IFB STPD 12-001-A

Statement of Work, Appendix B

DATA DICTIONARY

ADDENDUM 9

08/22/13

FOR CALNET 3, CATEGORY 1

VOICE AND DATA SERVICES

Issued by:

STATE OF CALIFORNIA

California Department of Technology

Statewide Technology Procurement Division

PO Box 1810

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Appendix B
Data Dictionary

	Data Field Name	Data Field Definition	Data Type	Format
1	Actual Arrival Date	Contractor technician's actual date of arrival on Customer premise reported in the Trouble Ticketing Reporting and Tracking System.	Date	MM/DD/YYYY
2	Actual Arrival Time	Contractor technician's actual time of arrival on Customer premise reported in the Trouble Ticketing Reporting and Tracking System. Military time or equivalent.	Time	99:99
3	Actual Migration-Out Date	Date Contractor disconnects Customer service after providing incoming Contractor all necessary information to migrate services.	Date	MM/DD/YYYY
4	Actual Migration-In Date	Date Contractor completes installation of service/subservice/feature and is deemed acceptable by Customer.	Date	MM/DD/YYYY
5	Actual Transition-In Date	Date Contractor completes Customer transition of service to CALNET 3 and service transition is deemed acceptable by CALNET 3 CMO.	Date	MM/DD/YYYY
6	Adjustments	Credits or debits on an account to correct previous billing - including SLA credits.	Currency	$0.0000
7	Adjustment Description	Explanation for the issuance of an Adjustment.	Text	Varies, 50 char max
8	Admin Fee	Admin Fee Rate multiplied by the Contractor rates for the Product ID as described in IFB-A Section A.5.11.	Currency	$0.0000
9	Admin Fee Rate	A percentage applied to the Contractor's rates as described in IFB-A Section A.5.11.	Percentage	0.0%
10	BAN	A unique Billing Account Number used to designate a Customer or Customer location that will be billed, which can represent multiple BTNs, Circuit IDs, or WTNs.	Text	Varies, 40 char max
11	BTN	A specific Billing Telephone Number recorded by the switch on a Call Detail Record identifying the party to be billed for the call.	Text	Varies, 40 char max

	Data Field Name	Data Field Definition	Data Type	Format
12	CALNET 2 Billing Account Status	A status provided by incumbent Contractor when transitioning services in form of a percentage. The reported percentage will reflect the progress of the billing process that includes submission of final bill/credit to Customer for CALNET 2.	Percentage	0.0%
13	CALNET 3	Flag that indicates if the Service or Feature is a CALNET 3 product	Text	"Y" or "N"
14	CALNET 3 Billing Account Status	Status provided by incumbent Contractor when transitioning services in form of a percentage. The reported percentage will reflect the progress of the billing process that includes submission of final bill/credit to Customer for CALNET 3.	Percentage	0.0%
15	CAT	Type of catastrophic outage.	Text	"1", "2" or "3"
16	Category	CALNET 3 Category number from which the Service has been procured. This is not the procurement contract number.	Number	Varies, 2 digit max
17	Change Charge	A charge applied to a Product ID for an authorized move, add or change by the Contractor per the Customer's Service Request and as identified in Catalog A of the Bidder's response.	Currency	$0.0000
18	Change Charge Applicability	A description of how the change charge applies to the service.	Text	Varies
19	Change Charge Description	A description of the Change Charge when it is other than a currency value (e.g. ICB).	Text	Varies, 20 char max
20	Change Date	Actual date the Contractor completes the service/feature move, add, change, or delete as deemed acceptable by the Customer.	Date	MM/DD/YYYY
21	Change Type	Type of service/feature change processed by the Contractor per the Customer's Service Request. This is either a move, add, change, or delete.	Text	"M", "A", "C" or "D"
22	Circuit ID or Service ID (can be used interchangeably)	A unique identifier assigned to each service ordered by a Customer. Examples of a Circuit ID or Service ID are an access circuit number or a telephone number.	Text	Varies, 30 char max
23	Completion Date	Actual project completion date. This date is the date deemed acceptable by the Customer.	Date	MM/DD/YYYY

