



## **AT&T**

### **IFB STPD 12-001-A, C3-A-12-10-TS-01**

CalNet 3, Category 1: Voice and Data Services  
Subcategory 1.3 – Standalone VoIP Telephony

*Volume 2: Response to Unique Subcategory Requirements*  
*SOW Technical Requirements Response*

**Amendment #1, Rev. August 4, 2014**

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## **Exhibit 8: Contractor's License Information**

Attached is Exhibit 8: Contractor's License Information.



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**EXHIBIT 8: CONTRACTOR’S LICENSE INFORMATION**

(Installation Services Only)

For Subcategory: 1.3 VoIP Standalone VoIP Telephony

Name of Bidder: AT&T Corp.

Bidder shall complete the applicable Contractor’s license information below in accordance with the Contractor’s State License Board, Department of Consumer Affairs. A Contractor’s license of appropriate Class C-7, *Low Voltage Systems Contractor*, is required before any Bidder can contract business (e.g. submit a bid) which includes the installation of cable and wiring, and minor electrical modification. In addition, if structural modifications are required, a Class B, *General Building Contractor*, license is required. Licensee must be in the name of the firm or a Responsible Managing Employee. See IFB Section 2.3.6, Contractor’s License.

**CONTRACTOR**

Class C-7 and C-10 License No: 760249  
 Licensee: Pacific Bell Telephone Company Expiration Date: 03/31/2015  
 Relationship of Licensee to Contractor: Wholly Owned Subsidiary

**SUBCONTRACTOR 1**

Class \_\_\_\_\_ License No: \_\_\_\_\_  
 Licensee: \_\_\_\_\_ Expiration Date: \_\_\_\_\_  
 Relationship of Licensee to Subcontractor: \_\_\_\_\_

**SUBCONTRACTOR 2**

Class \_\_\_\_\_ License No: \_\_\_\_\_  
 Licensee: \_\_\_\_\_ Expiration Date: \_\_\_\_\_  
 Relationship of Licensee to Subcontractor: \_\_\_\_\_

(Use additional sheets if necessary.)





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## **Exhibit 9: Service Taxes, Fees, Surcharges and Surcredits**

Please see the following pages for AT&T's response to Exhibit 9.



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**EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS**

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service tax, fee, surcharge and surcredits that they plan to include on their invoices for each Subcategory. Attach additional pages as necessary.

Bidder/Contractor name: AT&T Corp.

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 2
- b) The jurisdiction and organization that issued the law, resolution or order: FCC
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): FUSF Federal Universal Service Fee (UCC Universal Connectivity Charge)
- d) The citations in law, regulation or order: CFR 69.158
- e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): <http://www.gpo.gov/fdsys/pkg/CFR-2008-title47-vol3/pdf/CFR-2008-title47-vol3-sec69-155.pdf>
- f) The date the law, resolution or order was released: 1984
- g) The date the law, resolution or order becomes effective: 1984
  - i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.
  - ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.
- h) Purpose of the service tax, fee, surcharge or surcredit: Cost recovery for mandated contributions to the Universal Service fund.
- i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: 1.1-1.6: all MPLS, Toll Free Domestic, Toll Free International, Toll Free Netwrk Access Transport, all VOIP products, DS0, DS1, DS3 Interlata, SIP calling plans, Audio conferencing, Anira, NBFW, ATS, MLAN, Unified Communications
- j) The amount of the service tax, fee, surcharge or surcredit: 15.1000%
- k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; No
- l) Additional comments as warranted: \_\_\_\_\_

Name of Bidder/Contractor contact person for follow up: Julie Kibler



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**Telephony**  
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Phone number: 916-486-7726 Email address: jk2427@att.com



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Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service tax, fee, surcharge and surcredits that they plan to include on their invoices for each Subcategory. Attach additional pages as necessary.

Bidder/Contractor name: AT&T Corp.

The Contractor's identification number for the service tax, fee, surcharge or surcredit: 14

- a) The jurisdiction and organization that issued the law, resolution or order: local taxing authorities
- b) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): varies by local ordinance
- c) The citations in law, regulation or order: Local Tax Ordinances
- d) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): http://www.uutinfo.org/uutinfo\_city\_Menu.htm
- e) The date the law, resolution or order was released: varies by local ordinance
- f) The date the law, resolution or order becomes effective: varies by local ordinance
  - i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.
  - ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.
- g) Purpose of the service tax, fee, surcharge or surcredit: Various localities impose a Utility Users' Tax on utilities (such as telephone, electricity, gas, sewer, water, cable TV, etc.) to fund local services.
- h) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: varies by local ordinance: varies by local ordinance
- i) The amount of the service tax, fee, surcharge or surcredit: varies by local ordinance
- j) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): Varies by local ordinance
- k) Additional comments as warranted: \_\_\_\_\_

Name of Bidder/Contractor contact person for follow up: Julie Kibler





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Bidder/Contractor name: AT&T Corp.

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 16
- b) The jurisdiction and organization that issued the law, resolution or order: IRS
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Federal Excise Tax
- d) The citations in law, regulation or order: Internal Revenue Code § 4251-4253
- e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): http://www.irs.gov/pub/irs-pdf/p510.pdf
- f) The date the law, resolution or order was released: 1898
- g) The date the law, resolution or order becomes effective: 1898
  - i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.
  - ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.
- h) Purpose of the service tax, fee, surcharge or surcredit: Federal tax originally created in support of the Spanish-American War is currently used for the support of the Federal General Fund
- i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: All services: All Services
- j) The amount of the service tax, fee, surcharge or surcredit: 3.0000%
- k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; Yes
- l) Additional comments as warranted: \_\_\_\_\_

Name of Bidder/Contractor contact person for follow up: Julie Kibler





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Bidder/Contractor name: AT&T Corp.

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 18
- b) The jurisdiction and organization that issued the law, resolution or order: FCC
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Federal access recovery fee (FARF)
- d) The citations in law, regulation or order: CFR 69.158
- e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): <http://www.gpo.gov/fdsys/pkg/CFR-2008-title47-vol3/pdf/CFR-2008-title47-vol3-sec69-155.pdf>
- f) The date the law, resolution or order was released: 2008
- g) The date the law, resolution or order becomes effective: 7/1/2008
  - i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.
  - ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.
- h) Purpose of the service tax, fee, surcharge or surcredit: The Federal Access Recovery Fee (FARF) is a charge designed to recover, in part, AT&T's costs of purchasing local access service from the Local Exchange Carriers (LECs), which include regulatory fees that LECs assess on AT&T
- i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: 1.1-1.6: Interstate/Interlata Data services, all MPLS, Toll Free Domestic, Toll Free International, Toll Free Netwrk Access Transport, all VOIP products, DS0, DS1, DS3 Interlata, SIP calling plans, Audio conferencing, Anira, NBFW, ATS, MLAN, Unified Communications
- j) The amount of the service tax, fee, surcharge or surcredit: 0.5000%
- k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; No



l) Additional comments as warranted: \_\_\_\_\_  
Name of Bidder/Contractor contact person for follow up: Julie Kibler  
Phone number: 916-486-7726 Email address: jk2427@att.com

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Bidder/Contractor name: AT&T Corp.

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 21
- b) The jurisdiction and organization that issued the law, resolution or order: FCC
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Proport Tax allotment
- d) The citations in law, regulation or order: AT&T Tariffs – FCC No.11 and FCC No. 13
- e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s):  
[http://serviceguidenew.att.com/sg\\_CustomPreviewer?attachmentId=00PC000000KD1WXM](http://serviceguidenew.att.com/sg_CustomPreviewer?attachmentId=00PC000000KD1WXM)  
A1
- f) The date the law, resolution or order was released: prior to 2006
- g) The date the law, resolution or order becomes effective: prior to 2006
  - i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.
  - ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.
- h) Purpose of the service tax, fee, surcharge or surcredit: The recovery of an expense that A&T is required to pay. This expense represents the interstate portion of state and local property taxes imposed on AT&T.
- i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: 1.1-1.6: Interstate/Interlata Data services, all MPLS, Toll Free Domestic, Toll Free International, Toll Free Netwrk Access Transport, all VOIP products, DS0, DS1, DS3 Interlata, SIP calling plans, Audio conferencing, Anira, NBFW, ATS, MLAN, Unified Communications
- j) The amount of the service tax, fee, surcharge or surcredit: 4.0500%
- k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; No





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l) Additional comments as warranted: \_\_\_\_\_

Name of Bidder/Contractor contact person for follow up: Julie Kibler

Phone number: 916-486-7726 Email address: jk2427@att.com



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Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service tax, fee, surcharge and surcredits that they plan to include on their invoices for each Subcategory. Attach additional pages as necessary.

Bidder/Contractor name: AT&T Corp.

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 22
- b) The jurisdiction and organization that issued the law, resolution or order: FCC
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Administrative Expens Recovery fee
- d) The citations in law, regulation or order: http://www.serviceguide.att.com/ABS/ext/GTCDetails.cfm
- e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): http://www.serviceguide.att.com/ABS/ext/GTCDetails.cfm
- f) The date the law, resolution or order was released: prior to 2006
- g) The date the law, resolution or order becomes effective: prior to 2006
- i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.
- ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.
- h) Purpose of the service tax, fee, surcharge or surcredit: This fee recovers a portion of AT&T's internal costs associated with the FCC's Universal Service Fund.
- i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: 1.1-1.6: Interstate/Interlata Data services, all MPLS, Toll Free Domestic, Toll Free International, Toll Free Netwrk Access Transport, all VOIP products, DS0, DS1, DS3 Interlata, SIP calling plans, Audio conferencing, Anira, NBFW, ATS, MLAN, Unified Communications
- j) The amount of the service tax, fee, surcharge or surcredit: 0.8800%
- k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; No
- l) Additional comments as warranted: \_\_\_\_\_



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Name of Bidder/Contractor contact person for follow up: Julie Kibler

Phone number: 916-486-7726 Email address: jk2427@att.com



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## **Exhibit 10: Bidding Preferences and Incentives**

Attached is the completed and signed Exhibit 10.



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**Exhibit 10: BIDDING PREFERENCES AND INCENTIVES**

For Subcategory: 1.3 VoIP Standalone VoIP Telephony

ALL BIDDERS: COMPLETE ALL SECTIONS BELOW AND SUBMIT WITH YOUR PROPOSAL.

**1. SMALL BUSINESS PREFERENCE**

Bidder must check the appropriate box from the choices below.

- I am a DGS certified Small Business and claim the Small Business Preference.  
My DGS Small Business certification number is: \_\_\_\_\_
- I have recently filed for DGS Small Business preference but have not yet received certification, but I am claiming the Small Business preference.
- I am not a DGS certified Small Business, but 25% or more of the revenue from the award will go to DGS certified Small Business Subcontractors performing a Commercially Useful Function and therefore I am claiming the preference.  
*Bidder must complete and submit Exhibit 11, GSPD-05-105 Bidder Declaration, indicating the percentage of the revenue that will be received by each DGS certified Small Business Subcontractor.*
- I am not claiming the DGS Small Business preference.

**2. DVBE INCENTIVE**

Bidder must check the appropriate box from the choices below.

- I am a DGS certified DVBE. A copy of my STD. form 843 is attached.
- I have recently filed for DGS DVBE certification, but have not yet received certification.
- I am not a DGS certified DVBE, but a percentage of the revenue will be going to DGS certified DVBE Subcontractors performing a Commercially Useful Function, and therefore I am claiming the DVBE incentive.  
*Bidder must submit a complete Exhibit 11, GSPD-05-105, Bidder Declaration, indicating the percentage of the revenue that will be received by each DGS certified DVBE Subcontractor. Bidder must also submit an Exhibit 10, STD 843 DVBE Declarations, for each DVBE Subcontractor, signed by the DVBE owner/manager.*
- I am not claiming the DVBE incentive.



EXHIBIT 10, CONTINUED

**3. ADDITIONAL BIDDING PREFERENCES**

The Bidder shall check the appropriate box or boxes from the choices below.

- I am not claiming the TACPA preference, the EZA preference, or the LAMBRA preference.
- I am claiming the TACPA bidding preference.  
*Bidder must submit Exhibit 12, STD 830.*
- I am claiming the EZA bidding preference.  
*Bidder must submit Exhibit 13, STD 831.*
- I am claiming the LAMBRA bidding preference.  
*Bidder must submit Exhibit 14, STD 832.*

Name of Bidder:

AT&T Corp.

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Signature and Date:

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# **Exhibit 11: STD 843, DVBE Declarations**

AT&T is not claiming a DVBE incentive



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## **Exhibit 12: GSPD 05-105, Bidder**

AT& is not claiming SB preference using Subcontractors, nor claiming a DVBE incentive, nor will have any Subcontractors that will receive 15% or more revenue.



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## **Exhibit 13: STD 830, TACPA Preference Request**

AT&T is not claiming TACPA preference.



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## **Exhibit 14: STD 831, EZA Preference**

AT&T is not claiming EZA preference.



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## **Exhibit 15: STD 832, LAMBRA Preference Request**

AT&T is not claiming LAMBRA preference.



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# Subcategory 1.3 – Standalone VoIP Telephony

## 1.3.1 Overview

This Subcategory 1.3 IFB provides the State's solicitation for best value solutions for dedicated Voice over Internet Protocol (VoIP) services including services. This IFB also describes the CALNET 3 technical requirements necessary to support the CALNET 3 program requirements.

This IFB will be awarded to Bidders that meet the award criteria as described in IFB Section 4. The CALNET 3 Contract(s) that result from the award of this IFB will be managed on a day-to-day basis by the CALNET 3 Contract Management and Oversight (CALNET 3 CMO).

### 1.3.1.1 Bidder Response Requirements

Throughout this IFB, Bidders are required to acknowledge acceptance of the requirements described herein by responding to one (1) of the following:

Example A (for requirements that require confirmation that the Bidder understands and accepts the requirement):

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

Or,

Example B (for responses that require the Bidder to provide a description or written response to the requirement):

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

*Description:"*

### 1.3.1.2 Designation of Requirements

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



whether or not to order services or features included in the Contract. Service Requests for some CALNET 3 services or features may require CALNET 3 CMO approval.

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

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

### **1.3.1.3 Pacific Time Zone**

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

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



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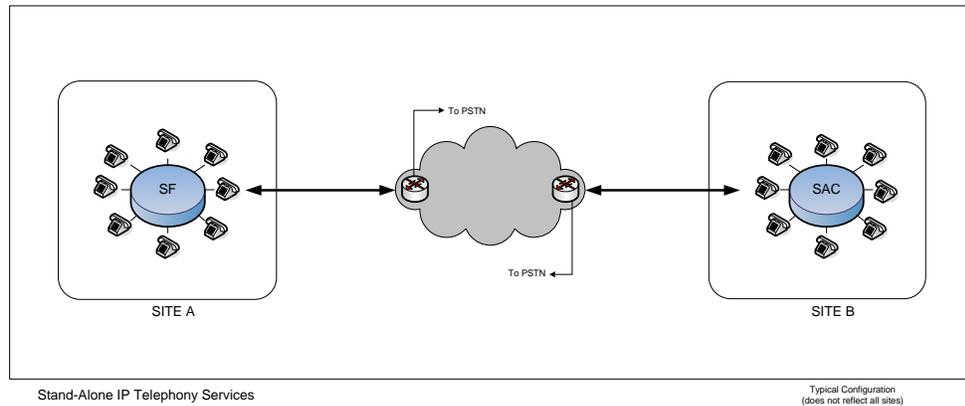


## 1.3.2 Voice over Internet Protocol (VoIP)

### 1.3.2.1 Standalone VoIP Minimum Network Requirements (M)

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

Standalone VoIP Topography Example:



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

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

#### 1.3.2.1.1 VoIP Response Requirements

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

##### 1.3.2.1.1.1 VoIP Network Designs and Diagrams

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



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

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

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

The Contractor shall provide revisions upon CALNET 3 CMO request.

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

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

*Bidder understands the requirements in Section 1.3.2.1.1.1 and shall meet or exceed them? Yes  X  No \_\_\_\_\_*

*Embedded Soft Copy of Drawing (Optional):*

#### 1.3.2.1.1.2 Intentionally Deleted

#### 1.3.2.1.2 PSTN Interoperability

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

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

#### 1.3.2.1.3 Number Portability

The Contractor shall comply with the local number portability regulations.



