INVITATION FOR BID

IFB C4DNCS19
Data Networks and Communications Services

CATEGORY 22 – CLOUD-HOSTED VOIP SERVICES

Zayo Education Inc.
Statement of Work

TECHNICAL REQUIREMENTS

September 14, 2020

BAFO

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

AMENDMENT LOG

Amendment #	Date	Addendum Description
1	02/15/2021	Added Header; Removed available features from Table 22.2.3.b; and Removed language from Table 22.2.6.b.
2	11/15/2022	Updated Table 22.2.3.b – Unsolicited Cloud-Hosted VoIP Service Package Features
3	05/01/2025	Changing Contractor Name from ENA Services, LLC. to Zayo Education, Inc. throughout

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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.

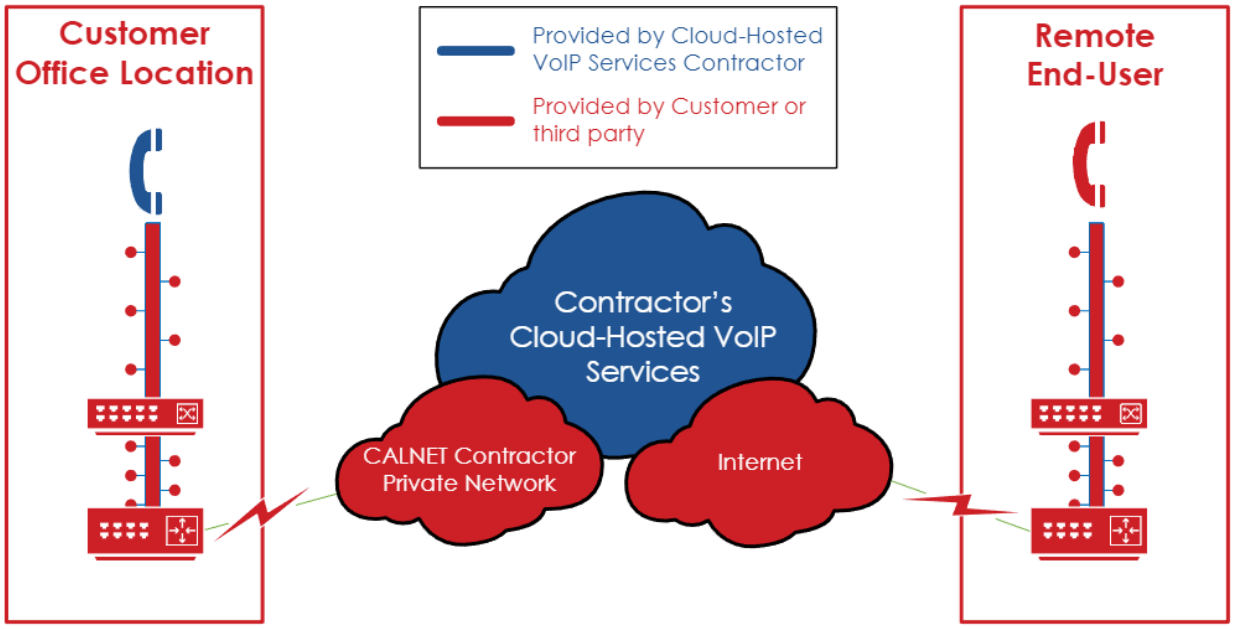
Bidder understands the Requirement and shall meet or exceed it? Yes

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: ENA acknowledges and will fully comply. An ENA SmartVoice deployment's initial data gathering involves a detailed inventory of all existing voice service requirements, including extension user's names and email addresses for voicemail forwarding, location information for E911 requirements, any hunt-group extensions or auto-attendant menus required for a departmental primary terminating number, paging system integration required, fax services to be covered, conference bridge requirements, new extensions desired and phone and feature packages required per extension.

ENA uses our Solution Engineering team, Voice Engineers and Field Engineers to perform network assessments in preparation for ENA SmartVoice deployments. ENA usually works with the customer to identify a good sampling of locations to evaluate. Once on site, we will physically inspect closets and cabling. We perform some Wireshark tests and look at a sample of switch configurations and capabilities. We will work with the customer to identify the different switch manufacturers/models you have deployed throughout the district to make sure our review covers all models deployed. Upon completion of the network assessment, ENA will meet with customer's staff to provide general guidance on changes required prior to implementing ENA SmartVoice.

ENA SmartVoice requires the use of managed switches, that support VLANs and multicast. ENA Voice Engineers can provide switch configuration examples and advise on best practices for voice VLAN deployment. Unmanaged switches/hubs cannot be used for ENA SmartVoice phones.

- **Ensure CAT5e or CAT6 Ethernet drop for each Voice endpoint (phone/ATA/etc.).**

- **Sufficient POE ports for the IP phones. If enough POE ports are not available, phones can be ordered with power supplies. Please ensure there is a power receptacle within six feet of where the phones will be placed.**
- **DHCP server or scope must be available on the LAN (either on ENA site routers or customer provided server).**
- **Voice LAN traffic must be properly routed across the WAN.**
- **Voice traffic must either bypass or passively traverse the firewall.**
- **Voice LAN NAT/PAT is typically required and accomplished on the firewall or ENA managed WAN/IA equipment.**
- **Voice QoS is typically not needed in the layer 2 LAN switching environment. ENA implements layer 3 Voice QoS (identification, prioritization) on all ENA managed equipment.**

Network environmental information is also gathered to verify QoS prioritization for VoIP packets and security policies will allow the provided handsets to "phone home" to ENA's SmartVoice provisioning server and receive initial extension configuration data and firmware updates as required.

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: ENA acknowledges and will fully comply. ENA has included our Enhanced PinPoint 911 service at no additional charge to meet the requirement for dynamic location determination of 911 callers.

Dynamic location mapping of Media Endpoints will be maintained by monitoring the Link Layer Discovery Protocol-Media Endpoint Discovery (LLDP-MED) transactions on the network, or by network subnet correlation if LLDP-MED is not available on the customer's switch equipment. When a call is placed from an ENA SmartVoice phone with Enhanced PinPoint 911, detailed dispatchable location will be provided to the PSAP, along with a callback number.

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:

Nomadic 911 Capabilities

ENA Nomadic 911 provides enhanced 911 coverage for softphone nomadic subscribers through an application called the 911 Location Manager that is part of the ENA SmartUC suite of applications present on the subscriber's device and tracks their location as they move. This application is available for both Windows and MAC systems.

911 Location Manager is designed to:

- **Determine whether the user is on-site or off-site and whether or not to prompt the user**
- **Automatically assign the enterprise's address for an on-site user**
- **Prompt the off-site user at an unknown location**
- **Remember familiar locations so that users are not repeatedly asked to provide addresses when they re-visit these locations.**

On-Site vs Off-Site:

On-site users are physically present at the enterprise's location. On the contrary, off-site users are not physically present at the enterprise location. 911 Location Manager determines whether the user is on-site or off-site based on the configured network segment(s) the user is connected to.

Off-site subscribers are prompted to self-report their location whereas on-site subscribers will have their location determined automatically.

Determining the User's Location:

To determine the subscriber's on-site location, 911 Location Manager first identifies whether the user is connected via a wireless or WiFi connection.

- **For subscribers using a wired connection, 911 Location Manager first identifies the subscriber's IP address. Then, using the subnet Emergency Routing Locations (ERL) association configured as a part of the network map, the subscriber's address is determined.**
- **For subscriber's using a WiFi connection, 911 Location Manager identifies the subscriber device's BSSID. Then, using the WiFi Access point's BSSID to ERL association configured as a part of the network map, the subscriber's address is determined.**

ENA SmartUC mobile application on IOS and Android utilizes the location-based features of the carrier and device to send geocoded information on a E911 call, utilizing phase I or phase II data. We hand-off E-911 calls to the cellular or VoLTE baseband of the handset.

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: ENA acknowledges and will fully comply. All ENA SmartVoice packages include voicemail. Each user has the ability to set up voicemail to email forwarding. If forward to voicemail is enabled, the user will receive the voicemail as a digital .wav file forwarded as email message to his or her email address. For lines that are managed by multiple users, there is the ability to have voicemail sent to multiple email addresses. There are no "email client" specific restrictions.

ENA SmartFax also includes an optional fax-to-email service for both fax transmissions and sent notifications. For users that might need to receive sensitive faxes, which they don't want to leave sitting out on a traditional fax machine, we also offer the ability to assign that user a personal fax number where they could receive those faxes directly into their email account.