	Data Field Name	Data Field Definition	Data Type	Format
24	Contract MRC	Monthly Recurring Charge per Product ID excluding any Admin Fee as included in Catalog A of the Bidders response or as negotiated in an IPR.	Currency	$0.0000
25	Contract MRC Description	A description of the Contract MRC when it is other than a currency value (e.g. ICB, cost plus xx percentage, percentage discount off mfg list).	Text	Varies, 20 char max
26	Contract NRC	One time Non-Recurring Charge per Product ID excluding any Admin Fee as included in Catalog A of the Bidder's response or as negotiated in an IPR.	Currency	$0.0000
27	Contract NRC Description	A description of the Contract NRC when it is other than a currency (e.g. ICB, cost plus xx percentage, percentage discount off mfg list).	Text	Varies, 20 char max
28	Contract Number	The Contract agreement number issued on the STD 213 for each Contractor.	Text	Varies, 20 char max
29	Contractor Code	Unique identifier for the Contractor as provided by CALNET 3 CMO.	Text	Varies
30	Contractor Name	The company name of the Contractor as provided by the Contractor.	Text	Varies, 250 char max
31	Current Charges	All debits and credits posted to the current invoice.	Currency	$0.0000
32	Customer Billing City	The Customer's billing city, no abbreviations.	Text	USPS Standard
33	Customer Billing Address 1	The Customer's primary billing street number and name, no abbreviations.	Text	USPS Standard
34	Customer Billing Address 2	The Customer's secondary billing street number and name, no abbreviations.	Text	USPS Standard
35	Customer Billing State	The Customer's billing state abbreviation.	Text	USPS Standard
36	Customer Billing Zip Code	The Customer's billing zip code (Zip+4 Code).	Text	USPS Standard
37	Customer Code	Unique identifier for the Customer as provided by CALNET 3 CMO.	Text	Varies
38	Customer Contact	Name of Customer responsible for acting as a point of contact for CALNET 3 service issues reported to the Trouble Ticketing Reporting and Tracking System.	Text	Varies. 250 char max
39	Customer Contact Info	The telephone number or Email address for the Customer Contact.	Text	Varies, 50 char max

	Data Field Name	Data Field Definition	Data Type	Format
40	Customer MRC	Contracted Monthly Recurring Charge, plus the Admin Fee as included in Catalog B of the published Contract.	Currency	$0.0000
41	Customer Name	Customer name as defined in Customer Naming Conventions (IFB-A Section A.4.2).	Text	Varies, 250 char max
42	Customer Prorated Charge	Prorated Charge plus Admin Fee as included in Catalog B of the published Contract.	Currency	$0.0000
43	Customer Service Address 1 (A)	The End-User location primary street number and name. For services with two end locations, use this as the "A" location.	Text	USPS Standard
44	Customer Service Address 1 (Z)	The End-User location primary street number and name. For services with two end locations, use this as the "Z" location.	Text	USPS Standard
45	Customer Service Address 2 (A)	The End-User location secondary street number and name. For services with two end locations, use this as the "A" location.	Text	USPS Standard
46	Customer Service Address 2 (Z)	The End-User location secondary street number and name. For services with two end locations, use this as the "Z" location.	Text	USPS Standard
47	Customer Service City (A)	The End-User location city. For services with two end locations, use this as the "A" location.	Text	USPS Standard
48	Customer Service City (Z)	The End-User location city. For services with two end locations, use this as the "Z" location.	Text	USPS Standard
49	Customer Service State (A)	The End-User location state. For services with two end locations, use this as the "A" location.	Text	USPS Standard
50	Customer Service State (Z)	The End-User location state. For services with two end locations, use this as the "Z" location.	Text	USPS Standard
51	Customer Service Zip Code (A)	The End-User location zip code. For services with two end locations, use this as the "A" location. (Zip +4 Code)	Text	USPS Standard
52	Customer Service Zip Code (Z)	The end-user location zip code. For services with two end locations, use this as the "Z" location. (Zip +4 Code)	Text	USPS Standard

