

Section 6.1 Core Services – MODULE 1

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SECTION 6.1 CORE SERVICES – MODULE 1

6.1 CORE SERVICES (MODULE 1)

The Contractor shall provide a broad range of local voice, line-side, statewide end-to-end data transmission, and other telecommunications services, including, at a minimum those described in this section. All features and services are to be compliant with TIA/EIA and ITU-T Standards for each service type described herein.

6.1.1 MODULE 1 RFP REQUIREMENTS

6.1.1.1 Designation Of Requirements

The Business and Technical Requirements specified in this RFP Section can be classified as either “Mandatory,” “Mandatory-Optional,” or “Desirable.”

Mandatory (M)

Mandatory Requirements are those that the Contractor shall provide at no cost and without a specific order. These services include, at a minimum, network security, usage reports, invoicing, business planning, and other like items. All Mandatory items shall be included within the awarded Contract. All items not specifically identified as “Mandatory-Optional” (M-O), or “Desirable” (D) are considered “Mandatory”.

Mandatory-Optional Requirements (M-O)

Requirements that are designated as “Mandatory-Optional” are specific services, or specific features that the Bidder must offer, but will be the State’s option whether or not to include the offered item (or its separately priced Mandatory-Optional or Desirable sub-elements or features) in the awarded Contract, and furthermore, if it is included in the Contract it shall be the Customer’s option whether or not to order the service or feature, except that some Mandatory-Optional orders may also require DTS/ONS approval. All Bidders must provide separate prices as indicated in RFP Section 7 in the Bidder’s Final Proposal for all Mandatory-Optional items. If no prices are submitted, they shall be offered at no cost. Each Mandatory-Optional Requirement is identified with an “(M-O)” after the item heading.

Desirable (D)

Requirements that are designated as “Desirable” are specific Services, or specific features that the Bidder may offer. Bidders are not required to offer these Desirable Requirement Services and features in order to be compliant with the RFP. If a Desirable item is offered and found by the State to be compliant with the Desirable item’s specification, it shall be at the State’s option whether or not to include the offered item in the awarded Contract and to determine when or whether to make the offered item available to Customers. If a Desirable item is included in the Contract it shall be at the Customer’s option whether or not to order the item, except that some Desirable orders also require DTS/ONS approval. Desirable Items may be eligible for scored technical points per RFP Section 9. Each Desirable Requirement is identified with a “(D)” after the item heading.

Bidders may offer additional unsolicited Services or features or other items as indicated under certain Section 6 subsections. Bidders are encouraged to offer unsolicited Services and features that provide enhancement to the Mandatory-Optional “(M-O)” services identified. Unsolicited features must be individually identified, listed and priced in the “Unsolicited Services and Features” portion of each table. General references to catalogs will not be accepted. All Bidders must provide separate prices in RFP Section 7 for each unsolicited Service or feature. If no prices are submitted for an offered Desirable item, it shall be provided at no cost. Requirement Unsolicited items are not eligible for scored technical points per RFP Section 9.

It shall be at the State’s option whether or not to include the offered item in the awarded Contract and to determine when or whether to make the offered item available to Customers. If an unsolicited item is included in the Contract, it shall be at the Customer’s option whether or not to order the item, except that unsolicited orders also required DTS/ONS approval.

If a Desirable item is offered and found by the State to be compliant with the Desirable item’s specification, it shall be the State’s option whether or not to include the offered item in the awarded Contract and to determine when or whether to make the offered item available to Customers, and furthermore, if it is included in the Contract it shall be the Customer’s option whether or not to order the service or feature, except that some Desirable orders also require DTS/ONS approval.

6.1.1.2 Compliance With Section 4 (M)

RFP Section 4 outlines the proposed environment anticipated as a result of this RFP. The Bidder hereby affirms that it will comply with the service environment and business relationship envisioned in Section 4 for this Module.

In order to assure the State that the Bidder shall meet the State's vision, the Bidder shall describe how it plans to support the overall State Requirements in Section 4 for CALNET II for this RFP Module 1. This description shall summarize the Bidder's technical and operational plans, as well as how it plans to provide the business relationship envisioned by the State.

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.2 CORE VOICE SERVICES (M-O)

The Contractor shall provide local telephone services on a statewide basis. The Contractor shall provide Agencies with enhanced intelligent network service capability between statewide business locations, which establish cost effective service provisioning. The services described throughout Section 6.12 et al.

DTS/ONS is seeking solutions that provide the least cost to the State while providing government users with the greatest feature flexibility to allow users the choice of low cost basic services or more sophisticated feature rich services.

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.2.1 Voice Network Design (M)

DTS/ONS uses this Contract as a means to perform statewide service oversight, Customer advocacy, and fiscal management responsibilities. In the course of that oversight the State is required to examine key elements of the voice network 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 voice network designs and diagrams for the following voice services under this Contract:

- Central Office Trunking Service

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

The Contractor shall provide 3 hard copies and 1 electronic copy of the drawings with the Proposal. Electronic drawings shall be in .dwg, .dxf, .vsd or any mutually agreed format. Hard copy drawing shall be provided in Standard E size. Drawings will be evaluated on thoroughness with respect to the identified issues.

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

- General location (city) of Equipment
- Type and capacity of Equipment at each location including any backup systems
- General circuit route (city to city)
- Circuit size/bandwidth
- Circuit type
- Unique identifier for each element

Responses to the Requirements described in this section should include a thorough presentation of how the voice network solves the following:

Ubiquity – the Contractor’s (and Affiliate’s) ability to provide services throughout the state.

Scalability – the ability to increase the delivery of services in number and/or size within a reasonable timeframe.

Survivability – the ability to continue to operate or quickly restore services in the face of unanticipated incidents, disasters, or catastrophes.

Redundancy – having one or more circuits/systems available in case of failure of the main circuits/systems.

Diversity –network paths and infrastructure offered in such a way as to minimize the chance of a single point of failure.

The responses to this Section may be taken into account in the evaluation of the other Sections of 6.12 et al.

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.2.2 Minimum Requirements (M)

The Contractor shall 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, as previously identified.

Transmission Quality:

- 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)
- Noise measurements shall not exceed –32DBRN between the central office and the Customer Minimum Point of Entry (MPOE)

- 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.
- Dial Tone Availability: Minimum dial tone availability will be 99.999 percent

Compliance with Standards:

- Contractor shall meet the voice compression standard ITU G.711, or equivalent
- Contractor shall provide Documentation that supports adherence to the Requirement above in the response to this RFP and upon request from DTS for the duration of the Contract
- Must comply with North American Standards for analog and digital installation, testing and performance throughout the duration of the Contract. The Contractor shall identify the voice compression techniques and Standards utilized for the proposed network voice solution

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

*Reference: document _____
location _____ page _____ paragraph _____*

Description:

6.1.2.3 Interoperability Requirements (M-O)

The Contractor shall offer and provide interoperability with the services provided in RFP Section 6.2 (Long Distance Voice Services) and others as the technology changes and new Standards are introduced.

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.2.4 Business Access Line (M-O)

The Contractor shall provide Business Access Lines to End-Users throughout California. The Business Access Line services shall be offered throughout the State as a single agency service application as required to meet the Agency’s business needs.

Business Access Lines shall include:

- Basic FCC and CPUC mandated line services, including:
 - o Direct dialing (in and out)
 - o Telephone network access to and from other called or calling parties respectively
 - o Dialed access to 9-1-1 Emergency Services with associated registered database line information
- **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
- **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 6.1.5).

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

The Contractor shall offer the Business Access Line features detailed in Table 6.1.2.4.a

Table 6.1.2.4.a –Business Access Lines and Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Basic Business Access Line	Business Access Line as described above		
Bidder's Description:			
Call Waiting	Notifies the End-User of an incoming call when on another call		
Bidder's Description:			
Call Forwarding	Directs all incoming calls to any other phone number		
Bidder's Description:			
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 Description:			
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 Description:			
Call Forward Ring No Answer	Forwards calls to a number designated by the End-User after a selected number of rings		
Bidder's Description:			
Selective Call Forwarding	Forwards up to 10 pre-programmed numbers to another telephone number designated by the End-User		
Bidder's Description:			
Remote Access to Call Forwarding	Allows the End-User to control and change Call Forwarding from any touch-tone phone		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Caller ID	On incoming calls, provides the number and name of the calling party for display on Caller ID compatible CPE		
Bidder's Description:			
Callback	Calls back the last incoming call		
Bidder's Description:			
Call Screen	Allows the End-User to reject calls from up to ten preprogrammed numbers, including the last number called if the End-User so designates		
Bidder's Description:			
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 Description:			
Distinctive Ringing	Allows the End-User to program the phone to recognize calls from up to 10 specific numbers. A special ring is heard when one of those numbers calls		
Bidder's Description:			
Three Way Calling	Connects three people on three different lines at the same time		
Bidder's Description:			
End-User Speed Calling	Allows a End-User to pre-program frequently called numbers		
Bidder's Description:			
System Speed Calling	Allows various groupings of frequently called numbers (up to 70) to be pre-programmed		
Bidder's Description:			

The Contractor may offer the Business Access Line features detailed in Table 6.1.2.4.b

Table 6.1.2.4.b – Business Access Lines and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Bidders are to list all the feature packages available for Business Access Line services:			
		N/A	
Bidder's Description:			
Bidder's Description:			
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
Bidder's Description:			

6.1.2.5 Central Office Exchange Basic Services (M-O)

The Contractor shall provide central office exchange based single line services and features available as described in this section (or the functional equivalent through another technology). The Contractor provided services shall include the following features:

- **Call Hold** - Allows End-User to put the first party on hold and call a second party
- **Call Transfer** - Allows the End-User to transfer a call to another party
- **Intercom** - Enables station End-User to establish a talking path to another station of an intercom group
- **Intercom Transfer** - Allows the transferring party to talk privately with the destination before transferring the call or establishing a three-way conference
- **Three Way Calling** - Allows three parties to conference together on the same call

- **Direct Inward and Outward Dialing** - Allows the End-User to control the routing of incoming or outgoing calls
- **Trunking** - Each primary or interior station
- **Station cabling to the End-User- location** - Access Facility - each station. Extended building wire from MPOE to station
- **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 _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

The Contractor shall offer the Central Office Exchange Basic Services and Features detailed in Table 6.1.2.5.a

Table 6.1.2.5.a - Central Office Exchange Basic Services and Features (or Equivalent) (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Primary Station Line	Primary Station Line for analog or digital services as described above		
Bidder's Description:			
Caller ID Complete Blocking External Calls Only	Blocks caller ID on outgoing external calls only, allowing intra-system calling name & number to be displayed		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Restricted Access	Limits phone access on selected lines so that only authorized numbers and regions can be called		
Bidder's Description:			
Ringback Notification	Automatically notifies the End-User when a previously busy station becomes idle and then the End-User can redial that station		
Bidder's Description:			
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 Description:			
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 Description:			
Call Forward Ring No Answer	Forwards calls to a number designed by the End-User after a selected number of rings		
Bidder's Description:			
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 Description:			
Restricted Call Forward	Allows End-Users to forward calls to other phone lines either inside or outside the same system		
Bidder's Description:			
Call Park	Allows the End-User to park a call on another station number and retrieve it from any station		
Bidder's Description:			
Call Pickup Group Feature	Allows the End-User to answer any ringing phone in their designated group, from their station		
Bidder's Description:			
Callback	Calls back the last incoming call		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Call Screen	Allows the End-User to route up to 10 Customer designated numbers directly to a prerecorded announcement		
Bidder's Description:			
Call Trace	Allows the End-User to alert the authorities with useful information when receiving threatening or harassing calls		
Bidder's Description:			
Call Waiting	Notifies the End-User of an incoming call when on another call		
Bidder's Description:			
Caller ID	Displays the incoming callers' phone number on Caller ID compatible Equipment		
Bidder's Description:			
Hot Line	Automatically establishes connection to a predetermined number when the End-User goes off hook		
Bidder's Description:			
Telephone Management System	Allows the Customer to manage the certain features from a computer terminal. Orders for certain Software features and additional lines can be entered via a computer terminal. Refer to Section 6.1.13.4		
Bidder's Description:			
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 Description:			
Make Set Busy	Permits End-User to make a station line busy to incoming calls		
Bidder's Description:			
Make Busy Except Group Intercom	Enables End-User to place and receive calls to and from other members of a pre-designated group while Make Set Busy is activated		

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Bidder's Description:			
Distinctive Ringing	Allows the End-User to program the phone to recognized calls from up to 10 specific numbers. A special ring is heard when one of those numbers calls		
Bidder's Description:			
Camp-On	Completes a busy called number as soon as the designated number becomes free		
Bidder's Description:			
Select Call Forwarding	Allows the End-User to select up to ten incoming numbers to be forwarded to another number		
Bidder's Description:			
End-User Speed Calling	Allows a End-User to pre-program frequently called numbers		
Bidder's Description:			
System Speed Calling	Allows various groupings of frequently called numbers (up to 70) to be pre-programmed		
Bidder's Description:			
Uniform Call Distribution - (UCD) each group	Distributes incoming calls to individual End-Users (agents) within a group who have been idle longest. Holds incoming calls while all agent lines are busy and then distributes them evenly to available agents on "first-in, first-out" basis		
Bidder's Description:			
Uniform Call Distribution (UCD)-each line	Each line equipped with UCD feature		
Bidder's Description:			
UCD Forwarded Call Information (FCI)	Used to provide information on calls that have forwarded to a voice mail or message desk computer. Allows personalized voice mail greetings & triggers message waiting indication		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
UCD Call Waiting Signal	Provides signal for visual and audible indication of delay experienced by a call, which has been waiting in queue the longest		
Bidder's Description:			

The Contractor may offer the Central Office Exchange basic services and features detailed in Table 6.1.2.5.b.

Table 6.1.2.5.b - Central Office Exchange Basic Services and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Bidders are to list all the feature packages available for Central Office Exchange Services (or equivalent):			
Bidder's Description:			
Bidder's Description:			
Executive Busy Override	Permits a station End-User to interrupt on a station that has a call in progress. Parties engaged in conversation hear a warning tone before a new caller joins their conversation		
Bidder's Description:			
Call Forward Status Display per system	Displays with LED, the station number of original party called. Forwarded call will be identified as: Forward all calls, Busy on a call or Did not answer.		
Bidder's Description:			
Calling Name Display Group	Enables members of a group to view the name of the incoming group member's name		
Bidder's Description:			
Calling Name Display - Line	Enables the name of a person placing a call to be displayed on a set		

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Bidder's Description:			
Group Intercom - All Calls	Allows member of a group intercom to simultaneously page predefined members of the same group		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.1.2.6 Central Office Trunk Service (M-O)

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 2-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:

- **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
- **Availability Control** - Enables the Customer to make busy pre-determined individual PBX trunks in various group sizes
- **Night Mode** - Directs after hours calls to a specific answering station designated by the Customer
- **Automatic Channel Selection** - Automatically selects an idle channel within a trunk group for call selection
- **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

- **Equal Access** – Allows Customers to specify only one PIC per trunk group
- **Trunk Group** – Restrictions and configurations can be assigned per trunk group

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the Central Office Trunk service and features detailed in Table 6.1.2.6.a.

Table 6.1.2.6.a - Central Office Trunk Service and Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Two-Way Trunks- Basic	Provides incoming and outgoing call capability. Transmission loss will not exceed more than 8.0 db		
Bidder's Description:			
Two Way Trunks- Assured	Provides incoming and outgoing call capability. Transmission loss will not exceed more than 5.5 db		
Bidder's Description:			
Out Only Trunks - Basic	Provides outgoing capability only. Transmission loss will not exceed more than 8.0 db		
Bidder's Description:			
Out Only Trunks – Assured	Provides outgoing capability only. Transmission loss will not exceed more than 5.5 db		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
In Only Trunks – Basic	Provides incoming service only. Transmission loss will not exceed 8.0 db		
Bidder's Description:			
In Only Trunks – Assured	Provide incoming service only. Transmission loss will not exceed 5.5 db		
Bidder's Description:			
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 Description:			
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 Description:			
DID Station Numbers	Block of 100 telephone numbers used to work with DID trunking		
Bidder's Description:			
Additional DID Station Numbers	Each additional block of 100 numbers used to work with DID trunking.		
Bidder's Description:			

The Contractor may offer the Central Office Trunk service and features detailed in Table 6.1.2.6.b.

Table 6.1.2.6.b - Central Office Trunk Service and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.1.2.7 Intra-LATA Calling (M-O)

Required Local intra-LATA usage services are: up to 12 miles, over 12 and up to 16 miles throughout California. Local service area may include one 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:

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

The Contractor shall offer the Intra-LATA services detailed in Table 6.1.2.7.a.

Table 6.1.2.7.a Intra-LATA Calling Usage Services (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Documentation/Location
Local Calling up to 12 miles	Local calling service up to 12 miles		
Bidder's Description:			
Local Calling over 12 miles and up to 16 miles	Local calling service over 12 and up to 16 miles		
Bidder's Description:			

6.1.2.8 (deleted)

IMPORTANT NOTE: this subsection was deleted, which also caused the deletion of pages 21 and 22 (see Addendum 16). The document now resumes on the following page at page 23.

This page was deleted (see Addendum 16).

This page was deleted (see Addendum 16).

6.1.2.9 Locally Based Automatic Call Distribution (ACD) (M-O)

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 call center services that are premise or central office based and that provide call center Agencies with ACD functionality. Costs for premise based Equipment solutions shall be included in the service fees. Implementation of premise-based solutions may require DTS’s delegation of authority. The ACD shall be able to handle ACD Agent Software Package, Basic ACD Supervisor’s Software Package, and System Administrator Software Package, all of which are described below.

ACD evenly distributes incoming calls among a designated group. The ACD places calls in queue if no agent is available. The distribution of these calls can be provided at the queue level based on:

- Dialed number
- Time of day
- Location of the caller
- Skills based

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the Locally Based ACD services and features detailed in Table 6.1.2.9.a.

Table 6.1.2.9.a –Locally Based ACD (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Automatic Call Distributor (ACD) (8 ports)	The ACD described above with 8 ports		
Bidder's Description:			
Automatic Call Distributor (ACD) (24 ports)	The ACD described above with 24 ports		
Bidder's Description:			
Automatic Call Distributor (ACD) (48 ports)	The basic ACD described above with 48 ports		
Bidder's Description:			
Automatic Call Distributor (ACD) (96 ports)	The basic ACD described above with 96 ports		
Bidder's Description:			
Automatic Call Distributor (ACD) (192 ports)	The basic ACD described above with 192 ports		
Bidder's Description:			
Automatic Call Distributor (ACD) (over 192 ports)	The basic ACD described above with over 192 ports		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Call Center Network Connectivity	The service shall extend the capabilities of the ACD to an additional call center and shall allow multiple distributed ACD groups to answer calls as though the groups were one large group. The functionality shall be available between different server switches and across LATA boundaries		
Bidder's Description:			

The Contractor may offer the Locally Based ACD services and features detailed in Table 6.1.2.9.b.

Table 6.1.2.9.b – Locally Based ACD (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.1.2.9.1 Basic Agent Package (M-O)

The Basic Agent Package shall include the following features:

- **Agent Inbound Line** - Receives calls from the Call Center Listed Directory Numbers (LDNs)
- **Agent Status** – Allows the agent to activate/deactivate the position including ready, clerical, log off
- **Multiple Queue Options** - Agent can participate in a specified or unlimited number of queues
- **Remote Agent Capability** – Ability to route calls to telephone numbers outside the call center
- **Position ID (POID)** - Agent Position ID ("POID") identifies a specific agent
- **Call Present** - Agent answers Call Center calls without pressing a key
- **Incoming Call Queue** - Incoming calls wait/queue when all agents busy. The call is directed to the first available agent

- **Agent Priority Call Transfer** - Allows an agent to conference/transfer incoming Call Center call to another agent’s line
- **Emergency Alert** - Gives agent ability to immediately conference a supervisor or recorder to a call
- **Call Source Identification** – Displays calling number on agent Equipment
- **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_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the ACD Basic Agent Package features detailed in Table 6.1.2.9.1.a.

Table 6.1.2.9.1.a ACD Basic Agent Package (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Basic Agents Package	Basic Software package as described above		
Bidder’s Description:			
Abandon 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 Description:			
Automatic Overflow	Allows Customer to specify where new incoming calls overflow		

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Bidder's Description:			
Call Priority	Customer assigns priority levels to the primary Listed Directory Number (LDN) and supplementary LDNs		
Bidder's Description:			
Night Service	Activated for entire Call Center when all agent positions logoff. Automatically forwards incoming calls		
Bidder's Description:			
Overflow Scan	Scans up to four other Call Centers for an available agent and occurs when queuing thresholds are reached but before Automatic Overflow is applied		
Bidder's Description:			
Ring Threshold	Reroutes call when agent does not answer after a pre-determined amount of time		
Bidder's Description:			
Call Delay /Forced Announcement	Provides recorded announcement(s) to callers when all agents are busy or the Call Center is in Night Service mode		
Bidder's Description:			
Queue Status	Indication when queue thresholds are exceeded. Separate from telephone sets, this data will be provided to a wall mounted display or a workstation		
Bidder's Description:			
Agent Queue Status Display	Provides agents status of call queue. Shows either: number of calls in queue, or amount of time oldest call in queue		
Bidder's Description:			
Called Number Display	Displays the dialed Call Center directory number on agent Equipment		

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Bidder's Description:			
Call Tracking	Allows agent to indicate type of call being processed by depressing tracking key and entering a code ("account code")		
Bidder's Description:			
Controlled Access to PSTN/Switched Network	Outbound dialing permission from total restriction to unrestricted access to the public network		
Bidder's Description:			

The Contractor may offer the ACD Basic Agent Package features detailed in Table 6.1.2.9.1.b.

Table 6.1.2.9.1.b ACD Basic Agent's Package (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder including any feature packages:			
		N/A	
Bidder's Description:			
		N/A	
Bidder's Description:			

6.1.2.9.2 Basic Supervisor's Package (M-O)

The Basic Supervisor's Package shall include all of the features from the Basic Agent's Package as well as the following features:

- **Call Agent** - Allows supervisor to directly call an agent by pressing a single key and includes the ability to interrupt an active call
- **Observe Agent** – Allows supervisor to listen to conversation between the agent and the caller

- **Supervisor Answer Agent** – Allows supervisor to answer Call Supervisor calls from an agent by depressing a key
- **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 _____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the ACD Supervisor’s Package features detailed in Table 6.1.2.9.2.a.

Table 6.1.2.9.2.a ACD Supervisor’s Package (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Basic Supervisor’s Package	Basic Supervisor’s Package Software as described above		
Bidder’s Description:			
Additional Supervisor Positions	Additional supervisor for supervisor group.		
Bidder’s Description:			
Controlled Overflow	Allows a supervisor to direct new Call Center calls to an overflow route		
Bidder’s Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
ACD Status Display	Supervisor(s) with display set can monitor Call Center call status Minimum Requirements - Queue Status (QSD) shows: - Number of calls in incoming call queue and average time in queue - Total number of occupied agent positions (agents idle, active, or not ready)		
Bidder's Description:			
Position Status Display	Provides supervisor with visual indication of agent activity in real time		
Bidder's Description:			
Position Status Summary Display	Allows supervisor to quickly check status of the Call Center. Supervisor can have multiple position status summary display keys to monitor multiple Call Center Groups within their system. Minimum Requirements: Display indicates total number of agents: - on Call Center calls - on non-Call Center calls (on virtual number) - idle (logged in and waiting for call) - not ready logged off (clerical status)		
Bidder's Description:			

The Contractor may offer the ACD Supervisor’s Package features detailed in Table 6.1.2.9.2.b.

Table 6.1.2.9.2.b ACD Basic Supervisor’s Package (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder’s Description:			
Bidder’s Description:			

6.1.2.9.3 System Administrator Software Package (M-O)

The System Administrator Software Package shall include the following features:

- Provides "real time" display of agent and call activity by Call Center or queue. Display is easily customized to show desired information
- Activate or deactivate the entire Call Center group or queues within the group
- Assign passwords to agents
- Increase or decrease number of agents
- Increase or decrease the number of queues
- Move agent(s) to another Call Center group within the system
- Control queues by changing the queue slots, queue size, and maximum wait time
- Change overflow routes and ring thresholds
- Change password levels of supervisors into system

(Note: Bidders are to describe minimum Hardware Requirements for the System Administrator Software Package.)

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

The Contractor shall offer the ACD System Administrator Package features detailed in Table 6.1.2.9.3.a.

Table 6.1.2.9.3.a ACD System Administrator Software Package (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
System Administrator's Package	System Administrator's Package Software as described above		
Bidder's Description:			

The Contractor may offer the ACD System Administrator Package features detailed in Table 6.1.2.9.3.b.

Table 6.1.2.9.3.b ACD System Administrator's Software Package (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder including any feature packages:			
Bidder's Description:			

6.1.2.9.4 Management Information System For Call Centers (M-O)

The Call Center MIS system shall provide tracking in the form of reports and real time queries of data associated with agents and with each Call Center.

The "Tracking for Each Call Center" MIS package provides tracking of the following data:

- Average speed of answer

- Expected delay
- Grade of Service (GOS or equivalent)
- Hourly demand
- Longest delay experienced by caller
- Number of agents busy on incoming calls
- Number of agents / queue slots available
- Number of incoming calls to each LDN
- Total number and length of calls
- Total number of calls abandoned
- Incremental breakdown of the number of calls abandoned after or before announcement
- Total number of calls by account code

The “Tracking for Agents” Software package shall provide real time tracking of the following data by Agency:

- Number of agents logged on
- Number of agents busy on Call Center calls or on non-Call Center calls
- Number of idle agents by call center or by queue
- Number of agents in Clerical status
- Number of agents logged-off

The “Tracking for Agents” Software shall also provide historical tracking of individual agent performance, including:

- Total number of calls answered by LDN, by queue, and by account code
- Agent time tracking (logged on, status, logged off, etc.)
- Average number of calls answered per hour
- Average duration of calls
- Average of hold time
- Percentage of time available, on call, on hold, idle

- Incremental breakdown of duration of calls

All data shall be provided in a spreadsheet or comma delineated format so that Customers may prepare ad hoc reports.

The Contractor shall offer the Management Information System Tracking for Each Call Center features detailed in Table 6.1.2.9.4.a.

Table 6.1.2.9.4.a ACD Management Information System Tracking for Each Call Center (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
MIS for ACD (up to 8 agents)	The basic ACD MIS described above that can manage a Call Center with up to 8 agents		
Bidder's Description:			
MIS for ACD (up to 24 agents)	The basic ACD MIS described above that can manage a Call Center with up to 24 agents		
Bidder's Description:			
MIS for ACD (up to 48 agents)	The basic ACD MIS described above that can manage a Call Center with up to 48 agents		
Bidder's Description:			
MIS for ACD (up to 96 agents)	The basic ACD MIS described above that can manage a Call Center with up to 96 agents.		
Bidder's Description:			
MIS for ACD (up to 192 agents)	The basic ACD MIS described above that can manage a Call Center with up to 192 agents		
Bidder's Description:			
MIS for ACD (over 192 agents)	The basic ACD MIS described above that can manage a Call Center with more than 192 agents		
Bidder's Description:			

The Contractor may offer the Management Information System Tracking for Each Call Center features detailed in Table 6.1.2.9.4.b.

Table 6.1.2.9.4.b ACD Management Information System Tracking for Each Call Center (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
Bidder's Description:			

6.1.2.9.5 Call Center Maintenance (M)

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 On-Site Call Center Maintenance Monday through Friday from 7am to 6pm Pacific Time at no additional charge. An expert level technician shall respond by phone to provide troubleshooting assistance within one hour of Customer opening trouble ticket. This support shall be available Monday through Friday from 7am to 6pm Pacific Time 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_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.2.9.6 Additional Maintenance Options (M-O)

The Contractor shall offer the additional Call Center Maintenance Options detailed in Table 6.1.2.9.6.a.

Table 6.1.2.9.6.a Additional Call Center Maintenance (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
7/24 On-Site Call Center Maintenance	Technical on-Site support 7/24 /365 to perform preventive and remedial maintenance on the ACD, IVR, and CTI Hardware and Software		
Bidder's Description:			
Remote Call Center Maintenance Support for off hours	Remote technical assistance for maintenance during hours other than those covered by the maintenance plans above		
Bidder's Description:			

The Contractor may offer the additional Call Center Maintenance Options services detailed in Table 6.1.2.9.6.b.

