# IFB STPD 12-001-A

## Statement of Work

## FOR CALNET 3, CATEGORY 1

## VOICE AND DATA SERVICES

## ADDENDUM 9

## 08/22/13

## SUBCATEGORY 1.6 – LEGACY TELECOMMUNICATIONS

## TECHNICAL REQUIREMENTS

Issued by:

**STATE OF CALIFORNIA**

California Department of Technology

Statewide Technology Procurement Division

PO Box 1810

Rancho Cordova, CA 95741

# TECHNICAL REQUIREMENTS

## SUBCATEGORY 1.6 - LEGACY TELECOMMUNICATIONS

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# TECHNICAL REQUIREMENTS

# SUBCATEGORY 1.6 LEGACY TELECOMMUNICATIONS

## 1.6.1 OVERVIEW

This Subcategory 1.6 IFB provides the State's solicitation for best value solutions for legacy services. This IFB also describes the CALNET 3 technical requirements necessary to support the CALNET 3 program requirements.

These services will be provided to replace existing equivalent Customer services following award of the Contract with no Transition costs to the Customers. State owned outside plant cable facilities are not available for delivery of the services detailed in this IFB. The buildings listed in Table 1.6.1 are exempt from the "Commercially Available Area" requirement for this Contract unless the Bidder currently provides services to Customers in these buildings through its own infrastructure.

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).

**Table 1.6.1, Building Addresses Exempt from the Commercially Available Area Requirement.**

| | | | |
|---|---|---|---|
| 1 | 1020 N Street, Sacramento | 9 | 1416 9th Street, Sacramento |
| 2 | 10th St. and N St., Sacramento | 10 | 1500 11th Street, Sacramento |
| 3 | 1120 N Street, Sacramento | 11 | 1516 9th Street, Sacramento |
| 4 | 11th St. O/P St., Sacramento | 12 | 1600 9th St., Sacramento |
| 5 | 1220 N Street, Sacramento | 13 | 625 Q Street, Sacramento |
| 6 | 1221 O St., Sacramento | 14 | 714 P Street, Sacramento |
| 7 | 12th St. and O/N St., Sacramento | 15 | 721 Capitol Mall, Sacramento |
| 8 | 1400 10th Street, Sacramento | 16 | 751 N Street, Sacramento |

### 1.6.1.1 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:"*

1.6.1.2 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.

1.6.1.3 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_____*

## 1.6.2 CORE VOICE SERVICES

The Contractor shall provide local telephone services throughout the Contractor's service area within California. The Contractor shall provide Agencies with enhanced intelligent network service capability between business locations, which establish cost effective service provisioning.

### 1.6.2.1 MINIMUM REQUIREMENTS

The Contractor shall provide and be responsible for service delivery and installation of the central office exchange services (or equivalent) and business access lines to the Customer's workstation (station jack or equivalent demarcation point). Contractor's responsibility for delivery of service to the workstation may be waived in whole or in part if the Contractor identifies to the Customer, and the Customer agrees, with a restriction or limitation that prevents the Contractor from completion of this contractual responsibility.

The Contractor's responsibility shall include test and validation of delivery for all basic and optional service features associated with the Customer's specific workstation work order.

Message unit or similar charges for voice traffic shall not be charged by the Contractor for calls placed between stations, lines or trunks served from the same switch. Costs for calls (other than for Toll Free calls such as 800# calls) are for outgoing calling only.

Transmission Quality:

1. Line Transmission levels (reference 1000 hertz @ 0DB) shall not exceed –8DB loss as measured from the central office to the Customer Minimum Point of Entry (MPOE);
2. Noise measurements shall not exceed –32DBRN between the central office and the Customer Minimum Point of Entry (MPOE);
3. Network Availability: General business communications Requirement: Guaranteed P.03 Grade of Service. Public Safety, 9-1-1, or equivalent essential service communications Requirement: Guaranteed P.01 Grade of Service; and,
4. Dial Tone Availability: Minimum dial tone availability will be 99.999 percent.

Compliance with Standards:

1. Contractor shall provide Documentation that supports adherence to the Requirement above upon request from CALNET 3 CMO for the duration of the Contract; and,
2. Must comply with North American Standards for analog and digital installation, testing and performance throughout the duration of the Contract.

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

### 1.6.2.2 INTEROPERABILITY REQUIREMENTS

The Contractor shall offer and provide interoperability with the services provided in Subcategory 1.4 (Long Distance Voice Services) and other applicable services as supported by industry best practices.

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

### 1.6.2.3 BUSINESS ACCESS LINE

#### 1.6.2.3.1 Business Access Line General Requirements

Business Access Line shall include:

1. Basic FCC and CPUC mandated line services, including:
   a. Direct dialing (in and out);
   b. Telephone network access to and from other called or calling parties respectively; and,
   c. Dialed access to 9-1-1 Emergency Services with associated registered database line information.
2. Caller ID Blocking - Feature that prevents the End-User's number and name from being provided to the called party on non toll-free outgoing calls; and,
3. Message Waiting Signal - A signal for a dial tone and light indicator that lets the End-User know there is a message in their voice mailbox.

Note: Station cabling to the End-User locations for Business Access Lines is not covered by this Agreement and must be provided by the Customer (see Section 1.6.4 – Other Services).

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

#### 1.6.2.3.2 Business Access Line Features

**The Contractor shall provide the Business Access Line features detailed in Table 1.6.2.3.2.a.**

**Table 1.6.2.3.2.a, Business Access Line Features**

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **1** | **Basic Business Access Line** | Business Access Line as described above | | | |
| | Bidder's Product Description: | | | | |
| **2** | **Call Waiting** | Notifies the End-User of an incoming call when on another call | | | |
| | Bidder's Product Description: | | | | |
| **3** | **Call Forwarding** | Directs all incoming calls to any other designated telephone number | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **4** | **Busy Call Forwarding** | Automatically re-routes calls to another station or voice mail box as designated by the End-User when the line is busy | | | |
| | Bidder's Product Description: | | | | |
| **5** | **Restricted Call Forwarding** | Forwards calls to a permanent number designated by the End-User, either inside or outside of the local exchange when the line is busy | | | |
| | Bidder's Product Description: | | | | |
| **6** | **Call Forward Ring No Answer** | Forwards calls to a number designated by the End-User after a selected number of rings | | | |
| | Bidder's Product Description: | | | | |
| **7** | **Selective Call Forwarding** | Forwards up to ten (10) pre-programmed numbers to another telephone number designated by the End-User | | | |
| | Bidder's Product Description: | | | | |
| **8** | **Remote Access to Call Forwarding** | Allows the End-User to control and change Call Forwarding from any touch-tone phone | | | |
| | Bidder's Product Description: | | | | |
| **9** | **Caller ID** | On incoming calls, provides the number and name of the calling party for display on Caller ID compatible CPE | | | |
| | Bidder's Product Description: | | | | |
| **10** | **Callback** | Calls back the last incoming call | | | |
| | Bidder's Product Description: | | | | |
| **11** | **Call Screen** | Allows the End-User to reject calls from up to ten (10) preprogrammed numbers, including the last number called if the End-User so designates | | | |
| | Bidder's Product Description: | | | | |
| **12** | **Call Trace (per trace)** | Subscriber initiates a trace on the last call received by dialing a code that automatically requests that the local telephone company record the calling number, date and time of the last call received. For law enforcement use only | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **13** | **Distinctive Ringing** | Allows the End-User to program the phone to recognize calls from up to ten (10) specific numbers. A special ring is heard when one (1) of those numbers calls | | | |
| | Bidder's Product Description: | | | | |
| **14** | **Three Way Calling** | Connects three (3) people on three (3) different lines at the same time | | | |
| | Bidder's Product Description: | | | | |
| **15** | **End-User Speed Calling** | Allows an End-User to pre-program frequently called numbers | | | |
| | Bidder's Product Description: | | | | |
| **16** | **System Speed Calling** | Allows various groupings of frequently called numbers (up to 70) to be pre-programmed | | | |
| | Bidder's Product Description: | | | | |

**The Contractor may offer additional unsolicited Business Access Line features in Table 1.6.2.3.2.b.**

**Table 1.6.2.3.2.b Unsolicited Business Access Line Features**

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

1.6.2.3.3 Business Access Line Service Area

The Contractor shall provide Business Access Line services 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.

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*Bidder understands the requirements in Section 1.6.2.3.3 and shall meet or exceed them? Yes_____ No_____*

*Description:*

### 1.6.2.4 CENTRAL OFFICE EXCHANGE SERVICES

The Contractor shall provide central office exchange based single line services and features available as described in this section. The Contractor provided services shall include the following features:

1. **Call Hold** - Allows End-User to put the first party on hold and call a second party;
2. **Call Transfer** - Allows the End-User to transfer a call to another party;
3. **Intercom** - Enables station End-User to establish a talking path to another station of an intercom group;
4. **Intercom Transfer** - Allows the transferring party to talk privately with the destination before transferring the call or establishing a three-way conference;
5. **Three (3) Way Calling** - Allows three (3) parties to conference together on the same call;
6. **Direct Inward and Outward Dialing** - Allows the End-User to control the routing of incoming or outgoing calls;
7. **Trunking** - Each primary or interior station;
8. **Station cabling to the End-User** – location - Access Facility - each station. Extended building wire from MPOE to station; and,
9. **Message Waiting Signal** - A signal for a dial tone and light indicator that lets the End-User know there is a message in their voice mailbox.

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

**The Contractor shall offer the Central Office Exchange Services and Features detailed in Table 1.6.2.4.a.**

**Table 1.6.2.4.a, Central Office Exchange Services and Features (or Equivalent)**

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **1** | **Primary Station Line** | Primary Station Line for analog or digital services as described above | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **2** | **Ring back Notification** | Automatically notifies the End-User when a previously busy station becomes idle and then the End-User can redial that station | | | |
| | Bidder's Product Description: | | | | |
| **3** | **Transfer Recall** | Enables a transferred call to automatically be recalled to the transferring station if not answered in a predefined number of seconds | | | |
| | Bidder's Product Description: | | | | |
| **4** | **Busy Call Forwarding** | Automatically re-routes calls to another station or voice mail box as designated by the End-User when the line is busy | | | |
| | Bidder's Product Description: | | | | |
| **5** | **Call Forward Ring No Answer** | Forwards calls to a number designed by the End-User after a selected number of rings | | | |
| | Bidder's Product Description: | | | | |
| **6** | **Custom Call Forward - Ring No Answer** | Allows End-Users to program Call Forward busy line and/or don't answer from their own station | | | |
| | Bidder's Product Description: | | | | |
| **7** | **Call Park** | Allows the End-User to park a call on another station number and retrieve it from any station | | | |
| | Bidder's Product Description: | | | | |
| **8** | **Call Pickup Group Feature** | Allows the End-User to answer any ringing phone in their designated group, from their station | | | |
| | Bidder's Product Description: | | | | |
| **9** | **Callback** | Calls back the last incoming call | | | |
| | Bidder's Product Description: | | | | |
| **10** | **Call Screen** | Allows the End-User to route up to ten (10) Customer designated numbers directly to a prerecorded announcement | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **11** | **Call Trace** | Allows the End-User to alert the authorities with useful information when receiving threatening or harassing calls | | | |
| | Bidder's Product Description: | | | | |
| **12** | **Call Waiting** | Notifies the End-User of an incoming call when on another call | | | |
| | Bidder's Product Description: | | | | |
| **13** | **Caller ID** | Displays the incoming callers' phone number on Caller ID compatible Equipment | | | |
| | Bidder's Product Description: | | | | |
| **14** | **Hot Line** | Automatically establishes connection to a predetermined number when the End-User goes off hook | | | |
| | Bidder's Product Description: | | | | |
| **15** | **Call Pickup with Barge In** | When the system is equipped with the Barge In option, stations that attempt to pick up a call, which has already been answered, will join the existing connection. Other parties on the call are alerted by burst of tone | | | |
| | Bidder's Product Description: | | | | |
| **16** | **Make Set Busy** | Permits End-User to make a station line busy to incoming calls | | | |
| | Bidder's Product Description: | | | | |
| **17** | **Distinctive Ringing** | Allows the End-User to program the phone to recognized calls from up to ten (10) specific numbers. A special ring is heard when one (1) of those numbers calls | | | |
| | Bidder's Product Description: | | | | |
| **18** | **Camp-On** | Completes a busy called number as soon as the designated number becomes free | | | |
| | Bidder's Product Description: | | | | |
| **19** | **Select Call Forwarding** | Allows the End-User to select up to ten (10) incoming numbers to be forwarded to another number | | | |
| | Bidder's Product Description: | | | | |

**The Contractor may offer additional unsolicited Central Office Exchange features in Table 1.6.2.4.b.**

**Table 1.6.2.4.b, Unsolicited Central Office Exchange Features**

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

1.6.2.4.1 Central Office Exchange Service Areas

The Contractor shall provide Central Office Exchange services 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.

*Bidder understands the requirements in Section 1.6.2.4.1 and shall meet or exceed them? Yes_____ No_____*

*Description:*

1.6.2.5 CENTRAL OFFICE TRUNK SERVICE

The Contractor shall provide trunk service to traditional (non-VoIP) Customer Private Branch Exchanges (PBXs) or traditional (non-VoIP) Customer Premise Equipment (CPE). This service shall at a minimum include Direct Inward Dialing (DID), Direct Outward Dialing (DOD), and Two-Way basic trunking. In addition to standard trunking, Contractor shall provide digital facilities based trunking. Trunk options shall include extended Signaling System 7 (SS7) signaling capabilities.