	Data Field Name	Data Field Definition	Data Type	Format
53	Date Change Reason	Reason Contractor needs to change date of Transition of Customer services to CALNET 3.	Text	Varies
54	Days PD	Number of calendar "days past due" from date of written order confirmation notification.	Number	Varies
55	DGS DVBE Certification Number	Valid certification number assigned by the California Department of General Services, Office of Small and Disabled Veteran Business Enterprises.	Text	Varies, 50 char max
56	DGS SB Certification Number	Valid certification number assigned by the California Department of General Services, Office of Small and Disabled Veteran Business Enterprises.	Text	Varies, 50 char max
57	Due Date	Actual Date Contractor and Customer mutually agree service order will be completed in accordance to SLA Provisioning Sections in each Category or Subcategory solicitation.	Date	MM/DD/YYYY
58	DVBE Contractor	Company name of the DGS certified DBVE Subcontractor of the CALNET 3 Contractor.	Text	Varies, 250 char max
59	Est. Arrival Date	Contractor technician's estimated date of arrival on Customer premise identified in the Trouble Ticketing Reporting and Tracking System.	Date	MM/DD/YYYY
60	Est. Arrival Time	Contractor technician's estimated time of arrival on Customer premise identified in the Trouble Ticketing Reporting and Tracking System.	Time	99:99
61	Est. Project Cost	Contractor's estimated project cost.	Currency	$0.0000
62	Feature Description	The Feature Description in Catalog A of the Bidder's Response.	Text	Varies
63	Feature Name	The Feature Name in the Bidder's Catalog A.	Text	Varies, 250 char max
64	Feature Restrictions	The Feature Restrictions in Catalog A of the Bidder's response.	Text	Varies
65	File Creation Date	Date the text file or report was created by the Contractor.	Date	MMDDYYYY
66	File Name	The file name as defined in the text files or report specifications of this IFB.	Text	Varies, 30 char max
67	Final Project Cost	Contractor's final project cost.	Currency	$0.0000

	Data Field Name	Data Field Definition	Data Type	Format
68	Geographic Availability	The geographical areas where the Contractor will provide the service as included in the Bidder's Catalog A.	Text	Varies
69	Hourly Rate	Contractor's hourly rate as identified in the Catalog A.	Currency	$0.0000
70	Hours	The number of hours charged.	Number	Varies
71	Initial Date	Date Customer was initially contacted by the Contractor after receipt of Service Request.	Date	MM/DD/YYYY
72	Invoice Date	The date the invoice was issued to the Customer.	Date	MM/DD/YYYY
73	Invoice Number	The unique number assigned to the invoice.	Text	Varies 30 char max
74	Migration Status	Written explanation of progress regarding Migration of Customer's service to CALNET 3 and closeout of CALNET 3 billing. Shall include percentage % complete.	Text	Varies
75	New Term Quantity	Total number of Units of the specified Product ID with a new term at the specified MRC and NRC for the reporting month.	Number	Varies
76	Outage Cause	Written explanation of cause or reason for CALNET 3 service outage.	Text	Varies
77	Outage Date	Actual date Contractor service outage began as identified in the Trouble Ticketing Reporting and Tracking System.	Date	MM/DD/YYYY
78	Outage Duration	The total minutes beginning when a trouble ticket is opened until the problem is resolved and deemed accepted by the Customer.	Number	Varies
79	Product ID	A unique Contractor-defined code specific to the service or feature name as included in the Bidder's Response and as identified in Catalog A. If a bundled set of features are offered together at a single price in Catalog A, a unique Product ID shall be assigned to the represent the bundle. Product IDs in Catalog A for IFB A shall not reoccur or appear in any other CALNET 3 solicitations.	Text	Varies, 50 char max
80	Project Mgr.	Name of Contractor's Project Manager.	Text	Varies

	Data Field Name	Data Field Definition	Data Type	Format
81	Project Mgr. Contact #	Phone number of Contractor's Project Manager.	Text	999-999-9999
82	Prorated Charge	For any service or feature that was charged for a portion of the month of service, this prorated monthly recurring charge shall be captured here.	Currency	$0.0000
83	Provisioning Period	The month the Contractor reports service orders in accordance with SOW Sections 1.1.4.8.7, 1.2.9.8.11, 1.3.5.8.10, 1.4.4.8.7, 1.4.4.8.8, 1.5.4.7.7 and 1.6.6.8.10 (Provisioning SLAs).	Date	MM/YYYY
84	Provisioning R&R %	Rights and Remedies percentage credited or refunded for Provisioning SLAs (Sections 1.1.4.8.7, 1.2.9.8.11, 1.3.5.8.10, 1.4.4.8.7, 1.4.4.8.8, 1.5.4.7.7 and 1.6.6.8.10). The Provisioning SLA Rights and Remedies percentage will reflect "50%" if the individual objective is missed per order and "100%" if Monthly Completion percentage objective is missed per service per month.	Percentage	0.0%
85	Quantity	Total number of billable units for the specified Product ID in the reporting month.	Number	Varies
86	R & R %	Rights and Remedies percentage credited or refunded per SOW SLA Sections 1.1.4.1, 1.2.9.1, 1.3.5.1, 1.4.4.1, 1.5.4.1 and 1.6.6.1.	Percentage	0.0%
87	Report Period	Month and year that the data in the report reflects.	Date	MM/YYYY
88	Reported Trouble	Written explanation of the trouble reported by the Customer in the Trouble Ticket Reporting System.	Text	Varies
89	Restoral Activity Performed	Written Chronological explanation and timestamp of the Contractor's trouble shooting and restoration activities provided in Contractor's trouble ticket.	Text	Varies
90	Restore Date	Actual Date Customer service was restored, accepted and documented in the Contractor's trouble ticket.	Date	MM/DD/YYYY
91	Restore Time	Actual Time of day the Customer service was restored and documented in the Contractor's trouble ticket.	Time	99:99

