INVITATION FOR BID

IFB C4DNCS19
Data Networks and Communications Services

CATEGORY 22 – CLOUD-HOSTED VOIP SERVICES

Red River Technology LLC

Statement of Work

TECHNICAL REQUIREMENTS

September 14, 2020

BAFO

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

AMENDMENT LOG

Amendment #	Date	Amendment Description
1	02/15/2021	Added Document Header Table 22.2.3.b – Updated Product Descriptions Updated available services
2	06/30/2021	Table 22.2.3.b – added new product offerings
3	07/12/2021	Table 22.2.3.b – added new product offering
4	10/31/2021	Table 22.2.4.b – added new product offerings
5	11/20/2021	Table 22.2.4.b – added new product offering

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TECHNICAL REQUIREMENTS

CATEGORY 22 – Cloud-Hosted VoIP Services

22.1 OVERVIEW

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

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

22.1.1 Bidder Response Requirements

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

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

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

Or,

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

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

Bidder's Description:

Or,

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

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

22.1.2 Designation of Requirements

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

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

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

22.1.3 Pacific Time Zone

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

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

22.2 CLOUD-HOSTED VOIP SERVICES

22.2.1 Cloud-Hosted VoIP Services Requirements

22.2.1.1 Hosted Services

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

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

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

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

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

22.2.1.2 Logical Design

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

22.2.1.2.1 Directly-Connected Customers

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

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

22.2.1.2.2 Remote End-Users

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

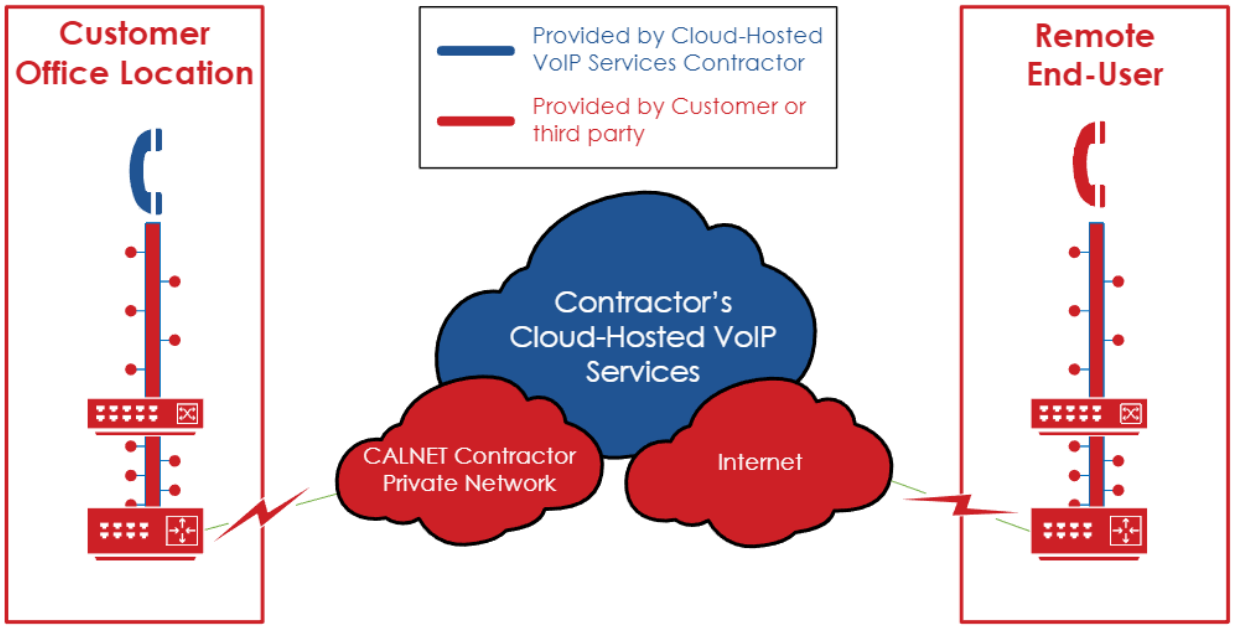
Bidder understands the Requirement and shall meet or exceed it? Yes

22.2.1.2.3 LAN and WAN Access

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

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

Figure 22.2.1.2 Cloud-Hosted VoIP Services Logical Design



22.2.1.3 Cloud-Hosted VoIP Services Connectivity Diagrams

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

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

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

22.2.1.4 Cloud-Hosted VoIP Services Implementation

22.2.1.4.1 Cloud-Hosted VoIP Services Site Survey

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

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

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

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

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

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

Bidder's Description:

Red River has developed and refined a Site Survey "questionnaire completion" process that facilitates the collection and documentation of site-specific requirements, including facility, network, integration, data and end-user considerations. The site survey verifies the appropriate data is memorialized for approval and subsequently used to verify the accuracy and completeness of design, documentation, testing and acceptance.

Red River has extensive experience in security parameters required in the public domain, including NIST SP 800-53, ISO/IEC 27001 and CA SAM 5300.5 (and corresponding CA SIMM 5300-A and 5300-B). As part of transition-in deliverables, we will verify to the CALNET CMO that the site survey accommodates the variances in-site complexity, such as the span of impact for Coordinated and Managed Project. As part of our ongoing responsibilities, we will update the Site Survey (as well as other implementation artifacts and processes) as part of our Continuous Improvement Plan.