Table 6.1.2.9.6.b Additional Call Center Maintenance (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
Bidder's Description:			

6.1.2.10 Interactive Voice Response (IVR) System (M-O)

The Contractor shall provide an IVR system that is premise or central office based that gives callers specific information or accepts an order based on specific information input by callers using speech recognition or DTMF tones. Costs for premise based Equipment solutions shall be included in the service fees.

Contractor shall provide the following applications of IVR:

Automated Attendant - A service that automatically answers incoming calls within a predefined number of rings, without assistance from a live attendant. Callers can reach an extension by entering the extension number or name. The Automated Attendant offers other services, such as announcements for voice menu choices and can process multiple calls simultaneously. It prompts callers with a series of choices and actions to perform. Based on selected action, the caller may listen to a recorded announcement, leave a message, place a call, activate another voice service or be routed to a particular service

IVR Capacity – The standard IVR package for this Contract shall include up to 200 agents and 50G of storage. Any solutions that require more capacity than stated above will be handled as an ICB

Translator - Translates and forwards old telephone number to new telephone number

Names Directory - Allows callers to spell a name using the telephone keypad, and then have the IVR system read back the name and transfer the call to that person's telephone

Voice Library - Provides playback of voice recorded 'library' of information

Intelligent Call Transfers - Transfer callers based on time-of-day, day-of-week, language, or zip code

Call Progress Detection – IVR monitors a transferred call to check if the line is busy, disconnected or a network message is played

Maintenance - See Section 6.1.2.9.6

Custom applications of IVR:

Custom Applications, including modifications and/or programming changes to the design and/or Application Program for existing custom IVR shall be provided in accordance with the provisions for contracted service project work as described in Section 6.1.13.9.1

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

The Contractor shall offer the IVR services and features detailed in Table 6.1.2.10.a.

Table 6.1.2.10.a –Interactive Voice Response (IVR) Services and Features (M-O)

Feature	Feature Description	Meets or Exceeds? Y/N	Document/ Location
IVR with Standard Applications	Standard IVR applications as described above		
Bidder's Description:			
Voice Forms	Allows business End-Users to collect information from callers over the telephone. A series of questions is played to a caller who responds to each question in sequential order. Once the information is collected, it can be retrieved and transcribed to suit individual Requirements. Include a minimum of one (1) hour storage per Voice Forms application		
Bidder's Description:			
Additional Voice Forms	Additional Voice Forms		
Bidder's Description:			
Additional Voice Forms Storage	Additional storage capacity for Voice Form recorded data		
Bidder's Description:			
Fax on Demand or Fax Reply	A multimedia option, which allows the End-User to create and retrieve Fax information by selecting Fax items from a voice menu		
Bidder's Description:			
Call Router Reports	Daily Activity and Daily Call Profile Reports shall be available for Daily, Weekly, and Monthly Distribution to each Customer broken down by each hour		

Feature	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Bidder's Description:			
Change Administration	Allows Customers to make changes to the IVR system without vendor intervention		
Bidder's Description:			
Database Lookups	Access to the Customer's local database for look up and delivery of the information to the IVR (e.g. zip codes, phone numbers, office numbers, dates of birth)		
Bidder's Description:			
Credit-Card Transactions	Application for credit card payments via the telephone/IVR service involving connection to a clearinghouse		
Bidder's Description:			

The Contractor may offer the IVR services and features detailed in Table 6.1.2.10.b.

Table 6.1.2.10.b –Interactive Voice Response (IVR) Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Speech Recognition	A Machine's ability to understand and react to human speech instead of touch tone entry		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
Bidder's Description:			

6.1.2.11 Specialized Call Routing (M-O)

The Contractor shall provide Specialized Call Routing (SCR) functionality that provides call-by-call routing of Toll Free calls to multiple, geographically dispersed ACD groups to create a virtual call center network for load balancing and maximizing use of available agents. The service shall route calls and consolidate management information at the network level, to create enterprise-wide call distribution capabilities. The service shall provide:

- **Post Call Routing** - Intelligent transferring between agent groups or into or out of their IVR/U's Voice Response Units (VRU's) is referred to as post call routing
- **Skills Based Routing** - Ability to route calls to a particular ACD group or agent based on available agents with predefined skill sets required to handle incoming calls
- Specialized Call Routing provides additional routing based on:
 - Dialed number
 - Automatic Number Identification (ANI)
 - Location of the caller
 - Caller entered digits
 - Time of day, day of week
 - Least cost
- **SCR Database Management** - The process that manages the SCR central database and stores it for a designated number of days
- **Specialized Contact Management Software (SCM)** - SCM Software delivers an integrated suite of capabilities that enables a Customer to intelligently route calls on a call-by-call basis based on agent skill set, interact with its Customers via phone, Web, and e-mail across an enterprise of ACD, PBX, IVR, database, and desktop applications
- **Consolidated MIS** - Consolidated MIS reporting with integrated near real time and historical call center and network management reporting for a true enterprise view and optimization
- **Reporting** - Utilization, trunking, blocking, call detail, and trouble management reports will be available to Customer via paper, electronic media or web access
- **Maintenance** - See Section 6.1.2.9.5
- **Managed Services** - Provides annual managed care support including remote monitoring, reporting, single point of contact and accountability, application support, and trouble shooting

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

Reference: document_____

location _____ page _____ paragraph _____

Description:

The Contractor shall offer the Specialized Call Routing services and features detailed in Table 6.1.2.11.a.

Table 6.1.2.11.a Specialized Call Routing (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Specialized Call Routing	Call routing services as described above		
Bidder's Description:			
Historical Database Service	Database service to store archived data from the primary database server. The primary server collects the data and stores it for a designated number of months, but the information is transmitted to the historical database service for storage and retrieval		
Bidder's Description:			
Administrative Workstation Software	Provides End-User interface to the SCR utilizing a Customer provided PC workstation		
Bidder's Description:			

The Contractor may offer the Specialized Call Routing services and features detailed in Table 6.1.2.11.b.

Table 6.1.2.11.b Specialized Call Routing (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.1.2.12 Computer Telephone Integration (CTI) (M-O)

The Contractor shall provide a Computer Telephone Integration (CTI) application with the Central Office Exchange Services in the form of computer interface Software that provides concurrent delivery of a voice call and data from a Customer's computer to an agent.

The Standard Basic CTI features are as follows:

Provides the ability to place and route calls

Provides signaling between the ACD node and a Customer's business computer. The two-way information flow over data circuits allows ACD applications to communicate with applications running in the Customer's business computer

Coordinated Voice and Data - Provides the concurrent delivery of a voice call and data related to the call to an ACD agent ("screen pop")

See Section 6.1.2.9.5

Custom CTI Applications:

Custom Applications, including application design, engineering, testing, wiring, and termination shall be provided in accordance with the provisions for contracted service project work as described in Section 6.1.13.9.

Bidder understands the Requirement and shall meet or exceed it? Yes_____No_____

Reference: document_____

location_____page_____paragraph_____

Description:

The Contractor shall offer the Computer Telephone Integration services and features detailed in Table 6.1.2.12.a.

Table 6.1.2.12.a –Computer Telephone Integration (CTI) (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
CTI with Basic Standard Features	CTI functionality as described above.		
Bidder’s Description:			
Voice Processing Integration	Provides messaging to support interaction with voice response units and IVRs		
Bidder’s Description:			

The Contractor may offer the Computer Telephone Integration services and features detailed in Table 6.1.2.12.b.

Table 6.1.2.12.b –Computer Telephone Integration (CTI) (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder’s Description:			

6.1.2.13 Voice Mail Services (M-O)

The Contractor shall provide Voice Mail services on a statewide basis to all 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, broadcast messaging, ability to revert to an attendant and out calling for paging.

The minimum feature Requirements of the Voice Mail Services (or Equivalent) are as follows (M-O):

Minimum message length will be at least 2 minutes each. List any additional “Message Length Capacity” options on Table 6.1.2.13.b below

- 25 two-minute messages, 30 day save - Minimum of 25 two-minute messages with 30 day save capability for each Voice Mailbox
- Message review, including skip back or ahead with pausing
- Message saving and erasing
- Messaging forwarding
- Message reply
- Message sending, including "private" and "urgent stamps"
- Future (delayed) delivery
- Password protection
- Personalized greetings (both permanent and temporary)
- Erased message retrieval before call is ended
- Surveillance and maintenance provided seven days a week, 24 hours a day
- Capacity to meet current needs and future growth
- 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_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the voice mail services and features detailed in Table 6.1.2.13.a.

Table 6.1.2.13.a –Voice Mail Services and Features (M-O)

Feature	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Basic Voice Mail Service	Voice mail service as described above		
Bidder's Description:			
25 two-minute messages with 5 group codes, 30 day save	Minimum of 25 two-minute messages and 5 group codes with 30 day save capability for each Voice Mailbox		
Bidder's Description:			
25 three-minute messages with 30 day save	25 three-minute messages with 30 day save capability for each Voice Mailbox		
Bidder's Description:			
Three-minute "greeting only" option, no messages, no call transfer	Greeting only capability. No ability to leave messages or transfer to another station		
Bidder's Description:			
25 six-minute messages with 60 day save	25 six-minute messages with 60 day save capability for each Voice Mailbox		
Bidder's Description:			
Paging Notification/ Alternate ID	Allows outcall notification to a pager number when messages are left in a voice mailbox. Includes port fees. Allows a second number or identifier to be assigned to a mailbox. Allows two lines to forward to a single mailbox. Includes port fees		
Bidder's Description:			
Call Transfer to Attendant	Allows callers the option of transferring to another extension rather than leaving a message		

Feature	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Bidder's Description:			
Extension Mailboxes	Allows multiple mailboxes on the same telephone line. Includes port fees		
Bidder's Description:			
Additional Hourly Storage	Additional storage available when number of messages, or length of messages saved exceeds the standard classes of service		
Bidder's Description:			
Voice Mail Reports	Standard voice mail reports at the "billing telephone number" level shall be provided monthly to each Customer and shall include inventory. Bidder's custom report options shall be listed in Table 6.1.2.13.b below		
Bidder's Description:			

The Contractor may offer the voice mail services and features detailed in Table 6.1.2.13.b.

Table 6.1.2.13.b – Voice Mail Services and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.1.2.14 Operator Services (M-O)

Operator services shall provide general assistance to callers and offer the caller alternatives for billing (e.g., collect, third party). Contractor's Operator Services shall include the following services:

- **Fraudulent Call Prevention** - Verify allowable calls. Bidders are to describe how they will provide this service
- **Easy Access to Operators** - Operators shall be available to assist End-Users twenty-four hours a day, seven days a week
- **Operator-Assisted Call Types** - Operator assistance shall be provided for domestic and directory assistance calls
- **Dialing Instructions** - Operators shall provide dialing instructions to access another carrier or to place local or long distance operator-assistance calls
- **Emergency Call Handling** – Operators shall connect End-Users to emergency services
- **Rate Quotes** - Operators shall provide rate quotes for all operator assisted call types
- **General Assistance** - Operators shall assist End-Users with general information

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

The Contractor shall offer the Operator Services and features detailed in Table 6.1.2.14.a.

Table 6.1.2.14.a Operator Services (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Operator assisted Calls	Calls that are completed using an operator		
Bidder's Description:			
Collect Calls	Calls that are not directly dialed and are placed as collect to the called party, using an operator		
Bidder's Description:			
Third Party Billed	Calls that are not directly dialed and are requesting third party be billed, using an operator		
Bidder's Description:			
Directory Assistance	Attendant provides requested telephone numbers		
Bidder's Description:			

The Contractor may offer the Operator Services and features detailed in Table 6.1.2.14.b.

Table 6.1.2.14.b Operator Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Foreign Language Operators	Operator assistance shall be provided in numerous foreign languages. Bidders are to list languages provided		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
Bidder's Description:			

6.1.2.15 Voice Network Operations and Management (M)**6.1.2.15.1 General Description (M)**

The Contractor shall provide the proposed voice network that meets industry Standards. The Bidder shall provide a general description of its voice network operations and management.

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.2.15.2 Security (M)

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:

- Security Administration
- Support all current and future US encryption Standards
- Physical site security

A reference document is not required as a response to this RFP section. The Bidder's commitment to the Requirement above will be evaluated on a pass/fail basis only.

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

6.1.2.15.3 Voice Network Disaster Operational Recovery (M)

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.

When applicable, DTS will have the option to prioritize the restoration of State service in the event of an emergency. 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 bidder shall describe their processes in detail to assure the continuity of telecommunications services for critical operations, producing the greatest benefit from remaining limited resources and achieving a systematic and orderly Migration toward the resumption of all contracted services.

(This page was deleted as part of Addendum 25.)

6.1.3 CORE DATA SERVICES (M-O)

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.

The Contractor shall identify and propose methods and strategies to provide this service throughout the Term of this Contract.

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.3.1 WAN Backbone Design (M)

DTS/ONS uses this Contract as a means to perform statewide 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.

- Analog Service
- Carrier services (DS0, DS1, and DS3)
- ISDN Primary Rate Interface (PRI)
- Frame Relay
- Asynchronous Transfer Mode Data Services (ATM)

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

The Contractor shall provide 3 hard copies and 1 electronic copy of the drawings with the Proposal. Electronic drawings shall be in .dwg, .dfx, .vsd or any mutually agreed format. Hard copy drawing shall be provided in Standard E size.

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

- General location (city) of Equipment
- Type and capacity of Equipment at each location including any backup systems
- General circuit route (city-to-city)
- Circuit size/ bandwidth
- Circuit type
- Unique identifier for each element
- Layer 2 protocols and QoS when applicable

In addition, the Contractor shall provide a description of their methodology to address the following issues:

- Congestion
- Capacity planning including booking factors
- Rerouting metric

Responses to the Requirements described in this section shall include a thorough presentation of how the data network addresses the following:

- **Ubiquity** – the Contractor’s (and Affiliate’s) ability to provide services throughout the state
- **Interoperability** – the ability to deliver services that interconnect and communicate based on open established Standards
- **Scalability** – the ability to deliver services upon demand in all locations
- **Survivability** – the ability to continue to operate or quickly restore services in the face of unanticipated incidents, disasters, or catastrophes
- **Redundancy** – having one or more circuits/systems available in case of failure of the main circuits/systems
- **Diversity** – backbone network paths and infrastructure offered in such a way as to minimize the chance of a single point of failure

The responses to this Section may be taken into account in the evaluation of the other Sections of 6.1 et al.

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.3.2 Data Transport Services (M)

The Contractor shall provide the data transport services described below.

6.1.3.2.1 Analog Service (M-O)

The Contractor shall provide a voice grade 2 wire and 4 wire half duplex and full duplex transmission service that supports 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. Service shall be available statewide.

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the Analog Service and features detailed in Table 6.1.3.2.1.a.

Table 6.1.3.2.1.a Data Transmission Service - Analog Service and Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Channel Termination Data Transport Service – 2 wire	Two wire channel termination for data transport		
Bidder's Description:			
Channel Termination Data Transport Service – 4 wire	Four wire channel termination for data transport		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Passive Data Bridging	Allows multiple locations to be connected or bridged		
Bidder's Description:			
Variable Mileage Data Transport Service	Variable charge per mile between end points		
Bidder's Description:			

The Contractor may offer the Analog Service and features detailed in Table 6.1.3.2.1.b.

Table 6.1.3.2.1.b Data Transmission Service - Analog Service and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Expedite Option	Bidders shall describe installation interval commitment and expedite criteria		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.1.3.2.2 Carrier DS0 Service (M-O)

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

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

- **Advanced Digital Network (ADN) or equivalent** - A dedicated digital private line service at DS0 and below speeds, providing full duplex, 4 wire, end-to-end, synchronous, data transport
- **Subscriber Access** - Channel termination for the Hi-Cap circuit. One for each termination

- **Customer Network Reconfiguration** - Allows changes to connections of individual circuit segments at digital cross connect node, either proactively or within minutes of a trouble detection
- **Inter-LATA Service** - Required to cross LATA boundaries
- **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

DS0 service shall be in accordance with the North American T-carrier and applicable ANSI and ITU Standards.
 At a minimum, service availability shall be statewide.

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

*Reference: document _____
 location _____ page _____ paragraph _____
 Description:*

The Contractor shall offer the DSO service and features detailed in Table 6.1.3.2.2.a.

Table 6.1.3.2.2.a Data Transmission Service – Carrier DS0 Service and Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
DS0 Service Tier 1 Intra Lata	Carrier DS0 service as described above Channel Termination (1 end point)		
Bidder's Description:			
DS0 Service Tier 1 Inter Lata	Carrier DS0 service as described above Channel Termination (1 end point)		
Bidder's Description:			
DS0 Service Tier 1 Inter State	Carrier DS0 service as described above Channel Termination (1 end point)		
Bidder's Description:			
Variable Mileage for Dedicated Transport Services (excludes Frame Relay and ATM) Intra State	Variable mileage for dedicated transport (excludes Frame Relay and ATM)		
Bidder's Description:			
Variable Mileage for Dedicated Transport Services (excludes Frame Relay and ATM) Inter Lata	Variable mileage for dedicated transport (excludes Frame Relay and ATM)		
Bidder's Description:			
Variable Mileage for Dedicated Transport Services (excludes Frame Relay and ATM) Inter State	Variable mileage for dedicated transport (excludes Frame Relay and ATM)		
Bidder's Description:			
Central Office Bridging	Connects three or more Customer designated premises for simultaneous communications on one circuit		
Bidder's Description:			
Customer Network Reconfiguration	Allows Customer changes to connections of individual circuit segments at DCS node, either proactively or within minutes of a trouble detection		
Bidder's Description:			

The Contractor may offer the DSO service and features detailed in Table 6.1.3.2.2.b.

Table 6.1.3.2.2.b Data Transmission Service – Carrier DS0 Service and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
DSO Service Tier 2	Carrier DS0 service as described above		
Bidder's Description:			
Expedite Option	Bidders shall describe installation interval commitment and expedite criteria		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.1.3.2.3 Carrier DS1 Service (M-O)

The Contractor shall provide DS1 digital data circuits. DS1 service supports point-to-point digital data circuits up to 1.544Mbps providing full duplex, four wire, synchronous serial digital data transport. The minimum digital signals required are in the following two formats:

- Basic (full 1.544 Mbps)
- Channelized (24 multiplexed DS0 channels — 64 Kbps each)

Basic Carrier DS1 Service shall include the following characteristics:

- **High Capacity** - DS1 class of service
- **Subscriber Access** - Channel termination for the circuit terminating at an IEC point of presence
- **B8ZS** - Line code allowing use of the entire bandwidth of a 1.544 facility. Line codes tell the network how the bits in a bit stream are electronically represented for transport through the network

- **Extended Super Frame** - Framing format that allows the additional bits to be added less frequently or added at longer intervals. Bits that are gained by doing this are then used to perform other functions
- **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

DS1 service shall be in accordance with the North American T-carrier and applicable ANSI and ITU Standards.

At a minimum, service availability shall be statewide.

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

The Contractor shall offer the DS1 service and features detailed in Table 6.1.3.2.3.a

Table 6.1.3.2.3.a Data Transmission Service–Carrier DS1 Service and Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? N/A	Document/ Location
DS1 Service Tier 1 Intra Lata	Carrier DS1 service as described above Channel Termination (1 end point)		
Bidder's Description			
DS1 Service Tier 1 Inter Lata	Carrier DS1 service as described above Channel Termination (1 end point)		
Bidder's Description			
DS1 Service Tier 1 Inter State	Carrier DS1 service as described above Channel Termination (1 end point)		
Bidder's Description			
Variable Mileage for Dedicated Transport Services (excludes Frame Relay and ATM) Intra Lata	Variable mileage for dedicated transport services (excludes Frame Relay and ATM)		
Bidder's Description			
Variable Mileage for Dedicated Transport Services (excludes Frame Relay and ATM) Inter Lata	Variable mileage for dedicated transport services (excludes Frame Relay and ATM)		
Bidder's Description			
Variable Mileage for Dedicated Transport Services (excludes Frame Relay and ATM) Inter State	Variable mileage for dedicated transport services (excludes Frame Relay and ATM)		
Bidder's Description			
Customer Network Reconfiguration	Allows Customer changes to connections of individual circuit segments at DCS node, either proactively or within minutes of a trouble detection		
Bidder's Description:			

The Contractor may offer the DS1 service and features detailed in Table 6.1.3.2.3.b.

Table 6.1.3.2.3.b Data Transmission Service – Carrier DS1 Service and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
DS1 Tier 2 Service	Bidders shall describe installation interval commitment and expedite criteria		
Bidder's Description:			
Expedite Option	Bidders shall describe installation interval commitment and expedite criteria		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.1.3.2.4 Carrier DS3 Service (M-O)

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

Carrier DS3 service shall include the following:

- **High Capacity DS3** - Describes High Capacity DS3 Class of Service
- **Subscriber Access Line with Equipment** - DS3 circuit termination per termination with electrical equipment
- **Central Office Multiplexing** - An arrangement that converts a 44.736 Mbps channel to 28 DS1 channels using digital time division multiplexing
- **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

DS3 service shall be in accordance with the North American T-carrier, and applicable ANSI and ITU Standards.

At a minimum, service availability shall be statewide.

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

Reference: document_____
location_____ page_____ paragraph_____

Description:

The Contractor shall offer the DS3 service and features detailed in Table 6.1.3.2.4.a

Table 6.1.3.2.4.a Data Transmission Service – Carrier DS3 Service and Features (M-O)

Feature Name	Feature Description	Meets or Exceeds Y/N	Document/ Location
DS3 Service Tier 1 Intra Lata	Carrier DS3 service as described above Channel Termination (1 end point)		
Bidder's Description:			
DS3 Service Tier 1 Inter Lata	Carrier DS3 service as described above Channel Termination (1 end point)		
Bidder's Description:			
DS3 Service Tier 1 Inter State	Carrier DS3 service as described above Channel Termination (1 end point)		
Bidder's Description:			
Variable Mileage for Dedicated Transport Services (excludes Frame Relay and ATM) Intra Lata	Variable mileage for dedicated transport services (excludes Frame Relay and ATM)		
Bidder's Description:			
Variable Mileage for Dedicated Transport Services (excludes Frame Relay and ATM) Inter Lata	Variable mileage for dedicated transport services (excludes Frame Relay and ATM)		
Bidder's Description:			
Variable Mileage for Dedicated Transport Services (excludes Frame Relay and ATM) Inter State	Variable mileage for dedicated transport services (excludes Frame Relay and ATM)		
Bidder's Description:			
Customer Network Reconfiguration	Allows Customer changes to connections of individual circuit segments at DCS node, either proactively or within minutes of a trouble detection		
Bidder's Description:			
Central Office Multiplexing with Reconfiguration	An arrangement that converts a 44.736 Mbps channel to 28 DS1 channels using time division multiplexing		
Bidder's Description:			

The Contractor may offer the DS3 service and features detailed in Table 6.1.3.2.4.b

Table 6.1.3.2.4.b Data Transmission Service – Carrier DS3 Service and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
DS3 Service Tier 2	Carrier DS3 service as described above		
Bidder's Description:			
Expedite	Bidders shall describe installation interval commitment and expedite criteria		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.1.3.2.5 Gigabit Ethernet Metropolitan Area Network (MAN) (D)

The State seeks gigabit Ethernet network services in specific geographic locations throughout the state. The service shall provide for the transmission of digital signals at 1 gigabit per second (Gbps) in Ethernet format in dedicated high capacity channel. At a minimum, the service shall be available in point-to-point (node-to-node) configurations, enabling Customers to connect two or more Local Area Networks (LANs) at the native speed of the LAN backbone. The gigabit Ethernet network shall link locations up to distances of 31 miles. Maximum db loss shall not exceed 29db.

The Contractor shall utilize the ICB process described in Appendix B.

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

Reference: document_____
location_____ page_____ paragraph_____

Description:

The Contractor may offer the Gigabit Ethernet service and features detailed in Table 6.1.3.2.5.a

Table 6.1.3.2.5.a Gigabit Ethernet Service and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Access Channel Termination – Tier 1	Central Office termination at the telephone side of the local loop		
Bidders Description:			
Access Channel Termination – Tier 2	Central Office termination at the telephone side of the local loop		
Bidders Description:			
Mid Span Repeater port Tier 1	May be required to extend the distance limitation		
Bidder's Description:			
Mid Span Repeater port Tier 2	May be required to extend the distance limitation		
Bidder's Description:			
Mileage Tier 1	Per Mile		
Bidder's Description:			
Mileage Tier 2	Per Mile		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.1.3.2.6 Multi Protocol Label Switching (MPLS) Services (D)

The State seeks end-to-end integrated support of existing legacy technologies such as Frame Relay and ATM with new Ethernet services. MPLS integrates Ethernet and Frame Relay/ATM traffic over a single shared infrastructure to allow service providers to offer new Ethernet services and support Frame Relay/ATM services at the same time.

The Contractor shall describe its MPLS offering, including:

- Geographic and implementation limitations
- All associated pricing for components
- Service installation intervals

The MPLS solution presented shall comply with industry definitions and/or Standards as set by the IETF to include the following features:

- Remote VPN tunneling
- Access to Internet providers
- VPN management
- Non IP Traffic (SNA, Appletalk, IPX)
- Encryption
- Authentication
- Firewall features

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor may offer MPLS service and features detailed in Table 6.1.3.2.6

Table 6.1.3.2.6 MPLS Service (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
MPLS Service	MPLS Service as described above		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.1.3.3 Synchronous Optical Network (SONET) (D)

The State seeks Synchronous Optical Network (SONET) service for high bandwidth (T1 and higher) communication paths shall be provided on dedicated, bi-directional, self-healing rings or as a point-to-point network configuration. The services provided over Synchronous Optical Network (SONET) shall comply with all Standards as set forth by Telcordia/Bellcore GR-253-CORE, SONET Transportation Systems.

Service handoffs on SONET shall be synchronous at OC-1, OC-3, OC3-c, (concatenated) OC-12, OC-12c, OC-48, OC-48c, or OC-192. Asynchronous services at T1 and DS3 shall be carried over SONET in 51 Mbps Synchronous Transport Signal Level1 (STS/1) packages. SONET services shall include the following:

- SONET Dedicated Ring
- SONET Circuit Service

The Contractor shall provide Customer premise add/drop multiplexing nodes equipped with the following access ports: DS1, DS3, OC-1, OC-3, OC3-c, OC-12, OC-12c, OC-48, and OC-48c.

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.

Alternate wire centers shall be available to provide ring diversity when required.

