

IFB STPD 12-001-A

Statement of Work

FOR CALNET 3, CATEGORY 1

VOICE AND DATA SERVICES

ADDENDUM 9

08/22/13

SUBCATEGORY 1.3 – STANDALONE VOIP

TECHNICAL REQUIREMENTS

Issued by:

STATE OF CALIFORNIA

California Department of Technology

Statewide Technology Procurement Division

PO Box 1810

Rancho Cordova, CA 95741

Disclaimer: The original 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.

TECHNICAL REQUIREMENTS

SUBCATEGORY 1.3 – STANDALONE VOIP TELEPHONY

TABLE OF CONTENTS

1.3.1	OVERVIEW	1
1.3.1.1	BIDDER RESPONSE REQUIREMENTS.....	1
1.3.1.2	DESIGNATION OF REQUIREMENTS	1
1.3.1.3	PACIFIC TIME ZONE.....	2
1.3.2	VOICE OVER INTERNET PROTOCOL (VOIP).....	2
1.3.2.1	STANDALONE VOIP MINIMUM NETWORK REQUIREMENTS (M)	2
1.3.2.1.1	VoIP Response Requirements	3
1.3.2.1.1.1	VoIP Network Designs and Diagrams	3
1.3.2.1.1.2	Intentionally Deleted.....	4
1.3.2.1.2	PSTN Interoperability	4
1.3.2.1.3	Number Portability.....	4
1.3.2.1.4	E9-1-1 Database Updates	4
1.3.2.1.5	Network Based.....	4
1.3.2.1.6	Private VoIP Network (M)	5
1.3.2.1.7	SIP Based Open Architecture.....	5
1.3.2.1.8	Directory Redundancy and Addressing	5
1.3.2.1.9	Technical Measurement Metrics.....	5
1.3.2.1.10	Standards Conformance	6
1.3.2.1.11	Voice Compression	6
1.3.2.1.12	Network Operations Center	7
1.3.2.1.13	VoIP Security	7
1.3.2.1.13.1	Physical Access	8
1.3.2.1.13.2	Network Security	8
1.3.2.1.13.3	Client Authentication	8
1.3.2.1.14	Service Restoration.....	9
1.3.2.1.14.1	Telecommunications Service Priority (TSP) Program.....	9
1.3.2.1.14.2	Network Disaster/Operational Recovery.....	9
1.3.2.2	STANDALONE VOIP SERVICE	9
1.3.2.2.1	Standalone VoIP Minimum Requirements	10
1.3.2.2.1.1	Standalone VoIP Equipment and Hardware	10
1.3.2.2.1.2	Horizontal Cabling.....	10
1.3.2.2.1.3	Standalone VoIP Software	11
1.3.2.2.1.4	Standalone VoIP Administration.....	11
1.3.2.2.1.5	Standalone VoIP Maintenance.....	11
1.3.2.2.1.6	Standalone VoIP Power over Ethernet.....	11
1.3.2.2.1.7	Standalone VoIP Class of Service (CoS)	12

1.3.2.2.2	Interoperability of Standalone VoIP with Other CALNET 3 Technologies ..	12
1.3.2.2.3	Standalone VoIP Basic Feature Package	12
1.3.2.2.4	Standalone VoIP Handsets	14
1.3.2.2.4.1	Standard Standalone VoIP Handset Features	14
1.3.2.2.4.2	Midrange Standalone VoIP Handset Features	15
1.3.2.2.4.3	Executive Standalone VoIP Handsets Features	15
1.3.2.2.4.4	Attendant Standalone VoIP Handsets Features and Functionality	15
1.3.2.2.4.5	Standalone VoIP Standard Conference Room Speakerphone Features and Functionality	16
1.3.2.2.4.6	Standalone VoIP Executive Conference Room Speakerphone Features and Functionality	16
1.3.2.2.5	Horizontal Wiring Option for Standalone VoIP	16
1.3.2.2.6	Standalone VoIP Site Survey	20
1.3.2.2.7	Standalone VoIP Site Design	21
1.3.2.2.8	Standalone VoIP Site Implementation	22
1.3.2.2.9	Standalone VoIP Account Codes	22
1.3.2.2.10	Standalone VoIP Authorization Codes	22
1.3.2.3	ADDITIONAL STANDALONE VOIP SERVICES AND FEATURES	23
1.3.2.3.1	Standalone VoIP Site Survivability Network Failure	23
1.3.2.3.2	Standalone VoIP Customer Station Cabling Retest	24
1.3.2.3.3	Standalone VoIP Block of 20 Additional Direct Inward Dialing (DID) Number Reservation	24
1.3.2.3.4	Standalone VoIP Web Based Attendant Console	24
1.3.2.3.5	Standalone VoIP Additional Line Appearance	24
1.3.2.3.6	Standalone VoIP Analog and Facsimile Support	24
1.3.2.3.7	Standalone VoIP Equipment Rack	25
1.3.2.4	STANDALONE VOIP CALLING FEATURES AND FUNCTIONALITY	27
1.3.2.4.1	Standalone VoIP On-Net Calling	27
1.3.2.4.2	Standalone VoIP Off-Net Calling	27
1.3.2.4.3	On-Net Enterprise Calling	28
1.3.2.4.4	Standalone VoIP Off-Net Toll-Free Services	28
1.3.2.4.5	Standalone International Off-Net Calling	29
1.3.2.4.5.1	International Mobile Termination Charges (IMTC)	29
1.3.2.4.5.2	U.S. Based Services Waiver	30
1.3.2.5	STANDALONE VOIP VOICE MAIL SERVICES	31
1.3.2.6	STANDALONE VOIP AND VOICE MAIL GEOGRAPHIC REQUIREMENTS	33
1.3.2.6.1	Standalone VoIP and Voice Mail Specific Service Areas	33
1.3.2.6.2	Additional Commercially Available Areas	34
1.3.2.7	AUDIO CONFERENCING	48
1.3.2.7.1	Audio Conferencing Features	49
1.3.3	OTHER SERVICES	52
1.3.3.1	HOURLY RATES FOR SERVICES	52
1.3.3.2	EXTENDED DEMARCATION WIRING SERVICES	52
1.3.3.3	SERVICES RELATED HOURLY SUPPORT	57

1.3.4	DATA NETWORK MONITORING APPLICATION (DNMA)	58
1.3.5	SERVICE LEVEL AGREEMENTS (SLA)	59
1.3.5.1	SERVICE LEVEL AGREEMENT FORMAT	59
1.3.5.2	TECHNICAL REQUIREMENTS VERSUS SLA OBJECTIVES	59
1.3.5.3	TWO METHODS OF OUTAGE REPORTING: CUSTOMER OR CONTRACTOR (M)	60
1.3.5.4	BIDDER RESPONSE TO SERVICE LEVEL AGREEMENTS	60
1.3.5.5	CONTRACTOR SLA MANAGEMENT PLAN (M)	60
1.3.5.6	TECHNICAL SLA GENERAL REQUIREMENTS	61
1.3.5.7	TROUBLE TICKET STOP CLOCK CONDITIONS	63
1.3.5.8	TECHNICAL SERVICE LEVEL AGREEMENTS	66
1.3.5.8.1	Availability (M-S)	66
1.3.5.8.2	Catastrophic Outage 1 (CAT 1) (M-S)	67
1.3.5.8.3	Catastrophic Outage 2 (CAT 2) (M-S)	68
1.3.5.8.4	Catastrophic Outage 3 (CAT 3) (M-S)	69
1.3.5.8.5	VoIP Delay - One-Way Transmission (M-S)	70
1.3.5.8.6	Excessive Outage (M-S)	71
1.3.5.8.7	Jitter (M-S)	72
1.3.5.8.8	Notification	73
1.3.5.8.9	Packet Loss (M-S)	74
1.3.5.8.10	Provisioning (M-S)	75
1.3.5.8.11	Time to Repair (TTR) (M-S)	77
1.3.5.8.12	Excessive Usage of Site Survivability Network Failure Service (M-S)	78
1.3.5.8.13	Unsolicited Service Enhancement SLAs	79
1.3.5.8.14	Proposed Unsolicited Offerings	79
1.3.5.8.15	Contract Amendment Service Enhancement SLAs	79

TECHNICAL REQUIREMENTS

SUBCATEGORY 1.3 – STANDALONE VOIP TELEPHONY

1.3.1 OVERVIEW

This Subcategory 1.3 IFB provides the State's solicitation for best value solutions for dedicated Voice over Internet Protocol (VoIP) services including 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).

1.3.1.1 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:"

1.3.1.2 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 IFB 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 IFB 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.

1.3.1.3 PACIFIC TIME ZONE

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

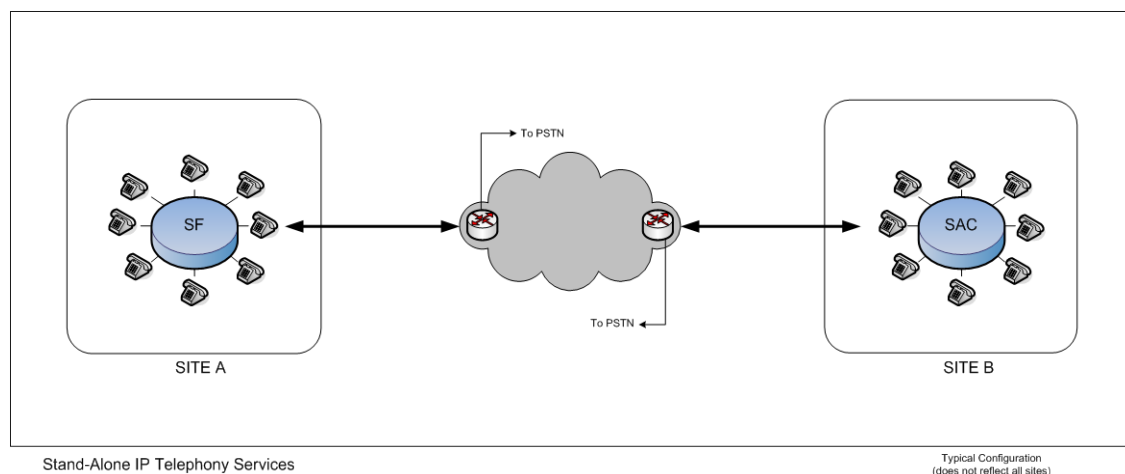
Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

1.3.2 VOICE OVER INTERNET PROTOCOL (VOIP)

1.3.2.1 STANDALONE VOIP MINIMUM NETWORK REQUIREMENTS (M)

The Contractor shall provide a VoIP network in Standalone configurations. The VoIP network in a Standalone configuration will include the Local Area Network (LAN).