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

#### 1.3.2.1.4 E9-1-1 Database Updates

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

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

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

Bidder understands the requirements in Section 1.3.2.1.4 and shall meet or exceed them? Yes  No

Description:

### E9-1-1 Database Updates

Prior to the service activation the customer must provide to AT&T the correct location information (Registered Location information) for the customer VoIP Site and Users. This information will be built in the appropriate E9-1-1 data base. The customer must notify AT&T of any changes or updates to this information through the prescribed MACD process. AT&T will then update the appropriate E9-1-1 data base. When a 911 or E911 call is made, AT&T will provide the location information based on information given to AT&T by customer to the appropriate PSAP.

With regard to AT&T Voice DNA<sup>®</sup> Service, the AT&T network attempts to detect instances in which Customer or User has relocated the CPE used in connection with the AT&T Voice DNA<sup>®</sup> Service. The AT&T Network detects instances in which the CPE has had its power turned off, been disconnected from the Network, or otherwise appears that it may have been moved. In such cases, the AT&T Network applies service limitations to the User's telephone number until the User or Customer confirms that he or she remains at the present Registered Location for the equipment, or updates AT&T's records with a new Registered Location. Service limitations will be applied in some cases in which Customer's or User's CPE has not been relocated; for example, when power to the CPE is turned off for any period of time the Network will apply service limitations even if the CPE has not been moved.



Users placed in Restricted status when moving their IP phone to a non-registered location will hear a network management announcement:

- Informing users of their restricted status
- Providing reason for the restriction
- Prompting users for confirmation of their location in certain scenarios and
- Providing directions to remove the restriction

#### 1.3.2.1.5 Network Based

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

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

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

#### 1.3.2.1.6 Private VoIP Network (M)

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

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

#### 1.3.2.1.7 SIP Based Open Architecture

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

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

#### 1.3.2.1.8 Directory Redundancy and Addressing

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



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

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

### 1.3.2.1.9 Technical Measurement Metrics

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

Table 1.3.2.1.9 Technical Measurement Metrics

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

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

### 1.3.2.1.10 Standards Conformance

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

Table 1.3.2.1.10 VoIP Standards

Standard		Bidder Meets or Exceeds?	
		Y	N
1	IETF RFC 3261 SIP (Session Initiation Protocol) and all subsequent RFC's	Y	
2	IETF RFC 2132 for DHCP 4703, 6355	Y	
3	IETF RFC's 2916 ENUM, 2806, 6116, 6117	Y	
4	IPv4	Y	





Standard		Bidder Meets or Exceeds?	
		Y	N
5	IPv6 when and where offered commercially by the Contractor	Y	
6	IETF RFC 1349 ToS, 2474, 2475 DiffServ 3260	Y	
7	ITU-T E.164	Y	
8	ITU G.165/G.168 and subsequent standards for echo cancellation	Y	
9	ITU-T G.711, G.723.x, G.726, G.728, or G.729.x	Y	
10	ITU-T H.248.1 (MEGACO), H.323, H.350 when and where offered commercially by the Contractor	Y	
11	ITU-T P.800 series of Standards for telephone transmission quality. ITU-T P.910	Y	
12	ITU-T T.30, T.37 and T.38, Group III fax	Y	
13	Media Gateway Control Protocol (MGCP) IETF RFC 3435 when and where offered commercially by the Contractor	Y	
14	IETF RFC 3550 Real-Time Transport Protocol (RTP) 5506, 5761, 6015, 6222	Y	
15	IETF RFC 2205 Resource Reservation Protocol (RSVP) 2750, 4495, 5946, 6437	Y	
16	IETF RFC 768 User Datagram Protocol (UDP)	Y	

### 1.3.2.1.11 Voice Compression

The VoIP network shall include Voice Compression that will:

1. Pass all applicable ITU test vectors;
2. Support configurable packetization for maximum flexibility; and,
3. Not degrade when all channels are active.

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



*Bidder understands the requirements in Section 1.3.2.1.11 and shall meet or exceed them? Yes   X   No \_\_\_\_\_*

*Description:*

## Voice Compression

AT&T Voice DNA supports G.711 and G.729 CODECs.

### 1.3.2.1.12 Network Operations Center

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

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

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

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

### 1.3.2.1.13 VoIP Security

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

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

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

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



**1.3.2.1.13.1 Physical Access**

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

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

**1.3.2.1.13.2 Network Security**

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

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

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

**1.3.2.1.13.3 Client Authentication**

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

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

Telnet shall be disabled to the VoIP handsets.



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

#### 1.3.2.1.14 Service Restoration

##### 1.3.2.1.14.1 Telecommunications Service Priority (TSP) Program

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

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

##### 1.3.2.1.14.2 Network Disaster/Operational Recovery

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

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

The Contractor shall implement processes that will assure the continuity of services for critical operations, producing the greatest benefit from remaining limited resources and achieving a systematic and orderly migration toward the resumption of all contracted services.

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



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### 1.3.2.2 Standalone VoIP Service

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

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

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

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

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

Yes  No

*Description:*

## Standalone VoIP Service

AT&T proposes AT&T's Voice DNA service for Standalone VoIP.

AT&T Voice DNA is a network-based, fully hosted VoIP solution that offers businesses a full range of advanced calling features, applications, and management tools for employees and remote workers over a single network interface.

AT&T Voice DNA Offers:

- Multiple Access Options
- All-Distance Calling
- Telephone features and enhanced applications
  - Voice Mail
  - Locate Me (Find Me/Follow Me)
  - Conferencing on Demand
  - Auto Attendant
  - End User and Administrator Portals



- Customized – Focus group tested
- All applications integrated into a single front page via AT&T BusinessDirect<sup>SM</sup>
- Highly Secure > Single Login; Exceeds Security standards
- Customer Premise Equipment
  - Interoperability Test Lab to ensure phones are compatible
  - Automated SIP Phone provisioning and plug & play registration/configuration
  - Automated firmware updates to ensure phones have latest upgrades/patches
  - CPE Design, Install, and Installation Support
- Benefits
  - Support for Remote and Nomadic Workers
  - Greater Business Productivity
  - Reduced Complexity

The VoIP infrastructure is built as a virtual network on top of AT&T's P/MPLS Core Network and is called the VoIP Connectivity Layer. The Core Network is surrounded by a Multi-Service Access/Multi-Service Edge network accessed via T1, DS3 and OCx circuits from the customers' sites. Moreover, the architecture provides capabilities to support various access protocols such as H.323 and SIP, as well as any VoIP protocol that may emerge in the future. This is achieved by surrounding the VoIP Connectivity Layer with Border Elements (BEs), which mark the trust boundaries of the VoIP Infrastructure and translate the specifics of various VoIP access protocols into Session Initiation Protocol (SIP)—the single common internal protocol used by all VoIP infrastructure components. BEs not only provides protocol conversion, but also enforces various policies including those needed for call admission control and VoIP-level security. The Call Control Element (CCE) controls and manages the VoIP infrastructure and provides a single interface to application servers residing in the Applications Layer. Working with various BEs, the CCE creates and removes call legs and joins call legs to establish connectivity between end-points. The application servers residing in the Applications Layer provide the service logic capabilities to implement various types of services. The “plug-in” paradigm is used to allow easy addition of various services without impacting the VoIP Infrastructure.

The following diagram shows the basic AT&T Voice DNA hosted architecture with centralized call processing and off net PSTN access with optional site survivability capability.

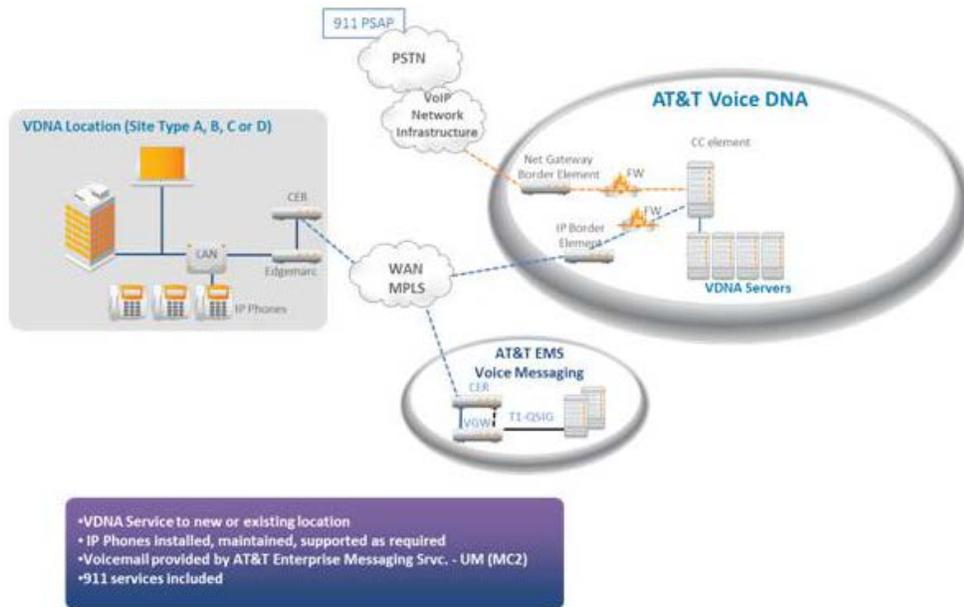


Figure 1.3-1. AT&T Voice DNA. We provide enhanced Voice Application Services on our AVPN service.



The following diagram depicts the AT&T Voice DNA hosted architecture with geo-redundancy.

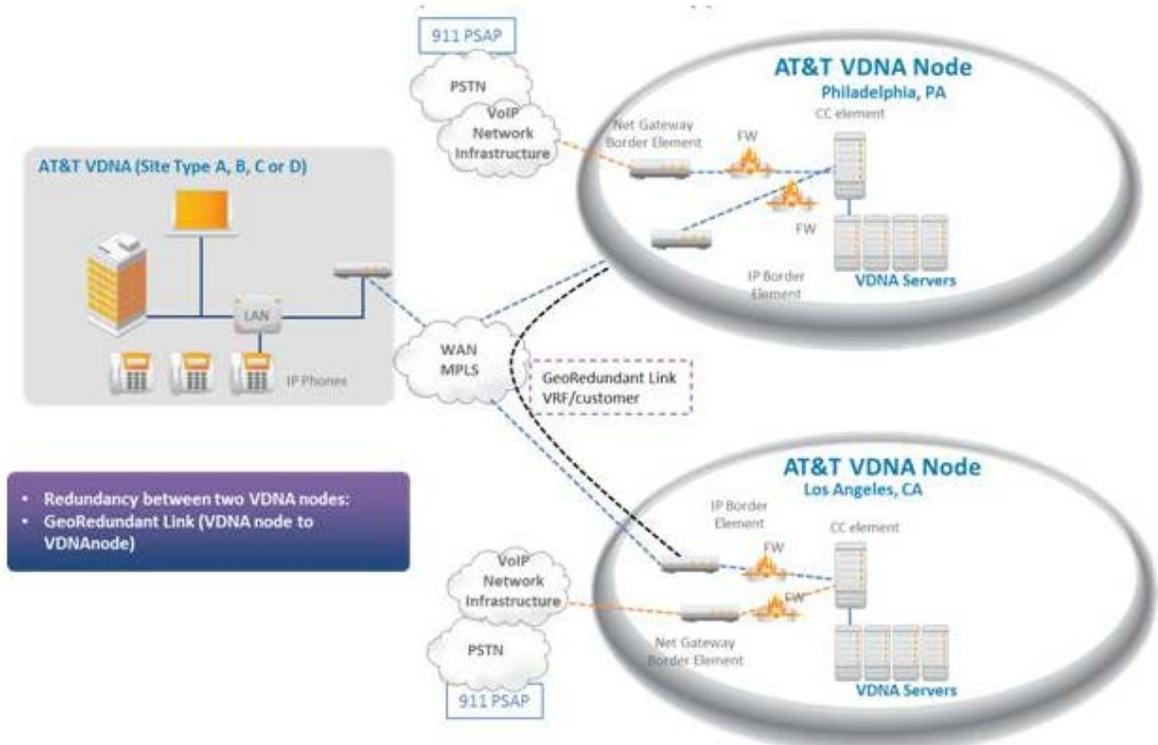


Figure 1.3-2. AT&T Voice DNA (Geo-Redundancy). Our Voice DNA hosted architecture is built with geo-redundancy.



The following diagram shows the integration capability of AT&T Voice DNA service with legacy Centrex and Voice Mail services.

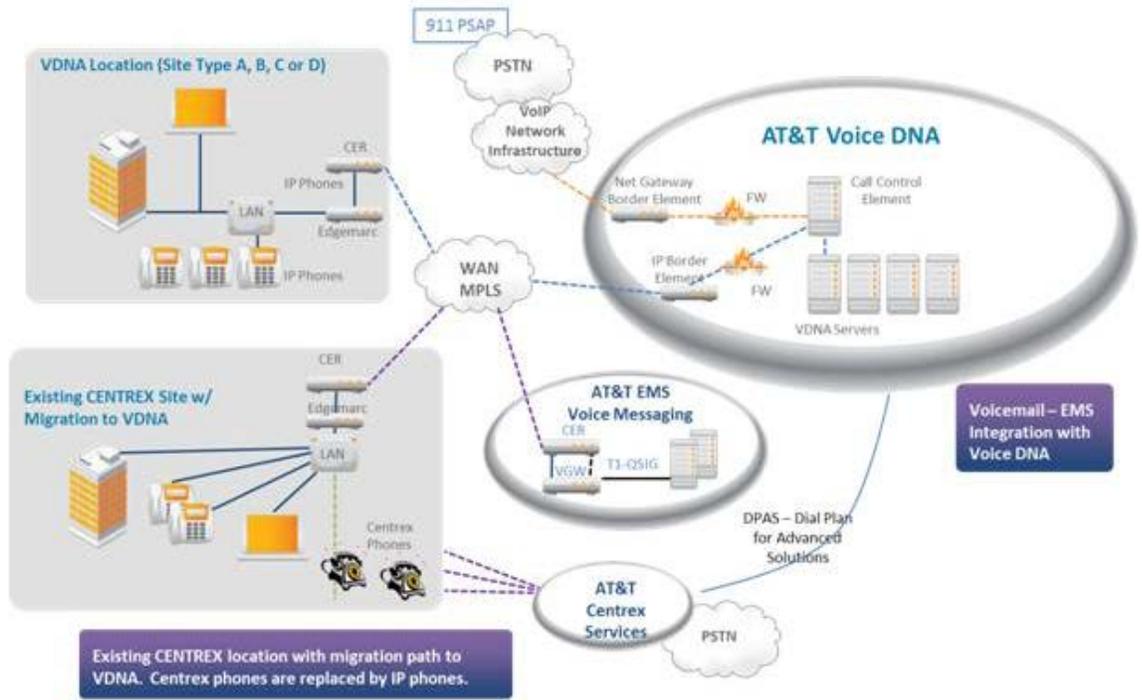


Figure 1.3-3. AT&T Voice DNA Integrated Capabilities. Our Voice DNA service is capable of integrating with Centrex and Voice Mail service.



The following diagram shows the off-net call flow of AT&T Voice DNA service.

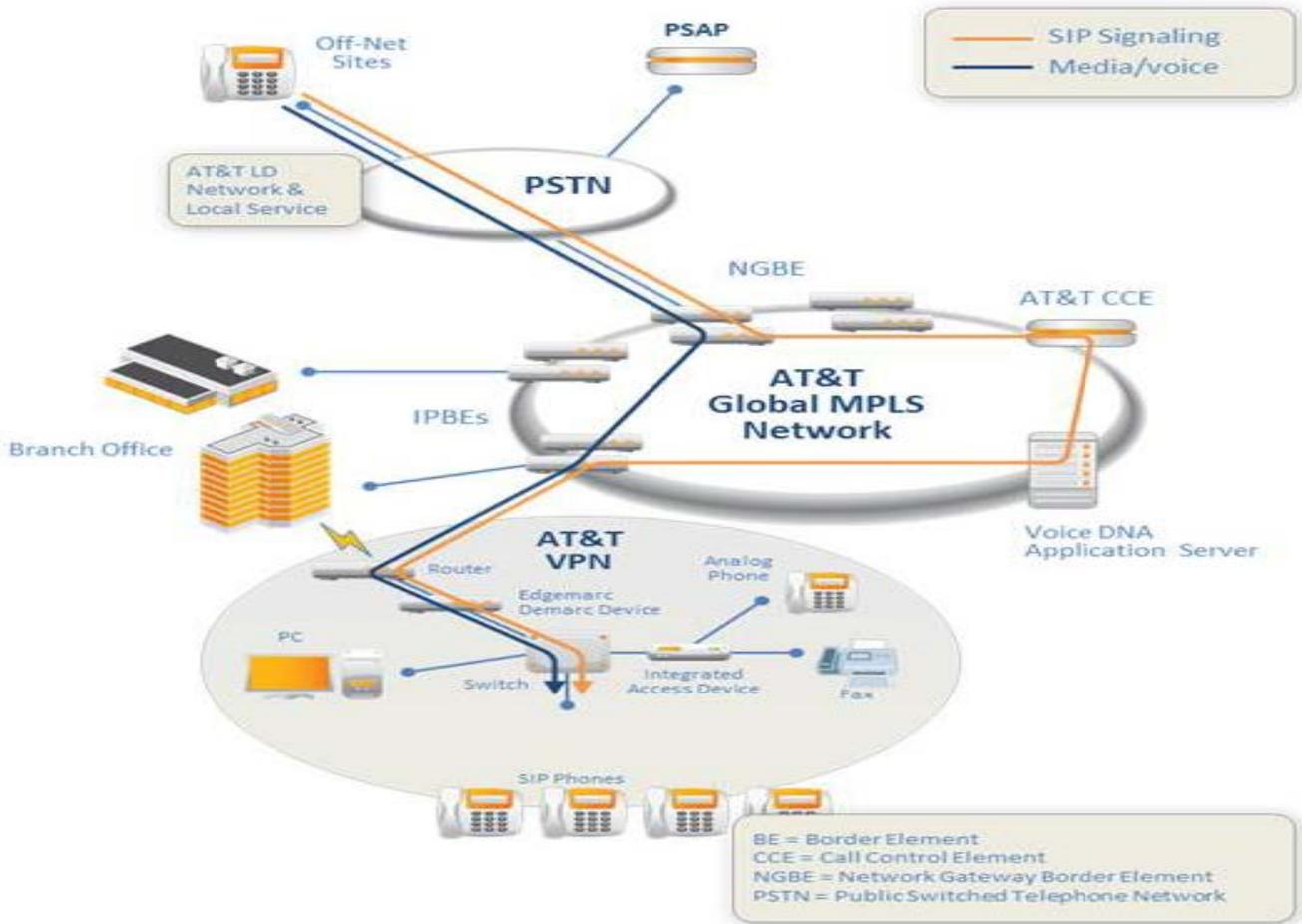


Figure 1.2-4. AT&T Voice DNA Off-net Call Flows. The Off-net Call Flow for our Voice DNA ensures overall call quality.

### 1.3.2.2.1 Standalone VoIP Minimum Requirements

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

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



#### 1.3.2.2.1.1 Standalone VoIP Equipment and Hardware

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

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

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

#### 1.3.2.2.1.2 Horizontal Cabling

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

1. Handset option that includes horizontal cabling in accordance with Section 1.3.2.2.5 (Horizontal Wiring Option for Standalone VoIP); and
2. Handset option that excludes horizontal cabling and utilizes Customer's horizontal cabling.

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

#### 1.3.2.2.1.3 Standalone VoIP Software

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

Contractor shall provide all configuration and programming.

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

#### 1.3.2.2.1.4 Standalone VoIP Administration

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

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

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



#### 1.3.2.2.1.5 Standalone VoIP Maintenance

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

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

#### 1.3.2.2.1.6 Standalone VoIP Power over Ethernet

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

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

#### 1.3.2.2.1.7 Standalone VoIP Class of Service (CoS)

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

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

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

#### 1.3.2.2.2 Interoperability of Standalone VoIP with Other CALNET 3 Technologies

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

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

#### 1.3.2.2.3 Standalone VoIP Basic Feature Package

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

Table 1.3.2.2.3 Standalone VoIP Basic Feature Package



Standalone VoIP Basic Call Package Features		Bidder Meets or Exceeds?	
		Y	N
1	900 Blocking – No calls from 900-xxx-xxxx will be processed to any subscribers	Y	
2	<b>Auto Attendant</b> – A service that automatically answers incoming calls within a predefined number of rings without assistance from a live attendant. It prompts callers with a series of choices and actions to perform. Based on selected action, the caller may listen to a recorded announcement, leave a message, place a call, activate another voice service or be routed to a particular service. Customers with Administrative authority shall have the ability to perform Auto Attendant configuration and modifications through a web interface.	Y	
3	<b>Call Forward – Busy Don't Answer</b> – Allows a station End-User to choose to reroute incoming calls to another specified telephone number. This shall be available for all incoming calls on a busy or ring-no-answer condition.	Y	
4	<b>Call Forward – All Calls</b> – Allows the station End-User to choose to reroute all incoming calls to another specified telephone number. The feature shall have the capability to restrict call forwarding to internal, local or long distance numbers	Y	
5	<b>Call Hold</b> – Allows the called party to put a caller on hold and retrieve them from the hold state	Y	
6	<b>Call Notify</b> - Enables a subscriber to define criteria that causes certain incoming calls to initiate an e-mail notification.	Y	
7	<b>Call Transfer</b> – Allows a station End-User to transfer any call in progress to another telephone number without the assistance of an operator	Y	
8	<b>Call Pickup</b> – Allows a subscriber to answer any calls directed to another station line within his or her own predefined call pickup group	Y	
9	<b>Call Park</b> – Allows a call to be parked at a subscriber's number for retrieval by another subscriber line. The capability shall be administered on an individual station basis according to the subscribing Agencies needs	Y	
10	<b>Conference</b> – Allows a voice station End-User to establish a multiparty conference connection of a minimum of three (3) conferees including themselves without attendant assistance. <b>(Indicate the maximum number of parties that can be conferenced)</b>	Y	
11	<b>Call Waiting</b> - When a second call is received while a subscriber is engaged in a call, the subscriber is informed via an audible tone.	Y	
12	<b>Caller ID</b> – Telephone number of the calling party is displayed on the terminal equipment	Y	



Standalone VoIP Basic Call Package Features		Bidder Meets or Exceeds?	
		Y	N
13	Class of Service - The CoS configured on the transport required for the proper operation of the service.	Y	
14	Conference Bridge – Allows callers from diverse locations/platforms to dial in to a specified telephone number to participate in a conference call	Y	
15	DID- Direct inward dial phone number including Single Line appearance.	Y	
16	Directory Phone Display – Directory of Customer’s VoIP subscribers via the phone display	Y	
17	Four-digit Extension Dialing – All ‘on-net’ numbers can be reached by dialing the 4-digit extension from ‘on-net’ phones	Y	
18	Group Pickup – Allows an incoming call to be picked up from any one (1) of a predefined group of phones	Y	
19	Hunt Groups – Route inbound calls to a predetermined sequence of telephone numbers until it is answered	Y	
20	Message Waiting Indicator – Visual indication on phone that a message is in queue for review	Y	
21	Multi-Line Appearance – Provide the ability for multiple line appearances on a subscriber’s phone	Y	
22	Redial – Allow a station End-User to automatically originate a call to the last number dialed from the station End-User’s phone	Y	
23	Speed Dial – Allows abbreviated digit dialing capability on a per station basis	Y	

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

*Bidder understands the requirements in Section 1.3.2.2.3 and shall meet or exceed them? Yes   X   No \_\_\_\_\_*

*Description:*

## Standalone VoIP Basic Feature Package

In addition, AT&T will offer the following Voice DNA features at no additional charge:

- 911 move detection
- Authentication
- Anonymous Call Rejection





- Automatic Callback on Busy
- AVPN nomadic device flag
- Bridged Line Appearance – enhanced set up capabilities
- Call Forward – Not Reachable
- Call Forking (multiple devices per user)
- Call logs (enhanced call logs) – portal based
- Caller ID Block – always
- Caller ID Block – per call (cannot disable)
- Click to Call
- Codec Priority Setting
- Directed call pickup with barge-in/ barge-in exempt
- Diversion Inhibitor
- External Transfer
- Group Operator
- Hunt Groups, Member Number Hunting
- Intercom
- Last Call Return
- Location Dialing Prefix (per VDNA site)
- Location level caller id
- Three-way call – portal / phone
- N-way call (15 call legs) – portal only
- Music on Hold, enable/ disable
- Personal Portal for end users,
  - compatible with IE 7/8
  - Enhanced user control of features
- Priority Alert
- Privacy (mask number in directory)
- Reports



- Ring Choices (phone based)
- Sequential Ring (with selective criteria)
- Simultaneous Ring (with selective criteria)
- Virtual Office

#### 1.3.2.2.4 Standalone VoIP Handsets

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

##### 1.3.2.2.4.1 Standard Standalone VoIP Handset Features

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

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

##### 1.3.2.2.4.2 Midrange Standalone VoIP Handset Features

Standard Standalone VoIP handset features plus:

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



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

#### 1.3.2.2.4.3 Executive Standalone VoIP Handsets Features

Midrange Standalone VoIP handset features plus:

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

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

#### 1.3.2.2.4.4 Attendant Standalone VoIP Handsets Features and Functionality

Executive Standalone VoIP handset features plus:

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

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

#### 1.3.2.2.4.5 Standalone VoIP Standard Conference Room Speakerphone Features and Functionality

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



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

#### 1.3.2.2.4.6 Standalone VoIP Executive Conference Room Speakerphone Features and Functionality

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

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

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

#### 1.3.2.2.5 Horizontal Wiring Option for Standalone VoIP

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

1. Handset Service Package that includes new horizontal (station) cabling up to 300 feet in accordance with this Section; and
2. Handset Service Package that excludes new horizontal (station) cabling and utilizes Customer's horizontal cabling. For implementations where the Customer elects to use existing cabling, the Contractor shall certify existing cabling in accordance with Section 1.3.2.2.6 (Standalone VoIP Site Survey).

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

Station wiring shall include all necessary components as listed below:

1. Wire/cable;
2. Connectors;
3. Patch Panels;



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4. Jacks;
5. Wire/cable support structure required within drop tile ceilings; and,
6. Labeling.
7. The Contractor shall not be required to complete station cabling if:
8. The wire/cable pathway is blocked and cannot be cleared without significant effort or damage to the Customer site; and,
9. The wire/cable pathway is in asbestos or other environment hazardous to the Contractor's personnel, or where such work would be hazardous to the public or to the Customer's staff.

Wiring shall be installed according to industry standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, Uniform Building Cabling/Wiring, current at the time of this solicitation and as periodically updated by CALNET 3 CMO.

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

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

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

Table 1.3.2.2.4.a Standalone VoIP Handset Service Packages

	Feature Name	Feature Description	Bidder Meets or Exceeds		Bidder's Product Identifier
			Y	N	
1	Standard Standalone VoIP Handset Service Package Without Station Cabling	Service Package with Standard Standalone VoIP Handset as described in 1.3.2.2.4.1 above where station cabling is provided by the Customer and the Basic Feature Package as described in 1.3.2.2.3.	Y		SV001
	Bidder's Product Description: <b>Service Package with Standard Standalone VoIP Handset as described in 1.3.2.2.4.1 above where station cabling is provided by the Customer and the Basic Feature Package as described in 1.3.2.2.3 without station cabling.</b>				
2	Standard Standalone VoIP Handset Service	Service Package with Standard Standalone VoIP Handset Service Package as described	Y		SV011





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	Feature Name	Feature Description	Bidder Meets or Exceeds		Bidder's Product Identifier
			Y	N	
	Package With Station Cabling	in 1.3.2.2.4.1 above where station cabling is installed by the Contractor and the Basic Feature Package as described in 1.3.2.2.3.			
	Bidder's Product Description: Service Package with Standard Standalone VoIP Handset Service Package as described in 1.3.2.2.4.1 above where station cabling is installed by the Contractor and the Basic Feature Package as described in 1.3.2.2.3 with station cabling.				
3	Midrange Standalone VoIP Handset Service Package Without Station Cabling	Service Package with Midrange Standalone VoIP Handset Service Package as described in 1.3.2.2.4.2 above where station cabling is provided by the Customer and the Basic Feature Package as described in 1.3.2.2.3.	Y		SV002
	Bidder's Product Description: Service Package with Midrange Standalone VoIP Handset Service Package as described in 1.3.2.2.4.2 above where station cabling is provided by the Customer and the Basic Feature Package as described in 1.3.2.2.3 without station cabling.				
4	Midrange Standalone VoIP Handset Service Package With Station Cabling	Service Package with Midrange Standalone VoIP Handset Service Package as described in 1.3.2.2.4.2 where station cabling is installed by the Contractor and the Basic Feature Package as described in 1.3.2.2.3.	Y		SV012
	Bidder's Product Description: Service Package with Midrange Standalone VoIP Handset Service Package as described in 1.3.2.2.4.2 where station cabling is installed by the Contractor and the Basic Feature Package as described in 1.3.2.2.3 with station cabling.				
5	Executive Standalone VoIP Handset Service Package Without Station Cabling	Service Package with Executive Standalone VoIP Handset Service Package as described in 1.3.2.2.4.3 where station cabling is provided by the Customer and the Basic Feature Package as described in 1.3.2.2.3.	Y		SV003
	Bidder's Product Description: Service Package with Executive Standalone VoIP Handset Service Package as described in 1.3.2.2.4.3 where station cabling is provided by the Customer and the Basic Feature Package as described in 1.3.2.2.3 without station cabling.				
6	Executive Standalone VoIP Handset Service Package With Station Cabling	Service Package with Executive Standalone VoIP Handset Service Package as described in 1.3.2.2.4.3 where station cabling is installed by the Contractor and the Basic	Y		SV013





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	Feature Name	Feature Description	Bidder Meets or Exceeds Y N		Bidder's Product Identifier
		Feature Package as described in 1.3.2.2.3.			
	Bidder's Product Description: <b>Service Package with Executive Standalone VoIP Handset Service Package as described in 1.3.2.2.4.3 where station cabling is installed by the Contractor and the Basic Feature Package as described in 1.3.2.2.3 with station wiring.</b>				
7	Attendant Standalone VoIP Handset Service Package Without Station Cabling	Service Package with Attendant Standalone VoIP Handset Service Package as described in 1.3.2.2.4.4 where station cabling is provided by the Customer and the Basic Feature Package as described in 1.3.2.2.3.	Y		SV004
	Bidder's Product Description: <b>Service Package with Attendant Standalone VoIP Handset Service Package as described in 1.3.2.2.4.4 where station cabling is provided by the Customer and the Basic Feature Package as described in 1.3.2.2.3 without station cabling.</b>				
8	Attendant Standalone VoIP Handset Service Package With Station Cabling	Service Package with Attendant Standalone VoIP Handset Service Package as described in 1.3.2.2.4.4 where station cabling is installed by the Contractor and the Basic Feature Package as described in 1.3.2.2.3.	Y		SV014
	Bidder's Product Description: <b>Service Package with Attendant Standalone VoIP Handset Service Package as described in 1.3.2.2.4.4 where station cabling is installed by the Contractor and the Basic Feature Package as described in 1.3.2.2.3 with station cabling.</b>				
9	Standalone VoIP Standard Conference Room Speakerphone Service Package with Station Cabling	Service Package with Standalone VoIP conference phone Service Package with no external speakers as described in 1.3.2.2.4.5 where station cabling is provided by the Contractor and the Basic Feature Package as described in 1.3.2.2.3.	Y		SV015
	Bidder's Product Description: <b>Service Package with Standalone VoIP conference phone Service Package with no external speakers as described in 1.3.2.2.4.5 where station cabling is provided by the Contractor and the Basic Feature Package as described in 1.3.2.2.3 with station cabling.</b>				
10	Standalone VoIP Standard Conference Room Speakerphone Service Package without	Service Package with Standalone VoIP conference phone Service Package with no external speakers as described in 1.3.2.2.4.5 where station cabling is provided by the	Y		SV005





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	Feature Name	Feature Description	Bidder Meets or Exceeds Y N		Bidder's Product Identifier
	Station Cabling	Customer and the Basic Feature Package as described in 1.3.2.2.3.			
	Bidder's Product Description: Service Package with Standalone VoIP conference phone Service Package with no external speakers as described in 1.3.2.2.4.5 where station cabling is provided by the Customer and the Basic Feature Package as described in 1.3.2.2.3 without station cabling.				
11	Standalone VoIP Executive Conference Room Speakerphone Service Package with Station Cabling	Service Package with Standalone VoIP conference phone Service Package with two (2) external speakers as described in 1.3.2.2.4.6 where station cabling is provided by the Contractor and the Basic Feature Package as described in 1.3.2.2.3.	Y		SV016
	Bidder's Product Description: Service Package with Standalone VoIP conference phone Service Package with two (2) external speakers as described in 1.3.2.2.4.6 where station cabling is provided by the Contractor and the Basic Feature Package as described in 1.3.2.2.3 with station cabling.				
12	Standalone VoIP Executive Conference Room Speakerphone Service Package without Station Cabling	Service Package with Standalone VoIP conference phone Service Package with two (2) external speakers as described in 1.3.2.2.4.6 where station cabling is provided by the Customer and the Basic Feature Package as described in 1.3.2.2.3.	Y		SV006
	Bidder's Product Description: Service Package with Standalone VoIP conference phone Service Package with two (2) external speakers as described in 1.3.2.2.4.6 where station cabling is provided by the Customer and the Basic Feature Package as described in 1.3.2.2.3 without station cabling.				