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.	Cloud-Hosted VoIP Service package that includes a Standard Handset as described in Section 22.2.2.1.	CalNetEss+StdHndst	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.	Cloud-Hosted VoIP Service package that includes a Midrange Handset as described in Section 22.2.2.2.	CalNetEss+MidHndst	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
3	Cloud-Hosted VoIP Service Package with Attendant Handset	Cloud-Hosted VoIP Service package that includes an Attendant Handset as described in Section 22.2.2.3.	Cloud-Hosted VoIP Service package that includes an Attendant Handset as described in Section 22.2.2.3.	CalNetEnh+AttHndst	**Yes**
4	Cloud-Hosted VoIP Service Package with Conference Room Speakerphone	Cloud-Hosted VoIP Service package that includes a Conference Room Speakerphone as described in Section 22.2.2.4.	Cloud-Hosted VoIP Service package that includes a Conference Room Speakerphone as described in Section 22.2.2.4.	CalNetEss+Conf	**Yes**
5	Cloud-Hosted VoIP Service Package Without Desktop Handset	Cloud-Hosted VoIP Service package that does not include a Desktop Handset.	Cloud-Hosted VoIP Service package that does not include a Desktop Handset.	CalNetEnh	**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	ENA SmartVoice Essential	ESSENTIAL	ENA SmartVoice Essential Call Feature Package
2	ENA SmartVoice Essential + ENA SmartUC	ESSENTMOB	ENA SmartVoice Essential Call Feature Package+ ENA SmartUC
3	ENA SmartVoice Enhanced	ENHANCED	ENA SmartVoice Enhanced Call Feature Package
4	ENA SmartVoice Executive	EXECUTIVE	ENA SmartVoice Executive Call Feature Package
5	Analog Loud Ringer	ANARING	Analog Loud Ringer
6	ENA SmartVoice Auto Attendant	AUTOATT	Auto Attendant Extension
7	Analog Integration Ext	ANAEXT	Analog Integration Extension
8	Voicemail only	VMONLY	Voicemail only Extension
9	Hosted Call Recording	HSTCALLREC	Hosted Call Recording
10	ENA SmartUC Meet 10- Add on to Enhanced or Executive	MEET10	Audio and Video conferencing supporting 10 participants
11	ENA SmartUC Meet 25 – Add on to Enhanced or Executive	MEET25	Audio and Video conferencing supporting 25 participants
12	Multi-line hunt group	MLTIHNTGRP	Multi-line hunt group
13	Analog Telephony Adapter	ANACNCT	ENA SmartVoice Analog Telephony Adapter
14	Poly VVX 150(POE) or equivalent	PVVX150-POE	Poly VVX 150(POE)
15	Poly VVX 250(POE) or equivalent	PVVX250-POE	Poly VVX 250(POE)
16	Poly VVX 350(POE) or equivalent	PVVX350-POE	Poly VVX 350(POE)
17	Poly VVX 450(POE) or equivalent	PVVX450-POE	Poly VVX 450(POE)
18	Poly VVX 501(POE) or equivalent	PVVX501-POE	Poly VVX 501(POE)
19	Poly VVX 601(POE) or equivalent	PVVX601-POE	Poly VVX 601(POE)
20	Poly CCX 600 or equivalent	PCCX600-POE	Poly CCX 600 (POE)

21	Poly VVX 150(AC) or equivalent	PVVX150-AC	Poly VVX 150(AC)
22	Poly VVX 250(AC) or equivalent	PVVX250-AC	Poly VVX 250(AC)
23	Poly VVX 350(AC) or equivalent	PVVX350-AC	Poly VVX 350(AC)
24	Poly VVX 450(AC) or equivalent	PVVX450-AC	Poly VVX 450(AC)
25	Poly VVX 501(AC) or equivalent	PVVX501-AC	Poly VVX 501(AC)
26	Poly VVX 601(AC) or equivalent	PVVX601-AC	Poly VVX 601(AC)
27	Yealink SIP-T40G(POE) or equivalent	YSIPT40G-POE	Yealink SIP-T40G(POE)
28	Yealink SIP-T42S(POE) or equivalent	YSIPT42S-POE	Yealink SIP-T42S(POE)
29	Yealink SIP-T46S(POE) or equivalent	YSIPT46S-POE	Yealink SIP-T46S(POE)
30	Yealink SIP-T48S(POE) or equivalent	YSIPT48S-POE	Yealink SIP-T48S(POE)
31	Yealink SIP-T58A(POE) or equivalent	YSIPT58A-POE	Yealink SIP-T58A(POE)
32	Yealink SIP-T58V(POE) or equivalent	YSIPT58V-POE	Yealink SIP-T58V(POE)
33	Yealink SIP-T31P (POE) or equivalent	YSIPT31P-POE	Yealink SIP-T31P (POE)
34	Yealink SIP-T31G (POE) or equivalent	YSIPT31G-POE	Yealink SIP-T31G (POE)
35	Yealink SIP-T33G (POE) or equivalent	YSIPT33G-POE	Yealink SIP-T33G (POE)
36	Yealink SIP-T43U (POE)or equivalent	YSIPT43U-POE	Yealink SIP-T43U (POE)
37	Yealink SIP-T46U (POE)or equivalent	YSIPT46U-POE	Yealink SIP-T46U (POE)
38	Yealink SIP-T53W(POE) or equivalent	YSIPT53W-POE	Yealink SIP-T53W (POE)
39	Yealink SIP-T54W (POE) or equivalent	YSIPT54W-POE	Yealink SIP-T54W (POE)
40	Yealink SIP-T57W (POE) or equivalent	YSIPT57W-POE	Yealink SIP-T57W (POE)

