

**IFB STPD 12-001-A**

**Statement of Work**

**FOR CALNET 3, CATEGORY 1**

**VOICE AND DATA SERVICES**

**ADDENDUM 9**

**08/22/13**

**SUBCATEGORY 1.4 – LONG DISTANCE CALLING**

**TECHNICAL REQUIREMENTS**

Issued by:

**STATE OF CALIFORNIA**

California Department of Technology

Statewide Technology Procurement Division

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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

### CATEGORY 1.4 – LONG DISTANCE CALLING

#### TABLE OF CONTENTS

<b>1.4.1</b>	<b>OVERVIEW .....</b>	<b>1</b>
1.4.1.1	BIDDER RESPONSE REQUIREMENTS.....	1
1.4.1.2	DESIGNATION OF REQUIREMENTS .....	1
1.4.1.3	PACIFIC TIME ZONE.....	2
<b>1.4.2</b>	<b>LONG DISTANCE CALLING SERVICE.....</b>	<b>2</b>
1.4.2.1	LONG DISTANCE SERVICE GENERAL REQUIREMENTS .....	2
1.4.2.1.1	Long Distance (LD) Presubscribed Interexchange Carrier (PIC).....	2
1.4.2.1.2	Long Distance Design Services.....	2
1.4.2.1.3	Security .....	3
1.4.2.1.3.1	Physical Access .....	3
1.4.2.1.3.2	Network Security .....	3
1.4.2.1.3.3	Security Event Notifications.....	3
1.4.2.2	LONG DISTANCE NETWORK.....	3
1.4.2.2.1	Long Distance Service Network Requirements.....	3
1.4.2.2.1.1	Non-blocking Network .....	3
1.4.2.2.1.2	System Compatibility.....	4
1.4.2.2.2	Long Distance Network Access Transport.....	4
1.4.2.2.2.1	Dedicated DS1 Access Transport .....	4
1.4.2.2.2.2	Dedicated DS3 Access Transport .....	5
1.4.2.2.2.3	ISDN PRI on DS1 Access Transport.....	5
1.4.2.2.2.4	Off-Net Overflow on Terminating Busy.....	5
1.4.2.2.3	Long Distance Network Operations and Management.....	7
1.4.2.2.3.1	Network Operations Center (NOC).....	7
1.4.2.2.3.2	Fraudulent Call Prevention.....	7
1.4.2.3	LONG DISTANCE CALLING FEATURES .....	8
1.4.2.3.1	10-Digit/14-Digit Restriction .....	8
1.4.2.3.2	Universal Range Privileges .....	8
1.4.2.3.3	Account Codes.....	9
1.4.2.3.4	Authorization Codes .....	9
1.4.2.3.4.1	Expanded Authorization Codes.....	9
1.4.2.3.4.2	Service Management System .....	9
1.4.2.3.5	Long Distance Domestic Calling.....	10
1.4.2.3.6	Long Distance International Calling Configurations .....	13
1.4.2.3.6.1	International Mobile Termination Charges (IMTC) .....	14
1.4.2.3.6.2	U.S. Based Services Waiver .....	14
1.4.2.4	CALLING CARD SERVICES .....	25
1.4.2.4.1	Calling Card Service Toll-Free Access .....	25
1.4.2.4.2	Calling Card Service Usage .....	25
1.4.2.4.3	Calling Card Fraud Protection .....	25
1.4.2.4.4	Calling Card Types.....	25

1.4.2.4.4.1	Standard Calling Card Service .....	25
1.4.2.4.4.2	Limited Usage Calling Card Services .....	26
1.4.2.5	OPERATOR SERVICES .....	27
1.4.2.5.1	Easy Access to Operators .....	27
1.4.2.5.2	Emergency Call Handling .....	27
1.4.2.5.3	Busy Line Verification .....	28
1.4.2.5.4	Busy Line Interruption .....	28
1.4.2.5.5	Directory Assistance .....	28
1.4.2.5.6	Operator Assisted Calls .....	28
1.4.2.6	AUDIO CONFERENCING .....	29
1.4.2.7	SERVICE RESTORATION .....	32
1.4.2.7.1	Voice Network Disaster Operational Recovery .....	32
1.4.2.7.2	Data Network Disaster/Operational Recovery .....	32
1.4.3	<b>OTHER SERVICES .....</b>	<b>33</b>
1.4.3.1	HOURLY RATES FOR SERVICES .....	33
1.4.3.2	EXTENDED DEMARCATION WIRING SERVICES .....	33
1.4.3.3	SERVICES RELATED HOURLY SUPPORT .....	38
1.4.3.4	INTENTIONALLY DELETED .....	39
1.4.4	<b>SERVICE LEVEL AGREEMENTS (SLA) .....</b>	<b>39</b>
1.4.4.1	SERVICE LEVEL AGREEMENT FORMAT .....	39
1.4.4.2	TECHNICAL REQUIREMENTS VERSUS SLA OBJECTIVES .....	40
1.4.4.3	TWO (2) METHODS OF OUTAGE REPORTING: CUSTOMER OR CONTRACTOR .....	40
1.4.4.4	BIDDER RESPONSE TO SERVICE LEVEL AGREEMENTS .....	40
1.4.4.5	CONTRACTOR SLA MANAGEMENT PLAN .....	40
1.4.4.6	TECHNICAL SLA GENERAL REQUIREMENTS .....	41
1.4.4.7	TROUBLE TICKET STOP CLOCK CONDITIONS .....	43
1.4.4.8	TECHNICAL SERVICE LEVEL AGREEMENTS .....	46
1.4.4.8.1	Availability (M-S) .....	46
1.4.4.8.2	Catastrophic Outage 1 (CAT 1) (M-S) .....	47
1.4.4.8.3	Catastrophic Outage 2 (CAT 2) (M-S) .....	48
1.4.4.8.4	Catastrophic Outage 3 (CAT 3) (M-S) .....	49
1.4.4.8.5	Excessive Outage (M-S) .....	50
1.4.4.8.6	Notification .....	51
1.4.4.8.7	Provisioning (M-S) .....	52
1.4.4.8.8	Provisioning - Calling Card .....	54
1.4.4.8.9	Time-To-Repair (TTR) – Long Distance Domestic/Audio Conferencing (M-S) .....	55
1.4.4.8.10	Time to Repair (TTR) - Long Distance Network Access Transport (M-S) .....	56
1.4.4.8.11	Unsolicited Service Enhancement SLAs .....	57
1.4.4.8.12	Proposed Unsolicited Offerings .....	57
1.4.4.8.13	Contract Amendment Service Enhancement SLAs .....	57

## TECHNICAL REQUIREMENTS

### SUBCATEGORY 1.4 – LONG DISTANCE CALLING

#### 1.4.1 OVERVIEW

This Subcategory 1.4 IFB provides the State's solicitation for best value solutions for long distance 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).