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor may offer SONET service and features detailed in Table 6.1.3.3.a

Table 6.1.3.3.a SONET Service (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
SONET Dedicated Ring Local Loop Service (OC3) Tier 1	Dedicated ring local loop at OC3 speed		
Bidder's Description:			
SONET Dedicated Ring Local Loop Service (OC3) Tier 2	Dedicated ring local loop at OC3 speed		
Bidder's Description:			
SONET Dedicated Ring Local Loop Service (OC12) Tier 1	Dedicated ring local loop at OC12 speed		
Bidder's Description:			
SONET Dedicated Ring Local Loop Service (OC12) Tier 2	Dedicated ring local loop at OC12 speed		
Bidder's Description:			
SONET Dedicated Ring Local Loop Service (OC48) Tier 1	Dedicated ring local loop at OC48 speed		
Bidder's Description:			
SONET Dedicated Ring Local Loop Service (OC48) Tier 2	Dedicated ring local loop at OC48 speed		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
SONET Dedicated Ring Local Loop Service (OC192) Tier 1	Dedicated ring local loop at OC192 speed		
Bidder's Description:			
SONET Dedicated Ring Local Loop Service (OC192) Tier 2	Dedicated ring local loop at OC192 speed		
Bidder's Description:			
SONET Dedicated Point to Point Local Loop Service (OC3) Tier 1	Point-to-point service at OC3 speed		
Bidder's Description:			
SONET Dedicated Point to Point Local Loop Service (OC3) Tier 2	Point-to-point service at OC3 speed		
Bidder's Description:			
SONET Dedicated Point to Point Local Loop Service (OC12) Tier 1	Point-to-point service at OC12 speed		
Bidder's Description:			
SONET Dedicated Point to Point Local Loop Service (OC12) Tier 2	Point-to-point service at OC12 speed		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
SONET Dedicated Point to Point Local Loop Service (OC48) Tier 1	Point-to-point service at OC48 speed		
Bidder's Description:			
SONET Dedicated Point to Point Local Loop Service (OC48) Tier 2	Point-to-point service at OC48 speed		
Bidder's Description:			
SONET Dedicated Point to Point Local Loop Service (OC192) Tier 1	Point-to-point service at OC192 speed		
Bidder's Description:			
SONET Dedicated Point to Point Local Loop Service (OC192) Tier 2	Point-to-point service at OC192 speed		
Bidder's Description:			
Central Office Access Ports (OC3) Tier 1	Hands off services at a central office node OC3		
Bidder's Description:			
Central Office Access Ports (OC3) Tier 2	Hands off services at a central office node OC3		
Bidder's Description:			
Central Office Access Ports (OC12) Tier 1	Hands off services at a central office node (OC12)		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Central Office Access Ports (OC12) Tier 2	Hands off services at a central office node (OC12)		
Bidder's Description:			
Central Office Access Ports (OC48) Tier 1	Hands off services at a central office node (OC48)		
Bidder's Description:			
Central Office Access Ports (OC48) Tier 2	Hands off services at a central office node (OC48)		
Bidder's Description:			
Central Office Access Ports (OC192) Tier 1	Hands off services at a central office node (OC192)		
Bidder's Description:			
Central Office Access Ports (OC192) Tier 2	Hands off services at a central office node (OC192)		
Bidder's Description:			
Permise Access Ports (T1) Tier 1	Hands off services at a Customer location node DS1 (1.5Mbps)		
Bidder's Description:			
Permise Access Ports (T1) Tier 2	Hands off services at a Customer location node DS1 (1.5Mbps)		
Bidder's Description:			
Premise Access Ports 45 Mbps (DS3) Tier 1	Hands off services at a Customer location node DS3 (45Mbps)		
Bidder's Description:			
Premise Access Ports 45 Mbps (DS3) Tier 2	Hands off services at a Customer location node DS3 (45Mbps)		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Premise Access Ports (OC3) Tier 1	Hands off services at a Customer location node OC3		
Bidder's Description:			
Premise Access Ports (OC3) Tier 2	Hands off services at a Customer location node OC3		
Bidder's Description:			
Premise Access Ports (OC12) Tier 1	Hands off services at a Customer location node OC12		
Bidder's Description:			
Premise Access Ports (OC12) Tier 2	Hands off services at a Customer location node OC12		
Bidder's Description:			
Premise Access Ports (OC48) Tier 1	Hands off services at a Customer location node OC48		
Bidder's Description:			
Premise Access Ports (OC48) Tier 2	Hands off services at a Customer location node OC48		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Mileage Dedicated Ring Service OC3. Per mile over 10 miles Tier 1	Variable mileage for OC3 Dedicated Ring Service with nodes greater than 10 miles apart		
Bidder's Description:			
Mileage Dedicated Ring Service OC3. Per mile over 10 miles Tier 2	Variable mileage for OC3 Dedicated Ring Service with nodes greater than 10 miles apart		
Bidder's Description:			
Mileage Dedicated Ring Service OC12. Per mile over 10 miles Tier 1	Variable mileage for OC12 Dedicated Ring Service with nodes greater than 10 miles apart		
Bidder's Description:			
Mileage Dedicated Ring Service OC12. Per mile over 10 miles Tier 2	Variable mileage for OC12 Dedicated Ring Service with nodes greater than 10 miles apart		
Bidder's Description:			
Mileage Dedicated Ring Service OC48. Per mile over 10 miles Tier 1	Variable mileage for OC48 Dedicated Ring Service with nodes greater than 10 miles apart		
Bidder's Description:			
Mileage Dedicated Ring Service OC48. Per mile over 10 miles Tier 2	Variable mileage for OC48 Dedicated Ring Service with nodes greater than 10 miles apart		
Bidder's Description:			
Mileage Dedicated Ring Service OC192. Per mile over 10 miles Tier 1	Variable mileage for OC192 Dedicated Ring Service with nodes greater than 10 miles apart		
Bidder's Description:			
Mileage Dedicated Ring Service OC192. Per mile over 10 miles Tier 2	Variable mileage for OC192 Dedicated Ring Service with nodes greater than 10 miles apart		

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.1.3.4 ISDN Basic Rate Interface (BRI) (M-O)

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

- **Basic Package**
 - **B1 Channel (64Kbps) Alternatives** - Voice, Data, Voice/Data, Idle
 - **B2 Channel (64Kbps) Alternatives** – Voice, Data, Voice/Data, Idle
- **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
- **Primary Directory Number (B2 Channel)** - Voice and/or data. B2 channel with a unique directory number. More than one 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 assigned to B1 channel. B2 channel may be left idle
- **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
- **Call Information Display**- Allows End-Users to see dialed digits in the display of the equipped CPE
- **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

- **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
- **Multiple Directory Numbers** - Repeated appearances on the same set of the Primary, Secondary, or Shared Directory Number. Multiple appearances work similarly to hunting
- **Additional B Channel Directory Numbers** – B channel connection. Allows connection of additional B Channels devices, over and above first 2
- **Call Transfer** – Provides call transfer, consultation hold, conference calling and hold
- **Call Transfer – Drops Call** – Drops call upon completion of a transfer
- **Information Service Call Blocking** - Prevents callers from completing 900 or 976 calls
- **Secondary Directory Numbers** – A virtual directory number that shares the channel with other numbers. May have multiple and shared appearances
- **Privacy** – prevents intervention from an End-User of a shared number coming in on a call
- **Privacy Release** – Allows a conference call between shared numbers

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

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the ISDN BRI service and features detailed in Table 6.1.3.4.a

Table 6.1.3.4.a ISDN BRI Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Basic ISDN BRI Service Tier 1	B1 and B2 Channels as described above Includes all features described above		
Bidder's Description:			
Basic ISDN BRI Usage Tier 1	Per minute usage		
Bidder's Description:			
Video Quality ISDN BRI Service Tier 1	Video quality ISDN must be provided over a data quality network Listed below are the minimum protocols required to be supported H.320: The ITU standard for ISDN conferencing includes H.320 ITU Standards for Video Conferencing		
Bidder's Description:			
Video Quality ISDN BRI Usage Tier 1	Per minute usage		
Bidder's Description:			

The Contractor may offer the ISDN BRI service and features detailed in Table 6.1.3.4.b.

Table 6.1.3.4.b ISDN BRI Optional Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Basic ISDN BRI Service Tier 2	B1 and B2 Channels as described above		
Bidder's Description:			
Basic ISDN BRI Usage Tier 2	Per minute usage		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Video Quality ISDN BRI Service Tier 2	Video quality ISDN must be provided over a data quality network Listed below are the minimum protocols required to be supported H.320: The ITU standard for ISDN conferencing includes H.320 ITU Standards for Video Conferencing		
Bidder's Description:			
Expedite Option	Bidders are to describe installation interval commitment and expedite criteria		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.1.3.5 ISDN Primary Rate Interface (PRI) (M-O)

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

- Package 1: PRI Configuration 1 - 24 B channels, with the option of making one B channel a Primary D channel
- Package 2: PRI Configuration 2 - 24 B channels with the option of making one B channel a Backup D channel

Each of the configurations named above will include the following features:

- **Alternate Route** - Allows Customers to specify alternate routes where incoming calls may be directed when all PRI channels in the PRI serving arrangement are busy or the network fails
- **Calling Name Display** - Allows the network to pass Calling Name between multiple entities within a PRI network serving arrangement
- **Dialing Plan** - Required feature when two or more entities are connected to create a PRI network serving arrangement
- **Message Waiting Indication** - Allows the network to pass Message Waiting Indication information between multiple entities within a PRI network serving arrangement
- **Network Ring Again** - Allows the network to pass Ring Again information between multiple entities within a PRI network serving arrangement. Also allows a calling station which encounters a busy condition to notify the CO to signal the calling station when the called station becomes idle
- **PRI subgroup** - Allows Customers who subscribe to multiple service types within a PRI serving arrangement to create subgroups, thereby dedicating a certain number of channels to a particular service type
- **Private Facility Connection** - Allows Customers to provide access to non-ISDN digital transport facilities, tie lines, and/or other private facilities or trunk groups from a PRI serving arrangement. Provides communications between non-ISDN in-band signaling facilities and ISDN out-of-band signaling facilities
- **User-to-User Information** - Enables Customers to send additional information over the PRI D channel with the ISDN call setup and call clearing messages. Allows End-Users to send/receive information without actual call completion. Information is not monitored or interpreted by network

This service shall be in accordance with all applicable ANSI, ITU and Telcordia/Bellcore Standards.

ISDN PRI Service availability shall be statewide.

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

The Contractor shall offer the ISDN PRI service and features detailed in Table 6.1.3.5.a

Table 6.1.3.5.a ISDN Primary Rate Interface (PRI) Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Package 1 @ 56Kbps – basic monthly rate	The monthly basic rate for Package 1 @ 56Kbps		
Bidder's Description:			
Package 1 @ 56Kbps – Usage Fee	The per minute based fee for Package 1 usage @ 56Kbps		
Bidder's Description:			
Package 1 @ 64Kbps – basic monthly rate	The monthly basic rate for Package 1 @ 64Kbps		
Bidder's Description:			
Package 1 @ 64Kbps – Usage Fee	The per minute based fee for Package 1 usage @ 64Kbps		
Bidder's Description:			
Package 2 @ 56Kbps – basic monthly rate	The monthly basic rate for Package 2 @ 56Kbps		
Bidder's Description:			
Package 2 @ 56Kbps – Usage Fee	The per minute based fee for Package 2 usage @ 56Kbps		
Bidder's Description:			
Package 2 @ 64Kbps – basic monthly rate	The monthly basic rate for Package 2 @ 64Kbps		
Bidder's Description:			
Package 2 @ 64Kbps – Usage Fee	The per minute based fee for Package 2 usage @ 64Kbps		
Bidder's Description:			

The Contractor may offer the ISDN PRI service and features detailed in Table 6.1.3.5.b

Table 6.1.3.5.b ISDN Primary Rate Interface (PRI) Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Package 1 @ 56Kbps - basic monthly Tier 2	The monthly basic rate for Package 1 @ 56Kbps		
Bidder's Description:			
Package 1 @ 56Kbps - usage fee Tier 2	The per minute based fee for Package 1 usage @ 56Kbps		
Bidder's Description:			
Package 1 @ 64Kbps - basic monthly Tier 2	The monthly basic rate for Package 1 @ 64Kbps		
Bidder's Description:			
Package 1 @ 64Kbps - usage fee Tier 2	The per minute based fee for Package 1 usage @ 64Kbps		
Bidder's Description:			
Package 2 @ 56Kbps - basic monthly Tier 2	The monthly basic rate for Package 2 @ 56Kbps		
Bidder's Description:			
Package 2 @ 56Kbps - usage fee Tier 2	The per minute based fee for Package 2 usage @ 56Kbps		
Bidder's Description:			
Package 2 @ 64Kbps - basic monthly Tier 2	The monthly basic rate for Package 2 @ 64Kbps		
Bidder's Description:			
Package 2 @ 64Kbps - usage fee Tier 2	The per minute based fee for Package 2 usage @ 64Kbps		
Bidder's Description:			
Expedite Option	Bidders are to describe installation interval commitment and expedite criteria		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.1.3.6 Switched 56 (D)

The State seeks Switched 56 service that provides dial-up access digital bandwidth through a local access line on a cost per minute basis.

Switched 56 services shall be compliant with applicable North American ANSI, ITU and Telcordia Standards.

Bidders shall describe availability of service statewide.

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor may offer the Switched 56 service and features detailed in Table 6.1.3.6.a

Table 6.1.3.6.a Switched 56 (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Switched 56 Service	Switched 56 service as described above		
Bidder's Description:			
Expedite Option	Bidders are to describe installation interval commitment and expedite criteria		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.1.3.7 Frame Relay Service and Asynchronous Transfer Mode (ATM) Data Services (M-O)

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 _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.3.7.1 Frame Relay (M-O)

Each Frame Relay circuit will be priced and provisioned with 0Kbps CIR. Additional CIR shall be priced in 4Kbps increments.

Local Loop circuits used to deliver Frame Relay are listed in Section 6.1.3.2 (Data Transmission Services). Frame Relay pricing in this Section 6.1.3.7.1 shall not include the cost of the local loop circuit. Additionally, local loop circuits that are used for Frame Relay services shall not be subject to mileage support the following management protocols:

- **LMI** - The original interim management protocol, uses DLCI 1023. LMI was specified by the charges
- **Annex D** - An ANSI T1.617 management protocol standard, uses DLCI 1. Annex D was specified by the ANSI T1.617 specification
- **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. Local access, including mileage, shall be included in the service.

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.

Service availability shall be statewide.

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the Frame Relay service and features detailed in Table 6.1.3.7.1.a

Table 6.1.3.7.1.a Frame Relay Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Frame Relay DS0 Class of Service Port Termination	DS0 class of service UNI port at 56 Kbps (includes one PVC with two data link connection identifiers (DLCIs))		
Bidder's Description:			
Frame Relay DS1 Class of Service Port Termination	DS1 class of service class of service UNI port at 1.536MKbps (includes one PVC with two data link connection identifiers (DLCIs))		
Bidder's Description:			
Frame Relay DS3 Class of Service Port Termination	DS3 class of service UNI port at 44.21 Mbps (includes one PVC with two data link connection identifiers (DLCIs))		
Bidder's Description:			
Frame Relay Data Link Connection (each additional)	DLCI, additional frame address		
Bidder's Description:			
Fixed Inter-LATA Frame Relay Committed Information Rate (CIR, 4Kbps unit)	Inter-LATA Frame Relay CIR to be priced in 4Kbps increments, beginning with 0Kbps		
Bidder's Description:			
Fixed Interstate Frame Relay Committed Information Rate (CIR, 4Kbps unit)	Interstate Frame Relay CIR to be priced in 4kbps increments, beginning with 0Kbps. Interstate pricing will include the inter-LATA CIR charges		
Bidder's Description:			

The Contractor may offer the Frame Relay service and features detailed in Table 6.1.3.7.1.b

Table 6.1.3.7.1.b Frame Relay Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Usage CIR	Usage charges associated with each 4Kbps unit used for Frame Relay service		
Bidder's Description:			
Zero CIR	Fixed charge associated with PVCs provisioned with no committed information rate		
Bidder's Description:			
Expedite Option	Bidders are to describe installation interval commitment and expedite criteria		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.1.3.7.2 Asynchronous Transfer Mode Data Services (M-O)

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 connections used to deliver ATM are listed in Section 6.1.3.2. ATM pricing in this Section 6.1.3.7.2 shall not include the cost of the local loop circuit. Additionally, local loop circuits that are used for ATM services shall not be subject to mileage charges.

ATM Service shall include, at no additional cost:

- Initial Virtual Channel Connection (VCC) – the connection between the points where the ATM service End-Users access the ATM layer
- Initial Virtual Path Connection (VPC) - Contains virtual circuits that are to be switched together to a common destination such as an Inter-exchange Carrier

- Unspecified Bit Rate (UBR) - No specific traffic related service guarantee

Features of the ATM services shall include:

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

If an authorized End-User requests an inter-LATA 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 and up to eight 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 Service Inter-working service used when interconnecting Frame Relay to ATM connections 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 _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

The Contractor shall offer the ATM service and features detailed in Table 6.1.3.7.2.a

Table 6.1.3.7.2.a ATM Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
DS1 ATM Port (UNI)	Physical interface for DS1 port		
Bidder's Description:			
DS3 ATM Port (UNI)	Physical interface for DS3 ATM port		
Bidder's Description:			
UNI T1 – 3.0 megabit Inverse Multiplexing over ATM (IMA)	3.0 Mbps Bandwidth		
Bidder's Description:			
UNI T1 – 4.5 megabit IMA	4.5 Mbps Bandwidth		
Bidder's Description:			
UNI T1 – 6.0 megabit IMA	6.0 Mbps Bandwidth		

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Bidder's Description:			
UNI T1 – 7.5 megabit IMA	3.0 Mbps Bandwidth		
Bidder's Description:			
UNI T1 – 9.0 megabit IMA	4.5 Mbps Bandwidth		
Bidder's Description:			
UNI T1 – 10.5 megabit IMA	6.0 Mbps Bandwidth		
Bidder's Description:			
UNI T1 – 12.0 megabit IMA	12.0 Mbps Bandwidth		
Bidder's Description:			
OC3c ATM Port	Physical interface for OC3c ATM port including 1 Virtual Path Connection		
Bidder's Description:			
Virtual Channel Connection (each additional per port)	Address for Virtual Channel Connection		
Bidder's Description:			
Virtual Path Connection (each additional per port)	Address for Virtual Path Connection includes 1 Virtual Channel Connection		
Bidder's Description:			
Constant Bit Rate inter-LATA (per bits per second (bps))	Specifies CBR connection		
Bidder's Description:			
Constant Bit Rate interstate (per bits per second (bps))	Specifies CBR connection		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Variable Bit Rate inter-LATA (per bits per second (bps))	Specifies VBR-nrt connection (required to have Maximum Burst Size)		
Bidder's Description:			
Variable Bit Rate interstate (per bits per second (bps))	Specifies VBR-nrt connection (required to have Maximum Burst Size)		
Bidder's Description:			
Unspecified Bit Rate inter-LATA (per bits per second (bps))	Unspecified bit rate connection		
Bidder's Description:			
Unspecified Bit Rate interstate (per bits per second (bps))	Unspecified bit rate connection		
Bidder's Description:			
OC12 ATM Port	Physical interface for OC12 ATM port		
Bidder's Description:			

The Contractor may offer the ATM service and features detailed in Table 6.1.3.7.2.b

Table 6.1.3.7.2.b ATM Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Expedite Option	Bidders are to describe installation interval commitment and expedite criteria		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's 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.

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.

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.3.7.3 ATM and Frame Relay Management Services (D)

The State seeks the ability for Customers to gather information on their specific ATM and Frame Relay services. The Contractor’s architecture shall provide Customer Network Management that includes proactive network health monitoring and management, real-time fault detection and isolation, change management and performance reporting.

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor may offer the ATM and Frame Relay Management service and features detailed in Table 6.1.3.7.3.a

Table 6.1.3.7.3.a ATM and Frame Relay Management Service Features (D)

Service	Service Description	Meets or Exceeds ? Y/N	Document/ Location
Customer Network Management (CNM) X-Terminal	X-terminal (X-term) providing a comprehensive set of management/monitoring capabilities, including: <ul style="list-style-type: none"> • Real-time network map display • Usage parameters • Virtual path • Alarm log files • Real-time performance monitoring and graphing • Historical performance and traffic reports • UNI information • Connection Endpoint • Customer defined labels • Customer privacy protected 		
Bidder’s Description:			

Service	Service Description	Meets or Exceeds ? Y/N	Document/ Location
Customer Network Management CNM SNMP Service (inc. one Internet Protocol address)	Simple Network Management Protocol (SNMP) Service provides a management view of the State End-User's Frame Relay network. The service provides real-time data reflecting frame relay network events. Database access via SNMP Management Information Base is also provided for retrieving configuration data. Since it is based on SNMP, it allows integration with most SNMP management Application Programs		
Bidder's Description:			
Customer Network Management (CNM) Web Service (inc. one secure password)	Customer Network Management (CNM) Web Service provides a secure World-Wide-Web site that the State End-User can access to obtain performance and configuration information on the Frame Relay Service. This is intended for State End-Users that need to periodically review network performance and configuration. The information is updated weekly		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.1.3.7.4 Managed Frame Relay (M-O)

The Contractor shall provide a frame relay network management service that provides a single point-of-contact service for network design, implementation, installation, network management, and performance monitoring.

The Contractor shall provide tailored comprehensive WAN solutions for each location based on traffic load, usage patterns, transport Requirements, and economics.

- Design, document and implement an IP addressing scheme for each managed device under Contract as needed

Equipment shall have the ability to:

- Define and implement a routing protocol for each specific LAN protocol to be routed based on traffic volumes, number of router sites or scheme that most efficiently optimizes the overall network performance
- Define prioritization schemes. Prioritization allows for certain high-priority traffic to get bandwidth/routing preference over lower priority

The Contractor shall provide and support the existing Equipment currently owned and utilized by State Agencies. The Contractor may choose to replace the existing CPE with a fully equivalent product line at no cost to the State.

The Contractor shall confirm their ability to monitor and manage the currently installed CPE listed in Exhibit 3-P of Section 3 of this RFP.

Standard services to be provided by the frame relay network management system shall include:

- 7x24 Real Time Network Monitoring
- Fault Isolation
- Software Support (Rev. levels for equipment)
- Configuration Management
- Performance Analysis

- Hardware Maintenance

The Contractor shall provide Fault Management with trouble ticket administration (open, status tracking, close) for service disruptions and single-point-of-contact support shall be provided for all services covered under Managed Frame Service (MFS) until problem is resolved.

The Contractor shall provide Software support and shall track, test and maintain copies of Software releases. Network will be upgraded to a newer Software release as requested by the Customer or as needed for a bug fix.

The Contractor shall maintain the design and engineering configuration of the MFS portion of the network. MFS configuration management includes moves, adds or changes to a router or Frame Relay Access Device (FRAD) site.

The Contractor shall make MFS reports available and accessible by authorized Customer End-Users on-line via a standard Web-browser-equipped PC or workstation 24 hours a day, seven days a week. Reports shall show historical trends such as loss of data, errors, and over-or-under utilization.

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the Managed Frame Relay service and features detailed in Table 6.1.3.7.4.a

Table 6.1.3.7.4.a Managed Frame Relay Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Real time Network Monitoring and Management DS1	Contractor shall provide real time Network Monitoring and Management of DS1 service through the use of Simple Network Management Protocol (SNMP) based management systems. Provide real time, graphic-oriented network management of the installed SNMP Manageable CSU/DSUs, network routers and communication links		
Bidder's Description:			
Real time Network Monitoring and Management DS3	Contractor shall provide real time Network Monitoring and Management of DS3 service through the use of Simple Network Management Protocol (SNMP) based management systems. Provide real time, graphic-oriented network management of the installed SNMP Manageable CSU/DSUs, network routers and communication links		
Bidder's Description:			
Real time Interstate Frame Relay Monitoring and Management	Contractor shall provide Real Time Interstate Frame Management Frame Relay Monitoring and Management through the use of Simple Network Management Protocol (SNMP) based management systems. Provide real time, graphic-oriented network management of the installed SNMP Manageable CSU/DSUs, network routers and communication links		
Bidder's Description:			

The Contractor may offer the Managed Frame Relay service and features detailed in Table 6.1.3.7.4.b

Table 6.1.3.7.4.b Managed Frame Relay Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Hardware Maintenance	Contractor shall provide quick delivery and installation of failed Hardware or parts to correct network problems. Contractor to provide proposed Hardware maintenance plans as follows: Level 1--8am -5pm Monday through Friday; next business day Hardware maintenance/ replacement Level 2--8am -5pm Monday through Friday; 4 hour Time to Repair (TTR) calculated per occurrence based on the trouble ticket. Level 3--24 hours a day by 7 days a week; 4 hour TTR calculated per occurrence based on the trouble ticket.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.1.3.8 Agency Hosted Digital Subscriber Line (DSL) (D)

The Contractor shall provide an Agency Hosted Digital Subscriber Line (DSL) service.

To provision DSL service, an ATM PVC or path must be established between the DSL End-User DSLAM (located in a Central Office) and the Agency LAN. One Permanent Virtual Circuit shall support multiple virtual circuits served by each DSLAM. Each End-User is assigned a virtual circuit, establishing a permanent virtual link between the End-User and the Agency. Hosted transport segment (DSLAM to Agency LAN handoff) shall be obtained from services offered under section named: "Frame Relay Service and Asynchronous Transfer Mode Data Services".

The Contractor shall provide, at a minimum, the following:

- Asymmetrical with 128Kbps upstream and 384 Kbps downstream
- Asymmetrical with 1.544 Mbps downstream and 384 Kbps upstream

- Symmetrical at 384 Kbps

Service shall meet ANSI T1.413 Standards.

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the DSL service and features detailed in Table 6.1.3.8.a

Table 6.1.3.8.a Digital Subscriber Line (DSL) Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Asymmetrical with 128Kbps upstream and 384 Kbps downstream Tier 1	Service as described above. For a remote LAN application, the PVC charge is part of the ATM service billed to the Agency		
Bidder's Description:			
Asymmetrical with 384 Kbps upstream and 1.544 Mbps downstream Tier 1	Service as described above. For a remote LAN application, the PVC charge is part of the ATM service billed to the Agency		
Bidder's Description:			
Symmetrical at 384 Kbps Tier 1	Service as described above. For a remote LAN application, the PVC charge is part of the ATM service billed to the Agency		
Bidder's Description:			

The Contractor may offer the DSL service and features detailed in Table 6.1.3.8.b

Table 6.1.3.8.b Digital Subscriber Line (DSL) Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Asymmetrical with 128Kbps upstream and 384 Kbps downstream Tier 2	Service as described above. For a remote LAN application, the PVC charge is part of the ATM service billed to the Agency		
Bidder's Description:			
Asymmetrical with 384 Kbps upstream and 1.544 Mbps downstream Tier 2	Service as described above. For a remote LAN application, the PVC charge is part of the ATM service billed to the Agency		
Bidder's Description:			
Symmetrical at 384 Kbps Tier 2	Service as described above. For a remote LAN application, the PVC charge is part of the ATM service billed to the Agency		
Expedite	Bidders are to describe installation interval commitment and expedite criteria		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.1.3.9 DSL Virtual Private Network (D)

The State seeks a DSL service that shall include "virtual" connections for multiple fixed sites routed through a private network to a remote site or employee location.

Service shall meet ANSI T1.413 Standards secured by large scale security methodologies such as:

- Firewalls
- Encryption
- IPSec
- AAA Server

The Contractor may offer the DSL VPN service and features detailed in Table 6.1.3.9.a

Table 6.1.3.9.a DSL Virtual Private Network (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
DSL VPN site-to-site connectivity solutions (non-Internet traversing) Tier 1	End-to-end DSL virtual connection		
Bidder's Description:			
DSL VPN site-to-site connectivity solutions (non-Internet traversing) Tier 2	End-to-end DSL virtual connection		
Bidder's Description:			
DSL VPN Expedite option	Bidders are to describe installation interval commitment and expedite criteria		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.1.3.10 Audio Conferencing (M-O)

Audio Conferencing shall be provided as a standard feature. Basic Audio Conferencing shall consist of the following.

- Multiple port conferencing
- Meet-me conference-bridge

All Audio Conferencing services shall be available and functional to all subscribers. Bidder shall describe how Customers will access this service.

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

Contractor shall offer the Audio Conferencing features detailed in Table 6.1.3.10.a

Table 6.1.3.10.a Audio Conferencing Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Direct Dial, Basic Dial-In Meet Me Service (up to 6 ports)	Also known as “Meet-Me” service, participants (up to 6) dial a pre-established number to join the conference call.		
Bidder’s Description:			
Direct Dial, Dial-In Meet Me Service (up to 24 ports)	Also known as “Meet-Me” service, participants (up to 24) dial a pre-established number to join the conference call.		
Bidder’s Description:			
Direct Dial, Dial-In Meet Me Service (up to 48 ports)	Also known as “Meet-Me” service, participants (up to 48) dial a pre-established number to join the conference call.		
Bidder’s Description:			
Direct Dial, Dial-In Meet Me Service (up to 96 ports)	Also known as “Meet-Me” service, participants (up to 96) dial a pre-established number to join the conference call.		
Bidder’s Description:			

Contractor may offer the Audio Conferencing features detailed in Table 6.1.3.10.b

Table 6.1.3.10.b Audio Conferencing Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder’s Description:			

6.1.3.11 Data Network Operations And Management (M-O)

6.1.3.11.1 General Description (M-O)

The State must be assured that the proposed data network meets established industry Standards. The Bidder shall provide a description of its network operations and management.

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.3.11.2 Security (M)

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:

- Current state-of-the-art security standards applicable to proposed solutions to be updated in line with the industry
- Network Security Training
- Security Administration
- Support all current and future US encryption Standards
- Security Event Correlation
- Physical site security

A reference document is not required as a response to this RFP section. The Bidder's commitment to the Requirement above will be evaluated on a pass/fail basis only.

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

6.1.3.11.3 Data Network Disaster/Operational Recovery (M)

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.

When applicable, DTS will have the option to prioritize the restoration of State service in the event of an emergency. 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 bidder shall describe their processes in detail to assure the continuity of telecommunications services for critical operations, producing the greatest benefit from remaining limited resources and achieving a systematic and orderly Migration toward the resumption of all contracted services.

(This page was deleted as part of Addendum 25.)