Basic Central Office Trunk Service shall include the following features:

1. **Hunting/Multi-line Hunting** - A series of trunks organized in such a way that if the first line is busy, the next line is hunted until a free line is found. Minimum Requirements: sequential and circular;

2. **Availability Control** - Enables the Customer to make busy pre-determined individual PBX trunks in various group sizes;
3. **Night Mode** - Directs after hours calls to a specific answering station designated by the Customer;
4. **Automatic Channel Selection** - Automatically selects an idle channel within a trunk group for call selection;
5. **Answer Supervision** - Central office will electronically signal the originating PBX when an outgoing call is answered and when the called party disconnects. Inbound answer supervision is provided by the Customer's Equipment;
6. **Equal Access** – Allows Customers to specify only one (1) PIC per trunk group; and,
7. **Trunk Group** – Restrictions and configurations can be assigned per trunk group.

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

The Contractor shall offer the Central Office Trunk service and features detailed in Table 1.6.2.5.a,

**Table 1.6.2.5.a - Central Office Trunk Service and Features**

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **1** | **Two-Way Trunks- Basic** | Provides incoming and outgoing call capability.<br>Transmission loss will not exceed more than 8.0 db | | | |
| | Bidder's Product Description: | | | | |
| **2** | **Two-Way Trunks- Assured** | Provides incoming and outgoing call capability.<br>Transmission loss will not exceed more than 5.5 db | | | |
| | Bidder's Product Description: | | | | |
| **3** | **Out Only Trunks - Basic** | Provides outgoing capability only.<br>Transmission loss will not exceed more than 8.0 db | | | |
| | Bidder's Product Description: | | | | |
| **4** | **Out Only Trunks – Assured** | Provides outgoing capability only.<br>Transmission loss will not exceed more than 5.5 db | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **5** | **In Only Trunks – Basic** | Provides incoming service only. Transmission loss will not exceed 8.0 db | | | |
| | Bidder's Product Description: | | | | |
| **6** | **In Only Trunks – Assured** | Provide incoming service only. Transmission loss will not exceed 5.5 db | | | |
| | Bidder's Product Description: | | | | |
| **7** | **DID Trunks – Basic** | Provide direct inward dialing to stations on the associated trunk group. Transmission loss will not exceed more than 8.0 db | | | |
| | Bidder's Product Description: | | | | |
| **8** | **DID Trunks – Assured** | Provide direct inward dialing to stations on the associated trunk group. Transmission loss will not exceed more than 5.5 db. | | | |
| | Bidder's Product Description: | | | | |
| **9** | **DID Station Numbers – 1st 100** | Block of 100 telephone numbers used to work with DID trunking | | | |
| | Bidder's Product Description: | | | | |
| **10** | **Additional DID Station Numbers** | Each additional block of 100 numbers used to work with DID trunking. | | | |
| | Bidder's Product Description: | | | | |

**The Contractor may offer additional unsolicited Central Office Trunk Service features in Table 1.6.2.5.b.**

**Table 1.6.2.5.b Unsolicited Central Office Trunk 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: | | |

1.6.2.5.1 Central Office Trunk Service Area

The Contractor shall provide Central Office Trunk services 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.

.

*Bidder understands the requirements in Section 1.6.2.5.1 and shall meet or exceed them? Yes_____ No_____*

*Description:*

1.6.2.6 INTRALATA LOCAL CALLING

The Contractor shall provide IntraLATA Local Calling Service. Required IntraLATA Local Calling usage services are: up to 12 miles, over 12 and up to16 miles throughout California. Local service area may include one (1) or more exchange service areas and exchange segments within the same LATA.

The service shall be engineered and provisioned to process all minutes of usage ordered by the State and shall provide the features described below:

1. **Universal Range Privileges -** Universal Range Privileges help control long distance costs and deter employee call misuse by restricting calling to specific geographic areas;

2. **Accounting Codes -** An Accounting Code, which is dialed after the phone number, is an optional feature that helps track calls by department, individual, or project. Accounting Codes allow calls to be sorted and grouped on the Call Detail Report, thereby simplifying call tracking and charge-backs. Accounting codes are designed for cost allocation only and are non-verified. Accounting Codes may be used in conjunction with ID codes. (See below for ID codes);
3. **Customized Message Announcements** - Customized Message Announcements (CMA) enable a Customer to create a customized message to store in the network. It can be based upon an intercept condition such as an invalid ID Code or customized by dialed number; and,
4. **ID Codes** - ID Codes give the Customer the power to define calling areas at the level of the individual End-User. ID Codes are digits entered after the phone number has been dialed. They offer the same management reporting benefits as Accounting Codes. ID Codes are assigned to individuals at a specific location on the network and can only be used at that location.

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

**The Contractor shall offer the IntraLATA Local Calling services detailed in Table 1.6.2.6.a.**

**Table 1.6.2.6.a IntraLATA Local Calling Usage Services**

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **1** | **IntraLATA Local Calling up to 12 miles** | Local calling service up to 12 miles | | | |
| | Bidder's Product Description: | | | | |
| **2** | **IntraLATA Local Calling over 12 miles and up to 16 miles** | Local calling service over 12 and up to 16 miles, where available | | | |
| | Bidder's Product Description: | | | | |

1.6.2.6.1 IntraLATA Local Calling Service Area

The Contractor shall provide IntraLATA Toll Calling services 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.

*Bidder understands the requirements in Section 1.6.2.6.1 and shall meet or exceed them? Yes_____ No_____*

*Description:*

### 1.6.2.7 LOCALLY BASED AUTOMATIC CALL DISTRIBUTION (ACD)

The Contractor shall provide automatic call distribution services for call center service functionality that provides equitable call distribution and queuing functions for call centers. The Contractor shall provide ACD services that are central office based and that provide call center Agencies with ACD functionality. The ACD shall support ACD Agent Software Package, Basic ACD Supervisor's Software Package, and System Administrator Software Package, all of which are described below. ACD shall evenly distribute incoming calls among a designated group. The ACD shall place calls in queue if no agent is available. The ACD shall distribute these calls at the queue level based on:

1. Dialed number;
2. Time of day;
3. Location of the caller;
4. Skills based; and,
5. Each ACD group shall support up to:
    a. 255 supervisor groups;
    b. 256 agents in a supervisor group;
    c. 511 queue slots; and,
    d. 16 supplementary listed directory numbers, in addition to the primary listed directory number.

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

The Contractor shall offer the Locally Based ACD services and features detailed in Table 1.6.2.7.a.

**Table 1.6.2.7.a –Locally Based ACD**

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **1** | **Automatic Call Distributor (ACD) Group Package** | The ACD described above. Shall support any combination of multiple features including abandoned call clearing and automatic overflow. | | | |
| | Bidder's Product Description: | | | | |
| **2** | **Abandoned Call Clearing** | Removes calls from the call center queue when the caller abandons while waiting in queue or after call is presented to agent. | | | |
| | Bidder's Product Description: | | | | |
| **3** | **Automatic Overflow** | Allows Customer to specify where new incoming calls overflow. | | | |
| | Bidder's Product Description: | | | | |
| **4** | **Call Priority** | Customer assigns priority levels to the primary LDN and supplementary LDNs. | | | |
| | Bidder's Product Description: | | | | |
| **5** | **Overflow Scan** | Scans up to four (4) other call centers for an available agent and occurs when queuing thresholds are reached but before application of automatic overflow. | | | |
| | Bidder's Product Description: | | | | |
| **6** | **Ring Threshold** | Reroutes call when agent does not answer after a pre-determined amount of time. | | | |
| | Bidder's Product Description: | | | | |
| **7** | **Incoming Call Queue** | Incoming calls wait/queue when all agents busy. | | | |
| | Bidder's Product Description: | | | | |
| **8** | **Listed Number Directory** | Points incoming calls to agents at Customer's premises. Carries no physical assignment and exists only in software in the Central Office. | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **9** | **Call Delay /Forced Announcement** | Provides recorded announcement(s) to callers when all agents are busy or the ACD group is in night service mode. Shall allow more than one (1) announcement. Can be interspersed with silence or Music in Queue. Customer shall specify wording of announcement(s). Announcement(s) shall play at Customer defined intervals. One (1) announcement trunk shall play for all callers coming into the queue. | | | |
| | Bidder's Product Description: | | | | |
| **10** | **Music in Queue** | Provides music after announcement. May be interspersed with announcements. Customer to provide music source. | | | |
| | Bidder's Product Description: | | | | |
| **11** | **Queue Status Lamp** | Up to three (3) lamps shall indicate when queue thresholds are exceeded. Lamps shall be separate from telephone sets. This data shall be provided to a wall mounted display or a workstation. Each lamp shall have a delay time in seconds after which it lights. | | | |
| | Bidder's Product Description: | | | | |

**The Contractor may offer additional unsolicited Locally Based ACD features in Table 1.6.2.7.b.**

**Table 1.6.2.7.b Unsolicited Locally Based ACD Features**

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

1.6.2.7.1 Basic Agent Package

The Contractor shall provide a Basic Agent Package that includes the following features:

1. **Agent Inbound Line** - Receives calls from the Call Center Listed Directory Numbers (LDNs);
2. **Agent Status** – Allows the agent to activate/deactivate the position including ready, clerical, log-off;
3. **Multiple Queue Options** - Agent can participate in a specified or unlimited number of queues;
4. **Remote Agent Capability** – Ability to route calls to telephone numbers outside the call center;
5. **Position ID (POID)** - Agent Position ID ("POID") identifies a specific agent;
6. **Call Present** - Agent answers Call Center calls without pressing a key;
7. **Incoming Call Queue** - Incoming calls wait/queue when all agents busy. The call is directed to the first available agent;
8. **Agent Priority Call Transfer** - Allows an agent to conference/transfer incoming Call Center call to another agent's line;
9. **Emergency Alert** - Gives agent ability to immediately conference a supervisor or recorder to a call;
10. **Call Source Identification** – Displays calling number on agent Equipment; and,
11. **Clerical Tracking -** Allows agent to indicate reason for Clerical status by entering a code.

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

**The Contractor shall offer the ACD Basic Agent Package features detailed in Table 1.6.2.7.1.a.**

**Table 1.6.2.7.1.a, ACD Basic Agent Package**

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| 1 | **Basic Agents Package** | Basic Software package as described above | | | |
| | Bidder's Product Description: | | | | |
| 2 | **0ptional Call Alert Package** | Optional agent package consisting of one (1) or more of the following: Call Supervisor, Emergency Alert. | | | |
| | Bidder's Product Description: | | | | |
| 3 | **Call Status Display Package** | Optional agent package consisting of one (1) or more of the following: Entity Queue Status Display, Called number Display, Call Source Identification | | | |
| | Bidder's Product Description: | | | | |
| 4 | **Optional Call Tracking Package** | Optional agent package - may include: 1) Call Tracking; 2) Clerical Tracking | | | |
| | Bidder's Product Description: | | | | |

**The Contractor may offer additional unsolicited Basic ACD Agent Package features in Table 1.6.2.7.1.b.**

**Table 1.6.2.7.1.b Unsolicited ACD Basic Agent Package Features**

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

1.6.2.7.2 Basic Supervisor's Package

The Contractor shall provide a Basic Supervisor's Package that includes all of the features from the Basic Agent's Package as well as the following features:

1. **Call Agent** - Allows supervisor to directly call an agent by pressing a single key and includes the ability to interrupt an active call;
2. **Observe Agent** – Allows supervisor to listen to conversation between the agent and the caller;
3. **Supervisor Answer Agent** – Allows supervisor to answer Call Supervisor calls from an agent by depressing a key; and,
4. **Answer Emergency** - Allows supervisor to answer emergency calls on an "Emergency" key when an agent's "Emergency" key is pressed.

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

**The Contractor shall offer the ACD Supervisor's Package features detailed in Table 1.6.2.7.2.a.**

**Table 1.6.2.7.2.a, ACD Supervisor's Package**

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **1** | **Basic Supervisor's Package** | The contractor shall provide a supervisor's package through real time screens that allows a supervisor to manage a dynamically changing call center. | | | |
| | Bidder's Product Description: | | | | |

**The Contractor may offer additional unsolicited ACD Supervisor's Package features in Table 1.6.2.7.2.b.**

**Table 1.6.2.7.2.b, Unsolicited ACD Supervisor's Package Features**

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

1.6.2.7.3 Intentionally Blank

1.6.2.7.4 Intentionally Blank

1.6.2.7.5 Call Center Maintenance

The Contractor shall provide Call Center Maintenance. Maintenance provides Hardware and Software maintenance for Call Centers (Contractor's Equipment only, including upgrades and routine maintenance procedures, etc.). Call Center maintenance will include maintenance for the associated interactive voice response system (IVR), Specialized Call Routing (SCR), and Computer Telephone Integration (CTI).

Standard ACD, IVR, SCR, and CTI systems will include Call Center Maintenance Monday through Friday from 7am to 6pm at no additional charge. An expert level technician shall respond by phone to provide troubleshooting assistance within one (1) hour of Customer opening trouble ticket. This support shall be available Monday through Friday from 7am to 6pm at no additional charge for the Equipment and services provided for ACDs, IVRs, SCRs, and CTIs.

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

1.6.2.8 INTENTIONALLY BLANK

1.6.2.9 VOICE MAIL SERVICES

The Contractor shall provide Voice Mail services to End-Users. The Voice Mail Services will include the capability for End-Users to have callers leave a message to be retrieved at a later time. The service shall offer a variety of message length capabilities, greeting and delivery options, and broadcast messaging.