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

Table 1.3.2.2.4.b Unsolicited VoIP Features





	Feature Name	Feature Description	Bidder's Product Identifier
1	VDN ACD	VDNA Automatic Call Distributor Feature	IPACD
	Bidder's Product Description: This is an optional feature of the VDNA hosted VoIP standalone service. Provides Automatic Call Distribution of incoming calls.		

### 1.3.2.2.6 Standalone VoIP Site Survey

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

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

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

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

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

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

***Bidder understands the requirements Section 1.3.2.2.6 and shall meet or exceed them?***

Yes   X   No \_\_\_\_\_





*Description:*

## Standalone VoIP Site Survey

AT&T will provide site survey, design, and implementation of Standalone VoIP services which shall be included in the nonrecurring per seat price.

AT&T will perform an assessment of the environment to identify all required components and tasks needed for implementation of this service.

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

As part of the Site survey, AT&T will certify existing cabling. The following is a description of the requirements that must be met to certify existing horizontal cabling for Standalone VoIP services:

### Horizontal Cable Certification Requirements and Recommendations

#### Cable Determination

Based on the IEEE 802.3at standard, it is required to meet a Category 5 transmission performance for 100-meter channel in support of VoIP. Although minimum cable compliance for VoIP begins at Category 5, bandwidth requirements and the capability of the new network gear will dictate ultimate cable connectivity requirements. If any site contains cable less than Category 5, it will be recommended to replace the existing cable with a current category 6A cable solution, capable of supporting 10G technology.

VoIP technology now employs Power over Ethernet (PoE), which places further stress on the lower grade Cat5e channel network. Rather than the use of local power, most VoIP devices can now be powered remotely from the TC through the use of a PoE layer-3 switch. The migration of legacy voice communications systems to VoIP solutions increases the importance of having a standards compliant structured cabling system.



However, while Category 5, 5e, and 6 cabling will support the convergence of voice and data, we believe that it will take Category 6a – 10 Gigabit Ethernet – to ensure the bandwidth necessary to support a totally converged, “smart building” environment. The 10Gb/s cabling today supports the bandwidth needs of today’s enterprises as well as the needs of more demanding applications such as high resolution streaming video, grid computing, switch-to-server connectivity and Storage Area Network/Network Attached Storage. And with 10Gb/s UTP standard being delivered this summer, it could bring on the reality of convergence even sooner than anyone ever expected.

Consideration must also be given to the continuous current handling capability of the connecting hardware and outlet connector. The maximum continuous output current from the PSE under normal mode is 600 mAdc (over 1-pair or 300 mAdc per conductor). The connecting hardware and telecommunications outlet connector should be able to handle this current.

### Testing & Certification

Testing and Certification of a number of random horizontal cables should be performed to confirm they pass testing without any marginal notations for respective category and type of cable and follow the guidelines set forth in the following standard:

*ANSI/TIA-1152–2009, Requirements for Field Test Instruments and Measurements for Balanced Twisted-Pair Cabling.* This standard includes requirements for field test instruments that are used to test balanced twisted-pair cabling as specified in the ANSI/TIA-568-C series of structured cabling standards. This standard specifies the reporting and accuracy performance requirements of field testers for balanced twisted-pair cabling measurements. Level IIe, III, and IIIe field tester requirements are specified in this standard. This standard contains methods to compare the field instrument measurements against laboratory equipment measurement specified in ANSI/TIA-568-C.2. Measurement accuracy based upon the assumptions for key performance parameters is addressed.

All workstation faceplate and patch panel termination points should be marked with the cable/drop number. Any existing cabling installation meets the following administration standards:

*ANSI/TIA-606-B-2012, Administration Standard for Commercial Telecommunications Infrastructure.* This standard specifies administration systems for commercial telecommunications infrastructure with choices of classes of administration for maintaining telecommunications infrastructure. This infrastructure may range in size



from a building requiring a single telecommunications space (TS) and associated elements to many TSs and associated elements in multiple campus locations. This standard applies to administration of telecommunications infrastructure in existing, renovated, and new buildings.

## Pathways

All existing support infrastructure should comply with the following pathway standard:

ANSI/TIA-569-C-2012, *Telecommunications Pathways and Spaces*. This standard is limited to the telecommunications aspect of commercial building design and construction, encompassing telecommunications pathways and spaces. Telecommunications pathways are designed for installation of telecommunications media, and telecommunications spaces are the rooms and areas where media is terminated and telecommunications equipment is installed. Both single- and multi-tenant buildings are recognized by this standard.

It is important to note that a transition to a converged VoIP system with existing cabling infrastructure and the pathway support system may have an impact on the long term performance of the cable. Maintaining minimum bend radius, stress from weight between supports may often not show up in the initial installation test results. However over time and changing environmental conditions, these items can impact the top end performance of the channel.

## Final Assessment

AT&T shall present to the customer a summary from the visual site inspection assessment and any attained test results to support the recommendation of either staying with the existing cabling system, a recommendation to correct any issues before proceeding with a VoIP deployment, or a recommendation to replace the existing infrastructure.

### 1.3.2.2.7 Standalone VoIP Site Design

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



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

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

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

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

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

#### 1.3.2.2.8 Standalone VoIP Site Implementation

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

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

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

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

#### 1.3.2.2.9 Standalone VoIP Account Codes

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

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



### 1.3.2.2.10 Standalone VoIP Authorization Codes

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

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



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### **1.3.2.3 Additional Standalone VoIP Services and Features**

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

#### **1.3.2.3.1 Standalone VoIP Site Survivability Network Failure**

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

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

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

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

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

This service is exempt from the provisions of Section 1.3.2.5.1 (Network Based).

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

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



Bidder understands the requirements Section 1.3.2.3.1 and shall meet or exceed them?  
Yes  No

Description:

## Standalone VoIP Site Survivability Network Failure

VoIP Demarc/Site Survivability is provided by deploying an EdgeMarc device, also called the AT&T Managed Integration Device (MID), at the customer's premises. The MID functions as the service demarcation point for Voice DNA on AVPN. The MID is managed by AT&T. The MID's role as a demarcation device is to allow AT&T to manage the customer's Voice DNA network based service. Management includes:

- Maintenance of EdgeMarc MID.
- 911 move detection & restriction
- Performance reporting
- Site Survivability (optional) via POTS or PRI access to the MID

VoIP Demarc/Site Survivability Option provides continuity of AT&T VDNA<sup>®</sup> service in the event of a failure of a customer's connectivity to the AT&T network by routing calls over the Public Switched Telephone Network (PSTN).

This option provides call routing under 3 scenarios:

- On-LAN calls (off-site)
- Off-LAN calls over POTS or PRI lines to PSTN network Incoming calls on POTS or PRI lines routed to the location's Default Calling Number (DCN)

This functionality is provided by an AT&T-managed EdgeMarc device installed on the customer site between the managed router and the LAN switch.

- FXO ports are used for failover to the PSTN and FXS ports are for analog phone adapters (phone or fax). All FXO ports on a device must be enabled with a POTS or PRI connection.

In normal operational mode with, the device will operate in a pass-through mode and will be transparent to the rest of the architecture. This is equivalent to approximately 120-150 users per site. The number of concurrent calls supported in survivability mode is limited by the EdgeMarc model.



Automatic alarm notification will be sent by electronic means to the CALNET 3 CMO whenever traffic is routed through the gateway to the PSTN via locally connected circuits.

#### 1.3.2.3.2 Standalone VoIP Customer Station Cabling Retest

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

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

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

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

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

#### 1.3.2.3.4 Standalone VoIP Web Based Attendant Console

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

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

#### 1.3.2.3.5 Standalone VoIP Additional Line Appearance

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

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



### 1.3.2.3.6 Standalone VoIP Analog and Facsimile Support

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

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

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

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

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

### 1.3.2.3.7 Standalone VoIP Equipment Rack

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

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

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

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

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

Table 1.3.2.3.a Standalone VoIP Features

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





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





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	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N	Bidder's Product Identifier
	Bidder's Product Description: Standard 19" 2-post equipment rack and installation.			

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

Table 1.3.2.3.b Unsolicited Standalone VoIP Features

	Feature Name	Feature Description	Bidder's Product Identifier
1	None		
	Bidder's Product Description:		





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### **1.3.2.4 Standalone VoIP Calling Features and Functionality**

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

#### **1.3.2.4.1 Standalone VoIP On-Net Calling**

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

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

#### **1.3.2.4.2 Standalone VoIP Off-Net Calling**

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

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

#### **1.3.2.4.3 On-Net Enterprise Calling**

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

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

#### **1.3.2.4.4 Standalone VoIP Off-Net Toll-Free Services**

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



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

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

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

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

	Feature Name	Feature Description	Bidder's Product Identifier
1	IP Toll Free Advanced Features	IP Toll Free Advanced Features	See Below
Bidder's Product Description: IP Toll free advanced announcement, routing and control features.			
2	Call Transfer/Transfer Connect – Courtesy Transfer	Call Transfer/Transfer Connect – Courtesy Transfer	E8UC1
Bidder's Product Description: Courtesy Transfer allows the agent to transfer a caller to another AT&T toll free number, RRN or a Plain Old Telephone Service (POTS) line, in the same building or another location, without remaining on the line.			
3	Call Transfer/Transfer Connect – Consult and Transfer	Call Transfer/Transfer Connect – Consult and Transfer	E8YC2
Bidder's Product Description: Consult and Transfer allow the agent to transfer a call similarly to the Courtesy Transfer option however, the transferring agent is able to remain on the call until ringing is heard or the call is answered. At that point, the transferring agent is dropped.			



	Feature Name	Feature Description	Bidder's Product Identifier
4	Call Transfer/Transfer Connect – Conference and Transfer	Call Transfer/Transfer Connect – Conference and Transfer	E8YPC
	Bidder's Product Description: Conference & Transfer allows an agent to consult with the target party prior to adding the caller to a three-way conference. Following the three-way conference, the caller may remain connected to the agent or the target party.		
5	Message Announcement	Message Announcement	E8U
	Bidder's Product Description: The caller hears a pre-recorded promotional or informational message prior to, during, or after the call is routed to the caller-selected destination.		
6	Network Queuing	Network Queuing	E8GNQ
	Bidder's Product Description: Network Queuing will allow a call to be held in queue in the AT&T network until the termination becomes available.		
7	Percentage Allocation Routing/Quick Call Allocator	Percentage Allocation Routing/Quick Call Allocator	TFQCA
	Bidder's Product Description: This offering provides the owner of the each Toll Free number the ability to allocate calls to different locations or terminations on a percentage basis.		

#### 1.3.2.4.5 Standalone International Off-Net Calling

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





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

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

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

1.3.2.4.5.1 International Mobile Termination Charges (IMTC)

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

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

1.3.2.4.5.2 U.S. Based Services Waiver

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

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

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

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

	Country	Bidders Meets or Exceeds? Y N	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
1	Brazil:	Y	IPINBZ	IPINBZ	IPIMBZ
2	Canada:	Y	IPINCAN	IPINCAN	IPIMCAN
3	China:	Y	IPINCH	IPINCH	IPIMCH
4	France:	Y	IPINFR	IPINFR	IPIMFR





	Country	Bidders Meets or Exceeds? Y N	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
5	Germany:	Y	IPINGER	IPINGER	IPIMGER
6	Israel:	Y	IPINIS	IPINIS	IPIMIS
7	Italy:	Y	IPINIT	IPINIT	IPIMIT
8	Japan:	Y	IPINJP	IPINJP	IPIMJP
9	Korea:	Y	IPINSK	IPINSK	IPIMSK
10	Mexico:	Y	IPINMX	IPINMX	IPIMMX
11	Spain:	Y	IPINSP	IPINSP	IPIMSP
12	Switzerland:	Y	IPINSW	IPINSW	IPIMSW
13	United Kingdom:	Y	IPINUK	IPINUK	IPIMUK

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

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

	Country	Bidders Meets or Exceeds? Y N	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
1	Afghanistan	Y	IPINAFG	IPINAFG	IPINAFG
2	Albania	Y	IPINALB	IPINALB	IPINALB
3	Algeria	Y	IPINALG	IPINALG	IPINALG
4	American Samoa	Y	IPINAMS	IPINAMS	IPINAMS
5	Andorra	Y	IPINAND	IPINAND	IPINAND
6	Angola	Y	IPINAGL	IPINAGL	IPINAGL
7	Anguilla	Y	IPINAGU	IPINAGU	IPINAGU
8	Antarctica (Casey)	Y	IPINANC	IPINANC	IPINANC
9	Antarctica (Scott)	Y	IPINANS	IPINANS	IPINANS
10	Antigua and Barbuda	Y	IPINANT	IPINANT	IPINANT
11	Argentina	Y	IPINARG	IPINARG	IPINARG



	Country	Bidders Meets or Exceeds?		Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
		Y	N			
12	Armenia	Y		IPINARM	IPINARM	IPINARM
13	Aruba	Y		IPINARU	IPINARU	IPINARU
14	Ascension Island	Y		IPINASC	IPINASC	IPINASC
15	Australia	Y		IPINAST	IPINAST	IPINAST
16	Austria	Y		IPINAUS	IPINAUS	IPINAUS
17	Azerbaijan	Y		IPINAZE	IPINAZE	IPINAZE
18	Bahamas	Y		IPINBAH	IPINBAH	IPINBAH
19	Bahrain	Y		IPINBHR	IPINBHR	IPINBHR
20	Bangladesh	Y		IPINBAN	IPINBAN	IPINBAN
21	Barbados	Y		IPINBAR	IPINBAR	IPINBAR
22	Belarus	Y		IPINBLR	IPINBLR	IPINBLR
23	Belgium	Y		IPINBLG	IPINBLG	IPINBLG
24	Belize	Y		IPINBLZ	IPINBLZ	IPINBLZ
25	Benin	Y		IPINBEN	IPINBEN	IPINBEN
26	Bermuda	Y		IPINBER	IPINBER	IPINBER
27	Bhutan	Y		IPINBHU	IPINBHU	IPINBHU
28	Bosnia and Herzegovina	Y		IPINBOL	IPINBOL	IPINBOL
29	Botswana	Y		IPINBOS	IPINBOS	IPINBOS
30	British Virgin Islands	Y		IPINBVI	IPINBVI	IPINBVI
31	Brunei	Y		IPINBRU	IPINBRU	IPINBRU
32	Bulgaria	Y		IPINBUL	IPINBUL	IPINBUL
33	Burkina Faso	Y		IPINBKF	IPINBKF	IPINBKF
34	Burundi	Y		IPINBUR	IPINBUR	IPINBUR
35	Cambodia	Y		IPINCAM	IPINCAM	IPINCAM
36	Cameroon	Y		IPINCMR	IPINCMR	IPINCMR
37	Cape Verde	Y		IPINCAP	IPINCAP	IPINCAP



	Country	Bidders Meets or Exceeds?		Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
		Y	N			
38	Cayman Islands	Y		IPINCAY	IPINCAY	IPINCAY
39	Central African Republic	Y		IPINCEN	IPINCEN	IPINCEN
40	Chad	Y		IPINCHA	IPINCHA	IPINCHA
41	Chile	Y		IPINCHI	IPINCHI	IPINCHI
42	Christmas Island	Y		IPINCHR	IPINCHR	IPINCHR
43	Cocos Island	Y		IPINCOC	IPINCOC	IPINCOC
44	Colombia	Y		IPINCOL	IPINCOL	IPINCOL
45	Comoros	Y		IPINCOM	IPINCOM	IPINCOM
46	Congo Republic	Y		IPINCOZ	IPINCOZ	IPINCOZ
47	Congo (Zaire), Democratic Rep.	Y		IPINCON	IPINCON	IPINCON
48	Cook Islands	Y		IPINCOO	IPINCOO	IPINCOO
49	Costa Rica	Y		IPINCOS	IPINCOS	IPINCOS
50	Croatia	Y		IPINCRO	IPINCRO	IPINCRO
51	Cuba	Y		IPINCUB	IPINCUB	IPINCUB
52	Cyprus	Y		IPINCYP	IPINCYP	IPINCYP
53	Czech Republic	Y		IPINCZE	IPINCZE	IPINCZE
54	Denmark	Y		IPINDEN	IPINDEN	IPINDEN
55	Diego Garcia	Y		IPINDIE	IPINDIE	IPINDIE
56	Djibouti	Y		IPINDJI	IPINDJI	IPINDJI
57	Dominica	Y		IPINDMC	IPINDMC	IPINDMC
58	Dominican Republic	Y		IPINDMR	IPINDMR	IPINDMR
59	East Timor	Y		IPINEAS	IPINEAS	IPINEAS
60	Ecuador	Y		IPINECU	IPINECU	IPINECU
61	Egypt	Y		IPINEGY	IPINEGY	IPINEGY
62	El Salvador	Y		IPINELS	IPINELS	IPINELS
63	Equatorial Guinea	Y		IPINEQU	IPINEQU	IPINEQU