6.1.4 GENERAL TRAINING REQUIREMENTS (M)

Effective orientation, training and education delivered across a broad range of Customers/End-Users and DTS/ONS staff are key to the success of the CALNET II Contract. This training is integral to Customer satisfaction and the efficient use of contracted services, and also to the State's conduct of Contract oversight and management. Training shall be provided for:

- 1) **Transition Orientation and Training (of Customers/End-Users and the DTS/ONS)**—to the new Contract **and** for new or replacement services provided during Transition (Sections 6.1.4.1 and 6.1.14.1).
- 2) **Contract Services Training**—for new or replacement services as ordered and provisioned throughout the Contract Term (Section 6.1.4.2).
- 3) **Contract Management Training of DTS/ONS staff**—on the Contract management tools, systems, reports, invoices, and other pertinent Contract Requirements required of the Contractor (Section 6.1.4.3).

General Considerations for all Training:

- All costs for training designated as mandatory in the RFP shall be factored into the Contract services rates
- All training shall be conducted within 25 miles or less of Customer or DTS/ONS locations or as mutually agreed upon
- Training is to encompass products, services, business applications (including ordering, provisioning, and invoicing systems), and technical aspects as applicable
- All training shall be conducted at the appropriate level predicated on Customer knowledge, Requirements, and complexity of services provided. This includes apprentice (fundamental), skilled (working understanding) and expert (highly skilled) levels. The appropriate skill levels needed shall be determined by mutual agreement between the DTS/ONS and the Contractor, and/or the Customer and the Contractor
- The use of “web based” instructor-led or self-paced distance learning, or other arranged training mediums in lieu of classroom or live site training, may be provided by mutual agreement with the DTS/ONS and/or the Customer
- For complex services, where specialized expertise and knowledge is required to conduct Contract oversight responsibilities by DTS/ONS staff, training shall consist of small instructor-led hands-on workshops where processes are demonstrated and the trainees replicate the processes presented, along with providing the trainees an appropriate level of knowledge and understanding of the services and products presented. Training shall be conducted in Sacramento at locations mutually agreed upon
- Transition Orientation and Training core curriculum, materials, schedules and other pertinent data shall be identified and provided as part of the Transition-InPlan (Section 6.1.14.1)
- All other categories of training shall be described in the Training Plan submitted in response to the RFP Requirements (See Section 6.1.4.5).

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.4.1 Transition Orientation and Training (M)

Customer/End-Users

The Contractor shall offer and provide initial orientation to all Customer/End-Users of the Contract. Contractor shall also offer training for new or replacement services provided during the Transition.

The content, method and amount of orientation shall be detailed in the Transition-In Plan. After award, the plan shall be reviewed and the final Transition Orientation and Training shall be as mutually agreed between the Contractor and the DTS/ONS.

The Contractor shall provide reasonable modifications as requested by a Customer if needed to suit their business needs.

The Transition Orientation and Training shall be held at the Customer's premises except for those services that are not conducive to on-site training, or for which grouped (multiple Agency) sessions would be more efficient, and would not negatively impact the training experience.

Customer/End-User Transition Orientation and Training shall include, but is not limited to the following:

- Use of voice and data services and Contractor provided Equipment
- Administration and use of call management systems (i.e. ACD, ACD MIS, IVR, SCR, etc.)
- Administration and use of messaging services
- Invoicing system(s) and processes
- Centralized ordering and trouble reporting processes
- Identification, application, and Contract Requirements of Service Level Agreements

DTS/ONS

Contractor shall offer and provide to the DTS/ONS, orientation and training for the Contract administrative vehicles (such as management tools, reporting and invoicing processes and methods) and training for new or replacement services ordered/provisioned during the Transition, as requested.

The content, method and amount of general orientation and for new or replacement services for DTS/ONS shall be detailed in the Transition-In Plan. After award, the plan shall be reviewed and the final Transition Orientation and Training shall be as mutually agreed between the Contractor and the DTS/ONS.

The DTS/ONS shall have the right to require reasonable modifications if needed to suit its business needs.

The Transition Orientation and Training shall be held at the DTS/ONS premises except training that is not conducive to on-site training, as determined by DTS/ONS.

DTS/ONS Transition Orientation and Training shall include, at a minimum:

- Proposed products and services and general operational Requirements
- Use of voice and data services and Contractor provided Equipment
- Administration and use of call management systems (i.e. ACD, ACD MIS, IVR, SCR, etc.)
- Administration and use of messaging services
- Overview of Contract Requirements and Appendix B, Model Contract Language
- Contractor business practices and procedures, and Customer service expectations
- Transition-In planning and implementation
- Contract management tools, reports, administrative systems and processes
- Invoice systems and processes
- Centralized ordering and trouble reporting processes
- Network administration, trouble-reporting systems, or network viewing applications or systems
- Identification, application, and Contract Requirements of Service Level Agreements

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.4.2 Contract Services Training (M)

Contractor shall provide training to Customers and End-Users for new or replacement services ordered/provisioned during the Contract. Training shall be provided as part of the standard service order implementation process. The Customer shall have the right to request modifications based upon their business needs. Refresher training shall be available for Contractor installed services.

The content, method and amount of training for new or replacement services shall be part of the ongoing Training Plan as outlined in Section 6.1.4.5. Additional types of training may be proposed besides those outlined below.

The training shall be held at the Customer's premises except for those services that are not conducive to on-site training, or for which grouped (multiple Agency) sessions would be more efficient, and would not negatively impact the training experience as determined by DTS/ONS.

Contract Services Training shall include but is not limited to the following:

- Use of voice and data services and Contractor provided Equipment
- Administration and use of call management systems (i.e. ACD, ACD MIS, IVR, SCR)
- Administration and use of messaging services
- Invoicing system(s) and processes
- Centralized ordering and trouble reporting processes
- Identification, application, and Contract Requirements of Service Level Agreements
- Overview of Contract Requirements and Appendix B, Model Contract Language

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.4.3 Contract Management Training (M)

The Contractor shall provide Contract Management Training on the terms and conditions and Requirements of the Contract which will enable the DTS/ONS to acquire and maintain expertise with the Contract services, related business systems, and the management tools to monitor, document and administer the Contract on an ongoing basis. This includes delivered services, invoicing systems, service performance, assess and identify fiscal management issues, and perform other required Contract oversight functions.

The training shall be held at the DTS/ONS premises unless otherwise mutually agreed upon.

The training shall be provided to DTS/ONS staff assigned Contract oversight responsibilities and shall be made available at the apprentice, skilled, and expert levels. The content, method, proposed skill level, and frequency of training shall be mutually agreed upon between the Contractor and the DTS/ONS, and included in the Training Plan as outlined in Section 6.1.4.5. Additional training may be proposed in addition to those outlined below.

Contract Management Training shall include but is not limited to the following:

- Proposed products and services and general operational Requirements
- Use of voice and data services and Contractor provided Equipment
- Administration and use of call management systems (i.e. ACD, ACD MIS, IVR, SCR)
- Administration and use of messaging services
- Overview of Contract Requirements and Appendix B, Model Contract Language
- Contractor business practices and procedures, and Customer service expectations
- Transition planning and implementation
- Contract management tools, reports, administrative systems and processes
- Invoice systems and processes
- Centralized ordering and trouble reporting processes
- Various management reports and corresponding Software applications

- Network administration, trouble-reporting systems, or network viewing applications or systems
- Identification, application, and Contract Requirements of Service Level Agreements

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.4.4 Classroom/Seminar Education and Training (D)

Many State and local government agencies have staff assigned to telecommunications responsibilities without core competency in telecommunications fundamentals. It is the State's desire through this RFP to make basic telecommunications education and training available through classroom, seminar, or web-based venues.

The Contractor may offer education and training for Customers to obtain basic knowledge and skills in voice and data telecommunications technologies and general business systems and management tools. Training shall generally be offered at the novice level providing students with basic knowledge and understanding of the subject matter. Curriculum may include topics applicable to courses and may be modified to meet specific agency requirements.

Examples of Education and Training curriculum may include, but are not limited to the following:

- Introduction to Voice and Data Telecommunications
- Introduction to VoIP Technologies and Services

- Introduction to Network and/or Telecommunications Service Management Tools

The content, method and frequency of training shall be mutually agreed between the Contractor and DTS/ONS and included in the Training Plan as defined in Section 6.1.4.5

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor may offer the classroom and seminar training detailed in Table 6.1.4.4
Cost Table 6.1.4.4 Classroom/Seminar Education and Training (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Bidders are to provide all classroom training and seminars offered			
Bidder's Description:			
Bidder's Description:			
Bidder's Description:			
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Bidder's Description:			
Bidder's Description:			

6.1.4.5 Training Plan (M)

In response to the RFP the Contractor shall provide a Training Plan that includes all offered General Training Requirements, except for the Transition Orientation and Training which shall be included in the Transition-In Plan as referenced in Sections 6.1.4.1 and 6.1.14.1. The Training Plan shall include, but is not limited to the following:

- Description for each category of training; identify who will conduct the training, what methods would be used, the training content, the collateral materials, the frequency, and the proposed locations.
- Include how the Contractor expects to maintain communication with the DTS/ONS to help ensure effective Contract education and training on an on-going basis
- Include any other pertinent information the Bidder wishes to offer

In addition to the foregoing, the Training Plan:

- Shall be finalized within 30 calendar days after Contract award.
- The submitted Training Plan shall be reviewed by DTS/ONS. Final training course curriculum and content, attendee reports, marketing of training classes, schedules, and other related activities shall be jointly coordinated with the Contractor
- The final Training Plan shall be as mutually agreed between the Contractor and DTS/ONS. The DTS/ONS shall have the right to request reasonable modifications if needed to suit business needs

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

Reference: document_____

location _____ page _____ paragraph _____

Description:

6.1.4.6 Training Oversight & Coordination (M)

The DTS/ONS may assign Training Coordinator(s) to work with the Contractor. Where applicable, the Coordinator(s) may work with the Contractor to provide input on the training content, attend and/or observe training to monitor participation and students' response to the training, address questions directed to DTS/ONS, and to reinforce the team effort between the Contractor and the State.

The Contractor shall provide the Training Coordinator(s) access to the Contractor's training processes and content, including collateral training and marketing materials to help ensure that the State and the Contractor's employees and sub-contractors are provided the same information regarding the content of the Contract and of the required training. This will also help reinforce the team effort between the Contractor and the State to our Customers. See also Section 6.1.7.5, Marketing Requirements.

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.5 OTHER SERVICES

6.1.5.1 Cable and Wire Services

The CALNET II Contract Module 1 includes provisions for simple inside wiring services specifically associated with provisioning of CALNET II circuits, emergency restoration support for the State's Sacramento downtown fiber loop,

Underground Service Alert lookup support, access support for the State's outside plant copper Facilities, and services related to hourly support. These services are described below.

6.1.5.1.1 Extended Demarcation Wiring Services (M-O)

The Contractor shall provide Extended Demarcation (Extended Demarc) wiring to support the services covered by this RFP Section 6.1 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:

- Installation of cabling for extending services from the MPOE location to the Customer's point of utilization.
- Installation of cross connects or rearrangement of existing jumpers.
- Identification and testing of existing cabling beyond the MPOE to the Customer's Equipment location.
- 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:

- The wire/cable pathway is blocked, and cannot be cleared without significant effort or damage to the Customer site.
- 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.
- Upon written release provided by either the Customer or by DTS/ONS.

The Contractor shall provide a price in Section 7 (Costs) for all labor and materials required for Extended Demarc wiring necessary to complete the provisioning of one Demarc extension as described in Section 6.1.5.1.1. Contractor shall provide one 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, Uniform Building Cabling/Wiring current at the time of this RFP and as periodically updated by DTS/ONS. 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 _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

The Contractor shall offer the wiring services for extended demarcation detailed in Cost Table 6.1.5.1.1.

Cost Table 6.1.5.1.1 Extended Demarcation Wiring Services (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Extended Demarcation - Copper	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.		
Bidder’s Description			
Extended Demarcation - Copper 25 Pair	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.		
Bidder’s Description			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Extended Demarcation - Optical Fiber Link	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.		
Bidder's Description			

6.1.5.1.2 Station Wiring Services (D)

The Contractor shall provide station wiring services to support the services covered by RFP Section 6.1 for all Customer-occupied buildings where services under this Contract are being offered. Station wiring includes wire/cable related activities required to install horizontal station cabling from the Customer's distribution location or Horizontal Crossconnect (HC) to the Customer defined station location. Station wiring shall include the necessary wire/cable, connectors, jumpers, panel, and jack. Station wiring shall also include associated trouble shooting, testing and labeling. Horizontal station wiring is limited to the following:

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

The Contractor shall not be required to complete Station wiring if:

- The wire/cable pathway is blocked and cannot be cleared without significant effort or damage to the Customer site.
- 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 RFP Section 7 (Costs) for all labor and materials required for horizontal station wiring necessary to complete the provisioning as described in this Section. The Contractor shall provide one 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 RFP and as periodically updated by DTS/ONS. 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 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 cable at each location if desired.

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

The Contractor may offer the wiring services for Station Cabling as detailed in Cost Table 6.1.5.1.2.

Cost Table 6.1.5.1.2 Station Wiring Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Station Cabling – Horizontal Copper Cat 3	Wiring services for extending services from the Customer’s Horizontal Crossconnect location to the Customer’s station location utilizing one 4-pair Category 3 CMP UTP.		
Bidder’s Description			
Station Cabling – Horizontal Copper Cat 5e	Wiring services for extending services from the Customer’s Horizontal Crossconnect location to the Customer’s station location utilizing one 4-pair Category 5e CMP UTP.		
Bidder’s Description			

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

6.1.5.1.3 Inside Wiring Services (D)

Contractor shall provide inside wiring services to support the services covered by RFP Section 6.1 for all Customer occupied buildings where services under this Contract are being offered. Inside wiring includes labor and material for wire/cable related activities not specifically defined in Section 6.1.5.

In the cost table of Section 7, the Contractor shall provide a fixed hourly-rate schedule for identified labor classifications.

Bidders may identify any and all materials required for provisioning of this service in the unsolicited features section.

Wiring will 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 RFP and as periodically updated by DTS/ONS. 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.

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

The Contractor may offer the inside wiring services as detailed in Table 6.1.5.1.3.

Cost Table 6.1.5.1.3 Inside Wiring Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Station Cabling– Installer-Inside Wiring	Labor only; Installer properly trained to install cabling related to station cabling as identified in this section.		
Bidder’s Description			
Station Cabling– Technician-Inside wiring	Labor only; Technician properly trained at an expert level for installation, termination, testing, and troubleshooting of copper wiring related to station cabling as identified in this section.		
Bidder’s Description			
Station Cabling– Technician-Optical Fiber-Inside Wiring	Labor only; Technician properly trained at an expert level for installation, termination, testing, and troubleshooting of optical fiber cabling related to station cabling as identified in this section.		

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Bidder's Description			
Design Engineer	Labor only; BICSIRCDD Certified Design Engineer.		
Bidder's Description			

6.1.5.2 Sacramento Fiber Loop Facilities (D)

The State currently owns installed fiber in the Sacramento metropolitan area known as the Sacramento Fiber Loop. The loop is constructed of 72-fiber cable, consisting of both multi-mode and single mode fiber strands. The cable is arranged to form a continuous loop connecting 12 of the major State owned buildings. An additional 14 buildings are attached to the loop in a “hub and spoke” arrangement. The fiber loop and spurs are typically routed into a building’s main telephone room, and terminated within secure fiber optic patch panels. A detailed drawing will be supplied to the successful Module 1 Contractor.

The Contractor shall not use the Sacramento Fiber Loop or its supporting substructure for delivery of CALNET II services to Agencies. However, as a desirable option, the Contractor shall provide emergency restoration services, as specified below.

6.1.5.2.1 Emergency Restoration Services-Fiber Loop (D)

The State seeks emergency restoration services for the outside plant portion of the 72-strand Sacramento Fiber Loop and its associated fiber spurs. The Contractor may propose variations of these Requirements but should clearly identify all aspects for evaluation.

Emergency restoration services should consist of the following:

- Maintaining a 24-hour, 7 day per week trouble reporting/repair initiation number

- Dispatch of a site supervisor to the location of damages/repairs within 2 hours of the reported trouble
- Site supervisor shall prepare initial estimate of repairs for DTS approval
- Coordination and execution of all aspects of the repair upon receipt of authorization to proceed from DTS/ONS
- Repair activities commencing no later than 4 hours after receiving authorization to proceed from DTS/ONS
- Obtaining all necessary permits and traffic approvals
- Conduit/vault installation or repair
- Submission of optical test Documentation verifying successful repair

If Bid, the Contractor shall provide any monthly recurring cost for this service in the cost table of Section 7.

If Bid, the Contractor shall also provide in Section 7 pricing for purchase of an emergency restoration repair kit consisting of the following items:

- 700 feet of 36 strand 62.5/125 um loose-tube outside plant cable
- 700 feet of 36 strand single-mode loose-tube outside plant cable
- 700 feet of 6 strand 50/125 um outside plant grade cable
- Two outside plant fiber splice enclosures with splice trays and consumables capable of accommodating 72-strand to 36/36/6 strand fusion splice interconnection

This pricing shall include Contractor provided storage for the DTS purchased emergency restoration materials over the Term of the Contract. Material shall be returned to DTS designated location at the end of the Contract.

If Bid, the Contractor shall provide an hourly rate schedule for all applicable labor classifications and an hourly rate schedule for all applicable Equipment in the cost table of Section 7.

The classifications and associated rates listed below are only to be used for, and are only applicable to, emergency fiber repairs to the DTS Fiber Loop.

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

The Contractor may offer emergency restoration services as detailed in Table 6.1.5.2.1.

Table 6.1.5.2.1 Emergency Restoration Services – Fiber Loop (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Emergency Restoration Service	Emergency restoration service as described above		
Bidder's Description:			
Emergency Restoration Repair Labor	Technical labor required to provide fiber loop repairs (Bidders are to provide all applicable labor classifications. Costs are to be provided in Section 7)		
Bidder's Description:			
Emergency Restoration Repair Equipment	Equipment required to facilitate fiber loop repairs (Bidders are to provide all applicable Equipment. Costs are to be provided in Section 7)		
Bidder's Description:			
Emergency Restoration Repair Material Markup	Mark up on material as a percentage		
Bidder's Description:			
36 strand 62.5/125 um cable	36 strand 62.5/125 um cable, material only		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
36 strand single mode cable	36 strand 62.5/125 um cable, material only		
Bidder's Description:			
6 strand 50/125 um cable	6 strand 50/125 um cable, material only		
Bidder's Description:			
Fiber splice trays & consumables	Fiber splice trays & consumables, material only		
Bidder's Description:			
Laborer	Laborer, labor only , includes hand tools required to complete work effort		
Bidder's Description:			
Fiber Splicer	Fiber Splicer, labor only, includes hand tools to complete work effort		
Bidder's Description:			
Heavy Equipment Operator	Heavy Equipment Operator, labor only.		
Bidder's Description:			
Backhoe	Backhoe, Equipment only		
Bidder's Description:			
Compressor & Jack Hammer	Compressor & Jack Hammer, equipment only, includes tow vehicle or on site delivery/removal		
Bidder's Description:			

6.1.5.3 DTS Outside Plant Copper Facilities (M)

DTS/ONS owns conduit structures and copper cabling identified in Table 6.1.5.3.1. The Sacramento Facilities are available to the Contractor to provide services covered by the CALNET II Contract.

The conduit structure in Sacramento is extensive and is used for telephone access, data, and alarm circuits. DTS/ONS also uses a part of the heating and cooling tunnels in Sacramento to distribute telephone and data Facilities. An estimate of the existing Facilities is provided in Table 6.1.5.3.1, which is available to pre-qualified Bidders upon request to the Procurement Official listed in RFP Section 1.

The Contractor may use the existing conduit structure and cabling in Sacramento for the duration of the Contract for the sole use of CALNET II related services.

If the Contractor chooses to utilize the Sacramento Facilities, any improvements, augmentation, modification, or repair to this cable plant shall be made at the expense of the Contractor and will become the property of the State. The Contractor shall ensure that all outside plant cabling is compliant with current State and National Fire and Electrical codes, and shall correct any code compliance issues prior to use. Any improvements, augmentation, or modifications must be approved by DTS/ONS.

Additionally, regardless of the Contractor's intent to utilize the Sacramento Facilities, the Contractor shall maintain and repair all cables and conduits identified in Table 6.1.5.3.1 throughout the Term of the Contract. The Contractor shall maintain current Documentation of the cable/conduit plant and track this information in an inventory database. Documentation shall identify all improvements, augmentation, modifications, and repairs. This inventory and Documentation shall be made available to the State upon request by hard copy and electronic format.

The Bidder shall identify their intent of use in their response and provide a general description of how the Facilities will be used.

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.5.3.1 Underground Service Alert Lookups (M)

As a condition of the CALNET II award and at no cost to the State, during the Term of this Contract, the Contractor shall "locate" and "mark" all Facilities identified in Table 6.1.5.3.1 (Outside Plant Cable Facilities) and Table 6.1.5.3.2 (Sacramento Downtown Fiber) for the State in response to requests from Underground Service Alert (USA) and in accordance with USA's Requirements. Tables 6.1.5.3.1 and 6.1.5.3.2 will be made available to qualified Bidders. The Contractor shall also "locate" and "mark" any other

telecommunications Facilities carrying traffic derived from the services provided by this Contract. Contractor shall include USA e-mail notification to State representatives.

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.5.3.2 Access to Facilities (M)

Upon request from DTS/ONS and at no charge to the State, the Contractor must provide access to these conduit/manhole facilities within three business days of receipt of the request except in emergency situations which could require access in as little as 2 hours. This service from the Contractor shall include all tools, equipment, and manpower required to safely and expediently enter any manhole or service entrance.

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.5.4 Lease Back of State Property (M-if Contractor utilizes State's copper Facilities)

Some solutions to State network Requirements may be based on use of the copper Facilities located on State property in Sacramento. These Facilities in Sacramento may be made available for solutions that result in lower network/service cost to the State. To use this Facility, the Contractor must negotiate with DTS/ONS and the Department of General Services to lease the space at a fair market rate.

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.5.5 Services Related Hourly Support (M-O)

The Contractor shall provide labor for the diagnosis of services listed in this Contract. Work performed under this Section 6.1.5.5 is authorized only for situations where the Contractor has dispatched personnel to diagnose a 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 the cost table of Section 7, the Contractor shall provide a fixed hourly rate schedule for labor classifications common to the diagnosis of contracted services. The rates identified shall only be used for the diagnosis of contracted services and no materials shall be identified.

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor may offer emergency restoration services as detailed in Table 6.1.5.5.

Table 6.1.5.5 Services Related Hourly Support (M-O)

Labor Classification Name	Classification Description	Meets or Exceeds? Y/N	Document/ Location
Field Technician	Field technician properly trained to an expert level for the service being dispatched		
Bidder's Description:			

6.1.6 REQUIRED CUSTOMER PREMISE EQUIPMENT (CPE) (M)

Contractor shall provide Customer Premise Equipment (CPE) required to support the specific services provided under this Section 6.1 at the prices provided by the Bidder in Section 7 for the associated Services and features. (CPE prices are to be included in the Service or feature price.)

Bidder may specifically list additional CPE and must identify the service it supports in the Unsolicited features section. Inclusion of additional unsolicited CPE on the Contract will require the approval of DTS/ONS. Bidder is to list a set percent discount of the Manufacturer's current Suggested Retail Price (MSRP). Bidder is obligated to offer that same discount to equipment that may have future upgrades, reconfigurations, new models, etc.

6.1.6.1 Compatibility (M)

Many CALNET I Customers use proprietary Equipment for voice line-side services and data WAN applications. The Contractor shall provide, at a minimum, the current level of service compatibility and availability for this existing Customer Premise Equipment used by CALNET I Customers who wish to continue to receive CALNET II services from the Contractor. Customers with proprietary Equipment will have to be accommodated in this new environment at no additional cost. The successful Contractor shall either make the existing Equipment function in the new environment or replace it with Equipment of similar or better quality that will function the same as, or better than, the existing Equipment at the Contractor's expense.

DTS/ONS and the affected CALNET II 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_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.6.2 Exclusively Available Voice Sets And Voice/Data Equipment (M-O)

Bidders shall identify all exclusively available telephone sets and voice/data Equipment that it will offer CALNET II Customers, either at no cost due to the compatibility Requirement of Section 6.1.6, or at a price when a Customer wants to add the additional CPE after the successful Transition from CALNET I to CALNET II services or when a Customer wishes to initiate other changes or upgrades. Bidders shall identify each piece of exclusively available CPE in the table provided below.

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer exclusively available voice sets and voice and data Equipment required for the Transition as detailed in Table 6.1.6.2.

Table 6.1.6.2 Exclusive Voice Sets and Voice/Data Equipment (M-O)

	Manufacturer	Model Number	Meets or exceeds? Y/N	Reference document and location
1				
	Bidder's description: (basic telephone set)			
2				
	Bidder's description: (enhanced telephone set)			
List other exclusively available voice sets and voice and data Equipment required for the Transition. Note: DTS/ONS reserves the right to include or exclude any of the items offered below in the final Contract.				
3				
	Bidder's description:			
4				
	Bidder's description:			
5				
	Bidder's description:			
6				
	Bidder's description:			
7				
	Bidder's description:			
8				
	Bidder's description:			
9				
	Bidder's description:			
10				
	Bidder's description:			

6.1.6.3 Exclusive Managed Frame CPE (M-O)

Bidders shall identify all exclusively available data WAN CPE (CSUs/DSUs) used in its Managed Frame service that it will offer CALNET II Customers, either at no cost due to the compatibility Requirement of Section 6.1.6, or at a

price when a Customer wants to add additional CPE after the successful Transition from CALNET I to CALNET II services or when a Customer wishes to initiate other changes or upgrades. Bidders shall identify each piece of proprietary Managed Frame CPE in the table provided below.

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer managed frame CPE required for the Transition that is only available for distribution exclusively by the Bidder as detailed in Table 6.1.6.3.

Table 6.1.6.3, Exclusive Managed Frame CPE (M-O)

Item #	Manufacturer	Model Number	Meets/exceeds reqmt? Y/N	Reference document and location
1				
	Bidder's description: (DS0 Equipment)			
2				
	Bidder's description: (DS1 Equipment)			
3				
	Bidder's description: (DS3 Equipment)			
List other managed frame Equipment required for the Transition that is only available for distribution by the Bidder below. Note: DTS/ONS reserves the right to include or exclude any of the items offered below in the final Contract.				
4				
	Bidder's description:			
5				
	Bidder's description:			
6				
	Bidder's description:			
7				
	Bidder's description:			
8				
	Bidder's description:			
9				
	Bidder's description:			

Item #	Manufacturer	Model Number	Meets/exceeds reqmt? Y/N	Reference document and location
10				
	Bidder's description:			
11				
	Bidder's description:			
12				
	Bidder's description:			
13				
	Bidder's description:			
14				
	Bidder's description:			
15				
	Bidder's description:			

6.1.7 END-USER SUPPORT (M)

This section describes the support responsibilities of the Contractor and DTS/ONS for activities related to Customer acquisition of telecommunications services as defined in this RFP. The Bidder's response must demonstrate its understanding of each Requirement and submit a business model that details the strategy, staff, and resources that will be used to meet Requirements. A statement of understanding or commitment to meet or exceed is not sufficient.

6.1.7.1 General Requirements (M)

This document specifically identifies services provided through the Contract that have been approved (contracted) with individual pricing and specific feature definition. Additional service items not itemized, priced, and defined must be submitted with pricing and service definition to DTS/ONS and approved by DTS/ONS and the Department of General Services before the service can be provisioned through this Contract.

The DTS/ONS will oversee the use of the Contract by Customers, and will delegate authority to Agencies to submit requests for certain services directly to the Contractor. The DTS/ONS may also designate some services, such as ACD, as non-delegated and require DTS/ONS review and approval prior to Agency acquisition. The DTS/ONS will use Contractor provided management reports and periodic random Agency audits to monitor and administer Contract compliance.