The minimum feature Requirements of the Voice Mail Box are as follows:

1. Message review, including skip back or ahead with pausing;
2. Message saving and erasing;
3. Messaging forwarding;
4. Message reply;
5. Message sending, including;
6. Password protection;
7. Personalized greetings (both permanent and temporary);
8. Erased message retrieval before call is ended;
9. Surveillance and maintenance provided 24x365; and,
10. Web based End-User administration Software - Software accessible via the Internet for the End-User administration.

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

The Contractor shall offer the voice mail services and features detailed in Table 1.6.2.9.a.

**Table 1.6.2.9.a –Voice Mail Services and Features**

| | Feature | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **1** | **Voice Mail Box Basic** | 100 messages, three (3) minute length, 30-day save. | | | |
| | Bidder's Product Description: | | | | |

**The Contractor may offer additional unsolicited Voice Mail Service features in Table 1.6.2.9.b.**

**Table 1.6.2.9.b, Unsolicited Voice Mail 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: | | |

1.6.2.9.1 Voice Mail Service Area

The Contractor shall provide Voice Mail services 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.

*Bidder understands the requirements in Section 1.6.2.9.1 and shall meet or exceed them? Yes_____ No_____*

*Description:*

1.6.2.10 VOICE NETWORK OPERATIONS AND MANAGEMENT

1.6.2.10.1 General Description

The Contractor shall provide a voice network that meets industry Standards.

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

1.6.2.10.2 Network Operations Center

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

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

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

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

1.6.2.10.3 Security

The State expects stringent security standards, based upon the transmission of confidential or sensitive data. Most security Requirements are based on the potential for fraud or disruption of State services if either a physical network or transmitted data were compromised.

The Contractor's shall commit to the following:

1. Security Administration;
2. Support all current and future US encryption Standards; and,
3. Physical site security.

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

1.6.2.10.4 Telecommunications Service Priority (TSP) Program

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

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

## 1.6.3 DATA SERVICES

The Contractor shall provide and support a WAN infrastructure that transports data traffic for services as described below.

The Contractor's WAN infrastructure shall support open architecture Standards and interfaces for services as identified below.

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

### 1.6.3.1 WAN BACKBONE DESIGN

CALNET 3 CMO uses this Contract as a means to perform telecommunications services oversight, Customer advocacy, and fiscal management responsibilities.

In the course of that oversight the State is required to examine key elements of the wide area network(s) backbone to maintain current and long-term goals. This analysis is conducted to determine the reliability of the network and takes into consideration issues such as redundancy, diversity, and scalability.

The Contractor shall provide data network backbone designs and diagrams for each of the following data services described in this section.

1. Frame Relay; and,
2. Asynchronous Transfer Mode Data Services (ATM).

If multiple services utilize a common network, only one (1) diagram is required for that network.

No longer than 60 days following Contract award, the Contractor shall provide 1 hard copy and one (1) electronic copy of the drawings. Electronic drawings shall be in .dwg, .dfx, .vsd or any mutually agreed format. Hard copy drawing shall be provided in Standard E size.

The Contractor shall provide revisions upon CALNET 3 CMO request.

Drawings shall include both topology and logical representations of all critical network backbone elements to include, at a minimum, the following:

1. General location (city) of Equipment;
2. Type and capacity of Equipment at each location including any backup systems;
3. General circuit route (city-to-city);
4. Circuit size/ bandwidth;
5. Circuit type;
6. Unique identifier for each element; and,
7. Layer 2 protocols and QoS when applicable.

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

*Embedded Soft Copy of Drawing (Optional):*

### 1.6.3.2 DATA TRANSPORT SERVICES

The Contractor shall provide the data transport services described below.

1.6.3.2.1 Analog Service

The Contractor shall provide a voice grade two (2) wire and four (4) wire half duplex and full duplex transmission service that support point-to-point or multi-drop applications.

All analog transmission parameters shall be in accordance with the values and ranges set forth in the ANSI, ITU and Telcordia/Bellcore Publications for analog transmission.

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

**The Contractor shall offer the Analog Service and Features detailed in Table 1.6.3.2.1.a.**

**Table 1.6.3.2.1.a, Analog Service and Features**

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **1** | **Channel Termination Data Transport Service –2 wire** | Two wire channel termination for data circuit with or without Direct Current (DC) continuity | | | |
| | Bidder's Description: | | | | |
| **2** | **Channel Termination Data Transport Service – four (4) wire** | Four wire channel termination for data circuit with or without Direct Current (DC) continuity | | | |
| | Bidder's Description: | | | | |
| **3** | **Passive Data Bridging** | Allows multiple locations to be connected or bridged. Passive bridging works with alarm and metering services and is applied to each channel | | | |
| | Bidder's Description: | | | | |
| **4** | **Variable Mileage Data Transport Service** | Variable charge per mile between end points | | | |
| | Bidder's Description: | | | | |
| **5** | **Expedite Option** | Provides service within five (5) Business Days of receipt of Service Requests in areas with available facilities | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **6** | **Data Bridging** | Allows multiple locations to be connected or bridged | | | |
| | Bidder's Product Description: | | | | |
| **7** | **Alarm Bridging** | Each channel. Split band; Requires multipoint circuit. | | | |
| | Bidder's Product Description: | | | | |
| **8** | **Channel Conditioning** | Radiotelephone Operation Channel Conditioning | | | |
| | Bidder's Product Description: | | | | |
| **9** | **Central Office Multiplexing - Analog** | Combines multiple circuits onto a single transmission medium. | | | |
| | Bidder's Product Description: | | | | |
| **10** | **C-type Conditioning** | Controls attenuation distortion and envelope delay distortion. Provides more specific transmission characteristics. Cannot have more than one (1) type of conditioning on a channel | | | |
| | Bidder's Product Description: | | | | |
| **11** | **Forward Call Information (FCI)** | Information Link that carries voice mail/notification information to a voice switch. | | | |
| | Bidder's Product Description: | | | | |
| **12** | **VG Conditioning** | VG Conditioning C6 Protective Relay | | | |
| | Bidder's Product Description: | | | | |
| **13** | **Lamp Beehive Signal** | One-lamp beehive signal | | | |
| | Bidder's Product Description: | | | | |
| **14** | **VG Switching Arrangement** | VG switching arrangement | | | |
| | Bidder's Product Description: | | | | |

**The Contractor may offer additional unsolicited Analog Service features in Table 1.6.3.2.1.b.**

**Table 1.6.3.2.1.b, Unsolicited Analog 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: | | |

1.6.3.2.1.1 Analog Service Area

The Contractor shall provide Analog services 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.

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

1.6.3.2.2 ISDN Basic Rate Interface (BRI)

Contractor shall provide Integrated Services Digital Network (ISDN-BRI) that offers integrated voice, data, and video transmission with the following features:

1. **Bundled ISDN BRI Package;**
   a. B1 Channel (64Kbps) Alternatives - Voice, Data, Voice/Data, Idle
   b. B2 Channel (64Kbps) Alternatives – Voice, Data, Voice/Data, Idle
2. **Primary Directory Number (B1 Channel)** - Required with primary number for each ISDN line. Can be used for voice, data, or optional B Channel Packet. Can have different PIC code than other channels. Features & services can be assigned independently of other channels;

3. **Primary Directory Number (B2 Channel) -** Voice and/or data. B2 channel with a unique directory number. More than one (1) primary number can be assigned to channels of an ISDN line (also referred to as "multipoint" service). Features and services can be assigned to B2 independently of B1. PIC code can be the same or different than the one (1) assigned to B1 channel. B2 channel may be left idle;
4. **Additional Use of Primary Channel -** Number reused from B1 Channel. Same number being used on B1 and B2 channel. Features and services are the same as on B1 channel. B2 channel may be left idle;
5. **Call Information Display-** Allows End-Users to see dialed digits in the display of the equipped CPE;
6. **Calling Number ID Block, Call Review, Time & Display -** Blocks caller's telephone number from showing when making outgoing calls. Displays call related information on active calls or displays feature associated with buttons on set. Time and Date will be displayed on telephone set;
7. **Shared Directory Numbers -** An additional appearance of a primary or secondary number on another set connected to the same ISDN line. B1 channel numbers can be shared on B2 channel set and vice versa;
8. **Multiple Directory Numbers -** Repeated appearances on the same set of the Primary, Secondary, or Shared Directory Number. Multiple appearances work similarly to hunting;
9. **Additional B Channel Directory Numbers –** B channel connection. Allows connection of additional B Channels devices, over and above first 2;
10. **Call Transfer –** Provides call transfer, consultation hold, conference calling and hold;
11. **Call Transfer – Drops Call** – Drops call upon completion of a transfer;
12. **Information Service Call Blocking** - Prevents callers from completing 900 or 976 calls;
13. **Secondary Directory Numbers –** A virtual directory number that shares the channel with other numbers. May have multiple and shared appearances;
14. **Privacy –** prevents intervention from an End-User of a shared number coming in on a call; and,
15. **Privacy Release –** Allows a conference call between shared numbers

ISDN BRI services shall comply with all applicable ANSI, ITU and Telcordia/Bellcore Standards.

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

**The Contractor shall offer the ISDN BRI service and features detailed in Table 1.6.3.2.2.a.**

**Table 1.6.3.2.2.a, ISDN BRI Service and Features**

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **1** | **Bundled ISDN BRI Package** | B1 and B2 Channels as described above Includes all features described above | | | |
| | Bidder's Product Description: | | | | |
| **2** | **Business ISDN BRI Service** | Basic unbundled ISDN BRI service on a measured business line. | | | |
| | Bidder's Product Description: | | | | |
| **3** | **Basic ISDN BRI Local Usage** | Per minute usage per channel for local calls. | | | |
| | Bidder's Product Description: | | | | |
| **4** | **ISDN BRI Usage Intrastate Switched-to-Switched Daytime** | Per minute usage per channel using switched access Intrastate switched-to-switched, 8:00 am to 4:59 pm | | | |
| | Bidder's Product Description: | | | | |
| **5** | **ISDN Usage Intrastate Switched-to-Switched Evening** | Per minute usage rate per channel using switched access Intrastate switched-to-switched, 5:00 pm to 7:59 am. | | | |
| | Bidder's Product Description: | | | | |
| **6** | **ISDN BRI Usage Interstate Per Channel Daytime** | Per minute interstate usage, switched-to-switched and switched-to-dedicated, 8:00 am to 4:59 pm. | | | |
| | Bidder's Product Description: | | | | |
| **7** | **ISDN BRI Usage Interstate Per Channel Evening** | Per minute interstate usage, switched-to-switched and switched-to-dedicated, 5:00 pm to 7:59 am. | | | |
| | Bidder's Product Description: | | | | |
| **8** | **Secondary Number** | Secondary Number | | | |
| | Bidder's Product Description: | | | | |
| **9** | **Expedite Option** | Provides service within five (5) business days of receipt of Service Requests in areas with available facilities. | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **10** | **Hunting** | Line Hunting; Switch equipment searches group of directory numbers in hunting to find an open line when the dialed number is busy. | | | |
| | Bidder's Product Description: | | | | |
| **11** | **Busy Call Forwarding** | Automatically forwards incoming calls to another permanent number when line in use | | | |
| | Bidder's Product Description: | | | | |
| **12** | **Call Forwarding** | Transfer all incoming calls to another number of Customer's choosing. | | | |
| | Bidder's Product Description: | | | | |

**The Contractor may offer additional unsolicited ISDN BRI features in Table 1.6.3.2.2.b.**

**Table 1.6.3.2.2.b, Unsolicited ISDN BRI 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: | | |

1.6.3.2.2.1 ISDN BRI Service Area

The Contractor shall provide ISDN BRI services 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).

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

1.6.3.2.3 Frame Relay and Asynchronous Transfer Mode (ATM) Data Services

Frame Relay and ATM services shall be provided by an integrated architecture that provides common switching and transport for both. Under this architecture, the appropriate frame relay or ATM access options are selected, and the integrated network provides connectivity between any combinations of access methods. The Contractor shall provide Frame Relay and Asynchronous Transfer Mode (ATM) high speed, wide area, data transfer services which allow for the transfer of variable length frames, or fixed length cells.

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

1.6.3.2.4 Frame Relay (FR)

Each Frame Relay circuit will be priced and provisioned with 0Kbps CIR.

Local Loop circuits used to deliver Frame Relay are listed in the table below and shall be used specifically for delivery of Frame Relay services described herein. Local loop circuits that are used for Frame Relay services shall not be subject to mileage charges and shall support the following management protocols:

1. **LMI** - The original interim management protocol uses DLCI 1023. LMI was specified by the charges;
2. **Annex D** - An ANSI T1.617 management protocol standard uses DLCI 1. Annex D was specified by the ANSI T1.617 specification; and,
3. **Annex A** – ITU-T Q.933 management standard protocol uses DLCI 0 to carry local link management information

The Contractor shall provide and support ATM and Frame Relay service inter-working. This service shall provide an Inter-Working Function (IWF) to provide the necessary protocol conversion between Frame Relay and ATM and be transparent to End-Users

Frame Relay Services shall be compliant with applicable North American ANSI, ITU and Telcordia Standards.

**Packet Delivery** – The monthly average packet delivery shall be greater than 99.9 percent on a monthly average throughput for each circuit. The monthly average percentage shall be derived from the total number of packets/cells/frames output at the network egress port divided by the total number of packets/cells/frames input at the ingress port within the subscribed rate, multiplied by 100.