	Country	Bidders Meets or Exceeds?		Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
		Y	N			
64	Eritrea	Y		IPINERI	IPINERI	IPINERI
65	Estonia	Y		IPINEST	IPINEST	IPINEST
66	Ethiopia	Y		IPINETH	IPINETH	IPINETH
67	Falkland Islands	Y		IPINFAE	IPINFAE	IPINFAE
68	Faroe Islands	Y		IPINFAL	IPINFAL	IPINFAL
69	Federated States of Micronesia	Y		IPINMIC	IPINMIC	IPINMIC
70	Fiji	Y		IPINFIJ	IPINFIJ	IPINFIJ
71	Finland	Y		IPINFIN	IPINFIN	IPINFIN
72	French Antilles	Y		IPINFRE	IPINFRE	IPINFRE
73	French Guiana	Y		IPINFRG	IPINFRG	IPINFRG
74	French Polynesia	Y		IPINFP	IPINFP	IPINFP
75	Gabon	Y		IPINGAB	IPINGAB	IPINGAB
76	Gambia	Y		IPINGAM	IPINGAM	IPINGAM
77	Georgia	Y		IPINGEO	IPINGEO	IPINGEO
78	Ghana	Y		IPINGHA	IPINGHA	IPINGHA
79	Gibraltar	Y		IPINGIB	IPINGIB	IPINGIB
80	Greece	Y		IPINGRE	IPINGRE	IPINGRE
81	Greenland	Y		IPINGRL	IPINGRL	IPINGRL
82	Grenada	Y		IPINGND	IPINGND	IPINGND
83	Guadeloupe	Y		IPINGDL	IPINGDL	IPINGDL
84	Guantanamo	Y		IPINGNT	IPINGNT	IPINGNT
85	Guatemala	Y		IPINGTM	IPINGTM	IPINGTM
86	Guinea	Y		IPINGPR	IPINGPR	IPINGPR
87	Guinea-Bissau	Y		IPINGNB	IPINGNB	IPINGNB
88	Guyana	Y		IPINGUY	IPINGUY	IPINGUY
89	Haiti	Y		IPINHAI	IPINHAI	IPINHAI
90	Honduras	Y		IPINHND	IPINHND	IPINHND



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		Y	N			
91	Hong Kong	Y		IPINHKG	IPINHKG	IPINHKG
92	Hungary	Y		IPINHUN	IPINHUN	IPINHUN
93	Iceland	Y		IPINICE	IPINICE	IPINICE
94	India	Y		IPINIPIN	IPINIPIN	IPINIPIN
95	Indonesia	Y		IPINIDN	IPINIDN	IPINIDN
96	Iran	Y		IPINIRN	IPINIRN	IPINIRN
97	Iraq	Y		IPINIRQ	IPINIRQ	IPINIRQ
98	Ireland	Y		IPINIRE	IPINIRE	IPINIRE
99	Ivory Coast	Y		IPINIVO	IPINIVO	IPINIVO
100	Jamaica	Y		IPINJAM	IPINJAM	IPINJAM
101	Jordan	Y		IPINJOR	IPINJOR	IPINJOR
102	Kazakhstan	Y		IPINKAZ	IPINKAZ	IPINKAZ
103	Kenya	Y		IPINKEN	IPINKEN	IPINKEN
104	Kiribati	Y		IPINKIR	IPINKIR	IPINKIR
105	Korea, Democratic Peoples Rep.	Y		IPINKRN	IPINKRN	IPINKRN
106	Kuwait	Y		IPINKUW	IPINKUW	IPINKUW
107	Kyrgyzstan	Y		IPINKYR	IPINKYR	IPINKYR
108	Laos	Y		IPINLAO	IPINLAO	IPINLAO
109	Latvia	Y		IPINLAT	IPINLAT	IPINLAT
110	Lebanon	Y		IPINLEB	IPINLEB	IPINLEB
111	Lesotho	Y		IPINLES	IPINLES	IPINLES
112	Liberia	Y		IPINLBR	IPINLBR	IPINLBR
113	Libya	Y		IPINLBY	IPINLBY	IPINLBY
114	Liechtenstein	Y		IPINLIE	IPINLIE	IPINLIE
115	Lithuania	Y		IPINLIT	IPINLIT	IPINLIT
116	Luxembourg	Y		IPINLUX	IPINLUX	IPINLUX



	Country	Bidders Meets or Exceeds?		Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
		Y	N			
117	Macao	Y		IPINMAC	IPINMAC	IPINMAC
118	Macedonia	Y		IPINMCD	IPINMCD	IPINMCD
119	Madagascar	Y		IPINMAD	IPINMAD	IPINMAD
120	Malawi	Y		IPINMLW	IPINMLW	IPINMLW
121	Malaysia	Y		IPINMLY	IPINMLY	IPINMLY
122	Maldives	Y		IPINMLD	IPINMLD	IPINMLD
123	Mali	Y		IPINMAL	IPINMAL	IPINMAL
124	Malta	Y		IPINMLT	IPINMLT	IPINMLT
125	Marshall Islands	Y		IPINMAR	IPINMAR	IPINMAR
126	Mauritania	Y		IPINMRT	IPINMRT	IPINMRT
127	Mauritius	Y		IPINMAU	IPINMAU	IPINMAU
128	Mayotte	Y		IPINMAY	IPINMAY	IPINMAY
129	Moldova	Y		IPINMOL	IPINMOL	IPINMOL
130	Monaco	Y		IPINMNC	IPINMNC	IPINMNC
131	Mongolia	Y		IPINMGP	IPINMGP	IPINMGP
132	Montenegro	Y		IPINMON	IPINMON	IPINMON
133	Montserrat	Y		IPINMST	IPINMST	IPINMST
134	Morocco	Y		IPINMOR	IPINMOR	IPINMOR
135	Mozambique	Y		IPINMOZ	IPINMOZ	IPINMOZ
136	Myanmar	Y		IPINMYA	IPINMYA	IPINMYA
137	Namibia	Y		IPINNAM	IPINNAM	IPINNAM
138	Nauru	Y		IPINNAU	IPINNAU	IPINNAU
139	Nepal	Y		IPINNEP	IPINNEP	IPINNEP
140	Netherlands	Y		IPINNTA	IPINNTA	IPINNTA
141	Netherlands Antilles	Y		IPINNET	IPINNET	IPINNET
142	Nevis	Y		IPINNEV	IPINNEV	IPINNEV
143	New Caledonia	Y		IPINNCD	IPINNCD	IPINNCD



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		Y	N			
144	New Zealand	Y		IPINNZD	IPINNZD	IPINNZD
145	Nicaragua	Y		IPINNIC	IPINNIC	IPINNIC
146	Niger	Y		IPINNGR	IPINNGR	IPINNGR
147	Nigeria	Y		IPINNIG	IPINNIG	IPINNIG
148	Niue	Y		IPINNIU	IPINNIU	IPINNIU
149	Norfolk Island	Y		IPINNFK	IPINNFK	IPINNFK
150	Norway	Y		IPINNOR	IPINNOR	IPINNOR
151	Oman	Y		IPINOMA	IPINOMA	IPINOMA
152	Pakistan	Y		IPINPAK	IPINPAK	IPINPAK
153	Palau	Y		IPINPAL	IPINPAL	IPINPAL
154	Panama	Y		IPINPAN	IPINPAN	IPINPAN
155	Papua New Guinea	Y		IPINPAP	IPINPAP	IPINPAP
156	Paraguay	Y		IPINPAR	IPINPAR	IPINPAR
157	Peru	Y		IPINPER	IPINPER	IPINPER
158	Philippines	Y		IPINPHI	IPINPHI	IPINPHI
159	Poland	Y		IPINPOL	IPINPOL	IPINPOL
160	Portugal	Y		IPINPOR	IPINPOR	IPINPOR
161	Qatar	Y		IPINQAT	IPINQAT	IPINQAT
162	Reunion	Y		IPINREU	IPINREU	IPINREU
163	Romania	Y		IPINROM	IPINROM	IPINROM
164	Russia	Y		IPINRUS	IPINRUS	IPINRUS
165	Rwanda	Y		IPINRWA	IPINRWA	IPINRWA
166	Saint Helena	Y		IPINSTH	IPINSTH	IPINSTH
167	Saint Kitts	Y		IPINSTK	IPINSTK	IPINSTK
168	Saint Lucia	Y		IPINSTL	IPINSTL	IPINSTL
169	Saint Pierre and Miquelon	Y		IPINSTP	IPINSTP	IPINSTP



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		Y	N			
170	Saint Vincent and The Grenadines	Y		IPINSTV	IPINSTV	IPINSTV
171	San Marino	Y		IPINSAN	IPINSAN	IPINSAN
172	Sao Tome and Principe	Y		IPINSAO	IPINSAO	IPINSAO
173	Saudi Arabia	Y		IPINSAU	IPINSAU	IPINSAU
174	Senegal	Y		IPINSEN	IPINSEN	IPINSEN
175	Serbia	Y		IPINSBA	IPINSBA	IPINSBA
176	Seychelles	Y		IPINSEY	IPINSEY	IPINSEY
177	Sierra Leone	Y		IPINSIE	IPINSIE	IPINSIE
178	Singapore	Y		IPINSIN	IPINSIN	IPINSIN
179	Slovakia	Y		IPINSVK	IPINSVK	IPINSVK
180	Slovenia	Y		IPINSVN	IPINSVN	IPINSVN
181	Solomon Islands	Y		IPINSOL	IPINSOL	IPINSOL
182	Somalia	Y		IPINSOM	IPINSOM	IPINSOM
183	South Africa	Y		IPINSOU	IPINSOU	IPINSOU
184	Sri Lanka	Y		IPINSRI	IPINSRI	IPINSRI
185	Sudan	Y		IPINSUD	IPINSUD	IPINSUD
186	Suriname	Y		IPINSUR	IPINSUR	IPINSUR
187	Swaziland	Y		IPINSWA	IPINSWA	IPINSWA
188	Sweden	Y		IPINSWE	IPINSWE	IPINSWE
189	Syria	Y		IPINSYR	IPINSYR	IPINSYR
190	Taiwan	Y		IPINTAI	IPINTAI	IPINTAI
191	Tajikistan	Y		IPINTAJ	IPINTAJ	IPINTAJ
192	Tanzania	Y		IPINTAN	IPINTAN	IPINTAN
193	Thailand	Y		IPINTHA	IPINTHA	IPINTHA
194	Togo	Y		IPINTOG	IPINTOG	IPINTOG
195	Tonga	Y		IPINTON	IPINTON	IPINTON



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		Y	N			
196	Trinidad and Tobago	Y		IPINTRI	IPINTRI	IPINTRI
197	Tunisia	Y		IPINTUN	IPINTUN	IPINTUN
198	Turkey	Y		IPINTRK	IPINTRK	IPINTRK
199	Turkmenistan	Y		IPINTKM	IPINTKM	IPINTKM
200	Turks and Caicos Islands	Y		IPINTKC	IPINTKC	IPINTKC
201	Tuvalu	Y		IPINTUV	IPINTUV	IPINTUV
202	Uganda	Y		IPINUGA	IPINUGA	IPINUGA
203	Ukraine	Y		IPINUKR	IPINUKR	IPINUKR
204	United Arab Emirates	Y		IPINUAE	IPINUAE	IPINUAE
205	Uruguay	Y		IPINURU	IPINURU	IPINURU
206	Uzbekistan	Y		IPINUZB	IPINUZB	IPINUZB
207	Vanuatu	Y		IPINVAN	IPINVAN	IPINVAN
208	Vatican City	Y		IPINVAT	IPINVAT	IPINVAT
209	Venezuela	Y		IPINVEN	IPINVEN	IPINVEN
210	Viet Nam	Y		IPINVIE	IPINVIE	IPINVIE
211	Wallis and Fortuna Islands	Y		IPINWAL	IPINWAL	IPINWAL
212	Western Samoa	Y		IPINWSM	IPINWSM	IPINWSM
213	Yemen	Y		IPINYEM	IPINYEM	IPINYEM
214	Zambia	Y		IPINZAM	IPINZAM	IPINZAM
215	Zimbabwe	Y		IPINZIM	IPINZIM	IPINZIM





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### 1.3.2.5 Standalone VoIP Voice Mail Services

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

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

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

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

Table 1.3.2.5.a Standalone VoIP Voice Mail Service Features

Standalone VoIP Basic Call Package Features		Bidder Meets or Exceeds?	
		Y	N
1	Minimum message length will be at least two (2) minutes each	Y	
2	Message review, including skip back or ahead	Y	
3	Message saving and erasing	Y	
4	Erased message retrieval before call is ended	Y	
5	Messaging forwarding to another voice mailbox in the system with the ability to append additional comments	Y	
6	Message sending	Y	
7	Password protection	Y	
8	Personalized greetings (both permanent and temporary)	Y	
9	Message waiting indicator signal received at workstation within one (1) minute	Y	
10	Remote access capability from any telephone location on or off net	Y	
11	Creation of Group Distribution Lists - Allow an administrator to define voice mail distribution lists to forward and reply to an individual or to a group of predefined recipients	Y	





Standalone VoIP Basic Call Package Features		Bidder Meets or Exceeds?	
		Y	N
12	Web based End-User administration software	Y	
13	Ability to integrate with Unified Messaging applications with no hardware modification	Y	

*Bidder understands the requirements in Section 1.2.3.5 and shall meet or exceed them?*  
 Yes  X  No \_\_\_\_\_

*Description:*

## Standalone VoIP Voice Mail Services

The AT&T Enterprise Messaging-Unified Messaging (EM-UM) product lets you retrieve voice mail messages in one convenient place. All your messages are combined into one format so you can easily retrieve them by phone or online, almost anywhere in the world.

AT&T Enterprise Messaging (AT&T EM) is an advanced, network based, customized voicemail and messaging solution for large Enterprise Businesses which provides traditional voicemail features and functionality. Capabilities include call transfer, inbound call integration and Message Waiting Indicator (MWI).

AT&T also includes the following Enterprise Messaging Features:

- Unified Messaging (UM): A single mailbox that can combine traditional wireline voicemail, wireless voicemail, email and faxes with access to all messages from a phone or internet connection.
- Call In One (CIO): Same capabilities as Voice Messaging plus ability to combines wireline and wireless voicemail.

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

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

	Feature	Feature Description	Bidder Meets or Exceeds?		Bidder's Unique Identifier
			Y	N	
1	Standalone VoIP Voice Mail	VoIP Voice Mail Service with the minimum feature requirements as listed in Table 1.3.2.5.a	Y		SO2BA





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	Feature	Feature Description	Bidder Meets or Exceeds? Y N	Bidder's Unique Identifier
	Bidder's Product Description: Stand Alone Voice Mail.			

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

Table 1.3.2.5.c, Unsolicited Standalone VoIP Voice Mail Features

	Feature Name	Feature Description	Bidder's Product Identifier
1	None		
	Bidder's Product Description:		





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### 1.3.2.6 Standalone VoIP and Voice Mail Geographic Requirements

#### 1.3.2.6.1 Standalone VoIP and Voice Mail Specific Service Areas

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

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

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

#### 1.3.2.6.2 Additional Commercially Available Areas

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

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

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

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

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
1	Adelanto	Y		Y	





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	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
2	Agoura Hills	Y		Y	
3	Alameda	Y		Y	
4	Albany	Y		Y	
5	Alhambra	Y		Y	
6	Aliso Viejo	Y		Y	
7	Alturas	Y		Y	
8	Amador	Y		Y	
9	American Canyon	Y		Y	
10	Anaheim	Y		Y	
11	Anderson	Y		Y	
12	Angels Camp	Y		Y	
13	Antioch	Y		Y	
14	Apple Valley	Y		Y	
15	Arcadia	Y		Y	
16	Arcata	Y		Y	
17	Arroyo Grande	Y		Y	
18	Artesia	Y		Y	
19	Arvin	Y		Y	
20	Atascadero	Y		Y	
21	Atherton	Y		Y	
22	Atwater	Y		Y	
23	Auburn	Y		Y	
24	Avalon	Y		Y	
25	Avenal	Y		Y	
26	Azusa	Y		Y	
27	Bakersfield	Y		Y	
28	Baldwin Park	Y		Y	
29	Banning	Y		Y	
30	Barstow	Y		Y	





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		Yes	No	Yes	No
31	Beaumont	Y		Y	
32	Bell	Y		Y	
33	Bell Gardens	Y		Y	
34	Bellflower	Y		Y	
35	Belmont	Y		Y	
36	Belvedere	Y		Y	
37	Benicia	Y		Y	
38	Berkeley	Y		Y	
39	Beverly Hills	Y		Y	
40	Big Bear Lake	Y		Y	
41	Biggs	Y		Y	
42	Bishop	Y		Y	
43	Blue Lake	Y		Y	
44	Blythe	Y		Y	
45	Bradbury	Y		Y	
46	Brawley	Y		Y	
47	Brea	Y		Y	
48	Brentwood	Y		Y	
49	Brisbane	Y		Y	
50	Buellton	Y		Y	
51	Buena Park	Y		Y	
52	Burbank	Y		Y	
53	Burlingame	Y		Y	
54	Calabasas	Y		Y	
55	Calexico	Y		Y	
56	California City	Y		Y	
57	Calimesa	Y		Y	
58	Calipatria	Y		Y	
59	Calistoga	Y		Y	





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





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		Yes	No	Yes	No
89	Concord	Y		Y	
90	Corcoran	Y		Y	
91	Corning	Y		Y	
92	Corona	Y		Y	
93	Coronado	Y		Y	
94	Corte Madera	Y		Y	
95	Costa Mesa	Y		Y	
96	Cotati	Y		Y	
97	Covina	Y		Y	
98	Crescent City	Y		Y	
99	Cudahy	Y		Y	
100	Culver City	Y		Y	
101	Cupertino	Y		Y	
102	Cypress	Y		Y	
103	Daly City	Y		Y	
104	Dana Point	Y		Y	
105	Danville	Y		Y	
106	Davis	Y		Y	
107	Del Mar	Y		Y	
108	Del Rey Oaks	Y		Y	
109	Delano	Y		Y	
110	Desert Hot Springs	Y		Y	
111	Diamond Bar	Y		Y	
112	Dinuba	Y		Y	
113	Dixon	Y		Y	
114	Dorris	Y		Y	
115	Dos Palos	Y		Y	
116	Downey	Y		Y	
117	Duarte	Y		Y	





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		Yes	No	Yes	No
118	Dublin	Y		Y	
119	Dunsmuir	Y		Y	
120	East Palo Alto	Y		Y	
121	El Cajon	Y		Y	
122	El Centro	Y		Y	
123	El Cerrito	Y		Y	
124	El Monte	Y		Y	
125	El Paso De Robles	Y		Y	
126	El Segundo	Y		Y	
127	Elk Grove	Y		Y	
128	Emeryville	Y		Y	
129	Encinitas	Y		Y	
130	Escalon	Y		Y	
131	Escondido	Y		Y	
132	Etna	Y		Y	
133	Eureka	Y		Y	
134	Exeter	Y		Y	
135	Fairfax	Y		Y	
136	Fairfield	Y		Y	
137	Farmersville	Y		Y	
138	Ferndale	Y		Y	
139	Fillmore	Y		Y	
140	Firebaugh	Y		Y	
141	Folsom	Y		Y	
142	Fontana	Y		Y	
143	Fort Bragg	Y		Y	
144	Fort Jones	Y		Y	
145	Fortuna	Y		Y	
146	Foster City	Y		Y	





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		Yes	No	Yes	No
147	Fountain Valley	Y		Y	
148	Fowler	Y		Y	
149	Fremont	Y		Y	
150	Fresno	Y		Y	
151	Fullerton	Y		Y	
152	Galt	Y		Y	
153	Garden Grove	Y		Y	
154	Gardena	Y		Y	
155	Gilroy	Y		Y	
156	Glendale	Y		Y	
157	Glendora	Y		Y	
158	Goleta	Y		Y	
159	Gonzales	Y		Y	
160	Grand Terrace	Y		Y	
161	Grass Valley	Y		Y	
162	Greenfield	Y		Y	
163	Gridley	Y		Y	
164	Grover Beach	Y		Y	
165	Guadalupe	Y		Y	
166	Gustine	Y		Y	
167	Half Moon Bay	Y		Y	
168	Hanford	Y		Y	
169	Hawaiian Gardens	Y		Y	
170	Hawthorne	Y		Y	
171	Hayward	Y		Y	
172	Healdsburg	Y		Y	
173	Hemet	Y		Y	
174	Hercules	Y		Y	
175	Hermosa Beach	Y		Y	





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		Yes	No	Yes	No
176	Hesperia	Y		Y	
177	Hidden Hills	Y		Y	
178	Highland	Y		Y	
179	Hillsborough	Y		Y	
180	Hollister	Y		Y	
181	Holtville	Y		Y	
182	Hughson	Y		Y	
183	Humboldt	Y		Y	
184	Huntington Beach	Y		Y	
185	Huntington Park	Y		Y	
186	Huron	Y		Y	
187	Imperial	Y		Y	
188	Imperial	Y		Y	
189	Imperial Beach	Y		Y	
190	Indian Wells	Y		Y	
191	Indio	Y		Y	
192	Industry	Y		Y	
193	Inglewood	Y		Y	
194	Inyo	Y		Y	
195	Ione	Y		Y	
196	Irvine	Y		Y	
197	Irwindale	Y		Y	
198	Isleton	Y		Y	
199	Jackson	Y		Y	
200	Kerman	Y		Y	
201	Kern	Y		Y	
202	King City	Y		Y	
203	Kings	Y		Y	
204	Kingsburg	Y		Y	





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		Yes	No	Yes	No
205	La Canada Flintridge	Y		Y	
206	La Habra	Y		Y	
207	La Habra Heights	Y		Y	
208	La Mesa	Y		Y	
209	La Mirada	Y		Y	
210	La Palma	Y		Y	
211	La Puente	Y		Y	
212	La Quinta	Y		Y	
213	La Verne	Y		Y	
214	Lafayette	Y		Y	
215	Laguna Beach	Y		Y	
216	Laguna Hills	Y		Y	
217	Laguna Niguel	Y		Y	
218	Laguna Woods	Y		Y	
219	Lake	Y		Y	
220	Lake Elsinore	Y		Y	
221	Lake Forest	Y		Y	
222	Lakeport	Y		Y	
223	Lakewood	Y		Y	
224	Lancaster	Y		Y	
225	Larkspur	Y		Y	
226	Lassen	Y		Y	
227	Lathrop	Y		Y	
228	Lawndale	Y		Y	
229	Lemon Grove	Y		Y	
230	Lemoore	Y		Y	
231	Lincoln	Y		Y	
232	Lindsay	Y		Y	
233	Live Oak	Y		Y	





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		Yes	No	Yes	No
234	Livermore	Y		Y	
235	Livingston	Y		Y	
236	Lodi	Y		Y	
237	Loma Linda	Y		Y	
238	Lomita	Y		Y	
239	Lompoc	Y		Y	
240	Long Beach	Y		Y	
241	Loomis	Y		Y	
242	Los Alamitos	Y		Y	
243	Los Altos	Y		Y	
244	Los Altos Hills	Y		Y	
245	Los Angeles	Y		Y	
246	Los Banos	Y		Y	
247	Los Gatos	Y		Y	
248	Loyalton	Y		Y	
249	Lynwood	Y		Y	
250	Madera	Y		Y	
251	Malibu	Y		Y	
252	Mammoth Lakes	Y		Y	
253	Manhattan Beach	Y		Y	
254	Manteca	Y		Y	
255	Maricopa	Y		Y	
256	Marina	Y		Y	
257	Martinez	Y		Y	
258	Marysville	Y		Y	
259	Maywood	Y		Y	
260	Mcfarland	Y		Y	
261	Mendota	Y		Y	
262	Menlo Park	Y		Y	





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		Yes	No	Yes	No
263	Merced	Y		Y	
264	Mill Valley	Y		Y	
265	Millbrae	Y		Y	
266	Milpitas	Y		Y	
267	Mission Viejo	Y		Y	
268	Modesto	Y		Y	
269	Monrovia	Y		Y	
270	Montague	Y		Y	
271	Montclair	Y		Y	
272	Monte Sereno	Y		Y	
273	Montebello	Y		Y	
274	Monterey	Y		Y	
275	Monterey Park	Y		Y	
276	Moorpark	Y		Y	
277	Moraga	Y		Y	
278	Moreno Valley	Y		Y	
279	Morgan Hill	Y		Y	
280	Morro Bay	Y		Y	
281	Mount Shasta	Y		Y	
282	Mountain View	Y		Y	
283	Murrieta	Y		Y	
284	Napa	Y		Y	
285	National City	Y		Y	
286	Needles	Y		Y	
287	Nevada City	Y		Y	
288	Newark	Y		Y	
289	Newman	Y		Y	
290	Newport Beach	Y		Y	
291	Norco	Y		Y	





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		Yes	No	Yes	No
292	Norwalk	Y		Y	
293	Novato	Y		Y	
294	Oakdale	Y		Y	
295	Oakland	Y		Y	
296	Oakley	Y		Y	
297	Oceanside	Y		Y	
298	Ojai	Y		Y	
299	Ontario	Y		Y	
300	Orange	Y		Y	
301	Orange Cove	Y		Y	
302	Orinda	Y		Y	
303	Orland	Y		Y	
304	Oroville	Y		Y	
305	Oxnard	Y		Y	
306	Pacific Grove	Y		Y	
307	Pacifica	Y		Y	
308	Palm Desert	Y		Y	
309	Palm Springs	Y		Y	
310	Palmdale	Y		Y	
311	Palo Alto	Y		Y	
312	Palos Verdes Estates	Y		Y	
313	Paradise	Y		Y	
314	Paramount	Y		Y	
315	Parlier	Y		Y	
316	Pasadena	Y		Y	
317	Patterson	Y		Y	
318	Perris	Y		Y	
319	Petaluma	Y		Y	
320	Pico Rivera	Y		Y	





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		Yes	No	Yes	No
321	Piedmont	Y		Y	
322	Pinole	Y		Y	
323	Pismo Beach	Y		Y	
324	Pittsburg	Y		Y	
325	Placentia	Y		Y	
326	Placerville	Y		Y	
327	Pleasant Hill	Y		Y	
328	Pleasanton	Y		Y	
329	Plymouth	Y		Y	
330	Point Arena	Y		Y	
331	Pomona	Y		Y	
332	Port Hueneme	Y		Y	
333	Porterville	Y		Y	
334	Portola	Y		Y	
335	Portola Valley	Y		Y	
336	Poway	Y		Y	
337	Rancho Cordova	Y		Y	
338	Rancho Cucamonga	Y		Y	
339	Rancho Mirage	Y		Y	
340	Rancho Palos Verdes	Y		Y	
341	Rancho Santa Margarita	Y		Y	
342	Red Bluff	Y		Y	
343	Redding	Y		Y	
344	Redlands	Y		Y	
345	Redondo Beach	Y		Y	
346	Redwood City	Y		Y	
347	Reedley	Y		Y	
348	Rialto	Y		Y	
349	Richmond	Y		Y	





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		Yes	No	Yes	No
350	Ridgecrest	Y		Y	
351	Rio Dell	Y		Y	
352	Rio Vista	Y		Y	
353	Ripon	Y		Y	
354	Riverbank	Y		Y	
355	Riverside	Y		Y	
356	Rocklin	Y		Y	
357	Rohnert Park	Y		Y	
358	Rolling Hills	Y		Y	
359	Rolling Hills Estates	Y		Y	
360	Rosemead	Y		Y	
361	Roseville	Y		Y	
362	Ross	Y		Y	
363	Sacramento	Y		Y	
364	Salinas	Y		Y	
365	San Anselmo	Y		Y	
366	San Bernardino	Y		Y	
367	San Bruno	Y		Y	
368	San Buenaventura	Y		Y	
369	San Carlos	Y		Y	
370	San Clemente	Y		Y	
371	San Diego	Y		Y	
372	San Dimas	Y		Y	
373	San Fernando	Y		Y	
374	San Francisco	Y		Y	
375	San Gabriel	Y		Y	
376	San Jacinto	Y		Y	
377	San Joaquin	Y		Y	
378	San Jose	Y		Y	





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		Yes	No	Yes	No
379	San Juan Bautista	Y		Y	
380	San Juan Capistrano	Y		Y	
381	San Leandro	Y		Y	
382	San Luis Obispo	Y		Y	
383	San Marcos	Y		Y	
384	San Marino	Y		Y	
385	San Mateo	Y		Y	
386	San Pablo	Y		Y	
387	San Rafael	Y		Y	
388	San Ramon	Y		Y	
389	Sand City	Y		Y	
390	Sanger	Y		Y	
391	Santa Ana	Y		Y	
392	Santa Barbara	Y		Y	
393	Santa Clara	Y		Y	
394	Santa Clarita	Y		Y	
395	Santa Cruz	Y		Y	
396	Santa Fe Springs	Y		Y	
397	Santa Maria	Y		Y	
398	Santa Monica	Y		Y	
399	Santa Paula	Y		Y	
400	Santa Rosa	Y		Y	
401	Santee	Y		Y	
402	Saratoga	Y		Y	
403	Sausalito	Y		Y	
404	Scotts Valley	Y		Y	
405	Seal Beach	Y		Y	
406	Seaside	Y		Y	
407	Sebastopol	Y		Y	





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		Yes	No	Yes	No
408	Selma	Y		Y	
409	Shafter	Y		Y	
410	Shasta Lake	Y		Y	
411	Sierra Madre	Y		Y	
412	Signal Hill	Y		Y	
413	Simi Valley	Y		Y	
414	Solana Beach	Y		Y	
415	Soledad	Y		Y	
416	Solvang	Y		Y	
417	Sonoma	Y		Y	
418	Sonora	Y		Y	
419	South El Monte	Y		Y	
420	South Gate	Y		Y	
421	South Lake Tahoe	Y		Y	
422	South Pasadena	Y		Y	
423	South San Francisco	Y		Y	
424	St Helena	Y		Y	
425	Stanton	Y		Y	
426	Stockton	Y		Y	
427	Suisun City	Y		Y	
428	Sunnyvale	Y		Y	
429	Susanville	Y		Y	
430	Sutter Creek	Y		Y	
431	Taft	Y		Y	
432	Tehachapi	Y		Y	
433	Tehama	Y		Y	
434	Tehama	Y		Y	
435	Temecula	Y		Y	
436	Temple City	Y		Y	





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		Yes	No	Yes	No
437	Thousand Oaks	Y		Y	
438	Tiburon	Y		Y	
439	Torrance	Y		Y	
440	Tracy	Y		Y	
441	Trinidad	Y		Y	
442	Truckee	Y		Y	
443	Tulare	Y		Y	
444	Tulelake	Y		Y	
445	Turlock	Y		Y	
446	Tustin	Y		Y	
447	Twenty-nine Palms	Y		Y	
448	Ukiah	Y		Y	
449	Union City	Y		Y	
450	Upland	Y		Y	
451	Vacaville	Y		Y	
452	Vallejo	Y		Y	
453	Vernon	Y		Y	
454	Victorville	Y		Y	
455	Villa Park	Y		Y	
456	Visalia	Y		Y	
457	Vista	Y		Y	
458	Walnut	Y		Y	
459	Walnut Creek	Y		Y	
460	Wasco	Y		Y	
461	Waterford	Y		Y	
462	Watsonville	Y		Y	
463	Weed	Y		Y	
464	West Covina	Y		Y	
465	West Hollywood	Y		Y	





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		Yes	No	Yes	No
466	West Los Angeles	Y		Y	
467	West Sacramento	Y		Y	
468	Westlake Village	Y		Y	
469	Westminster	Y		Y	
470	Westmorland	Y		Y	
471	Wheatland	Y		Y	
472	Whittier	Y		Y	
473	Williams	Y		Y	
474	Willits	Y		Y	
475	Willows	Y		Y	
476	Windsor	Y		Y	
477	Winters	Y		Y	
478	Woodlake	Y		Y	
479	Woodland	Y		Y	
480	Woodside	Y		Y	
481	Yorba Linda	Y		Y	
482	Yountville	Y		Y	
483	Yreka	Y		Y	
484	Yuba City	Y		Y	
485	Yucaipa	Y		Y	
486	Yucca Valley	Y		Y	

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

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

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





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Service Location	Standalone IP		VoIP Voice Mail	
	Yes	No	Yes	No
None				





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### 1.3.2.7 Audio Conferencing

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

Basic Audio Conferencing shall include the following:

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

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

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

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

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

*Bidder understands the requirements in Section 1.3.2.7 and shall meet or exceed them?*  
Yes  No

*Description:*

### Audio Conferencing

AT&T Audio Conference Service will provide the State with a feature rich audio conferencing service. These services will be available to all subscribers within the service network and there will also be connection options for external or off-net subscribers. This network based service offers a wide range of features to enhance the conferencing experience including:

- **Multiple-port conferencing.** AT&T will offer the State the capability to have up to 125 participants on a conference call under Reservationless and up to 200 participants under Reservation.



- **Meet-me conferencing bridges.** AT&T offers meet-me bridges accessed by either a toll free or caller paid numbers.
- **Pre-set conferencing of pre-designated conferees.** AT&T’s offering will allow the State to establish pre-set conferences of pre-designated conferees.

AT&T Audio Conference Service connects two or more people using traditional voice switched-circuit technology, requiring only a telephone. The State will be able to establish conference calls either by station controlled service or by accessing the network via a standard host provided dial-in number. This number can be toll free or caller paid. AT&T offers the State two primary types of Audio Conference Services:

- **Reservationless.** AT&T Reservationless Service is the most flexible conferencing service because it is “always available”. Hosts are assigned permanent dial-in numbers (either toll free or caller-paid) and access codes. The dial-in numbers are always available (24x7), the host just needs to tell participants when to dial in to the meeting. This service is simple to use and accommodates three to 125 participants—including the host. The call starts when the host joins the call and ends when the host leaves the call. There are simple touch-tone menu options, and operator assistance is always available.
- **Reservation-based.** With this option, hosts reserve conference call(s) by calling AT&T or using the AT&T Internet Reservation System. A host can reserve a conference call for a one-time or recurring meeting. The host is assigned a toll-free and/or caller-paid dial-in number(s) as well as participant and host access codes. Once a “one-time” conference is completed, the number/code combination is no longer valid. Regular recurring meetings can be established using the same dial-in phone numbers and codes

AT&T Conference Service allows calls to be set up with one or more of the following access types:

- **Toll-Free Dial-in.** Callers dial in on a toll free number and the host pays all conference charges for all participants, per minute, per connection.
- **Call-Paid Dial-in.** Participants dial a 10 digit POTS number to join the call and they pay for the transport between their location and the bridge. The host pays for all bridging charges. For international callers, this is the typically access type.

#### 1.3.2.7.1 Audio Conferencing Features

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



Table 1.3.2.7.1.a, Audio Conferencing Service and Features

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	Caller Paid Dial-in Reservation-less Service	Also known as "Meet-Me" service, participants dial a pre-established number and access code to join the conference call.	Y		CONF
	Bidder's Product Description: <b>Caller Paid Dial-in Reservation-less Service</b>				
2	Toll-Free Dial-in Reservation-less Service	Also known as "Meet-Me" service, participants dial a pre-established toll-free number and access code to join the conference call.	Y		CONTF
	Bidder's Product Description: <b>Toll-Free Dial-in Reservation-less Service</b>				
3	Caller Paid Dial-in Reserved Service	Host reserves a conference session in advance and receives a temporary dial-in number and access code. Participants dial the number and enter the access code to join the call.	Y		TFCPRV
	Bidder's Product Description: <b>Caller Paid Dial-in Reserved Service</b>				
4	Toll-Free Dial-in Reserved Service	Host reserves a conference session in advance and receives a temporary toll-free dial-in number and access code. Participants dial the toll-free number and enter the access code to join the call.	Y		TFDIRV
	Bidder's Product Description: <b>Toll-Free Dial-in Reserved Service</b>				
5	Operator-Dialed Service	An operator sets up the conference call by placing calls to each of the participants.	Y		COPD
	Bidder's Product Description: <b>Operator-Dialed Service</b>				
6	Operator-Assisted Dial-in Service	Participants dial in to the conference number and the operator screens the callers for information such as password, name or location.	Y		COPADI
	Bidder's Product Description: <b>Operator-Assisted Dial-in Service</b>				





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

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





Table 1.3.2.7.1.b Unsolicited Audio Conferencing Features

	Feature Name	Feature Description	Bidder's Product Identifier
	None.		
1	Bidder's Product Description:		



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### **1.3.3 Other Services**

#### **1.3.3.1 Hourly Rates for Services**

The hourly classifications of hours worked for services described in this section will be as follows:

1. Regular Hours – Hours worked between 8:00AM and 4:59PM, Monday through Friday.
2. Overtime Hours – Hours worked between 5:00PM and 7:59AM, Monday through Friday and all day Saturday.
3. Sunday and Holiday Hours – Any hours worked on Sunday or State of California holidays.

#### **1.3.3.2 Extended Demarcation Wiring Services**

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

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

Extended Demarc wiring is limited to the following:

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

The Contractor shall provide installations in accordance with the timeframes identified for the services that this cabling will support, and shall be subject to the SLAs detailed in Section 1.3.5.8.10 (Provisioning SLAs) associated with that service.



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

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

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

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

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

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

The Contractor shall offer the wiring services for extended demarcation detailed in Table 1.3.3.2.a.

Table 1.3.3.2.a, Extended Demarcation Wiring Services

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	Extended Demarcation – Copper four-Pair-Regular Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet of four-pair cable and an RH48s or equivalent jack.	Y		EDCR





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	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
	<p>Bidder's Product Description:</p> <p>The copper demarcation point extension is up to 300 feet. Extended termination wiring will include the necessary four-pair cable and an RJ48s smart jack. To provide this service, AT&amp;T assumes customer has adequate pathways – Regular Hours</p>				
2	Extended Demarcation – Copper four-Pair – Overtime Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet of four-pair cable and an RJ48s or equivalent jack.	Y		EDCO
	<p>Bidder's Product Description:</p> <p>The copper demarcation point extension is up to 300 feet. Extended termination wiring will include the necessary four-pair cable and an RJ48s smart jack. To provide this service, AT&amp;T assumes customer has adequate pathways – Overtime Hours</p>				
3	Extended Demarcation – Copper four-Pair – Sunday and Holiday Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet of four-pair cable and an RJ48s or equivalent jack.	Y		EDCH
	<p>Bidder's Product Description:</p> <p>The copper demarcation point extension is up to 300 feet. Extended termination wiring will include the necessary four-pair cable and an RJ48s smart jack. To provide this service, AT&amp;T assumes customer has adequate pathways – Sunday and Holiday Hours</p>				
4	Extended Demarcation – Copper 25 Pair- Regular Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet or less of one (1) Category 5 25-pair CMP patch panels and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and IDF for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	Y		EDC25R
	<p>Bidder's Product Description:</p> <p>The copper demarcation point extension is limited to 300 feet or less of one Category 5 25-pair CMP UTP cable with new 24-port Category 5 patch panels. Category 5e ten, three-meter jumpers, one 24-port patch panel to be provided in the MPOE and IDF for all circuits being extended. Associated troubleshooting, testing, and labeling are included. To provide this service, AT&amp;T assumes customer has adequate pathways – Regular Hours</p>				





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	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
5	Extended Demarcation – Copper 25 Pair – Overtime Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet or less of Category 5 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and IDF for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	Y		EDC25O
	Bidder's Product Description:  The copper demarcation point extension is limited to 300 feet or less of one Category 5 25-pair CMP UTP cable with new 24-port Category 5 patch panels. Category 5e ten, three-meter jumpers, one 24-port patch panel to be provided in the MPOE and IDF for all circuits being extended. Associated troubleshooting, testing, and labeling are included. To provide this service, AT&T assumes customer has adequate pathways – Overtime Hours				
6	Extended Demarcation – Copper 25 Pair – Sunday and Holiday Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet or less of Category 5 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and IDF for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	Y		EDC25H
	Bidder's Product Description:  The copper demarcation point extension is limited to 300 feet or less of one Category 5 25-pair CMP UTP cable with new 24-port Category 5 patch panels. Category 5e ten, three-meter jumpers, one 24-port patch panel to be provided in the MPOE and IDF for all circuits being extended. Associated troubleshooting, testing, and labeling are included. To provide this service, AT&T assumes customer has adequate pathways – Sunday and Holiday Hours				





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	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
7	Extended Demarcation – Optical Fiber Link – Regular Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment as described above with strand count required to provision one-each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	Y		EDOR
Bidder's Product Description: The pricing of this item includes up to 1,000 feet of 62.5/125- or 50/125-micron, two-strand CMP fiber drop cable with adapters, connectors, and two SC-SC duplex patch cords for each single circuit extension. Associated troubleshooting, testing, and labeling are included. Additional charges will apply for two-strand single mode extensions in longer lengths. To provide this service, AT&T assumes customer has adequate pathways. Enclosures are not included. – Regular Hours					
8	Extended Demarcation – Optical Fiber Link – Overtime Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment as described above with strand count required to provision one-each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	Y		EDOO
Bidder's Product Description: The pricing of this item includes up to 1,000 feet of 62.5/125- or 50/125-micron, two-strand CMP fiber drop cable with adapters, connectors, and two SC-SC duplex patch cords for each single circuit extension. Associated troubleshooting, testing, and labeling are included. Additional charges will apply for two-strand single mode extensions in longer lengths. To provide this service, AT&T assumes customer has adequate pathways. Enclosures are not included. – Overtime Hours					





	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
9	Extended Demarcation – Optical Fiber Link – Sunday and Holiday Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment as described above with strand count required to provision one-each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	Y		EDOH
Bidder's Product Description: The pricing of this item includes up to 1,000 feet of 62.5/125- or 50/125-micron, two-strand CMP fiber drop cable with adapters, connectors, and two SC-SC duplex patch cords for each single circuit extension. Associated troubleshooting, testing, and labeling are included. Additional charges will apply for two-strand single mode extensions in longer lengths. To provide this service, AT&T assumes customer has adequate pathways. Enclosures are not included. – Sunday and Holiday Hours					

The Contractor may offer additional unsolicited Extended Demarcation Wiring Services in Table 1.3.3.2.b.

Table 1.3.3.2.b Unsolicited Extended Demarcation Wiring Services

	Feature Name	Feature Description	Bidder's Product Identifier
1	None		
Bidder's Product Description:			

### 1.3.3.3 Services Related Hourly Support

The Contractor shall provide labor for the diagnosis and/or repair of services listed in this Contract and all costs for repair are the responsibility of the service provider unless it is specifically determined that the cause of service failure is outside the scope of the Contractors responsibilities. Work performed under this Section 1.3.3.3 is authorized only for situations where the Contractor has dispatched personnel to diagnose a service problem that is discovered to be caused by factors outside the responsibility of the Contractor or no trouble is found.





In Subcategory Cost Worksheet 1.3.3.3, the Contractor shall provide a fixed hourly rate schedule for the labor classifications required to diagnose and/or repair the contracted services. The rates identified shall only be used for the diagnosis and/or repair of contracted services and no materials shall be included in the rates. The total amount of labor hours permitted to be performed is ten (10) hours per dispatch/occurrence.

*Bidder understands the requirements in Section 1.3.3.3 and shall meet or exceed them?*  
 Yes   X   No \_\_\_\_\_

*Description:*

## Services Related Hourly Support

AT&T has read and understands the State’s requirements in section 1.3.3.3 for Services Related Hourly Support and will meet or exceed these requirements.

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

Table 1.3.3.3 Services Related Hourly Support

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





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





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### **1.3.4 Data Network Monitoring Application (DNMA)**

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

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

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



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## 1.3.5 Service Level Agreements (SLA)

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

### 1.3.5.1 Service Level Agreement Format

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

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

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

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

### 1.3.5.2 Technical Requirements Versus SLA Objectives

Sections 1.3.2 (Voice over Internet Protocol) through 1.3.4 (DNMA) define the technical requirements for each service. These requirements are the minimum parameters each Bidder must meet in order to qualify



for Contract award. Upon Contract award the committed technical requirements will be maintained throughout the remainder of the Contract.

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

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

### 1.3.5.3 Two Methods of Outage Reporting: Customer or Contractor (M)

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

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

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

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

### 1.3.5.4 Bidder Response to Service Level Agreements

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

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

### 1.3.5.5 Contractor SLA Management Plan (M)

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

1. Contractor SLA Manager and supporting staff responsibilities;



2. Contractor's process for measuring objectives for each SLA. The process shall explain how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include source of data and define the points of measurement within the system, application, or network;
3. Creation and delivery of SLA Reports (IFB-A Business Requirements Section A.9.5). The Contractor shall include a sample report in accordance to Service Level Agreement Reports (IFB-A Business Requirements Section A.9.5) for the following: SLA Service Performance Report (IFB-A Business Requirements Section A.9.5.1), SLA Provisioning Report (IFB-A Business Requirements Section A.9.5.2), and SLA Catastrophic Outage Reports (IFB-A Business Requirements Section A.9.5.3). The Contractor shall commit to a monthly due date. The reports shall be provided to the CALNET 3 CMO via the Private Oversight Website (IFB-A Business Requirements Section A.9.2);
4. SLA invoicing credit and refund process;
5. Contractor SLA problem resolution process for SLA management and SLA reporting. The Contractor shall provide a separate process for Customers and CALNET 3 CMO; and,
6. Contractor SLA Manager to manage all SLA compliance and reporting. The Contractor shall include SLA Manager contact information for SLA inquiries and issue resolution for Customer and CALNET 3 CMO.

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

### **1.3.5.6 Technical SLA General Requirements**

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

1. With the exception of Provisioning SLA (Section 1.3.5.8.10), the total SLA rights and remedies for any given month shall not exceed the sum of 100 percent of the Total Monthly Recurring Charges (TMRC). Services with usage charges shall apply the Average Daily Usage Charge (ADUC) in addition to any applicable TMRC rights and remedies;
2. If a circuit or service fails to meet one (1) or more of the performance objectives, only the SLA with the largest monthly Rights and Remedies will be credited to the Customer, per event;
3. The Contractor shall apply CALNET 3 SLAs and remedies for services provided by Subcontractors; and/or Affiliates.
4. The Definition, Measurement Process, Objectives, and Rights and Remedies shall apply to all services identified in each SLA. If a Category or Subcategory is listed in the SLA, then all services under that Category or Subcategory are covered under the SLA. Exceptions must be otherwise stated in the SLA;



5. TMRC rights and remedies shall include the service, option(s), and feature(s) charges;
6. The Contractor shall proactively and continuously monitor and measure all SLAs objectives;
7. The Contractor shall proactively credit all rights and remedies to the Customer within 60 days of the trouble resolution date on the trouble ticket or within 60 days of the Due Date on the Service Request for the Provisioning SLA (Section 1.3.5.8.10);
8. To the extent that Contractor offers additional SLAs, or SLAs with more advantages rights and/or remedies for same or similar services offered through tariffs, online service guides, or other similarly situated government contracts (Federal, State, County, City), the State will be entitled to the same rights and/or remedies therein. The Contractor shall present the SLAs to CALNET 3 CMO for possible inclusion via amendments;
9. The Contractor shall apply CALNET 3 SLAs and remedies to services provided in geographic areas which the Contractor is required to provide service;
10. The election by CALNET 3 CMO of any SLA remedy covered by this Contract shall not exclude or limit CALNET 3 CMO's or any Customer's rights and remedies otherwise available within the Contract or at law or equity;
11. The Contractor shall apply rights and remedies when a service fails to meet the SLA objective even when backup or protected services provide Customer with continuation of services;
12. The Contractor shall act as the single point of contact in coordinating all entities to meet the State's needs for provisioning, maintenance, restoration and resolution of service issues or that of their Subcontractors, Affiliates, or resellers under this Contract;
13. Customer Escalation Process (IFB-A Business Requirements Section A.3.4.2) and/or the CALNET 3 CMO Escalation Process (IFB-A Business Requirements Section A.3.4.1) shall be considered an additional right and remedy if the Contractor fails to resolve service issues within the SLA objective(s);
14. Trouble reporting and restoration shall be provided 24x365 for CALNET 3 services;
15. SLAs apply 24x365 unless SLA specifies an exception;
16. Contractor invoices shall clearly cross reference the SLA credit to the service Circuit ID in accordance with IFB-A Business Requirements Section A.5.1 (Billing and Invoicing Requirements, #14);
17. The Contractor shall provide a CALNET 3 SLA Manager responsible for CALNET 3 SLA compliance. The SLA Manager shall attend regular meetings and be available upon request to address CALNET 3 CMO SLA oversight, report issues, and problem resolution concerns. The CALNET 3 SLA Manager shall also coordinate SLA support for Customer SLA inquiries and issue resolution;
18. The Contractor shall provide Customer and CALNET 3 CMO support for SLA inquiries and issue resolution; and



19. Any SLAs and remedies negotiated between Contractor and third party service provider in territories closed to competition shall be passed through to the CALNET 3 Customer.