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:

1. UCM Cloud (for Customers over 1000 users): When using E911 Anywhere with Cisco Emergency Responder (CER), dispatchable location records will be created and stored in Cisco Emergency

Responder. CER has the capability to push ALI records directly to E911 Anywhere using the Intrado VUI feature.

Webex Calling (for Customers under 1000 users): With WebEx Calling and Horizon Mobility, customers can configure dispatchable locations several ways. Dispatchable locations can be configured directly in the Horizon Mobility web portal, bulk imported via .csv file, via REST APIs, and through the MyE911 application. Within Horizon Mobility, administrators configure civic addresses of buildings and dispatchable locations (room, floor, apartment, and suite) can be configured within the buildings. Network attributes that can be associated with a dispatchable location are: MAC address, IP range, Basic Service Set Identifiers (BSSID), and Link Layer Discovery Protocol (LLDP) chassis/port ID.

2. UCM Cloud: The customer will route emergency calls in the form of a 10 digit Direct-Inward-Dial (DID) number called an Emergency Location Identification Number (ELIN) to the RedSky Technologies third party E911 Anywhere solution. 911 calls will be routed via SIP Trunk to RedSky. Every ELIN will have a corresponding Emergency Response Location (ERL) which will be the "dispatchable location" for the PSAP's. The dispatchable location can include the civic address, building or municipality name, and 19 characters of enhanced location information such as room/zone and floor. ELINs and ERL's will be set up by the customer in the Cisco Emergency Responder (CER) portal and pushed manually to the RedSky Technologies third party cloud based E911 Anywhere portal. E911 Anywhere will be the PS-ALI provider and dynamically push the ELINs and ERLs into the ALI database that PSAP's use to pull up the dispatchable location when an End User dials 911.

   When an End User dials 911, CER will mask the calling party number with the correct corresponding ELIN and write a translation pattern back to Cisco Unified Communications Manager (CUCM) in the event of the call being dropped. The ELIN will be routed to the RedSky E911 Anywhere solution via direct SIP trunks or over the PSTN. E911 Anywhere will look up the corresponding ERL assigned to the ELIN and route to the correct PSAP based on the civic address. The PSAP will receive the ELIN and the corresponding dispatchable location will appear on their screen indicating the address, building or municipality name, floor and room/zone information. With E911 Anywhere and Horizon Mobility, calls are delivered to the PSAP via one of the VoIP Positioning Centers (VPC) RedSky leverages.

Webex Calling: When using WebEx Calling with Horizon Mobility, at the time of the emergency call, Horizon Mobility will determine the location of the caller differently depending on whether the device is HELD (HTTP-enabled Location Delivery) capable or not. HELD capable devices exchange a secure Location-by-reference (LbR) token with Horizon Mobility during one of the following types of circumstances: Endpoint power on, Endpoint software reboot, Endpoint registration, User Login, IP address change, BSSID change, LLDP change. When one of these events are triggered, a HELD location request is sent to Horizon Mobility which includes the device's network information (IP address, MAC address, BSSID, LLDP Chassis/Port ID). Horizon Mobility will parse the network information to find a matching network discovery method configured in the Horizon Mobility database. Once a match is found, Horizon Mobility will respond to the device with a LbR token which the device stores locally. When an emergency call is placed, the HELD device will send the location token to Horizon Mobility embedded in the SIP INVITE. Horizon Mobility will dereference the token and route the call to the appropriate PSAP servicing that location's address. HELD capable devices compatible with WebEx Calling are MPP 68xx, 78xx, 88xx running firmware versions 11.1.2 or higher.

For non-HELD capable devices, Horizon Mobility uses the DID in the 'From' header of the SIP INVITE to query Redsky's database for location information. Locations can be statically configured in the Web Portal by an administrator or provisioned by an end user through Redsky's MyE911 application. Based on the location information associated with the DID, Horizon Mobility will route the call to the appropriate PSAP servicing that location's address.

When the PSAP receives the call, PSAP equipment requests the user's location information (using the received Automatic Number Identification (ANI) as a database lookup key) via data query to the LEC ALI database. When the ALI/location data request is received via the ALI Steering network at the VPC Dynamic-ALI (D-ALI), it pushes the previously stored location data to the LEC ALI database, dynamically populating a pre-provisioned "shell record" in the LEC ALI database with the emergency caller's location and callback number (ELIN). This data is, in turn, displayed on the PSAP call taker's screen using already existing technologies and interfaces.

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:

1. MyE911 is a RedSky application that gives remote softphone users the ability to provision their own "Personal" locations. The MyE911 client for laptops and MyE911 for Mobile App on iOS and Android devices can provide dispatchable locations to the PSAP. MyE911 can be installed on Windows and Mac devices, as well as mobile phones running iOS or Android. When MyE911 is installed on an end user's workstation, it runs in the background and is constantly detecting network changes with regards to IP address, BSSID, and LLDP chassis/port ID. A change to the network information triggers a location request sent to E911 Anywhere or Horizon Mobility where RedSky will automatically update a device's location based on matching network discovery mappings configured by an

administrator. Administrators can map physical locations to on-premise network elements ahead of time in Redsky's web portal. If a match is found, the user's location is updated dynamically without manual intervention. If RedSky does not find a matching network discovery mapping in E911 Anywhere or Horizon Mobility, the application pops up on the user's screen (if using MyE911 3.x) or will open a new browser tab (if using MyE911 4.x) where the user can manually enter their location. That location will include street address, room and floor fields. These locations are validated and stored within E911 Anywhere/Horizon Mobility to ensure the address is routable to a PSAP.