	Data Field Name	Data Field Definition	Data Type	Format
92	SB Contractor	Small Business company name registered as the DGS certified Small Business Subcontractor on the CALNET 3 Contract.	Text	Varies, 250 char max
93	SCC	Stop Clock Condition name in the Contractor's trouble ticket system in the SLA language in each Category or Subcategory solicitation.	Text	LOV *
94	SCC Minutes	Total Stop Clock Condition duration in minutes applied per trouble ticket SOW Sections 1.1.4.7, 1.2.9.7, 1.3.5.7, 1.4.4.7, 1.5.4.6 and 1.6.6.7.	Number	Varies
95	Scope of Work Date	Actual Date "Scope of Work" provided to Customer.	Date	MM/DD/YYYY
96	Service Description	A summary description of the Service the Contractor provides as included in the Bidder's Catalog A.	Text	Varies
97	Service Limitations	A high level description of the service Limitations and Restrictions as included in the Bidder's Catalog A.	Text	Varies
98	Service Month	The calendar month the service and/or feature is provided or moved, added, changed, or deleted.	Date	MM/YYYY
99	Service Quantity Changed	The number of billable units of the Change Type for the specified Product ID at the specified MRC and NRC for the reporting month.	Number	Varies
100	Service Type	The name of the service grouping as defined in each table heading of the Bidder's Catalog A.	Text	Varies, 100 char max
101	SLA	Name of Service Level Agreement – Contractor shall provide the SLA name as it appears in the Category or Subcategory solicitation when the trouble ticket failure qualified for and Contractor applied rights and remedies under the named SLA.	Text	Varies
102	SLA Applied	"Yes" or "No" indicating if individual provisioning SLA applies.	Text	"Yes" or "No"
103	SLA Report Period	The month and year for all trouble tickets reported in accordance to Service Level Agreement (SLA) Reports (IFB-A Section A.9.5).	Date	MM/YYYY

	Data Field Name	Data Field Definition	Data Type	Format
104	Special Pricing	This is a flag used for special pricing. It defines what type of special pricing has been applied and billed to the customer (e.g. ICB, IPR).	Text	"ICB" or "IPR"
105	SR Date	Date the service request for the service/feature move, add, change, or delete was submitted.	Date	MM/YYYY
106	SR Number	Entity's service request number as provided on the Telecommunications Service Request.	Text	Varies, 30 char max
107	Start Date	Actual project start date as reflected in the accepted implementation plan/schedule.	Date	MM/DD/YYYY
108	Status	Contractor trouble ticket status.	Text	Varies
109	Subcategory	CALNET 3 Subcategory number from which the service has been procured. This is not the procurement contract number.	Text	3 or 4 char with 4 char max (example: "6.1" or "10.2")
110	Target Completion Date	Target project completion date negotiated and mutually agreed between Customer and Contractor.	Date	MM/DD/YYYY
111	Target Migration-In Date-	Actual date Contractor commits to installing CALNET 3 Service.	Date	MM/DD/YYYY
112	Target Migration-Out Date	Actual date Contractor commits to disconnect CALNET 3 Service.	Date	MM/DD/YYYY
113	Target Transition-In Date	Actual date Contractor commits to completing customer service transition to CALNET 3.	Date	MM/DD/YYYY
114	Taxes	Itemized Tax, Fee, or Surcharge billed for the Product ID for the specified row.	Currency	$0.0000
115	Taxes Description	Name of Tax, Fee or Surcharge as identified on Exhibit 9.	Text	Varies, 50 char max
116	Tax Index	This index relates each row in the Services Billed Tax text field to the detail rows in the Services Billed Tax Detail text file.	Number	Varies
117	Ticket #	Contractor's trouble ticket number.	Text	Varies
118	Ticket Close Date	Actual date Contractor trouble ticket was closed by Contractor.	Date	MM/DD/YYYY
119	Ticket Close Time	Actual time of day Contractor trouble ticket was closed by Contractor.	Time	99:99

	Data Field Name	Data Field Definition	Data Type	Format
120	Ticket Open Date	Actual date Contractor trouble ticket was opened by either Contractor or Customer.	Date	MM/DD/YYYY
121	Ticket Open Time	Actual time of day Contractor trouble ticket was opened by either Contractor or Customer.	Time	99:99
122	Total Admin Fee	The Admin Fee multiplied by the Quantity (Contractor shall prorate for partial months).	Currency	$0.0000
123	Total Amount Due	Total amount due on account.	Currency	$0.0000
124	Total Contract Dollars	The Contractor's total Contract Dollar amount excluding administrative fees for the fiscal year being reported.	Currency	$0.0000
125	Total Call Duration	Total duration of all calls in minutes made by the Customer within the monthly period for the row of data.	Number	Varies
126	Total Calls	Total number of calls made within the monthly period.	Number	Varies
127	Total Charge	The sum of Total Contract NRC, Total Customer MRC, (or Total Customer Prorated Charge), Total Adjustments, and Total Taxes for the specified row.	Currency	$0.0000
128	Total Contract MRC	Total monthly Contract MRC billed for each unique Product ID and/or unique price.	Currency	$0.0000
129	Total Contract NRC	Contract NRC multiplied by the New Service Quantity in each row.	Currency	$0.0000
130	Total Customer MRC	Total Contract MRC plus the Total Admin Fee.	Currency	$0.0000
131	Total Customer Prorated Charge	Total Prorated Charge plus the Admin Fee	Currency	$0.0000
132	Total DVBE Dollars	The Contractor's total DVBE Dollar amount excluding administrative fees for the fiscal year being reported.	Currency	$0.0000
133	Total DVBE Percentage	Percentage of the Contractor's Total Contract Dollars that are DVBE Dollars. (Excluding Administrative Fees) for the fiscal year being reported.	Percentage	0.00%
134	Total Minutes	Total billed duration of all calls made within the monthly period for the row of data. This is the Total Call Duration rounded up to the nearest increment of time as defined in the Contract.	Number	Varies

	Data Field Name	Data Field Definition	Data Type	Format
135	Total Prorated Charge	Prorated Charge times the Service Quantity Changed.	Currency	$0.0000
136	Total SB Dollars	The Contractor's total Small Business Dollar amount excluding administrative fees for the fiscal year being reported for fiscal year.	Currency	$0.0000
137	Total SB Percentage	Percentage of the Contractor's Total Contract Dollars that are Small Business Dollars. (Excluding Administrative Fees) for fiscal year.	Percentage	0.0%
138	Total SLA Credits	Total amount refunded or credited to customer per Trouble Ticket # or SR Number. Includes NRC, TMRC and/or ADUC credits.	Currency	$0.0000
139	Total Taxes	Total Taxes, Fees and Surcharges billed for the Product ID for the specified row	Currency	$0.0000
140	Total Usage	Total Minutes times the rate per minute.	Currency	$0.0000
141	Transition Percent Complete	The reported percentage that reflects the progress regarding the transition of service to CALNET 3.	Percentage	0.0%
142	Transition Status	Explanation of progress regarding transition of customer service to CALNET 3.	Text	Varies
143	Transport Type	Facility used for the service (e.g., DS0, DS1, DS3, ISDN BRI, Ethernet).	Text	Varies
144	Unavailable Time	The total minutes (Outage Duration) from when a trouble ticket is opened until the problem is deemed acceptable and restored minus stop clock condition minutes.	Number	Varies
145	Unit of Measure	Unit of Measure for the Product ID as published on Contractor's CALNET 3 product catalog.	Text	Varies
146	WTN	Working Telephone Number or End-User telephone number.	Text	999-999-9999

* **List of Values**

Each column provides a list of the acceptable values for each data field name.

SCC
End-User Request
Observation
End-User Not Available
Wiring
Power
Facilities
Access
Staff
Application
CPE
No Response
Maintenance
Third Party
Force Majeure