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

**The Contractor shall offer the Frame Relay service and features detailed in Table 1.6.3.2.4.a.**

**Table 1.6.3.2.4.a, Frame Relay Features**

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **1** | **Frame Relay DS0 Port Termination** | DS0 UNI port at 56 Kbps (includes one (1) DLCI); Frame relay port (user network interface [UNI]) at 56 Kbps, including DS0 transport from serving frame relay switch to local wire center.<br>Local wire center to Customer site access loop not included First DLCI included. | | | |
| | Bidder's Product Description: | | | | |
| **2** | **Frame Relay DS0 Transport** | DS0 Transport/local loop/access from local wire center to Customer site access loop | | | |
| | Bidder's Product Description: | | | | |
| **3** | **Frame Relay DS1 Port Termination** | DS1 UNI port at 1.536 Mbps (includes one (1) DLCI).Frame relay port (user network interface [UNI]) at 1.536 Mbps, including DS1 transport from serving frame relay switch to local wire center.<br>Local wire center to Customer site access loop not included First DLCI included. | | | |
| | Bidder's Product Description: | | | | |
| **4** | **Frame Relay DS1 Transport** | DS1 Transport/local loop/access from local wire center to Customer site access loop | | | |
| | Bidder's Product Description: | | | | |
| **5** | **Frame Relay DS3 Port Termination** | DS3 UNI port at 44.21Mbps (includes one (1) DLCI).Frame relay port (user network interface [UNI]) at 44.21Mbps, including DS3 transport from serving frame relay switch to local wire center.<br>Local wire center to Customer site access loop not included First DLCI included. | | | |
| | | | | | |
| **6** | **Frame Relay DS3 Transport** | DS3 Transport/local loop/access from local wire center to Customer site access loop | | | |
| | Bidder's Product Description: | | | | |
| **7** | **Frame Relay Data Link Connection (each additional)** | DLCI, additional frame address | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **8** | **Expedite Option** | Provides service within five (5) Business Days of receipt of Service Requests in areas with available facilities | | | |
| | Bidder's Product Description: | | | | |
| **9** | **Multi-link Frame Relay 3 Mbps** | MLFR UNI at three (3) Mbps. Frame relay port (user network interface, UNI) at three (3) Mbps, including DS1 transport from serving frame relay switch to local wire center. Local wire center to Customer site access loop not included. Two (2) DS1s required. | | | |
| | Bidder's Product Description: | | | | |
| **10** | **Multi-link Frame Relay 4.5 Mbps** | MLFR UNI at 4.5 Mbps. Frame relay port (user network interface, [UNI]) at 4.5 Mbps, including DS1 transport from serving frame relay switch to local wire center. Local wire center to Customer site access loop not included. Three (3) DS1s required. | | | |
| | Bidder's Product Description: | | | | |
| **11** | **Multi-link Frame Relay 6Mbps** | MLFR UNI at six (6) Mbps. Frame relay port (user network interface, [UNI]) at six (6) Mbps, including DS1 transport from serving frame relay switch to local wire center. Local wire center to Customer site access loop not included. Four (4) DS1s required. | | | |
| | Bidder's Product Description: | | | | |
| **12** | **Multi-link Frame Relay 12Mbps** | MLFR UNI at 12 Mbps. Frame relay port (user network interface, [UNI]) at 12Mbps, including DS1 transport from serving frame relay switch to local wire center. Local wire center to Customer site access loop not included. Eight (8) DS1s required. | | | |
| | Bidder's Product Description: | | | | |
| **13** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), four (4) kbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), four (4) kbps | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **14** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), eight (8) kbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), eight (8) kbps | | | |
| | Bidder's Product Description: | | | | |
| **15** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 16 kbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 16 kbps | | | |
| | Bidder's Product Description: | | | | |
| **16** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 32 kbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 32 kbps | | | |
| | Bidder's Product Description: | | | | |
| **17** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 48 kbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 48 kbps | | | |
| | Bidder's Product Description: | | | | |
| **18** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 56 kbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 56 kbps | | | |
| | Bidder's Product Description: | | | | |
| **19** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 64 kbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 64 kbps | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **20** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 128 kbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 128 kbps | | | |
| | Bidder's Product Description: | | | | |
| **21** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 192 kbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 192 kbps | | | |
| | Bidder's Product Description: | | | | |
| **22** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 256 kbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 256 kbps | | | |
| | Bidder's Product Description: | | | | |
| **23** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 320 kbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 320 kbps | | | |
| | Bidder's Product Description: | | | | |
| **24** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 384 kbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 384 kbps | | | |
| | Bidder's Product Description: | | | | |
| **25** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 448 kbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 448 kbps | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **26** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 512 kbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 512 kbps | | | |
| | Bidder's Product Description: | | | | |
| **27** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 576 kbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 576 kbps | | | |
| | Bidder's Product Description: | | | | |
| **28** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 640 kbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 640 kbps | | | |
| | Bidder's Product Description: | | | | |
| **29** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 704 kbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 704 kbps | | | |
| | Bidder's Product Description: | | | | |
| **30** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 768 kbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 768 kbps | | | |
| | Bidder's Product Description: | | | | |
| **31** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 832 kbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 832 kbps | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **32** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 896 kbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 896 kbps | | | |
| | Bidder's Product Description: | | | | |
| **33** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 960 kbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 960 kbps | | | |
| | Bidder's Product Description: | | | | |
| **34** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 1.024 Mbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 1.024 Mbps | | | |
| | Bidder's Product Description: | | | | |
| **35** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 1.536 Mbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 1.536 Mbps | | | |
| | Bidder's Product Description: | | | | |
| **36** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 2.0 Mbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 2.0 Mbps | | | |
| | Bidder's Product Description: | | | | |
| **37** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 3.0 Mbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 3.0 Mbps | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **38** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 4.0 Mbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 4.0 Mbps | | | |
| | Bidder's Product Description: | | | | |
| **39** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 5.0 Mbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 5.0 Mbps | | | |
| | Bidder's Product Description: | | | | |
| **40** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 6.0 Mbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 6.0 Mbps | | | |
| | Bidder's Product Description: | | | | |
| **41** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 7.0 Mbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 7.0 Mbps | | | |
| | Bidder's Product Description: | | | | |
| **42** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 8.0 Mbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 8.0 Mbps | | | |
| | Bidder's Product Description: | | | | |
| **43** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 9.0 Mbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 9.0 Mbps | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **44** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 10.0 Mbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 10.0 Mbps | | | |
| | Bidder's Product Description: | | | | |
| **45** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 15.0 Mbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 15.0 Mbps | | | |
| | Bidder's Product Description: | | | | |
| **46** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 20.0 Mbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 20.0 Mbps | | | |
| | Bidder's Product Description: | | | | |
| **47** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 25.0 Mbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 25.0 Mbps | | | |
| | Bidder's Product Description: | | | | |
| **48** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 30.0 Mbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 30.0 Mbps | | | |
| | Bidder's Product Description: | | | | |
| **49** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 35.0 Mbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 35.0 Mbps | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **50** | **Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 40.0 Mbps** | Fixed InterLATA Frame Relay Committed Information Rate (CIR, specific bit rates), 40.0 Mbps | | | |
| | Bidder's Product Description: | | | | |

The Contractor may offer additional unsolicited Frame Relay features in Table 1.6.3.2.4.b.

**Table 1.6.3.2.4.b, Unsolicited Frame Relay Features**

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

1.6.3.2.4.1 Frame Relay Service Area

The Contractor shall provide Frame Relay services 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.

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

1.6.3.2.5 Asynchronous Transfer Mode (ATM) Data Services

The Contractor shall provide and support Asynchronous Transfer Mode (ATM). End-Users shall access the service via a digital connection, or local loop, to an ATM port. Local Loop circuits used to deliver ATM are listed in the table below and shall be used specifically for delivery of ATM services described herein. Local loop circuits that are used for ATM services shall not be subject to mileage charges.

ATM Service shall include, at no additional cost:

1. Initial Virtual Channel Connection (VCC) – the connection between the points where the ATM service End-Users access the ATM layer;
2. Initial Virtual Path Connection (VPC) - Contains virtual circuits that are to be switched together to a common destination such as an Inter-exchange Carrier; and,
3. Unspecified Bit Rate (UBR) - No specific traffic related service guarantee

Features of the ATM services shall include:

1. Multiple Bit Rate Service Classes
    a. Constant Bit Rate (CBR);
    b. Variable Bit Rate – near real time (VBR-nrt); and,
    c. Unspecified Multiple Interface Rates (DS1, DS3, and OC3)
2. VPC;
3. VCC; and,
4. Alternate routes within the network to recover from any transport failures

If an authorized End-User requests an InterLATA or interstate VCC or VPC connection, the Contractor will provide the transport needed between the LATAs/states with no mileage charge.

There shall be no minimum bandwidth guarantee for UBR connections per definition of the service. The network shall be engineered to accommodate UBR subscriber traffic. The network shall be designed so that no UBR cells are lost under normal network operating conditions.

Packet Delivery – The monthly average packet delivery shall be greater than 99.9 percent on a monthly average throughput for each circuit. The monthly average percentage shall be derived from the total number of packets/cells/frames output at the network egress port divided by the total number of packets/cells/frames input at the ingress port within the subscribed rate, multiplied by 100.

A PVC must be either CBR, VBR-nrt or UBR at both ends (i.e., CBR-to-CBR, VBR-to-VBR or UBR-to-UBR).

In addition to the above, the Contractor shall provide and support Inverse Multiplexing. Inverse Multiplexing bonds together multiple T1s to provide an ATM port option between T1 and DS3. Not less than two (2) and up to eight (8) T1s shall be able to be bonded together to provide bandwidth options of 3 Mbps, 4.5 Mbps, 6 Mbps, 7.5Mbps, 9Mbps, 10.5Mbps, or 12 Mbps.

The Contractor shall provide and support Frame Relay and ATM Inter-working service when interconnecting Frame Relay to ATM through the network to translate frame relay packets into ATM cells for ATM-attached devices.

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

The Contractor shall offer the ATM service and Features detailed in Table 1.6.3.2.5.a.