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.7.1.1 General DTS/ONS Responsibilities

The DTS/ONS has broad authority and oversight for State telecommunications, particularly the Contract that will result from the award of this RFP. The DTS/ONS considers the best interests of the State as a whole when making decisions and determining its strategies. This includes focus on those policies and activities that emphasize the State's core competencies, "economy of scale" impacts, and other related concerns as outlined in the CALNET II Vision in Section 4. These activities and knowledge include, at a minimum:

- Continuous review and where possible, renegotiation of Contract pricing based on periodic monitoring of industry pricing strategies and related factors
- Contract management oversight to monitor effectiveness, and to audit Contractor adherence to Contract Requirements
- Assess operational Requirements of State Agencies to help eliminate unnecessary telecommunications related redundancies and duplication of effort between State Agencies
- Provide administrative management for Contract(s), policies, directives, standards, and augmentation of new services
- Make decisions on Agency requests for approval for exemptions to existing Contracts, and on delegation requests
- Respond to service issues beyond the scope of the Contract. Perform periodic audits of State and local governmental Agency

bills to ensure accuracy based on the terms and conditions of the Contract and to ensure cost effectiveness of service selection for Agency application

6.1.7.1.2 Contractor’s General Responsibilities (M)

As associated with the services to be provided, Contractor will, at a minimum and at no cost to the State:

- Provide staff to perform as the principal business and technical resource for information on pricing, features, and feature interactions/restrictions. This staff shall be available on demand by telephone and to participate in meetings to answer questions about contracted services. Contractor will ensure that Contractor’s staff, including subcontractors and Affiliates, are trained on Contract services and are knowledgeable on Contract terms and conditions
- Provide Documentation/reports in a timely manner as requested on pricing, features, feature interactions/restrictions and other information related to management of the Contract
- Use the State database of Agency designated Agency Telecommunications Representatives (ATRs) to determine their fiscal authority to order service
- Provide sufficient staff and resources throughout the Term of the Contract consistent with the terms and conditions
- Where specific Requirements in Sections 6.1.7.2, 6.1.7.3 and 6.1.7.4 call for mutual agreement between the Customer and Contractor and agreement is not reached, the Contractor shall contact DTS/STND for final decision

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.7.2 Planning (M)

Contractor shall, at a minimum and at no cost to the State:

- Perform overall planning coordination activities related to service implementation
- Provide End-User station reviews to optimize the structure and implementation planning detail for selected Contract services as mutually agreed upon if necessary for Service(s) ordered
- Provide, and update as necessary, a project plan detailing all resources (cost, staff, etc.), scope (tasks), and scheduling (with constraints) necessary to implement service as mutually agreed upon if necessary for Service(s) ordered
- Provide information to the Agency regarding proprietary Equipment that must be purchased separately

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.7.3 Design (M)

Contractor shall, at a minimum and at no cost to the State:

- Collect information and conduct End-User station reviews and complete associated service request documents as mutually agreed upon if necessary for Service(s) ordered
- Provide design recommendations and critical feature interactions with Documentation to the Agency for review as mutually agreed upon if necessary for Service(s) ordered
- Analyze Agency service requests and determine Facility Requirements
- Determine network interconnection Requirements of service requests

- Determine the required functions to perform transmission, distribution, and switching applications
- Determine required network management applications and interface Requirements

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.7.4 Provisioning and Implementation Requirements (M)

Customers will place service orders through electronic means, or by direct ordering of line, trunk, or similar services. Customer posted electronic service orders shall be processed on a less than one-day cycle, unless Customer premise wiring plant or Equipment installation work is involved.

Contractor shall, at a minimum at no cost to the State:

- Provide the State with a means to order services as described in Sections 6.1.10.1 and 6.1.13.4
- Perform all activities associated with the receipt, logging, task identification, scheduling, and completion notification of Agency service requests
- Develop and enter data, and maintain an inventory of Contract services and line assignments to support the tools and reports described in Sections 6.1.12 and 6.1.13
- Provide an electronic means of receiving valid service orders from agents of authorized Customers
- Provide a means to validate that the Customer is authorized to initiate a service request based on the current ATR master file
- Provide a positive acknowledgment of receipt of a valid Customer service request

- Provide status information to Customers on the progress of service requests initiated by the Customer
- Provide DTS/ONS with service implementation management reports that include, at a minimum, a listing of requests and the implementation interval for each request as described in Section 6.1.11.3.4
- Define the necessary interface Requirements for existing End-User CPE to connect to the Contractor-provided services
- Perform a site inspection of Customer location prior to implementation of service to ensure there is an adequate environment for the new service as mutually agreed upon if necessary for Service(s) ordered
- Coordinate the service installation with the Customer contact as identified by the Agency ATR. This includes scheduling, hosting, coordinating, and documenting minutes of coordination meetings as appropriate
- Develop engineering design standards for Contractor use of existing State assets where applicable
- Develop comprehensive implementation plans and schedules that minimize disruption of the current Customer's telecommunications system
- Prepare site preparation plans that specify Requirements for space, power, air conditioning, humidity control, floor loading, dimensions, Equipment, and any other special Requirements necessary for the provision of service in a Customer location as mutually agreed upon if necessary for Service(s) ordered
- Prepare service acceptance plans that specify Requirements for functional testing, load testing, and cutover testing of Contractor provided services as mutually agreed upon if necessary for Service(s) ordered
- Prepare or obtain floor plans showing jack locations and jack numbers (if available) and identify the "Primary Directory Number" next to the appropriate jack location on the floor plans) as mutually agreed upon if necessary for Service(s) ordered
- Provide DTS/ONS staff web access for service activity

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.7.5 Marketing Requirements (M)

The DTS/ONS will approve all Contractor's CALNET II marketing materials and, at DTS/ONS's discretion, will be present on marketing calls to Agencies. Contractor shall employ industry accepted marketing practices to inform Agencies of the availability and benefits of contracted services. Contractor will submit marketing plans for approval within 90 calendar days of Contract award and annually thereafter, except as described below. There will be no cost associated with the collaborative marketing plans, and the marketing plans will include, at a minimum, the following provisions:

- Contract-marketing activities are limited to the approved contracted services
- As part of its contractual obligation to assist Agencies in business planning, the Contractor may discuss technology applications or solutions with Customers. The Contractor shall not present services that are not available on the Contract in a manner that implies to the Customer the service will be made contractually available. If Contractor is unsure on the status of proposed services it has submitted to the State for consideration, or if a service will qualify for inclusion on the Contract, the Contractor shall contact DTS/ONS for clarification
- Marketing brochures and materials for contracted services must be approved by the DTS/ONS prior to distribution
- Joint State/Contractor planning and training and State verification that validates that marketing representatives have been trained on Contract services, and knowledgeable on Contract terms and conditions
- Detailed monthly Customer profiles which include Agency identification, Customer (End-User) service locations, service types (by service identifier number), billing telephone number, quantity per service type/minutes as applicable, and circuit/phone numbers. Reports will be submitted in accordance with Section 6.1.12.2
- Detailed monthly reports on Contract usage for State and local government. Reports will be submitted in accordance with Sections 6.1.12 and 6.1.13
- Establishing a joint forum, within 90 calendar days of Contract award and annually thereafter, for Contractor and DTS/ONS market planning to enhance Contract utilization. DTS/ONS or Contractor may convene a marketing forum to address marketing planning

- Marketing plan must ensure compliance with terms and conditions of the Contract

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.8 INVOICING SERVICES (M)

Contractor shall provide invoices and supporting reports for all of the products, services, and features provided for CALNET II. Invoices will be provided in multiple media and in accordance with the formats described in this Section 6.1.8.

Contractor will be responsible for the accuracy, timeliness, and content of the invoices from Contractor’s subcontractors and business partners.

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.8.1 Invoicing System for Voice & Data Services (M)

Contractor shall provide a billing system that produces invoices that are accurate and easy to verify by Customers in a timely manner. The Contractor shall be responsible for the coordination with business partner's and subcontractor's invoice systems. The Contractor will establish processes and procedures to avoid order entry errors on adds, changes, or deletes and any other pertinent data. Invoices shall include accurate service types, quantities, dates of service, Contract rates, and any other pertinent data. The invoices shall also include descriptive itemized charges, specific descriptions of charges, and cross-reference data such as, port and circuit numbers, etc. The Contractor shall render individual bills directly to any Agency that is authorized to use the Contract by DTS/ONS no later than 15 business days after the end of the billing cycle.

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.8.1.1 Invoicing System Requirements (M)

The Contractor's billing system shall include, at a minimum, the following:

- Availability of invoices via paper and electronic form (on CD-ROM and web based posting) at no cost to the Customer
- Availability of both consolidated and individual invoices, broken down by divisions, offices, accounting centers, nodes, or circuits within the department
- Upon receipt of a circuit disconnect request the closing bill details shall be generated on the next billing cycle

- Ability to charge for a previous month(s) service and provide the accurate dates of service
- Invoice summary reports
- Ability to add new services and invoice accurately
- The Contractor shall provide Customers with the option to receive and pay monthly billing for contracted services via electronic transmission following the American National Standards Institute (ANSI) standard format for telecommunications invoicing
- Once a service is implemented and accepted, charges shall be applied no later than the next billing cycle
- Provide a toll free number for contracted services billing related questions and/or adjustments. Contractor staff must be knowledgeable with the contracted Service Rates and applicable terms and conditions of the Contract to effectively respond to Customer billing inquiries

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.8.1.2 Flexible Billing Cycles (D)

The Contractor’s billing system may include flexible billing cycles as a desirable feature at no additional cost.

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

Reference: document_____

location _____ page _____ paragraph _____

Description:

6.1.8.1.3 Addition of New Fields (D)

Contractor may add new fields to any section of the invoice upon request from DTS/ONS.

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.8.1.4 Automated Refund (D)

Contractor may provide an automated refund issuance when a service discontinuation occurs and there is a remaining credit balance. Customers shall not be responsible for refund initiation and the refund is to be reflected on the same account number of invoice. Refunds shall be issued to Customer within 60 calendar days on the date of account closure

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.8.1.5 Customer Management Software (D)

Contractor may provide a Software program for Customer billing data analysis and management reporting

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.8.1.6 DTS/ONS Report Management (D)

DTS/ONS to have the capability to run management reports from the invoicing system (primarily inventory, rebates, and monitoring accuracy of the invoicing)

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.8.1.7 Invoice Content Requirements (M)

The Contractor's invoices shall include the following:

- Customer Service Record. Printout that details the fixed monthly charges billed by the local telephone company. The Customer Service Record is composed of unique identifiers that correspond to a particular tariffed service
- Itemized charges for a circuit provided in one section of the invoice
- Specific and detailed descriptions that identify the debits and credits applied to an invoice
- Call Usage detail
- Legends of all invoicing codes and line items
- Itemized list of monthly recurring service charges and non-recurring charges
- Ability to accommodate SLA rebates with a clear description (amount of rebate, type of rebate, ticket #, phone/circuit number, and dates)
- "Current Charges" identified on the first page of the invoice will reflect the Contractor's expectation for payment. All debits and credits posted to the current invoice shall equal the "Current Charges"
- Invoice remittance page must include previous charges (amount of last bill, payments, credits & adjustments, and unpaid balance), current charges and Total Amount Due
- Reference the State's service request (STD.20) number or the local government's purchase order number (PON) for related order activity
- Contractor will add to invoices all applicable federal, state and local tax and surcharges as allowed by this Contract

- Provide cross-reference detail (when applicable)
- Contract Number

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.8.1.8 General Invoice System Requirements (M)

Contractor shall generate invoices that are accurate and verifiable to DTS/ONS's satisfaction based on contracted rates, including administrative fees, service taxes, fees, surcharges, and surcredits, and produce the required DTS/ONS management reports. Contractor may be required to demonstrate this ability during the Demonstration phase of this RFP and in accordance with Section 10. In addition:

- The amount of the late payment charge shall be as set forth in the Government Code Sections 927.6 & 927.7. Any late payment charge shall be identified in the next month's invoice and shall be included in the next applicable payment by the State or any authorized End-User
- Late Payment Fees shall not be assessed less than the timeframes set forth by law in the California Prompt Payment Act, Government Code Sections 927 et seq. DTS/STND will work with the Awarded Bidder and State Controllers Office to develop a process to validate late payment fees. The Awarded Bidder will be responsible for providing proof that a late payment fee is valid
- Should the State or any authorized End-User dispute, in good faith, any portion of the amount due, the State or any authorized End-User shall notify the Contractor in writing of the nature and basis of the dispute as soon as possible. In the event the dispute is not resolved prior to the due date, the State or any authorized End-User may deduct the disputed amount from the amount due. No late payment charges shall apply to the disputed amount. The parties agree to use their best efforts to resolve disputes in a timely manner

- The State shall not be subject to monthly minimum usage charges for any contracted service, unless specifically approved by DTS/ONS
- Charges for a fraction of a calendar month shall be computed at the rate of 1/30 of the applicable total monthly charge, for each day the service was provided
- Agencies will have the option to choose their invoice media type free of charge. If more than one media type is chosen a charge may be applied for the additional copies of the invoices. If the Customer chooses the CD or web based posting to be their media type, the Contractor must issue a paper remittance slip free of charge so Agencies may submit it to the State Controller's Office along with their payment. The Contractor's subcontractors are required to provide web and CD based options
- The State shall only be subject to those services taxes, fees, surcharges, and surcredits approved in accordance with Appendix B, Model Contract Language, Section 60. Approved taxes and surcharges will be individually listed and displayed on invoices from the Contractor and subcontractors
- Non-contracted services on the Customer invoice will be identified by unique identifiers or other methodology agreed to by DTS/ONS
- Services/features offered under this Contract shall include unique identifiers. In instances where permanent unique identifiers have not been assigned, the Contractor agrees to assign temporary unique identifiers to facilitate identification of billed Services on Customer invoices
- Contractor shall inform DTS/ONS and Customers in writing when temporary unique identifiers are assigned
- DTS/ONS requires all usage based services (including local, long distance and international) be billed in six second increments or less

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

Reference: document_____

location _____ page _____ paragraph _____

Description:

6.1.8.2 Fraud Detection and Monitoring Services (M)

The Contractor shall provide a Fraud Detection and Monitoring Services available for near real time information for analysis on a 24x7 basis that is consistent with industry common “best” practices for fraud detection for services identified in this section. The Contractor shall provide its definition of fraudulent activities associated with these services. The Contractor will provide detailed Documentation on criteria used to identify fraudulent activity and Customer notification. The Contractor’s Fraud Detection and Monitoring Services shall include provisions for working with DTS/ONS and Customers to define parameters for fraud detection, Customer awareness and education, and a Customer fraud manual that identifies algorithms that alert and identify suspicious calling.

The Contractor shall provide fraud detection, prompt Customer notification, and corrective action programs to reduce the State’s vulnerability to fraudulent activities. The Contractor shall offer a program to assist Agencies with identifying suspect calling patterns that may constitute abuse or improper use of State telecommunications services. For the purpose of this Contract, Fraud is considered the theft of services or deliberate misuse of voice or data networks by perpetrators whose intention is to avoid or reduce charges that would have been legitimately applied to them. CALNET II Customers shall not be responsible for costs of services associated with fraudulent usage. Examples of fraud include:

- Clip-on – use of instrument to divert line
- Clip-on Payphone – use of instrument in parallel of coin or card phone line
- Payphone meter pulse defeat – suppressing circuitry
- Collect Calls to Call Office
- Booked Calls from Call Office
- Stolen Line
- Call Back Operators
- Conference Call Manipulation

- Security breaches
- Long Call Duration Calls or numerous inbound Toll Free calls
- Excessive Short Inbound Call Duration Calls

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.8.3 Back Billing (M)

The Contractor shall be limited to 12 months of back billing on all services ordered under the Contract, including conversion projects. Invoices presented more than 12 months after the acceptance of the service order or conversion project will not be considered valid and will not be processed for payment.

The Customer shall be entitled to billing credits for up to three (3) years from the time of invoice billing date. Contractor shall issue credits within 60 days of customer notification..

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

Reference: document_____

location_____ page_____ paragraph_____

Description

6.1.8.4 Invoice Audits (M)**6.1.8.4.1 Audits (M)**

DTS/ONS and the Department of General Services shall have the right to inspect copies of any entity's (State Agency or local government) bill records for the purpose of auditing Contract rate compliance. Contractor shall provide billing records within 30 calendar days of receipt of request from DTS/ONS or the Department of General Services.

By State Administrative Manual policy, State Agencies are required to retain records until an audit is performed or for four years whichever comes first. Contractor agrees to maintain records for possible audit for a minimum of four (4) years after final payment and five (5) years for e-rate funded projects, unless a longer period of records retention is stipulated or required by law. Contractor shall provide duplicate copies of bills and supporting detail up to four years in arrears at no fee to the State or Agency.

Under certain and special conditions, Contractor shall provide State auditing and/or investigative Agencies (e.g.; Department of General Services, Bureau of State Audits, Department of Justice, court orders, etc.) with copies of billing records without a billed State Agency’s authorization for audit purposes at no fee to the State or Agency.

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.8.4.2 Contractor Invoice Audit Responsibility (M)

The Contractor shall respond to DTS/ONS requests for billing verification at the Contractor’s expense within 30 calendar days of receipt of a request. The verification process will include providing issue/action logs and statistics to DTS/ONS as well as each Agency associated with the invoice(s) in question. Formal audits may be requested in accordance with the terms and conditions set forth in the Contract.

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.8.5 Administrative Fee Collection (M)

The Contractor shall, on behalf of DTS/ONS, bill and collect a Contract administrative fee as determined by DTS/ONS for any and all contracted services ordered under this Contract. This fee shall be included within the amount charged to those Agencies obtaining service from the new CALNET II Contract. DTS/ONS may consider applying percentages and/or flat rates, or a combination thereof, to services as alternative methods. The final determination shall be made by DTS/ONS.

The Contractor shall remit payment to DTS based on the administrative fees billed to Agencies, no later than 60 calendar days after the end of each calendar month that a bill is rendered. For example, administrative fees billed for services on a January invoice shall be paid to DTS/ONS by March 30th. The payment shall be remitted on a monthly basis at no additional cost to DTS/ONS. The Contractor shall also provide detailed reports on administrative fees billed as defined in Fiscal Management, Section 6.1.12.2.2 DTS/ONS Detail of Services Billed Report and Section 6.1.12.2.3 DTS/ONS Detail of Services Billed By Agency Report and shall provide the reports at the same time the electronic fund transfer notification is received. Both the reports and the administrative fee electronic fund transfer notification must be received to satisfy the administrative fee collection process Requirement. The administrative fee reimbursement amount shall appear on the fiscal management reports.

Where the Contractor must make adjustments to administrative fee monies, the Contractor shall submit reports equivalent to the reports in Fiscal Management, Section 6.1.12.2.2 and 6.1.12.2.3 to substantiate such adjustment. The amount may be adjusted on a subsequent reimbursement payment.

The Contractor is required to remit administrative fee revenues to DTS/ONS for as long as the Contractor provides services that are ordered under the Contract. This includes the Contract Term and Transition period to new Contract services.

Service Level Agreements (SLA) will apply if administrative fee payment and reports in Section 6.1.12.2.2 and Section 6.1.12.2.3 are not received within 60 calendar days from the end of each calendar month that a bill is rendered.

The administrative fee rate may be adjusted annually or as otherwise deemed necessary by DTS/ONS.

DTS/ONS, in the absence of sufficient administrative fees, shall implement an administrative fee increase equal to the Consumer Price Index (CPI) over the relevant Contract Term should an increase be required to fund DTS/ONS activities or DTS/ONS funded State offices and activities. For this Contract the following index will be utilized: the CPI-U Index, not seasonally adjusted, U.S. city average area, all items series adjusted annually.

Contractor shall provide a business model that demonstrates to the State that the administrative fees will continue unabated during conversion to the Contractor's Services. DTS/ONS reserves the right to withhold approval of conversion if the Contractor cannot demonstrate administrative fee collection and remittance. See Section 6.1.14.1 Transition-In Requirements of Startup.

Bidders shall provide written draft procedures and processes for billing, collecting, remitting, and reporting of administrative fee revenues and shall be submitted with the final RFP Proposal. In addition, the Contractor shall be responsible for the administrative fee functions stated below:

- Work with DTS/ONS to establish administrative fee rates within 30 calendar days after award of the Contract
- Demonstrate application of administrative fee rates in the billing system

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.8.6 California State Accounting and Reporting System (CALSTARS) (D)

The State of California, Department of Finance is mandated by Government Code Section 13300 to develop, install, and supervise a modern and complete accounting system for each Agency of the State, which is permitted or charged by law with the handling of public money. Assembly Bill 3322 (Chapter 1284, Statutes of 1978) reaffirmed this mandate by requiring that a coding system be developed in order to obtain accurate and comparable records, reports and statements of all the financial affairs of the State. This system is the California State Accounting and Reporting System, referred to as CALSTARS. CALSTARS was designed and developed to provide individual State Agencies with a comprehensive automated departmental accounting and reporting system.

Following are the electronic file Requirements for telecommunications Contractors required by CALSTARS to create vendor payment transactions through a mostly automated process.

The State seeks an electronically transmitted invoice file to the State of California, Department of Finance – CALSTARS as described below.

General File:

The file will include invoices for all State of California organizations covered by the Contract except organizations excluded by mutual agreement between the Contractor and CALSTARS.

It's desirable to have one file for all invoices prepared on a business day.

The file will be a text file.

The file will include a header that specifies the record count and a trailer indicating end-of-file (verifies complete transmission).

The file naming convention will be specified by CALSTARS. This will include the use of differing file names on consecutive days to assure that CALSTARS has sufficient time to process the file's records before that file name is used again.

Record:

Each record will contain the following data fields, or equivalent:

- Customer Account Number
- Invoice Number
- Invoice Date
- Service Period (may be split into from-date and to-date)
- Roll-Up Number (Billing Telephone Number (BTN))
- Actual Telephone Number (Work Telephone Number (WTN)), device, or circuit charged
- Charge Type (Other than taxes, charge types will be summarized to the level displayed on the paper invoice's cover page summary. Taxes will be shown by specific tax.)
- Charge Description (Will match the descriptions displayed on the paper invoice's cover page summary.)
- Charge Amount

Transmission:

The file will be sent via File Transfer Protocol (FTP) to a State of California data center directory specified by CALSTARS.

The End-User ID(s) and initial password(s) for the Contractor to access to the data center directory will be provided by CALSTARS.

The Contractor will only use the End-User ID(s) to transmit invoice data files to CALSTARS.

The password(s) will be modifiable by the Contractor.

Contractor will notify CALSTARS via e-mail when a file is sent. An alternative notification method may be employed if mutually agreed by the Contractor and CALSTARS.

Other:

The Contractor will continue to send paper invoices directly to the State of California organizations being charged, as well as, providing the electronic data file to CALSTARS.

CALSTARS will not be charged for this file.

The amount of each invoice on the data file and the corresponding paper invoice amount must be equal.

The amount for individual telephone numbers (Work Telephone Number (WTN)), devices, or circuits on the data file and the corresponding paper invoice amount must be equal.

The amount for each charge type on the data file and the corresponding paper invoice amount must be equal.

The Contractor will provide a contact name, telephone number, and e-mail address for file problem resolution.

The Contractor will notify the State of California, Department of Finance - CALSTARS via e-mail, of new or changed codes (e.g., charge codes) or descriptions of codes. This notification will be sent at least 60 calendar days prior to implementation.

Department of Finance will not resolve or coordinate any billing problems between the Contractor and the State of California organizations being invoiced.

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.9 CONTRACTED SERVICE PROJECT WORK (M)

Contracted Service Project Work is defined as either Coordinated or Managed. In the event the Contractor or Agency is unable to determine if the Service Request qualifies as a Coordinated or Managed Project, Contractor will contact DTS/ONS for assessment and ultimate determination.

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

*Reference: document _____
location _____ page _____ paragraph _____*

Description:

6.1.9.1 Coordinated Project Work (M)

Coordinated Projects are initiated in situations where ordering and provisioning of service exceed the Requirements for routine service requests, and require coordinated installation intervals that may differ from those contained in Section 6.1.11.2.12 Provisioning SLA's. Representation of Coordinated Projects include service orders:

1. That exceed 48 voice lines or 10 data lines at a single location that require verification of Facilities and Equipment.
2. That are for single or multiple Customer site locations that include any of the following conditions:

CPE installation

Translation or Software programming is required to facilitate services

Where services require a level of complexity for planning and implementation

ACD installation

10 or greater network transport installations

Fiber installation for OCx

Upon determination that the Coordinated Project is needed, the following activities shall be initiated:

1. Upon receipt of the approved Service Request (see Appendix B, Contract Model Language, Attachment 5, Ordering Documents), the Contractor shall respond to the Agency by the end of the next business day to discuss/obtain additional preliminary information regarding the project and to set up an appointment within 5 business days to discuss the project detail with the Agency.
2. A project "Scope of Work" will be provided no more than 10 business days following receipt of Agency's STD. 20 and will include at a minimum the following:
 - a. Definition of the project task, start and completion dates, and associated costs
 - b. A project task list that includes contractual service elements (planning, applicable design, engineering, testing, termination, installation and Customer service End-User training)

Coordinated Project Reporting Requirements:

1. Contractor shall develop, maintain, update and distribute all documents associated with the Agency's project.
2. Contractor shall provide the requesting Agency with updated weekly status reports or otherwise agreed upon intervals.
3. Contractor will post and update data on all active Coordinated Projects for DTS/ONS review weekly, on its private web site as described in Section 6.1.13.2. Web site content will be consistent with the report elements listed in Section 6.1.13.9.1. Upon completion of a Coordinated Project, Contractor will remove project from the private web site and incorporate the project information into the Coordinated Project Work Report as described in Section 6.1.13.9.1.

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

Reference: document_____

location _____ page _____ paragraph _____

Description:

6.1.9.2 Managed Project Work (M)

Managed Projects are initiated in situations where ordering and provisioning of service is considered by DTS/ONS to be on a larger and more complex scale and exceed the criteria of a Coordinated Project. All Managed Projects where ICB Pricing is offered requires DTS/ONS prior approval. Representation of Managed Projects include services orders:

1. That are for single or multiple Customer site locations that include any of the following conditions:
 - a. In locations where DTS/ONS has determined consolidated service is the most efficient way to provide service to a specific community of interest
 - b. New building Facilities and/or major relocations
 - c. Data network Migration/consolidation
 - d. Major/large data CPE installation
 - e. Major/complex ACD installation
2. That are procured under the Individual Case Base (ICB) Pricing Option will be handled as a Managed Project and require DTS/ONS approval as stated in Appendix B, Model Contract Language, Section 71, Individual Case Base (ICB) Pricing Option.

Upon determination that a Managed Project is required, the following activities shall be initiated:

1. Contractor shall assign a dedicated Project Manager with knowledge and experience in managing telecommunications projects of similar complexity. The dedicated Project Manager will be provided at no cost.
2. Upon receipt of the Service Request, Contractor shall respond to the Agency by the end of the next business day to discuss/obtain additional preliminary information regarding the project and to set up an appointment within 5 business days to

conduct a discussion with all parties (e.g., Contractor, Agency, and DTS/ONS). The purpose of the meeting will be to understand the project scope and identify information necessary to establish due dates and project schedule. Contractor shall also notify and provide DTS/ONS with a copy of the Agency's service request for review

3. All Managed Projects shall use industry accepted project management methodology throughout the project
4. Contractor shall provide a project "Scope of Work" no more than 10 business days following receipt of the Agency's Service Request and will include, at a minimum, the following:

Definition of the project task, start and completion dates, and associated costs

A project task list that includes contractual service elements (planning, applicable design, engineering, testing, termination, installation and Customer service End-User training)

Managed Project Reporting Requirements:

1. Contractor shall develop, maintain, update, and distribute all documents associated with the Agency's project
2. Contractor shall provide Agency with updated weekly status reports or otherwise agreed upon intervals. The following information will be provided in MS Project or other agreed format:
 - a. Project start date (Customer acceptance of implementation plan/schedule)
 - b. Status
 - Identification of major milestones
 - Identification of project risk (jeopardy)
3. Negotiated project completion date
4. Actual project completion date
5. Contractor shall post and update data on all active Managed Projects weekly on its private Internet site as described in Section 6.1.13.2 for DTS/ONS review. Web site content will be consistent with the reports elements listed in Section 6.1.9.2. Upon completion of the Managed Project, Contractor will remove the project from the private web

site and incorporate it into the Managed Project Work Report as described in Section 6.1.9.2.

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

Reference: document _____

location _____ page _____ paragraph _____

Description

6.1.10 CUSTOMER ADVOCACY (M)

DTS/ONS maintains a Customer advocate function involving provisioning and ongoing network service delivery. DTS/ONS requires access to several Contractor provided tools through web based applications to process and monitor Customer network trouble tickets and the Contractor’s corrective action. DTS/ONS’s role as a Customer advocate can be invoked by the escalation process, Customer request, Contractor request, or as a result of service and process monitoring. In support of this area, Contractor shall provide communication and coordination beyond the normal trouble reporting and initial order submittal processes.