##### 1.4.1.1 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:"*

##### 1.4.1.2 DESIGNATION OF REQUIREMENTS

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

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

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

#### 1.4.1.3 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\_\_\_\_\_*

### 1.4.2 LONG DISTANCE CALLING SERVICE

**The State, at its sole discretion, may impose controls on Service Requests for long distance services placed by nonexempt Customers, including limitations to specific providers in certain geographic areas.**

The Contractor shall provide Long Distance Calling Service.

The Long Distance (LD) Calling Services shall be planned, engineered and provisioned to process all IntraLATA, InterLATA, Intrastate, Interstate and International minutes of usage ordered by the State. LD Calling Services shall provide the features described below.

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

#### 1.4.2.1 LONG DISTANCE SERVICE GENERAL REQUIREMENTS

##### 1.4.2.1.1 Long Distance (LD) Presubscribed Interexchange Carrier (PIC)

The Long Distance (LD) service shall be provided through a presubscribed interexchange access service.

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

##### 1.4.2.1.2 Long Distance Design Services

Upon request by an Entity, the Contractor shall work closely with the Entity to identify the LD solution considering cost benefits, traffic engineering, access circuit options, and analysis of the Entity's long distance requirements. This service will provide a customized approach for each Customer to determine the most cost effective design based on call patterns, geographic scope, and traffic requirements.

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

#### 1.4.2.1.3 Security

##### 1.4.2.1.3.1 Physical Access

Contractor shall physically secure all data and networking facilities through which data traverses Contractor's WAN complying with the physical security controls of NIST SP 800-53, ISO/IEC 27001, or equivalent standards.

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

##### 1.4.2.1.3.2 Network Security

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

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

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

##### 1.4.2.1.3.3 Security Event Notifications

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

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

#### 1.4.2.2 LONG DISTANCE NETWORK

##### 1.4.2.2.1 Long Distance Service Network Requirements

##### 1.4.2.2.1.1 Non-blocking Network

The LD service shall include diverse routing capability and flexible routing functions to provide a virtual non-blocking network that provides network access 99.5% of the time.

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

#### 1.4.2.2.1.2 System Compatibility

The LD service shall be compatible with the State's existing networks and equipment. The LD service shall allow Customers the ability to use their standard phone lines (e.g., Centrex lines, Measured Business lines-1MBs, etc.) to place and receive long distance and toll-free calls.

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

#### 1.4.2.2.2 Long Distance Network Access Transport

The Contractor shall provide dedicated DS1, DS3 and ISDN Private Rate Interface (PRI) access transport service for use with the LD service deployed for CALNET 3. This service shall only be utilized in conjunction with the Contractor's Long Distance service.

Within California, the Contractor shall provide dedicated network access transport services statewide in all Incumbent Local Exchange Carrier (ILEC) territories open to competition as defined by the California Public Utilities Commission (CPUC) where facilities are available either through Bidder owned facilities or through resale of Incumbent Local Exchange Carrier facilities.

Outside of California the Contractor shall provide dedicated network access transport services within the contiguous 48 states where Contractor facilities are available.

Access minutes for dedicated service as identified in Section 1.4.2.3.5 are limited to the same geographic constraints identified in this Section.

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

##### 1.4.2.2.2.1 Dedicated DS1 Access Transport

The Contractor shall provide dedicated DS1 access transport services in accordance with the North American standards, supporting up to 1.544 Mbps providing full duplex, four (4) wire, synchronous serial digital data transport. The DS1 services will be channelized (24 multiplexed DS0 channels each at 64Kbps) and will be B8ZS, which is the line coding that allows use of the entire bandwidth of a 1.544 facility, and Extended Super Frame (ESF), which uses a framing bit for non-intrusive signaling and control.

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

1.4.2.2.2 Dedicated DS3 Access Transport

The Contractor shall provide DS3 access transport services for speeds up to 45 Mbps on a single circuit or channelized into 28 DS1 channels or 672 DS0 channels.

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

1.4.2.2.3 ISDN PRI on DS1 Access Transport

The Contractor shall provide DS1 access transport service in an ISDN Primary Rate Interface (PRI) configuration to support 23 B channels and one (1) D channel.

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

1.4.2.2.4 Off-Net Overflow on Terminating Busy

The LD system shall include an optional network feature for conditions when all terminating dedicated access lines are busy that allows an End-User to complete a domestic or international call to an off-net station or private network interface.

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



**Contractors shall provide the Long Distance Network Access Transport functionality described in Table 1.4.2.2.a.**

**Table 1.4.2.2.a, Long Distance Network Access Transport**

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	<b>Dedicated Access Transport DS1</b>	Dedicated Transport at DS1 speed or equivalent up to 1.544 Mbps or 24 channels, each at 64 Mbps			
	Bidders Product Description:				
2	<b>Dedicated Access Transport DS3</b>	Dedicated Transport at DS3 speed or equivalent up to 45Mbps on a single circuit or split the circuit into 28 DS1 channels or 672 DS0 channels.			
	Bidders Product Description:				
3	<b>Primary Rate Interface (PRI) Transport on DS1</b>	DS1 access Transport in an ISDN Primary Rate Interface (PRI) configuration to support 23 B channels and one (1) D channel			
	Bidders Product Description:				
4	<b>Off-Net Overflow on Terminating Busy</b>	Network feature for conditions when all terminating dedicated access lines are busy that allows an End-User to complete a domestic or international call to an off-net station or private network interface			
	Bidders Product Description:				

**The Contractor may offer additional unsolicited Long Distance Network Access Transport features in Table 1.4.2.2.2.b.**

**Table 1.4.2.2.2.b Unsolicited Long Distance Network Access Features**

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

#### 1.4.2.2.3 Long Distance Network Operations and Management

##### 1.4.2.2.3.1 Network Operations Center (NOC)

The Contractor shall maintain a Network Operations Center (NOC) that is staffed 24x365.

The NOC shall perform network surveillance, traffic analysis, control of access and egress traffic, and fault management (trouble identification, isolation and notification) of all CALNET 3 voice traffic. The NOC shall monitor network performance in near real-time to identify capacity blockages and implement controls to optimize CALNET 3 network health and performance immediately.

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

##### 1.4.2.2.3.2 Fraudulent Call Prevention

The LD service shall include a toll fraud program that monitors all calls, including outbound international and domestic toll-free calls. The Contractor shall notify the Customer of suspicious calling patterns within 24 hours of detection. The Contractor will continue to monitor the number that is experiencing the suspected fraud and shall notify the Customer of the findings.

The Contractor will proactively work with the State to minimize potential fraud. The Contractor shall develop and implement thresholds and network algorithms for certain call patterns to detect fraudulent use of the Network. The Contractor shall perform near real-time monitoring of the Network to detect fraudulent usage for Customers 24x365. The Contractor shall utilize specific fraud tools to analyze usage based on various types of information, including known high fraud countries, simultaneous calls and multiple call attempts, call durations, as well as originating and terminating number information.

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

### 1.4.2.3 LONG DISTANCE CALLING FEATURES

#### 1.4.2.3.1 10-Digit/14-Digit Restriction

The LD service shall include 10-digit and 14-digit restriction capability to prevent abuse by blocking all calls to unauthorized numbers. The restriction capability shall include two (2) types of Screening Groups:

1. Allowed – Contains numbers that users are allowed to call
2. Blocked – Contains numbers that users are not allowed to call

Screening Groups shall be able to be entered in any of the following formats: NPA, NPA NXX, NPA NXX-XXXX, NPA NXX-XXXX-XXXX, NXX, NXX-XXXX, NXX-XXXX-XXX, 011 and 011 + Country Code.

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

#### 1.4.2.3.2 Universal Range Privileges

*The LD service shall include universal range privileges to control long distance calling by restricting calling to specific geographic areas. **The Bidder shall describe in detail the universal range privileges and range options offered.** Bidder understands the requirements in Section 1.4.2.3.2 and shall meet or exceed them? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Description:*

#### 1.4.2.3.3 Account Codes

The LD service shall include account codes that allow the Customers the ability to assign a one (1) to 15-digit Account Code to individuals or groups of users. An Account Code, which is dialed after the phone number, is a feature that helps track calls by department, individual, or project. Account Codes allow calls to be sorted and grouped on the Call Detail Report, thereby simplifying call tracking and charge-backs. Account Codes are designed for cost allocation only and are non-verified. Account Codes may be used in conjunction with Authorization Codes (Section 1.4.2.3.4).

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

#### 1.4.2.3.4 Authorization Codes

The Contractor shall provide authorization codes that allow the Customer to assign a one (1) to 15-digit code to End-Users, to establish calling privileges and/or restrictions.

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

##### 1.4.2.3.4.1 Expanded Authorization Codes

The Contractor shall provide expanded authorization codes that the LD system shall allow the Customer to assign a one (1) to 15-digit code. These dual-purpose codes shall allow Customers to use part of an authorization code to manage calling privileges, and use the remainder of the code for user account tracking purposes.

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

##### 1.4.2.3.4.2 Service Management System

The system shall allow the Customer to activate and deactivate authorization codes, change flexible routing configurations, and obtain usage reports. The LD service shall include a feature which enables Customers to assign calling privileges to callers using a combination of caller groups, screening groups, originating station identification, and/or Authorization Codes. **Bidder shall describe in detail its solution for meeting these requirements.**

*Bidder understands the requirements in Section 1.4.2.3.4.2 and shall meet or exceed them? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Description:*

#### 1.4.2.3.5 Long Distance Domestic Calling

The Contractor shall offer the Long Distance Domestic Calling configurations detailed in Table 1.4.2.3.5.a.

Access minutes for dedicated services are subject to the geographic constraints identified in Section 1.4.2.2.2 (Long Distance Network Access Transport).

Access minutes for switched services shall be provided within the contiguous 48 states.

**Table 1.4.2.3.5.a Long Distance Domestic Calling**

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
1	<b>IntraLATA Calling Dedicated to Dedicated Access Minute</b>	Usage charge for calls that originate on dedicated access circuits and terminate on dedicated access circuits within a Local Access and Transport Area (LATA).			
	Bidder's Product Description:				
2	<b>IntraLATA Calling Dedicated to Switched Access Minute</b>	Usage charge for calls that originate on dedicated access circuits and terminate on switched access circuits within a LATA.			
	Bidder's Product Description:				
3	<b>IntraLATA Calling Switched to Dedicated Access Minute</b>	Usage charge for calls that originate on switched access circuits and terminate on dedicated access circuits within a LATA.			
	Bidder's Product Description:				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
4	<b>IntraLATA Calling Switched to Switched Access Minute</b>	Usage charge for calls that originate on switched access circuits and terminate on switched access circuits within a LATA.			
	Bidder's Product Description:				
5	<b>IntraState/Inter LATA Calling Dedicated to Dedicated Access Minute</b>	Usage charge for calls that originate on dedicated access circuits and terminate on dedicated network access within the state and between LATA's.			
	Bidder's Product Description:				
6	<b>IntraState/Inter LATA Calling Dedicated to Switched Access Minute</b>	Usage charge for calls that originate on dedicated access circuits and terminate on switched network access within the state and between LATA's.			
	Bidder's Product Description:				
7	<b>IntraState/Inter LATA Calling Switched to Dedicated Access Minute</b>	Usage charge for calls that originate on switched access circuits and terminate on dedicated network access within the state and between LATA's.			
	Bidder's Product Description:				
8	<b>IntraState/Inter LATA Calling Switched to Switched Access Minute</b>	Usage charge for calls that originate on switched access circuits and terminate on switched network access within the state and between LATA's.			
	Bidder's Product Description:				
9	<b>Interstate Calling Dedicated to Dedicated Access Minute</b>	Usage charge for calls that originate on dedicated access circuits and terminate on dedicated access circuits between states.			
	Bidder's Product Description:				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
10	<b>Interstate Calling Dedicated to Switched Access Minute</b>	Usage charge for calls that originate on dedicated access circuits and terminate on switched access circuits between states.			
	Bidder's Product Description:				
11	<b>Interstate Calling Switched to Dedicated Access Minute</b>	Usage charge for calls that originate on switched access circuits and terminate on dedicated access circuits between states.			
	Bidder's Product Description:				
12	<b>Interstate Calling Switched to Switched Access Minute</b>	Usage charge for calls that originate on switched access circuits and terminate on switched access circuits between states.			
	Bidder's Product Description:				
13	<b>Authorization Codes</b>	Authorization Codes as described in Section 1.4.2.3.4.			
	Bidder's Product Description:				
14	<b>Expanded Authorization Codes</b>	Expanded authorization codes as described in Section 1.4.2.3.4.1.			
	Bidder's Product Description:				

**The Contractor may offer additional unsolicited Long Distance Domestic Calling features in Table 1.4.2.3.5.b.**

**Table 1.4.2.3.5.b, Unsolicited Long Distance Domestic Calling Features**

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

#### 1.4.2.3.6 Long Distance International Calling Configurations

The Contractor shall provide the long distance international calling configurations detailed in Table 1.4.2.3.5.a which enables Customers to connect to the countries identified in Table 1.4.2.3.6.a. Bidder's rates as provided in the Subcategory Cost Worksheets shall be based on access type (dedicated or switched) and time of day ("Peak Time" or "Off-Peak Time").

All usage shall be billed in accordance with the provisions of Business Requirements Section A.5.1 (Billing and Invoice 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\_\_\_\_\_*



1.4.2.3.6.1 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\_\_\_\_\_*

1.4.2.3.6.2 U.S. Based Services Waiver

The provisions detailed in IFB-A Business Requirements 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 Long Distance International Calling configurations detailed in Table 1.4.2.3.6.a.**

**Table 1.4.2.3.6.a Long Distance International Calling**

	Feature Name	Feature Description	Country	Bidder Meets or Exceeds? Y    N		Bidder's Product Identifier
1	International Calling –all countries – Switched Access – Peak	International calls that originate on a switched network access circuit during Peak Time	Brazil:			
			Canada:			
			China:			
			France:			
			Germany:			
			Israel:			
			Italy:			
			Japan:			
			Korea:			
			Mexico:			
			Spain:			
			Switzerland:			
			United Kingdom:			
	Bidder's Product Description:					
2	International Calling –all countries – Switched Access –Off peak	International calls that originate on a switched network access circuit during Off-Peak Time	Brazil:			
			Canada:			
			China:			
			France:			
			Germany:			
			Israel:			
			Italy:			
			Japan:			
			Korea:			
			Mexico:			
			Spain:			
			Switzerland:			
			United Kingdom:			
	Bidder's Product Description:					

	Feature Name	Feature Description	Country	Bidder Meets or Exceeds? Y    N		Bidder's Product Identifier
3	International Calling – All countries Dedicated Access – Peak	International calls that originate on a dedicated network access circuit during Peak Time	Brazil:			
			Canada:			
			China:			
			France:			
			Germany:			
			Israel:			
			Italy:			
			Japan:			
			Korea:			
			Mexico:			
			Spain:			
			Switzerland:			
			United Kingdom:			
	Bidder's Product Description:					
4	International Calling – All Countries Dedicated Access – Off peak	International calls that originate on a dedicated network access circuit during Off-Peak Time	Brazil:			
			Canada:			
			China:			
			France:			
			Germany:			
			Israel:			
			Italy:			
			Japan:			
			Korea:			
			Mexico:			
			Spain:			
			Switzerland:			
			United Kingdom:			
	Bidder's Product Description:					

	Feature Name	Feature Description	Country	Bidder Meets or Exceeds? Y    N		Bidder's Product Identifier
5	International Mobile Termination Charges	International Mobile Termination Charge as described in 1.4.2.3.6.1	Brazil:			
			Canada:			
			China:			
			France:			
			Germany:			
			Israel:			
			Italy:			
			Japan:			
			Korea:			
			Mexico:			
			Spain:			
			Switzerland:			
			United Kingdom:			
Bidder's Product Description:						

Bidders shall indicate in Table 1.4.2.3.6.b each of the additional countries where Contractor provides commercially available Long Distance service. Bidders shall list the product identifier for each country where the Contractor provides long distance service. By listing the product identifier, the Bidder commits to provide service in that specific country.

**Table 1.4.2.3.6.b Additional International Long Distance Countries Offered by the Contactor**

	Country	Switched Access		Dedicated Access		IMTC Product Identifier
		Peak Product Identifier	Off-Peak Product Identifier	Peak Product Identifier	Off-Peak Product Identifier	
1	Afghanistan					
2	Albania					
3	Algeria					
4	Andorra					
5	Angola					
6	Anguilla					
7	Antarctica (Casey)					
8	Antarctica (Scott)					

	Country	Switched Access		Dedicated Access		IMTC Product Identifier
		Peak Product Identifier	Off-Peak Product Identifier	Peak Product Identifier	Off-Peak Product Identifier	
9	Antigua and Barbuda					
10	Argentina					
11	Armenia					
12	Aruba					
13	American Samoa					
14	Ascension Island					
15	Australia					
16	Austria					
17	Azerbaijan					
18	Bahamas					
19	Bahrain					
20	Bangladesh					
21	Barbados					
22	Belarus					
23	Belgium					
24	Belize					
25	Benin					
26	Bermuda					
27	Bhutan					
28	Bolivia					
29	Bosnia and Herzegovina					
30	Botswana					
31	Brunei					
32	Bulgaria					
33	Burkina Faso					
34	Burundi					
35	British Virgin Islands					
36	Central African Republic					
37	Cambodia					

	Country	Switched Access		Dedicated Access		IMTC Product Identifier
		Peak Product Identifier	Off-Peak Product Identifier	Peak Product Identifier	Off-Peak Product Identifier	
38	Cameroon					
39	Cape Verde					
40	Cayman Islands					
41	Chad					
42	Chile					
43	Christmas and Cocos Islands					
44	Colombia					
45	Comoros					
46	Congo					
47	Cook Islands					
48	Costa Rica					
49	Croatia					
50	Cuba					
51	Cyprus					
52	Czech Republic					
53	Diego Garcia					
54	Djibouti					
55	Denmark					
56	Dominica					
57	Dominican Republic					
58	Ecuador					
59	Egypt					
60	El Salvador					
61	Equatorial Guinea					
62	Eritrea					
63	Estonia					
64	Ethiopia					
65	East Timor					
66	Faeroe Islands					
67	Falkland Islands					

	Country	Switched Access		Dedicated Access		IMTC Product Identifier
		Peak Product Identifier	Off-Peak Product Identifier	Peak Product Identifier	Off-Peak Product Identifier	
68	Fiji Islands					
69	Finland					
70	French Antilles					
71	French Guiana					
72	French Polynesia					
73	Gabon Republic					
74	Gambia					
75	Georgia					
76	Ghana					
77	Gibraltar					
78	Greece					
79	Greenland					
80	Grenada					
81	Guadeloupe					
82	Guantanamo					
83	Guatemala					
84	Guinea-Bissau					
85	Guinea, People's Revolutionary Republic					
86	Guyana					
87	Haiti					
88	Hong Kong					
89	Honduras					
90	Hungary					
91	Iceland					
92	India					
93	Indonesia					
94	Iran					
95	Iraq					
96	Ireland					
97	Ivory Coast					

	Country	Switched Access		Dedicated Access		IMTC Product Identifier
		Peak Product Identifier	Off-Peak Product Identifier	Peak Product Identifier	Off-Peak Product Identifier	
98	Jamaica					
99	Jordan					
100	Kazakhstan					
101	Kenya					
102	Kiribati					
103	Korea, North					
104	Kuwait					
105	Kyrgyzstan					
106	Laos					
107	Latvia					
108	Lebanon					
109	Lesotho					
110	Liberia					
111	Libya					
112	Liechtenstein					
113	Lithuania					
114	Luxembourg					
115	Macao					
116	Macedonia					
117	Madagascar					
118	Malawi					
119	Malaysia					
120	Maldives					
121	Mali					
122	Malta					
123	Marshall Islands					
124	Mauritius					
125	Mauritania					
126	Mayotte Island					
127	Micronesia					
128	Moldova					



	Country	Switched Access		Dedicated Access		IMTC Product Identifier
		Peak Product Identifier	Off-Peak Product Identifier	Peak Product Identifier	Off-Peak Product Identifier	
129	Monaco					
130	Mongolian People's Republic					
131	Montserrat					
132	Morocco					
133	Mozambique					
134	Myanmar					
135	Namibia					
136	Nauru					
137	New Caledonia					
138	Nepal					
139	Netherlands					
140	Nevis					
141	Nigeria					
142	Nicaragua					
143	Niger					
144	Niue					
145	Norfolk Island					
146	Norway					
147	Netherlands Antilles					
148	New Zealand					
149	Oman					
150	Pakistan					
151	Palau					
152	Panama					
153	Papua New Guinea					
154	Paraguay					
155	Peru					
156	Philippines					
157	Poland					
158	Portugal					

	Country	Switched Access		Dedicated Access		IMTC Product Identifier
		Peak Product Identifier	Off-Peak Product Identifier	Peak Product Identifier	Off-Peak Product Identifier	
159	Qatar					
160	Reunion					
161	Romania					
162	South Africa					
163	Russia					
164	Rwanda					
165	Samoa					
166	Sao Tome					
167	Saudi Arabia					
168	Senegal Republic					
169	Seychelles Islands					
170	Sierra Leone					
171	Singapore					
172	Slovakia					
173	Slovenia					
174	San Marino					
175	Solomon Islands					
176	Somali Republic					
177	Sri Lanka					
178	St. Helena					
179	St. Kitts					
180	St. Lucia					
181	St. Pierre and Miquelon					
182	St. Vincent and The Grenadines					
183	Sudan					
184	Suriname					
185	Swaziland					
186	Sweden					
187	Syrian Arab Republic					

	Country	Switched Access		Dedicated Access		IMTC Product Identifier
		Peak Product Identifier	Off-Peak Product Identifier	Peak Product Identifier	Off-Peak Product Identifier	
188	Taiwan					
189	Tajikistan					
190	Tanzania					
191	Thailand					
192	Turks and Caicos Islands					
193	Togo					
194	Tonga Islands					
195	Trinidad and Tobago					
196	Turkmenistan					
197	Tunisia					
198	Turkey					
199	Tuvalu					
200	United Arab Emirates					
201	Uganda					
202	Ukraine					
203	Uruguay					
204	Uzbekistan					
205	Vanuatu					
206	Vatican City					
207	Venezuela					
208	Vietnam					
209	Wallis and Fortuna Islands					
210	Yemen					
211	Yugoslavia (Federal Republic)					
212	Zaire					
213	Zambia					
214	Zimbabwe					

#### 1.4.2.4 CALLING CARD SERVICES

The Contractor shall provide standard calling cards and limited usage cards that are rechargeable. Service Requests for over 500 Calling Cards will be classified as a Coordinated Project (IFB-A Business Requirements Section A.6.1 – Coordinated Project Work).

##### 1.4.2.4.1 Calling Card Service Toll-Free Access

The Contractor shall provide Calling Card Services that allow Customers to dial a Toll-Free number from North America, United Kingdom, China, Japan, Spain, Switzerland, Brazil, Israel, Korea, Germany, Italy, and France to access Calling Card Service.

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

##### 1.4.2.4.2 Calling Card Service Usage

The State shall be billed in arrears only for the minutes used each month. Switched-to-switched rates as described in Section 1.4.2.3.5 (Long Distance Domestic Calling) and Section 1.4.2.3.6 (Long Distance International Calling Configurations) shall apply to all Calling Card calls. No call setup fees will be allowed. The services shall be billed on the Customer's regular monthly telephone bill and shall include the Calling Card number and the authorized End-User of record.

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

##### 1.4.2.4.3 Calling Card Fraud Protection

The Contractor shall detect and prevent fraudulent use of Calling Cards. Contractor shall monitor usage based on various types of information including simultaneous call and multiple call attempts, call durations and originating or terminating number information. The Contractor shall verify all Calling Card usage using a Line Identification Database (LIDB) and an internal database to validate and prevent fraud.

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

##### 1.4.2.4.4 Calling Card Types

###### 1.4.2.4.4.1 Standard Calling Card Service

The Contractor shall provide Standard Calling Card services that are charged to the Customer's account for usage as described above.

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

#### 1.4.2.4.4.2 Limited Usage Calling Card Services

The Contractor shall provide Limited Usage Calling Card services that allow Customers to determine a limit and preload the available balance on the Calling Card account. The Customer shall be provided the option to add available funds to the Calling Card balance.

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

**Bidders shall provide the Calling Card features detailed in Table 1.4.2.4.a**

**Table 1.4.2.4.a Calling Card Features**

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	<b>Standard Calling Card</b>	Calling card usage that is paid per call.			
	Bidder's Product Description:				
2	<b>Limited Usage Calling Card</b>	Calling card that is prepaid and is rechargeable.			
	Bidder's Product Description:				
3	<b>Limited Usage Calling Card (Recharge)</b>	Recharge fee for renewal or recharge.			
	Bidder's Product Description:				

**The Contractor may offer additional unsolicited Calling Card features in Table 1.4.2.4.b.**

**Table 1.4.2.4.b, Unsolicited Calling Card Features**

	Feature Name	Feature Description	Bidder's Product Identifier
<b>1</b>			
	Bidder's Product Description:		
<b>2</b>			
	Bidder's Product Description:		
<b>3</b>			
	Bidder's Product Description:		

#### 1.4.2.5 OPERATOR SERVICES

The Contractor's LD service shall include Operator Services that provide general assistance to callers.

##### 1.4.2.5.1 Easy Access to Operators

Operators shall be available to assist End-Users 24x365 and shall be accessible by dialing 00, 0+, or an 800 number.

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

##### 1.4.2.5.2 Emergency Call Handling

LD Operators shall contact the appropriate authorities when emergency services are required for a calling party.

**Bidders shall describe how their solution will meet this requirement and will handle calls that require emergency services.**

*Bidder understands the requirements in Section 1.4.2.5.2 and shall meet or exceed them? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Description:*

#### 1.4.2.5.3 Busy Line Verification

Upon a caller's request, Operators shall provide busy line verification where the Operator checks the line to see if a specified number is actually in use or if there is a technical problem with the line.

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

#### 1.4.2.5.4 Busy Line Interruption

Upon a caller's request, Operators shall provide call interruption services where the Operator interrupts a specific call in progress to advise that there has been a request to make the line available to receive an important call.

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

#### 1.4.2.5.5 Directory Assistance

The Contractor shall provide Directory Assistance which will enable State callers to obtain telephone numbers for locations in the United States, Canada, and Mexico.

The Contractor shall bill Directory Assistance per listing requested. The Contractor may use an Interactive Voice Response solution to query the caller before the call is answered by a live Operator. The Operator shall provide a 10-digit number and upon request, shall inform the caller of any available address or zip code information associated with the requested listing.

Contractors shall also provide reverse directory assistance where the caller provides a 10-digit number and the Operator provides the name, address and zip code information associated with the requested listing.

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

#### 1.4.2.5.6 Operator Assisted Calls

Upon request by the caller, Operators will provide assistance with the completion of domestic and international calls.

Operators shall assist with Calling Card or commercial credit card billing.

Operators shall assist End-Users with general information regarding how to complete domestic and international calls.

Operators shall provide dialing instructions to access another carrier or to place long distance Operator-assistance calls.

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

**The Contractor shall offer the Operator Services detailed in Table 1.4.2.5.a.**

**1.4.2.5.a, Operator Services**

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Unique Product Identifier
1	<b>Directory Assistance</b>	Calls that utilize Directory Assistance as described in Section 1.4.2.5.3.			
	Bidder's Product Description:				
2	<b>Operator Assisted Calls</b>	Calls that utilize Operator services as described in Section 1.4.2.5.6.			
	Bidder's Product Description:				

**The Contractor may offer additional unsolicited Operator Service features in Table 1.4.2.5.b.**

**Table 1.4.2.5.b, Unsolicited Operator Service Features**

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

**1.4.2.6 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; and,
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).

**Bidder shall describe how Customers will access this service.**

*Bidder understands the requirement in Section 1.4.2.6 and shall meet or exceed it?*  
Yes\_\_\_\_\_ No\_\_\_\_\_

*Description:*

**Contractor shall provide the Audio Conferencing features detailed in Table 1.4.2.6**

**Table 1.4.2.6 Audio Conferencing Features**

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	<b>Caller Paid Dial-in Reservation-less Service</b>	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	<b>Toll-Free Dial-in Reservation-less Service</b>	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	<b>Caller Paid Dial-in Reserved Service</b>	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:				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
4	<b>Toll-Free Dial-in Reserved Service</b>	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	<b>Operator-Dialed Service</b>	An operator sets up the conference call by placing calls to each of the participants.			
	Bidder's Product Description:				
6	<b>Operator-Assisted Dial-in Service</b>	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	<b>Recording Service</b>	The capability to record to various media including CD, audiocassette or the Digitized Replay option below.			
	Bidder's Product Description:				
8	<b>Digitized Replay</b>	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	<b>Transcription</b>	Contractor provided transcribing a conference call			
	Bidder's Product Description:				
10	<b>Language Interpretation/ Translation</b>	Real-time interpretation and translation services			
	Bidder's Product Description:				
11	<b>Security List Screening</b>	Host specifies a list of participants who may dial into the conference call. Conference Attendant screens callers against the list.			
	Bidder's Product Description:				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
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 1.4.2.6.b.

**Table 1.4.2.6.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:		

#### 1.4.2.7 SERVICE RESTORATION

##### 1.4.2.7.1 Voice Network Disaster Operational Recovery

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\_\_\_\_\_*

##### 1.4.2.7.2 Data Network Disaster/Operational Recovery

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

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

The Contractor shall implement processes that will assure the continuity of services for critical 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\_\_\_\_\_*

### **1.4.3 OTHER SERVICES**

#### **1.4.3.1 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.

#### **1.4.3.2 EXTENDED DEMARCATION WIRING SERVICES**

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

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

Extended Demarc wiring is limited to the following:

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

The Contractor shall provide installations in accordance with the timeframes identified for the services that this cabling will support, and shall be subject to the SLAs detailed in Section 1.4.4.8.7 (Provisioning SLAs) associated with that service.

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

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

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

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

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

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

**The Contractor shall offer the wiring services for extended demarcation detailed in Table 1.4.3.2.a.**

**Table 1.4.3.2.a, Extended Demarcation Wiring Services**

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
1	<b>Extended Demarcation – Copper four-Pair – Regular Hours</b>	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	<b>Extended Demarcation – Copper four-Pair – Overtime Hours</b>	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	<b>Extended Demarcation – Copper four-Pair – Sunday and Holiday Hours</b>	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	<b>Extended Demarcation – Copper 25 Pair – Regular Hours</b>	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 Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.			
	Bidder's Product Description:				

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

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

**The Contractor may offer additional unsolicited Extended Demarcation Wiring Services in Table 1.4.3.2.b.**

**Table 1.4.3.2.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:		



### 1.4.3.3 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 Contractor's responsibilities. Work performed under this Section 1.4.3.3 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 Worksheets 1.4.3.3, the Contractor shall provide a fixed hourly rate schedule for the labor classifications required to diagnose and/or repair the contracted services. The rates identified shall only be used for the diagnosis and/or repair of contracted services and no materials shall be included in the rates. The total amount of labor hours permitted to be performed is ten (10) hours per dispatch/occurrence.

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

**The Contractor shall offer services related hourly support as detailed in Table 1.4.3.3.**

**Table 1.4.3.3 Services Related Hourly Support**

	Labor Classification Name	Classification Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
1	<b>Field Service Repair Technician Regular Hours</b>	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	<b>Field Service Repair Technician Overtime Hours</b>	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:				

<b>3</b>	<b>Field Service Repair Technician Sunday and Holiday Hours</b>	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:					

#### 1.4.3.4 INTENTIONALLY DELETED

### 1.4.4 SERVICE LEVEL AGREEMENTS (SLA)

The Contractor shall provide Service Level Agreements (SLAs) as defined below. The intent of this section is to provide Customers, CALNET 3 CMO and the Contractor with requirements that define and assist in the management of the SLAs. This section includes the SLA formats, general requirements, stop clock conditions and the Technical SLAs for the services identified in this Category solicitation.

#### 1.4.4.1 SERVICE LEVEL AGREEMENT FORMAT

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

1. SLA Name – Each SLA Name must be unique;
2. Definition – Describes what performance metric will be measured;
3. Measurements Process – Provides instructions how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details shall include source of data and define the points of measurement within the system, application, or network;
4. Service(s) – All applicable 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\_\_\_\_\_*

#### 1.4.4.2 TECHNICAL REQUIREMENTS VERSUS SLA OBJECTIVES

Sections 1.4.2 (Long Distance Services) and 1.4.3 (Other Services) define the technical requirements for each service. These requirements are the minimum parameters each Bidder must meet in order to qualify for Contract award. Upon Contract award the committed technical requirements will be maintained throughout the remainder of the Contract.

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

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

#### 1.4.4.3 TWO (2) METHODS OF OUTAGE REPORTING: CUSTOMER OR CONTRACTOR

There are two (2) methods in which CALNET 3 service failures or quality of service issues may be reported and Contractor trouble tickets opened: Customer reported or Contractor reported.

The first method of outage reporting results from a Customer reporting service trouble to the Contractor's Customer Service Center via phone call or opening of a trouble ticket using the on-line Trouble Ticket Reporting Tool (IFB-A Business Requirements Section A.9.4).

The second method of outage reporting occurs when the Contractor opens a trouble ticket as a result of network/system alarm or other method of service failure identification. In each instance the Contractor shall open a trouble ticket using the Trouble Ticket Reporting Tool (IFB-A Business Requirements Section A.9.4) and monitor and report to Customer until service is restored.

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

#### 1.4.4.4 BIDDER RESPONSE TO SERVICE LEVEL AGREEMENTS

Many of the Service Level Agreements described below include multiple objective levels – Basic, Standard and Premier. Bidders shall indicate 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\_\_\_\_\_*

#### 1.4.4.5 CONTRACTOR SLA MANAGEMENT PLAN

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\_\_\_\_\_*

#### 1.4.4.6 TECHNICAL SLA GENERAL REQUIREMENTS

The Contractor shall adhere to the following general requirements which apply to all CALNET 3 Technical SLAs (Section 1.4.4.8):

1. With the exception of the Provisioning SLA (Section 1.4.4.8.7), 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 1.4.4.8.7);
8. To the extent that Contractor offers additional SLAs or SLAs with more advantageous rights and/or remedies for same or similar services offered through tariffs, online service guides, or other similarly situated government contracts (Federal, State, County, City), the State will be entitled to the same rights and remedies therein. The Contractor shall present the SLAs to the 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\_\_\_\_\_*

#### 1.4.4.7 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 1.4.4.7 and include start and stop time stamps in the Contractor's Trouble Ticket Reporting Tool (IFB-A Business Requirements Section A.9.4) for each application of 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 1.4.4.7 – Stop Clock Conditions (SCC)**

#	Stop Clock Condition (SCC)	SCC Definition
1	<b>END-USER REQUEST</b>	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	<b>OBSERVATION</b>	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	<b>END-USER NOT AVAILABLE</b>	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	<b>WIRING</b>	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	<b>POWER</b>	Trouble caused by a power problem outside of the responsibility of the Contractor.
6	<b>FACILITIES</b>	Lack of building entrance Facilities or conduit structure that are the End-User's responsibility to provide.

#	Stop Clock Condition (SCC)	SCC Definition
7	<b>ACCESS</b>	<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"> <li>a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative;</li> <li>b. Site contact refuses access to technician who displays proper identification;</li> <li>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</li> <li>d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem.</li> </ul> <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	<b>STAFF</b>	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	<b>APPLICATION</b>	End-User software applications that interfere with repair of the trouble.
10	<b>CPE</b>	Repair/replacement of Customer Provided 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	<b>NO RESPONSE</b>	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	<b>MAINTENANCE</b>	An outage directly related to any properly performed scheduled maintenance or upgrade scheduled for CALNET 3 service. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs shall apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to the Maintenance SCC.
13	<b>THIRD PARTY</b>	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.

#	Stop Clock Condition (SCC)	SCC Definition
14	<b>FORCE MAJEURE</b>	Force Majeure events, as defined in PMAC General Provisions – Telecommunications General Provisions – Telecommunications, Section 28 (Force Majeure).

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



#### 1.4.4.8 TECHNICAL SERVICE LEVEL AGREEMENTS

##### 1.4.4.8.1 Availability (M-S)

<b>SLA Name:</b> Availability																								
<b>Definition:</b> The percentage of time a CALNET service is fully functional and available for use each calendar month.																								
<b>Measurement Process:</b> 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 based on 24x7 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.																								
<b>Service(s):</b>		<b>Objective(s):</b>																						
<ul style="list-style-type: none"> <li>Long Distance Network Access Transport (1.4.2.2.2)</li> </ul>		<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>DS1</td> <td>≥ 99.2%</td> <td>≥ 99.5%</td> <td>≥ 99.8%</td> <td></td> </tr> <tr> <td>DS3</td> <td>≥ 99.7%</td> <td>≥ 99.8%</td> <td>≥ 99.9%</td> <td></td> </tr> <tr> <td>ISDN PRI</td> <td>≥ 99.2%</td> <td>≥ 99.5%</td> <td>≥ 99.8%</td> <td></td> </tr> </tbody> </table>				Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)	DS1	≥ 99.2%	≥ 99.5%	≥ 99.8%		DS3	≥ 99.7%	≥ 99.8%	≥ 99.9%		ISDN PRI	≥ 99.2%	≥ 99.5%	≥ 99.8%	
	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)																				
DS1	≥ 99.2%	≥ 99.5%	≥ 99.8%																					
DS3	≥ 99.7%	≥ 99.8%	≥ 99.9%																					
ISDN PRI	≥ 99.2%	≥ 99.5%	≥ 99.8%																					
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> N/A																							
	<b>Monthly Aggregated Measurements:</b> First month the service fails to meet the committed SLA objective shall result in a 15 percent rebate of the TMRC.  The second consecutive month the service fails to meet the committed SLA objective shall result in a 30 percent rebate of TMRC.  Each additional consecutive month the 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\_\_\_\_\_*

#### 1.4.4.8.2 Catastrophic Outage 1 (CAT 1) (M-S)

<b>SLA Name:</b> Catastrophic Outage 1 (CAT 1)				
<b>Definition:</b> The total loss of service at a single address based on a common cause resulting in the failure of three (3) or more DS1/PRI network access circuits or one (1) DS3 network access circuit. .				
<b>Measurement Process:</b> The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by a Customer, or the Contractor, whichever occurs first. The Contractor shall open a trouble ticket for each service (Circuit ID) affected by the common cause. Each End-User service is deemed out of service from the first notification until the Contractor determines the End-User service (Circuit ID) is restored, minus SCC. Any service reported by Customer as not having been restored shall have the outage time adjusted to the actual restoration time.				
<b>Service(s):</b>				
Long Distance Network Access Transport (1.4.2.2.2)				
<b>Objective (s):</b> The objective restoral time shall be:				
	<b>Basic (B)</b>	<b>Standard (S)</b>	<b>Premier (P)</b>	<b>Bidder's Objective Commitment (B, S or P)</b>
Long Distance Network Access Transport	≤ 3 hours	≤ 2 hours	≤ 1 hour	
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> 100 percent of the TMRC for each End-User service not meeting the committed objective for each CAT 1 fault			
	<b>Monthly Aggregated Measurements:</b> N/A			

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

#### 1.4.4.8.3 Catastrophic Outage 2 (CAT 2) (M-S)

<b>SLA Name:</b> Catastrophic Outage 2 (CAT 2)				
<b>Definition:</b> Service affecting failure of any part of the equipment in long distance provider's point of presence, other than access, that results in a CALNET 3 service failure.				
<b>Measurement Process:</b> 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.				
<b>Service(s):</b>				
Long Distance Network Access Transport (1.4.2.2.2)			Long Distance Domestic Calling (1.4.2.3.5)	
<b>Objective (s):</b> The objective restoral time shall be:				
	<b>Basic (B)</b>	<b>Standard (S)</b>	<b>Premier (P)</b>	<b>Bidder's Objective Commitment (B, S or P)</b>
Long Distance Network Access Transport	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	
Long Distance Domestic Calling	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> 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.			
	<b>Monthly Aggregated Measurements:</b> N/A			

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

#### 1.4.4.8.4 Catastrophic Outage 3 (CAT 3) (M-S)

<b>SLA Name:</b> Catastrophic Outage 3 (CAT 3)				
<b>Definition:</b> The total loss of all CALNET 3 Long Distance Network Access Transport and all Long Distance Domestic Calling in the long distance provider's point of presence , or the loss of any service type on a system wide basis.				
<b>Measurement Process:</b> 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.				
<b>Service(s):</b>				
Long Distance Network Access Transport (1.4.2.2.2)			Long Distance Domestic Calling (1.4.2.3.5)	
<b>Objective (s):</b> The objective restoral time shall be:				
	<b>Basic (B)</b>	<b>Standard (S)</b>	<b>Premier (P)</b>	<b>Bidder's Objective Commitment (B or P)</b>
Long Distance Network Access Transport	≤ 30 minutes	N/A	≤ 15 minutes	
Long Distance Domestic Calling	≤ 30 minutes	N/A	≤ 15 minutes	
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> 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.			
	<b>Monthly Aggregated Measurements:</b> N/A			

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

#### 1.4.4.8.5 Excessive Outage (M-S)

<b>SLA Name:</b> Excessive Outage				
<b>Definition:</b> A service failure that remains unresolved for more than the committed objective level.				
<b>Measurement Process:</b> 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.				
<b>Service(s):</b>				
Long Distance Network Access Transport (1.4.2.2.2)		Long Distance Domestic Calling (1.4.2.3.5)		
Audio Conferencing (1.4.2.6)				
<b>Objective (s):</b> The Unavailable Time objective shall not exceed:				
	<b>Basic (B)</b>	<b>Standard (S)</b>	<b>Premier (P)</b>	<b>Bidder's Objective Commitment (B, S or P)</b>
Long Distance Network Access Transport	16 hours	12 hours	8 hours	
Long Distance Domestic Calling	16 hours	12 hours	8 hours	
Audio Conferencing	16 hours	12 hours	8 hours	
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> 100 percent of the TMRC and ten (10) Business 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.			
	<b>Monthly Aggregated Measurements:</b> N/A			

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

1.4.4.8.6 Notification

<b>SLA Name:</b> Notification	
<p><b>Definition:</b> 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><b>Measurement Process:</b> The Contractor shall adhere to the Network Outage Response (IFB-A Business Requirements Section A..3.3) and notify the CALNET 3 CMO and designated stakeholders for all CAT 2 and CAT 3 Outages or for network outages resulting in a significant loss of service. Notification objectives will be based on the start time of the outage failure determined by the opening of a trouble ticket or network alarm, whichever occurs first. For events based on information such as terrorist activity or natural disaster, the Contractor shall notify CALNET 3 CMO and designated stakeholder when information is available.</p>	
<b>Service(s):</b> All Services	
<p><b>Objective (s):</b> 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>	
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> Senior Management Escalation
	<b>Monthly Aggregated Measurements:</b> N/A

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

#### 1.4.4.8.7 Provisioning (M-S)

<b>SLA Name:</b> Provisioning		
<p><b>Definition:</b> 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. When the Customer agrees to a negotiated due date, the negotiated due date supersedes the committed interval. At the Customer's discretion, if the scope of the Service Request(s) meets the Coordinated or Managed Project criteria, negotiated due dates will be established and documented in the Project Timeline per 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"> <li>1. Individual Service Request; and</li> <li>2. Successful Install Monthly Percentage by Service Type</li> </ol>		
<p><b>Measurement Process:</b></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
Dedicated DS1 Access Transport (1.4.2.2.2.1)	30	Coordinated/Managed Project
Dedicated DS3 Access Transport (1.4.2.2.2.2)	45	Coordinated/Managed Project
ISDN PRI on DS1 Access Transport (1.4.2.2.2.3)	30	Coordinated/Managed Project
Long Distance Domestic Calling (1.4.2.3.5)	1	100 lines or more; 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:

	Basic (B) (Calendar Days)	Standard (S) (Calendar Days)	Premier (P) (Calendar Days)	Bidder's Objective Commitment (B, S or P)
Long Distance Domestic Calling	N/A	≥ 90%	≥ 95%	
LD DS1 Access Transport	N/A	≥ 90%	≥ 95%	
LD PRI on DS1 Access Transport	N/A	≥ 90%	≥ 95%	
LD DS3 Access Transport	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\_\_\_\_\_*



#### 1.4.4.8.8 Provisioning - Calling Card

<b>SLA Name:</b> Provisioning – Calling Cards	
<b>Definition:</b> Calling Card provisioning is defined as issuing new Calling Cards on or before the interval dates provided in this SLA or due date negotiated between the Customer and Contractor.	
<b>Measurement Process:</b> The duration of time beginning when a completed Service Request is placed for a calling card(s) until Contractor activation and delivery of the ordered card(s), following Customer account setup.	
Service(s):	Interval
Calling Cards- Service Requests under 500 (Section 1.4.2.4)	10 Business Days
Calling Cards - Service Requests over 500 (Section 1.4.2.4)	45 Business Days
<b>Objective (s):</b> Activated cards delivered to the Customer within the intervals provided in this SLA or by the due date negotiated between the Customer and Contractor.  This objective is the same for Basic, Standard and Premium Commitments.	
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> \$1.00 rebate to the Customer per card per day that each card is not activated and delivered to the Customer within the interval listed in this SLA.
	<b>Monthly Aggregated Measurements:</b> N/A

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

1.4.4.8.9 Time-To-Repair (TTR) – Long Distance Domestic/Audio Conferencing (M-S)

<b>SLA Name:</b> Time to Repair (TTR) – Long Distance Domestic/Audio Conferencing																			
<b>Definition:</b> A service outage that remains unresolved for more than the committed objective level.																			
<b>Measurement Process:</b> This SLA is based on a trouble ticket Unavailable Time per service (Circuit ID). The service shall be considered unavailable 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.																			
<b>Service(s):</b>																			
Long Distance Domestic Calling (1.4.2.3.5)			Audio Conferencing (1.4.2.6)																
<b>Objective (s):</b> The Unavailable Time objective shall not exceed: <table border="1" data-bbox="511 787 1360 1018"> <thead> <tr> <th></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>Long Distance Domestic Calling</td> <td>10 hours</td> <td>6 hours</td> <td>N/A</td> <td></td> </tr> <tr> <td>Audio Conferencing</td> <td>10 hours</td> <td>6 hours</td> <td>N/A</td> <td></td> </tr> </tbody> </table>						Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or S)	Long Distance Domestic Calling	10 hours	6 hours	N/A		Audio Conferencing	10 hours	6 hours	N/A	
	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or S)															
Long Distance Domestic Calling	10 hours	6 hours	N/A																
Audio Conferencing	10 hours	6 hours	N/A																
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> Four (4) Business Days of ADUC																		
	<b>Monthly Aggregated Measurements:</b> N/A																		

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

1.4.4.8.10 Time to Repair (TTR) - Long Distance Network Access Transport (M-S)

<b>SLA Name:</b> Time to Repair (TTR) - Long Distance Network Access Transport				
<b>Definition:</b> A service outage that remains unresolved for more than the committed objective level.				
<b>Measurement Process:</b> 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.				
<b>Service(s):</b>				
Long Distance Network Access Transport (1.4.2.2.2)				
<b>Objective (s):</b> The Unavailable Time objective shall not exceed:				
		<b>Basic (B)</b>	<b>Standard (S)</b>	<b>Premier (P)</b>
				<b>Bidder's Objective Commitment (B or S)</b>
	Long Distance Network Access Transport	6 hours	4 hours	N/A
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> 25 percent of the TMRC, per occurrence, for each service (Circuit ID) out of service for a period greater than the committed objective level.			
	<b>Monthly Aggregated Measurements:</b> N/A			

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

#### 1.4.4.8.11 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\_\_\_\_\_*

#### 1.4.4.8.12 Proposed Unsolicited Offerings

The Contractor shall provide SLAs as defined in SLA Section 1.4.4 for each unsolicited offering determined by the CALNET 3 CMO not to be a feature of a service or a component of an unbundled service identified in the technical requirements. SLA tables shall be amended after Contract award to include all new unsolicited services.

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

#### 1.4.4.8.13 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 1.4.4.8.

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