**Table 1.6.3.2.5.a, ATM Features**

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **1** | **DS1 ATM Port (UNI)** | Physical interface for DS1 port<br>ATM port at 1.536 Mbps, including DS1 transport from serving switch to local wire center. Local wire center to Customer site access loop not included. First virtual channel identifier included. | | | |
| | Bidder's Product Description: | | | | |
| **2** | **DS1 ATM Transport** | DS1 Transport/local loop/access from local wire center to Customer site access loop | | | |
| | Bidder's Product Description: | | | | |
| **3** | **DS3 ATM Port (UNI)** | Physical interface for DS3 ATM port<br>ATM port at 40.704 Mbps, including DS3 transport from serving switch to local wire center. Local wire center to Customer site access loop not included. First virtual channel identifier included. | | | |
| | Bidder's Product Description: | | | | |
| **4** | **DS3 ATM Transport** | DS3 Transport/local loop/access from local wire center to Customer site access loop | | | |
| | Bidder's Product Description: | | | | |
| **5** | **UNI T1 – 3.0 megabit Inverse Multiplexing over ATM (IMA)** | ATM port at 3.0 Mbps, including DS1(s) transport from serving switch to local wire center. Local wire center to Customer site access loop not included. First Virtual Channel Identifier included. | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **6** | **UNI T1 – 4.5 megabit IMA** | ATM port at 4.5 Mbps, including DS1(s) transport from serving switch to local wire center. Local wire center to Customer site access loop not included. First virtual channel identifier included. | | | |
| | Bidder's Product Description: | | | | |
| **7** | **UNI T1 – 6.0 megabit IMA** | ATM port at 6.0 Mbps, including DS1(s) transport from serving switch to local wire center. Local wire center to Customer site access loop not included. First virtual channel identifier included. | | | |
| | Bidder's Product Description: | | | | |
| **8** | **UNI T1 – 7.5 megabit IMA** | ATM port at 7.5 Mbps, including DS1(s) transport from serving switch to local wire center. Local wire center to Customer site access loop not included. First virtual channel identifier included. | | | |
| | Bidder's Product Description: | | | | |
| **9** | **UNI T1 – 9.0 megabit IMA** | ATM port at 9.0 Mbps, including DS1(s) transport from serving switch to local wire center. Local wire center to Customer site access loop not included. First virtual channel identifier included. | | | |
| | Bidder's Product Description: | | | | |
| **10** | **UNI T1 – 10.5 megabit IMA** | ATM port at 10.5 Mbps, including DS1(s) transport from serving switch to local wire center. Local wire center to Customer site access loop not included. Virtual channel identifier included. | | | |
| | Bidder's Product Description: | | | | |
| **11** | **UNI T1 – 12.0 megabit IMA** | ATM port at 12.0 Mbps, including DS1(s) transport from serving switch to local wire center. Local wire center to Customer site access loop not included. First virtual channel identifier included. | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **12** | **OC3c ATM Port** | Physical interface for OC3c ATM port including one (1) Virtual Path Connection. ATM port at 149.760 Mbps, including OC-3c transport from serving switch to local wire center.<br>Local wire center to Customer site access loop not included. First virtual channel identifier included | | | |
| | | | | | |
| **13** | **Dedicated Point-to-point local loop service (OC3)** | OC3 Transport/local loop/access service provides point-to-point optical interconnection between the telephone company serving wire center (SWC) and the Customer premises. Customer is required to provide an ADM that is compatible with the Contractor's central office ADM as described in the Technical Publication GR-253-CORE. Mileage charges apply if the two (2) end points are in different SWC. Total interstate traffic (including Internet traffic) on the circuit(s) must constitute 10% or less of the total traffic; Two (2) required. | | | |
| | Bidder's Product Description: | | | | |
| **14** | **Virtual Channel Connection (each additional per port)** | Address for Virtual Channel Connection | | | |
| | Bidder's Product Description: | | | | |
| **15** | **Virtual Path Connection (each additional per port)** | Address for Virtual Path Connection includes one (1) Virtual Channel Connection | | | |
| | Bidder's Product Description: | | | | |
| **16** | **Constant Bit Rate InterLATA 128 kbps** | Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **17** | **Constant Bit Rate InterLATA 256 kbps** | Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **18** | **Constant Bit Rate InterLATA 384 kbps** | Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **19** | **Constant Bit Rate InterLATA 512 kbps** | Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **20** | **Constant Bit Rate InterLATA 768 kbps** | Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **21** | **Constant Bit Rate InterLATA 1.024 Mbps** | Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **22** | **Constant Bit Rate InterLATA 1.344 Mbps** | Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **23** | **Constant Bit Rate InterLATA 2.048 Mbps** | Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **24** | **Constant Bit Rate InterLATA 3.072 Mbps** | Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **25** | **Constant Bit Rate InterLATA (per bits per second) 3.840 Mbps** | Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **26** | **Constant Bit Rate InterLATA 6.144 Mbps** | Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **27** | **Constant Bit Rate InterLATA 7.680 Mbps** | Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **28** | **Constant Bit Rate InterLATA (per bits per second) 9.600 Mbps** | Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **29** | **Constant Bit Rate InterLATA 10.752 Mbps** | Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **30** | **Constant Bit Rate InterLATA 12.288 Mbps** | Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **31** | **Constant Bit Rate InterLATA 15.360 Mbps** | Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **32** | **Constant Bit Rate InterLATA 19.000 Mbps** | Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **33** | **Constant Bit Rate InterLATA 28.000 Mbps** | Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **34** | **Constant Bit Rate InterLATA 35.800 Mbps** | Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **35** | **Constant Bit Rate InterLATA (per bits per second) 45 Mbps** | Specifies CBR connection. Fixed-speed InterLATA ATM PVC. Cell stream (CLP 0+1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **36** | **Constant Bit Rate Interstate 128 Kbps** | Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **37** | **Constant Bit Rate Interstate 256Kbps** | Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **38** | **Constant Bit Rate Interstate 384 Kbps** | Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **39** | **Constant Bit Rate Interstate 512 Kbps** | Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **40** | **Constant Bit Rate Interstate 768 Kbps** | Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **41** | **Constant Bit Rate Interstate 1.024 Mbps** | Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **42** | **Constant Bit Rate Interstate 1.344 Mbps** | Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **43** | **Constant Bit Rate Interstate 2.048 Mbps** | Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **44** | **Constant Bit Rate Interstate 3.072 Mbps** | Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **45** | **Constant Bit Rate Interstate 3.840 Mbps** | Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **46** | **Constant Bit Rate Interstate 6.144 Mbps** | Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **47** | **Constant Bit Rate Interstate 7.680 Mbps** | Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **48** | **Constant Bit Rate Interstate 9.600 Mbps** | Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **49** | **Constant Bit Rate Interstate 10.752 Mbps** | Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **50** | **Constant Bit Rate Interstate 12.288 Mbps** | Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **51** | **Constant Bit Rate Interstate 15.360 Mbps** | Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **52** | **Constant Bit Rate Interstate 19.000 Mbps** | Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **53** | **Constant Bit Rate Interstate 28.000 Mbps** | Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **54** | **Constant Bit Rate Interstate 35.800 Mbps** | Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **55** | **Constant Bit Rate Interstate 45 Mbps** | Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **56** | **Constant Bit Rate Interstate 70 Mbps** | Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **57** | **Constant Bit Rate Interstate 100 Mbps** | Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **58** | **Constant Bit Rate Interstate 125 Mbps** | Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **59** | **Constant Bit Rate Interstate 150 Mbps** | Specifies CBR connection. Fixed-speed Interstate ATM CBR PVC. Cell stream (CLP 0*1) must conform to peak information rate (PIR) selected. | | | |
| | Bidder's Product Description: | | | | |
| **60** | **Variable Bit Rate InterLATA 128 kbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **61** | **Variable Bit Rate InterLATA 256 kbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **62** | **Variable Bit Rate InterLATA 384 kbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **63** | **Variable Bit Rate InterLATA 512 kbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **64** | **Variable Bit Rate InterLATA 768 kbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **65** | **Variable Bit Rate InterLATA 1.024 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **66** | **Variable Bit Rate InterLATA 1.344 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **67** | **Variable Bit Rate InterLATA 2.048 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **68** | **Variable Bit Rate InterLATA 3.072 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **69** | **Variable Bit Rate InterLATA 3.840 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **70** | **Variable Bit Rate InterLATA 6.144 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **71** | **Variable Bit Rate InterLATA 7.680 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **72** | **Variable Bit Rate InterLATA 9.600 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **73** | **Variable Bit Rate InterLATA 10.752 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **74** | **Variable Bit Rate InterLATA 12.288 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **75** | **Variable Bit Rate InterLATA 15.360 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **76** | **Variable Bit Rate InterLATA 19.000 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **77** | **Variable Bit Rate InterLATA 28.000 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **78** | **Variable Bit Rate InterLATA 35.800 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **79** | **Variable Bit Rate InterLATA 45 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **80** | **Variable Bit Rate InterLATA 70 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **81** | **Variable Bit Rate InterLATA 100 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **82** | **Variable Bit Rate InterLATA 125 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size).Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **83** | **Variable Bit Rate InterLATA 150 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed InterLATA ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **84** | **Variable Bit Rate Interstate 128 kbps Unit** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **85** | **Variable Bit Rate Interstate 256 kbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **86** | **Variable Bit Rate Interstate 384 kbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **87** | **Variable Bit Rate Interstate 512 kbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **88** | **Variable Bit Rate Interstate 768 kbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **89** | **Variable Bit Rate Interstate 1.024 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **90** | **Variable Bit Rate Interstate 1.344 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **91** | **Variable Bit Rate Interstate 2.048 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **92** | **Variable Bit Rate Interstate 3.072 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **93** | **Variable Bit Rate Interstate 3.840 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **94** | **Variable Bit Rate Interstate 6.144 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **95** | **Variable Bit Rate Interstate 7.680 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **96** | **Variable Bit Rate Interstate 9.600 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **97** | **Variable Bit Rate Interstate 10.752 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **98** | **Variable Bit Rate Interstate 12.288 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **99** | **Variable Bit Rate Interstate 15.360 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **100** | **Variable Bit Rate Interstate 19.000 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **101** | **Variable Bit Rate Interstate 28.000 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **102** | **Variable Bit Rate Interstate 35.800 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **103** | **Variable Bit Rate Interstate 45 Mbps** | Specifies VBR-nrt connection (required to have Maximum Burst Size). Fixed-speed Interstate ATM VBR PVC. Cell stream must conform to PIR, sustained information rate (SIR), and maximum burst size (MBS) of 32 Cells. | | | |
| | Bidder's Product Description: | | | | |
| **104** | **Unspecified Bit Rate InterLATA 128 kbps** | Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **105** | **Unspecified Bit Rate InterLATA 256 kbps** | Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **106** | **Unspecified Bit Rate InterLATA 384 kbps** | Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **107** | **Unspecified Bit Rate InterLATA 512 kbps** | Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **108** | **Unspecified Bit Rate InterLATA 768 kbps** | Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **109** | **Unspecified Bit Rate InterLATA 1.024 Mbps** | Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **110** | **Unspecified Bit Rate InterLATA 1.344 Mbps** | Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **111** | **Unspecified Bit Rate InterLATA 2.048 Mbps** | Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **112** | **Unspecified Bit Rate InterLATA 3.072 Mbps** | Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **113** | **Unspecified Bit Rate InterLATA 3.840 Mbps** | Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **114** | **Unspecified Bit Rate InterLATA 6.144 Mbps** | Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **115** | **Unspecified Bit Rate InterLATA 7.680 Mbps** | Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **116** | **Unspecified Bit Rate InterLATA 9.600 Mbps** | Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **117** | **Unspecified Bit Rate InterLATA 10.752 Mbps** | Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **118** | **Unspecified Bit Rate InterLATA 12.288 Mbps** | Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **119** | **Unspecified Bit Rate InterLATA 15.360 Mbps** | Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **120** | **Unspecified Bit Rate InterLATA 19.000 Mbps** | Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **121** | **Unspecified Bit Rate InterLATA 28.000 Mbps** | Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **122** | **Unspecified Bit Rate InterLATA 35.800 Mbps** | Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **123** | **Unspecified Bit Rate InterLATA 45 Mbps** | Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **124** | **Unspecified Bit Rate InterLATA 70 Mbps** | Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **125** | **Unspecified Bit Rate InterLATA 100 Mbps** | Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **126** | **Unspecified Bit Rate InterLATA 125 Mbps** | Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **127** | **Unspecified Bit Rate InterLATA 150 Mbps** | Unspecified bit rate connection. Fixed-speed InterLATA ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **128** | **Unspecified Bit Rate Interstate 128 kbps** | Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **129** | **Unspecified Bit Rate Interstate 256 kbps** | Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **130** | **Unspecified Bit Rate Interstate 384 kbps** | Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **131** | **Unspecified Bit Rate Interstate 512 kbps** | Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **132** | **Unspecified Bit Rate Interstate 768 kbps** | Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **133** | **Unspecified Bit Rate Interstate 1.024 Mbps** | Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **134** | **Unspecified Bit Rate Interstate 1.344 Mbps** | Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **135** | **Unspecified Bit Rate Interstate 2.048 Mbps** | Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **136** | **Unspecified Bit Rate Interstate 3.072 Mbps** | Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **137** | **Unspecified Bit Rate Interstate 3.840 Mbps** | Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **138** | **Unspecified Bit Rate Interstate 6.144 Mbps** | Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **139** | **Unspecified Bit Rate Interstate 7.680 Mbps** | Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **140** | **Unspecified Bit Rate Interstate 9.600 Mbps** | Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **141** | **Unspecified Bit Rate Interstate 10.752 Mbps** | Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **142** | **Unspecified Bit Rate Interstate 12.288 Mbps** | Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **143** | **Unspecified Bit Rate Interstate 15.360 Mbps** | Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **144** | **Unspecified Bit Rate Interstate 19.000 Mbps** | Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **145** | **Unspecified Bit Rate Interstate 28.000 Mbps** | Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **146** | **Unspecified Bit Rate Interstate 35.800 Mbps** | Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **147** | **Unspecified Bit Rate Interstate 45 Mbps** | Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **148** | **Unspecified Bit Rate Interstate 70 Mbps** | Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **149** | **Unspecified Bit Rate Interstate 100 Mbps** | Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **150** | **Unspecified Bit Rate Interstate 125 Mbps** | Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **151** | **Unspecified Bit Rate Interstate 150 Mbps** | Unspecified bit rate connection. Fixed-speed Interstate ATM UBR PVC. Best-effort delivery of all cells up to access rate. Subscribed rate must be greater than or equal to daily average utilization. | | | |
| | Bidder's Product Description: | | | | |
| **152** | **OC12 ATM Port** | Physical interface for OC-12 ATM port, ATM port at 599.040 Mbps, including OC-12 transport from serving switch to local wire center. Local wire center to Customer site access loop not included. First Local Toll PVC included. | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **153** | **Dedicated Point-to-point local loop service (OC12)** | OC12 Transport/local loop/access service provides point-to-point optical interconnection between the telephone company serving wire center (SWC) and the Customer premises. Customer is required to provide an ADM that is compatible with the Contractor's central office ADM as described in the Technical Publication GR-253-CORE. Mileage charges apply if the two (2) end points are in different SWC. Total interstate traffic (including Internet traffic) on the circuit(s) must constitute 10% or less of the total traffic; Two (2) required. | | | |
| | Bidder's Product Description: | | | | |
| **154** | **Expedite Option** | Provides services within five (5) Business Days of receipt of Service Requests in areas with available facilities | | | |
| | Bidder's Product Description: | | | | |

The Contractor may offer additional unsolicited ATM features in Table 1.6.3.2.5.b.

**Table 1.6.3.2.5.b, Unsolicited ATM Features**

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

ATM service shall be compliant with all applicable ITU-TSS Standards, ANSI Standards including the ITU –T I.555 Frame Relay and ATM Inter-working recommendation and the ATM Forum User-Network Interface Specification Version 3.1 and any additional updates.

The Contractor shall provide internetworking at the Frame Relay User Network Interface (UNI) in accordance with the multi-protocol interconnection Standards defined by IETF FRC 1483 and IETF FRC 1490, and in accordance with the internetworking agreement in FRF.8 FRFTC/94-026R3 of the Frame Relay Forum and any additional updates.

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

1.6.3.2.5.1 CMO Network Management (CNM) X-Terminal

The Contractor shall provide the CALNET 3 CMO a network management terminal for monitoring of FRATM service.

The service/terminal shall provide a non-partitioned, read-only view of the entire network and offer a log of all network events, and real-time traffic monitoring with granularity of five (5) seconds. X-terminal shall provide a comprehensive set of management/monitoring capabilities including real-time network map display usage parameters, virtual path alarm log files, real-time performance monitoring and graphing.

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

1.6.3.2.5.2 ATM Service Area

The Contractor shall provide ATM services 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.

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

1.6.3.3 DATA NETWORK OPERATIONS AND MANAGEMENT

1.6.3.3.1 General Description

The Contractor shall provide a data network(s) that meets industry Standards.

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

1.6.3.3.2 Network Operations Center

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

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

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

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

1.6.3.3.3 Security

1.6.3.3.3.1 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 shall state the physical security controls in force at these locations.

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

1.6.3.3.3.2 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_____*

1.6.3.3.3.3 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_____*

1.6.3.3.4 Telecommunications Service Priority (TSP) Program

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

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

1.6.3.3.5 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 resumption of all contracted services.