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.10.1 Customer Service Center (M)

The Contractor shall provide a Customer Service Center with a toll free number as a single point of contact to facilitate timely responses to trouble tickets and service ordering.

The Contractor shall provide a Customer Trouble Ticket Reporting and Tracking System that is accessible by DTS/ONS and DTS/ONS authorized Customers 24 hours a day, 7 days a week via a web enabled application.

The Contractor shall provide a Service Order Tracking and Inventory System that allows Customers the ability to order service using a web enable application as described in Section 6.1.13.4.

For Contract related service issues, the Contractor shall provide a trouble reporting and escalation process outline (End-User Escalation Process). The escalation outline for Customers shall include:

- An End-User process for escalating issues within the Contractor's organization
- Contractor contact information of the responsible individual including title/responsibility, office number, cell number, pager number (when applicable) that will be available 24 hours per day, 7 days a week, 365 days a year

The Customer Service Center shall be staffed 24 hours a day, 7 days a week. The Contractor shall provide adequate coverage (answer calls within three rings) by a live operator. Voice mail or electronic response mechanisms are unacceptable. The Customer Service Center shall provide the following:

- Trouble-reporting for any services and/or escalation of any previously reported problems
- Status on resolving the causes of network outages
- Service order inquiry status (Monday-Friday 8 A.M. to 5 P.M. Pacific Time Zone)
- Access for DTS/ONS staff and a dedicated workstation on-site equipped with phone line, data line and access to the Contractor's network monitoring systems
- Both the initial Customer contact date and time of the trouble report to the Contractor's Customer Service Center and the Contractor's response to the Customer (date and time) shall be documented in the Contractor's trouble ticket system

- The Customer Service Center will respond to the Customer for all trouble reports within 15 minutes of notification from the Customer

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.10.2 Escalation Process (M)

DTS/ONS will assist Customers in escalating issues or concerns that are not resolved through Customer contact with the Contractor. To facilitate this function, Contractor’s support shall include a detailed Escalation Plan, dedicated technical resources, and strong communications processes.

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.10.2.1 Escalation Plan (M)

The Contractor shall provide an outline of an escalation plan (DTS/ONS Escalation process) for evaluation purposes and for use by the DTS/ONS to escalate global Contractor's network(s) or specific Customer issues. The outline shall include:

- DTS/ONS Process for escalating State or Customer issues throughout the Contractor's organization
- Contractor management name, title/responsibility, office number, cell number, pager number (when applicable) that will be available 24 hours per day, 7 days a week, 365 days a year

Within 30 calendar days following the Contract Award, Contractor shall submit a detailed Escalation Plan for approval by DTS/ONS. DTS/ONS reserves the right to require changes to the Escalation Plan prior to approval.

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.10.2.2 Technical Resources (M)

Contractor shall provided technical resources that are dedicated to the CALNET II contracted services and familiar with the Contractor's networks. The technical resources shall be dedicated and available to provide support to DTS/ONS. The resources shall have thorough knowledge of Contractor's network design, network trends, root causes of network failures, network monitoring tools, industry trends, and capacity planning.

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

Reference: document _____

location _____ *page* _____ *paragraph* _____

Description:

6.1.10.2.3 Network Outage Response (M)

In the event of a Major or Catastrophic Network Outage, the Contractor shall keep DTS/ONS and DTS/ONS designated Key Stakeholders informed. The Contractor shall:

- Provide a method of notification to DTS/ONS and Key Stakeholders 24X7 via voice mail or text pager
- Broadcast initial outage within 30 minutes of known failure and provide follow-up status at least every 60 minutes or more frequently when pertinent information becomes available, until resolution and final broadcast
- Work with DTS/ONS to establish criteria and conditions for when notification should be broadcast
- Provide the following information with each broadcast:
 - Outage description
 - Location (street/city/central office)
 - Time and date
 - Root cause (when available)
 - Type of service
 - Estimated time of arrival
 - Estimated time of restoral
 - Impact to the State (quantity and Customers impacted)
 - Any known public safety issues or community isolations
 - Restoral measures, time and date of restoral

- Provide an Executive Summary report upon request by DTS/ONS. Information for this report shall include:
 - High-level event summary
 - Impact to the State Customers
 - Timeline of events
 - Discussion/outage issues
 - Mitigation plan/path forward

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.11 SERVICE LEVEL AGREEMENTS (SLA) (M)

6.1.11.1 Service Level Agreement Overview (M)

The intent of this section is to provide the Contract Customers, DTS/ONS and the Contractor with Requirements that define and assist in the management of the Service Level Agreements (SLAs). This section identifies and explains the required SLAs for voice and data services identified in this RFP Module. The SLAs shall be categorized as Network or Administrative in nature. The intent of this section is to define performance objectives and measurement processes.

In the event a Bidder proposes a service that has been designated as Desirable, the Bidder must meet or exceed the associated SLAs described in this Section.

The Bidder must identify their associated SLAs for unsolicited services.

The SLAs in the network category shall each consist of six components: services, definition, measurement process, objective(s), immediate rights and remedies, and monthly rights and remedies. All applicable services are listed in each SLA. Specified SLAs provide the Customer with the option of tiered objectives SLAs.

Network Service Level Agreement Format:

Services	SLA Name		
[List of all applicable services]	<p>Definition [Definition or description of the SLA]</p> <p>Measurement Process [Instructions on how to measure network performance in order to determine compliance]</p> <p>Objective (s) [Defines the performance goal/parameters for each SLA. The objective(s) may be different than the technical Requirements found in Sections 6.1.2 through 6.1.3 et. al. All Bidders are required to offer at a minimum Tier 1 SLAs. Bidders may agree to offer Tier 2 SLAs in the desirable tables located at the bottom of the technical Requirements for each service. Specific SLAs require the Contractor to provide tiered service level objectives. Tier 1 objectives will be offered for all services listed in the adjacent cell. Customers shall have the option to select Tier 1 or Tier 2 objectives for the services listed with an *.]</p> <table border="1" data-bbox="544 917 1263 1010"> <tr> <td data-bbox="544 917 912 1010">Tier 1 [More stringent service level]</td> <td data-bbox="912 917 1263 1010">Tier 2 [Less stringent service level]</td> </tr> </table> <p>Immediate Rights and Remedies (Allows immediate action by DTS/ONS and the Customer. Escalation, and/or rebates which are applied to their monthly invoices on a per occurrence basis e.g., TTR.)</p> <p>Monthly Rights and Remedies (Applicable to SLAs that require accumulation of statistics over a period of time or multiple trouble tickets e.g., availability. Note: the Off Ramp process is included in this component.)</p>	Tier 1 [More stringent service level]	Tier 2 [Less stringent service level]
Tier 1 [More stringent service level]	Tier 2 [Less stringent service level]		

The SLAs in the Administrative category shall each consist of the following components: tools, reports and applications, objective(s), measurement process, DTS/ONS rights and remedies, and Customer rights and remedies.

Administrative Service Level Agreement Format:

Administrative Tools, Reports and Applications	SLA Name
<p>[List of all applicable tools, reports and application]</p>	<p>Definition [Define or describe the SLA]</p> <p>Measurement Process [Instruct how to measure or derive the objectives]</p> <p>Objective (s) [Define Contractor program performance objectives]</p> <p>DTS/ONS Rights and Remedies [Identifies actions to be taken by DTS/ONS or rebates from Contractor when the objectives are not met]</p> <p>Customer Rights and Remedies [Identifies actions to be taken by the Customers or rebates from Contractor when the objectives are not met]</p>

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.11.1.1 Technical Requirements versus SLA (M)

This section shall distinguish between technical Requirements and the SLA objectives. Sections 6.1.2 and 6.1.3 identify the technical Requirements for each service. These Requirements are the minimum parameters each Bidder must meet in order for their Bid to qualify for award. Upon award the committed technical Requirements will be maintained throughout the remainder of the Contract.

Committed SLA objectives are minimum Requirements, which the Contractor shall be held accountable for all rights and remedies accordingly.

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.11.1.2 Two methods of outage reporting: Customer or Contractor (M)

There are two methods in which outages may be identified and outage durations derived: Customer reported or Contractor reported.

The first method results from a Customer reporting service trouble to the Contractor's Customer Service Center. Customer reported trouble tickets track service failures or quality of service issues.

In the second method of outage reporting, the Contractor shall open a ticket as a result of network alarms or identification of a service failure in the backbone (e.g., Cat 2 or 3). In each instance a trouble ticket shall be assigned and monitored until service is restored.

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.11.2 Network Service Level Agreements (M)

SLAs have been established for various aspects of the network Requirements of this RFP Section 6.1. The Network SLAs address the performance and delivery of services as described throughout this RFP Section 6.1.

6.1.11.2.1 General Requirements (M)

The following general Requirements are applicable to the Network SLAs:

- The total rights and remedies for failure to satisfy a single circuit or service SLA for any given month shall not exceed 100 percent of the Total Monthly Recurring Cost (TMRC) plus any applicable AMUCs
- If a circuit fails to meet one or more of the performance objectives, only the largest monthly Rights and Remedies for all performance objectives not met will be credited to the customer.
- If a tool fails to meet its objectives, the tool rights and remedies will apply. If the tool provides reports, only the rights and remedies for the tool shall apply.
- To the extent that Contractor offers additional or more advantageous rights and/or remedies to Customers for similar services offered through tariffs, online service guides, or other programs, the State shall be entitled to exercise the rights and/or remedies therein
- For subcontracted local services from other ILECs or CLECs, the Contractor shall provide the State or Customer, at a minimum, the same service level agreements provided to Contractor by each subcontractor. Copies of all Service Level Agreements between subcontractors and the awarded Contractor shall be provided to DTS/ONS for all services
- When the Contractor provides Facilities based services directly to the Customer in other ILEC's or CLEC's territories, the rights and remedies for service outages for those services are as set forth in Sections 6.1.11.2.2 through 6.1.11.2.16
- The election by DTS/ONS of any remedy covered by this Contract shall not exclude or limit DTS/ONS's or any Customer's rights and remedies otherwise available within the Contract or at law or equity
- The Contractor shall act as the single point of contact coordinating all entities to meet the State's needs for provisioning, maintenance, restoration

and resolution of service issues or that of their Affiliates, subsidiaries, subcontractors or resellers under this Contract

- Bidders may provide SLAs for proposed unsolicited services in the description field below

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.11.2.2 Trouble Ticket Stop Clock Conditions (M)

Stop Clock criteria includes the following: (Note: in this section, the term “End-User” includes End-Users and Customers, whichever is applicable.)

1. Periods when a restoration or testing effort is delayed at the specific request of the End-User. The Stop Clock condition shall exist during the period the Contractor was delayed, provided that reasonable and documented efforts are made to contact the End-User during the applicable Stop Clock period.
2. Time after a circuit has been restored, but End-User request ticket be kept open for observation. If the circuit 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 circuit has not been restored.
3. Time after a circuit has been restored, but End-User is not available to verify that the circuit is working. If the circuit 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 circuit has been restored and the time the End-User notifies the Contractor that the circuit has not been restored.
4. Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor, or any of its subsidiaries, subcontractors, or Affiliates.
 5. Trouble caused by a power problem outside of the responsibility of the Contractor.
 6. Lack of building entrance Facilities or conduit structure that are the End-User's responsibility to provide.
 7. The following contact/access problems, provided that Contractor makes reasonable efforts to contact End-User during the applicable stop clock period:
 - a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative.
 - b. Site contact refuses access to technician who displays proper identification.
 - c. Insufficient or 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.
 - d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem.
 - e. If it is determined later that the cause of the problem was not at the site in question, then the Stop Clock shall not apply.
 8. 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 reasonable request to End-User staff to correct the problem or delay.
 9. End-User applications that interfere with repair of the trouble.
 10. Repair/replacement of CPE not provided by Contractor if the problem has reasonably been isolated to the CPE.
 11. 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 circuit has been restored as long as Contractor can provide Documentation substantiating message from Contractor's technician.

- 12. An outage directly related to any properly performed scheduled maintenance or upgrade. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs will 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 this paragraph 12 stop clock criteria.
- 13. Any problem or delay caused by a third party not under the control of Contractor, not reasonably preventable by Contractor, including, cable cuts not caused by the Contractor. Contractor's Affiliates, subsidiaries, 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 events, as defined in the terms and conditions of the Contract (Appendix B, Section 21).

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

Reference: document_____

location_____ page _____ paragraph_____

Description:

6.1.11.2.3.a Service Availability (M)

Services	Service Availability Percentage																
<p>Analog*</p> <p>Asynchronous Transfer Mode (ATM)*</p> <p>Carrier*</p> <p>Frame Relay*</p> <p>ISDN Primary Rate Interface (PRI)*</p> <p>Gigabit Ethernet Metropolitan Area Network (MAN)*</p> <p>SONET*</p> <p>Switched 56*</p> <p>“*” = Tier 1 is mandatory-optional; Tier 2 is desirable</p>	<p>Definition</p> <p>Scheduled uptime is based on 60 minutes x 24 hours x calendar days in the month.</p> <p>Measurement Process</p> <p>All outage durations applied to other SLAs, which result in a remedy, will be excluded from the monthly accumulative total.</p> <p>Monthly Network Availability (%) = 1 – [(total minutes of connection outage per month)/(days in month x 24hours x 60mins)] x 100.</p> <p>Objectives</p> <table border="1" data-bbox="683 831 1383 1327"> <thead> <tr> <th data-bbox="683 831 1040 888">Tier 1</th> <th data-bbox="1040 831 1383 888">Tier 2</th> </tr> </thead> <tbody> <tr> <td data-bbox="683 888 1040 932">Analog>99.2 percent</td> <td data-bbox="1040 888 1383 932">Analog>98.7 percent</td> </tr> <tr> <td data-bbox="683 932 1040 976">DS0>99.2 percent</td> <td data-bbox="1040 932 1383 976">DS0>98.7 percent</td> </tr> <tr> <td data-bbox="683 976 1040 1020">DS1>99.5 percent</td> <td data-bbox="1040 976 1383 1020">DS1>99.0 percent</td> </tr> <tr> <td data-bbox="683 1020 1040 1064">DS3>99.8 percent</td> <td data-bbox="1040 1020 1383 1064">DS3>99.3 percent</td> </tr> <tr> <td data-bbox="683 1064 1040 1108">OCX>99.8 percent</td> <td data-bbox="1040 1064 1383 1108">OCX>99.3 percent</td> </tr> <tr> <td data-bbox="683 1108 1040 1186">Gig Ethernet/MAN>99.7 percent</td> <td data-bbox="1040 1108 1383 1186">Gig Ethernet/MAN>99.2 percent</td> </tr> <tr> <td data-bbox="683 1186 1040 1230">PRI ISDN > 99.5 percent</td> <td data-bbox="1040 1186 1383 1230">PRI ISDN > 99.0 percent</td> </tr> </tbody> </table> <p>Immediate Rights and Remedies</p> <p>End-User Escalation Process</p>	Tier 1	Tier 2	Analog>99.2 percent	Analog>98.7 percent	DS0>99.2 percent	DS0>98.7 percent	DS1>99.5 percent	DS1>99.0 percent	DS3>99.8 percent	DS3>99.3 percent	OCX>99.8 percent	OCX>99.3 percent	Gig Ethernet/MAN>99.7 percent	Gig Ethernet/MAN>99.2 percent	PRI ISDN > 99.5 percent	PRI ISDN > 99.0 percent
Tier 1	Tier 2																
Analog>99.2 percent	Analog>98.7 percent																
DS0>99.2 percent	DS0>98.7 percent																
DS1>99.5 percent	DS1>99.0 percent																
DS3>99.8 percent	DS3>99.3 percent																
OCX>99.8 percent	OCX>99.3 percent																
Gig Ethernet/MAN>99.7 percent	Gig Ethernet/MAN>99.2 percent																
PRI ISDN > 99.5 percent	PRI ISDN > 99.0 percent																

Services	Service Availability Percentage
	<p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>First month to fail to meet the SLA objective shall result in a 15% rebate of the TMRC.</p> <p>Next consecutive month to fail to meet the SLA objective shall result in a 25% rebate of TMRC.</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC.</p>

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.11.2.3.b Service Availability (M)

Services	Service Availability
<p>Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI)*</p> <p>Agency Hosted Digital Subscriber Line (DSL)*</p> <p>DSL Virtual Private Network (VPN)*</p>	<p>Definition</p> <p>Service Availability will be determined on a percentage basis of met appointments versus missed appointments.</p> <p>Measurement Process</p> <p>Monthly Average Percentage by Service Type:</p> <p>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.</p> <p>Objectives</p> <p>Monthly Average Percent by Service Type :</p> <p>Greater than 90 percent</p> <p>Immediate Rights and Remedies</p> <p>DTS/STND Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>First month to fail to meet the SLA objective shall result in a 15% rebate of the TMRC and 3 days of the AMUC (if applicable) for all missed appointments.</p> <p>Next consecutive month to fail to meet the SLA objective shall result in a 25% rebate of TMRC and 5 days of the AMUC (if applicable) for all missed appointments..</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC and 10 days of the AMUC (if applicable) for all missed appointments.</p>

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.11.2.4 Catastrophic Outage 1 (M)

Services	Catastrophic Outage 1				
<p>Analog*</p> <p>Asynchronous Transfer Mode (ATM)*</p> <p>Business Access Lines</p> <p>Carrier*</p> <p>Central Office Exchange Basic Services</p> <p>Central Office Trunk Service</p> <p>Frame Relay*</p> <p>Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI)*</p> <p>ISDN Primary Rate Interface (PRI)*</p> <p>Gigabit Ethernet Metropolitan Area Network (MAN)</p> <p>SONET</p> <p>Switched 56*</p> <p>Voice Mail</p> <p>“*” = Tier 1 is mandatory; Tier 2 is desirable</p>	<p>Definition</p> <p>The total loss of either the service or circuits, 25 or greater at the same address location, or any single OCx.</p> <p>Measurement Process</p> <p>The outage start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by a Customer, whichever occurs first. The Contractor shall open a trouble ticket and compile a list for each circuit or service affected by the common cause. Each circuit or service is out of service from the first notification until the Contractor determines the circuit or service is restored. Any circuits or service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p>Objectives</p> <table border="1" data-bbox="683 1299 1393 1440"> <thead> <tr> <th data-bbox="683 1299 1045 1352">Tier 1</th> <th data-bbox="1045 1299 1393 1352">Tier 2</th> </tr> </thead> <tbody> <tr> <td data-bbox="683 1352 1045 1440">Less than 2 hours</td> <td data-bbox="1045 1352 1393 1440">Less than 4 hours</td> </tr> </tbody> </table> <p>Immediate Rights and Remedies</p> <p>100 percent of the TMRC for each circuit/service not meeting the per occurrence objective for a single Cat 1 fault</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>	Tier 1	Tier 2	Less than 2 hours	Less than 4 hours
Tier 1	Tier 2				
Less than 2 hours	Less than 4 hours				

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.11.2.5 Catastrophic Outage 2 (M)

Services	Catastrophic Outage 2				
<p>Analog*</p> <p>Asynchronous Transfer Mode (ATM)*</p> <p>Business Access Lines</p> <p>Carrier*</p> <p>Central Office Exchange Basic Services</p> <p>Central Office Trunk Service</p> <p>Frame Relay*</p> <p>Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI)*</p> <p>ISDN Primary Rate Interface (PRI)*</p> <p>Intra-LATA Calling</p> <p>Gigabit Ethernet Metropolitan Area Network (MAN)</p> <p>Audio Conferencing</p> <p>SONET</p> <p>Switched 56*</p> <p>“*” = Tier 1 is mandatory; Tier 2 is desirable</p>	<p>Definition</p> <p>A total failure of a service type in a central office.</p> <p>Or, a backbone failure or failure of any part of the Equipment associated with the backbone that causes a service failure.</p> <p>Measurement Process</p> <p>The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per circuit or per-port basis from information recorded from the network Equipment or trouble ticket</p> <p>The Contractor shall open a trouble ticket and compile a list for each circuit or service affected by the common cause. Each circuit or service is out of service from the first notification until the Contractor determines the circuit or service is restored. Any circuits or service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p>Objectives</p> <table border="1" data-bbox="685 1184 1393 1325"> <thead> <tr> <th data-bbox="685 1184 1045 1241">Tier 1</th> <th data-bbox="1045 1184 1393 1241">Tier 2</th> </tr> </thead> <tbody> <tr> <td data-bbox="685 1241 1045 1325">Less than 30 minutes</td> <td data-bbox="1045 1241 1393 1325">Less than 1 hour</td> </tr> </tbody> </table> <p>Immediate Rights and Remedies</p> <p>100 percent of the TMRC and 2 days of the AMUC for each phone number/service not meeting the per occurrence objective for a single Cat 2 fault</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>	Tier 1	Tier 2	Less than 30 minutes	Less than 1 hour
Tier 1	Tier 2				
Less than 30 minutes	Less than 1 hour				

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

Reference: document_____

location_____ page_____ paragraph_____

Description :

6.1.11.2.6 Catastrophic Outage 3 (M)

Services	Catastrophic Outage 3				
Analog* Asynchronous Transfer Mode (ATM)* Business Access Lines Carrier * Central Office Exchange Basic Services Central Office Trunk Service Frame Relay* Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI)* ISDN Primary Rate Interface (PRI)* Intra-LATA Calling Gigabit Ethernet Metropolitan Area Network (MAN) Audio Conferencing SONET Switched 56* Voice Mail “*” = Tier 1 is mandatory; Tier 2 is desirable	<p>Definition</p> <p>The total loss of more than one service type in central office, or the loss of any service type on a system wide basis.</p> <p>Measurement Process</p> <p>The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per circuit or per-port basis from information recorded from the network switches or trouble ticket.</p> <p>The Contractor shall open a trouble ticket and compile a list for each circuit or service affected by the common cause. Each circuit or service is out of service from the first notification until the Contractor determines the circuit or service is restored. Any circuits or service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p>Objectives</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">Tier 1</th> <th style="text-align: center;">Tier 2</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Less than 15 minutes</td> <td style="text-align: center;">Less than 30 minutes</td> </tr> </tbody> </table> <p>Immediate Rights and Remedies</p> <p>Senior Management Escalation Process</p> <p>100 percent of the TMRC for each circuit/service not meeting the per occurrence objective for a single Cat 3 fault</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>	Tier 1	Tier 2	Less than 15 minutes	Less than 30 minutes
Tier 1	Tier 2				
Less than 15 minutes	Less than 30 minutes				

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.11.2.7 Transmission Delay (M)

Services	Transmission Delay								
<p>Asynchronous Transfer Mode (ATM)*</p> <p>Frame Relay*</p> <p>Gigabit Ethernet Metropolitan Area Network (MAN)</p> <p>SONET</p> <p>“*” = Tier 1 is mandatory; Tier 2 is desirable</p>	<p>Definition</p> <p>Average round trip transfer delay measured from MPOE to MPOE.</p> <p>Measurement Process</p> <p>End-User/Customer is responsible for opening a trouble ticket with the Contractor Customer Service Center (helpdesk) when the frame/packet/cell transfer delay is below the committed level. DTS/ONS shall determine the sample interval, provided that a minimum of 100 pings or more shall constitute test. The process requires timely verification, consistent with industry Standards (e.g., a protocol analyzer), by the Contractor. Trouble shall be tracked as a Quality of Service (QoS) problem using a special disposition code on the trouble ticket. QoS tickets shall not count in availability or Time to Repair measurements unless and until the End-User reports circuit as unusable for its intended uses.</p> <p>(7x24)</p> <p>Objectives</p> <table border="1" data-bbox="683 1178 1393 1776"> <thead> <tr> <th data-bbox="683 1178 1045 1234">Tier 1</th> <th data-bbox="1045 1178 1393 1234">Tier 2</th> </tr> </thead> <tbody> <tr> <td data-bbox="683 1234 1045 1423"> <p><i>DS0 to DS1</i></p> <p>64 byte ping: <120ms</p> <p>1000 byte ping: <400ms</p> </td> <td data-bbox="1045 1234 1393 1423"> <p><i>DS0 to DS1</i></p> <p>64 byte ping: <150ms</p> <p>1000 byte ping: <430ms</p> </td> </tr> <tr> <td data-bbox="683 1423 1045 1612"> <p><i>DS1</i></p> <p>64 byte ping: <60ms</p> <p>1000 byte ping: <120ms</p> </td> <td data-bbox="1045 1423 1393 1612"> <p><i>DS1</i></p> <p>64 byte ping: <90ms</p> <p>1000 byte ping: <150ms</p> </td> </tr> <tr> <td data-bbox="683 1612 1045 1776"> <p><i>DS3</i></p> <p>64 byte ping: <65 ms</p> <p>1000 byte ping: <110 ms</p> </td> <td data-bbox="1045 1612 1393 1776"> <p><i>DS3</i></p> <p>64 byte ping: <80 ms</p> <p>1000 byte ping: <140 ms</p> </td> </tr> </tbody> </table>	Tier 1	Tier 2	<p><i>DS0 to DS1</i></p> <p>64 byte ping: <120ms</p> <p>1000 byte ping: <400ms</p>	<p><i>DS0 to DS1</i></p> <p>64 byte ping: <150ms</p> <p>1000 byte ping: <430ms</p>	<p><i>DS1</i></p> <p>64 byte ping: <60ms</p> <p>1000 byte ping: <120ms</p>	<p><i>DS1</i></p> <p>64 byte ping: <90ms</p> <p>1000 byte ping: <150ms</p>	<p><i>DS3</i></p> <p>64 byte ping: <65 ms</p> <p>1000 byte ping: <110 ms</p>	<p><i>DS3</i></p> <p>64 byte ping: <80 ms</p> <p>1000 byte ping: <140 ms</p>
Tier 1	Tier 2								
<p><i>DS0 to DS1</i></p> <p>64 byte ping: <120ms</p> <p>1000 byte ping: <400ms</p>	<p><i>DS0 to DS1</i></p> <p>64 byte ping: <150ms</p> <p>1000 byte ping: <430ms</p>								
<p><i>DS1</i></p> <p>64 byte ping: <60ms</p> <p>1000 byte ping: <120ms</p>	<p><i>DS1</i></p> <p>64 byte ping: <90ms</p> <p>1000 byte ping: <150ms</p>								
<p><i>DS3</i></p> <p>64 byte ping: <65 ms</p> <p>1000 byte ping: <110 ms</p>	<p><i>DS3</i></p> <p>64 byte ping: <80 ms</p> <p>1000 byte ping: <140 ms</p>								

Services	Transmission Delay	
	<p><i>OC3</i> 64 byte ping: <65 ms 1000 byte ping: <100 ms</p> <p><i>OC12</i> 64 byte ping: <55 ms 1000 byte ping: <100 ms</p> <p><i>OC48</i> 64 byte ping: <55 ms 1000 byte ping: <100 ms</p> <p>Gig Ethernet 64 byte ping: <60 ms 1000 byte ping: <100ms</p>	<p><i>OC3</i> 64 byte ping: <70 ms 1000 byte ping: <125 ms</p> <p><i>OC12</i> 64 byte ping: <65 ms 1000 byte ping: <100 ms</p> <p><i>OC48</i> 64 byte ping: <65 ms 1000 byte ping: <100 ms</p> <p>Gig Ethernet 64 byte ping: <65 ms 1000 byte ping: <100ms</p>
	<p>Immediate Rights and Remedies</p> <p>15 percent of TMRC per occurrence for the reported circuit.</p> <p>Next consecutive month to fail to meet the SLA objectives shall result in a 25 percent rebate of TMRC.</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC.</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>	

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.11.2.8 Enhanced Service Outage (M)

Services	Enhanced Service Outage
<p>Locally Based ACD Interactive Voice Response (IVR) Specialized Call Routing Computer Telephone Integration (CTI)</p>	<p>Definition The total loss of an Enhanced Service at a single End-User location</p> <p>Measurement Process The outage start shall be determined by the application alarm resulting from the outage-causing event or the opening of a trouble ticket by a Customer, whichever occurs first. The Contractor shall open a trouble ticket and compile a list for each Enhanced Service affected by the common cause. Each Enhanced Service shall be considered unavailable from the first notification until the Contractor determines the Enhanced Service is restored. Any Enhanced Service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>Monday through Friday 7:00 am to 6:00 pm PST</p> <p>Objectives Less than 4 hours</p> <p>Immediate Rights and Remedies 15 percent of the TMRC and 3 days of any applicable average monthly usage costs (AMUC), as defined in the glossary, for each service not meeting the per occurrence objective for a single Enhanced Service Outage</p>

Services	Enhanced Service Outage
	End-User Escalation Process DTS/ONS Escalation Process Monthly Rights and Remedies N/A

