging	UC-AAS-ENT-PAGING	Emergency Notification and Paging
13	E911 Dynamic Mobile	UC-AAS-CIR-CERL	E911 Dynamic Mobile
14	E911 Location	UC-PRO-PRIVATE-CERL	E911 Location
15	FedRAMP Compliance	UC-AAS-ENT-FEDRAMP	FedRAMP Compliance
16	HWaaS Cisco 6841 MPP Phone	UC-AAS-HAAS-3PW6841	HWaaS Cisco 6841 MPP Phone
17	HWaaS Cisco 6851 MPP Phone	UC-AAS-HAAS-3PW6851	HWaaS Cisco 6851 MPP Phone
18	HWaaS Cisco 6861 MPP Phone	UC-AAS-HAAS-3PW6861	HWaaS Cisco 6861 MPP Phone
19	HWaaS Cisco KEM for 6800 Series MPP	UC-AAS-HAAS-3PW68KEM	HWaaS Cisco KEM for 6800 Series MPP
20	HWaaS Cisco IP 7811 MPP Phone	UC-AAS-HAAS-3PW7811	HWaaS Cisco IP 7811 MPP Phone

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
21	HWaaS Cisco IP 7821 MPP Phone	UC-AAS-HAAS-3PW7821	HWaaS Cisco IP 7821 MPP Phone
22	HWaaS Cisco IP 7811 MPP Conference Phone	UC-AAS-HAAS-3PW7832	HWaaS Cisco IP 7811 MPP Conference Phone
23	HWaaS Cisco IP 7841 MPP Phone	UC-AAS-HAAS-3PW7841	HWaaS Cisco IP 7841 MPP Phone
24	HWaaS Cisco IP 7861 MPP Phone	UC-AAS-HAAS-3PW7861	HWaaS Cisco IP 7861 MPP Phone
25	HWaaS Cisco 8800 Series KEM for Audio IP Phone, MPP firmware	UC-AAS-HAAS-3PW88KEM	HWaaS Cisco 8800 Series KEM for Audio IP Phone, MPP firmware
26	HWaaS Cisco IP 8811 MPP Phone	UC-AAS-HAAS-3PW8811	HWaaS Cisco IP 8811 MPP Phone
27	HWaaS Cisco 8832 MPP Phone	UC-AAS-HAAS-3PW8832	HWaaS Cisco 8832 MPP Phone
28	HWaaS Cisco IP 8841 MPP Phone	UC-AAS-HAAS-3PW8841	HWaaS Cisco IP 8841 MPP Phone
29	HWaaS Cisco IP 8845 MPP Phone	UC-AAS-HAAS-3PW8845	HWaaS Cisco IP 8845 MPP Phone
30	HWaaS Cisco IP 8851 MPP Phone	UC-AAS-HAAS-3PW8851	HWaaS Cisco IP 8851 MPP Phone
31	HWaaS Cisco IP 8861 MPP Phone	UC-AAS-HAAS-3PW8861	HWaaS Cisco IP 8861 MPP Phone
32	HWaaS Cisco IP 8865 MPP Phone	UC-AAS-HAAS-3PW8865	HWaaS Cisco IP 8865 MPP Phone

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
33	HWaaS Cisco IP 7811 Phone (spare)	UC-AAS-HAAS-7811	HWaaS Cisco IP 7811 Phone (spare)
34	HWaaS Cisco IP 7821 Phone	UC-AAS-HAAS-7821	HWaaS Cisco IP 7821 Phone
35	HWaaS Cisco IP 7811 Conference Phone	UC-AAS-HAAS-7832	HWaaS Cisco IP 7811 Conference Phone
36	HWaaS Cisco IP 7841 Phone	UC-AAS-HAAS-7841	HWaaS Cisco IP 7841 Phone
37	HWaaS Cisco IP 7861 Phone	UC-AAS-HAAS-7861	HWaaS Cisco IP 7861 Phone
38	HWaaS Cisco 8800 Series KEM for Audio IP Phone, firmware	UC-AAS-HAAS-88KEM	HWaaS Cisco 8800 Series KEM for Audio IP Phone, firmware
39	HWaaS Cisco IP 8811 Phone	UC-AAS-HAAS-8811	HWaaS Cisco IP 8811 Phone
40	HWaaS Cisco 8832 Phone	UC-AAS-HAAS-8832	HWaaS Cisco 8832 Phone
41	HWaaS Cisco IP 8841 Phone	UC-AAS-HAAS-7881	HWaaS Cisco IP 8841 Phone
42	HWaaS Cisco IP 8845 Phone	UC-AAS-HAAS-8845	HWaaS Cisco IP 8845 Phone
43	HWaaS Cisco IP 8851 Phone	UC-AAS-HAAS-8851	HWaaS Cisco IP 8851 Phone
44	HWaaS Cisco IP 8861 Phone	UC-AAS-HAAS-8861	HWaaS Cisco IP 8861 Phone
45	HWaaS Cisco IP 8865 Phone	UC-AAS-HAAS-8865	HWaaS Cisco IP 8865 Phone

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
46	562 Wireless Dual Headset, Multi Base Station US,CA	UC-AAS-HAAS-HS562M	562 Wireless Dual Headset, Multi Base Station US,CA
47	561 Wireless Single Headset, Multi Base Station US,CA	UC-AAS-HAAS-HS561M	561 Wireless Single Headset, Multi Base Station US,CA
48	562 Wireless Dual Headset, Standard Base Station US,CA	UC-AAS-HAAS-HS562S	562 Wireless Dual Headset, Standard Base Station US,CA
49	561 Wireless Single Headset, Standard Base Station US,CA	UC-AAS-HAAS-HS561S	561 Wireless Single Headset, Standard Base Station US,CA
50	Headset 531 Wired Single + USB Headset Adapter	UC-AAS-HAAS-HS531	Headset 531 Wired Single + USB Headset Adapter
51	Headset 532 Wired Dual + USB Headset Adapter	UC-AAS-HAAS-HS532	Headset 532 Wired Dual + USB Headset Adapter
52	Hardware as a Service Midrange Phone	UC-MSN-HAAS-8800	Hardware as a Service Midrange Phone
53	Hardware as a Service Conf Phone	UC-MSN-HAAS-CONF88	Hardware as a Service Conf Phone
54	Hardware as a Service Headset 1	UC-MSN-HAAS-HSET1	Hardware as a Service Headset 1
55	Hardware as a Service Headset 2	UC-MSN-HAAS-HSET2	Hardware as a Service Headset 2
56	Hardware as a Service Headset 3	UC-MSN-HAAS-HSET3	Hardware as a Service Headset 3

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
57	Emergency Notification Board Support Service	UC-BUN-HAAS-ENBSS	Emergency Notification Board Support Service
58	Emergency Notification Board Service - Small	UC-BUN-HAAS-ENBSS	Emergency Notification Board Service - Small
59	Emergency Notification Board Service - Medium	UC-BUN-HAAS-ENBSM	Emergency Notification Board Service - Medium
60	Emergency Notification Board Service - Large	UC-BUN-HAAS-ENBSL	Emergency Notification Board Service - Large
61	Emergency Notification Board Service - XL	UC-BUN-HAAS-ENBSXL	Emergency Notification Board Service - XL
62	Emergency Notification Board Service - Outdoor	UC-BUN-HAAS-ENBSO	Emergency Notification Board Service - Outdoor
63	IP Paging and Notification Server	UC-AAS-PRIVATE-PAGSVR	IP Paging and Notification Server
64	IP Speaker registered to calling server support service	UC-AAS-PRIVATE-IPSPK	IP Speaker registered to calling server support service
65	IP Wall Mount Speaker registered to calling server support service	UC-AAS-PRIVATE-IPSPKW	IP Wall Mount Speaker registered to calling server support service
66	IP Ceiling Speaker registered to calling server support service	UC-AAS-PRIVATE-IPSPKC	IP Ceiling Speaker registered to calling server support service

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
67	IP Outdoor Speaker registered to calling server support service	UC-AAS-PRIVATE-IPSPKO	IP Outdoor Speaker registered to calling server support service
68	IP Speaker registered to calling server	UC-MSN-PRIVATE-IPSPK	IP Speaker registered to calling server
69	IP Wall Mount Speaker registered to calling server	UC-MSN-PRIVATE-IPSPKW	IP Wall Mount Speaker registered to calling server
70	IP Ceiling Speaker registered to calling server	UC-MSN-PRIVATE-IPSPKC	IP Ceiling Speaker registered to calling server
71	IP Outdoor Speaker registered to calling server	UC-MSN-PRIVATE-IPSPKO	IP Outdoor Speaker registered to calling server
72	Mobile Edge	UC-AAS-PRIVATE-MOBEDGE	Mobile Edge
73	AI Assistant	UC-AAS-PRIVATE-AIA	AI Assistant
NWN Unbundled Services from Table 22.2.3.a			
74	Cloud-Hosted VoIP Service Package with Standard Handset (NRC)	UC-MSN-CDNCS22-STNDHAND	Unbundled - Cloud-Hosted VoIP Service Package with Standard Handset NRC for Solicited SKU # UC-BUN-CDNCS22-STNDHAND

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
75	Cloud-Hosted VoIP Service Package with Standard Handset (MRC)	UC-MSR-CDNCS22-STNDHAND	Unbundled - Cloud-Hosted VoIP Service Package with Standard Handset MRC for Solicited SKU # UC-BUN-CDNCS22-STNDHAND
76	Cloud-Hosted VoIP Service Package with Midrange Handset (NRC)	UC-MSN-CDNCS22-MIDHAND	Unbundled – Cloud-Hosted VoIP Service Package with Midrange Handset NRC for Solicited SKU # UC-BUN-CDNCS22-MIDHAND
77	Cloud-Hosted VoIP Service Package with Midrange Handset (MRC)	UC-MSR-CDNCS22-MIDHAND	Unbundled – Cloud-Hosted VoIP Service Package with Midrange Handset MRC for Solicited SKU # UC-BUN-CDNCS22-MIDHAND

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
78	Cloud-Hosted VoIP Service Package with Attendant Handset (NRC)	UC-MSN-CDNCS22-ATTHAND	Unbundled – Cloud-Hosted VoIP Service Package with Attendant Handset NRC for Solicited SKU # UC-BUN-CDNCS22-ATTHAND
79	Cloud-Hosted VoIP Service Package with Attendant Handset (MRC)	UC-MSR-CDNCS22-ATTHAND	Unbundled – Cloud-Hosted VoIP Service Package with Attendant Handset MRC for Solicited SKU # UC-BUN-CDNCS22-ATTHAND
80	Cloud-Hosted VoIP Service Package with Conference Room Speakerphone (NRC)	UC-MSN-CDNCS22-CONFSPK	Unbundled – Cloud-Hosted VoIP Service Package with Conference Room Speakerphone NRC for Solicited SKU # UC-BUN-CDNCS22-CONFSPK

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
81	Cloud-Hosted VoIP Service Package with Conference Room Speakerphone (MRC)	UC-MSR-CDNCS22-CONFSPK	Unbundled – Cloud-Hosted VoIP Service Package with Conference Room Speakerphone MRC for Solicited SKU # UC-BUN-CDNCS22-CONFSPK
82	Cloud-Hosted VoIP Service Package Without Desktop Handset (NRC)	UC-MSN-CDNCS22-WOHAND	Unbundled – Cloud-Hosted VoIP Service Package Without Desktop Handset NRC for Solicited SKU # UC-BUN-CDNCS21-WOHAND
83	Cloud-Hosted VoIP Service Package Without Desktop Handset (MRC)	UC-MSR-CDNCS22-WOHAND	Unbundled – Cloud-Hosted VoIP Service Package Without Desktop Handset MRC for Solicited SKU # UC-BUN-CDNCS21-WOHAND
Microsoft Integrations			
84	Microsoft calling plan 1 - Domestic Only	UC-AAS-MT-CP1	
85	Microsoft calling plan 2 - International and Domestic	UC-AAS-MT-CP2	

86	Microsoft Phone System	UC-AAS-MT-PS1	
87	Microsoft Platform	UC-PRO-MT-PLAT	
88	Microsoft Audio Conferencing	UC-AAS-MT-AC	
89	Microsoft Headset 1	UC-3PN-MT-HEAD1	
90	Microsoft Headset 2	UC-3PN-MT-HEAD2	
91	Microsoft Headset 3	UC-3PN-MT-HEAD3	
92	Microsoft Handset 1	UC-3PN-MT-HAND1	
93	Microsoft Handset 2	UC-3PN-MT-HAND2	
94	Microsoft Handset 3	UC-3PN-MT-HAND3	
95	Microsoft Handset 4	UC-3PN-MT-HAND4	
96	FedRAMP Compliance Seat	UC-AAS-ENT-FEDRAMPS	
97	Carbyne NG911 - Package	UC-AAS-CARB-CLU1	Carbyne NG911 - Package
98	Carbyne NG911 - IOT	UC-AAS-CARB-CLU2	Carbyne NG911 - IOT
99	Carbyne NG911 - Responder Connect	UC-AAS-CARB-CLU3	Carbyne NG911 - Responder Connect
100	Carbyne NG911 - Global Events View	UC-AAS-CARB-CLU4	Carbyne NG911 - Global Events View
101	C-Live Apex Package	UC-AAS-CARB-CLA1	C-Live Apex Package
102	Carbyne for UCM	UC-AAS-CARB-CLA2	Carbyne for UCM
103	Carbyne for UCCX/E	UC-AAS-CARB-CLA3	Carbyne for UCCX/E
104	Event History per PSAP	UC-AAS-CARB-CEH1	Event History per PSAP
105	Legacy Network Gateway	UC-AAS-CARB-CLG1	Legacy Network Gateway
106	Legacy PSAP Gateway	UC-AAS-CARB-CPG1	Legacy PSAP Gateway
107	NOC 24/7/365 Service	UC-AAS-CARB-CNOC	NOC 24/7/365 Service
108	Remote Onboarding	UC-3PN-CARB-COB1	Remote Onboarding
109	Training Service	UC-3PN-CARB-TRN1	Training Service
110	Carbyne Other Service	UC-3PN-CARB-SVC1	Carbyne Other Service