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

## 1.6.4 DATA NETWORK MONITORING APPLICATION (DNMA)

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

1. Dynamic GUI views that show the relationship between devices providing data network services;
2. Alarm indicators for adversely effected network components;
3. Immediate real-time network availability, throughput, congestion, utilization, and error statistics through inquiry responses;
4. Historical network availability, throughput, congestion, error statistics shall be available for a rolling six (6) month period;
5. Notification or indicators when components are in an administrative/maintenance status;
6. Real-time event log showing network activity;

7. Views shall be partitioned by Customer and Customers will have access only to their department's network components and information. The level of access shall be determined by the Customer department management or Customer administrators;
8. The Contractor shall provide CALNET 3 CMO with an authorization level that provides access to all CALNET Customer network components and information. The Contractor shall provide single sign-on access to view any Customer network;
9. This tool shall provide the capability to run customized reports for the six (6) months of stored data;
10. The statistical information shall be in a data extractable format; and,
11. Contractor shall provide standard and customized reports as determined by CALNET 3 CMO.

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

## 1.6.5 OTHER SERVICES

### 1.6.5.1 CABLE AND WIRE SERVICES

This section includes provisions for simple inside wiring services specifically associated with provisioning of CALNET 3 circuits. The specific services are described below.

### 1.6.5.2 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.

### 1.6.5.3 EXTENDED DEMARCATION WIRING SERVICES

The Contractor shall provide Extended Demarcation (Extended Demarc) wiring to support the services covered by this IFB Subcategory for all Customer occupied buildings where services under this Contract are being offered. Extended Demarc wiring includes wire/cable related activities required to extend the demarcation point to the Customer defined termination location or cross-connect point from the Contractor's MPOE. Extended Demarc wiring shall include the necessary wire/cable, connectors, jumpers, panel, and jack. Extended Demarc wiring shall also include associated trouble shooting, testing and labeling. Extended Demarc wiring is limited to the following:

1. Installation of cabling for extending services from the MPOE location to the Customer's point of utilization;
2. Installation of cross-connects or rearrangement of existing jumpers;
3. Identification and testing of existing cabling beyond the MPOE to the Customer's Equipment location; and,
4. Installation intervals shall be in accordance with the timeframes identified for the services that this cabling will support, and shall be subject to the 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 without significant effort or damage to the Customer site;
2. The wire/cable pathway is in an asbestos or other environment hazardous to the Contractor's personnel, or where such work would be hazardous to the public or to the Customer's staff; or,
3. Upon written release provided by either the Customer or by CALNET 3 CMO.

The Contractor 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 herein. Contractor shall provide one (1) price for each media identified.

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

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

**The Contractor shall offer the wiring services for extended demarcation detailed in Table 1.6.5.3.a.**

**Table 1.6.5.3.a, Extended Demarcation Wiring Services**

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **1** | **Extended Demarcation - Copper – Regular Hours** | Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet of four-pair cable and an RJ48 or equivalent jack. | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **2** | **Extended Demarcation - Copper – Overtime Hours** | Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet of four-pair cable and an RJ48 or equivalent jack. | | | |
| | Bidder's Product Description: | | | | |
| **3** | **Extended Demarcation - Copper – Sunday and Holiday Hours** | Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet of four-pair cable and an RJ48 or equivalent jack. | | | |
| | Bidder's Product Description: | | | | |
| **4** | **Extended Demarcation - Copper 25 Pair – Regular Hours** | Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet or less of Category 5 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling. | | | |
| | Bidder's Product Description: | | | | |
| **5** | **Extended Demarcation - Copper 25 Pair – Overtime Hours** | Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet or less of Category 5 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling. | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **6** | **Extended Demarcation - Copper 25 Pair – Sunday and Holiday Hours** | Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet or less of Category 5 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling. | | | |
| | Bidder's Product Description: | | | | |
| **7** | **Extended Demarcation - Optical Fiber Link – Regular Hours** | Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a fiber trunk or trunking equipment as described above, Strand count required to provision one/each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling. | | | |
| | Bidder's Product Description: | | | | |
| **8** | **Extended Demarcation - Optical Fiber Link – Overtime Hours** | 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, Strand count required to provision one/each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling. | | | |
| | Bidder's Product Description: | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| 9 | **Extended Demarcation - Optical Fiber Link – Sunday and Holiday Hours** | 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, Strand count required to provision one/each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling. | | | |
| | Bidder's Product Description: | | | | |

**The Contractor may offer additional unsolicited Extended Demarcation Services in Table 1.6.5.3.b.**

**Table 1.6.5.3.b, Unsolicited Extended Demarcation Services**

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

1.6.5.4 STATION CABLING SERVICES

The Contractor shall provide station cabling services to support the services covered by this IFB Subcategory 1.6 for all Customer-occupied buildings where services under this Contract are being offered. Station cabling includes wire/cable related activities required to install horizontal station cabling from the Customer's distribution location or Horizontal Cross-connect (HC) to the Customer defined station location. Station cabling shall include the necessary wire/cable, connectors, jumpers, panel, and jack. Station cabling shall also include associated trouble shooting, testing and labeling. Horizontal station cabling is limited to the following:

1. Installation of cabling for extending services from the HC to the Customer's station location.
2. Identification and testing of existing cabling.

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

1. The wire/cable pathway is blocked and cannot be cleared without significant effort or damage to the Customer site.
2. The wire/cable pathway is in an asbestos or other environment hazardous to the Contractor's personnel, or where such work would be hazardous to the public or to the Customer's staff.

The Contractor shall provide a price in the Subcategory Cost Worksheets for all labor and materials required for horizontal station cabling necessary to complete the provisioning as described in this Section 1.6.5.4. The Contractor shall provide one (1) price for each media or task identified.

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

One (1) exception to the above standards is the ANSI/TIA/EIA 568-B.2 requirement of installation of a minimum of multiple (2) cables per location. Customers shall have the option of installing one (1) cable at each location if desired.

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

The Contractor may offer the wiring services for Station Cabling as detailed in Table 1.6.5.4.a.

**Table 1.6.5.4.a, Station Wiring Services**

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **1** | **Station Cabling – Horizontal Copper Cat 3** | Wiring services for extending services from the Customer's Horizontal Cross-connect location to the Customer's station location utilizing one (1) 4-pair Category 3 CMP UTP. | | | |
| | Bidder's Product Description | | | | |
| **2** | **Station Cabling – Horizontal Copper Cat 5e** | Wiring services for extending services from the Customer's Horizontal Cross-connect location to the Customer's station location utilizing one (1) 4-pair Category 5e CMP UTP. | | | |
| | Bidder's Product Description | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **3** | **Station Cabling – Horizontal Copper Cat 6** | Wiring services for extending services from the Customer's Horizontal Cross-connect location to the Customer's station location utilizing one (1) 4-pair Category 6 CMP UTP. | | | |
| | Bidder's Product Description | | | | |
| **4** | **Station Cabling – Horizontal Optical Fiber-IEEE 802.3Z** | Wiring services for extending services from the Customer's Horizontal Cross-connect location to the Customer's station location utilizing one (1) 2-Strand Multimode 62.5/125 or 50.125 um optical fiber cable for speeds not greater than one (1) Gbps (IEEE802.3Z). CMP rated. | | | |
| | Bidder's Product Description | | | | |
| **5** | **Station Cabling – Horizontal Copper -Identify, Test and Label** | Wiring services to identify, test, and label existing horizontal station cabling per single station location. | | | |
| | Bidder's Product Description | | | | |

**The Contractor may offer additional unsolicited Station Cabling Services in Table 1.6.5.4.b.**

**Table 1.6.5.4.b, Unsolicited Station Cabling Services**

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

1.6.5.5 SERVICES RELATED HOURLY SUPPORT

The Contractor shall provide labor for the diagnosis and/or repair of services listed in this Contract. Work performed under this Section 1.6.5.5 is authorized only for situations where the Contractor has dispatched personnel to diagnose a CALNET 3 service problem that turns out to be caused by factors outside the responsibility of the Contractor (e.g., Network Interface Units/ circuit terminations, etc.)

In Subcategory Cost Worksheet 1.6.5.5, the Contractor shall provide a fixed hourly rate schedule for labor classifications common to the diagnosis and/or repair of contracted services. The rates identified shall only be used for the diagnosis and/or repair of contracted services and no materials shall be identified.

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

The Contractor shall offer services related hourly support as detailed in Table 1.6.5.5.

**Table 1.6.5.5 Services Related Hourly Support**

| | Labor Classification Name | Classification Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| **1** | **Field Technician Regular Hours** | Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET 3 service problem that turns out to be caused by factors outside the responsibility of the Contractor. | | | |
| | Bidder's Description: | | | | |
| **2** | **Field Service Repair Technician**<br>**Overtime Hours** | Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET 3 service problem that turns out to be caused by factors outside the responsibility of the Contractor. | | | |
| | Bidder's Description: | | | | |
| **3** | **Field Service Repair Technician**<br>**Sunday and Holiday Hours** | Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET 3 service problem that turns out to be caused by factors outside the responsibility of the Contractor. | | | |
| | Bidder's Description: | | | | |

1.6.5.6 COMPATIBILITY

Many CALNET 2 Customers use proprietary Equipment for voice line-side services and data WAN applications. The incumbent Contractor shall provide, at a minimum, the current level of service compatibility and availability for this existing Customer Premise Equipment used by CALNET 2 Customers who wish to continue to receive CALNET 3 services from the incumbent Contractor.

CALNET 3 CMO and the affected CALNET 3 Customers will be the approving authority for replacing all non-compatible CPE. This includes any Equipment, building modifications, wiring, and training for End-User staff that is necessary as a result of the Transition to a new Contractor.

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

1.6.5.7 INTENTIONALLY DELETED

## 1.6.6 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.

1.6.6.1 SERVICE LEVEL AGREEMENT FORMAT

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

1. SLA Name – Each SLA Name must be unique;
2. Definition - Describes what performance metric will be measured;
3. Measurements Process - Provides instructions how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include source of data and define the points of measurement within the system, application, or network;
4. Service(s) - All applicable services will be listed in each SLA;
5. Objective(s) – Defines the SLA performance goal/parameters; and,
6. Rights and Remedies
    a. Per Occurrence: Rights and remedies are paid on a per event basis during the bill cycle; and,
    b. Monthly Aggregated Measurements: Rights and remedies are paid once during the bill cycle based on an aggregate of events over a defined period of time

The Contractor shall proactively apply a credit or refund when a SLA objective is not met. CALNET SLA Rights and Remedies do not require the Customer to submit a request for credit or refund.

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

1.6.6.2 TECHNICAL REQUIREMENTS VERSUS SLA OBJECTIVES

Sections 1.6.2 through 1.6.5 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_____*

1.6.6.3 TWO METHODS OF OUTAGE REPORTING: CUSTOMER OR CONTRACTOR

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

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

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

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

1.6.6.4 BIDDER RESPONSE TO SERVICE LEVEL AGREEMENTS

Many of the Service Level Agreements described below include multiple objective levels – Basic, Standard and Premier. Bidders shall indicate one (1) specific objective level they are committing to for each service in space provided in the "Objective" section of each SLA description.

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

1.6.6.5 CONTRACTOR SLA MANAGEMENT PLAN

Within 90 calendar days of Contract award, the Contractor shall provide CALNET 3 CMO with one (1) SLA Management Plan that describes how the Contractor will monitor and manage the Technical SLAs for services in this IFB. The SLA Management plan shall provide processes and procedures to be implemented by the Contractor. The SLA Management Plan shall define the following:

1. Contractor SLA Manager and supporting staff responsibilities

2. Contractor process for measuring objectives for each SLA. The process shall explain how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include source of data and define the points of measurement within the system, application, or network. Process may differ per service type.
3. Creation and delivery of SLA Reports (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 that 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 Customer SLA and SLA reporting issues. The Contractor shall provide a separate process for Customers and CALNET 3 CMO.
6. Contractor SLA Manager to manage all SLA compliance and reporting. The Contractor shall include the SLA Manager contact information for SLA inquiries and issues resolution for Customer and CALNET 3 CMO.

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

1.6.6.6 TECHNICAL SLA GENERAL REQUIREMENTS

The Contractor shall adhere to the following general requirements which apply to all CALNET 3 Technical SLAs (Section 1.6.6.8):

1. With the exception of Provisioning SLA (Section 1.6.6.8.10), the total SLA rights and remedies for any given month shall not exceed the sum of 100 percent of the Total Monthly Recurring Charges (TMRC);
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 Affiliates and/or Subcontractors under this Contract;
4. The Definition, Measurement Process, Objectives, and Rights and Remedies shall apply to all services identified in each SLA. If a Category or Subcategory is listed in the SLA, then all services under that Category or Subcategory are covered under the SLA. Exceptions must be otherwise stated in the SLA;
5. TMRC rights and remedies shall include the service, option(s), and feature(s) charges;
6. The Contractor shall proactively and continuously monitor and measure all SLA objectives;

7. The Contractor shall proactively credit all rights and remedies to the Customer within 60 calendar days of the trouble resolution date on the trouble ticket or within 60 calendar days of the Due Date on the Service Request form for the Provisioning SLA (Section 1.6.6.8.10);
8. To the extent that Contractor offers additional SLAs, or SLAs with more advantageous rights and/or remedies for same or similar services offered through tariffs, online service guides, or other similarly situated government contracts (Federal, State, County, City), the State will be entitled to the same rights and/or remedies therein. The Contractor shall present SLAs to CALNET 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 Affiliates and/or Subcontractors 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_____*

1.6.6.7 TROUBLE TICKET STOP CLOCK CONDITIONS

The following conditions shall be allowed to stop the trouble ticket outage duration for CALNET 3 Contractor trouble tickets. The Contractor shall document the trouble ticket outage duration using the Stop Clock Condition (SCC) listed in Table 1.6.6.7 and include start and stop time stamps in the Contractor's Trouble Ticket Reporting Tool (IFB-A Business Requirements Section A.9.4) for each application of a SCC. The Contractor shall not consider "cleared while testing" or "no trouble found" as a SCC unless cause is ultimately determined to have been the fault of a third party outside the control of the Contractor.