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.11.2.9 Excessive Outage (M)

Services	Excessive Outage				
Analog* Asynchronous Transfer Mode (ATM)* Business Access Line Carrier* Central Office Exchange Basic Services Central Office Trunk Service Frame Relay* ISDN Primary Rate Interface (PRI)* Intra-LATA Calling Gigabit Ethernet Metropolitan Area Network (MAN)* SONET* Audio Conferencing Switched 56* Voice Mail Locally Based ACD Interactive Voice Response (IVR) Specialized Call Routing Computer Telephone Integration “*” = Tier 1 is mandatory; Tier 2 is desirable	<p>Definition</p> <p>An Excessive outage shall be defined as a trouble ticket that remains opened with the Contractor on a circuit or service, for more than twelve (Tier 1) or twenty-four hours (Tier 2).</p> <p>Measurement Process</p> <p>The circuit or service is unusable during the time the trouble ticket is reported as opened until restoration of the circuit or service, minus stop clock conditions. Any circuits or service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7 x 24)</p> <p>Objectives</p> <table border="1" data-bbox="683 961 1393 1104"> <thead> <tr> <th data-bbox="683 961 1045 1024">Tier 1</th> <th data-bbox="1045 961 1393 1024">Tier 2</th> </tr> </thead> <tbody> <tr> <td data-bbox="683 1024 1045 1104">Less than 12 hours</td> <td data-bbox="1045 1024 1393 1104">Less than 24 hours</td> </tr> </tbody> </table> <p>Immediate Rights and Remedies</p> <p>Senior Management Escalation</p> <p>Customer may request from Contractor an Excessive Outage restoration briefing</p> <p>Tier 1: 100 percent of the TMRC per occurrence for each circuit or service out of service greater than 12 hours.</p> <p>Tier 2: 100 percent of the TMRC per occurrence for each circuit or service out of service greater than 24 hours.</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>	Tier 1	Tier 2	Less than 12 hours	Less than 24 hours
Tier 1	Tier 2				
Less than 12 hours	Less than 24 hours				

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.11.2.10 Mean Time To Repair (M)

Services	Mean Time to Repair
Business Access Lines Central Office Exchange Basic Services Central Office Trunk Service Intra-LATA Calling Voice Mail	<p>Definition</p> <p>The monthly average time a trouble ticket is open in the Contractor’s trouble ticket system for a service type.</p> <p>Measurement Process</p> <p>The circuit/service is unusable during the time the Customer reported trouble ticket is recorded as open in the Contractor’s trouble ticket system minus stop clock conditions. Any circuits or service 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.</p> <p>(7X24)</p> <p>Objectives</p> <p>Monthly Average is less than 6 hours</p> <p>Immediate Rights and Remedies</p> <p>End-User Escalation Process DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>15 percent of the TMRC per occurrence if the mean average fail to meet the monthly objective.</p> <p>Next consecutive month to fail to meet the SLA objective shall result in a 25 percent rebate of the TMRC per occurrence.</p> <p>Additional consecutive months to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC per occurrence.</p> <p>N/A</p>

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.11.2.11 Notification (M)

Services	Notification
<p>As Applicable</p>	<p>Definition</p> <p>The Contractor notification to DTS/ONS in the event of a Catastrophic Outage, network failure, terrorist activity, threat of natural disaster, or actual natural disaster which results in a significant loss of telecommunication services to CALNET End-Users or has the potential to impact services in a general or statewide area.</p> <p>Measurement Process</p> <p>The Contractor shall invoke the notification process for all CAT 2, CAT 3 Outages or network outages resulting in significant loss of services. The Contractor shall notify DTS/ONS via the Contractor’s automated notification system.</p> <p>Updates shall be given on the above mentioned failures via the Contractor’s automated notification system which shall include time and date of the updates.</p> <p>Objectives</p> <p>Within 30 minutes of a Cat 2 or Cat 3 failure, the Contractor shall notify general stakeholders (as determined by DTS/ONS) via the Contractor’s automated notification system.</p> <p>At 60 minute intervals, updates shall be given on the above mentioned failures via the Contractors automated notification system which shall include time and date of the updates.</p> <p>Immediate Rights and Remedies</p> <p>Senior Management Escalation</p>

Services	Notification
	Monthly Rights and Remedies N/A

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.11.2.12 Provisioning (M)

Services	Business Days	Provisioning					
Locally Based ACD	Contracted Service Project Work – Section 6.1.9	<p>Definition</p> <p>Provisioning shall be defined as new service, adds, moves, changes and deletes completed by the Contractor on or before the due dates. Provisioning SLAs are two-fold: Individual Service Order and Monthly Average Percentage by Service Type.</p> <p>Note: Provisioning timelines include extended demarcation wiring, when appropriate.</p> <p>Measurement Process</p> <p>Individual Service Order:</p> <p>Install intervals are based on the intervals provided in the adjacent column or Customer/Contractor negotiated due dates documented on the order form/system.</p> <p>Monthly Average Percentage by Service Type:</p> <p>The sum of all individual service orders meeting the objective in the measurement period divided by the sum of all individual service orders due in the measurement period equals the monthly average. The entire installation fee is refunded to the Customers for all orders that did not complete on time during the month if the monthly objective is not met</p> <p>Objective</p> <p>Individual Order:</p> <p>Service provisioned on or before the due date per install order.</p> <p>Monthly Average percent by Service Type:</p> <table border="1" data-bbox="773 1535 1362 1629"> <tr> <td data-bbox="773 1535 1068 1587">Tier 1</td> <td data-bbox="1068 1535 1362 1587">Tier 2</td> </tr> <tr> <td data-bbox="773 1587 1068 1629">Greater than 95 percent</td> <td data-bbox="1068 1587 1362 1629">Greater than 90 percent</td> </tr> </table>		Tier 1	Tier 2	Greater than 95 percent	Greater than 90 percent
Tier 1	Tier 2						
Greater than 95 percent	Greater than 90 percent						
Analog* Expedite	10 Days XX Days						
Asynchronous Transfer Mode (ATM) *	Contracted Service Project Work – Section 6.1.9						
Business Access Lines Feature Change	1 Day 1 Hour Using automated system						
Carrier * DS0 DS1 Expedite DS3	15 Days 15 Days XX Days Contracted Service Project Work – Section 6.1.9						
Central Office Exchange Basic Services (includes station wiring) Feature Change	3 Day 1 Hour using automated system						
Central Office Trunk Service	10 Days if less than 15 trunks						
Agency Hosted Digital Subscriber Line (DSL)*	45 Days						

Services	Business Days	Provisioning
DSL Virtual Private Network (VPN)*	45 Days	<p>Immediate Rights and Remedies</p> <p>Individual Order: 50 percent of installation fee refunded to Customer for any missed due date.</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies:</p> <p>- Monthly Average percent by Service Type: The entire installation fee refunded to Customer for all orders that did not complete on time during the month if the monthly average objective is not met.</p> <p>N/A</p>
Frame Relay*		
DS0	15 Days	
DS1	15 Days	
Expedite	XX Days	
DS3	Contracted Service Project Work – Section 6.1.9	
Inside Wiring	Contracted Service Project Work – Section 6.1.9	
Integrated Services Digital Network (ISDN)*		
Basic Rate ISDN (BRI):		
Data BRI, only	1 Day	
Voice and Data BRI	3 Days	
BRI, if site work required	10 Days	
Expedite	XX Days	
Primary Rate ISDN (PRI):	10 Days	
Expedite	XX Days	
Interactive Voice Response (IVR)	Contracted Service Project Work – Section 6.1.9	
Intra-LATA Calling	1 Days	
Gigabit Ethernet Metropolitan Area Network (MAN)	Contracted Service Project Work – Section 6.1.9	

Services	Business Days	Provisioning
SONET	Contracted Service Project Work – Section 6.1.9	
Specialized Call Routing	Contracted Service Project Work – Section 6.1.9	
Station Cabling	Contracted Service Project Work – Section 6.1.9	
Switched 56*	Contracted Service Project Work – Section 6.1.9	
Voice Mail per box	3 Days	
** = Tier 1 is mandatory; Tier 2 is desirable		

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.11.2.13 Time to Repair (TTR) – Major (M)

Services	Time to Repair (TTR)-Major																		
<p>Analog*</p> <p>Asynchronous Transfer Mode (ATM)*</p> <p>Carrier*</p> <p>Frame Relay*</p> <p>Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI)*</p> <p>ISDN Primary Rate Interface (PRI)*</p> <p>Gigabit Ethernet Metropolitan Area Network (MAN)*</p> <p>SONET*</p> <p>Switched 56*</p> <p>“*” = Tier 1 is mandatory; Tier 2 is desirable</p>	<p>Definition</p> <p>A Major Fault shall be defined as five (5) or more physical circuit (DS-1 or higher speed) at the same address location affected by a common cause.</p> <p>Or</p> <p>The loss of 2 or more service types to a single End-User at the same address location.</p> <p>Measurement Process</p> <p>This Service Level Agreement (SLA) applies to the services listed in the adjacent column. This SLA is based on a trouble ticket outage durations. The circuit or service is unusable during the time the trouble ticket is recorded as opened in the Contractors trouble ticket system minus stop clock conditions. This SLA is applied per occurrence. Trouble reporting shall be 7X24. Any circuits or service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>Objectives</p> <table border="1" data-bbox="654 1045 1360 1524"> <thead> <tr> <th data-bbox="654 1045 1015 1102">Tier 1</th> <th data-bbox="1015 1045 1360 1102">Tier 2</th> </tr> </thead> <tbody> <tr> <td data-bbox="654 1102 1015 1150">Analog=less than 2 hours</td> <td data-bbox="1015 1102 1360 1150">Analog=less than 3 hours</td> </tr> <tr> <td data-bbox="654 1150 1015 1199">DS0=less than 2 hours</td> <td data-bbox="1015 1150 1360 1199">DS0=less than 3 hours</td> </tr> <tr> <td data-bbox="654 1199 1015 1247">DS1=less than 2 hours</td> <td data-bbox="1015 1199 1360 1247">DS1=less than 3 hours</td> </tr> <tr> <td data-bbox="654 1247 1015 1295">DS3=less than 2 hours</td> <td data-bbox="1015 1247 1360 1295">DS3=less than 3 hours</td> </tr> <tr> <td data-bbox="654 1295 1015 1344">ISDN=less than 2 hours</td> <td data-bbox="1015 1295 1360 1344">ISDN=less than 3 hours</td> </tr> <tr> <td data-bbox="654 1344 1015 1392">PRI ISDN=less than 2 hours</td> <td data-bbox="1015 1344 1360 1392">PRI ISDN=less than 3 hours</td> </tr> <tr> <td data-bbox="654 1392 1015 1440">BRI ISDN=less than 2 hours</td> <td data-bbox="1015 1392 1360 1440">BRI ISDN=less than 3 hours</td> </tr> <tr> <td data-bbox="654 1440 1015 1524">Gig Ethernet = less than 2 hours</td> <td data-bbox="1015 1440 1360 1524">Gig Ethernet = less than 3 hours</td> </tr> </tbody> </table> <p>Immediate Rights and Remedies</p> <p>Failing to meet the SLA objective shall result in a 25 percent rebate of</p>	Tier 1	Tier 2	Analog=less than 2 hours	Analog=less than 3 hours	DS0=less than 2 hours	DS0=less than 3 hours	DS1=less than 2 hours	DS1=less than 3 hours	DS3=less than 2 hours	DS3=less than 3 hours	ISDN=less than 2 hours	ISDN=less than 3 hours	PRI ISDN=less than 2 hours	PRI ISDN=less than 3 hours	BRI ISDN=less than 2 hours	BRI ISDN=less than 3 hours	Gig Ethernet = less than 2 hours	Gig Ethernet = less than 3 hours
Tier 1	Tier 2																		
Analog=less than 2 hours	Analog=less than 3 hours																		
DS0=less than 2 hours	DS0=less than 3 hours																		
DS1=less than 2 hours	DS1=less than 3 hours																		
DS3=less than 2 hours	DS3=less than 3 hours																		
ISDN=less than 2 hours	ISDN=less than 3 hours																		
PRI ISDN=less than 2 hours	PRI ISDN=less than 3 hours																		
BRI ISDN=less than 2 hours	BRI ISDN=less than 3 hours																		
Gig Ethernet = less than 2 hours	Gig Ethernet = less than 3 hours																		

Services	Time to Repair (TTR)-Major
	the TMRC per occurrence. End-User Escalation Process DTS/ONS Escalation Process Monthly Rights and Remedies N/A

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.11.2.14 Time to Repair (TTR) – Minor (M)

Services	Time to Repair (TTR)-Minor																
<p>Analog*</p> <p>Asynchronous Transfer Mode (ATM)*</p> <p>Carrier*</p> <p>Frame Relay*</p> <p>ISDN Primary Rate Interface (PRI)*</p> <p>Gigabit Ethernet Metropolitan Area Network (MAN)</p> <p>SONET*</p> <p>Switched 56*</p> <p>“*” = Tier 1 is mandatory; Tier 2 is desirable</p>	<p>Definition</p> <p>A Minor Fault shall be defined as a trouble ticket opened with the Contractor’s helpdesk on the loss of any circuit or service to a single End-User at a site.</p> <p>Measurement Process</p> <p>This Service Level Agreement (SLA) applies to the services listed in the adjacent column. This SLA is based on a trouble ticket outage durations. The circuit or service is unusable during the time the trouble ticket is recorded as open in the Contractors trouble ticket system minus stop clock conditions. This SLA is applied per occurrence. Trouble reporting shall be 7X24. Any circuits or service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>Objectives</p> <table border="1" data-bbox="656 995 1357 1444"> <thead> <tr> <th data-bbox="656 995 1013 1045">Tier 1</th> <th data-bbox="1013 995 1357 1045">Tier 2</th> </tr> </thead> <tbody> <tr> <td data-bbox="656 1045 1013 1087">Analog=less than 5 hours</td> <td data-bbox="1013 1045 1357 1087">Analog=less than 6 hours</td> </tr> <tr> <td data-bbox="656 1087 1013 1129">DS0=less than 5 hours</td> <td data-bbox="1013 1087 1357 1129">DS0=less than 6 hours</td> </tr> <tr> <td data-bbox="656 1129 1013 1171">DS1=less than 4 hours</td> <td data-bbox="1013 1129 1357 1171">DS1=less than 5 hours</td> </tr> <tr> <td data-bbox="656 1171 1013 1213">DS3=less than 2 hours</td> <td data-bbox="1013 1171 1357 1213">DS3=less than 3 hours</td> </tr> <tr> <td data-bbox="656 1213 1013 1255">ISDN=less than 5 hours</td> <td data-bbox="1013 1213 1357 1255">ISDN=less than 6 hours</td> </tr> <tr> <td data-bbox="656 1255 1013 1297">PRI ISDN=less than 5 hours</td> <td data-bbox="1013 1255 1357 1297">PRI ISDN=less than 6 hours</td> </tr> <tr> <td data-bbox="656 1297 1013 1444">Gig Ethernet = less than 4 hours</td> <td data-bbox="1013 1297 1357 1444">Gig Ethernet = less than 5 hours</td> </tr> </tbody> </table> <p>Immediate Rights and Remedies</p> <p>Failing to meet the SLA Objective shall result in a 15 percent rebate of the TMRC per occurrence.</p> <p>End-User Escalation Process</p>	Tier 1	Tier 2	Analog=less than 5 hours	Analog=less than 6 hours	DS0=less than 5 hours	DS0=less than 6 hours	DS1=less than 4 hours	DS1=less than 5 hours	DS3=less than 2 hours	DS3=less than 3 hours	ISDN=less than 5 hours	ISDN=less than 6 hours	PRI ISDN=less than 5 hours	PRI ISDN=less than 6 hours	Gig Ethernet = less than 4 hours	Gig Ethernet = less than 5 hours
Tier 1	Tier 2																
Analog=less than 5 hours	Analog=less than 6 hours																
DS0=less than 5 hours	DS0=less than 6 hours																
DS1=less than 4 hours	DS1=less than 5 hours																
DS3=less than 2 hours	DS3=less than 3 hours																
ISDN=less than 5 hours	ISDN=less than 6 hours																
PRI ISDN=less than 5 hours	PRI ISDN=less than 6 hours																
Gig Ethernet = less than 4 hours	Gig Ethernet = less than 5 hours																

Services	Time to Repair (TTR)-Minor
	DTS/ONS Escalation Process Monthly Rights and Remedies N/A

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.11.2.15 Time To Repair (TTR) – Network Dialing Services (NDS) (M)

Services	Time To Repair (TTR) – Network Dialing Services (NDS)
Intra-LATA Calling	<p>Definition</p> <p>A TTR-NDS shall be defined as a trouble ticket opened with the Contractor’s helpdesk when the Customer is unable to place local toll calls.</p> <p>Measurement Process</p> <p>This Service Level Agreement (SLA) applies to the services listed in the adjacent column. This SLA is based on a trouble ticket outage durations. The service is unusable during the time the trouble ticket is recorded as open in the Contractors trouble ticket system minus stop clock conditions. This SLA is applied per occurrence. Trouble reporting shall be 7X24.</p> <p>Objectives</p> <p>Less than 5 hours-1 to 25 End-Users Less than 4 hours-26 to 50 End-Users Less than 2 hours-51 or greater</p> <p>Immediate Rights and Remedies</p> <p>15 percent of the Average Monthly Usage Cost End-User Escalation Process DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

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

*Reference: document _____
 location _____ page _____ paragraph _____*

6.1.11.2.16 Description: Response Duration from Receipt of Order (M)

Services	Response Duration from Receipt of Order
<p>All Services in Module 1</p>	<p>Definition The interval for Contractor response to initial request from Customer when initiating a service request.</p> <p>Measurement Process The Response SLA shall be based on the Customer order submittal date when using either the STD 20 or the ordering system to the date the Contractor responds to the Customer. Objectives Next business day for Contractor response to initial request from Customer when initiating a service request.</p> <p>Immediate Rights and Remedies Escalation to Contractor’s Account Manager</p> <p>Monthly Rights and Remedies Review process with DTS/ONS</p>

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.11.3 Administrative Service Level Agreements (M)

SLAs have been established for various aspects of the administrative responsibilities associated with the Contract resulting from the award of the RFP for Module 1. Specific administrative responsibilities as described throughout this RFP Section 6.1 are included in this Section 6.1.11.3.

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.11.3.1 Administrative Fee Reports /Electronic Fund Transfer Notification Delivery Intervals (M)

Administrative Tools, Reports and Applications	Administration Fee Reports /Electronic Fund Transfer Notification Delivery Intervals
<p>DTS/ONS Detail of Services Billed Report by Agency Section 6.1.122.3</p> <p>DTS/ONS Detail of Services Billed Report by Service Section 6.1.12.2.2</p> <p>Receipt of Electronic Fund Transfer Notification</p>	<p>Definition</p> <p>The reports and electronic fund transfer notification include the total monthly administrative fee monies owed DTS/ONS.</p> <p>Measurement Process</p> <p>These reports and electronic fund transfer shall be received within 60 calendar days from the end of each calendar month that a bill is rendered. .</p> <p>Objectives</p> <p>Deliver reports and electronic fund transfer notification within 60 calendar days from the end of the calendar month that a bill is rendered.</p> <p>DTS/ONS Rights and Remedies</p> <p>0.5 percent of month’s administration fees shall be paid to DTS/ONS 61 days from the end of each calendar month that a bill is rendered.</p> <p>Customer Rights and Remedies</p> <p>N/A</p>

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.11.3.2 Invoicing Accuracy (M)

Administrative Tools, Reports and Applications	Invoicing Accuracy
<p>Invoices for all products, services, and features provided through RFP Section 6.1</p>	<p>Definition Contractor to provide detailed and accurate invoices as stated in RFP Section 6.1.8</p> <p>Measurement Process Contractor-caused material errors occurring on an invoice shall be either corrected or a correction process established by Contractor within 60 days of the invoice discrepancy notification.</p> <p>Objectives 100 percent invoice accuracy</p> <p>DTS/ONS Rights and Remedies DTS/ONS Escalation Process</p> <p>Customer Rights and Remedies Escalation to Contractor’s Account Manager</p> <p>Escalation to DTS</p>

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.11.3.3 Report Delivery Intervals (M)

Administrative Tools, Reports and Applications	Report Delivery Intervals
Backbone Network Inventory Report Section 6.1.13.7 Service Level Agreement Reports Section 6.1.13.8 DTS/ONS Fiscal Inventory Report of All Services Section 6.1.12.2.1 Trouble Ticket/SLA Credits Fiscal Report Section 6.1.12.2.4 DTS/ONS Service Order/Provisioning Fiscal Report Section 6.1.12.2.5 DVBE Tracking Fiscal Report Section 6.1.12.2.6 Service Location Report Section 6.1.12.2.7 General Customer Profile Information Section 6.1.12.2.8 Quarterly Completed Contracted Service Project Work Reports (Coordinated and	<p>Definition All reports shall meet the Requirements and be fully functional and provided in accordance with the timelines required in Section 6.1.13</p> <p>Measurement Process See the objective below</p> <p>Objectives Deliver all reports within 3 days of the mutually agreed or DTS/ONS designated Delivery Dates from 6.1.13</p> <p>DTS/ONS Rights and Remedies \$400 and \$100 per week thereafter for each report</p> <p>Customer Rights and Remedies Escalation to DTS/ONS</p>

Administrative Tools, Reports and Applications	Report Delivery Intervals
Managed Projects) Section 6.1.13.9.1 and Section 6.1.13.9.2	

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.11.3.4 Tools and Report Implementation (M)

Administrative Tools, Reports and Applications	Tools and Report Implementation
<p>Public Web Site Section 6.1.13.1</p> <p>Private Web Site Section 6.1.13.2</p> <p>Customer Trouble Ticket Reporting and Tracking System Section 6.1.13.3</p> <p>Service Provisioning and Tracking System Section 6.1.13.4</p> <p>On-Line Ordering Tool Section 6.1.13.5</p> <p>Network Backbone Monitoring Application/Tool Section 6.1.13.6</p> <p>Backbone Network Inventory Report Section 6.1.13.7</p> <p>Service Level Agreement Reports Section 6.1.13.8</p> <p>Fiscal Management Databases Section 6.1.12.1</p> <p>DTS/ONS Fiscal Inventory Report of All Services Section 6.1.12.2.1</p> <p>DTS/ONS Detail of Services Billed Report by Service Section 6.1.12.2.2</p> <p>DTS/ONS Detail of Services Billed Report by Agency Section 6.1.12.2.3</p> <p>Trouble Ticket/SLA</p>	<p>Definition</p> <p>All Contractor provided tools and reports shall be functioning and accepted by the State based on the Transition-In schedule..</p> <p>Measurement Process</p> <p>Within 45 business days after Contract award, the Contractor and DTS/ONS shall agree to the implementation timeline dates for the reports and tools listed in this table. Unless mutually agreed upon, the implementation timeline shall not exceed 9 months following the Contract award date.</p> <p>Objectives</p> <p>All tools and reports shall meet the Requirements and be fully functional and accepted by the State and provided in accordance with the timeline required in Section 6.1.14.1 and agreed upon by DTS/ONS.</p> <p>Additional or replacement tools and reports shall be fully functional by dates agreed upon by DTS/ONS and the Contractor.</p> <p>DTS/ONS Rights and Remedies</p> <p>\$1000 per tool/report on the first day after due date and \$250 per week thereafter</p> <p>Customer Rights and Remedies</p> <p>N/A</p>

Administrative Tools, Reports and Applications	Tools and Report Implementation
Credits Fiscal Report Section 6.1.12.2.4 DTS/ONS Service Order/Provisioning Fiscal Report Section 6.1.12.2.5 DVBE Tracking Fiscal Report Section 6.1.12.2.6 Service Location Report Section 6.1.12.2.7 General Customer Profile Information Section 6.1.12.2.8 Tool and Report Inventory and Schedule Section 6.1.13	

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.11.3.5 Tool Availability (M)

Administrative Tools, Reports and Applications	Tool Availability Percentage
Public Web Site 6.1.13.1 Private Web Site 6.1.13.2 Customer Trouble Ticket and Tracking System 6.1.13.3 Service Provisioning and Tracking System 6.1.13.4 On-line Ordering Tool xxx6.1.13.5 Network Backbone Monitoring Application/Tool 6.1.13.6 Fiscal Management Database (s) 6.1.12.1	<p>Definition</p> <p>The monthly availability percentage for each tool equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100 per tool. Scheduled uptime is based on 7x24x number of days in the month.</p> <p>Measurement Process</p> <p>DTS/ONS shall report any failure or problem to the Customer Service center and a trouble ticket shall be opened.</p> <p>The tool is unusable during the time the ticket is recorded as open until restoration of the tool. Stop clocks in Section 6.111.2.2 shall apply.</p> <p>The monthly Availability percentage shall be based on the accumulative total of all outage durations for each tool, per calendar month.</p> <p>Objectives</p> <p>100 percent Functional 90 percent of the time for each tool, measured on a monthly basis.</p> <p>DTS/ONS Rights and Remedies</p> <p>\$400 per month, per tool</p> <p>Customer Rights and Remedies</p> <p>Escalation to DTS/ONS</p>

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.11.4 Glossary of SLA Related Terms (M)

The following SLA definitions apply to this Contract:

SLA	Definition
Availability Percentage	The Scheduled Uptime less Unavailable Time divided by Scheduled Uptime multiplied by 100.
Average Monthly Usage Cost (AMUC)	A means of calculating rights and remedies for usage-based outages. AMUC shall be derived by dividing the total business day usage minutes in a month by the number of business days in the month in which the failure occurs. This will produce a daily average of usage minutes which can be multiplied by the cost for the associated service to produce an average daily cost of the service for the current month. AMUC rights and remedies will be a number of those average daily costs rebated back to the customers impacted by the service outages that trigger the associated service level agreements.
Catastrophic Outage 1 CAT 1	The total loss of either the service or circuits, 25 or greater at the same address location, or any single OCX.
Catastrophic Outage 2 CAT 2	A total failure of a service type in a central office. Or, a backbone failure or failure of any part of the Equipment associated with the backbone.
Catastrophic Outage 3 CAT 3	The total loss of more than one service type in central office, or the loss of any service type on a system wide basis.
CAT Outage	Catastrophic outage as further defined above for CAT 1, CAT 2, and CAT 3 outages.
Enhanced Services	Shall be defined to include the following services Computer Telephone Integration, Premise Based ACD, Interactive Voice Response/Call Router (IVR), Specialized Call Routing
Enhanced Service Outage	The total loss of an Enhanced Service at a single End-User location.
Excessive Outage	An Excessive outage shall be defined as a trouble ticket opened with the Contractor on a circuit or service, for more than twelve (Tier 2) or twenty-four hours (Tier 1).
Major Fault	Defined as trouble tickets opened with the Contractor's helpdesk: On five (5) or more physical circuit (DS-1 or higher speed) at the same address location. Or The loss of 2 or more service types to a single End-User at the same address location.

SLA	Definition
Mean Time to Repair	The circuit is unusable during the time the trouble ticket is recorded as open in the Contractors trouble ticket system minus stop clock conditions. 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.
Minor Fault	A Minor Fault shall be defined as a trouble ticket opened with the Contractor's helpdesk on the loss of any circuit or service to a single End-User at a site.
Response Duration	The interval for Contractor response to initial request from Customer when initiating a project request.
Provisioning	New service, adds, moves and changes.
Scheduled Uptime	The total time less time required for scheduled maintenance or scheduled upgrades
Throughput	Total number of packets/cells/frames output at the egress port divided by total number of packets/cells/frames input at the ingress port within the subscribed rate.
Time to Repair	The circuit is unusable during the time the trouble ticket is recorded as open in the Contractor's trouble ticket system minus stop clock conditions. This SLA is applied per occurrence.
Total Monthly Recurring Charges (TMRC)	The monthly recurring charges for the transport and service (e.g., access circuit, mileage, interoffice channels, ports, PVCs etc). All charges that comprise the total monthly reoccurring cost per circuit and/or service.
Transmission Delay	Average round trip transfer delay measured from MPOE to MPOE.
Unavailable Time	Includes Catastrophic Outages. The total hours from when a trouble ticket is opened until the problem is restored minus stop clock condition durations.