Standalone VoIP Topography Example:



The VoIP network shall deliver business-class features that support standard business lines, direct inward dial (DID) lines, gateway services to local Public Switched Telephone Networks (PSTNs), and least cost (monetary) routing.

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

1.3.2.1.1 VoIP Response Requirements

The requirements in this section apply to, and shall support, Standalone VoIP services.

1.3.2.1.1.1 VoIP Network Designs and Diagrams

Bidders shall provide network designs and diagrams for the network and VoIP services listed under this Section 1.3.2.1, including 1.3.2.1.14 (Standalone VoIP Service).

Bidders shall provide two (2) hard copies and one (1) electronic copy with their proposal. Electronic drawings shall be in .dwg, .dxf, .vsd or any mutually agreed format. Hard copy drawings shall be provided in Standard D size.

Drawings must include a thorough presentation of how the Contractor's network(s) deployed for each service type will address the following:

1. Redundancy – Having one (1) or more circuits/systems deployed in case of failure of the main circuits/systems, and;
2. Diversity – Backbone network paths and infrastructure offered in such a way as to minimize the chance of a single point of failure.

The Contractor shall provide revisions upon CALNET 3 CMO request.

Drawings shall include both topology and logical representations of all critical network backbone elements to include but not be limited to the following:

1. Geographic location of equipment;
2. Type and capacity of equipment at each location including any backup systems;
3. Service type; and,
4. Unique identifier for each element.

Bidder understands the requirements in Section 1.3.2.1.1.1 and shall meet or exceed them? Yes_____ No_____

Embedded Soft Copy of Drawing (Optional):

1.3.2.1.1.2 Intentionally Deleted

1.3.2.1.2 PSTN Interoperability

The VoIP solution shall be interoperable with the Public Switched Telephone Network (PSTN).

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

1.3.2.1.3 Number Portability

The Contractor shall comply with the local number portability regulations.

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

1.3.2.1.4 E9-1-1 Database Updates

The Contractor shall comply with FCC emergency service requirements including E9-1-1 services to identify the location of an originating station and route the call to the appropriate Public Safety Answering Point (PSAP).

The Contractor shall be responsible for updating the E911 database when End-User equipment is moved to a location with a different street address.

Bidders shall describe the method(s) they propose to satisfy this requirement and identify any conditions that the Customer must comply with.

Bidder understands the requirements in Section 1.3.2.1.4 and shall meet or exceed them? Yes_____ No_____

Description:

1.3.2.1.5 Network Based

The system shall be network based with all call control components residing in the Contractor's network including network gatekeepers and network gateways.

The Contractor shall not be permitted to use State property for the deployment, collocation or supplementation of the Contractors' network signaling and management, call control and setup, or access to other PSTN or VoIP network providers.

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

1.3.2.1.6 Private VoIP Network (M)

No voice traffic will be routed through the public Internet. All voice traffic will traverse the Contractor's private VoIP network.

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

1.3.2.1.7 SIP Based Open Architecture

The VoIP network deployed for CALNET 3 shall be non-proprietary. The system shall use Session Initiation Protocol (SIP) standards based open architecture.

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

1.3.2.1.8 Directory Redundancy and Addressing

The VoIP network shall include redundant network-based directory or gatekeeper functionality to prevent call set up failure.

The VoIP network shall partition call addressing in such a manner that failure of gatekeepers will not result in a VoIP network failure for all State facilities. At its sole discretion, the CALNET 3 CMO may direct the partitioning and physical location of Customer or department directories to diverse gatekeepers within the VoIP network

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

1.3.2.1.9 Technical Measurement Metrics

The VoIP network shall meet the technical measurement metrics listed below.

Table 1.3.2.1.9 Technical Measurement Metrics

Metric		Bidder Meets or Exceeds?	
		Y	N
1	Mean Opinion Score ITU P.800 – 3.6 or above (or equivalent industry standard measurement)		
2	Dial Tone Delay – Not to exceed 300 ms for any call		
3	Call Setup Time – Not to exceed three (3) seconds for any call		

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

1.3.2.1.10 Standards Conformance

The VoIP Network and associated services shall conform to the Standards described in Table 1.3.2.1.10 as applicable.

Table 1.3.2.1.10 VoIP Standards

Standard		Bidder Meets or Exceeds? Y N	
1	IETF RFC 3261 SIP (Session Initiation Protocol) and all subsequent RFC's		
2	IETF RFC 2132 for DHCP 4703, 6355		
3	IETF RFC's 2916 ENUM, 2806, 6116, 6117		
4	IPv4		
5	IPv6 when and where offered commercially by the Contractor		
6	IETF RFC 1349 ToS, 2474, 2475 DiffServ 3260		
7	ITU-T E.164		
8	ITU G.165/G.168 and subsequent standards for echo cancellation		
9	ITU-T G.711, G.723.x, G.726, G.728, or G.729.x		
10	ITU-T H.248.1 (MEGACO), H.323, H.350 when and where offered commercially by the Contractor		
11	ITU-T P.800 series of Standards for telephone transmission quality. ITU-T P.910		
12	ITU-T T.30, T.37 and T.38, Group III fax		
13	Media Gateway Control Protocol (MGCP) IETF RFC 3435 when and where offered commercially by the Contractor		
14	IETF RFC 3550 Real-Time Transport Protocol (RTP) 5506, 5761, 6015, 6222		
15	IETF RFC 2205 Resource Reservation Protocol (RSVP) 2750, 4495, 5946, 6437		
16	IETF RFC 768 User Datagram Protocol (UDP)		

1.3.2.1.11 Voice Compression

The VoIP network shall include Voice Compression that will:

1. Pass all applicable ITU test vectors;

2. Support configurable packetization for maximum flexibility; and,
3. Not degrade when all channels are active.

Bidders shall list the voice compression CODEC(s) that will be used with the VoIP network.

Bidder understands the requirements in Section 1.3.2.1.11 and shall meet or exceed them? Yes_____ No_____

Description:

1.3.2.1.12 Network Operations Center

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

The NOC shall perform network surveillance, traffic analysis, control of access and egress traffic, and fault management (trouble identification, isolation and notification).

The NOC shall monitor network performance in near real-time to identify capacity blockages and implement controls to optimize the VoIP network health and performance immediately.

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

1.3.2.1.13 VoIP Security

The Contractor shall implement security measures that detect and prevent unauthorized access to the network for the following types of security breaches:

1. Denial of Service (DoS);
2. Invasion of Privacy;
3. Man-in-the-Middle (MITM) attacks; and,
4. Protocol specific security vulnerabilities

The Contractor shall ensure security practices and policies are updated and audited every six (6) months.

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

1.3.2.1.13.1 Physical Access

Contractor shall physically secure all data and networking facilities through which data traverses Contractor's VoIP network 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_____

1.3.2.1.13.2 Network Security

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

1. The Contractor's VoIP Network equipment locations shall use carrier grade platforms;
2. All network equipment shall be in a hardened, secure facility;
3. All unnecessary services shall be disabled or removed;
4. Access control policies shall be used to deny suspicious traffic;
5. Core servers shall be accessed through an authentication server;
6. Administrators shall be required to log into a central server to access any other server on the network; and,
7. Proxy servers shall be protected by redundant firewalls which include features such as:
 - a. Network attack detection;
 - b. DoS and Distributed Denial of Service (DDOS) protections;
 - c. Transmission Control Protocol (TCP) reassembly for fragmented packet protection;
 - d. Malformed packet protections;
 - e. Deep inspection firewall;
 - f. Protocol anomaly; and,
 - g. Stateful protocol signatures.

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

1.3.2.1.13.3 Client Authentication

The Contractor shall provide SIP Digest Authentication for Customer VoIP handsets.

The Contractor shall set passwords on VoIP handsets before they are shipped.

Telnet shall be disabled to the VoIP handsets.

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

1.3.2.1.14 Service Restoration

1.3.2.1.14.1 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_____

1.3.2.1.14.2 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 operations, producing the greatest benefit from remaining limited resources and achieving a systematic and orderly migration toward the resumption of all contracted services.

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

1.3.2.2 STANDALONE VOIP SERVICE

The Contractor shall provide Standalone VoIP service that will work independently of the Customer's Local Area Networks (LANs). This service shall be a standalone.

The Contractor's per-seat price shall include all network gatekeepers, gateways, call control components, and labor and materials to make the service fully operational on a vendor provided LAN.

Standalone VoIP service shall provide dial tone and full functionality of features to the Customer's handset.

Bidders shall describe the Standalone VoIP network architecture, components and services that will be deployed to provide a VoIP solution for the application described.

Bidder understands the requirements in Section 1.3.2.2 and shall meet or exceed them?
Yes_____ No_____

Description:

1.3.2.2.1 Standalone VoIP Minimum Requirements

The Standalone VoIP service shall include all equipment, hardware, software, training and ongoing administration, maintenance and upgrades in the "per seat per month" cost. These requirements are described below.

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

1.3.2.2.1.1 Standalone VoIP Equipment and Hardware

Unless otherwise noted in the detailed product listing below, the Contractor shall furnish and install all equipment and hardware required to deliver the service to the workstation handset including switches, routers, wire management, cross-connects, patch and device cords, and the workstation handset.

Horizontal closet racks, raceway, environmental components and AC electrical power will be acquired through other procurement vehicles.

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

1.3.2.2.1.2 Horizontal Cabling

Contractor shall provide two (2) per seat pricing options per handset configuration.

1. Handset option that includes horizontal cabling in accordance with Section 1.3.2.2.5 (Horizontal Wiring Option for Standalone VoIP); and

2. Handset option that excludes horizontal cabling and utilizes Customer's horizontal cabling.

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

1.3.2.2.1.3 Standalone VoIP Software

The Contractor shall provide all software and ongoing software patches or upgrades required to deliver the Standalone VoIP service to the workstation handset.

Contractor shall provide all configuration and programming.

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

1.3.2.2.1.4 Standalone VoIP Administration

The Contractor shall perform all initial and ongoing administrative functions to deliver the VoIP service to the workstation handset.

The Contractor shall provide the Customer with the option to perform selected on-site telecom administrator functions in lieu of Contractor's obligation at the sole discretion of the Customer.

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

1.3.2.2.1.5 Standalone VoIP Maintenance

The Contractor shall provide all maintenance (including software upgrades and patches) required for continuous delivery of the Standalone VoIP service to the workstation handset.