As locations are added by end users through the MyE911 application, the newly created location will be mapped to a network element within E911 Anywhere or Horizon Mobility. If the user was connected to a Wi-Fi access point when they created the location, a BSSID mapping will be automatically created. If the user was connected to a switch using LLDP, an LLDP mapping (if using MyE911 4.x) will be automatically created. The network discovery mapping will be used to dynamically update the user's location as they connect to the same network device in the future.

For mobile devices, the MyE911 for Mobile app will be used. MyE911 for Mobile leverages the device's GPS to locate the user for dispatchable location. Users can define their dwelling time when a new location is created and stored and a Geo-Boundary to create a new location when moving outside that Geo-Boundary. All MyE911 users must have a DID to be used as their ELIN. The DID must be unique for each MyE911 user. MyE911 is the mechanism which end users can update location information associated with their DID. MyE911 can be installed on multiple devices where their softphones are also installed.

Hardphones that are remote can be statically mapped with a dispatchable location within CER or the E911 Anywhere web portal. When configuring remote hardphone locations in E911 Anywhere, the hardphones will need their own assigned DID for RedSky to use as the ELIN. The PSAP will use this ELIN to pull dispatchable location and to use as a callback number in case the call gets disconnected.

2. Softphone users will use the RedSky MyE911 client and mobile app to update their location when remote MyE911 is client installed on

the end users workstation that runs in the background. When MyE911 detects an IP address or BSSID change it will look up to see if that location has been previously created and identified. If the end user has created that location before then the client will dynamically update their dispatchable location to the current location. If the end user is in a new location, the end user will need to manually create their location via the MyE911 client. That location will include street address, room and floor fields. Once the location has been added, it will be sent from MyE911 to the E911 Anywhere cloud service for address verification and for storage. MyE911 will also create and store a location mapping based on BSSID for future dynamic updating. When an end user dials 9-1-1 remotely from their softphone on the workstation, they will use their own DID as the ELIN. The emergency calls are routed to the correct local PSAP based on the user's current location.

MyE911 3.x has a feature to hide a softphone off-screen when first opened, while MyE911 pops up and forces a user to verify their location. Once a location has been selected, MyE911 will minimize to the system tray and bring the softphone back into focus. Any time MyE911 is not able to automatically verify a user's location using BSSID, it will pop up on the user's screen to have them verify their current location. MyE911 4.x is browser-based so a new browser tab is opened to a page where the user can update and manage their current location.

For softphone users on mobile devices using iOS or Android devices, the MyE911 for Mobile app will be used. MyE911 for Mobile leverages the device's GPS to locate the user for dispatchable location. Users can define their dwelling time (how long you are in an area before a push notification is sent to your phone, Default is 1 hour) and a Geo-Boundary (geographic radius to determine when a user is in a "new" location, Default is 500 ft). A push notification is sent to the user's phone when the user is in a new location dictated by the geo-boundary for a set amount of time dictated by the dwell time. When a new location is detected, the push notification will suggest a civic address based on their GPS coordinate. The user can then create a new saved location (optionally adding information like floor, room, zone) or select a nearby landmark. When MyE911 for mobile detects that they are in the same geo-boundary within 100 ft, they will automatically get updated to that location without manual intervention. A push notification is sent to

the phone stating the user's location has changed to <Previously Configured Location>.

3. In the event the E911 Anywhere or Horizon Mobility service receives a 911 call without location information, RedSky will route the call to the National Emergency Relay Center (ERC). The ERC has 9-1-1 operators that will verbally retrieve the dispatchable location and route the call in a warm transfer to the correct local PSAP.

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:

Red River's solution provides end users with access to voicemail files and fax messages through the same inbox or interface as the Customer's email client. Supported email platforms include Microsoft Exchange, Office 365, or Google G-Suite. Fax messages will only be available with Fax over IP service package in section

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.	Service Package with Standard Cloud-Hosted VoIP Handset and the Basic Handset Feature Package.	RR-CV-HND-STN	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.	Service Package with Midrange Cloud-Hosted VoIP Handset and the Basic Handset Feature Package.	RR-CV-HND-MID	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.	Service Package with Attendant Cloud-Hosted VoIP Handset and the Basic Handset Feature Package.	RR-CV-HND-ATN	Yes
4	Cloud-Hosted VoIP Service Package with Conference Room Speakerphone	Cloud-Hosted VoIP Service package that includes a Conference Room Speakerphone as	Service Package with Standard Cloud-Hosted VoIP Conference Room	RR-CV-CNF-STN	Yes

		described in Section 22.2.2.4.	Speakerphone.		
5	Cloud-Hosted VoIP Service Package Without Desktop Handset	Cloud-Hosted VoIP Service package that does not include a Desktop Handset.	Service Package with Cloud-Hosted VoIP Softphone able to connect remotely or on Customer Provided Enterprise Network. Requires "Mobile User (Softphone Only) location based E911 client" when intended to be used outside of the Enterprise Network.	RR-CV-X	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	Standard Upgraded Handset	RR-UPHND-STN	Upgrade to Standard Handset in 22.2.2.1 providing increased screen size for better visibility, configurable speed dial buttons, and secondary Gigabit Ethernet switched port.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
2	Midrange Upgraded Handset	RR-UPHND-MID	Upgrade to Midrange Handset in 22.2.2.2 providing increased color screen size for better visibility and customization. Increases the number of line buttons to up to 10.
3	Attendant Upgraded Handset	RR-UPHND-ATN	Upgrade to Attendant Handset in 22.2.2.3 providing additional capacity for Key Expansion Modules to increase to a total of 118 line and speed dial buttons. Also provides Wi-Fi connectivity in areas that copper ethernet connection is not available. Bluetooth for wireless headsets and Cisco Intelligent Proximity, providing mobile device integration.
4	Add-on Key Expansion for 8851/8861/8865	RR-KEYEXP	Key Expansion Module (KEM) can be added to Attendant Handset (2), Attendant Upgraded Handset (3), and Executive Video Enabled Handset (3). Each KEM adds a total of 18 physical buttons with two (2) pages each, for a total of 36 programmable line buttons.
5	Midrange Video Handset	RR-VIDHND-MID	Includes all of the features of the Midrange Upgraded Handset adding Bluetooth for wireless headsets and Cisco Intelligent Proximity, providing mobile device integration, as well as 720p HD video calling capability.
6	Executive Video Enabled Handset	RR-VIDHND-EXC	Includes all of the features of the Attendant Upgraded Handset adding 720p HD video calling capability.
7	Wireless Handset	RR-HNDWRLS	Wireless handset supported on 802.11 (a/b/g/n/ac) WLAN networks for freedom to roam around the enterprise WLAN. Provides Ingress Protection (IP54) and shock resistance, as well as 6 programable lines and Bluetooth 3.0 for use with headsets.
8	Fax over IP	RR-FAXIP	Provides Direct-Inward-Dial number as well as Fax over IP delivered to

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Customer's email client. Includes mobile and desktop application, email to FAX, Secure Unlimited Storage, edit and sign FAX, send to multiple recipients, and Searchable Faxes. Limited to 200 sent pages and 200 received pages per month. Facsimile over IP is supported for users with service packages in 22.2.3.a and will send FAX to their email client, however this Product Line Item is required to enable these services.
9	Cloud Assist UC - End User	RR-CAUC-EU	Technical support for end users. This includes user provisioning / deprovisioning, button mapping, voicemail and UC feature support.
10	Cloud Assist UC - System less than 1000 users	RR-CAUC-SYS0K	Technical support for system administration for systems that have less than 1000 users. This includes configuration support, auto-attendant and voicemail support, voice gateway and network related voice services
11	Cloud Assist UC - System 1000 users and above	RR-CAUC-SYS1K+	Technical support for system administration for systems that have greater than 1000 users. This includes configuration support, auto-attendant and voicemail support, voice gateway and network related voice services
12	Standalone VOIP Analog Terminal Adapter	RR-ANADPT	Provides Analog Terminal Adapter to connect analog telephones, FAX Machines, modems, or other analog devices to the Contractor's Cloud-hosted VoIP system.
13	Cisco Wireless Dual Headset	RR-HED2WRLS	Binaural wireless headset for connection to handset, mobile, or workstation.
14	Cisco Wireless Single Headset	RR-HED1WRLS	Monaural wireless headset for connection to handset, mobile, or workstation.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
15	Cisco Wired Dual Headset	RR-HED2WRD	Binaural wired headset for connection to handset, mobile, or workstation.
16	Cisco Wired Single Headset	RR-HED1WRD	Monaural wired headset for connection to handset, mobile, or workstation.
17	Cloud-Hosted VoIP Additional Line Appearance	RR-ADDLNAP	Provides additional Direct-Inward-Dial number for user assigned a Service Package from table 22.2.3.a or to be shared among multiple users.
18	Donoma OneVoice	RR-1VOICE	Providing Unified Messaging for Gmail, Exchange, and O365 with Transcription Service – 2 Minute limit – SLED only.
19	Donoma OneView	RR-1VIEW	Providing Communication Visibility to Cisco UC and Contact Center Platforms. Reporting, Analytics, Troubleshooting Service – SLED only.
20	Donoma One Vault	RR-1VAULT	Archiving Services for Cisco Voicemail, Cisco Jabber, Teaming Applications, and Email.
21	Vyopta CPM Suite Professional - Video Room	RR-CPMVRM	Vyopta Collaboration Performance Management Suite Professional – Video Endpoint (up to 7 days of dial back monitoring and 3 years of analytics storage)
22	Vyopta CPM Suite Professional - User	RR-CPMUSR	Vyopta Collaboration Performance Management Suite Professional – Individual Platform License (up to 7 days of dial back monitoring and 3 years of analytics storage)
23	Vyopta CPM Suite Professional - One Phone	RR-CPMPHO	Vyopta Collaboration Performance Management Suite Professional – Common Area Phone (up to 7 days of dial back monitoring and 3 years of analytics storage)
24	Vyopta Workplace	RR-INSIVID	Vyopta Workplace Insights for Video Conference Spaces. Track and Optimize Space Utilization – Add-on for CPM Suite

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Insights - Video		
25	Vyopta Workplace Insights - Non-video	RR-INSINVD	Vyopta Workplace Insights for non-Video shared spaces. Track and Optimize Space Utilization – Add-on for CPM Suite
26	Vyopta SAML SSO	RR-SAMLSSO	SAML Single Sign-On for Vyopta vAnalytics
27	Secure Call Recording	RR-SECCR	Cloud based, unlimited secure call recording.
28	Secure Call Recording with AI	RR-SECCR-AI	Cloud based, unlimited secure call recording. With Artificial Intelligence for transcription, emotional insight, automated alerts, and search capabilities.
29	Secure Call Recording Advanced API	RR-SECCR-API	CRM and other system custom integrations for secure call recording platform.
30	23" Desktop Personal Video Device with Cloud Hosted VoIP Service Package	RR-DSKVID23	Cisco Webex DX80 Endpoint with 23" Full HD display for collaboration on a digital whiteboard. Built-in Full HD camera, Bluetooth, Microphone, and speakers. Connects to workstation or laptop as additional monitor. Registers with Red River Cloud Hosted VoIP service and can make video calls to standards-based video systems, Video endpoints provided in Red River's solution, as well as softphone clients.
31	27" UHD Desktop Personal Video Device with Cloud Hosted VoIP Service Package	RR-DSKVID27	Cisco Webex Desk Pro Endpoint with 27" Ultra HD display for collaboration on a digital whiteboard. Built-in Ultra HD camera, Bluetooth, Microphone, and speakers. Connects to workstation or laptop as additional monitor. Registers with Red River Cloud Hosted VoIP service and can make video calls to standards-based video systems, Video endpoints

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			provided in Red River's solution, as well as softphone clients.
32	Microsoft Teams Domestic and International Calling Plan with Provisioning	RR-MTINTL-CP	Microsoft Teams Domestic and International Calling Plan with provisioning and subscription management.
33	Microsoft Teams Domestic Calling Plan with Provisioning	RR-MTDOM-CP	Microsoft Teams Domestic Calling Plan with provisioning and subscription management.
34	Microsoft Teams Phone System with Provisioning	RR-MTPS	Microsoft Team Phone System subscription with provisioning and subscription management
35	JABRA Evolve2 30 Wired Mono Headset	RR-JAB30WRDMONO	JABRA Wired Mono Headset
36	JABRA Evolve2 30 Wired Stereo Headset	RR-JAB30WRDSTO	JABRA Wired Stereo Headset
37	JABRA Evolve2 40 Wired Mono Headset	RR-JAB40WRDMONO	JABRA Wired Mono Headset
38	JABRA Evolve2 40 Wired Stereo Headsets	RR-JAB40WRDSTO	JABRA Wired Stereo Headset
39	JABRA Evolve2 65 Wireless	RR-JAB65WRLSSTO	JABRA Wired Stereo Headset

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Stereo Headset		
40	JABRA Speaker 750 USB/Bluetooth	RR-JAB750SPKR	JABRA speaker with USB and/or Bluetooth Connectivity
41	Poly CCX 400 Phone for MS Teams	RR-POLYCCX400	Poly CCX 400 Phone for Microsoft Teams
42	Poly CCX 400 1 Year Warranty	RR-POLYCCX400WARR	Poly CCX 400 1 Year Warranty
43	Poly CCX 500 Phone for MS Teams	RR-POLYCCX500	Poly CCX 500 Phone for Microsoft Teams
44	Poly CCX 500 1 Year Warranty	RR-POLYCCX500WARR	Poly CCX 500 1 Year Warranty
45	Poly CCX 600 Phone for MS Teams	RR-POLYCCX600	Poly CCX 600 Phone for Microsoft Teams
46	Poly CCX 600 1 Year Warranty	RR-POLYCCX600WARR	Poly CCX 600 1 Year Warranty
47	Poly Trio C60 Video Conferencing for MS Teams	RR-POLYTRIOC60	Poly Trio C60 Video Conference for Microsoft Teams
48	Poly Trio C60 1 Year Warranty	RR-POLYTRIOC60WARR	Poly Trio C60 1 Year Warranty
49	Poly Trio 8800 IP Conference (Polycom)	RR-POLYTRIO8800IP	Poly Trio 8800 IP Conference (Polycom)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
50	Poly 8800 IP Phone PERP	RR-POLYTRIO8800IPWARR	Poly Trio 8800 Phone PERP
51	Poly Expansion Microphone Kits for Trio 8800	RR-POLYTRIO8800MICKIT	Poly Microphone Expansion Kit for Trio 8800
52	Poly Studio X30 All-in-One Collaboration Bar	RR-POLYSTUX30ALL	Poly Studio X30 All-in-One Collaboration Bar
53	Poly Studio X30 1 Year Warranty	RR-POLYX30WARR	Poly Studio X30 1 Year Warranty
54	Poly Studio X50 All-in-One Collaboration Bar	RR-POLYSTUX50ALL	Poly Studio X50 All-in-One Collaboration Bar
55	Poly Studio X50 1 Year Warranty	RR-POLYX50WARR	Poly Studio X50 one (1) Year Warranty
56	Poly HW Replace CCX 500 1 Year	RR-POLYHWCCX500REP	Poly Hardware CCX 500 Replacement Warranty. Only Available at Original Purchase
57	Poly HW Replace CCX 600 1 Year	RR-POLYHWCCX600REP	Poly Hardware CCX 600 Replacement Warranty. Only Available at Original Purchase
58	Poly Implementation Services Remote Manual Installation Studio Services	RR-POLYIMPSVC	Remote Manual Installation Services

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
59	Poly Polycom Studio X50 1 Year Service	RR-POLYX50SVC	Poly Studio X50 One (1) Year Service
60	Poly Trio C60 Services	RR-POLYC60SVCS	Poly Trio C60 Services
61	Poly Blackwire C5210/C5220 Services	RR-POLYC5210-C5220SVCS	Blackwire C5210/C5220 Services
62	Poly HW Replace CCX 400 1 Year	RR-POLYCCX400REP	Poly Hardware CCX 400 Replacement Warranty. Only Available at Original Purchase
63	Poly Polycom Studio X30 1 Year Service	RR-POLYX30SVC	Poly Studio X30 one (1) Year Service
64	Plantronics Blackwire C5210 Wired Mono Headset	RR-PLANTC5210WRDMONO	Plantronics Blackwire C5210 Wired Headset
65	Plantronics Blackwire C5220 Wired Mono Headset	RR-PLANTC5220WRDMONO	Plantronics Blackwire C5220 Wired Headset
66	Plantronics Blackwire BW7225 Headset	RR-PLANTBW7225	Plantronics Blackwire BW7225 Headset
67	Microsoft Teams Audio Conferencing	RR-MTAC	Microsoft Teams Audio Conferencing subscription with provisioning and subscription management

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:

For locations that the Customer orders Survivability Network Services, Red River will provide a local gateway at survivability sites. In the event of a network failure, Red River's site survivability option will provide a local gateway to connect handsets to PSTN and registration services.

Red River understands that site survivability gateway shall only be used in the event of a network failure, only traffic originating from the Customer of record shall be routed, and no other traffic is permitted.

Red River will provide automatic alarm notification by electronic means to the CALNET Program whenever traffic routes through the site survivability option.

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.	Site Survivability for Small Site, supporting up to 100 endpoints and 15 concurrent PSTN calls, offers the Customer the ability to have all handsets on-premises to make and receive phone calls in the event of network failure.	RR-CV-SURV-SM	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.	Site Survivability for Medium Site, supporting up to 500 endpoints and 75 concurrent calls, offers the Customer the ability to have all handsets on-premises to make and receive phone calls in the event of network failure.	RR-CV-SURV-MD	Yes
3	Cloud-Hosted VoIP Services Large Site Survivability Network Failure	Site Survivability option for a site with 1000 Endpoint	Site Survivability for Large Site, supporting up to 1000 endpoints and 150 concurrent calls,	RR-CV-SURV-LG	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.
		Devices and 150 concurrent calls to outside lines.	offers the Customer the ability to have all handsets on-premises to make and receive phone calls in the event of network failure.		
4	Direct Inward Dial Number Reservation	Block of 20 DID numbers held in reserve.	Provides the Customer an option to reserve additional DID numbers for future requirements (20 per block) .	RR-CV-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	Direct Route Microsoft Teams for 100-3500 Users - Tier 1	RR-DRMT35	Red River hosted Session Border Controller as a Service (SBCaaS) to provide PSTN services to existing Microsoft Teams Environment for Customers 100 to 3,500 users. MRC is quoted at a per-user rate.
2	Direct Route Microsoft Teams for 3500-7000 Users – Tier 2	RR-DRMT7K	Red River hosted Session Border Controller as a Service (SBCaaS) to provide PSTN services to existing Microsoft Teams Environment for Customers 3,500 to 7,000 users. MRC is quoted at a per-user rate.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
3	Direct Route Microsoft Teams for 7000-10000 Users – Tier 3	RR-DRMT10K	Red River hosted Session Border Controller as a Service (SBCaaS) to provide PSTN services to existing Microsoft Teams Environment for Customers 7,000 to 10,000 users. MRC is quoted at a per-user rate. Customers with over 10,000 can add on lower SBCs to this package.
4	Cloud-Hosted VoIP Service Extra Large Site Survivability Network Failure	RR-CV-SURV-XL	Site Survivability for Extra Large Site, supporting up to 2000 endpoints and 400 concurrent calls, offers the Customer the ability to have all handsets on-premises to make and receive phone calls in the event of network failure as specified in 22.2.4.1.
5	Direct Route Microsoft Teams - 50 Minutes Per User	RR-DRM50M	Red River hosted Session Border Controller as a Service (SBCaaS) to provide PSTN services to existing Microsoft Teams Environment for Customers at 50 minutes per user/month.
6	Direct Route Microsoft Teams – 250 Minutes Per User	RR-DRM250M	Red River hosted Session Border Controller as a Service (SBCaaS) to provide PSTN services to existing Microsoft Teams Environment for Customers at 250 minutes per user/month.
7	Direct Route Microsoft Teams - 3000 Minutes Per User –	RR-DRM3000M	Red River hosted Session Border Controller as a Service (SBCaaS) to provide PSTN services to existing Microsoft Teams Environment for Customers at 3,000 minutes per user/month.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
8	Direct Route Microsoft Teams Overage Charge	RR-DRMOVAGE	Overage charge per minute for any Direct Route option selected that exceeds the planned coverage minutes.

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	RR-LNDLN-BR	Yes
2	Canada	RR-LNDLN-CA	Yes
3	China	RR-LNDLN-CN	Yes
4	France	RR-LNDLN-FR	Yes
5	Germany	RR-LNDLN-DE	Yes
6	Israel	RR-LNDLN-IL	Yes
7	Italy	RR-LNDLN-IT	Yes
8	Japan	RR-LNDLN-JP	Yes
9	Korea	RR-LNDLN-KR	Yes

Line Item	Country	Landline Termination Product Identifier	Bidder Meets or Exceeds? Yes or No.
10	Mexico	RR-LNDLN-MX	Yes
11	Spain	RR-LNDLN-ES	Yes
12	Switzerland	RR-LNDLN-CH	Yes
13	United Kingdom	RR-LNDLN-GB	Yes

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

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

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

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

Line Item	Country	Mobile Termination Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	Brazil	RR-MOB-BR	Yes
2	Canada	RR-MOB-CA	Yes
3	China	RR-MOB-CN	Yes
4	France	RR-MOB-FR	Yes
5	Germany	RR-MOB-DE	Yes
6	Israel	RR-MOB-IL	Yes
7	Italy	RR-MOB-IT	Yes
8	Japan	RR-MOB-JP	Yes
9	Korea	RR-MOB-KR	Yes
10	Mexico	RR-MOB-MX	Yes
11	Spain	RR-MOB-ES	Yes
12	Switzerland	RR-MOB-CH	Yes
13	United Kingdom	RR-MOB-GB	Yes

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

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

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

22.2.6 Voicemail Services

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

22.2.6.1 Voicemail General Features

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

Table 22.2.6.1 – Voicemail General Features

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

Line Item	Voicemail General Features	Bidder Meets or Exceeds? Yes or No.
	forward and reply to an individual or to a group of predefined recipients.	
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	Provides End-users with a Voice-Mail account allowing callers to leave a message for end-users to retrieve later1. Limited to end users assigned to a service package.	RR-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	Voice Mail Only End User	RR-VMDID	Voicemail account and Direct-inward-dial (DID) number for end users without a service package from 22.2.3.a.
2			
3			

22.2.7 Cloud-Hosted VoIP Services Geographic Service Area

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

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

22.3 OTHER SERVICES

22.3.1 Hourly Rates for Services

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

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

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

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

22.3.2 Services Related Hourly Support

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

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

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

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

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

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

Table 22.3.2 – Services Related Hourly Support

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
1	Field Service Repair Technician Regular Hours	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.	Regular-hours rate to dispatch a properly trained expert-level technician to diagnose and/or repair a CALNET DNCS service problem caused by factors outside of the Contractor's responsibilities.	RR-FLDTECH-RH	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
2	Field Service Repair Technician Overtime Hours	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.	Overtime-hours rate to dispatch a properly trained expert-level technician to diagnose and/or repair a CALNET DNCS service problem caused by factors outside of the Contractor's responsibilities.	RR-FLDTECH-OT	Yes
3	Field Service Repair Technician Sunday and Holiday Hours	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.	Sunday and Holiday rate to dispatch a properly trained expert-level technician to diagnose and/or repair a CALNET DNCS service problem caused by factors outside of the Contractor's responsibilities.	RR-FLDTECH-HOL	Yes

22.3.3 Migration Professional Services

The Contractor shall provide Professional Services that support the migration of Customer telephone services. This service is limited to efforts related to the migration from one CALNET service to another CALNET service. Some examples are assistance with Customer telephone data, number porting, site surveys, site audits, inventory and record management.

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

Table 22.3.3.a – Migration Professional Services

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	Migration Technical Services Support I - Standard Regular Hours	Technical Services Support I for Central Office Exchange Migration only – Regular Hours	Regular-hours rate for Technical Services Support I for Central Office Exchange Migration only.	RR-MIGTECH 1-RH	Yes
2	Migration Technical Services Support I - Overtime Hours	Technical Services Support I for Central Office Exchange Migration only - Overtime Hours	Overtime-hours rate for Technical Services Support I for Central Office Exchange Migration only.	RR-MIGTECH 1-OT	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	Sunday and Holiday rate for Technical Services Support I for Central Office Exchange Migration only.	RR-MIGTECH 1-HOL	Yes
4	Migration Technical Services Support II - Regular Hours	Technical Services Support II for Central Office Exchange Migration only – Regular Hours	Regular-hours rate for Technical Services Support II for Central Office Exchange Migration only.	RR-MIGTECH 2-RH	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
5	Migration Technical Services Support II - Overtime Hours	Technical Services Support II for Central Office Exchange Migration only – Overtime Hours	Overtime-hours rate for Technical Services Support II for Central Office Exchange Migration only.	RR-MIGTECH 2-OT	Yes
6	Migration Technical Services Support II – Sunday and Holiday Hours	Technical Services Support II for Central Office Exchange Migration only – Sunday and Holiday Hours	Sunday and Holiday rate for Technical Services Support II for Central Office Exchange Migration only.	RR-MIGTECH 2-HOL	Yes
7	Migration Network Engineer – Regular Hours	Network Engineer for Central Office Exchange Migration only – Regular Hours	Regular-hours rate for Network Engineer for Central Office Exchange Migration only.	RR-NETENG-RH	Yes
8	Migration Network Engineer – Overtime Hours	Network Engineer for Central Office Exchange Migration only – Overtime Hours	Overtime-hours rate for Network Engineer for Central Office Exchange Migration only.	RR-NETENG-OT	Yes
9	Migration Network Engineer – Sunday and Holiday Hours	Network Engineer for Central Office Exchange Migration only – Sunday and Holiday Hours	Sunday and Holiday rate for Network Engineer for Central Office Exchange Migration only.	RR-NETENG-HOL	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
10	Migration Professional Services - Senior Engineer – Regular Hours	Professional Services - Senior Engineer for Central Office Exchange Migration only – Regular Hours	Regular-hours rate for Professional Services - Senior Engineer for Central Office Exchange Migration only.	RR-NETSEN-RH	Yes
11	Migration Professional Services Principal Architect I – Regular Hours	Professional Services Principal Architect I for Central Office Exchange Migration only – Regular Hours	Regular-hours rate for Professional Services Principal Architect I for Central Office Exchange Migration only.	RR-ARCHT1-RH	Yes
12	Migration Professional Services - Principal Architect II – Regular Hours	Professional Services - Principal Architect II for Central Office Exchange Migration only – Regular Hours	Regular-hours rate for Professional Services Principal Architect II for Central Office Exchange Migration only.	RR-ARCHT2-RH	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			

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

Rights and Remedies:

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

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

22.4.8.2 Catastrophic Outage 1 (CAT 1) (M-S)

SLA Name: Catastrophic Outage 1 (CAT 1)

Definition:

The total loss of service at a single address based on a common cause resulting in one or more of the following:

Failure of two or more service types

Measurement Process:

The Outage Duration begins when a network alarm is received by the Contractor from the outage-causing event or the opening of a trouble ticket by the Customer or Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall compile a list for each End-User service affected by the common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User service (Circuit ID or Service ID) basis from information recorded from the network equipment/system or a Customer reported trouble ticket. Each End-User service (Circuit ID or Service ID) is deemed out of service from the first notification until the Contractor determines the End-User service is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

Services:

Cloud-Hosted VoIP Services

Objectives:

The objective restoral time will be:

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

Rights and Remedies:

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

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

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

SLA Name: Catastrophic Outage 3 (CAT 3)

Definition:

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

Measurement Process:

The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the Customer or the Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall open a trouble ticket and compile a list for each End-User service (Circuit ID or Service ID) affected by the common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User service (Circuit ID or Service ID) basis from information recorded from the network equipment/system or trouble ticket. Each End-User service (Circuit ID or Service ID) is deemed out of service from the first notification until the Contractor determines the End-User service is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

Services:

Cloud-Hosted VoIP Services

Objectives:

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

Service Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Cloud-Hosted VoIP Services	≤ 30 Minutes	N/A	≤ 15 Minutes	P

Rights and Remedies:

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

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

22.4.8.4 Excessive Outage

SLA Name: Excessive Outage

Definition:

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

Measurement Process:

This SLA is based on trouble ticket Unavailable Time. The circuit or service is not fully functional during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If the Customer reports a partial or complete service that is not fully functional and remains unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time.

Services:

Cloud-Hosted VoIP Services

Objectives:

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

Service Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Cloud-Hosted VoIP Services	12 Hours	10 Hours	8 Hours	S

Rights and Remedies:

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

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

22.4.8.5 Notification (M-S)

SLA Name: Notification

Definition:

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

Measurement Process:

The Contractor shall adhere to the Network Outage Response requirements (SOW Business Requirements Section G.3.3, Network Outage Response) and notify the CALNET Program and designated stakeholders for all CAT 2 and CAT 3 Outages or for network outages resulting in a significant loss of

service. Notification objectives will be based on the start time of the outage failure determined by the opening of a trouble ticket or network alarm, whichever occurs first. For events based on information such as terrorist activity or threat of natural disaster, the Contractor shall notify the CALNET Program and designated stakeholder when information is available for dissemination to the Customers.

Services:

All Services

Objectives:

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

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

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

Rights and Remedies:

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

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

22.4.8.6 Provisioning (M-S)

SLA Name: Provisioning

Definition:

Provisioning shall include new services, moves, adds and changes, completed by the Contractor on or before the due dates. The Provisioning SLA shall be based on committed installation intervals established in this SLA

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

Provisioning SLAs have two objectives:

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

Measurement Process:

Objective 1: Individual Service Installations: Install intervals are based on the committed installation intervals established in this SLA or due dates negotiated between the Customer and the Contractor. This objective requires the Contractor to meet the due date for each individual service installation. This includes individual circuit/service/seat level installations for Coordinated and Managed Projects.

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

Services:

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

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

Objectives:

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

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

Rights and Remedies:

1. Per Occurrence:
    - Objective 1: Individual service installations: 50% of installation fee credited to the Customer for any missed committed objective.
2. Monthly Aggregated Measurements:
    - Objective 2: 100% of the installation fee credited to the Customer for all service installations (per service type) that did not complete within the committed objective during the month if the Successful Install Monthly Percentage is below the committed objective.

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

22.4.8.7 Time To Repair (M-S)

SLA Name: Time to Repair

Definition:

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

Measurement Process:

This SLA is based on trouble ticket Unavailable Time. The circuit or service is not fully functional during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If the Customer reports a partial or complete service that is not fully functional and remains unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time. If the Customer reports a service that is not fully functional and remains unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time. This SLA is applied per occurrence.

Services:

Cloud-Hosted VoIP Services

Objectives:

The Unavailable Time objective shall not exceed:

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

Rights and Remedies:

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

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

22.4.8.8 Unsolicited Service Enhancement SLAs

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

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

22.4.8.9 Proposed Unsolicited Offerings

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

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

22.4.8.10 Contract Amendment Service Enhancement SLAs

All Contract amendment service enhancements shall be considered a feature of the service, therefore included as such under the SLAs as defined in Section 22.4.8.

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