111	Common Area phone for Microsoft Teams	UC-AAS-MT-CAP	Conference room phones, lobby phones, hoteling phones
112	Microsoft Teams Rooms Standard for GCC - including Audio Conferencing	UC-AAS-MT-MTRAC	Video Conferencing equipment license with audio conferencing service
113	Microsoft Teams Rooms Pro for GCC	UC-AAS-MT-MTRPRO	Microsoft Teams Rooms Pro for GCC
114	Cloud IP Based 16 HDD channel recording management solution	UC-3PN-VDS-RMS16HDD	Cloud IP Based 16 HDD channel recording management solution
115	Cloud IP Based 8 HDD channel recording management solution	UC-3PN-VDS-RMS8HDD	Cloud IP Based 8 HDD channel recording management solution
116	Cloud IP Based 4 HDD channel recording management solution	UC-3PN-VDS-RMS4HDD	Cloud IP Based 4 HDD channel recording management solution
117	Support, management and monitoring of channel recording system	UC-3PR-VDS-RMS	Support, management and monitoring of channel recording system
118	Cloud Based Video Management Appliance	UC-3PN-VDS-VMA4HD	Cloud Based Video Management Appliance
119	Cloud Based Video Management Appliance	UC-3PN-VDS-VMA8HD	Cloud Based Video Management Appliance

120	Cloud Based Video Management Appliance	UC-3PN-VDS-VMA16HD	Cloud Based Video Management Appliance
121	Support, management and monitoring of video management appliance	UC-3PR-VDS-VMA	Support, management and monitoring of video management appliance
122	Rack for Media Converter	UC-3PN-VDS-RACK	Rack for Media Converter
123	Media Converter with SFP	UC-3PN-VDS-MCSFP	Media Converter with SFP
124	Graphic and Sound add-in	UC-3PN-VDS-GRSN	Graphic and Sound add-in
125	12x16TB of Cloud Storage for Video	UC-3PR-VDS-STG12X16TB	12x16TB of Cloud Storage for Video
126	12x4TB of Cloud Storage for Video	UC-3PR-VDS-STG12X4TB	12x4TB of Cloud Storage for Video
127	12x8TB of Cloud Storage for Video	UC-3PR-VDS-STG12X8TB	12x8TB of Cloud Storage for Video
128	Base License	UC-3PN-VDS-BASELIC	Base License
129	One Dashboard	UC-3PN-VDS-DASH	One Dashboard
130	Fixed Lens Camera 35mm	UC-3PN-VDS-FLC35	Fixed Lens Camera 35mm
131	3rd party camera integration	UC-3PN-VDS-CAMINT	3rd party camera integration
132	Mobile Video Expansion	UC-3PN-VDS-MVE	Mobile Video Expansion
133	Person Identification Expansion	UC-3PN-VDS-PIDEXP	Person Identification Expansion
134	Site Expansion	UC-3PN-VDS-SITEEXP	Site Expansion
135	Standard Application Server	UC-3PN-VDS-SAS	Standard Application Server
136	MIC PTZ 4K Camera	UC-3PN-VDS-PTZ4K	MIC PTZ 4K Camera
137	Starlight PTZ Camera	UC-3PN-VDS-STARPTZ	Starlight PTZ Camera

138	PTZ Thermal Camera	UC-3PN-VDS-PTZTHERMAL	PTZ Thermal Camera
139	Fixed Camera 12MP	UC-3PN-VDS-FIXED12MP	Fixed Camera 12MP
140	Fixed Camera 2MP	UC-3PN-VDS-FIXED2MP	Fixed Camera 2MP
141	Fixed Camera 1MP	UC-3PN-VDS-FIXED1MP	Fixed Camera 1MP
142	SIP Trunk – Unlimited In / 750 Out 48+CA	UC-AAS-SIP-NW-TRUNK	SIP Trunk - Unlimited In / 750 Out 48+CA for Microsoft direct routing
143	Dynamic 911 Record for Microsoft Calling	UC-AAS-SIP-NW-911	Dynamic 911 Record for Microsoft Calling
144	Increase outbound minute allotment by 1,250 minutes	UC-AAS-SIP-NW-TRUNKADD	Increase Microsoft direct routing outbound SIP Trunk minute allotment by 1,250 minutes

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: The NWN Cloud-Hosted VoIP Solution will provide Network Failure Site Survivability as an option to provide support in the event of WAN network failure. In the NWN Cloud-Hosted VoIP Solution, telephony survivability is accomplished with standard SRST (Survivable Remote Site Telephony) configurations on the customer's premise equipment (CPE).