41	Yealink SIP-T58W (POE) or equivalent	YSIPT58W-POE	Yealink SIP-T58W (POE)
42	Yealink SIP-T58W Pro (POE) or equivalent	YSIPT58WPRO-POE	Yealink SIP-T58W Pro (POE)
43	Yealink SIP-T58W w/Camera (POE) or equivalent	YSIPT58WCAM-(POE)	Yealink SIP-T58W w/Camera (POE)
44	Yealink SIP-T58W Pro w/ Camera (POE) or equivalent	YSIPT58WPROCAM-(POE)	Yealink SIP-T58W Pro w/ Camera (POE)
45	Yealink SIP-T21P E2(AC) or equivalent	YSIPT21P-AC	Yealink SIP-T21P E2(AC)
46	Yealink SIP-T40G(AC)or equivalent	YSIPT40G-AC	Yealink SIP-T40G(AC)
47	Yealink SIP-T42S(AC) or equivalent	YSIPT42S-AC	Yealink SIP-T42S(AC)
48	Yealink SIP-T46S(AC) or equivalent	YSIPT46S-AC	Yealink SIP-T46S(AC)
49	Yealink SIP-T48S(AC) or equivalent	YSIPT48S-AC	Yealink SIP-T48S(AC)
50	Yealink SIP-T58A(AC) or equivalent	YSIPT58A-AC	Yealink SIP-T58A(AC)
51	Yealink SIP-T58V(AC) or equivalent	YSIPT58V-AC	Yealink SIP-T58V(AC)
52	Yealink CP920 Conf phone or equivalent	YCP920-AC	Yealink CP920 Conf phone
53	Yealink CP960 Conf phone or equivalent	YCP960-AC	Yealink CP960 Conf phone
54	Yealink CP930WP DECT Sys or quivalent	YCP930WP-AC	Yealink CP930WP DECT Sys
55	Yealink W60P DECT Wireless or equivalent	YW60P-AC	Yealink W60P DECT Wireless
56	Yealink SIP-T31P (AC) or equivalent	YSIPT31P-AC	Yealink SIP-T31P (AC)
57	Yealink SIP-T31G (AC) or equivalent	YSIPT31G-AC	Yealink SIP-T31G (AC)
58	Yealink SIP-T33G (AC)or equivalent	YSIPT33G-AC	Yealink SIP-T33G (AC)
59	Yealink SIP-T43U (AC) or equivalent	YSIPT43U-AC	Yealink SIP-T43U (AC)

60	Yealink SIP-T46U (AC) or equivalent	YSIPT46U-AC	Yealink SIP-T46U (AC)
61	Yealink SIP-T53W (AC) or equivalent	YSIPT53W-AC	Yealink SIP-T53W (AC)
62	Yealink SIP-T54W (AC) or equivalent	YSIPT54W-AC	Yealink SIP-T54W (AC)
63	Yealink SIP-T57W (AC) or equivalent	YSIPT57W-AC	Yealink SIP-T57W (AC)
64	Yealink SIP-T58W (AC) or equivalent	YSIPT58W-AC	Yealink SIP-T58W (AC)
65	Yealink SIP-T58W (AC) Pro or equivalent	YSIPT58WPRO-AC	Yealink SIP-T58W Pro (AC)
66	Yealink SIP-T58W with Camera (AC) or equivalent	YSIPT58WCAN-AC	Yealink SIP-T58W with Camera (AC)
67	Yealink SIP-T58W Pro with Camera (AC) or equivalent	YSIPT58WPROCAM-AC	Yealink SIP-T58W Pro with Camera (AC)
68	Yealink CP925 Touch Sensitive HD IP Conference Phone with Wi-Fi and Bluetooth (AC)	YCP925-AC	Yealink CP925 Touch Sensitive HD IP Conference Phone with Wi-Fi and Bluetooth (AC)
69	Yealink CP965 Optima HD IP Conference Phone with Wi-Fi and Bluetooth (AC)	YCP965-AC	Yealink CP965 Optima HD IP Conference Phone with Wi-Fi and Bluetooth (AC)
70	Yealink CP935WP Wireless Conference Phone with W70B DECT IP Base Station (AC)	YCP935WP-AC	Yealink CP935WP Wireless Conference Phone with W70B DECT IP Base Station (AC)
71	Yealink W73P DECT IP Phone System (W73H Handset and W70B Base Station) (AC)	YW73P-AC	Yealink W73P DECT IP Phone System (W73H Handset and W70B Base Station) (AC)
72	Yealink W76P DECT IP Phone System (W56H Handset and W70B Base Station) (AC)	YW76P-AC	Yealink W76P DECT IP Phone System (W56H Handset and W70B Base Station) (AC)