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.12 FISCAL MANAGEMENT (M)

The Contractor shall provide DTS/ONS with the system tools and reports necessary to perform Fiscal Management functions, including:

- Administrative fee identification and validation
- Product/Service Rate identification and validation
- Service taxes, fees, surcharges, and surcredits identification and validation
- Refunds and adjustments identification and validation
- Develop trend reports for product/services
- Develop trend reports for CALNET II Customers
- Monitor DVBE dollars expended

As a minimum, the Contractor shall provide Contractor maintained databases which DTS/ONS may query and download information via the Contractor's private web site. Contractor shall also provide the standard reports identified below.

The Contractor shall ensure that data from all CALNET II subcontractors is accurate and collected on time to be included in the database(s) to produce accurate fiscal management reports no later than 60 calendar days from the end of each calendar month that a bill is rendered. DTS/ONS will access the databases and reports monthly and run Ad-Hoc queries or reports as may be necessary to exercise Contract oversight and management.

Inability of the Contractor to provide the monthly detailed fiscal management reports referenced in Section 6.1.12.2.2 (DTS/ONS Detail of Services Billed Report by Service) and 6.1.12.2.3 (DTS/ONS Detail of Services Billed Report by Agency) along with the remittance of monthly administrative fee revenues will result in a late payment fee to DTS/ONS as described in Section 6.1.11.3.

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.12.1 Fiscal Management Database(s) (M)

The Contractor shall provide and maintain databases which DTS/ONS may query and download information via the Contractor's private web site. The most recent data will be maintained and available on the web site for six months. This Requirement is in addition to the records retention Requirements in Appendix B. This system(s) will store the following information:

1. CALNET II, Module 1 product/service installation or termination.
2. Trouble Tickets that trigger a refund, remedy or adjustment.
3. Monthly billing associated with CALNET II Customers.
4. Monthly totals for all product/services quantities and charges (with Administration Fee separated from the base charge).
5. CALNET II, Module 1 Customer's information (name and Service address).
6. DVBE monthly expenditures.
7. A-Z circuit inventory.
8. Inventory (monthly) for all product/services purchased under the CALNET II, Module 1 Contract.

The Contractor shall describe in detail a plan that identifies how information will be gathered and populated in the database on an initial and continuous basis.

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

Reference: _____ document _____

location _____ page _____ paragraph _____

Description:

6.1.12.2 Fiscal Management Reports (M)

The Contractor's data management system will generate standardized reports and include the capability to produce Ad Hoc reports. If for some reason the information does not reside with the Contractor or is not integrated with the other systems, it is still the responsibility of the Contractor to provide this information.

The standard reports shall be provided to DTS/ONS monthly, without charge. All reports shall be provided in both soft and hard copy. The soft copy will be supplied in both Access Database and delimited text file format. The Contractor shall provide consistent record layout and labeling convention for all databases and reports. Contractor shall provide DTS/ONS with 30 calendar days advance notice of any changes to the record layout and labeling convention for all databases and reports.

The information provided by the Contractor shall use standard and consistent naming conventions. The report(s) shall be loaded monthly onto the Contractor's private web site. At a minimum, reports shall reflect a current monthly snapshot of the inventory of contracted services and Customer information.

When the Contractor must make adjustments to the administrative fee monies that are not collectable, the Contractor shall submit reports equivalent to the reports stated below, fully describing the service and the circumstances surrounding the adjustment.

If for some reason a service cannot be included on the main standard reports, soft and hard copy reports and corresponding reporting information must be provided to DTS/ONS separately.

The Contractor shall provide the following standard reports to DTS/ONS on a monthly basis. The DTS/ONS reserves the right to modify the report Requirements to accommodate the service configurations proposed by the successful Bidder.

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.12.2.1 DTS/ONS Fiscal Inventory Report of All Services (M)

The DTS/ONS Fiscal Inventory Report of All Services identifying all products and services shall include, at a minimum, the following information:

- Date of inventory
- Agency ID
- Customer name
- Customer address
- Service address (separate fields and no abbreviations for each: Street, Apartment/Suite, City, Zip Code)
- Service period
- Service type
- Service/Feature type
- Unique service/feature identification code
- Quantity of new installations
- Current quantities
- Usage charge
- Quantity of service terminations
- Circuit ID(s)
- Calls
- Contract rate
- Administrative fee rate
- Customer rate (Contract rate with administrative fee)
- Administrative fee totals
- Total charges identified by Agency and also by State/local designation
- Contractor/Subcontractor/Affiliate name

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

Reference: document_____

location _____ page _____ paragraph _____

Description:

6.1.12.2.2 DTS/ONS Detail of Services Billed Report by Service (M)

The DTS/ONS Detail of Services Billed Report By Service shall provide, at a minimum, the following information: (List each service type separately).

- Report period
- Service period
- Service type
- Service feature type
- Contract Rate
- Administrative fee rate
- Customer rate
- Unique service/feature identification code
- Quantities
- Quantity of new installations
- Quantity of new terminations
- Total calls
- Total minutes
- Total recurring charges
- Non-recurring charges
- Total usage charges
- Itemized taxes and surcharges by service
- Total credits and adjustments
- Total Administrative Fees

- Total monthly charges (including Administrative Fee)
- Customer bill group (e.g., executive, local government, higher education, etc.)
- Contractor/Subcontractor/Affiliate name

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.12.2.3 DTS/ONS Detail of Services Billed Report by Agency (M)

The DTS/ONS Detail of Services Billed By Agency Report shall provide, at a minimum, the following information: (List each service type separately).

- Report period
- Agency ID
- Customer name
- Customer Address
- Service address (separate fields and no abbreviations for each: Street, Apartment/Suite, City, Zip Code)
- Bill payer number
- Billing telephone number
- Service period
- Service type
- Service/feature type
- Contract Rate
- Administrative Fee rate

- Customer Rate
- Unique service/feature identification code
- Quantities
- Total calls
- Total minutes
- Total recurring charges
- Total non-recurring charges
- Total usage charges
- Itemized taxes and surcharges
- Total credits and adjustments
- Administrative Fee rate charges
- Total Administrative Fees collected
- Total monthly charges
- Customer bill group (e.g., executive, local government, higher education, etc.)
- Contractor/Subcontractor/Affiliate name

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.12.2.4 Trouble Ticket/SLA Credits Fiscal Report (M)

The Trouble Ticket/SLA Credits Fiscal Report shall provide the following information at a minimum:

- Contractor and Customer Trouble ticket #
- Customer name
- Customer address
- Agency ID
- Type of outage
- Description of outage
- Date(s) of outage
- Date and time trouble ticket opened
- Date and time trouble ticket closed
- Duration
- Total credits
- Services affected (unique identifier)
- SLA type
- Locations (A and Z)
- Circuit ID(s)

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.12.2.5 DTS/ONS Service Order/Provisioning Fiscal Report (M)

The DTS/ONS Service Order/Provisioning Fiscal Report for products and services ordered by Customers shall provide, at a minimum, the following information:

- Agency ID
- Customer name
- Customer address
- Bill payer number (consolidated invoice)
- Billing telephone number (individual invoice)
- Contractor Customer service order numbers
- Date of service order
- STD. 20 number or Purchase Order Number
- Description of service ordered
- Contract rate
- Administrative Fee rate
- Customer rate (Contract rate with Administrative Fee)
- Unique service/feature identification code
- Service Address (separate fields and no abbreviations for each: Street, Apartment/Suite, City, Zip Code)
- Circuit number(s) or Telephone number(s)
- Install date
- Completion date if different than install date
- Vendor name if different than the Contractor (e.g., meet-point, resale)

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

Reference: document_____

location _____ page _____ paragraph _____

Description:

6.1.12.2.6 DVBE Tracking Fiscal Report (M)

The DVBE Tracking Fiscal Report shall provide, at a minimum, the following information:

- Year
- Month
- Agency
- Agency ID
- Billing number
- Service/Product
- Charge per service/product
- Total charges
- Date sold
- DGS DBVE certification number
- Contractor/subcontractor

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.12.2.7 Service Location Report (M)

The Service Location Report shall provide, at a minimum, the following information:

- Report period
- Agency ID
- Agency name
- Service type
- Service identifier code
- Transport type (e.g., DS0, DS1)
- Service Address (separate fields and no abbreviations for each: Street, Apartment/Suite, City, Zip Code)
- Circuit/phone number quantity
- Agency billing number (Desirable)
- Features associated to each service ordered (Desirable)
- Permanent Virtual Circuit or Virtual path quantities (when applicable)
- Committed Information Rate
- Total Minutes (when applicable)

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.12.2.8 General Customer Profile Information (M)

- Agency Identification Number (Contractor shall provide a numbering convention)
- Customer/Agency Name
- Government Sector (State, County, City, Federal Etc.)
- Billing Address (no abbreviations) (Street, Apartment/Suite, City, Zip Code)
- Billing Number(s)

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.12.3 DTS/ONS Fiscal Audits (M)

The DTS/ONS may audit any Customer’s invoice. Contractor shall provide access to billing information and provide a copy of any Customer’s bill and supporting detail in electronic format upon DTS/ONS request without Customer’s prior authorization.

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.13 MANAGEMENT TOOLS AND REPORTS (M)

The Contractor shall provide network tools and reports described in Section 6.1.12 and this Section 6.1.13 to DTS/ONS and DTS/ONS authorized Customers to provide oversight at no cost to the DTS/ONS and Customers. The Contractor shall provide the following:

- Tools, applications and data to perform on-line daily, monthly and quarterly network trending, inventory, invoice and fiscal management analysis
- Tools, applications and data to perform real time on-line ticketing and network performance analysis
- Web-enabled applications for service order/provisioning, invoicing and trouble reporting from DTS/ONS and DTS/ONS authorized Customer PCs
- A timeline shall be provided in the Bidder's response, estimating when these tools, applications and reports described in this Section shall be implemented and available for DTS/ONS and DTS/ONS authorized Customers. DTS/ONS and the Contractor shall agree upon implementation dates within 45 business days after Contract award
- Web-enabled applications shall have the ability to create password-protected accounts for access by DTS/ONS authorized Customers
- Provisions for ad hoc reports requested by DTS/ONS
- All invoices for contracted services shall be accessible to DTS/ONS via a web based application
- Reports using a data extractable application allowing DTS/ONS the ability to run custom reports
- Ongoing training and support for all tools, applications and reports
- System upgrades for all management tools and applications shall be provided at no cost
- Provide and maintain an inventory of Contractor provided tools, applications, and reports to DTS/ONS, which includes report elements for each report and a regular reporting schedule based on negotiated dates/intervals (Tool and Report Inventory and Schedule). In addition, the Contractor shall assign a unique name to each tool and report to be used as an identifier when reporting trouble
- Provide DTS/ONS quarterly reports for completed Contracted Service Project Work, Coordinated and Managed

- Transport and Software necessary for DTS/ONS to access the network monitoring and management applications and reports

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.13.1 Public Web Site (M)

The Contractor shall provide and maintain a public website that shall be updated weekly. All information, data and forms must be approved by DTS/ONS before it is posted to this web site. The web site shall include the following:

- A list of all products and services with descriptions, availability and unique identifier, including features
- Product and service rates, including features
- Contract language and amendments
- Customer’s FAQs
- Customer ordering instructions
- End-User Escalation Process
- List of available vendor offered training
- Link to DTS/ONS web site

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.13.2 Private Web Site (M)

The Contractor shall provide and maintain a private web site that shall be updated weekly. The Contractor shall use this portal to provide DTS/ONS and authorized Customers with access to service level agreement reports, fiscal management reports, inventory management reports (if not provided through another means), invoice management, active Contracted Service Project Work status reports, Individual Case Basis, and Individual Pricing Reductions changes.

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.13.3 Customer Trouble Ticket Reporting and Tracking System (M)

The Contractor shall provide a Customer Trouble Ticket Reporting and Tracking System that is accessible by the Customer 24 hours a day, 7 days a week via a web enabled application. The Contractor's Customer Service Center, as described in Section 6.1.10.1 will respond to the Customer's ticket in accordance with the SLA objectives. Customers shall have the capability of opening tickets either by a web-enabled application from their PCs or calling the toll free Customer service number available 24 hours a day, 7 days a week. The trouble ticket system shall apply to all contracted services. Customers shall have a real-time view of the ticket data for all service issues. Only Contract related trouble tickets will appear in this system. A separate ticket shall be opened for each circuit, phone number, or service. Customers shall have online access to the complete ticket data for a 3-month period after each ticket has been closed. Customers shall have access to historical complete ticket data for 18 months and shall be delivered by the Contractor within 10 business days of request.

Minimum Requirements:

The ticketing system shall include the following minimum information: Contractor ticket number, Agency name, Agency unique identification number, Customer contact information, circuit number/phone number, virtual path number, service type, time/date ticket was opened, time/date ticket closed, A and Z address locations, problem description, chronological history of Contractor activity (text), estimated time of arrival, actual time/date of arrival, estimated time of restoral, actual time/date of restoral, stop clock condition(s) applied and duration(s), and description of resolution. The Contractor will update tickets with all sub-contractor and/or Affiliate provided status information.

System Functionality:

This system shall only provide views for Contract related trouble tickets. The system shall include the following reporting functionality:

- List all open Contract related trouble tickets
- View open trouble tickets and status for a specific circuit/phone number/unique service identifier
- View all historical trouble tickets on a specific circuit/phone number/unique service identifier in the previous 6 months
- List all historical trouble tickets by Customer
- List all open and closed tickets by End-User address location

- Perform sorts by ticket numbers, Customer, and time and date fields in ascending order

The Contractor shall describe the system and how it meets or exceeds the minimum Requirements and system functionality.

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.13.4 Service Provisioning, Tracking, and Inventory System (M)

The Contractor shall provide a Service Provisioning, Tracking and Inventory System that allows Customers the ability to order service using a web enabled application. This application will process all moves, adds, deletes, and changes. The screens shall be designed to accommodate the ordering/provisioning Requirements of the State. The Contractor's Customer Service Center shall respond to a Customer's service order Monday through Friday during the hours of 7 A.M. to 5 P.M. Service orders received after hours shall be processed the next business day.

Customers shall have the option to submit orders through:

- The Service Provisioning and Tracking System
- STD 20, or
- Additional DTS/ONS approved ordering systems.

DTS/ONS and Customers shall have web-based access to view orders and status for a 3-month period after the initial billing date for completed service orders. If multiple ordering methods are used (e.g., STD 20, additional ordering systems) then the Contractor shall be responsible for processing all orders into the Service Provisioning and Tracking System within 30 business days of receiving the order

from the Customer. All Customer information shall be accessible to DTS/ONS and partitioned information shall be accessible to authorized Customers.

Minimum Requirements:

When applicable, service order and provisioning information shall include: Contractor service order number, Customer service order number, date of service order, Agency name, Customer ID number, A and Z End-User address location(s), installation date, service type, service identifier number, speed, quantity, features, feature code, contact information, install due date, order completion date, demarcation location, circuit number/phone number/service identifier, and comments.

The Contractor shall describe the system and how it meets or exceeds the minimum Requirements and system functionality.

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.13.5 On-Line Tool for Moves, Adds, and Changes (M)

The Contractor shall provide authorized Customers a Software application, which provides the capability to change features and service option assignments on existing Central Office Exchange Services (or equivalent) stations. These requests are processed on the Contractor's Equipment without having to issue service orders. This tool shall also allow Customers the capability to manage number groupings (e.g, directory number hunt, call pickup, etc.) and request reports. The Contractor shall be responsible for updating the Contract related inventory when changes are made using this tool.

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.13.6 Network Backbone Monitoring Application/Tool (M)

The Contractor shall provide a real-time and historical network performance and fault detection application/tool to DTS/ONS. The system shall be designed to identify the availability and performance of contracted services along with the overall network health. This system must be designed to identify the availability and performance of all backbone services.

The Contractor's application/tool shall provide the following features:

- Dynamic GUI views that show the relationship between backbone devices in complex switched environments and network services
- Alarm indicators for adversely effected backbone network components
- Immediate real-time backbone network availability, throughput, congestion, utilization, and error statistics inquiry responses
- Notification or indicators when components are in an administrative/maintenance status
- Real-time event log showing network activity
- Drill down (point and click) capability to view hierarchical layout of components within the network
- This tool shall provide the capability to run customized reports
- The statistical information shall be in a data extractable format

The Contractor shall provide the following data backbone trend reports:

- Trunk utilization shall report ingress/egress port level information measured on a daily, weekly, and monthly basis
- Throughput shall be measured on an hourly, daily and monthly basis for backbone traffic connections. Ability for End-User requests to obtain throughput reports on specific End-User interface
- Provide standard and customized reports as determined by DTS/ONS

The Contractor shall describe the system and how it meets or exceeds the minimum Requirements and system functionality.

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.13.7 Backbone Network Inventory Report (M)

Upon DTS/ONS request, the Contractor shall provide DTS/ONS with graphical Backbone Network Maps identifying backbone components including: circuit type, circuit identification, switch type, switch identification, NNIs, and handoff points. The Contractor shall provide revisions upon DTS/ONS request. In addition, the Contractor shall provide a map(s) identifying the various types of single points of failure and their locations in the network(s).

These drawings shall be provided in both electronic format and hard copy. Electronic drawings shall be in .dwg, .dxf, .vsd, or any mutually agreed format. Hard copy drawing shall be provided in Standard E size.

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.13.8 Service Level Agreement (SLA) Reports (M)

The Contractor shall provide DTS/ONS with data necessary to perform SLA compliance oversight. The Contractor shall support DTS/ONS in its Contract compliance functions through regularly scheduled meetings and monthly reports. The Contractor shall also provide switch data used to create summary reports upon DTS/ONS request (e.g., catastrophic outage reports, etc.). This data shall be provided in Microsoft Access, Excel, ASCII Text format or other mutually agreed upon format.

Monthly Service Level Agreement Reports shall be posted to the Contractor's private web site. The report(s) must be loaded onto the web site and available to DTS/ONS and DTS/ONS authorized Customers in a data extractable application.

All trouble tickets must appear in a SLA report within 60 calendar days of the trouble ticket service restoral date. The report shall list all trouble tickets with a service restoral date occurring within the reported month, including tickets not qualifying for rebate.

The Contractor shall provide a monthly report(s) that indicates what SLA and rebates were applied to each ticket number.

The Contractor shall provide a monthly summary report listing the total number of tickets rebated for each SLA.

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.13.8.1 SLA Report Requirements (M)

The reports shall include the following detail, when applicable: report period, Contractor’s trouble ticket number, circuit number/service ID/phone number, path name, product type, transport type (e.g., DS0, DS1), Agency ID number, Agency name, Service address of reported trouble (separate fields and no abbreviations for each: Street, Apartment/Suite, City, Zip Code), ticket open date/time, problem restoral date/time, stop clock conditions applied, outage duration, unavailable time (as defined in the SLA section), type of SLA applied, percentage of Customer rebate.

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

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.1.13.8.2 SLA Provisioning Report Requirements (M)

The SLA Provisioning Report shall be based on installation intervals and provided to DTS/ONS within 60 calendar days of the order completion date. Voice and data services shall be reported separately. SLA Provisioning reports shall include orders generated manually by a STD 20 or orders entered into an automated system.

SLA Provisioning reports shall include the following information: reporting period, Contractor’s service order number, Customer’s STD 20 or Purchase Order Number, type of order (new service, adds, moves and changes) circuit number/service ID/phone number, path name, product type, transport type (e.g., DS0, DS1), Agency ID number, Agency name, order date/time, due date/time, install date/time, stop clock conditions applied, percentage of Customer rebate.

The Contractor shall calculate and include the monthly SLA provisioning percentage in the monthly report.

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.13.8.3 CAT 1, 2 and 3 SLA Report Requirements (M)

CAT Outage shall be reported independently on a per occurrence basis. A CAT 1, 2, and 3 Report shall be provided to DTS/ONS within 60 calendar days of the restoral date.

CAT 1, 2, and 3 SLA reports shall include the following information:

Reporting period, type of CAT, data and time of occurrence, circuit number/service ID/phone number(s), path name(s), product type, transport type (e.g., DS0, DS1), Agency ID number, Agency name, ticket open date/time, problem restoral date/time, unavailable time (as defined in the SLA section), and percentage of Customer rebate.

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.13.9 Contracted Service Project Work Reports (M)

The Contractor shall provide DTS/ONS with quarterly reports for completed Coordinated and Managed Projects as defined in Section 6.1.9, Contracted Service Project Work. This data shall be provided in MS Access format or other mutually agreed upon format. Services installed as projects shall be included in the Service Provisioning, Tracking, and Inventory System identified in Section 6.1.13.4.

6.1.13.9.1 Coordinated Project Work Report (M)

The Coordinated Project Work Report shall contain, at a minimum, the following information:

- Agency ID

- Agency name
- Agency address
- Service site address (s)
- Date Contractor received Service Request
- Date Customer was initially contacted by Contractor
- Date “Scope of Work” provided to Customer
- Estimated cost
- Final cost
- Service type(s) installed
- Quantities, if applicable to service type
- Project start date (Customer acceptance of implementation plan/schedule)
- Negotiated project completion date
- Project completion date

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

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.13.9.2 Managed Project Work Report (M)

The Managed Project Work Report shall contain, at a minimum, the following information:

- STD 20 Agency request number

- Agency ID
- Agency name
- Agency address
- Service site address(s)
- Date Contractor received Service Request
- Date Customer was initially contacted by Contractor
- Date “Scope of Work” provided to Customer
- Estimated cost
- Final cost
- Service type(s) installed
- Quantities, if applicable to service type
- Date approved by DTS/ONS – ICB projects
- Project start date (Customer acceptance of implementation plan/schedule)
- Status
- Identification of major milestones
- Identification of project jeopardies
- Negotiated project completion date
- Project completion date
- Project Manager name and contact information

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.14 REQUIRED TRANSITION STRATEGY (M)

The awarded Contractor shall participate in two transition phases and submit two separate plans; Transition-In is the Transition from the incumbent Contractor services to the new Contractor services. Transition-Out occurs at the end of the Contract Term or cancellation of the Contract, whichever occurs first. The Contractor agrees to cooperate fully with the State and awarded Contractor(s) in planning, coordinating, and implementing both required Transition phases. For both phases, the Contractor will provide a plan that will assure the State that all services will be Transitioned to the new Contract services in a timely and efficient manner.

To ensure that the State business objectives are met, DTS/ONS shall have prior approval authority for both Transition-In and Transition-Out Plans.

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.14.1 Transition-In Requirements of Startup (M)

As part of the RFP response, the Contractor shall submit a Transition-In plan that shall be evaluated on the following:

1. Describe in detail the minimal End-User impact during Transition.
2. Describe in detail the Transition schedule that ensures timely Transition of all contracted services.
3. Transition planning strategy and schedule that considers:
 - Customer (State and public Agency)
 - Customer location
 - Service type/category or technology
 - Service complexity
 - Interoperability Requirements/considerations

- Service quantity considerations
 - Customer special business Requirements
 - Public safety considerations
 - Consider impact on State, Customers, business, and operational Requirements in establishing Transition schedules
4. Describe in detail that no additional costs shall be charged to the End-User for Transition of services.
 5. Strategy for establishing agreements, with Independent Local Exchange Carriers necessary to ensure continuity of statewide end-to-end services. Agreements shall be in effect at Contract award.
 6. Processes for Transition of local government Customers subscribing to services under the Authorization to Order Under State Agreement provisions.
 7. Strategy to create implementation processes and procedures necessary for Transition of incumbent Contractor, Affiliates, or reseller services to new contracted services.
 8. Cutover process including planning, site preparation, service inventory verification, order freeze, disconnect/new order processes and emergency procedures.
 9. For the purpose of the cutover process, Transition is not deemed complete until customer-billing accounts for disconnected services has been paid in full.
 10. Identity of support activities and description of tasks to prepare Customer locations for Transition.
 11. Strategy for Transition of State Integrated Billing System (SIBS) and incumbent's billing system to new Contractor's invoice systems.
 12. Processes, procedures, and timeliness necessary to resolve billing discrepancies and reconciling billing invoices.
 13. Identification of Transition tasks dependent on State and/or Customer data or resources.
 14. Identification of what the Contractor views the State and Customer roles and responsibilities in Transition planning and implementation of new Contract services.
 15. Transition Management Plan to effectively manage Transition through commitment of staff resources with required skills.
 16. Inclusion of Transition Orientation and Training for Customer/End-Users and DTS/ONS which is necessary to support Transition-In, as required in Section 6.1.4.1.

- 17. Structure of organization to support Transition.
- 18. Development of a Transition strategy that can be defined in detail and implemented immediately upon award.
- 19. Contractor shall submit a schedule and plan for Transition of administrative fees as follows:
 - Conversion schedule for Administrative Fees
 - Process for establishing Administrative Fees
 - Process for Transitioning of Administrative Fees from CALNET I Contractor to CALNET II services where new Administrative Fees are applied
- 20. Contractor shall use industry accepted project management methodology throughout the Transition process.
- 21. Upon award of the Contract, the Contractor shall establish a service inventory database of Transitioned services. The database is intended to include all Transitioned services as well as services added throughout the Contract Term. This database shall be maintained throughout the Contract Term and be made available to DTS/ONS in the timeframes described in Section 6.1.11.3.4.
- 22. Any other content Contractor chooses to include in plan.

The State acknowledges that many of the Transition Requirements of this Section may not be known, defined, or may not be completed until Contract award. In responding to the Requirements of this Section, the expectation of the State is that the Bidder will acknowledge, demonstrate, and recommend to the extent possible all considerations necessary for developing and implementing a successful Transition plan.

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

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.1.14.2 Transition-Out Requirements of Termination (M)

During the Contract Term, the State will engage in a competitive Bid process to award replacement services to be in effect at the conclusion of the Contract Term. The replacement services may replicate or be similar to the CALNET II Contract or may include new strategies for providing telecommunications services in the State. The State acknowledges the level of difficulty in anticipating future Transition Requirements without knowledge of proposed solutions. However it is critical the Contractor declare and commit to what it considers its responsibility and participation in Transition of services, and to the extent possible, demonstrate how it would plan and conduct the Transition of its services to a new Contractor. As part of its RFP response, the Bidder will submit a Transition-Out plan that will be evaluated on the following:

1. Describe in detail the Contractor's understanding of its role and responsibility for Transition.
2. Describe in detail the Contractor's commitment to continue to provide services and Contract resources under the existing terms and conditions of the Contract during Transition and/or identifies any restrictions and limitations.
3. Establish a Transition schedule that begins upon award of a new Contract and does not exceed a 12 to 18-month Transition period.
4. Describe in detailed an action plan that demonstrates a commitment to work cooperatively with the State and awarded Contractor in planning and coordinating the Transition of services to the new Contract.
5. Transition plan/schedule that includes, at a minimum, identification of End-Users, service locations by street address and city, service type, circuit identification, and unique service identifier.
6. Within 60 calendar days of State's notice of intent to award a new service Contract, Contractor shall provide a plan that defines how the Contractor will Transition services to the new Contract with sufficient detail for the State's review and approval.

At a minimum, the Transition-Out plan will be written in a clear and concise manner and include the following elements:

- a. End-User Impact (e.g., Agencies' business needs, complexity of service, services impacted by special programs, etc.)

- b. Fiscal Impact: the State does not anticipate any cost to Transition services.
 - c. Strategy for Transition of Contractor services to new Contractor services.
 - d. Strategy for Transition of invoicing systems.
 - e. Identification of tasks dependent on State data or resources.
 - f. Structure and organization (e.g., Business Plan - Section 4.5.7) to support current Contract terms and conditions and resources to support Transition of services.
 - g. Describe in detail how the Contractor's, subcontractor's, and Affiliates' invoices shall be reconciled for Transition to new Contractor's invoicing system(s).
 - h. Other elements necessary for Transition planning.
7. Contractor shall submit a schedule and plan for transparent Transition of services to support the continued billing, collection, and remittance of Administrative Fees for services billed under the Contract.
 8. Contractor shall use industry accepted project management methodology throughout the Transition process.

The plans will include Transition of all End-Users to the new Contract and subsequent Contract(s). For both Transition-In and Transition-Out, the entire Transition process must take place at no additional cost to State or local government Agencies, and remain transparent to the End-User of the service including maintaining existing End-User telephone numbers, and consideration for local number portability. DTS/ONS will evaluate the Transition plans as part of the Contractor Proposal and jointly approve implementation of the plans.

The State recognizes the complexities and risks involved in a Transition project of this size and magnitude. The State reserves the right to modify the Transition plans where deemed in the best interest or benefit of the State or authorized Customers of the Contract.

In addition, the State retains the option to identify performance Requirements and to establish rights and remedies for performance associated with Transition milestones, tasks and schedules.

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

Reference: document_____

location _____ *page* _____ *paragraph* _____

Description: