

IFB STPD 12-001-A

Statement of Work

FOR CALNET 3, CATEGORY 1

VOICE AND DATA SERVICES

ADDENDUM 9

08/22/13

SUBCATEGORY 1.1 - DEDICATED TRANSPORT

TECHNICAL REQUIREMENTS

Issued by:

STATE OF CALIFORNIA

California Department of Technology

Statewide Technology Procurement Division

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TECHNICAL REQUIREMENTS

SUBCATEGORY 1.1 – DEDICATED TRANSPORT

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TECHNICAL REQUIREMENTS

SUBCATEGORY 1.1 - DEDICATED TRANSPORT

1.1.1 OVERVIEW

This Subcategory 1.1 IFB provides the State's solicitation for best value solutions for dedicated transport services including Carrier DS0, Carrier DS1, Carrier DS3 and ISDN Primary Rate Interface services. This IFB also describes the CALNET 3 technical requirements necessary to support the CALNET 3 program requirements.

This IFB will be awarded to Bidders that meet the award criteria as described in IFB Section 4. The CALNET 3 Contract(s) that result from the award of this IFB will be managed on a day-to-day basis by the CALNET 3 Contract Management and Oversight (CALNET 3 CMO).

1.1.1.1 BIDDER RESPONSE REQUIREMENTS

Throughout this IFB, Bidders are required to acknowledge acceptance of the requirements described herein by responding to one (1) of the following:

Example A (for requirements that require confirmation that the Bidder understands and accepts the requirement):

"Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____"

Or,

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

*"Bidder understands the requirements in Section xxx and shall meet or exceed them?
Yes_____ No_____*

Description:"

1.1.1.2 DESIGNATION OF REQUIREMENTS

All Technical Requirements specified in this IFB Section are Mandatory and must be responded to as identified in IFB Section 3.4.2.5 by the Bidder. Additionally, some Mandatory requirements are "Mandatory-Scorable" and are designated as "(M-S)". The State will have the option of whether or not to include each item in the Contract, based on the best interest of the State. Furthermore, Customers will have the option whether or not to order services or features included in the Contract. Service Requests for some CALNET 3 services or features may require CALNET 3 CMO approval.

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

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

1.1.1.3 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_____ No_____

1.1.2 DEDICATED TRANSPORT REQUIREMENTS

1.1.2.1 DATA NETWORK OPERATIONS AND MANAGEMENT

1.1.2.1.1 General Description

The Contractor's data network(s) shall meet established industry standards.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

1.1.2.1.1.1 Network Operations Center

The Contractor shall maintain a Network Operations Center (NOC) that is staffed 24x365 that coordinates and manages all data traffic.

The NOC shall perform the following services

1. Network surveillance;
2. Fault management (trouble identification, isolation and notification); and,
3. Monitor network performance in near real-time to identify capacity blockages and implement controls to optimize network health and performance immediately.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

1.1.2.1.2 Security

1.1.2.1.2.1 Physical Access

Contractor shall physically secure all data and networking facilities through which data traverses Contractor's WAN complying with the 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_____ No_____

1.1.2.1.2.2 Network Security

The Contractor's network security solution shall incorporate the following features:

1. The Contractor's network equipment locations and data centers shall use carrier grade platforms, and
2. All equipment shall be in a hardened facility and all unnecessary services shall be disabled or removed.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

1.1.2.1.2.3 Security Event Notifications

The Contractor shall provide the designated State representatives with notifications of suspected and real security violations that impact CALNET 3 Customers within one (1) hour of such determination via telephonic means or email.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

1.1.2.2 Carrier DS0 Service

The Contractor shall provide DS0 digital data circuits. DS0 service supports point-to-point and multipoint/multi-drop digital data circuits up to 64 Kbps providing full duplex, four-wire or two-wire, synchronous serial digital data transport.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

1.1.2.2.1 DS0 Functionality

The DS0 service provided by the Contractor shall include the following functionality:

1. **Advanced Digital Network (ADN) or equivalent** - A dedicated digital private line service at DS0 and below speeds, providing full duplex, four-wire, end-to-end, synchronous, data transport;
2. **Subscriber Access** - Channel termination for the DS0 circuit. One (1) subscriber access for each termination;
3. **Packet Delivery** – The monthly average packet delivery shall be greater than 99.995 percent error free seconds on a monthly average throughput for each circuit; and,
4. **Standards** - DS0 service shall be provided in accordance with the North American T-carrier and applicable American National Standards Institute (ANSI) and International Telecommunications Union (ITU) standards.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

1.1.2.2.2 Geographic Availability

The Contractor shall provide Carrier DS0 service in all Incumbent Local Exchange Carrier (ILEC) territories open to competition as defined by the California Public Utilities Commission (CPUC) where facilities are available either through Bidder owned facilities or through resale of ILEC facilities.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

1.1.2.2.3 DS0 Features

The Contractor shall offer the Carrier DS0 service and features detailed in Table 1.1.2.2.3.a.

Table 1.1.2.2.3.a Carrier DS0 Service and Features

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
1	IntraLATA DS0 Service	IntraLATA carrier DS0 service as described above. Channel Termination (one end point)			
	Bidder's Product Description:				
2	InterLATA DS0 Service	InterLATA carrier DS0 service as described above. Channel Termination (one end point)			
	Bidder's Product Description:				
3	Interstate DS0 Service	Interstate carrier DS0 service as described above. Channel Termination (one end point)			
	Bidder's Product Description:				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
4	IntraLATA Variable Mileage for Dedicated DS0 Transport	IntraLATA variable mileage for dedicated DS0 transport. Mileage is measured as the airline mileage between the serving central offices.			
	Bidder's Product Description:				
5	InterLATA Variable Mileage for Dedicated DS0 Transport Services	InterLATA variable mileage for dedicated DS0 transport. Mileage is measured as the airline mileage between the serving central offices.			
	Bidder's Product Description:				
6	Interstate Variable Mileage for Dedicated DS0 Transport Services	Interstate variable mileage for dedicated DS0 transport. Mileage is measured as the airline mileage between the serving central offices.			
	Bidder's Product Description:				
7	Central Office Bridging	Connects three (3) or more Customer designated premises for simultaneous communications on one (1) circuit			
	Bidder's Product Description:				

The Contractor may offer additional unsolicited Carrier DS0 features in Table 1.1.2.2.3.b.

Table 1.1.2.2.3.b Unsolicited Carrier DS0 Features

	Feature Name	Feature Description	Bidder's Product Identifier
1			
	Bidder's Product Description:		
	Reference document: Location: Page: Paragraph:		
2			
	Bidder's Product Description:		
	Reference document: Location: Page: Paragraph:		
3			
	Bidder's Product Description:		
	Reference document: Location: Page: Paragraph:		

1.1.2.3 Carrier DS1 Service

The Contractor shall provide DS1 digital data circuits. DS1 service supports point-to-point digital data circuits up to 1.544 Mbps providing full duplex, four-wire, synchronous serial digital data transport.

The minimum digital signals required are in the following two (2) formats:

1. Basic (full 1.544 Mbps); and,
2. Channelized (24 multiplexed DS0 channels — 64 Kbps each).

Basic Carrier DS1 Service shall include the following characteristics:

1. High Capacity - DS1 class of service; and,
2. Subscriber Access - Channel termination for the circuit terminating at the Contractor's point of presence.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

1.1.2.3.1 DS1 Functionality

The Carrier DS1 service provided by the Contractor shall include the functionality described below.

1. **B8ZS** - Line code allowing use of the entire bandwidth of a 1.544 facility. Line codes tell the network how the bits in a bit stream are electronically represented for transport through the network;
2. **Extended Super Frame** - Framing format that allows the additional bits to be added less frequently or added at longer intervals. Bits that are gained by doing this are then used to perform other functions;
3. **Subscriber Access Line with Equipment** – DS1 circuit termination with electrical Equipment. One (1) subscriber access for each termination;
4. **Packet Delivery** – The monthly average packet delivery shall be greater than 99.995 percent error free seconds on a monthly average throughput for each circuit; and,
5. **Standards** - Contractor's DS1 service shall be provided in accordance with the North American T-carrier and applicable ANSI and ITU standards.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

1.1.2.3.2 DS1 Geographic Availability

The Contractor shall provide Carrier DS1 service in all ILEC territories open to competition as defined by the CPUC where facilities are available either through Bidder owned facilities or through resale of ILEC facilities.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

1.1.2.3.3 DS1 Features

The Contractor shall offer the Carrier DS1 service and features detailed in Table 1.1.2.3.3.a.

Table 1.1.2.3.3.a Carrier DS1 Service and Features

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
1	DS1 Service IntraLATA	IntraLATA carrier DS1 service as described above. Channel Termination (one end point)			
	Bidder's Product Description:				
2	DS1 Service InterLATA	InterLATA carrier DS1 service as described above. Channel Termination (one end point).			
	Bidder's Product Description:				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
3	DS1 Service Interstate	Interstate carrier DS1 service as described above. Channel Termination (one end point).			
	Bidder's Product Description:				
4	IntraLATA Variable Mileage for Dedicated DS1 Transport Services	IntraLATA variable mileage for dedicated transport Services. Mileage measured as the airline mileage between the serving central offices.			
	Bidder's Product Description:				
5	InterLATA Variable Mileage for Dedicated DS1 Transport	InterLATA variable mileage for dedicated transport Services. Mileage measured as the airline mileage between the serving central offices.			
	Bidder's Product Description:				
6	Interstate Variable Mileage for Dedicated DS1 Transport Services	Interstate variable mileage for dedicated transport Services. Mileage measured as the airline mileage between the serving central offices.			
	Bidder's Product Description:				

The Contractor may offer additional unsolicited Carrier DS1 features in Table 1.1.2.3.3.b.

Table 1.1.2.3.3.b Unsolicited Carrier DS1 Features

	Feature Name	Feature Description	Bidder's Product Identifier
1			
	Bidder's Product Description:		
2			
	Bidder's Product Description:		
3			
	Bidder's Product Description:		

1.1.2.4 Carrier DS3 Service

The Contractor shall provide DS3 digital data circuits that support point-to-point digital data circuits up to 44.736 Mbps providing full duplex, synchronous serial digital data transport. DS3s may be clear-channel or channelized into 28 channels.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

1.1.2.4.1 DS3 Functionality

The DS3 service provided by the Contractor shall include the functionality.

1. **High Capacity DS3** - High Capacity DS3 Class of Service;
2. **Subscriber Access Line with Equipment** - DS3 circuit termination with electrical Equipment. One (1) subscriber access for each termination;
3. **Central Office Multiplexing** - Converts a 44.736 Mbps channel to 28 DS1 channels using digital time division multiplexing;
4. **Packet Delivery** – The monthly average packet delivery shall be greater than 99.995 percent error free seconds on a monthly average throughput for each circuit; and,
5. **Standards** - Contractor's DS3 service shall be provided in accordance with the North American T-carrier and applicable ANSI and ITU Standards.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

1.1.2.4.2 DS3 Geographic Availability

The Contractor shall provide Carrier DS3 service in all ILEC territories open to competition as defined by the CPUC where facilities are available. either through Bidder owned facilities or through resale of ILEC facilities.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

1.1.2.4.3 DS3 Features

The Contractor shall offer the Carrier DS3 services and features detailed in Table 1.1.2.4.3.a

Table 1.1.2.4.3.a Carrier DS3 Service and Features

	Feature Name	Feature Description	Bidder Meets or Exceeds Y N		Bidder's Product Identifier
1	DS3 Service IntraLATA	IntraLATA carrier DS3 service as described above. Channel Termination (one end point)			
	Bidder's Product Description:				
2	DS3 Service InterLATA	InterLATA carrier DS3 service as described above. Channel Termination (one end point)			
	Bidder's Product Description:				
3	DS3 Service Interstate	Interstate carrier DS3 service as described above. Channel Termination (one end point)			
	Bidder's Product Description:				
4	IntraLATA Variable Mileage for Dedicated Transport DS3 Services	IntraLATA variable mileage for dedicated transport services. Mileage measured as the airline mileage between the serving central offices.			
	Bidder's Product Description:				
5	InterLATA Variable Mileage for Dedicated Transport DS3 Services	InterLATA variable mileage for dedicated transport Services. Mileage measured as the airline mileage between the serving central offices. (excludes Frame Relay and ATM)			
	Bidder's Product Description:				
6	Interstate Variable Mileage for Dedicated Transport DS3 Services	Interstate variable mileage for dedicated transport Services. Mileage measured as the airline mileage between the serving central offices.			
	Bidder's Product Description:				

The Contractor may offer additional unsolicited Carrier DS3 features in Table 1.1.2.4.3.b.

Table 1.1.2.4.3.b Unsolicited Carrier DS3 Features

	Feature Name	Feature Description	Bidder's Product Identifier
1			
	Bidder's Product Description:		
2			
	Bidder's Product Description:		
3			
	Bidder's Product Description:		
	Reference document: Location: Page: Paragraph:		

1.1.2.5 ISDN Primary Rate Interface (PRI)

The Contractor shall provide Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) through standard T1 (1.544 Mbps) point-to-point private-line Facilities. ISDN PRI shall be available from the Contractor in two (2) configurations at both 56kps and 64kps.

1. ISDN PRI Package #1: 23 B channels and one (1) D channel, with the option of making any of the B channels a primary D channel.
2. ISDN PRI Package #2: 23 B channels and one (1) D channel with the option of making a B channel a backup D channel.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

1.1.2.5.1 ISDN PRI Standards

ISDN PRI shall be provided in accordance with all applicable ANSI, IT and Telcordia/Bellcore Standards.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

1.1.2.5.2 ISDN PRI Geographic Availability

The Contractor shall provide ISDN PRI Service in all ILEC territories open to competition as defined by the CPUC where facilities are available either through Bidder owned facilities or through resale of ILEC facilities.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

1.1.2.5.3 ISDN PRI Configurations

The Contractor shall offer the ISDN PRI service and features detailed in Table 1.1.2.5.3.a.

Table 1.1.2.5.3.a ISDN PRI Configurations and Features

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
1	ISDN PRI Package #1 @ 56 Kbps – basic monthly rate	The monthly basic rate for ISDN PRI Package #1 @ 56 Kbps			
	Bidder's Product Description:				
2	ISDN PRI Package #1 @ 56 Kbps – Usage Fee	The per minute based fee for ISDN PRI Package #1 usage @ 56 Kbps			
	Bidder's Product Description:				
3	ISDN PRI Package #1 @ 64 Kbps – basic monthly rate	The monthly basic rate for ISDN PRI Package #1 @ 64 Kbps			
	Bidder's Product Description:				
4	ISDN PRI Package #1 @ 64 Kbps – Usage Fee	The per minute based fee for ISDN PRI Package #1 usage @ 64 Kbps			
	Bidder's Product Description:				
5	ISDN PRI Package #2 @ 56 Kbps – basic monthly rate	The monthly basic rate for ISDN PRI Package #2 @ 56 Kbps			
	Bidder's Product Description:				
6	ISDN PRI Package #2 @ 56 Kbps – Usage Fee	The per minute based fee for ISDN PRI Package #2 usage @ 56 Kbps			
	Bidder's Product Description:				
7	ISDN PRI Package #2 @ 64 Kbps – basic monthly rate	The monthly basic rate for ISDN PRI Package #2 @ 64 Kbps			
	Bidder's Product Description:				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
8	ISDN PRI Package #2 @ 64 Kbps – Usage Fee	The per minute based fee for ISDN PRI Package #2 usage @ 64 Kbps			
	Bidder's Product Description:				

The Contractor may offer additional unsolicited ISDN BRI features in Table 1.1.2.5.3.b.

Table 1.1.2.5.3.b Unsolicited ISDN PRI Configurations and Features

	Feature Name	Feature Description	Bidder's Product Identifier
1			
	Bidder's Product Description:		
	Reference document: Location: Page: Paragraph:		
2			
	Bidder's Product Description:		
	Reference document: Location: Page: Paragraph:		
3			
	Bidder's Product Description:		
	Reference document: Location: Page: Paragraph:		

1.1.2.6 SERVICE RESTORATION

1.1.2.6.1 Telecommunications Service Priority (TSP) Program

The Contractor shall comply with the Telecommunications Service Priority (TSP) Program, a Federal Communications Commission (FCC) mandate for prioritizing Service Requests by identifying those services critical to National Security and Emergency Preparedness (NS/EP) and be in compliance with all CPUC and FCC Requirements.

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

1.1.2.6.2 Data Network Disaster/Operational Recovery

Public safety agencies, major data centers, agencies with supporting roles during disaster or emergency operations, and agencies with significant roles in post-disaster recovery have mission-critical needs to maintain network availability during disasters or emergencies.

It is essential that service be restored as soon as possible, and the services most critical to State operations remain operational during efforts to achieve full service recovery.

The Contractor shall implement processes that will assure the continuity of services for critical CALNET 3 operations, producing the greatest benefit from remaining limited resources and achieving a systematic and orderly resumption of all contracted services.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

1.1.3 OTHER SERVICES

1.1.3.1 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.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

1.1.3.2 EXTENDED DEMARCATION WIRING SERVICES

The Contractor shall provide Extended Demarcation (Extended Demarc) wiring to support the services covered by this IFB for all Customer occupied buildings where services under this Contract are being offered. Extended Demarc wiring includes wiring and cable related activities required to extend the service demarcation point to the Customer defined termination location or cross-connect point from the Contractor's Minimum Point of Entry (MPOE).

Extended Demarc wiring shall include all necessary hardware including wire and/or cable, connectors, jumpers, patch panels, minor materials and jacks. Extended Demarc wiring shall also include all necessary labor required to complete the provisioning of service including installation, testing, trouble shooting, labeling and documentation.

Extended Demarc wiring is limited to the following:

1. Installation of cabling for extending services from the MPOE location to the Customer's point of utilization;
2. Installation of cross-connects or rearrangement of existing jumpers;
3. Identification and testing of existing cabling beyond the MPOE to the Customer's equipment location; or,
4. Testing, trouble shooting, labeling and completing documentation.

The Contractor shall provide installations in accordance with the timeframes identified for the services that this cabling will support, and shall be subject to the SLAs detailed in Section 1.1.4.8.7 (Provisioning SLAs) associated with that service.

The Contractor shall not be required to complete Extended Demarc wiring from the MPOE to the extended Demarc location if:

1. The wire/cable pathway is blocked and cannot be cleared in less than 20 minutes or if the Contractor would cause damage to the Customer site or existing cabling in clearing the pathway;
2. The wire/cable pathway is in an asbestos environment or other environment hazardous to the Contractor's personnel, or where such work would be hazardous to the public or to the Customer's staff; or,
3. Written release of the responsibility to provide the Extended Demarc is provided by either the Customer or by CALNET 3 CMO.

Bidder shall provide a price in the Subcategory Cost Worksheets for all labor and materials required for Extended Demarc wiring necessary to complete the provisioning of one (1) Demarc extension as described above. Bidder shall provide one (1) price for each media identified.

The Contractor shall install wiring according to industry standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, Uniform Building Cabling/Wiring current at the time of this IFB and as periodically updated by CALNET 3 CMO. Additionally, the Contractor shall install and maintain all wiring in accordance with all applicable EIA/TIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

The Contractor shall provide extended Demarcation Services limited to one (1) occurrence or installation for the specific telecommunications service the cabling is meant to support and must be ordered in conjunction with the service being provisioned. All other cabling will be the responsibility of the Customer and will be acquired through other procurement vehicles.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

The Contractor shall offer the wiring services for extended demarcation detailed in Table 1.1.3.2.a

Table 1.1.3.2.aExtended Demarcation Wiring Services

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
1	Extended Demarcation – Copper four-Pair – Regular Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet of four-pair cable and an RJ48s or equivalent jack.			
	Bidder's Product Description:				
2	Extended Demarcation – Copper four-Pair – Overtime Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet of four-pair cable and an RJ48s or equivalent jack.			
	Bidder's Product Description:				
3	Extended Demarcation – Copper four-Pair – Sunday and Holiday Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet of four-pair cable and an RJ48s or equivalent jack.			
	Bidder's Product Description:				
4	Extended Demarcation – Copper 25 Pair – Regular Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet or less of Category 5 25-pair CMP cable, one patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.			
	Bidder's Product Description:				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
5	Extended Demarcation – Copper 25 Pair – Overtime Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet or less of Category 5 25-pair CMP cable, one patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.			
	Bidder's Product Description:				
6	Extended Demarcation – Copper 25 Pair – Sunday and Holiday Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet or less of Category 5 25-pair CMP cable, one patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.			
	Bidder's Product Description:				
7	Extended Demarcation – Optical Fiber Link – Regular Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment as described above with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.			
	Bidder's Product Description:				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
8	Extended Demarcation – Optical Fiber Link – Overtime Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment as described above with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.			
	Bidder's Product Description:				
9	Extended Demarcation – Optical Fiber Link – Sunday and Holiday Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment as described above with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.			
	Bidder's Product Description:				

The Contractor may offer additional unsolicited Extended Demarcation Wiring Services in Table 1.1.3.2.b.

Table 1.1.3.2.b Unsolicited Extended Demarcation Wiring Services

	Feature Name	Feature Description	Bidder's Product Identifier
1			
	Bidder's Product Description:		
2			
	Bidder's Product Description:		
3			
	Bidder's Product Description:		

1.1.3.3 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 1.1.3.3 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.

In Subcategory Cost Worksheet 1.1.3.3, 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 (10) hours per dispatch/occurrence.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

The Contractor shall offer emergency restoration services as detailed in Table 1.1.3.3.a.

Table 1.1.3.3.a Services Related Hourly Support

	Labor Classification Name	Classification Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
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 3 service problem that turns out to be caused by factors outside the responsibility of the Contractor.			
	Bidder's Product Description:				
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 3 service problem that turns out to be caused by factors outside the responsibility of the Contractor.			
	Bidder's Product Description:				
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 3 service problem that turns out to be caused by factors outside the responsibility of the Contractor.			
	Bidder's Product Description:				

1.1.3.4 INTENTIONALLY DELETED

1.1.4 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 3 CMO 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 Subcategory solicitation.

1.1.4.1 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 shall include source of data and define the points of measurement within the system, application, or network;
4. Service(s) - All applicable Categories or Subcategories will be listed in each SLA;
5. Objective(s) – Defines the SLA performance goal/parameters; and,
6. Rights and Remedies
 - a. Per Occurrence: Rights and remedies are paid on a per event basis during the bill cycle; and,
 - b. 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 an invoice credit or refund when an 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_____ No_____

1.1.4.2 TECHNICAL REQUIREMENTS VERSUS SLA OBJECTIVES

Sections 1.1.2 (Dedicated Transport Requirements) and 1.1.3 (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_____ No_____

1.1.4.3 TWO METHODS OF OUTAGE REPORTING: CUSTOMER OR CONTRACTOR

There are two (2) methods in which CALNET 3 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 (IFB-A Business Requirements Section A.9.4).

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 (IFB-A Business Requirements Section A.9.4) and monitor and report to Customer until service is restored.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

1.1.4.4 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 (1) 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_____ No_____

1.1.4.5 CONTRACTOR SLA MANAGEMENT PLAN

Within 90 calendar days of Contract award, the Contractor shall provide CALNET 3 CMO with a detailed SLA Management Plan that describes how the Contractor will 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's 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;
3. Creation and delivery of SLA Reports (IFB-A Business Requirements Section A.9.5). The Contractor shall include a sample report in accordance to Service Level Agreement Reports (IFB-A Business Requirements Section A.9.5) for the following: SLA Service Performance Report (IFB-A Business Requirements Section A.9.5.1), SLA Provisioning Report (Section A.9.5.2), and SLA Catastrophic Outage Reports (IFB-A Business Requirements Section A.9.5.3). The Contractor shall commit to a monthly due date. The reports shall be provided to the CALNET 3 CMO via the Private Oversight Website (IFB-A Business Requirements Section A.9.2);
4. SLA invoicing credit and refund process;
5. Contractor SLA problem resolution process for SLA management and SLA reporting. The Contractor shall provide a separate process for Customers and CALNET 3 CMO; and,
6. Contractor SLA Manager to manage all SLA compliance and reporting. The Contractor shall include SLA Manager contact information for SLA inquiries and issue resolution for Customer and CALNET 3 CMO.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

1.1.4.6 TECHNICAL SLA GENERAL REQUIREMENTS

The Contractor shall adhere to the following general requirements which apply to all CALNET 3 Technical SLAs (Section 1.1.4.8):

1. With the exception of the Provisioning SLA, 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). Services with usage charges shall apply the Average Daily Usage Charge (ADUC) in addition to any applicable TMRC rights and remedies;
2. If a circuit or service fails to meet one (1) 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 3 SLAs and remedies for services provided by Subcontractors and/or Affiliates;
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 Technical 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 for the Provisioning SLA;
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 the SLAs to CALNET 3 CMO for possible inclusion via amendments;
9. The Contractor shall apply CALNET 3 SLAs and remedies to services provided in geographic areas which the Contractor is required to provide service;
10. The election by CALNET 3 CMO of any SLA remedy covered by this Contract shall not exclude or limit CALNET 3 CMO's 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 Subcontractors, Affiliates or resellers under this Contract;
13. The Customer Escalation Process (IFB-A Business Requirements Section A.3.4.2) and/or the CALNET 3 CMO Escalation Process (IFB-A Business Requirements Section A.3.4.1) 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 24x365 for CALNET 3 services;
15. SLAs apply 24x365 unless SLA specifies an exception;
16. Contractor invoices shall clearly cross reference the SLA credit to the service Circuit ID in accordance with IFB-A Business Requirements Section A.5.1 (Billing and Invoicing Requirements, #14);
17. The Contractor shall provide a CALNET 3 SLA Manager responsible for CALNET 3 SLA compliance. The SLA Manager shall attend regular meetings and be available upon request to address CALNET 3 CMO SLA oversight, report issues, and problem resolution concerns. The CALNET 3 SLA Manager shall also coordinate SLA support for Customer SLA inquiries and issue resolution;
18. The Contractor shall provide Customer and CALNET 3 CMO support for SLA inquiries and issue resolution; and,
19. Any SLAs and remedies negotiated between Contractor and third party service provider shall be passed through to the CALNET 3 Customer.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

1.1.4.7 TROUBLE TICKET STOP CLOCK CONDITIONS

The following conditions shall be allowed to stop the trouble ticket Outage Duration for CALNET 3 Contractor trouble tickets. The Contractor shall document the trouble ticket Outage Duration using the Stop Clock Condition (SCC) listed in Table 1.1.4.7 and include start and stop time stamps in the Contractor's Trouble Ticket Reporting Tool (IFB-A Business Requirements Section A.9.4) for each application of a SCC.

Note: The Glossary (SOW Appendix A) defines term "End-User" as the "individual within an Entity that is utilizing the feature or service provided under the Contract."

Stop Clock Conditions are limited to the conditions listed in Table 1.1.4.7.

Table 1.1.4.7 – Stop Clock Conditions (SCC)

#	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.
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	FACILITIES	Lack of building entrance Facilities or conduit structure that are the End-User's responsibility to provide.
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. 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.

#	Stop Clock Condition (SCC)	SCC Definition
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-out 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 3 service. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs shall apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to the Maintenance SCC.
13	THIRD PARTY	Any problem or delay caused by a third party not under the control of Contractor, not preventable by Contractor, including, at a minimum, cable cuts not caused by the Contractor. Contractor's Subcontractors and Affiliates shall be deemed to be under the control of Contractor with respect to the equipment, services, or Facilities to be provided under this Contract.
14	FORCE MAJEURE	Force Majeure events, as defined in the PMAC General Provisions - Telecommunications, Section 28 (Force Majeure).

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

1.1.4.8 TECHNICAL SERVICE LEVEL AGREEMENTS

The Contractor shall provide and manage the following Technical SLAs.

1.1.4.8.1 Availability (M-S)

SLA Name: Availability																										
Definition: The percentage of time a CALNET 3 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 affected service (Per Circuit 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 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:																										
Carrier DS0, DS1 and DS3 (1.1.2.2, 1.1.2.3 and 1.1.2.4)	ISDN Primary Rate Interface (PRI) (1.1.2.5)																									
Objective(s): The objective shall be based on the access type: <table border="1" data-bbox="540 961 1250 1262"> <thead> <tr> <th></th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidder's Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td>DS0</td> <td>≥ 98.9%</td> <td>≥ 99.2%</td> <td>≥ 99.5%</td> <td></td> </tr> <tr> <td>DS1</td> <td>≥ 99.2%</td> <td>≥ 99.5%</td> <td>≥ 99.8%</td> <td></td> </tr> <tr> <td>DS3</td> <td>≥ 99.7%</td> <td>≥ 99.8%</td> <td>≥ 99.9%</td> <td></td> </tr> <tr> <td>ISDN PRI</td> <td>≥ 99.2%</td> <td>≥ 99.5%</td> <td>≥ 99.8%</td> <td></td> </tr> </tbody> </table>			Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)	DS0	≥ 98.9%	≥ 99.2%	≥ 99.5%		DS1	≥ 99.2%	≥ 99.5%	≥ 99.8%		DS3	≥ 99.7%	≥ 99.8%	≥ 99.9%		ISDN PRI	≥ 99.2%	≥ 99.5%	≥ 99.8%	
	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)																						
DS0	≥ 98.9%	≥ 99.2%	≥ 99.5%																							
DS1	≥ 99.2%	≥ 99.5%	≥ 99.8%																							
DS3	≥ 99.7%	≥ 99.8%	≥ 99.9%																							
ISDN PRI	≥ 99.2%	≥ 99.5%	≥ 99.8%																							
Rights and Remedies	Per Occurrence: N/A																									
	Monthly Aggregated Measurements: First month the service fails to meet the committed SLA objective shall result in a 15 percent rebate of the TMRC and two (2) Business Days of the ADUC, when usage applies. The second consecutive month the service fails to meet the committed SLA objective shall result in a 30 percent rebate of TMRC and two (2) Business Days of the ADUC, when usage applies. Each additional consecutive month the service fails to meet the committed SLA objective shall result in a 50 percent rebate of the TMRC and two (2) Business Days of the ADUC, when usage applies.																									

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

1.1.4.8.2 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 the failure of ten (10) or more data circuits.				
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 a Customer, or the Contractor, whichever occurs first. The Contractor shall open a trouble ticket for each service (Circuit ID) affected by the common cause. Each End-User service is deemed out of service from the first notification until the Contractor determines the End-User service (Circuit ID) is restored minus SCC. Any service reported by Customer as not having been restored shall have the outage time adjusted to the actual restoration time.				
Service(s):				
Carrier DS0, DS1, DS3 (1.1.2.2, 1.1.2.3 and 1.1.2.4)			ISDN Primary Rate Interface (PRI) (1.1.2.5)	
Objective (s): The objective restoral time shall be:				
	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
DS0	≤ 3 hours	≤ 2 hours	≤ 1 hour	
DS1	≤ 3 hours	≤ 2 hours	≤ 1 hour	
DS3	≤ 3 hours	≤ 2 hours	≤ 1 hour	
ISDN PRI	≤ 3 hours	≤ 2 hours	≤ 1 hour	
Rights and Remedies	Per Occurrence: 100 percent of the TMRC for each End-User service not meeting the committed objective for each CAT 1 fault			
	Monthly Aggregated Measurements: N/A			

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

1.1.4.8.3 Catastrophic Outage 2 (CAT 2) (M-S)

SLA Name: Catastrophic Outage 2 (CAT 2)				
Definition: Failure of any part of the equipment in a central office (or equivalent facility), other than access, that results in a CALNET 3 service failure.				
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 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) basis from information recorded from the network equipment/system or Customer reported trouble ticket. Each End-User service (Circuit 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.				
Service(s):				
Carrier DS0, DS1 DS3 (1.1.2.2, 1.1.2.3 and 1.1.2.4)			ISDN Primary Rate Interface (1.1.2.5)	
Objective (s): The objective restoral time shall be:				
				Bidder's Objective Commitment (B, S or P)
	Basic (B)	Standard (S)	Premier (P)	
DS0:	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	
DS1:	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	
DS3:	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	
ISDN PRI:	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	
Rights and Remedies	Per Occurrence: 100 percent of the TMRC for each End-User service not meeting the committed objective for each CAT 2 fault			
	Monthly Aggregated Measurements: N/A			

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

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

SLA Name: Catastrophic Outage 3 (CAT 3)																													
Definition: The total loss of one (1) or more CALNET 3 services 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 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. Outage Duration shall be measured on a per-End-User service (Circuit ID) basis from information recorded from the network equipment/system or trouble ticket. Each End-User service (Circuit 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.																													
Service(s):																													
Carrier DS0, DS1 DS3 (1.1.2.2, 1.1.2.3 and 1.1.2.4)			ISDN Primary Rate Interface (1.1.2.5)																										
Objectives: The objective restoral time shall be: <table border="1"> <thead> <tr> <th></th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidder's Objective Commitment (B or P)</th> </tr> </thead> <tbody> <tr> <td>DS0:</td> <td>≤ 30 minutes</td> <td>N/A</td> <td>≤ 15 minutes</td> <td></td> </tr> <tr> <td>DS1:</td> <td>≤ 30 minutes</td> <td>N/A</td> <td>≤ 15 minutes</td> <td></td> </tr> <tr> <td>DS3:</td> <td>≤ 30 minutes</td> <td>N/A</td> <td>≤ 15 minutes</td> <td></td> </tr> <tr> <td>ISDN PRI:</td> <td>≤ 30 minutes</td> <td>N/A</td> <td>≤ 15 minutes</td> <td></td> </tr> </tbody> </table>						Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)	DS0:	≤ 30 minutes	N/A	≤ 15 minutes		DS1:	≤ 30 minutes	N/A	≤ 15 minutes		DS3:	≤ 30 minutes	N/A	≤ 15 minutes		ISDN PRI:	≤ 30 minutes	N/A	≤ 15 minutes	
	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)																									
DS0:	≤ 30 minutes	N/A	≤ 15 minutes																										
DS1:	≤ 30 minutes	N/A	≤ 15 minutes																										
DS3:	≤ 30 minutes	N/A	≤ 15 minutes																										
ISDN PRI:	≤ 30 minutes	N/A	≤ 15 minutes																										
Rights and Remedies	Per Occurrence: 100 percent of the TMRC for each End-User service not meeting the committed objective for each CAT 3 fault.																												
	Monthly Aggregated Measurements: N/A																												

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

1.1.4.8.5 Excessive Outage (M-S)

SLA Name: Excessive Outage				
Definition: A service failure 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 unusable during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If Customer reports a service failure as unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time.				
Service(s):				
Carrier DS0, DS1 and DS3 (1.1.2.2, 1.1.2.3 and 1.1.2.4)			ISDN Primary Rate Interface (1.1.2.5)	
Objective (s): The Unavailable Time objective shall not exceed:				
	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
DS0:	16 hours	12 hours	8 hours	
DS1:	16 hours	12 hours	8 hours	
DS3:	16 hours	12 hours	8 hours	
ISDN PRI:	16 hours	12 hours	8 hours	
Rights and Remedies	Per Occurrence: 100 percent of the TMRC for each service (Circuit ID) out of service for a period greater than the committed objective level. Upon request from the Customer or the CALNET 3 CMO, the Contractor shall provide a briefing on the excessive outage restoration.			
	Monthly Aggregated Measurements: N/A			

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

1.1.4.8.6 Notification

SLA Name: Notification	
Definition: The Contractor notification to CALNET 3 CMO and designated stakeholders in the event of a CAT 2 or CAT 3 failure, Contractor, Subcontractor or Affiliate network event, terrorist activity, threat of natural disaster, or actual natural disaster which results in a significant loss of telecommunication services to CALNET 3 End-Users or has the potential to impact services in a general or statewide area. The State understands initial information regarding the nature of the outage may be limited.	
Measurement Process: The Contractor shall adhere to the Network Outage Response requirements (IFB-A Business Requirements Section A.3.3) and notify the CALNET 3 CMO 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 natural disaster, the Contractor shall notify CALNET 3 CMO and designated stakeholder when information is available.	
Service(s): All Services	
Objective (s): Within 60 minutes of the above mentioned failures' start time, the Contractor shall notify CALNET 3 CMO and designated stakeholders using a method defined in IFB-A Business Requirements Section A.3.3 (Network Outage Response). At 60 minute intervals, updates shall be given on the above mentioned failures via the method defined in IFB-A Business Requirements Section A.3.3 (Network Outage Response). This objective is the same for Basic, Standard and Premier commitments.	
Rights and Remedies	Per Occurrence: Senior Management Escalation
	Monthly Aggregated Measurements: N/A

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

1.1.4.8.7 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 Customer and Contractor documented on the Contractor's order confirmation notification or Contracted Service Project Work SOW in accordance with Section A.2.5.4 #7 (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 Schedule per IFB-A Business Requirements Section A.6(Contracted Service Project Work). Provisioning SLAs have two (2) objectives: Objective 1: Individual Service Request; and Objective 2: Successful Install Monthly Percentage by Service Type. Note: Provisioning timelines include extended demarcation wiring, when appropriate.		
Measurement Process: <u>Objective 1: Individual Service Request:</u> Install intervals are based on the committed installation intervals established in this SLA or due dates negotiated between Customer and Contractor. This objective requires the Contractor to meet the due date for each individual Service Request. <u>Objective 2: Successful Install Monthly Percentage per service Type:</u> The Contractor shall sum all individual Service Requests per service, as listed below, meeting the objective in the measurement period (per month) and divide by the sum of all individual Service Requests due per service in the measurement period and multiply by 100 to equal the percentage of Service Requests installed on time. The Contractor must meet or exceed the objective below in order to avoid the rights and remedies.		
Service (Features must be installed in conjunction with the service except when listed below)	Committed Interval Calendar Days	Coordinated/Managed Project
Carrier DS0 (1.1.2.2)	30	Coordinated/Managed Project
Carrier DS1 (1.1.2.3)	30	Coordinated/Managed Project
Carrier DS3 (1.1.2.4)	45	Coordinated/Managed Project
ISDN Primary Rate Interface (1.1.2.5)	30	Coordinated/Managed Project

Objective (s):

Objective 1: Individual Service Request: Service installed on or before the Committed Interval or negotiated due date.

Objective 2: Successful Install Monthly Percentage per Service:

	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (S or P)
DS0	N/A	≥ 90%	≥ 95%	
DS1	N/A	≥ 90%	≥ 95%	
DS3	N/A	≥ 90%	≥ 95%	
ISDN PRI	N/A	≥ 90%	≥ 95%	

**Rights and
Remedies**

Per Occurrence:

Objective 1: Individual Service Requests: 50 percent of installation fee credited to Customer for any missed committed objective.

Monthly Aggregated Measurements:

Objective 2: 100 percent of the installation fee credited to Customer for all Service Requests (per service type) that did not complete on time 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_____ No_____

1.1.4.8.8 Time to Repair (TTR) (M-S)

SLA Name: Time to Repair (TTR)																													
Definition: A service outage 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 unusable during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If Customer reports a service failure as 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.																													
Service(s):																													
Carrier DS0 (1.1.2.2), DS1 (1.1.2.3) and DS3 (1.1.2.4)			ISDN Primary Rate Interface (1.1.2.5)																										
Objective (s): The Unavailable Time objective shall not exceed:																													
<table border="1"> <thead> <tr> <th>Service</th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidder's Objective Commitment (B or S)</th> </tr> </thead> <tbody> <tr> <td>DS0:</td> <td>6 hours</td> <td>4 hours</td> <td>N/A</td> <td></td> </tr> <tr> <td>DS1:</td> <td>6 hours</td> <td>4 hours</td> <td>N/A</td> <td></td> </tr> <tr> <td>DS3:</td> <td>6 hours</td> <td>4 hours</td> <td>N/A</td> <td></td> </tr> <tr> <td>ISDN PRI:</td> <td>6 hours</td> <td>4 hours</td> <td>N/A</td> <td></td> </tr> </tbody> </table>					Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or S)	DS0:	6 hours	4 hours	N/A		DS1:	6 hours	4 hours	N/A		DS3:	6 hours	4 hours	N/A		ISDN PRI:	6 hours	4 hours	N/A	
Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or S)																									
DS0:	6 hours	4 hours	N/A																										
DS1:	6 hours	4 hours	N/A																										
DS3:	6 hours	4 hours	N/A																										
ISDN PRI:	6 hours	4 hours	N/A																										
Rights and Remedies	Per Occurrence: 25 percent of the TMRC per occurrence for each service (Circuit ID) out of service for a period greater than the committed objective level.																												
	Monthly Aggregated Measurements: N/A																												

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

1.1.4.8.9 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_____ No_____

1.1.4.8.10 Proposed Unsolicited Offerings

The Contractor shall provide SLAs as defined in SLA Section 1.1.4 for each unsolicited offering determined by the CALNET 3 CMO 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_____ No_____

1.1.4.8.11 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 this Section 1.1.4.8.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____