73	Yealink W79P DECT IP Phone System (W59R Ruggedized Handset and W70B Base Station) (AC)	YW79P-AC	Yealink W79P DECT IP Phone System (W59R Ruggedized Handset and W70B Base Station) (AC)
74	Poly VVX Exp Mod	PVVXCEM	Poly VVX Exp Mod
75	Poly EM 50 Exp mod	PVVX50EM	Poly EM 50 Exp mod
76	Yealink EXP40 Exp module	YEXP40EM	Yealink EXP40 Exp module
77	Yealink EXP43 Expansion Module (for Yealink SIP-T4xU models only)	YEXP43EXP	Yealink EXP43 Expansion Module (for Yealink SIP-T4xU models only)
78	Yealink EXP50 Exp module	YEXP50EM	Yealink EXP50 Exp module
79	Poly Mini USB Camera for Poly VVX 501/601	PMINIUSB	Poly Mini USB Camera for Poly VVX 501/601
80	Poly VVX Mini USB Camera	PVVXUSB	Poly VVX Mini USB Camera
81	Yealink CAM50 USB Camera	YCAM50USB	Yealink CAM50 USB Camera
82	Poly HD Handset and Cord for Poly VVX 300/301 to VVX 600/601 models	PHDCVVX	Poly HD Handset and Cord for Poly VVX 300/301 to VVX 600/601 models
83	Poly Handset and Cord for Poly VVX 201	PHANVVX201	Poly Handset and Cord for Poly VVX201
84	Yealink Handset for Yealink SIP-T42S	YHANT42S	Yealink Handset for Yealink SIP-T42S
85	Yealink Handset for Yealink SIP-T46	YHANT46	Yealink Handset for Yealink SIP-T46
86	Yealink YHS33 Wideband Headset for Yealink Phones	YHS33	Yealink YHS33 Wideband Headset for Yealink Phones
87	Yealink UH34 Dual UC Headset	YUH34D	Yealink UH34 Dual UC Headset
88	Yealink UH34 Mono UC Headset	YUH34M	Yealink UH34 Mono UC Headset
89	Yealink WH62 Mono UC Wireless Headset	YWH62M	Yealink WH62 Mono UC Wireless Headset
90	Yealink WH63 UC Wireless Headset	YWH63UC	Yealink WH63 UC Wireless Headset

91	Yealink EHS36 Electronic Hookswitch Adapter (verify compatibility)	YEHS36	Yealink EHS36 Electronic Hookswitch Adapter (verify compatibility)
92	Yealink EHS40 Electronic Hookswitch Adapter (verify compatibility)	YEHS40	Yealink EHS40 Electronic Hookswitch Adapter (verify compatibility)
93	Yealink BT41 Bluetooth USB dongle for Yealink SIP-T42S, T43U, T46S, or T48S models only	YBT41	Yealink BT41 Bluetooth USB dongle for Yealink SIP-T42S, T43U, T46S, or T48S models only
94	Poly OBiWiFi5G Wireless-AC USB Adapter	PObiWiFi5G	Poly OBiWiFi5G Wireless-AC USB Adapter
95	Yealink WF50 Dual-band, Wi-Fi Dongle for Yealink SIP-T42S, T43U, T46S, or T48S models	YWF50	Yealink WF50 Dual-band, Wi-Fi Dongle for Yealink SIP-T42S, T43U, T46S, or T48S models
96	Yealink DD10K DECT Dongle for use with the Yealink SIP-T5 models	YDD10K	Yealink DD10K DECT Dongle for use with the Yealink SIP-T5 models
97	Yealink W70B DECT IP Base Station	YW70B	Yealink W70B DECT IP Base Station
98	Yealink W56H DECT Handset (add-on handset for Yealink W70P, W60P, and W56P DECT Systems)	YW56H	Yealink W56H DECT Handset (add-on handset for Yealink W70P, W60P, and W56P DECT Systems)
99	Yealink W59H DECT Ruggedized Handset (add-on handset for Yealink W70P DECT Systems)	YW59H	Yealink W59H DECT Ruggedized Handset (add-on handset for Yealink W70P DECT Systems)
100	Yealink W73H DECT Handset (add-on handset for Yealink W70P DECT Systems)	YW73H	Yealink W73H DECT Handset (add-on handset for Yealink W70P DECT Systems)
101	Yealink RT30 DECT IP Phone Repeater (extends DECT signal for Yealink W60P and W56P DECT Systems)	YRT30	Yealink RT30 DECT IP Phone Repeater (extends DECT signal for Yealink W60P and W56P DECT Systems)
102	Yealink Bluetooth USB Dongle	YBTUSB	Yealink Bluetooth USB Dongle

103	Yealink Wi-Fi USB Dongle	YWi-FiUSB	Yealink Wi-Fi USB Dongle
104	Yealink W56H DECT Handset add for W60P	YW56HDECT	Yealink W56H DECT Handset add for W60P
105	Yealink RT30 DECT IP Phone Repeater	YRT30DECT	Yealink RT30 DECT IP Phone Repearter (extends DECT signal for Yearlink W60P)
106	Wall Mount Bracket for Yealink SIP-T31	WMBSIPT31	Wall Mount Bracket for Yealink SIP-T31
107	Wall Mount Bracket for Yealink SIP-T33G	WMBSIPT33G	Wall Mount Bracket for Yealink SIP-T33G
108	Wall Mnt for Yealink SIP-T40G, T42S & T43U	WMB YSIP-T40G	Wall Mnt for Yealink SIP-T40G, T42S and T43U
109	Wall Mount Bracket Yealink SIP-T46S	WMB YSIP-T46S	Wall Mount Bracket Yealink SIP-T46S
110	Wall Mount Bracket Yealink SIP-T48S	WMB YSIP-T48S	Wall Mount Bracket Yealink SIP-T48S
111	Wall Mnt for Yealink SIP-T52A &T58V	WMB YSIP-T52A/T58V	Wall Mnt for Yealink SIP-T52A &T58V
112	Wall Mnt for Poly VVX 150/250	WMB PVVX-150/250	Wall Mnt for Poly VVX 150/250
113	Wall Mount Bracket for Poly VVX 350	WMB PVVX-350	Wall Mount Bracket for Poly VVX 350
114	Wall Mount Bracket for Poly VVX 450	WMB PVVX-450	Wall Mount Bracket for Poly VVX 450
115	Wall Mnt/Desk Stand for Poly VVX201	DS/WM VVX201	Wall Mnt/Desk Stand for Poly VVX201
116	Wall Mnt Poly VVX 300/301 -VVX 600/601 phones	WMB VVX300/301	Wall Mnt Poly VVX 300/301 -VVX 600/601 phones
117	Wall Mnt for Poly VVX Exp Module	WMB VVX EP	Wall Mnt for Poly VVX Exp Module
118	Drop-Ceiling Support for Algo 8188 Spkr	SCTSB Algo 8188	Drop-Ceiling Support for Algo 8188 Spkr
119	AC Pwr Poly VVX 150/250/350/450	PS VVX 150/250/350/450	AC Pwr Poly VVX 150/250/350/450
120	Power Supply for Poly VVX 201	PS VVX201	Power Supply for Poly VVX 201
121	AC Pwr for Poly VVX 300/310/400/410	PS VVX 300/310/400/410	AC Pwr for Poly VVX 300/310/400/410

122	Power Supply for Poly VVX 500/600	PS VVX 500/600	Power Supply for Poly VVX 500/600
123	Power Supply for Poly 501/601	PS VVX 501/601	Power Supply for Poly 501/601
124	AC Pwr Poly 301/311/401/411	PS VVX 301/311/401/411	AC Pwr Poly 301/311/401/411
125	Power Supply for Poly SoundPoint IP 6000 Conference Phone	PSPSP6000	Power Supply for Poly SoundPoint IP 6000 Conference Phone
126	Power Supply for Yealink SIP-T43U, T53W Phones	PSYT43U/T53W	Power Supply for Yealink SIP-T43U and T53W
127	Power Supply for Yealink SIP- T31P, T31G, T33G and W60B Phones	PSYT31P/G/33G/W60B	Power Supply for Yealink SIP-T31P, T31G, T33G and W60B Phones
128	AC Pwr SIP-T21P-E2 and SIP-T42S	PS YT21P-E2/T42S	AC Pwr SIP-T21P-E2 and SIP-T42S
129	Power Supply for Yealink SIP-T40G	PS YT40G	Power Supply for Yealink SIP-T40G
130	AC pwr SIP-T46S/T46U/T48S/T54S/T54W/T57W/T58V/CP860	PS Y-T46S/T48S/T58A/T58V	AC pwr SIP-T46S/T46U/T48S/T54S/T54W/T57W/T58A/T58V/CP860
131	Battery for Yealink W56H DECT handset	BAT - YW56H	Battery for Yealink W56H DECT handset
132	Wireless Microphone Ext for CP960 IP Conf Phone	EXT - CP960	Wireless Microphone Ext for CP960 IP Conf Phone
133	Wireless Microphone Extenders for Yealink CP965 IP Conference Phone	EXT – CP965	Wireless Microphone Extenders for Yealink CP965 IP Conference Phone
134	ENA SmartFax	FXATA	ENA SmartFax
135	ENA SmartFax to Email	FXEMAILONLY	ENA SmartFax to Email
136	ENA SmartFax Desktop/Mobile	FXDSKMOB	ENA SmartFax Desktop/Mobile
137	SIP Loud Ringer	SIPRINGER	SIP Loud Ringer
138	SIP Integration Extension	SIPINTEGEXT	SIP Integration Extension
139	SIP Paging Extension	SIPPAG	SIP Paging Extension
140	Pre-Recorded Announcement	PREREC	Pre-Recorded Announcement
141	Bell Scheduler	BELLSCHED	Bell Scheduler
142	Peripheral Device	PERIPH	Peripheral Device

143	Algo 1203 Call Switch	ENA - AlgoCaSw	Algo 1203 Call Switch
144	Algo 8028 SIP Door Phone	ENA - AlgoDP	Algo 8028 SIP Door Phone
145	Algo 8039 SIP Video Door Phone	ENA - AlgoVDP	Algo 8039 SIP Video Door Phone
146	Algo 8061 IP Relay Controller	ENA - AlgoRC	Algo 8061 IP Relay Controller
147	Algo 8128 SIP Strobe Light	ENA - AlgoSL	Algo 8128 SIP Strobe Light
148	Algo 8180 SIP Audio Alerter	ENA - AlgoAA	Algo 8180 SIP Audio Alerter
149	Algo 8186 SIP Indoor/Outdoor Paging Horn	ENA - ASIOPH	Algo 8186 SIP Indoor/Outdoor Paging Horn
150	Algo 8188 Ceiling Speaker	ENA - AlgoCS	Algo 8188 Ceiling Speaker
151	Algo 8189 SIP Surface-mount Ceiling Speaker	ENA - AlgoSMCS	Algo 8189 SIP Surface-mount Ceiling Speaker
152	Algo 8201 SIP Intercom, Weatherproof	ENA - AlgoSI	Algo 8201 SIP Intercom, Weatherproof
153	Algo 8301 Bell Scheduler	ENA - AlgoBS	Algo 8301 Bell Scheduler
154	Hydrophobic Screen for Algo 8188/8189 spkrs	ENA - AlgoHyMem	Hydrophobic Screen for Algo 8188/8189 spkrs
155	Configuration of 1-40 SIP Paging Devices	ESCOSV-40SIPPDSETUP	Configuration of 1-40 SIP Paging Devices
156	Configuration for 41-80 SIP Paging Devices	ESCOSV-80SIPPDSETUP	Configuration for 41-80 SIP Paging Devices
157	Configuration for 81-120 SIP Paging Devices	ESCOSV-120SIPPDSETUP	Configuration for 81-120 SIP Paging Devices
158	Installation and Configuration - Per Site Fee	ESCOSV-SITEINSTALL	Installation and Configuration - Per Site Fee
159	Handset installation on-site (25 Phone min)	ESCOSV-HNDSTINSTALL	Handset installation on-site (25 Phone min)
160	Wall-mount installation add-on	ESCOSV-HNDSTINSTALLWM	Wall-mount installation add-on
161	ENA SmartConf Srvcs-10 Port, Unlimited use	10PRTBRID	ENA SmartConf Srvcs-10 Port, Unlimited use

162	ENA SmartConf Srvcs-25 Port, Unlimited use	25PRTBRID	ENA SmartConf Srvcs-25 Port, Unlimited use
163	ENA Toll Free w/100 min's; overage $.04 per min	TFDIR	ENA Toll Free w/100 min's; 101min's + at $.04 per min
164	411/Directory Information Calls	411DIRCALL	411/Directory Information Calls

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: ENA acknowledges and will fully comply. ENA will provide an on-premises, ENA-Managed site-survivability gateway service that will provide the capability of supporting the number of concurrent calls requested for the three site survivability options described in the table 22.2.4.a.

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	Site Survivability	ENA will deploy a survivability router	PSTN-R23	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.
	Small Site Survivability Network Failure	option for a site with 100 Endpoint Devices and 15 concurrent calls to outside lines.	capable of supporting failover SIP or PRI services. The device will support up to 23 concurrent outbound call paths utilizing customer provided Primary Rate Interface (PRI), or secondary customer provided data connection for SIP based failover. Should customer utilize PRI router/gateway option, no advanced features or voicemail will be available.		
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.	ENA will deploy a survivability router capable of supporting failover SIP services. This enables full feature capabilities to the ENA SmartVoice platforms. Call capacity limited by the capacity of the data connection chosen by the customer, but equipment will be able to support 75 call paths.	PSTN-R75	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
3	Cloud-Hosted VoIP Services Large Site Survivability Network Failure	Site Survivability option for a site with 1000 Endpoint Devices and 150 concurrent calls to outside lines.	ENA will deploy a survivability router capable of supporting failover SIP services. This enables full feature capabilities to the ENA SmartVoice platforms. Call capacity limited by the capacity of the data connection chosen by the customer, but equipment will be able to support 150 call paths.	PSTN-R150	**Yes**
4	Direct Inward Dial Number Reservation	Block of 20 DID numbers held in reserve.	ENA can provide reserved DIDs for ENA SmartVoice customers in the quantity requested and they will be available for immediate use when the need may arise.	DID-R	**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			
2			
3			

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	BRZL-LL	Yes
2	Canada	CNDA-LL	**Yes**
3	China	CHNA-LL	**Yes**
4	France	FRNC-LL	**Yes**
5	Germany	GRMY-LL	**Yes**
6	Israel	ISRL-LL	**Yes**
7	Italy	ITLY-LL	**Yes**
8	Japan	JAPN-LL	**Yes**
9	Korea	KORA-LL	**Yes**
10	Mexico	MXCO-LL	**Yes**
11	Spain	SPAN-LL	**Yes**
12	Switzerland	SWTZ-LL	**Yes**
13	United Kingdom	UKGM-LL	**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	BRZL-MT	Yes
2	Canada	CNDA-MT	**Yes**
3	China	CHNA-MT	**Yes**
4	France	FRNC-MT	**Yes**
5	Germany	GRMY-MT	**Yes**
6	Israel	ISRL-MT	**Yes**
7	Italy	ITLY-MT	**Yes**
8	Japan	JAPN-MT	**Yes**
9	Korea	KORA-MT	**Yes**
10	Mexico	MXCO-MT	**Yes**
11	Spain	SPAN-MT	**Yes**
12	Switzerland	SWTZ-MT	**Yes**
13	United Kingdom	UKGM-MT	**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 forward and reply to an individual or to a group of predefined recipients.	**Yes**
12	End-Users shall be able to access voicemail messages from Desktop Handsets, mobile phones, softphones, email, or browsers.	**Yes**

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

Table 22.2.6.a – Voice Mail Services

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	Voicemail	Voicemail Service	ENA provides voicemail with each ENA SmartVoice package at no extra charge. The voicemail is centralized in the ENA data centers providing 24x7x365 access via handsets, web browser, portal, and our ENA SmartUC mobile app.	ENA-VMAIL	**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	Voicemail Transcription	VMTXADD	Users can add Voicemail Transcription to their account
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.	Field Service Repair Technician Regular Hours	FSR-R	**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.	Field Service Repair Technician Overtime Hours	FSR-O	**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.	Field Service Repair Technician Sunday and Holiday Hours	FSR-SH	**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	Migration Technical Services Support I - Standard Regular Hours	MTSS1-R	Yes
2	Migration Technical Services Support I - Overtime Hours	Technical Services Support I for Central Office Exchange Migration only - Overtime Hours	Migration Technical Services Support I - Overtime Hours	MTSS1-O	**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	Migration Technical Services Support I – Sunday and Holiday Hours	MTSS1-SH	**Yes**
4	Migration Technical Services Support II - Regular Hours	Technical Services Support II for Central Office Exchange Migration only – Regular Hours	Migration Technical Services Support II - Regular Hours	MTSS2-R	**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	Migration Technical Services Support II - Overtime Hours	MTSS2-O	**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	Migration Technical Services Support II – Sunday and Holiday Hours	MTSS2-SH	**Yes**
7	Migration Network Engineer – Regular Hours	Network Engineer for Central Office Exchange Migration only – Regular Hours	Migration Network Engineer – Regular Hours	MNE-R	**Yes**
8	Migration Network Engineer – Overtime Hours	Network Engineer for Central Office Exchange Migration only – Overtime Hours	Migration Network Engineer – Overtime Hours	MNE-O	**Yes**
9	Migration Network Engineer – Sunday and Holiday Hours	Network Engineer for Central Office Exchange Migration only – Sunday and Holiday Hours	Migration Network Engineer – Sunday and Holiday Hours	MNE-SH	**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	Migration Professional Services - Senior Engineer – Regular Hours	MPSSE-R	**Yes**
11	Migration Professional Services Principal Architect I – Regular Hours	Professional Services Principal Architect I for Central Office Exchange Migration only – Regular Hours	Migration Professional Services Principal Architect I – Regular Hours	MPSA1-R	**Yes**
12	Migration Professional Services - Principal Architect II – Regular Hours	Professional Services - Principal Architect II for Central Office Exchange Migration only – Regular Hours	Migration Professional Services - Principal Architect II – Regular Hours	MPSA2-R	**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	S

Rights and Remedies:

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

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

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

SLA Name: Catastrophic Outage 3 (CAT 3)

Definition:

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

Measurement Process:

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

Services:

Cloud-Hosted VoIP Services

Objectives:

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

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

22.4.8.4 Excessive Outage

SLA Name: Excessive Outage

Definition:

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

Measurement Process:

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

Services:

Cloud-Hosted VoIP Services

Objectives:

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

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

Rights and Remedies:

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

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

22.4.8.5 Notification (M-S)

SLA Name: Notification

Definition:

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

Measurement Process:

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

terrorist activity or threat of natural disaster, the Contractor shall notify the CALNET Program and designated stakeholder when information is available for dissemination to the Customers.

Services:

All Services

Objectives:

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

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

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

Rights and Remedies:

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

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

22.4.8.6 Provisioning (M-S)

SLA Name: Provisioning

Definition:

Provisioning shall include new services, moves, adds and changes, completed by the Contractor on or before the due dates. The Provisioning SLA shall be based on committed installation intervals established in this SLA or due dates negotiated between the Customer and the Contractor documented on the Contractor's order confirmation notification or Contracted Project Work SOW in accordance with SOW Business

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

Provisioning SLAs have two objectives:

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

Measurement Process:

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

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

Services:

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

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

Objectives:

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

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

Rights and Remedies:

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

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

22.4.8.7 Time To Repair (M-S)

SLA Name: Time to Repair

Definition:

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

Measurement Process:

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

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

Services:

Cloud-Hosted VoIP Services

Objectives:

The Unavailable Time objective shall not exceed:

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

Rights and Remedies:

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

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

22.4.8.8 Unsolicited Service Enhancement SLAs

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

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

22.4.8.9 Proposed Unsolicited Offerings

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

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

22.4.8.10 Contract Amendment Service Enhancement SLAs

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

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