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

1.3.2.2.1.6 Standalone VoIP Power over Ethernet

The Contractor shall supply all power to the handset through power over Ethernet (POE) switches. Power to the handset shall not be provided through ancillary power supplies located at the workstation location.

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

1.3.2.2.1.7 Standalone VoIP Class of Service (CoS)

The network shall be configured with the appropriate CoS required for the proper operation of the service.

The CoS shall be included in the per seat price and shall not be charged separately.

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

1.3.2.2.2 Interoperability of Standalone VoIP with Other CALNET 3 Technologies

In the event at Contractor is awarded a CALNET 3 Contract for Converged VoIP services and SIP Trunking services (Subcategory 1.2), this Standalone VoIP service shall be interoperable with the other two (2) services and the State shall not incur any changes for calls between these two (2) services.

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

1.3.2.2.3 Standalone VoIP Basic Feature Package

The Contractor shall provide a basic feature package for all handset configurations listed in Section 1.3.2.2.4 (Standalone VoIP Handsets). The basic feature package shall include the call features described in Table 1.3.2.2.3.

Table 1.3.2.2.3 Standalone VoIP Basic Feature Package

Standalone VoIP Basic Call Package Features		Bidder Meets or Exceeds?	
		Y	N
1	900 Blocking – No calls from 900-xxx-xxxx will be processed to any subscribers		
2	Auto Attendant – A service that automatically answers incoming calls within a predefined number of rings without assistance from a live attendant. It prompts callers with a series of choices and actions to perform. Based on selected action, the caller may listen to a recorded announcement, leave a message, place a call, activate another voice service or be routed to a particular service. Customers with Administrative authority shall have the ability to perform Auto Attendant configuration and modifications through a web interface.		

Standalone VoIP Basic Call Package Features		Bidder Meets or Exceeds? Y N	
3	Call Forward – Busy Don't Answer – Allows a station End-User to choose to reroute incoming calls to another specified telephone number. This shall be available for all incoming calls on a busy or ring-no-answer condition.		
4	Call Forward – All Calls – Allows the station End-User to choose to reroute all incoming calls to another specified telephone number. The feature shall have the capability to restrict call forwarding to internal, local or long distance numbers		
5	Call Hold – Allows the called party to put a caller on hold and retrieve them from the hold state		
6	Call Notify - Enables a subscriber to define criteria that causes certain incoming calls to initiate an e-mail notification.		
7	Call Transfer – Allows a station End-User to transfer any call in progress to another telephone number without the assistance of an operator		
8	Call Pickup – Allows a subscriber to answer any calls directed to another station line within his or her own predefined call pickup group		
9	Call Park – Allows a call to be parked at a subscriber's number for retrieval by another subscriber line. The capability shall be administered on an individual station basis according to the subscribing Agencies needs		
10	Conference – Allows a voice station End-User to establish a multiparty conference connection of a minimum of three (3) conferees including themselves without attendant assistance. (Indicate the maximum number of parties that can be conferenced)		
11	Call Waiting - When a second call is received while a subscriber is engaged in a call, the subscriber is informed via an audible tone.		
12	Caller ID – Telephone number of the calling party is displayed on the terminal equipment		
13	Class of Service - The CoS configured on the transport required for the proper operation of the service.		
14	Conference Bridge – Allows callers from diverse locations/platforms to dial in to a specified telephone number to participate in a conference call		
15	DID - Direct inward dial phone number including Single Line appearance.		

Standalone VoIP Basic Call Package Features		Bidder Meets or Exceeds? Y N	
16	Directory Phone Display – Directory of Customer's VoIP subscribers via the phone display		
17	Four-digit Extension Dialing – All 'on-net' numbers can be reached by dialing the 4-digit extension from 'on-net' phones		
18	Group Pickup – Allows an incoming call to be picked up from any one (1) of a predefined group of phones		
19	Hunt Groups – Route inbound calls to a predetermined sequence of telephone numbers until it is answered		
20	Message Waiting Indicator – Visual indication on phone that a message is in queue for review		
21	Multi-Line Appearance – Provide the ability for multiple line appearances on a subscriber's phone		
22	Redial – Allow a station End-User to automatically originate a call to the last number dialed from the station End-User's phone		
23	Speed Dial – Allows abbreviated digit dialing capability on a per station basis		

Bidders shall identify any additional features available at no additional charge.

Bidder understands the requirements in Section 1.3.2.2.3 and shall meet or exceed them? Yes_____ No_____

Description:

1.3.2.2.4 Standalone VoIP Handsets

The Contractor shall provide the Standalone VoIP service in six (6) specific handset configurations as described below.

1.3.2.2.4.1 Standard Standalone VoIP Handset Features

1. Single line;
2. LCD Display;
3. Full Duplex Hands-Free Speakerphone;

4. Shared call / bridged line appearance;
5. Visual message waiting indicator;
6. Ring volume control;
7. Minimum six (6) Programmable function keys or a soft key interface;
8. Single 10/100 Ethernet port;
9. Power over Ethernet; and,
10. ADA Compliant section 508.

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

1.3.2.2.4.2 Midrange Standalone VoIP Handset Features

Standard Standalone VoIP handset features plus:

1. Minimum three (3) lines;
2. Intercom feature;
3. Two-Port 10/100 Ethernet Port 802.3af;
4. 3-Way conferencing; and,
5. User Configurable Contact Directory.

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

1.3.2.2.4.3 Executive Standalone VoIP Handsets Features

Midrange Standalone VoIP handset features plus:

1. Minimum four (4) lines; and,
2. Two-Port 10/100/1000 Mbps Port.

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

1.3.2.2.4.4 Attendant Standalone VoIP Handsets Features and Functionality

Executive Standalone VoIP handset features plus:

1. Minimum Six (6) Lines;
2. Expansion Module(s) Capability;
3. Capability for call recording function; and
4. XML API functionality.

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

1.3.2.2.4.5 Standalone VoIP Standard Conference Room Speakerphone Features and Functionality

1. IEEE 802.3af functionality;
2. IEEE 1329 full duplex standards;
3. RFC 3261 & companion RFCs (SIP);
4. IEEE 802.1 p/Q tagging;
5. Expansion microphone compatible;
6. Audio compression standards: G.711, G.729, G.722;
7. Ethernet 10/100Mbps connection;
8. Visual Time display;
9. Lightweight Directory Access Protocol LDAP corporate directory integration; and,
10. Layer 3 Type of Service (ToS) and Differentiated Services Code Point (DSCP)

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

1.3.2.2.4.6 Standalone VoIP Executive Conference Room Speakerphone Features and Functionality

All Standalone VoIP Standard Conference Room Speakerphone features and functionality plus:

1. Integration with video conferencing systems;
2. High Definition Voice functionality;
3. Cell phone connection port;
4. 255x128 pixel display;
5. Multi-unit connectivity; and,
6. 2 expansion microphones included

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

1.3.2.2.5 Horizontal Wiring Option for Standalone VoIP

Contractor shall provide two (2) per-seat pricing options per handset Service Package.

1. Handset Service Package that includes new horizontal (station) cabling up to 300 feet in accordance with this Section; and

2. Handset Service Package that excludes new horizontal (station) cabling and utilizes Customer's horizontal cabling. For implementations where the Customer elects to use existing cabling, the Contractor shall certify existing cabling in accordance with Section 1.3.2.2.6 (Standalone VoIP Site Survey).

The Contractor shall furnish and install station wiring to support the Standalone VoIP for all Customer-occupied buildings. Station cabling includes wire/cable related activities and materials required to install horizontal station cabling from the Customer's distribution location or Horizontal Cross-connect (HC) to the Customer defined station location within drop tile ceilings and/or Customer furnished cable pathway and conduit.

Station wiring shall include all necessary components as listed below:

1. Wire/cable;
2. Connectors;
3. Patch Panels;
4. Jacks;
5. Wire/cable support structure required within drop tile ceilings; and,
6. Labeling.

The Contractor shall not be required to complete station cabling if:

1. The wire/cable pathway is blocked and cannot be cleared without significant effort or damage to the Customer site; and,
2. The wire/cable pathway is in asbestos 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.

Wiring shall be installed 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 solicitation and as periodically updated by CALNET 3 CMO.

All wiring installation and maintenance activities will be in accordance with all applicable ANSI/TIA/EIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

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

Bidders shall provide the Standalone VoIP Handset Service Packages described in Table 1.3.2.2.4.a

Table 1.3.2.2.4.a Standalone VoIP Handset Service Packages

	Feature Name	Feature Description	Bidder Meets or Exceeds Y N		Bidder's Product Identifier
1	Standard Standalone VoIP Handset Service Package Without Station Cabling	Service Package with Standard Standalone VoIP Handset as described in 1.3.2.2.4.1 above where station cabling is provided by the Customer and the Basic Feature Package as described in 1.3.2.2.3.			
	Bidder's Product Description:				
2	Standard Standalone VoIP Handset Service Package With Station Cabling	Service Package with Standard Standalone VoIP Handset Service Package as described in 1.3.2.2.4.1 above where station cabling is installed by the Contractor and the Basic Feature Package as described in 1.3.2.2.3.			
	Bidder's Product Description:				
3	Midrange Standalone VoIP Handset Service Package Without Station Cabling	Service Package with Midrange Standalone VoIP Handset Service Package as described in 1.3.2.2.4.2 above where station cabling is provided by the Customer and the Basic Feature Package as described in 1.3.2.2.3.			
	Bidder's Product Description:				
4	Midrange Standalone VoIP Handset Service Package With Station Cabling	Service Package with Midrange Standalone VoIP Handset Service Package as described in 1.3.2.2.4.2 where station cabling is installed by the Contractor and the Basic Feature Package as described in 1.3.2.2.3.			
	Bidder's Product Description:				
5	Executive Standalone VoIP Handset Service Package Without Station Cabling	Service Package with Executive Standalone VoIP Handset Service Package as described in 1.3.2.2.4.3 where station cabling is provided by the Customer and the Basic Feature Package as described in 1.3.2.2.3.			
	Bidder's Product Description:				

	Feature Name	Feature Description	Bidder Meets or Exceeds Y N		Bidder's Product Identifier
6	Executive Standalone VoIP Handset Service Package With Station Cabling	Service Package with Executive Standalone VoIP Handset Service Package as described in 1.3.2.2.4.3 where station cabling is installed by the Contractor and the Basic Feature Package as described in 1.3.2.2.3.			
	Bidder's Product Description:				
7	Attendant Standalone VoIP Handset Service Package Without Station Cabling	Service Package with Attendant Standalone VoIP Handset Service Package as described in 1.3.2.2.4.4 where station cabling is provided by the Customer and the Basic Feature Package as described in 1.3.2.2.3.			
	Bidder's Product Description:				
8	Attendant Standalone VoIP Handset Service Package With Station Cabling	Service Package with Attendant Standalone VoIP Handset Service Package as described in 1.3.2.2.4.4 where station cabling is installed by the Contractor and the Basic Feature Package as described in 1.3.2.2.3.			
	Bidder's Product Description:				
9	Standalone VoIP Standard Conference Room Speakerphone Service Package with Station Cabling	Service Package with Standalone VoIP conference phone Service Package with no external speakers as described in 1.3.2.2.4.5 where station cabling is provided by the Contractor and the Basic Feature Package as described in 1.3.2.2.3.			
	Bidder's Product Description:				
10	Standalone VoIP Standard Conference Room Speakerphone Service Package without Station Cabling	Service Package with Standalone VoIP conference phone Service Package with no external speakers as described in 1.3.2.2.4.5 where station cabling is provided by the Customer and the Basic Feature Package as described in 1.3.2.2.3.			
	Bidder's Product Description:				

	Feature Name	Feature Description	Bidder Meets or Exceeds Y N		Bidder's Product Identifier
11	Standalone VoIP Executive Conference Room Speakerphone Service Package with Station Cabling	Service Package with Standalone VoIP conference phone Service Package with two (2) external speakers as described in 1.3.2.2.4.6 where station cabling is provided by the Contractor and the Basic Feature Package as described in 1.3.2.2.3.			
	Bidder's Product Description:				
12	Standalone VoIP Executive Conference Room Speakerphone Service Package without Station Cabling	Service Package with Standalone VoIP conference phone Service Package with two (2) external speakers as described in 1.3.2.2.4.6 where station cabling is provided by the Customer and the Basic Feature Package as described in 1.3.2.2.3.			
	Bidder's Product Description:				

The Contractor may offer additional unsolicited Standalone VoIP Handset Service Packages in Table 1.3.2.2.4.b.

Table 1.3.2.2.4.b Unsolicited VoIP Features

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

1.3.2.2.6 Standalone VoIP Site Survey

The Contractor shall provide site survey, design, and implementation of Standalone VoIP services which shall be included in the nonrecurring per seat price.

The Contractor shall perform an assessment of the environment to identify all required components and tasks needed for implementation of this service.

The Site Survey will include the completion of the Contractor's Site Survey Assessment form that will identify the steps required to facilitate a successful implementation of the Standalone VoIP services. Upon completion of the survey, the Contractor shall provide the Customer with a copy of the completed Site Survey Assessment form. The Assessment form will identify potential environmental deficiencies found at the location and the necessary steps that will be required to correct them so that the Customer can order and implement the Standalone VoIP services.

For implementations where the Customer elects to use existing station cabling, the Contractor shall certify existing station cabling and shall warrant and honor all repairs in accordance with the SLAs unless specifically noted as a non-useable item in the site survey.

The Bidder shall describe in detail and list all cabling requirements that must be met by the customer to certify existing horizontal cable for Standalone VoIP services.

The Customer may elect to correct any station cabling problems identified by the Contractor and request a retest. The Contractor shall provide an option for retesting the Customer's existing station cabling as described in Section 1.3.2.3.2 (Standalone VoIP Customer Station Cabling Retest).

Bidder understands the requirements Section 1.3.2.2.6 and shall meet or exceed them?
Yes _____ No _____

Description:

1.3.2.2.7 Standalone VoIP Site Design

The Contractor shall perform design services. The design services shall include engineering and Documentation of all components required for proper implementation of this service. This step will occur after a Customer has placed a Service Request for Standalone VoIP services and before implementation.

The Contractor shall complete a network design for implementation of Standalone VoIP service for each Customer location.

The Contractor shall provide diagram(s) that details the Standalone VoIP design for each location including the Customer Premise Equipment (CPE) and VoIP transport bandwidth that will be installed.

During the network design the proper grade of service will be engineered and bandwidth allocated to allow all simultaneous channels to be active with no degraded service.

The network design will indicate the Voice Compression CODEC that will be used, the number of simultaneous calls for the P.01 grade of service and the total VoIP Transport bandwidth that will be available at the location.

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

1.3.2.2.8 Standalone VoIP Site Implementation

The Contractor shall install all onsite equipment at the Customer location implementing a Standalone VoIP service. The installation will commence after Customer approval following completion of the Site Survey, and network design phase.

The Contractor shall install all appropriate components detailed in Section 1.3.2.2.1 (Standalone VoIP Minimum Requirements). This includes software, a router, firewall, LAN switch, VoIP phones, required analog phone adapters, and horizontal cabling when applicable.

The Contractor shall test the complete system, all phones and associated equipment. The Contractor shall provide written test results to the Customer to assist Customer in determination of the final acceptance.

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

1.3.2.2.9 Standalone VoIP Account Codes

The Contractor's system shall allow the Customer to utilize account codes which enable the tracking of calls made outside of the location by prompting subscribers for an account code.

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

1.3.2.2.10 Standalone VoIP Authorization Codes

The Contractor's system shall allow the Customer to utilize Authorization Codes. This feature provides the ability to enable a prompt for an Authorization Code when making calls outside of the location. Calls will not be connected unless a valid Authorization Code is entered.

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

1.3.2.3 Additional Standalone VoIP Services and Features

The Contractor shall provide the additional Standalone VoIP services and features described below.

1.3.2.3.1 Standalone VoIP Site Survivability Network Failure

The Contractor shall provide an option for Standalone VoIP site survivability in the event of a network failure. Site Survivability Network Failure is an option where, in the event of a network failure, calling functionality is maintained for all handsets on premise. The installation of an on premise gateway to connect to the PSTN is an acceptable solution.

Failure of a Customer to select this option does not release the Contractor from its SLA obligations as described in Section 1.3.5.8.1 (Availability SLAs).

This solution is for backup purposes only. The Contractor shall not promote, design or offer this service as a standard primary service and it shall only be used in conjunction with the Standalone VoIP Service. Connections to the PSTN shall only be used in the event of Standalone VoIP Service failure.

The Contractor shall only route traffic originating from the locally served Customer of record. No other traffic is permitted.

The Standalone VoIP Site Survivability Network Failure solution shall provide automatic alarm notification by electronic means to the CALNET 3 CMO whenever traffic is routed through the gateway to the PSTN via locally connected circuits.

This service is exempt from the provisions of Section 1.3.2.1.5 (Network Based).

Bidders shall describe the Network Failure Site Survivability solution that will be deployed to satisfy this requirement.

Any additional Bidder proposed unsolicited local gateway site survivability solutions must conform to these requirements and will fall under the SLA's established in Section 1.3.5 (Service Level Agreements).

Bidder understands the requirements Section 1.3.2.3.1 and shall meet or exceed them?
Yes_____ No_____

Description:

1.3.2.3.2 Standalone VoIP Customer Station Cabling Retest

If required, Contractor shall perform a Customer station cabling retest to validate corrective actions have been completed that allow for proper operation of the service.

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

1.3.2.3.3 Standalone VoIP Block of 20 Additional Direct Inward Dialing (DID) Number Reservation

Contractor shall provide an option to purchase an additional block of 20 DID numbers. This block will be used to reserve additional blocks of DID numbers for future requirements (20 per block). This charge shall only apply for the reservation of the block of numbers. Upon utilization of all 20 DIDs, this charge shall be terminated.

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

1.3.2.3.4 Standalone VoIP Web Based Attendant Console

Contractor shall provide a Standalone VoIP web-based Attendant Console that enables a subscriber (e.g., receptionist) to monitor a configurable set of subscribers at the same location as the Attendant. The Attendant Console shall graphically display subscribers' status (busy, idle, do not disturb), as well as detailed call information. The Attendant Console window shall allow the attendant to perform click-to-transfer or click-to-dial.

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

1.3.2.3.5 Standalone VoIP Additional Line Appearance

The Contractor shall provide additional line appearances for multi-line telephones.

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

1.3.2.3.6 Standalone VoIP Analog and Facsimile Support

The Contractor shall provide analog device or facsimile support services that will:

1. Provide Auto Detection of voice or fax;
2. Provide Facsimile over TCP/IP; and,
3. Provide Fax Messaging.

The network will automatically detect a voice or fax call and use the correct compression code.

The Contractor shall furnish, install and support all equipment for proper operation of the Customer analog device.

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

1.3.2.3.7 Standalone VoIP Equipment Rack

The Contractor shall furnish and install one (1) standard 19" 2-post equipment rack. Installation will be in accordance with all applicable UBC, ANSI/TIA/EIA, CEA, IEC, BICSI, and ITU-T recommended standards current at the time of installation.

The equipment rack installation shall include all seismic bracing, raceway, ladder racking and grounding to insure proper functionality of the Standalone VoIP service

Rack may be floor or wall mounted. Rack height may vary up to 84 inches at the discretion of the Customer.

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

Contractor shall offer the Standalone VoIP service features detailed in Table 1.3.2.3.a.

Table 1.3.2.3.a Standalone VoIP Features

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	Standalone VoIP Site Survivability Network Failure	Site Survivability option			
	Bidder's Product Description				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
2	Standalone VoIP Customer Station Cabling Retest	Additional test beyond the initial cabling test as identified in Section (1.3.2.3.2) Standalone VoIP Customer Station Cabling Retest)			
	Bidder's Product Description				
3	Standalone VoIP block of 20 Additional Direct Inward Dialing (DID) Number Reservation	Block of 20 DID numbers held in reservation.			
	Bidder's Product Description:				
4	Standalone VoIP Web-Based Attendant Console	Enables a subscriber (e.g., receptionist) to monitor a configurable set of subscribers			
	Bidder's Product Description:				
5	Standalone VoIP Additional Line Appearance	Additional line appearances for multi-line handsets.			
	Bidder's Product Description:				
6	Standalone VoIP Analog and Facsimile Support	Analog device or facsimile support			
	Bidder's Product Description:				
7	Standalone VoIP Equipment Rack	Standard 19" 2-post equipment rack and installation			
	Bidder's Product Description:				

The Contractor may offer additional unsolicited Standalone VoIP features in Table 1.3.2.3.b.

Table 1.3.2.3.b Unsolicited Standalone VoIP Features

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

1.3.2.4 Standalone VoIP Calling Features and Functionality

Bidders shall provide the Standalone VoIP features and functionality described below.

1.3.2.4.1 Standalone VoIP On-Net Calling

The Contractor shall provide a Standalone VoIP service that provide unlimited on-net calling for both domestic and international calls at no additional charge. On-net calling is defined as calling from a Standalone VoIP Customer Site that uses the Contractors VoIP network and terminates at another Standalone VoIP site. If the Contractor offers Converged VoIP or SIP Trunking under another CALNET contract, Standalone VoIP calls terminating at such a site shall be considered on-net.

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

1.3.2.4.2 Standalone VoIP Off-Net Calling

The Contactor shall provide off-net calling at no additional charge. The Standalone VoIP service will route call traffic off the VoIP network within the 50 United States, the District of Columbia, the Virgin Islands, and Puerto Rico. This will be accomplished using network based PSTN gateways.

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

1.3.2.4.3 On-Net Enterprise Calling

The Contractor shall treat the State of California as a single enterprise for the purpose of on-net calling. On-net calling from one (1) State of California Entity/Department to another shall be treated the same as on-net calling within a State of California Entity or Department.

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

1.3.2.4.4 Standalone VoIP Off-Net Toll-Free Services

The Contractor shall provide off-net toll-free services that shall only be provided by the Standalone VoIP Contractor and shall not be provided by a third party. This service shall only be utilized in conjunction with the awarded Contractor's VoIP service. The Converged Standalone VoIP service allows Customers to make and receive off-net toll-free calls from the 50 United States, the District of Columbia, the U.S. Virgin Islands, and Puerto Rico. Contractor shall provide for their toll-free services in accordance with Section 1.3.2.4.5 (Standalone International Off-Net Calling).

Table 1.3.2.4.4.a, Standalone VoIP Off-Net Toll Free Services

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	Standalone VoIP Off-Net Toll-Free	Allows Customers to make and receive off-net toll-free calls from the United States, District of Columbia, U.S. Virgin Islands and Puerto Rico.			
	Bidder's Product Description:				

The Contractor may offer additional unsolicited Standalone VoIP Off-Net Toll-Free features in Table 1.3.2.4.4.b.

Table 1.3.2.4.4.b Unsolicited Standalone VoIP Off-Net Toll-Free Features

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

1.3.2.4.5 Standalone International Off-Net Calling

The Contractor shall provide Standalone VoIP international off-net calling to the countries listed in Table 1.3.2.4.5 and at the rate identified in accordance with Subcategory 2.4 (Long Distance International Calling Configurations). Bidder's rates as provided in the Subcategory Cost Worksheets shall be based on time of day ("Peak Time" or "Off-Peak Time"). Peak Time is between 8:00 a.m. and 4:59 p.m., Monday through Friday based on the time at the CALNET caller's location. Off-Peak time is for all calls where Peak Time rates do not apply.

All usage shall be billed in accordance with the Business Requirements Section A.5.1 (Billing and Invoicing Requirements #11) except Mexico which shall be billed in 60 second increments with a 60 second minimum.

Note: If the Bidder charges the same rate for both Peak Time and Off-Peak time, Bidder may use the same Product Identifier for both products.

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

1.3.2.4.5.1 International Mobile Termination Charges (IMTC)

Contractor shall provide the ability to terminate international calls on wireless devices. Contractor shall charge International Mobile Termination Charge (IMTC) as an additional per minute rate that is applied to international calls (direct dial business or credit card calls) originating in the U.S. and terminating in certain countries to either wireless communications devices including mobile telephones, pagers, personal computers, and personal digital assistants, or to a portable telephone number where a forwarding, tracking or other type of location service is used.

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

1.3.2.4.5.2 U.S. Based Services Waiver

The provisions detailed in Section A.2.4.4 (U.S. Based Services) will not apply to Contractor's International Long Distance Calling services.

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

The Contractor shall offer the Standalone VoIP Off-Net International Long Distance Calling configurations detailed in Table 1.3.2.4.5.a.

Table 1.3.2.4.5.a Standalone VoIP Off-Net International Long Distance Calling

	Country	Bidders Meets or Exceeds?		Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
		Y	N			
1	Brazil:					
2	Canada:					
3	China:					
4	France:					
5	Germany:					
6	Israel:					
7	Italy:					
8	Japan:					
9	Korea:					
10	Mexico:					
11	Spain:					
12	Switzerland:					
13	United Kingdom:					

Bidders may offer Standalone VoIP Off-Net International Long Distance Calling configurations to unsolicited countries in Table 1.3.2.4.5.b.

Table 1.3.2.4.5.b Unsolicited Standalone VoIP Off-Net International Long Distance Calling

	Country	Bidders Meets or Exceeds?		Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
		Y	N			
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

1.3.2.5 STANDALONE VoIP VOICE MAIL SERVICES

The Contractor shall provide Standalone VoIP Voice Mail services that are interoperable and work with Standalone VoIP service. The Standalone Voice Mail services will include the capability for End-Users to have callers leave a message to be retrieved at a later time.

The service shall allow VoIP Voice Mail End-Users to forward messages to other End-Users in the same VoIP Voice Mail network.

The service shall offer a variety of message length capabilities, greeting and delivery options, broadcast messaging and the ability to transfer to an attendant.

Contractors shall provide the Standalone VoIP Voice Mail services feature requirements are listed in Table 1.3.2.5.a.

Table 1.3.2.5.a Standalone VoIP Voice Mail Service Features

Standalone VoIP Basic Call Package Features			Bidder Meets or Exceeds?	
			Y	N
1	Minimum message length will be at least two (2) minutes each			

Standalone VoIP Basic Call Package Features		Bidder Meets or Exceeds? Y N	
2	Message review, including skip back or ahead		
3	Message saving and erasing		
4	Erased message retrieval before call is ended		
5	Messaging forwarding to another voice mailbox in the system with the ability to append additional comments		
6	Message sending		
7	Password protection		
8	Personalized greetings (both permanent and temporary)		
9	Message waiting indicator signal received at workstation within one (1) minute		
10	Remote access capability from any telephone location on or off net		
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		
12	Web based End-User administration software		
13	Ability to integrate with Unified Messaging applications with no hardware modification		

Bidder understands the requirements in Section 1.3.2.5 and shall meet or exceed them?
Yes_____ No_____

Description:

Contractor shall offer the Standalone VoIP Voice Mail services and features detailed in Table 1.3.2.5.b.

Table 1.3.2.5.b – Standalone VoIP Voice Mail Services and Features

	Feature	Feature Description	Bidder Meets or Exceeds?		Bidder's Unique Identifier
			Y	N	
1	Standalone VoIP Voice Mail	VoIP Voice Mail Service with the minimum feature requirements as listed in Table 1.3.2.5.a			
	Bidder's Product Description:				

The Contractor may offer additional unsolicited Standalone VoIP Voice Mail features in Table 1.3.2.5.c.

Table 1.3.2.5.c, Unsolicited Standalone VoIP Voice Mail Features

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

1.3.2.6 STANDALONE VOIP AND VOICE MAIL GEOGRAPHIC REQUIREMENTS

1.3.2.6.1 Standalone VoIP and Voice Mail Specific Service Areas

The Contractor shall provide Standalone VoIP and VoIP Voice Mail services in the cities specified below. Serving area is defined as within the city limits for each location identified.

1. Sacramento;
2. Oakland;
3. San Francisco;
4. Los Angeles;
5. San Diego; and,
6. San Jose.

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

1.3.2.6.2 Additional Commercially Available Areas

The Contractor shall provide Standalone VoIP and VoIP Voice Mail services where services are commercially available at the time of bid submission.

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

Table 1.3.2.6.2.a Bidder's Standalone VoIP and VoIP Voice Mail Services Commercially Available Areas

Bidder shall identify the locations where their Standalone VoIP and VoIP Voice Mail Services are commercially available at the time of bid submission in Table 1.3.2.6.2.a. Bidders shall indicate the locations where the Contractor provides Standalone VoIP and VoIP Voice Mail service. By answering "Yes", the Bidder commits to provide service in that specific location. Bidders shall answer "No" for all locations where service will not be available.

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
1	Adelanto				
2	Agoura Hills				
3	Alameda				
4	Albany				
5	Alhambra				
6	Aliso Viejo				
7	Alturas				
8	Amador				
9	American Canyon				
10	Anaheim				
11	Anderson				
12	Angels Camp				
13	Antioch				
14	Apple Valley				
15	Arcadia				
16	Arcata				
17	Arroyo Grande				
18	Artesia				
19	Arvin				
20	Atascadero				
21	Atherton				

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
22	Atwater				
23	Auburn				
24	Avalon				
25	Avenal				
26	Azusa				
27	Bakersfield				
28	Baldwin Park				
29	Banning				
30	Barstow				
31	Beaumont				
32	Bell				
33	Bell Gardens				
34	Bellflower				
35	Belmont				
36	Belvedere				
37	Benicia				
38	Berkeley				
39	Beverly Hills				
40	Big Bear Lake				
41	Biggs				
42	Bishop				
43	Blue Lake				
44	Blythe				
45	Bradbury				
46	Brawley				
47	Brea				
48	Brentwood				
49	Brisbane				
50	Buellton				
51	Buena Park				
52	Burbank				
53	Burlingame				
54	Calabasas				
55	Calexico				
56	California City				

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
57	Calimesa				
58	Calipatria				
59	Calistoga				
60	Camarillo				
61	Campbell				
62	Canyon Lake				
63	Capitola				
64	Carlsbad				
65	Carmel-By-The-Sea				
66	Carpinteria				
67	Carson				
68	Cathedral City				
69	Ceres				
70	Cerritos				
71	Chico				
72	Chino				
73	Chino Hills				
74	Chowchilla				
75	Chula Vista				
76	Citrus Heights				
77	Claremont				
78	Clayton				
79	Clearlake				
80	Cloverdale				
81	Coachella				
82	Coalinga				
83	Colfax				
84	Colma				
85	Colton				
86	Colusa				
87	Commerce				
88	Compton				
89	Concord				
90	Corcoran				

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
91	Corning				
92	Corona				
93	Coronado				
94	Corte Madera				
95	Costa Mesa				
96	Cotati				
97	Covina				
98	Crescent City				
99	Cudahy				
100	Culver City				
101	Cupertino				
102	Cypress				
103	Daly City				
104	Dana Point				
105	Danville				
106	Davis				
107	Del Mar				
108	Del Rey Oaks				
109	Delano				
110	Desert Hot Springs				
111	Diamond Bar				
112	Dinuba				
113	Dixon				
114	Dorris				
115	Dos Palos				
116	Downey				
117	Duarte				
118	Dublin				
119	Dunsmuir				
120	East Palo Alto				
121	El Cajon				
122	El Centro				
123	El Cerrito				
124	El Monte				
125	El Paso De Robles				

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
126	El Segundo				
127	Elk Grove				
128	Emeryville				
129	Encinitas				
130	Escalon				
131	Escondido				
132	Etna				
133	Eureka				
134	Exeter				
135	Fairfax				
136	Fairfield				
137	Farmersville				
138	Ferndale				
139	Fillmore				
140	Firebaugh				
141	Folsom				
142	Fontana				
143	Fort Bragg				
144	Fort Jones				
145	Fortuna				
146	Foster City				
147	Fountain Valley				
148	Fowler				
149	Fremont				
150	Fresno				
151	Fullerton				
152	Galt				
153	Garden Grove				
154	Gardena				
155	Gilroy				
156	Glendale				
157	Glendora				
158	Goleta				
159	Gonzales				
160	Grand Terrace				

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
161	Grass Valley				
162	Greenfield				
163	Gridley				
164	Grover Beach				
165	Guadalupe				
166	Gustine				
167	Half Moon Bay				
168	Hanford				
169	Hawaiian Gardens				
170	Hawthorne				
171	Hayward				
172	Healdsburg				
173	Hemet				
174	Hercules				
175	Hermosa Beach				
176	Hesperia				
177	Hidden Hills				
178	Highland				
179	Hillsborough				
180	Hollister				
181	Holtville				
182	Hughson				
183	Humboldt				
184	Huntington Beach				
185	Huntington Park				
186	Huron				
187	Imperial				
188	Imperial Beach				
189	Indian Wells				
190	Indio				
191	Industry				
192	Inglewood				
193	Inyo				
194	Ione				
195	Irvine				

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
196	Irwindale				
197	Isleton				
198	Jackson				
199	Kerman				
200	Kern				
201	King City				
202	Kings				
203	Kingsburg				
204	La Canada Flintridge				
205	La Habra				
206	La Habra Heights				
207	La Mesa				
208	La Mirada				
209	La Palma				
210	La Puente				
211	La Quinta				
212	La Verne				
213	Lafayette				
214	Laguna Beach				
215	Laguna Hills				
216	Laguna Niguel				
217	Laguna Woods				
218	Lake				
219	Lake Elsinore				
220	Lake Forest				
221	Lakeport				
222	Lakewood				
223	Lancaster				
224	Larkspur				
225	Lassen				
226	Lathrop				
227	Lawndale				
228	Lemon Grove				
229	Lemoore				

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
230	Lincoln				
231	Lindsay				
232	Live Oak				
233	Livermore				
234	Livingston				
235	Lodi				
236	Loma Linda				
237	Lomita				
238	Lompoc				
239	Long Beach				
240	Loomis				
241	Los Alamitos				
242	Los Altos				
243	Los Altos Hills				
244	Los Angeles				
245	Los Banos				
246	Los Gatos				
247	Loyalton				
248	Lynwood				
249	Madera				
250	Malibu				
251	Mammoth Lakes				
252	Manhattan Beach				
253	Manteca				
254	Maricopa				
255	Marina				
256	Martinez				
257	Marysville				
258	Maywood				
259	Mcfarland				
260	Mendota				
261	Menlo Park				
262	Merced				
263	Mill Valley				
264	Millbrae				

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
265	Milpitas				
266	Mission Viejo				
267	Modesto				
268	Monrovia				
269	Montague				
270	Montclair				
271	Monte Sereno				
272	Montebello				
273	Monterey				
274	Monterey Park				
275	Moorpark				
276	Moraga				
277	Moreno Valley				
278	Morgan Hill				
279	Morro Bay				
280	Mount Shasta				
281	Mountain View				
282	Murrieta				
283	Napa				
284	National City				
285	Needles				
286	Nevada City				
287	Newark				
288	Newman				
289	Newport Beach				
290	Norco				
291	Norwalk				
292	Novato				
293	Oakdale				
294	Oakland				
295	Oakley				
296	Oceanside				
297	Ojai				
298	Ontario				
299	Orange				

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
300	Orange Cove				
301	Orinda				
302	Orland				
303	Oroville				
304	Oxnard				
305	Pacific Grove				
306	Pacifica				
307	Palm Desert				
308	Palm Springs				
309	Palmdale				
310	Palo Alto				
311	Palos Verdes Estates				
312	Paradise				
313	Paramount				
314	Parlier				
315	Pasadena				
316	Patterson				
317	Perris				
318	Petaluma				
319	Pico Rivera				
320	Piedmont				
321	Pinole				
322	Pismo Beach				
323	Pittsburg				
324	Placentia				
325	Placerville				
326	Pleasant Hill				
327	Pleasanton				
328	Plymouth				
329	Point Arena				
330	Pomona				
331	Port Hueneme				
332	Porterville				
333	Portola				

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
334	Portola Valley				
335	Poway				
336	Rancho Cordova				
337	Rancho Cucamonga				
338	Rancho Mirage				
339	Rancho Palos Verdes				
340	Rancho Santa Margarita				
341	Red Bluff				
342	Redding				
343	Redlands				
344	Redondo Beach				
345	Redwood City				
346	Reedley				
347	Rialto				
348	Richmond				
349	Ridgecrest				
350	Rio Dell				
351	Rio Vista				
352	Ripon				
353	Riverbank				
354	Riverside				
355	Rocklin				
356	Rohnert Park				
357	Rolling Hills				
358	Rolling Hills Estates				
359	Rosemead				
360	Roseville				
361	Ross				
362	Sacramento				
363	Salinas				
364	San Anselmo				
365	San Bernardino				

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
366	San Bruno				
367	San Buenaventura				
368	San Carlos				
369	San Clemente				
370	San Diego				
371	San Dimas				
372	San Fernando				
373	San Francisco				
374	San Gabriel				
375	San Jacinto				
376	San Joaquin				
377	San Jose				
378	San Juan Bautista				
379	San Juan Capistrano				
380	San Leandro				
381	San Luis Obispo				
382	San Marcos				
383	San Marino				
384	San Mateo				
385	San Pablo				
386	San Rafael				
387	San Ramon				
388	Sand City				
389	Sanger				
390	Santa Ana				
391	Santa Barbara				
392	Santa Clara				
393	Santa Clarita				
394	Santa Cruz				
395	Santa Fe Springs				
396	Santa Maria				
397	Santa Monica				
398	Santa Paula				
399	Santa Rosa				

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
400	Santee				
401	Saratoga				
402	Sausalito				
403	Scotts Valley				
404	Seal Beach				
405	Seaside				
406	Sebastopol				
407	Selma				
408	Shafter				
409	Shasta Lake				
410	Sierra Madre				
411	Signal Hill				
412	Simi Valley				
413	Solana Beach				
414	Soledad				
415	Solvang				
416	Sonoma				
417	Sonora				
418	South El Monte				
419	South Gate				
420	South Lake Tahoe				
421	South Pasadena				
422	South San Francisco				
423	St Helena				
424	Stanton				
425	Stockton				
426	Suisun City				
427	Sunnyvale				
428	Susanville				
429	Sutter Creek				
430	Taft				
431	Tehachapi				
432	Tehama				
433	Temecula				

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
434	Temple City				
435	Thousand Oaks				
436	Tiburon				
437	Torrance				
438	Tracy				
439	Trinidad				
440	Truckee				
441	Tulare				
442	Tulelake				
443	Turlock				
444	Tustin				
445	Twenty-nine Palms				
446	Ukiah				
447	Union City				
448	Upland				
449	Vacaville				
450	Vallejo				
451	Vernon				
452	Victorville				
453	Villa Park				
454	Visalia				
455	Vista				
456	Walnut				
457	Walnut Creek				
458	Wasco				
459	Waterford				
460	Watsonville				
461	Weed				
462	West Covina				
463	West Hollywood				
464	West Los Angeles				
465	West Sacramento				
466	Westlake Village				
467	Westminster				
468	Westmorland				

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
469	Wheatland				
470	Whittier				
471	Williams				
472	Willits				
473	Willows				
474	Windsor				
475	Winters				
476	Woodlake				
477	Woodland				
478	Woodside				
479	Yorba Linda				
480	Yountville				
481	Yreka				
482	Yuba City				
483	Yucaipa				
484	Yucca Valley				

Bidder may identify additional locations where their Standalone VoIP and VoIP Voice Mail Services are currently commercially available in Table 1.3.2.6.2.b.

If Bidder is unable to identify all service areas within Table 1.3.2.6.2.a, Bidder shall provide additional information in the form of a coverage map that includes unincorporated areas.

Table 1.3.2.6.2.b Additional Bidder's Standalone VoIP and VoIP Voice Mail Services Commercially Available Areas

Service Location	Standalone IP		VoIP Voice Mail	
	Yes	No	Yes	No

1.3.2.7 AUDIO CONFERENCING

The Contractor shall provide Audio Conferencing which shall consist of a multiple port, reserved and reservationless, conferencing bridge.

Basic Audio Conferencing shall include the following:

1. International Access - Callers have the ability to participate in a conference from an international location.
2. Host Controlled Question and Answer Service - The host of a conference can control a question and answer session on a conference call.
3. Voting and Polling Service – The capability for participants to vote via touchtone keys and for the host to poll votes.

All Audio Conferencing services shall be available and functional to all subscribers.

Contractor shall support Toll-Free Dial-in and Caller Paid Dial-in conferencing services.

Audio Conferencing services shall support users who are connected via IP and the Public Switched Telephone Network (PSTN).

Contractor shall provide gateway services to support calls through the PSTN.

Bidder understands the requirements in Section 1.3.2.7 and shall meet or exceed them?
Yes_____ No_____

Description:

1.3.2.7.1 Audio Conferencing Features

Contractor shall offer the Audio Conferencing features detailed in Table 1.3.2.7.1.a

Table 1.3.2.7.1.a, Audio Conferencing Service and Features

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	Caller Paid Dial-in Reservation-less Service	Also known as "Meet-Me" service, participants dial a pre-established number and access code to join the conference call.			
	Bidder's Product Description:				
2	Toll-Free Dial-in Reservation-less Service	Also known as "Meet-Me" service, participants dial a pre-established toll-free number and access code to join the conference call.			
	Bidder's Product Description:				
3	Caller Paid Dial-in Reserved Service	Host reserves a conference session in advance and receives a temporary dial-in number and access code. Participants dial the number and enter the access code to join the call.			
	Bidder's Product Description:				
4	Toll-Free Dial-in Reserved Service	Host reserves a conference session in advance and receives a temporary toll-free dial-in number and access code. Participants dial the toll-free number and enter the access code to join the call.			
	Bidder's Product Description:				
5	Operator-Dialed Service	An operator sets up the conference call by placing calls to each of the participants.			
	Bidder's Product Description:				
6	Operator-Assisted Dial-in Service	Participants dial in to the conference number and the operator screens the callers for information such as password, name or location.			
	Bidder's Product Description:				
7	Recording Service	The capability to record to various media including CD, audiocassette or the Digitized Replay option below.			
	Bidder's Product Description:				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
8	Digitized Replay	A user can listen to a conference call at their convenience by dialing an access number/code. During replay the caller can control the session utilizing telephone keypad entries.			
	Bidder's Product Description:				
9	Transcription	Contractor provided transcribing a conference call			
	Bidder's Product Description:				
10	Language Interpretation/ Translation	Real-time interpretation and translation services			
	Bidder's Product Description:				
11	Security List Screening	Host specifies a list of participants who may dial into the conference call. Conference Attendant screens callers against the list.			
	Bidder's Product Description:				
12	Participant List	Conference Attendant captures up to three (3) caller attributes and distributes a list of conference participants to the host immediately following the call.			
	Bidder's Product Description:				

The Contractor may offer additional unsolicited Audio Conferencing features in Table 1.3.2.7.1.b.

Table 1.3.2.7.1.b Unsolicited Audio Conferencing Features

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

1.3.3 OTHER SERVICES

1.3.3.1 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.

1.3.3.2 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; and,
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 1.3.5.8.10 (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.

Contractor shall provide wiring in accordance with 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 1.3.3.2.a.

Table 1.3.3.2.a, Extended 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 (1) 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 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 (1) 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 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 (1) 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 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-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-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-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 1.3.3.2.b.

Table 1.3.3.2.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:		

1.3.3.3 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 1.3.3.3 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 1.3.3.3, 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 requirements in Section 1.3.3.3 and shall meet or exceed them?
Yes_____ No_____

Description:

The Contractor shall offer Services Related Hourly Support as detailed in Table 1.3.3.3.

Table 1.3.3.3 Services Related Hourly Support

	Labor Classification Name	Classification Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
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:					

1.3.4 DATA NETWORK MONITORING APPLICATION (DNMA)

The Contractor shall provide a web based Data Network Monitoring Application (DNMA) to provide near real-time and historical network performance and fault detection information to Customers. The DNMA shall identify the availability and performance of contracted MPLS services. Only CALNET 3 services will appear in the DNMA. The Contractor's DNMA shall provide the following features:

1. Dynamic GUI views that show the relationship between devices providing data network services;
2. Alarm indicators for adversely effected network components;
3. Immediate real-time network availability, throughput, congestion, utilization, and error statistics through inquiry responses;
4. Historical network availability, throughput, congestion, error statistics shall be available for a rolling six (6) month period;
5. Notification or indicators when components are in an administrative/maintenance status;
6. Real-time event log showing network activity;
7. Views shall be partitioned by Customer and Customers will have access only to their department's network components and information. The level of access shall be determined by the Customer department management or Customer administrators;
8. The Contractor shall provide CALNET 3 CMO with an authorization level that provides access to all CALNET Customer network components and information. The Contractor shall provide single sign-on access to view any Customer network;
9. This tool shall provide the capability to run customized reports for the six (6) months of stored data;
10. The statistical information shall be in a data extractable format; and,
11. Contractor shall provide standard and customized reports as determined by CALNET 3 CMO.

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

1.3.5 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 Category solicitation.

1.3.5.1 SERVICE LEVEL AGREEMENT FORMAT

The Contractor shall adhere to the following format and include the content as describe 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 services 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
 - 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 the 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_____

1.3.5.2 TECHNICAL REQUIREMENTS VERSUS SLA OBJECTIVES

Sections 1.3.2 (Voice over Internet Protocol) through 1.3.4 (DNMA) 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_____

1.3.5.3 TWO METHODS OF OUTAGE REPORTING: CUSTOMER OR CONTRACTOR (M)

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_____

1.3.5.4 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 the 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_____

1.3.5.5 CONTRACTOR SLA MANAGEMENT PLAN (M)

Within 90 calendar days of Contract award, the Contractor shall provide CALNET 3 CMO with an SLA Management Plan that describes how the Contractor will manage the SLAs defined 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 (IFB-A Business Requirements 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_____

1.3.5.6 TECHNICAL SLA GENERAL REQUIREMENTS

The Contractor shall adhere to the following general requirements which apply to all CALNET 3 Technical SLAs (Section 1.3.5.8):

1. With the exception of Provisioning SLA (Section 1.3.5.8.10), 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 SLAs objectives;
7. The Contractor shall proactively credit all rights and remedies to the Customer within 60 days of the trouble resolution date on the trouble ticket or within 60 days of the Due Date on the Service Request for the Provisioning SLA (Section 1.3.5.8.10);

8. To the extent that Contractor offers additional SLAs, or SLAs with more advantages 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 in territories closed to competition shall be passed through to the CALNET 3 Customer.

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

1.3.5.7 TROUBLE TICKET STOP CLOCK CONDITIONS

Only the following conditions will 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 1.3.5.7 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 an 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."

Table 1.3.5.7 – 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. This does not apply to the power requirements necessary to support dial tone to IP phones.
6	FACILITIES	Lack of building entrance Facilities or conduit structure that are the End-User's responsibility to provide.

#	Stop Clock Condition (SCC)	SCC Definition
7	ACCESS	<p>Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following:</p> <ul style="list-style-type: none"> 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 reasonable 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. <p>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.</p>
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.

#	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 PMAC General Provisions - Telecommunications, Section 28 (Force Majeure).

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

1.3.5.8 TECHNICAL SERVICE LEVEL AGREEMENTS

1.3.5.8.1 Availability (M-S)

SLA Name: Availability																								
Definition: The percentage of time a CALNET 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 Circuit ID (as defined in the Data Dictionary), 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.																								
Service(s): <ul style="list-style-type: none"> Standalone VoIP Handset Service Packages (Table 1.3.2.2.4) Standalone VoIP Voice Mail Service (1.3.2.5) Audio Conferencing (1.3.2.7) 		Objective(s): <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, S or P)</th> </tr> </thead> <tbody> <tr> <td>Standalone VoIP Handset Service Packages</td> <td>≥ 98.9%</td> <td>≥ 99.2%</td> <td>≥ 99.5%</td> <td></td> </tr> <tr> <td>Standalone VoIP Voice Mail Service</td> <td>≥ 98.9%</td> <td>≥ 99.2%</td> <td>≥ 99.5%</td> <td></td> </tr> <tr> <td>Audio Conferencing</td> <td>≥ 98.9%</td> <td>≥ 99.2%</td> <td>≥ 99.5%</td> <td></td> </tr> </tbody> </table>				Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)	Standalone VoIP Handset Service Packages	≥ 98.9%	≥ 99.2%	≥ 99.5%		Standalone VoIP Voice Mail Service	≥ 98.9%	≥ 99.2%	≥ 99.5%		Audio Conferencing	≥ 98.9%	≥ 99.2%	≥ 99.5%	
	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)																				
Standalone VoIP Handset Service Packages	≥ 98.9%	≥ 99.2%	≥ 99.5%																					
Standalone VoIP Voice Mail Service	≥ 98.9%	≥ 99.2%	≥ 99.5%																					
Audio Conferencing	≥ 98.9%	≥ 99.2%	≥ 99.5%																					
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_____

1.3.5.8.2 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 one (1) or more of the following: <ul style="list-style-type: none"> • Failure of two (2) or more service types, or • Failure of 50 or more End-User Standalone VoIP Handset Service Packages or Standalone VoIP Service (seat) 				
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(s) for each service 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):				
Standalone VoIP Service (1.3.2.2)			Standalone VoIP Voice Mail Service (1.3.2.5)	
Objective (s): The objective restoral time shall be:				
	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Standalone VoIP Service	≤ 3 hours	≤ 2 hours	≤ 1 hour	
Standalone VoIP Voice Mail Service	≤ 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_____

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

SLA Name: Catastrophic Outage 2 (CAT 2)																								
Definition: <ul style="list-style-type: none"> Any service affecting failure in the Contractor's (or Subcontractor's or Affiliate's) edge network equipment. 																								
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) 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):																								
Standalone VoIP Handset Service Packages (Table 1.3.2.2.4)			Audio Conferencing (1.3.2.7)																					
Standalone VoIP Voice Mail Service (1.3.2.5)																								
Objective (s): The objective restoral time shall be: <table border="1" data-bbox="415 1045 1276 1373"> <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>Standalone VoIP Handset Service Packages</td> <td>≤ 1 hour</td> <td>≤ 30 minutes</td> <td>≤ 15 minutes</td> <td></td> </tr> <tr> <td>Audio Conferencing</td> <td>≤ 1 hour</td> <td>≤ 30 minutes</td> <td>≤ 15 minutes</td> <td></td> </tr> <tr> <td>Standalone VoIP Voice Mail</td> <td>≤ 1 hour</td> <td>≤ 30 minutes</td> <td>≤ 15 minutes</td> <td></td> </tr> </tbody> </table>						Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)	Standalone VoIP Handset Service Packages	≤ 1 hour	≤ 30 minutes	≤ 15 minutes		Audio Conferencing	≤ 1 hour	≤ 30 minutes	≤ 15 minutes		Standalone VoIP Voice Mail	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	
	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)																				
Standalone VoIP Handset Service Packages	≤ 1 hour	≤ 30 minutes	≤ 15 minutes																					
Audio Conferencing	≤ 1 hour	≤ 30 minutes	≤ 15 minutes																					
Standalone VoIP Voice Mail	≤ 1 hour	≤ 30 minutes	≤ 15 minutes																					
Rights and Remedies	Per Occurrence: 100 percent of the TMRC and ten (10) Business Days of the ADUC (when applicable) 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_____

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

SLA Name: Catastrophic Outage 3 (CAT 3)				
Definition: The total loss of more than one (1) CALNET 3 service type in a central office, or the 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 Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall open a trouble ticket and compile a list of each End-User service (Circuit 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) basis from information recorded from the network switches or trouble ticket. Each End-User service (Circuit ID) is deemed out of service from the first notification until the Contractor determines End-User service is restored. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.				
Service(s):				
Standalone VoIP Handset Service Packages (Table 1.3.2.2.4)			Audio Conferencing (1.3.2.7)	
Standalone VoIP Voice Mail Service (1.3.2.5)				
Objective (s): The objective restoral time shall be:				
	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
Standalone VoIP Handset Service Packages	≤ 30 minutes	N/A	≤ 15 minutes	
Audio Conferencing	≤ 30 minutes	N/A	≤ 15 minutes	
Standalone VoIP Voice Mail Service	≤ 30 minutes	N/A	≤ 15 minutes	
Rights and Remedies	Per Occurrence: 100 percent of the TMRC and ten (10) Business Days of the ADUC (when applicable) 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 _____

SLA Name: Delay – One-Way Transmission

Definition: Average one-way transfer delay measured from the Contractor to Customer handoff to the remote Contractor to Customer handoff.

Measurement Process: End-User/Customer is responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the Customer suspects the VoIP Delay is not meeting the committed level. The problem requires timely verification, consistent with industry Standards by the Contractor. Tickets opened as VoIP Delay One-Way Transmission SLA shall not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable. This measurement includes the local loop transport under the control of the Contractor and any local loops acquired from a third party by the Contractor.

Service(s):

Standalone VoIP Handset Service Packages (Table 1.3.2.2.4)

Objective (s):

Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Standalone VoIP Handset Service Packages	≤ 170 ms	≤ 130 ms	≤ 90 ms	

Rights and Remedies

Per Occurrence: N/A

Monthly Aggregated Measurements:

25 percent of TMRC per occurrence for the reported service.

The second month service fails to meet the committed SLA objectives shall result in a 35 percent rebate of TMRC.

Each additional consecutive month service fails to meet the committed SLA objective shall result in a 50 percent rebate of the TMRC.

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

1.3.5.8.6 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):																					
Standalone VoIP Handset Service Packages (Table 1.3.2.2.4)	Audio Conferencing (1.3.2.7)																				
Standalone VoIP Voice Mail Service (1.3.2.5)																					
Objective (s): The Unavailable Time objective shall not exceed: <table border="1" data-bbox="509 823 1386 1150"> <thead> <tr> <th>Service</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>Standalone VoIP Handset Service Packages</td> <td>16 hours</td> <td>12 hours</td> <td>8 hours</td> <td></td> </tr> <tr> <td>Standalone VoIP Voice Mail Service</td> <td>16 hours</td> <td>12 hours</td> <td>8 hours</td> <td></td> </tr> <tr> <td>Audio Conferencing</td> <td>16 hours</td> <td>12 hours</td> <td>8 hours</td> <td></td> </tr> </tbody> </table>		Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)	Standalone VoIP Handset Service Packages	16 hours	12 hours	8 hours		Standalone VoIP Voice Mail Service	16 hours	12 hours	8 hours		Audio Conferencing	16 hours	12 hours	8 hours	
Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)																	
Standalone VoIP Handset Service Packages	16 hours	12 hours	8 hours																		
Standalone VoIP Voice Mail Service	16 hours	12 hours	8 hours																		
Audio Conferencing	16 hours	12 hours	8 hours																		
Rights and Remedies	Per Occurrence: 100 percent of the TMRC and ten (10) days of the ADUC (when applicable) per occurrence 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_____

1.3.5.8.7 Jitter (M-S)

SLA Name: Jitter					
Definition: Variations in transfer delay measured from the Contractor to Customer handoff to the remote Contractor to Customer handoff.					
<p>Measurement Process: End-User/Customer is responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the Jitter exceeds the committed level. The problem requires timely verification, consistent with industry Standards, by the Contractor. Tickets identified as a jitter issue shall not count in availability or Time-to-Repair measurements unless and until the End-User reports service as unusable for its intended uses.</p> <p>This measurement includes the local loop transport under the control of the Contractor and any local loops acquired from a third party by the Contractor.</p>					
Service(s):					
Standalone VoIP Handset Service Packages (Table 1.3.2.2.4)					
Objective (s):					
	Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or S)
	Standalone VoIP Handset Service Packages	≤ 30 ms	≤ 15ms	N/A	
Rights and Remedies	<p>Per Occurrence: 25 percent of TMRC per occurrence for the reported service.</p> <p>Second month service fails to meet the objectives SLA objectives shall result in a 35 percent rebate of TMRC.</p> <p>Each additional consecutive month service fails to meet the committed SLA objective shall result in a 50 percent rebate of the TMRC.</p>				
	Monthly Aggregated Measurements: N/A				

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

1.3.5.8.8 Notification

SLA Name: Notification	
<p>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.</p>	
<p>Measurement Process: The Contractor shall adhere to the Network Outage Response (IFB-A Business Requirements Section A.3.3, Network Outage Response) 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.</p>	
Service(s): All Services	
<p>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).</p> <p>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).</p> <p>This objective is the same for Basic, Standard and Premier commitments.</p>	
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 _____

SLA Name: Packet Loss

Measurement Process: End-User/Customer is responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the data loss exceeds the committed level. The problem requires timely verification, consistent with industry Standards, by the Contractor. Tickets identified as a packet delivery rate issue shall not count in availability or Time-to-Repair measurements unless and until the End-User reports service as unusable for its intended uses.

This measurement includes the local loop transport under the control of the Contractor and any local loops acquired from a third party by the Contractor.

Service(s):

Standalone VoIP Handset Service Packages (Table 1.3.2.2.4)

Objective (s):

Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Standalone VoIP Handset Service Packages	≤ .75% packet loss	≤ .5% packet loss	≤ .25% packet loss	

Rights and Remedies

Per Occurrence: 25 percent of TMRC per occurrence for the reported service.

Next consecutive month to fail to meet the committed SLA objectives shall result in a 35 percent rebate of TMRC.

Each additional consecutive month to fail to meet the committed SLA objective shall result in a 50 percent rebate of the TMRC.

Monthly Aggregated Measurements: N/A

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

1.3.5.8.10 Provisioning (M-S)

SLA Name: Provisioning		
<p>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 Scope of Work 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 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 IFB-A Business Requirements Section A.6 (Contracted Service Project Work).</p> <p>Provisioning SLAs have two (2) objectives:</p> <ol style="list-style-type: none"> 1. Individual Service Request; and 2. Successful Install Monthly Percentage by Service Type <p>Note: Provisioning timelines include extended demarcation wiring, when appropriate.</p>		
<p>Measurement Process:</p> <p><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.</p> <p><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 exceed the objective below in order to avoid the rights and remedies.</p>		
Service (Features must be installed in conjunction with the service except when listed below)	Committed Interval Days	Coordinated/Managed Project Option
Standalone VoIP Service (1.3.2.1.14)	35	Coordinated/Managed Project
VoIP Voice Mail Services (1.3.2.5)	30	Coordinated/Managed Project
Audio Conferencing (1.3.2.7)	10	Coordinated/Managed Project

Objective (s):

1. Objective 1: Individual Service Request: Service installed on or before the committed interval or negotiated due date.
2. Objective 2: Successful Install Monthly Percentage per Service:

Service	Basic (B) (Calendar Days)	Standard (S) (Calendar Days)	Premier (P) (Calendar Days)	Bidder's Objective Commitment (B, S or P)
Standalone VoIP Handset Service Packages	N/A	≥ 90%	≥ 95%	
Standalone VoIP Voice Mail Service	N/A	≥ 90%	≥ 95%	
Audio Conferencing	N/A	≥ 90%	≥ 95%	

Rights and Remedies

Per Occurrence:

Objective 1: Individual Service Request: 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 same 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_____

1.3.5.8.11 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 recorded as open until restoration of the service, minus SCC. If Customer reports a service failure is 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):																								
Standalone VoIP Handset Service Packages (Table 1.3.2.2.4)			Audio Conferencing (1.3.2.7)																					
Standalone VoIP Voice Mail Services (1.3.2.5)																								
Objective (s): The Unavailable Time objective shall not exceed: <table border="1" data-bbox="509 814 1385 1142"> <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>Standalone VoIP Handset Service Packages</td> <td>8 hours</td> <td>4 hours</td> <td>N/A</td> <td></td> </tr> <tr> <td>Standalone VoIP Voice Mail Services</td> <td>6 hours</td> <td>4 hours</td> <td>N/A</td> <td></td> </tr> <tr> <td>Audio Conferencing</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)	Standalone VoIP Handset Service Packages	8 hours	4 hours	N/A		Standalone VoIP Voice Mail Services	6 hours	4 hours	N/A		Audio Conferencing	6 hours	4 hours	N/A	
Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or S)																				
Standalone VoIP Handset Service Packages	8 hours	4 hours	N/A																					
Standalone VoIP Voice Mail Services	6 hours	4 hours	N/A																					
Audio Conferencing	6 hours	4 hours	N/A																					
Rights and Remedies	Per Occurrence: 25 percent of the TMRC and three (3) Business Days ADUC, when applicable, 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 _____

1.3.5.8.12 Excessive Usage of Site Survivability Network Failure Service (M-S)

SLA Name: Excessive Usage of Site Survivability Network Failure Service											
Definition: The usage of Site Survivability Network Failure Service shall not exceed the objective commitment identified below in a month, per site.											
Measurement Process: The monthly usage duration shall be based on the accumulated total of all service activation events during a given month. A service usage event shall begin from alarm or activation of service and ending when a Site Survivability Network Failure Service resumes to a standby state and no traffic traverses the PSTN on the back-up circuit.											
<p>Objective (s) applied to the following Services:</p> <ul style="list-style-type: none"> Standalone VoIP Site Survivability Network Failure 	<p>Objective(s):</p> <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, S or P)</th> </tr> </thead> <tbody> <tr> <td>Standalone VoIP Site Survivability Network Failure</td> <td>240 hours</td> <td>120 hours</td> <td>72 hours</td> <td></td> </tr> </tbody> </table>	Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)	Standalone VoIP Site Survivability Network Failure	240 hours	120 hours	72 hours	
Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)							
Standalone VoIP Site Survivability Network Failure	240 hours	120 hours	72 hours								
Rights and Remedies	Per Occurrence: N/A										
	<p>Monthly Aggregated Measurements:</p> <p>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 of all usage charges as a result of the activation of the Site Survivability Network Failure Service.</p>										
	<p>The second consecutive month the service fails to meet the committed SLA objective shall result in a 30 percent rebate of TMRC and five (5) Business Days of ADUC of all usage charges as a result of the activation of Site Survivability Network Failure Service.</p> <p>Each additional consecutive month the service fails to meet the Committed SLA objective shall result in a 50 percent rebate of the TMRC, and ten (10) Business Days of the ADUC of all usage charges as a result of the activation of Site Survivability Network Failure Service.</p>										

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

1.3.5.8.13 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_____

1.3.5.8.14 Proposed Unsolicited Offerings

The Contractor shall provide SLAs as defined in SLA Section 1.3.5 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_____

1.3.5.8.15 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 1.3.5.8.

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