SRST has two parts – call-processing and PSTN connectivity:

SRST uses the existing remote site network to provide call-processing redundancy for the NWN Cloud-Hosted VoIP environment. In the event that the

WAN link to the remote location fails and the connection to the NWN Cloud-Hosted VoIP environment is lost, the phones are automatically redirected to the local SRST router, which takes over and provides the basic call processing functions of the NWN VoIP Solution that originate from the locally served Customer of record. When the disrupted WAN link is restored, the phones automatically re-register with NWN Cloud-Hosted VoIP environment - no manual intervention is required.

NWN configures the cloud-based VoIP Solution to point the phones at a particular site only to the SRST device that supports that site.

NWN utilizes monitoring tools to notify the customer of a WAN failure. NWN notifies the customer upon remediation of the WAN failure. NWN SRST can support over 1000 phones at a remote site, dependent on router model.

An optional SRST enhancement available through NWN is an additional local server configured as a Subscriber node to the Publisher node hosted in the NWN data center. This optional enhancement is appropriate for very large facilities, as well as sites that have critical life-safety application integrations or ultra-high-availability requirements.

The second part of SRST is the PSTN connectivity. NWN can configure the SRST router in a manner that utilizes the Customer's existing Internet connectivity at the remote site to route calls originating at the remote site to off-net PSTN destinations. Alternatively and at an additional cost, NWN or the Customer can provide a secondary circuit connection to the local SRST router to route calls to off-net PSTN destinations.

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.		UC-BUN-CDNCS22-SRSTS	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.		UC-BUN-CDNCS22-SRSTM	**Yes**
3	Cloud-Hosted VoIP Services Large Site Survivability Network Failure	Site Survivability option for a site with 1000 Endpoint Devices and 150 concurrent calls to outside lines.		UC-BUN-CDNCS22-SRSTL	**Yes**
4	Direct Inward Dial Number Reservation	Block of 20 DID numbers held in reserve.		UC-AAS-CDNCS22-DID	**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	Toll-Free DID	UC-AAS-CIR-TFDID	Toll-Free DID
2	Port Charge	UC-PRO-DID-ACT	Port Charge
3	CNAM for Toll-Free	UC-AAS-CDNCS-TFCNAM	CNAM for Toll-Free
4	Global Plan, Unlimited	UC-MSN-CDNCS-UNINTL1Y	
NWN Unbundled Services from Table 22.2.4.a			
5	Cloud-Hosted VoIP Service Small Site Survivability Network Failure (NRC)	UC-MSN-CDNCS22-SRSTS	Unbundled – Cloud-Hosted VoIP Service Small Site Survivability Network Failure NRC for Solicited SKU # UC-BUN-CDNCS22-SRSTS
6	Cloud-Hosted VoIP Service Small Site Survivability Network Failure (MRC)	UC-MSR-CDNCS22-SRSTS	Unbundled – Cloud-Hosted VoIP Service Small Site Survivability Network Failure MRC for Solicited SKU # UC-BUN-CDNCS22-SRSTS
7	Cloud-Hosted VoIP Service Medium Site Survivability Network Failure (NRC)	UC-MSN-CDNCS22-SRSTM	Unbundled – Cloud-Hosted VoIP Service Medium Site Survivability Network Failure NRC for Solicited SKU # UC-BUN-CDNCS22-SRSTM
8	Cloud-Hosted VoIP Service Medium Site Survivability Network Failure (MRC)	UC-MSR-CDNCS22-SRSTM	Unbundled – Cloud-Hosted VoIP Service Medium Site Survivability Network Failure MRC for Solicited SKU # UC-BUN-CDNCS22-SRSTM

9	Cloud-Hosted VoIP Service Large Site Survivability Network Failure (NRC)	UC-MSN-CDNCS22-SRSTL	Unbundled – Cloud-Hosted VoIP Service Large Site Survivability Network Failure NRC for Solicited SKU # UC-BUN-CDNCS22-SRSTL
10	Cloud-Hosted VoIP Service Large Site Survivability Network Failure (MRC)	UC-MSR-CDNCS22-SRSTL	Unbundled – Cloud-Hosted VoIP Service Large Site Survivability Network Failure MRC for Solicited SKU # UC-BUN-CDNCS22-SRSTL
11	Onsite Day-1 Support - Full Day	UC-PRO-ENT-DAY1SUP	
12	On-Site Phone Deployment up to 50 devices	UC-PRO-ENT-SITED	

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	UC-MSN-CDNCS-INTLG0	Yes
2	Canada	UC-MSN-CDNCS-INTLG0	**Yes**
3	China	UC-MSN-CDNCS-INTLG0	**Yes**
4	France	UC-MSN-CDNCS-INTLG0	**Yes**
5	Germany	UC-MSN-CDNCS-INTLG0	**Yes**
6	Israel	UC-MSN-CDNCS-INTLG0	**Yes**
7	Italy	UC-MSN-CDNCS-INTLG0	**Yes**
8	Japan	UC-MSN-CDNCS-INTLG0	**Yes**
9	Korea	UC-MSN-CDNCS-INTLG0	**Yes**
10	Mexico	UC-MSN-CDNCS-INTLG0	**Yes**
11	Spain	UC-MSN-CDNCS-INTLG0	**Yes**
12	Switzerland	UC-MSN-CDNCS-INTLG0	**Yes**
13	United Kingdom	UC-MSN-CDNCS-INTLG0	**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	Global Plan		UC-MSN-CDNCS-INTL1
2			

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	UC-MSN-CDNCS-INTLG0	Yes
2	Canada	UC-MSN-CDNCS-INTLG0	**Yes**
3	China	UC-MSN-CDNCS-INTLG0	**Yes**
4	France	UC-MSN-CDNCS-INTLG0	**Yes**
5	Germany	UC-MSN-CDNCS-INTLG0	**Yes**
6	Israel	UC-MSN-CDNCS-INTLG0	**Yes**

Line Item	Country	Mobile Termination Product Identifier	Bidder Meets or Exceeds? Yes or No.
7	Italy	UC-MSN-CDNCS-INTLG0	**Yes**
8	Japan	UC-MSN-CDNCS-INTLG0	**Yes**
9	Korea	UC-MSN-CDNCS-INTLG0	**Yes**
10	Mexico	UC-MSN-CDNCS-INTLG0	**Yes**
11	Spain	UC-MSN-CDNCS-INTLG0	**Yes**
12	Switzerland	UC-MSN-CDNCS-INTLG0	**Yes**
13	United Kingdom	UC-MSN-CDNCS-INTLG0	**Yes**

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

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

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

22.2.6 Voicemail Services

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

22.2.6.1 Voicemail General Features

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

Table 22.2.6.1 – Voicemail General Features

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

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		UC-BUN-CDNCS22-VM	**Yes**

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

Table 22.2.6.b – Unsolicited Voice Mail Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	Speech Recognition	UC-AAS-ENT-SPEECH	Speech Recognition
2	UC Private Voicemail Transcription User	UC-AAS-PRIVATE-VMU	UC Private Voicemail Transcription User
3	Additional Call Handlers - 2x5 options	UC-PRO-ENT-CH2	Additional Call Handlers - 2x5 options
4	Additional Call Handlers - 4x5 options	UC-PRO-ENT-CH4	Additional Call Handlers - 4x5 options
NWN Unbundled Services from Table 22.2.6.a			
5	Voice Mail (NRC)	UC-MSN-CDNCS22-VM	Unbundled – Voice Mail NRC for Solicited SKU # UC-BUN-CDNCS22-VM
6	Voice Mail (MRC)	UC-MSN-CDNCS22-VM	Unbundled – Voice Mail MRC for Solicited SKU # UC-BUN-CDNCS22-VM

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.		UC-PRO-ASE-S	**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.		UC-PRO-ASE-AH	**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.		UC-PRO-ASE-AH	**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 -	Technical Services Support I for Central Office		UC-PRO-ASE-S	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.
	Standard Regular Hours	Exchange Migration only – Regular Hours			
2	Migration Technical Services Support I - Overtime Hours	Technical Services Support I for Central Office Exchange Migration only - Overtime Hours		UC-PRO-ASE-AH	**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		UC-PRO-ASE-AH	**Yes**
4	Migration Technical Services Support II - Regular Hours	Technical Services Support II for Central Office Exchange Migration only – Regular Hours		UC-PRO-SE-S	**Yes**
5	Migration Technical Services Support II - Overtime Hours	Technical Services Support II for Central Office Exchange Migration only – Overtime Hours		UC-PRO-SE-AH	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
6	Migration Technical Services Support II – Sunday and Holiday Hours	Technical Services Support II for Central Office Exchange Migration only – Sunday and Holiday Hours		UC-PRO-SE-AH	**Yes**
7	Migration Network Engineer – Regular Hours	Network Engineer for Central Office Exchange Migration only – Regular Hours		ATS-PRO-SE-S	**Yes**
8	Migration Network Engineer – Overtime Hours	Network Engineer for Central Office Exchange Migration only – Overtime Hours		ATS-PRO-SE-AH	**Yes**
9	Migration Network Engineer – Sunday and Holiday Hours	Network Engineer for Central Office Exchange Migration only – Sunday and Holiday Hours		ATS-PRO-SE-AH	**Yes**
10	Migration Professional Services - Senior Engineer – Regular Hours	Professional Services - Senior Engineer for Central Office Exchange Migration only		UC-PRO-SE-S	**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			
11	Migration Professional Services Principal Architect I – Regular Hours	Professional Services Principal Architect I for Central Office Exchange Migration only – Regular Hours		UC-PRO-SRSE-S	**Yes**
12	Migration Professional Services - Principal Architect II – Regular Hours	Professional Services - Principal Architect II for Central Office Exchange Migration only – Regular Hours		UC-PRO-CON-S	**Yes**

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

Table 22.3.3.b – Unsolicited Migration Professional Services

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

22.4 SERVICE LEVEL AGREEMENTS (SLA)

The Contractor shall provide Service Level Agreements (SLAs) as defined below. The intent of this section is to provide Customers, CALNET Program and the Contractor with requirements that define and assist in the management of the

SLAs. This section includes the SLA formats, general requirements, stop clock conditions and the Technical SLAs for the services identified in this Category solicitation.

22.4.1 Service Level Agreement Format

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

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

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

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

22.4.2 Technical Requirements Versus SLA Objectives

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

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

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

22.4.3 Methods of Outage Reporting: Customer or Contractor

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

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

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

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

22.4.4 Bidder Response to Service Level Agreements

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

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

22.4.5 Contractor SLA Management Plan

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

1. Contractor SLA Manager and supporting staff responsibilities;
2. Contractor process for measuring objectives for each SLA. The process shall explain how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include source of data and define the points of measurement within the system, application, or network. Process may differ per service type;
3. Creation and delivery of SLA Reports (SOW Business Requirements Section G.10.5). The Contractor shall include a sample report in accordance with SOW Business Requirements Section G.10.5, SLA Reports for the following: SLA Service Performance Report (SOW Business Requirements Section G10.5.1), SLA Provisioning Report (SOW Business Requirements Section G.10.5.2), SLA Catastrophic Outage Reports (SOW Business Requirements Section G.10.5.3), and Trouble Ticket and Provisioning/SLA Credit Report (SOW Business Requirements Section G.10.5.4). The Contractor shall commit to a monthly due date. The reports shall be provided to the CALNET Program via the Private Oversight Website (SOW Business Requirements Section G.10.2);
4. SLA invoicing credit and refund process;
5. Contractor SLA problem resolution process for Customer SLA and SLA reporting issues. The Contractor shall provide a separate process for Customers and CALNET Program; and,
6. Contractor SLA Manager to manage all SLA compliance and reporting. The Contractor shall include the SLA Manager contact information for SLA inquiries and issues resolution for Customer and CALNET Program.

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

22.4.6 Technical SLA General Requirements

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

1. With the exception of Provisioning SLA (Section, 22.4.8.6) the total SLA rights and remedies for any given month shall not exceed the sum of 100 percent of the Total Monthly Recurring Charges (TMRC);
2. If a circuit or service fails to meet one or more of the performance objectives, only the SLA with the largest monthly Rights and Remedies will be credited to the Customer, per event;
3. The Contractor shall apply CALNET SLAs and remedies for services provided by Affiliates and/or Subcontractors under this Contract;
4. The Definition, Measurement Process, Objectives, and Rights and Remedies shall apply to all services identified in each SLA. If a Category or Subcategory is listed in the SLA, then all services under that Category or Subcategory are covered under the SLA. Exceptions must be otherwise stated in the SLA;
5. TMRC rights and remedies shall include the service, option(s), and feature(s) charges.
6. The Contractor shall proactively and continuously monitor and measure all SLA objectives;
7. The Contractor shall proactively credit all rights and remedies to the Customer within 60 calendar days of the trouble resolution date on the trouble ticket or within 60 calendar days of the Due Date on the Service Request form for the Provisioning SLA (Section 22.4.8.6);
8. To the extent that Contractor offers additional SLAs, or SLAs with more advantageous rights and/or remedies for same or similar services offered through tariffs, online service guides, or other similarly situated government contracts (Federal, State, County, City), the State will be entitled to the same rights and/or remedies therein. The Contractor shall present SLAs to CALNET Program for possible inclusion via amendments;
9. The Contractor shall apply CALNET SLAs and remedies to services provided in geographic areas which the Contractor is required to provide service;
10. The election by CALNET Program of any SLA remedy covered by this Contract shall not exclude or limit CALNET Program or any