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

Stop Clock Conditions are limited to the conditions listed in Table 1.6.6.7.

**Table 1.6.6.7 – Stop Clock Conditions (SCC)**

| # | Stop Clock Condition (SCC) | SCC Definition |
|---|---|---|
| **1** | **END-USER REQUEST** | Periods when a restoration or testing effort is delayed at the specific request of the End-User. The SCC shall exist during the period the Contractor was delayed, provided that the End-User's request is documented and time stamped in the Contractor's trouble ticket or Service Request system and shows efforts are made to contact the End-User during the applicable Stop Clock period. |
| **2** | **OBSERVATION** | Time after a service has been restored but End-User request ticket is kept open for observation. If the service is later determined by the End-User to not have been restored, the Stop Clock shall continue until the time the End-User notifies the Contractor that the Service has not been restored. |
| **3** | **END-USER NOT AVAILABLE** | Time after a service has been restored but End-User is not available to verify that the Service is working. If the service is later determined by the End-User to not have been restored, the Stop Clock shall apply only for the time period between Contractor's reasonable attempt to notify the End-User that Contractor believes the service has been restored and the time the End-User notifies the Contractor that the Service has not been restored. |
| **4** | **WIRING** | Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor or any of its Subcontractors or Affiliates. If it is later determined the wiring is not the cause of failure, the SCC shall not apply. |
| **5** | **POWER** | Trouble caused by a power problem outside of the responsibility of the Contractor. |

| # | Stop Clock Condition (SCC) | SCC Definition |
|---|---|---|
| **6** | **FACILITIES** | Lack of building entrance Facilities or conduit structure that are the End-User's responsibility to provide. |
| **7** | **ACCESS** | Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following:<br><br>a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative;<br>b. Site contact refuses access to technician who displays proper identification;<br>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; and,<br>d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem.<br><br>If it is determined later that the cause of the problem was not at the site in question, then the Access SCC shall not apply. |
| **8** | **STAFF** | Any problem or delay to the extent caused by End-User's staff that prevents or delays Contractor's resolution of the problem. In such event, Contractor shall make a timely request to End-User staff to correct the problem or delay and document in trouble ticket. |
| **9** | **APPLICATION** | End-User software applications that interfere with repair of the trouble. |
| **10** | **CPE** | Repair/replacement of CPE not provided by Contractor if the problem has been isolated to the CPE. If determined later that the CPE was not the cause of the service outage, the CPE SCC will not apply. |
| **11** | **NO RESPONSE** | Failure of the trouble ticket originator or responsible End-User to return a call from Contractor's technician for on-line close-out of trouble tickets after the Service has been restored as long as Contractor can provide documentation in the trouble ticket substantiating the communication from Contractor's technician. |
| **12** | **MAINTENANCE** | An outage directly related to any properly performed scheduled maintenance or upgrade scheduled for CALNET 3 service. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs shall apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to the Maintenance SCC. |

| # | Stop Clock Condition (SCC) | SCC Definition |
|---|---|---|
| **13** | **THIRD PARTY** | Any problem or delay caused by a third party not under the control of Contractor, not preventable by Contractor, including, at a minimum, cable cuts not caused by the Contractor. Contractor's Affiliates and/or Subcontractors shall be deemed to be under the control of Contractor with respect to the equipment, services, or Facilities to be provided under this Contract. |
| **14** | **FORCE MAJEURE** | Force Majeure events, as defined in the terms and conditions of the PMAC General Provisions - Telecommunications, Section 28 (Force Majeure). |

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

### 1.6.6.8 TECHNICAL SERVICE LEVEL AGREEMENTS

The Contractor shall provide and manage the following Technical SLAs.

#### 1.6.6.8.1 Availability (M-S)

| | |
|---|---|
| **SLA Name:** Availability | |
| **Definition:** The percentage of time a CALNET 3 service is fully functional and available for use each calendar month. | |
| **Measurement Process:** The monthly Availability Percentage shall be based on the accumulative total of all Unavailable Time derived from all trouble tickets closed, for the affected service (Per Circuit ID), per calendar month. The monthly Availability Percentage equals the Scheduled Uptime per month less Unavailable Time per month divided by Scheduled Uptime per month multiplied by 100. Scheduled Uptime is 24 x number of days in the month. All Unavailable Time applied to other SLAs, which results in a remedy, will be excluded from the monthly accumulated total. | |
| **Services:** | |
| Analog (1.6.3.2.1) | Asynchronous Transfer Mode (ATM) (1.6.3.2.5) (includes access) |
| Frame Relay (1.6.3.2.4) (includes access) | |

**Objectives:**
The objective will be based on the access type:

| | Basic (B) | Standard (S) | Premier (P) | Bidder's Objective Commitment (B, S or P) |
|---|---|---|---|---|
| Analog | ≥ 98.9% | ≥ 99.2% | ≥ 99.5% | |
| DS0 | ≥ 98.9% | ≥ 99.2% | ≥ 99.5% | |
| DS1 | ≥ 99.2% | ≥ 99.5% | ≥ 99.8% | |
| DS3 | ≥ 99.7% | ≥ 99.8% | ≥ 99.9% | |
| OCX | ≥ 98.7% | ≥ 99.8% | ≥ 99.9% | |

**Rights and Remedies**

**Per Occurrence:**
End-User Escalation Process
CALNET 3 CMO Escalation Process

**Monthly Aggregated Measurements:**

First month to fail to meet the committed SLA objective shall result in a 15% rebate of the TMRC.

Next consecutive month to fail to meet the committed SLA objective shall result in a 30% rebate of TMRC.

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

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

1.6.6.8.2 Met Appointments (M-S)

**SLA Name:** Met Appointments

**Definition:** Service Availability will be determined on a percentage basis of met appointments (technician dispatches) verses missed appointments.

**Measurement Process:** Monthly Average Percentage by Service type:

The sum of all individual service appointments met in the measurement period divided by the sum of all individual appointments made in that measurement period equals the monthly average.

**Service(s):**

| | |
|---|---|
| Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI) (1.6.3.2.2) | |

**Objectives:**

| | Basic (B) | Standard (S) | Premier (P) | Bidder's Objective Commitment (B, S or P) |
|---|---|---|---|---|
| ISDN BRI | 85.0% | 90.0% | 99.5% | |

**Rights and Remedies**

**Per Occurrence:** CALNET 3 CMO Escalation Process

**Monthly Aggregated Measurements:**

First month to fail to meet the committed SLA objective shall result in a 15% rebate of the TMRC and three (3) Business Days of the Average Daily Usage Cost (ADUC) (if applicable) for all missed appointments.

Next consecutive month to fail to meet the committed SLA objective shall result in a 25% rebate of TMRC and five (5) Business Days of the ADUC (if applicable) for all missed appointments.

Each additional consecutive month to fail to meet the committed SLA objective shall result in a 50 percent rebate of the TMRC and ten (10) Business Days of the ADUC (if applicable) for all missed appointments.

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

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

**SLA Name:** Catastrophic Outage 1 (CAT 1)

**Definition:** The total loss of service at a single address based on a common cause resulting in the failure of ten (10) or more circuits, any single OCx, or 100 or more voice lines or voice mail boxes.

**Measurement Process:** The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by a Customer, or the Contractor, whichever occurs first. The Contractor shall open a trouble ticket for each service (Circuit ID) affected by the common cause. Each End-User service is deemed out of service from the first notification until the Contractor determines the End-User service (Circuit ID) is restored minus SCC. Any service reported by Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

**Service(s):**

| | |
|---|---|
| Analog (1.6.3.2.1) | Central Office Trunk Service (1.6.2.5) |
| Asynchronous Transfer Mode (ATM) (1.6.3.2.5) (includes access) | Frame Relay (1.6.3.2.4) (includes access) |
| Business Access Lines (1.6.2.3) | Voice Mail Services (1.6.2.9) |
| Central Office Exchange Services (1.6.2.4) | |

**Objectives:**

The objective restoral time shall be:

| | Basic (B) | Standard (S) | Premier (P) | Bidder's Objective Commitment (B, S or P) |
|---|---|---|---|---|
| Analog | ≤ 3 hours | ≤ 2 hours | ≤ 1 hour | |
| ATM | ≤ 3 hours | ≤ 2 hours | ≤ 1 hour | |
| Business Access Lines | ≤ 3 hours | ≤ 2 hours | ≤ 1 hour | |
| C.O. Exchange Service | ≤ 3 hours | ≤ 2 hours | ≤ 1 hour | |
| C.O. Trunk Service | ≤ 3 hours | ≤ 2 hours | ≤ 1 hour | |
| Frame Relay | ≤ 3 hours | ≤ 2 hours | ≤ 1 hour | |
| Voice Mail Services | ≤ 3 hours | ≤ 2 hours | ≤ 1 hour | |

| | |
|---|---|
| **Rights and Remedies** | **Per Occurrence:** 100 percent of the TMRC for each End-User service not meeting the committed objective for each CAT 1 fault. |
| | **Monthly Aggregated Measurements:** N/A |

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

### 1.6.6.8.4 Catastrophic Outage 2 (M-S)

**SLA Name:** Catastrophic Outage 2 (CAT 2)

**Definition:**
A total failure of a service type in a central office (or equivalent facility), or a backbone failure or failure of any part of the Equipment that supports the backbone that causes a service failure.

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

**Service(s):**

| | |
|---|---|
| Analog (1.6.3.2.1) | Frame Relay (1.6.3.2.4) (includes access) |
| Asynchronous Transfer Mode (ATM) (1.6.3.2.5) (includes access) | Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI) (1.6.3.2.2) |
| Business Access Lines (1.6.2.3) | IntraLATA Local Calling (1.6.2.6) |
| Central Office Exchange Services (1.6.2.4) | Voice Mail Services (1.6.2.9) |
| Central Office Trunk Service (1.6.2.5) | |

**Objectives:**
The objective restoral time shall be:

| | Basic (B) | Standard (S) | Premier (P) | Bidder's Objective Commitment (B, S or P) |
|---|---|---|---|---|
| Analog | ≤ 1 hour | ≤ 30 minutes | ≤ 15 minutes | |
| ATM | ≤ 1 hour | ≤ 30 minutes | ≤ 15 minutes | |
| Business Access Lines | ≤ 1 hour | ≤ 30 minutes | ≤ 15 minutes | |
| Central Office Exchange | ≤ 1 hour | ≤ 30 minutes | ≤ 15 minutes | |
| C.O. Trunk Service | ≤ 1 hour | ≤ 30 minutes | ≤ 15 minutes | |
| Frame Relay | ≤ 1 hour | ≤ 30 minutes | ≤ 15 minutes | |
| ISDN BRI | ≤ 1 hour | ≤ 30 minutes | ≤ 15 minutes | |
| IntraLATA Local Calling | ≤ 1 hour | ≤ 30 minutes | ≤ 15 minutes | |
| Voice Mail | ≤ 1 hour | ≤ 30 minutes | ≤ 15 minutes | |

**Rights and Remedies**

**Per Occurrence:**

100 percent of the TMRC and ten (10) Business Days of the ADUC for each End-User service not meeting the committed per occurrence objective for a single CAT 2 fault.

**Monthly Aggregated Measurements:** N/A

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

### 1.6.6.8.5 Catastrophic Outage 3 (M-S)

**SLA Name:** Catastrophic Outage 3 (CAT 3)

**finition:**

e total loss of more than one (1) service type in central office, or the loss of any service type on a system wide basis.

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

**Service(s):**

| | |
|---|---|
| Analog (1.6.3.2.1) | Frame Relay (1.6.3.2.4) (includes access) |
| Asynchronous Transfer Mode (ATM) (1.6.3.2.5) (includes access) | Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI) (1.6.3.2.2) |
| Business Access Lines (1.6.2.3) | IntraLATA Local Calling (1.6.2.6) |
| Central Office Exchange Services (1.6.2.4) | Voice Mail (1.6.2.9) |
| Central Office Trunk Service (1.6.2.5) | |

**Objectives:**
The objective restoral time shall be:

| | Basic (B) | Standard (S) | Premier (P) | dder's Objective Commitment (B or P) |
|---|---|---|---|---|
| Analog | ≤ 30 minutes | N/A | ≤ 15 minutes | |
| ATM | ≤ 30 minutes | N/A | ≤ 15 minutes | |
| Business Access Lines | ≤ 30 minutes | N/A | ≤ 15 minutes | |
| Central Office Exchange | ≤ 30 minutes | N/A | ≤ 15 minutes | |
| C.O. Trunk Service | ≤ 30 minutes | N/A | ≤ 15 minutes | |
| Frame Relay | ≤ 30 minutes | N/A | ≤ 15 minutes | |
| ISDN BRI | ≤ 30 minutes | N/A | ≤ 15 minutes | |
| IntraLATA Local Calling | ≤ 30 minutes | N/A | ≤ 15 minutes | |

| | | | | | |
|---|---|---|---|---|---|
| | Voice Mail | ≤ 30 minutes | N/A | ≤ 15 minutes | |

| | |
|---|---|
| **Rights and Remedies** | **Per Occurrence:**<br>100 percent of the TMRC and ten (10) Business Days of the ADUC for each service (Circuit ID) not meeting the committed objective for each Cat 3 fault. |
| | **Monthly Aggregated Measurements:** N/A |

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

### 1.6.6.8.6 ACD Service Outage (M-S)

**SLA Name:** ACD Service Outage

**finition:**
The total loss of ACD service at a single End-User location.

**Measurement Process:** The Outage Duration begins when an application 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 application 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-seat basis from information recorded from the system or Customer reported trouble ticket. Each seat is deemed out of service from the first notification until the Contractor determines the service is restored. Any service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

**Service(s):**

| | |
|---|---|
| Locally Based ACD (1.6.2.7) | |

**Objectives:**

The objective restoral time shall be:

| | Basic (B) | Standard (S) | Premier (P) | Bidder's Objective Commitment (B, S or P) |
|---|---|---|---|---|
| Locally Based ACD | 6 hours | 4 hours | 2 hours | |

| | |
|---|---|
| **Rights and Remedies** | **Per Occurrence:**<br>15 percent of the TMRC and three (3) Business Days of any applicable ADUC for each service not meeting the committed objective for each Call Center service outage. |
| | **Monthly Aggregated Measurements:** N/A |

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

### 1.6.6.8.7 Excessive Outage (M-S)

**SLA Name:** Excessive Outage

**Definition:**
A service failure that remains unresolved for more than the committed objective level.

**Measurement Process:** This SLA is based on trouble ticket Unavailable Time. The circuit or service is unusable during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If Customer reports a service failure as unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time.

**Service(s):**

| | |
|---|---|
| Analog (1.6.3.2.1) | Frame Relay (1.6.3.2.4) (includes access) |
| ISDN BRI (1.6.3.2.2) | IntraLATA Local Calling Usage Services (1.6.2.6) |
| Asynchronous Transfer Mode (ATM) (1.6.3.2.5) (includes access) | Voice Mail Services (1.6.2.9) |
| Business Access Line (1.6.2.3) | Locally Based ACD (1.6.2.7) |
| Central Office Exchange Services (1.6.2.4) | |
| Central Office Trunk Service (1.6.2.5) | |

**Objectives:**

The Unavailable Time objective shall not exceed:

| | Basic (B) | Standard (S) | Premier (P) | Bidder's Objective Commitment (B, S or P) |
|---|---|---|---|---|
| Analog | 16 hours | 12 hours | 8 hours | |
| ISDN BRI | 16 hours | 12 hours | 8 hours | |
| ATM | 16 hours | 12 hours | 8 hours | |
| Business Access Line | 16 hours | 12 hours | 8 hours | |
| C.O. Exchange Services | 16 hours | 12 hours | 8 hours | |
| C.O. Trunk Service | 16 hours | 12 hours | 8 hours | |
| Frame Relay | 16 hours | 12 hours | 8 hours | |
| IntraLATA Local Calling | 16 hours | 12 hours | 8 hours | |
| Voice Mail | 16 hours | 12 hours | 8 hours | |
| Locally Based ACD | 16 hours | 12 hours | 8 hours | |

**Rights and Remedies**

**Per Occurrence:** 100 percent of the TMRC and ten (10) Business Days of the ADUC for each service (Circuit ID) out of service for a period greater than the committed objective level.

Upon request from the Customer or the CALNET 3 CMO, the Contractor shall provide a briefing on the excessive outage restoration.

**Monthly Aggregated Measurements:** N/A

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

### 1.6.6.8.8 Mean Time to Repair (M-S)

**SLA Name:** Mean Time to Repair

**Definition:**
The monthly average time a trouble ticket is open in the Contractor's trouble ticket system for a service type.

**Measurement Process:** The service (Circuit ID) is unusable during the time the Customer reported trouble ticket is recorded as open in the Contractor's trouble ticket system, minus SCC. Any service (Circuit ID) reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time. The mean shall be derived as the sum of the total trouble ticket duration hours per calendar month, per service type, divided by the number of tickets per calendar month, per service type.

**Service(s):**

| | |
|---|---|
| Business Access Line (1.6.2.3) | IntraLATA Local Calling Usage Services (1.6.2.6) |
| Central Office Exchange Services (1.6.2.4) | Voice Mail Services (1.6.2.9) |
| Central Office Trunk Service (1.6.2.5) | |

**Objectives:**

The objective restoral time shall be:

| | Basic (B) | Standard (S) | Premier (P) | Bidder's Objective Commitment (B, S or P) |
|---|---|---|---|---|
| Business Access Line | 10 hours | 6 hours | 4 hours | |
| C.O. Exchange Services | 10 hours | 6 hours | 4 hours | |
| C.O. Trunk Service | 10 hours | 6 hours | 4 hours | |
| IntraLATA Local Calling | 10 hours | 6 hours | 4 hours | |
| Voice Mail | 10 hours | 6 hours | 4 hours | |

**Rights and Remedies**

**Per Occurrence:** N/A

**Monthly Aggregated Measurements:**

15 percent of the TMRC and two (2) Business Days of the ADUC per occurrence if the mean average fails to meet the committed monthly objective.

Next consecutive month to fail to meet the committed SLA objective shall result in a 25 percent rebate of the TMRC and two (2) Business Days of the ADUC per occurrence.

Additional consecutive months to fail to meet the committed SLA objective shall result in a 50 percent rebate of the TMRC and two (2) Business Days of the ADUC per occurrence.

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

### 1.6.6.8.9 Notification

| | |
|---|---|
| **SLA Name:** Notification | |
| **Definition:** The Contractor notification to CALNET 3 CMO and designated stakeholders in the event of a CAT 2 or CAT 3 failure, 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 requiring the nature of the outage may be limited. | |
| **Measurement Process:** The Contractor shall adhere to the Network Outage Response requirements (IFB-A Business Requirements Section A.3.3) and notify the CALNET 3 CMO and designated stakeholders for all CAT 2 and CAT 3 Outages or for network outages resulting in a significant loss of service. Notification objectives will be based on the start time of the outage failure determined by the opening of a trouble ticket or network alarm, whichever occurs first. For events based on information such as terrorist activity or threat of natural disaster, the Contractor shall notify CALNET 3 CMO and designated stakeholder when information is available for dissemination to Customers. | |
| **Service(s):** All services | |
| **Objectives:**<br>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).<br>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).<br>This objective is the same for Basic, Standard and Premier commitments. | |
| **Rights and Remedies** | **Per Occurrence:** Senior Management Escalation |
| | **Monthly Aggregated Measurements:** N/A |

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

### 1.6.6.8.10 Provisioning (M-S)

**SLA Name:** Provisioning

**Definition:**
Provisioning shall include new services, moves, adds and changes, completed by the Contractor on or before the due dates. The Provisioning SLA shall be based on committed installation intervals established in this SLA or due dates negotiated between Customer and Contractor documented on the Contractor's order confirmation notification or Contracted Service Project Work Scope of Work in accordance with Section A.2.5.4 #7 (Provisioning and Implementation). The Contractor shall meet the committed interval dates or due date negotiated with the Customer. If 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 Requests(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).
Provisioning SLAs have two (2) objectives:
Objective 1: Individual Service Request
Objective 2: Successful Install Monthly Percentage by Service Type
Note: Provisioning timelines include extended demarcation wiring, when appropriate.

**Measurement Process:**
Objective 1: Individual Service Request: 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.

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

| Service(Features must be installed in conjunction with the service except when listed below) | Committed Interval Calendar Days | Coordinated/Managed Project |
|---|---|---|
| Business Access Lines (1.6.2.3) | 5 | Contracted Service Project Work |
| Central Office Exchange Services (includes station cabling) (1.6.2.4) | 5 | Contracted Service Project Work |
| Central Office Trunk Service and Features (1.6.2.5) | 20 | Contracted Service Project Work |
| IntraLATA Local Calling (1.6.2.6) | 5 | Contracted Service Project Work |
| Locally Based ACD (1.6.2.7) | N/A | Contracted Service Project Work |
| Voice Mail Services (1.6.2.9) per box | 10 | Contracted Service Project Work |
| Analog (1.6.3.2.1) | 10 | Contracted Service Project Work |
| ISDN Basic Rate ISDN (BRI) (1.6.3.2.2) | 20 | Contracted Service Project Work |
| Frame Relay DS0 (1.6.3.2.4) | 15 | Contracted Service Project Work |
| Frame Relay DS1 (1.6.3.2.4) | 15 | Contracted Service Project Work |
| Frame Relay DS3 (1.6.3.2.4) | 30 | Contracted Service Project Work |

| | | |
|---|---|---|
| Asynchronous Transfer Mode (ATM) (1.6.3.2.5) (includes access) | 60 | Contracted Service Project Work |
| Cable and Wiring Services (1.6.5.1) | N/A | Contracted Service Project Work |
| Expedite (all applicable services) | 5 | Contracted Service Project Work |

**Objectives:**

Individual Service Request:
Service provisioned on or before the due date per install Service Request.

Monthly Average percent by Service Type:

| | Basic (B) | Standard (S) | Premier (P) | dder's Objective Commitment (B, S or P) |
|---|---|---|---|---|
| Locally Based ACD | N/A | ≥ 90% | ≥ 95% | |
| Analog | N/A | ≥ 90% | ≥ 95% | |
| ATM | N/A | ≥ 90% | ≥ 95% | |
| Business Access Lines | N/A | ≥ 90% | ≥ 95% | |
| Central Office Exchange Services | N/A | ≥ 90% | ≥ 95% | |
| Central Office Trunk Service | N/A | ≥ 90% | ≥ 95% | |
| Frame Relay DS0 | N/A | ≥ 90% | ≥ 95% | |
| Frame Relay DS1 | N/A | ≥ 90% | ≥ 95% | |
| Frame Relay DS3 | N/A | ≥ 90% | ≥ 95% | |
| ISDN BRI | N/A | ≥ 90% | ≥ 95% | |
| IntraLATA Local Calling | N/A | ≥ 90% | ≥ 95% | |
| Cable and Wiring Services | N/A | ≥ 90% | ≥ 95% | |
| Voice Mail | N/A | ≥ 90% | ≥ 95% | |
| Expedite | N/A | ≥ 90% | ≥ 95% | |

| | |
|---|---|
| **Rights and Remedies** | **Per Occurrence:**<br>Objective 1: Individual Service Requests: 50 percent of installation fee credited to Customer for any missed committed objective. |
| | **Monthly Aggregated Measurements:**<br>Objective 2: 100 percent of the installation fee credited to Customer for all Service Requests (per service type) that did not complete on time during the month if the Successful Install Monthly Percentage is below the committed objective. |

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

### 1.6.6.8.11 Time to Repair (TTR) (M-S)

**SLA Name:** Time to Repair (TTR)

**finition:**

ervice outage that remains unresolved for more than the committed objective level.

**Measurement Process:**
This SLA is based on trouble ticket Unavailable Time. The circuit or service is unusable during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If Customer reports a service failure as unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time. This SLA is applied per occurrence.

**Services**

| | |
|---|---|
| Analog (1.6.3.2.1) | Frame Relay (1.6.3.2.4) (includes access) |
| Asynchronous Transfer Mode (ATM) (1.6.3.2.5) (includes access) | Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI) (1.6.3.2.1.1) |

**Objectives:**

The Unavailable Time objective shall not exceed:

| | Basic (B) | Standard (S) | Premier (P) | Bidder's Objective Commitment (B or S) |
|---|---|---|---|---|
| Analog | 6 hours | 4 hours | N/A | |
| ATM | 6 hours | 4 hours | N/A | |
| Frame Relay | 6 hours | 4 hours | N/A | |
| ISDN BRI | 6 hours | 4 hours | N/A | |

**Rights and Remedies**

**Per Occurrence:**
25 percent of the TMRC and three (3) Business Days ADUC, when applicable, per occurrence for each service (Circuit ID) out of service for a period greater than the committed objective level.

**Monthly Aggregated Measurements:** N/A

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

### 1.6.6.8.12 Time to Repair (TTR) – IntraLATA Local Calling (M-S)

**SLA Name:** Time to Repair (TTR) – IntraLATA Local Calling

**finition:**

ervice outage that remains unresolved for more than the committed objective level.

**Measurement Process:**
This SLA is based on 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.

| **Services** | |
|---|---|
| IntraLATA Local Calling (1.6.2.6) | |

**Objectives:**

The Unavailable Time objective shall not exceed:

| Local Toll Calling | Basic (B) | Standard (S) | Premier (P) | idders Objective Commitment (B or S) |
|---|---|---|---|---|
| 1 to 25 End-Users | 9 hours | 7 hours | N/A | |
| 26 to 50 End-Users | 9 hours | 6 hours | N/A | |
| Greater than 50 End-Users | 8 hours | 5 hours | N/A | |

| | |
|---|---|
| **Rights and Remedies** | **Per Occurrence:**<br>Three (3) Business Days ADUC for each service (Circuit ID) out of service for a period greater than the committed objective level. |
| | **Monthly Aggregated Measurements:** N/A |

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

1.6.6.8.13 Unsolicited Service Enhancement SLAs

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

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

1.6.6.8.14 Proposed Unsolicited Offerings

The Contractor shall provide SLAs as defined in SLA Section 1.6.6 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_____*

1.6.6.8.15 Contract Amendment Service Enhancement SLAs

All Contract amendment service enhancements shall be considered a feature of the service, therefore included as such under the SLAs as defined in this Section 1.6.6.8.15.

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