Customer's rights and remedies otherwise available within the Contract or at law or equity;

11. The Contractor shall apply rights and remedies when a service fails to meet the SLA objective even when backup or protected services provide Customer with continuation of services;
12. The Contractor shall act as the single point of contact in coordinating all entities to meet the State's needs for provisioning, maintenance, restoration and resolution of service issues or that of their Affiliates, Subcontractors or resellers under this Contract;
13. The Customer Escalation Process and/or the CALNET CMO Escalation Process shall be considered an additional right and remedy if the Contractor fails to resolve service issues within the SLA objective(s);
14. Trouble reporting and restoration shall be provided 24x7 for CALNET services;
15. SLAs apply 24x7 unless SLA specifies an exception;
16. Contractor invoices shall clearly cross reference the SLA credit to the service Circuit ID in accordance with SOW Business Requirements Section G.6 (Billing and Invoicing);
17. The Contractor shall provide a CALNET SLA Manager responsible for CALNET SLA compliance. The SLA Manager shall attend regular meetings and be available upon request to address CALNET Program SLA oversight, report issues, and problem resolution concerns. The CALNET SLA Manager shall also coordinate SLA support for Customer SLA inquiries and issue resolution;
18. The Contractor shall provide Customer and CALNET Program support for SLA inquiries and issue resolution; and,
19. Any SLAs and remedies negotiated between Contractor and third party service provider in territories closed to competition shall be passed through to the Customer.

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

22.4.7 Trouble Ticket Stop Clock Conditions

Only the following conditions shall be allowed to stop the duration of the Service Level Agreements. The Contractor shall document durations using the Stop Clock Condition (SCC) listed in Table 22.4.7, which must include start and stop time stamps in the Contractor's Trouble Ticket Reporting Tool (SOW Business Requirements Section G.10.4) or Customer provisioning Service

Request for each application of an SCC. The Contractor shall not consider "cleared while testing" or "no trouble found" as a SCC.

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

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

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

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

Table 22.4.7 – Stop Clock Conditions

Line Item	Stop Clock Condition (SCC)	SCC Definition
1	END-USER REQUEST	Periods when a restoration or testing effort is delayed at the specific request of the End-User. The SCC shall exist during the period the Contractor was delayed, provided that the End-User's request is documented and time stamped in the Contractor's trouble ticket or Service Request system and shows efforts are made to contact the End-User during the applicable Stop Clock period.
2	OBSERVATION	Time after a service has been restored but End-User request ticket is kept open for observation. If the service is later determined by the End-User to not have been restored, the Stop Clock shall continue until the time the End-User notifies the Contractor that the Service has not been restored.
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.

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

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

Line Item	Stop Clock Condition (SCC)	SCC Definition
13	THIRD PARTY	Any problem or delay caused by a third party not under the control of Contractor, not preventable by Contractor, including, at a minimum, cable cuts not caused by the Contractor. Contractor's Subcontractors and Affiliates shall be deemed to be under the control of Contractor with respect to the equipment, services, or Facilities to be provided under this Contract.
14	FORCE MAJEURE	Force Majeure events, as defined in the eVAQ General Provisions - Telecommunications, Section 28 (Force Majeure).
15	CUSTOMER ENVIRONMENTAL	An outage directly caused by customer premise environmental conditions, which are outside the control and responsibility of the Contractor. This includes a non-secured location, excessive heat or lack of cooling. If determined later that the environmental conditions were not the cause of the service outage, or a result of the Contractor modifying Contractor provided equipment without Customer's approval, the Customer Environmental SCC will not apply.

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

22.4.8 Technical Service Level Agreements (SLA)

22.4.8.1 Availability (M-S)

SLA Name: Availability

Definition:

The percentage of time a CALNET Data Networks or Cloud-Hosted VoIP Services service is fully functional and available for use each calendar month.

Measurement Process:

The monthly Availability Percentage shall be based on the accumulative total of all Unavailable Time derived from all trouble tickets closed, for the

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

Services:

Cloud-Hosted VoIP Services

Objective A:

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

Service Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Cloud-Hosted VoIP Services	≥ 99.9%	≥ 99.99%	≥ 99.999%	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