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

### 1.3.5.7 Trouble Ticket Stop Clock Conditions

Only the following conditions will be allowed to stop the trouble ticket Outage Duration for CALNET 3 Contractor trouble tickets. The Contractor shall document the trouble ticket Outage Duration using the Stop Clock Condition (SCC) listed in Table 1.3.5.7 and include start and stop time stamps in the Contractor's Trouble Ticket Reporting Tool (IFB-A Business Requirements Section A.9.4) for each application of an SCC.

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

Table 1.3.5.7 – Stop Clock Conditions (SCC)

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



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#	Stop Clock Condition (SCC)	SCC Definition
7	ACCESS	Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following: <ol style="list-style-type: none"> <li>Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative;</li> <li>Site contact refuses access to technician who displays proper identification;</li> <li>Customer provides incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify End-User of the improper contact information and takes reasonable steps to obtain the correct information; or,</li> <li>Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem.</li> </ol> <p>If it is determined later that the cause of the problem was not at the site in question, then the Access SCC shall not apply.</p>
8	STAFF	Any problem or delay to the extent caused by End-User's staff that prevents or delays Contractor's resolution of the problem. In such event, Contractor shall make a timely request to End-User staff to correct the problem or delay and document in trouble ticket.
9	APPLICATION	End-User software applications that interfere with repair of the trouble.
10	CPE	Repair/replacement of Customer Premise Equipment (CPE) not provided by Contractor if the problem has been isolated to the CPE. If determined later that the CPE was not the cause of the service outage, the CPE SCC will not apply.
11	NO RESPONSE	Failure of the trouble ticket originator or responsible End-User to return a call from Contractor's technician for on-line close-out of trouble tickets after the Service has been restored as long as Contractor can provide documentation in the trouble ticket substantiating the communication from Contractor's technician.
12	MAINTENANCE	An outage directly related to any properly performed scheduled maintenance or upgrade scheduled for CALNET 3 service. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs shall apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to the Maintenance SCC.
13	THIRD PARTY	Any problem or delay caused by a third party not under the control of Contractor, not preventable by Contractor, including, at a minimum, cable cuts not caused by the Contractor. Contractor's Subcontractors and Affiliates, shall be deemed to be under the control of Contractor with respect to the equipment, services, or Facilities to be provided under this Contract.
14	FORCE MAJEURE	Force Majeure events, as defined in the PMAC General Provisions - Telecommunications, Section 28 (Force Majeure).





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

### 1.3.5.8 Technical Service Level Agreements

#### 1.3.5.8.1 Availability (M-S)

SLA Name: Availability																					
Definition: The percentage of time a CALNET service is fully functional and available for use each calendar month.																					
Measurement Process: The monthly Availability Percentage shall be based on the accumulative total of all Unavailable Time derived from all trouble tickets closed, for the affected Circuit ID (as defined in the Data Dictionary), per calendar month. The monthly Availability Percentage equals the Scheduled Uptime per month less Unavailable Time per month divided by Scheduled Uptime per month multiplied by 100. Scheduled Uptime is 24 x number of days in the month. All Unavailable Time applied to other SLAs, which results in a remedy, will be excluded from the monthly accumulated total.																					
<b>Service(s):</b> <ul style="list-style-type: none"> <li>Standalone VoIP Handset Service Packages (Table 1.3.2.2.4)</li> <li>Standalone VoIP Voice Mail Service (1.3.2.5)</li> <li>Audio Conferencing (1.3.2.7)</li> </ul>	<b>Objective(s):</b> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #e0f2f1;"> <th></th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidders Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td>Standalone VoIP Handset Service Packages</td> <td>≥ 98.9%</td> <td>≥ 99.2%</td> <td>≥ 99.5%</td> <td>S</td> </tr> <tr> <td>Standalone VoIP Voice Mail Service</td> <td>≥ 98.9%</td> <td>≥ 99.2%</td> <td>≥ 99.5%</td> <td>S</td> </tr> <tr> <td>Audio Conferencing</td> <td>≥ 98.9%</td> <td>≥ 99.2%</td> <td>≥ 99.5%</td> <td>S</td> </tr> </tbody> </table>		Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)	Standalone VoIP Handset Service Packages	≥ 98.9%	≥ 99.2%	≥ 99.5%	S	Standalone VoIP Voice Mail Service	≥ 98.9%	≥ 99.2%	≥ 99.5%	S	Audio Conferencing	≥ 98.9%	≥ 99.2%	≥ 99.5%	S
	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)																	
Standalone VoIP Handset Service Packages	≥ 98.9%	≥ 99.2%	≥ 99.5%	S																	
Standalone VoIP Voice Mail Service	≥ 98.9%	≥ 99.2%	≥ 99.5%	S																	
Audio Conferencing	≥ 98.9%	≥ 99.2%	≥ 99.5%	S																	
<b>Rights and Remedies</b>	<p>Per Occurrence: N/A</p> <p><b>Monthly Aggregated Measurements:</b>            First month the service fails to meet the committed SLA objective shall result in a 15 percent rebate of the TMRC and two (2) Business Days of the ADUC, when usage applies.</p> <p>The second consecutive month the service fails to meet the committed SLA objective shall result in a 30 percent rebate of TMRC and two (2) Business Days of the ADUC, when usage applies.</p> <p>Each additional consecutive month the service fails to meet the committed SLA objective shall result in a 50 percent rebate of the TMRC, and two (2) Business Days of the ADUC, when usage applies.</p>																				

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





**1.3.5.8.2 Catastrophic Outage 1 (CAT 1) (M-S)**

SLA Name: Catastrophic Outage 1 (CAT 1)																
<p><b>Definition:</b> The total loss of service at a single address based on a common cause resulting in the failure of one (1) or more of the following:</p> <ul style="list-style-type: none"> <li>• Failure of two (2) or more service types, or</li> <li>• Failure of 50 or more End-User Standalone VoIP Handset Service Packages or Standalone VoIP Service (seat)</li> </ul>																
<p><b>Measurement Process:</b> The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by a Customer, or the Contractor, whichever occurs first. The Contractor shall open a trouble ticket(s) for each service affected by the common cause. Each End-User service is deemed out of service from the first notification until the Contractor determines the End-User service (Circuit ID) is restored, minus SCC. Any service reported by Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p>																
Service(s):																
Standalone VoIP Service (1.3.2.2)	Standalone VoIP Voice Mail Service (1.3.2.5)															
<p><b>Objective (s):</b> The objective restoral time shall be:</p> <table border="1"> <thead> <tr> <th></th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidders Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td>Standalone VoIP Service</td> <td>≤ 3 hours</td> <td>≤ 2 hours</td> <td>≤ 1 hour</td> <td>S</td> </tr> <tr> <td>Standalone VoIP Voice Mail Service</td> <td>≤ 3 hours</td> <td>≤ 2 hours</td> <td>≤ 1 hour</td> <td>S</td> </tr> </tbody> </table>			Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)	Standalone VoIP Service	≤ 3 hours	≤ 2 hours	≤ 1 hour	S	Standalone VoIP Voice Mail Service	≤ 3 hours	≤ 2 hours	≤ 1 hour	S
	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)												
Standalone VoIP Service	≤ 3 hours	≤ 2 hours	≤ 1 hour	S												
Standalone VoIP Voice Mail Service	≤ 3 hours	≤ 2 hours	≤ 1 hour	S												
Rights and Remedies	Per Occurrence: 100 percent of the TMRC for each End-User service not meeting the committed objective for each CAT 1 fault															
	Monthly Aggregated Measurements: N/A															

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

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

SLA Name: Catastrophic Outage 2 (CAT 2)
<p><b>Definition:</b></p> <ul style="list-style-type: none"> <li>• Any service affecting failure in the Contractor's (or Subcontractor's or Affiliate's) edge network equipment.</li> </ul>





<p><b>Measurement Process:</b> The Outage Duration begins when a network alarm is received by the Contractor from the outage-causing event or the opening of a trouble ticket by the Customer, or Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall compile a list for each End-User service affected by the common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User service (Circuit ID) basis from information recorded from the network equipment/system or Customer reported trouble ticket. Each End-User service (Circuit ID) is deemed out of service from the first notification until the Contractor determines the End-User service is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p>																					
<b>Service(s):</b>																					
Standalone VoIP Handset Service Packages (Table 1.3.2.2.4)	Audio Conferencing (1.3.2.7)																				
Standalone VoIP Voice Mail Service (1.3.2.5)																					
<p><b>Objective (s):</b> The objective restoral time shall be:</p> <table border="1"> <thead> <tr> <th></th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidders Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td>Standalone VoIP Handset Service Packages</td> <td>≤ 1 hour</td> <td>≤ 30 minutes</td> <td>≤ 15 minutes</td> <td>P</td> </tr> <tr> <td>Audio Conferencing</td> <td>≤ 1 hour</td> <td>≤ 30 minutes</td> <td>≤ 15 minutes</td> <td>P</td> </tr> <tr> <td>Standalone VoIP Voice Mail</td> <td>≤ 1 hour</td> <td>≤ 30 minutes</td> <td>≤ 15 minutes</td> <td>P</td> </tr> </tbody> </table>			Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)	Standalone VoIP Handset Service Packages	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P	Audio Conferencing	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P	Standalone VoIP Voice Mail	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P
	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)																	
Standalone VoIP Handset Service Packages	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P																	
Audio Conferencing	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P																	
Standalone VoIP Voice Mail	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P																	
<b>Rights and Remedies</b>	Per Occurrence: 100 percent of the TMRC and ten (10) Business Days of the ADUC (when applicable) for each End-User service not meeting the committed objective for each CAT 2 fault.																				
	Monthly Aggregated Measurements: N/A																				

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

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

SLA Name: Catastrophic Outage 3 (CAT 3)
Definition: The total loss of more than one (1) CALNET 3 service type in a central office, or the loss of any service type on a system wide basis





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<p><b>Measurement Process:</b> The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the Customer, or Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall open a trouble ticket and compile a list of each End-User service (Circuit ID) affected by the common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User service (Circuit ID) basis from information recorded from the network switches or trouble ticket. Each End-User service (Circuit ID) is deemed out of service from the first notification until the Contractor determines End-User service is restored. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p>																					
<p><b>Service(s):</b></p>																					
<p>Standalone VoIP Handset Service Packages (Table 1.3.2.2.4)</p>	<p>Audio Conferencing (1.3.2.7)</p>																				
<p>Standalone VoIP Voice Mail Service (1.3.2.5)</p>																					
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	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)																	
Standalone VoIP Handset Service Packages	≤ 30 minutes	N/A	≤ 15 minutes	P																	
Audio Conferencing	≤ 30 minutes	N/A	≤ 15 minutes	P																	
Standalone VoIP Voice Mail Service	≤ 30 minutes	N/A	≤ 15 minutes	P																	
<p><b>Rights and Remedies</b></p>	<p><b>Per Occurrence:</b> 100 percent of the TMRC and ten (10) Business Days of the ADUC (when applicable) for each End-User service not meeting the committed objective for each Cat 3 fault.</p>																				
	<p><b>Monthly Aggregated Measurements:</b> N/A</p>																				

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





**1.3.5.8.5 VoIP Delay - One-Way Transmission (M-S)**

SLA Name: Delay – One-Way Transmission				
<b>Definition:</b> Average one-way transfer delay measured from the Contractor to Customer handoff to the remote Contractor to Customer handoff.				
<b>Measurement Process:</b> End-User/Customer is responsible for opening a trouble ticket with the Contractor’s Customer Service Center (helpdesk) when the Customer suspects the VoIP Delay is not meeting the committed level. The problem requires timely verification, consistent with industry Standards by the Contractor. Tickets opened as VoIP Delay One-Way Transmission SLA shall not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable. This measurement includes the local loop transport under the control of the Contractor and any local loops acquired from a third party by the Contractor.				
<b>Service(s):</b>				
Standalone VoIP Handset Service Packages (Table 1.3.2.2.4)				
<b>Objective (s):</b>				
<b>Service</b>	<b>Basic (B)</b>	<b>Standard (S)</b>	<b>Premier (P)</b>	<b>Bidders Objective Commitment (B, S or P)</b>
Standalone VoIP Handset Service Packages	≤ 170 ms	≤ 130 ms	≤ 90 ms	S
<b>Rights and Remedies</b>	Per Occurrence: N/A			
	<b>Monthly Aggregated Measurements:</b> 25 percent of TMRC per occurrence for the reported service.  The second month service fails to meet the committed SLA objectives shall result in a 35 percent rebate of TMRC.  Each additional consecutive month service fails to meet the committed SLA objective shall result in a 50 percent rebate of the TMRC.			

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

**1.3.5.8.6 Excessive Outage (M-S)**

SLA Name: Excessive Outage
<b>Definition:</b> A service failure that remains unresolved for more than the committed objective level.





<p><b>Measurement Process:</b> This SLA is based on trouble ticket Unavailable Time. The circuit or service is unusable during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If Customer reports a service failure as unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time.</p>																					
<p><b>Service(s):</b></p>																					
<p>Standalone VoIP Handset Service Packages (Table 1.3.2.2.4)</p>	<p>Audio Conferencing (1.3.2.7)</p>																				
<p>Standalone VoIP Voice Mail Service (1.3.2.5)</p>																					
<p><b>Objective (s):</b>          The Unavailable Time objective shall not exceed:</p> <table border="1"> <thead> <tr> <th>Service</th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidders Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td>Standalone VoIP Handset Service Packages</td> <td>16 hours</td> <td>12 hours</td> <td>8 hours</td> <td>S</td> </tr> <tr> <td>Standalone VoIP Voice Mail Service</td> <td>16 hours</td> <td>12 hours</td> <td>8 hours</td> <td>S</td> </tr> <tr> <td>Audio Conferencing</td> <td>16 hours</td> <td>12 hours</td> <td>8 hours</td> <td>S</td> </tr> </tbody> </table>		Service	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)	Standalone VoIP Handset Service Packages	16 hours	12 hours	8 hours	S	Standalone VoIP Voice Mail Service	16 hours	12 hours	8 hours	S	Audio Conferencing	16 hours	12 hours	8 hours	S
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Standalone VoIP Handset Service Packages	16 hours	12 hours	8 hours	S																	
Standalone VoIP Voice Mail Service	16 hours	12 hours	8 hours	S																	
Audio Conferencing	16 hours	12 hours	8 hours	S																	
<p><b>Rights and Remedies</b></p>	<p><b>Per Occurrence:</b> 100 percent of the TMRC and ten (10) days of the ADUC (when applicable) per occurrence for each service (Circuit ID) out of service for a period greater than the committed objective level.</p> <p>Upon request from the Customer or the CALNET 3 CMO, the Contractor shall provide a briefing on the excessive outage restoration.</p> <p><b>Monthly Aggregated Measurements:</b> N/A</p>																				

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

**1.3.5.8.7 Jitter (M-S)**

<p>SLA Name: Jitter</p>
<p><b>Definition:</b> Variations in transfer delay measured from the Contractor to Customer handoff to the remote Contractor to Customer handoff.</p>





<p><b>Measurement Process:</b> End-User/Customer is responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the Jitter exceeds the committed level. The problem requires timely verification, consistent with industry Standards, by the Contractor. Tickets identified as a jitter issue shall not count in availability or Time-to-Repair measurements unless and until the End-User reports service as unusable for its intended uses.          This measurement includes the local loop transport under the control of the Contractor and any local loops acquired from a third party by the Contractor.</p>											
<b>Service(s):</b>											
Standalone VoIP Handset Service Packages (Table 1.3.2.2.4)											
<b>Objective (s):</b>											
	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #e1f5fe;"> <th style="padding: 5px;">Service</th> <th style="padding: 5px;">Basic (B)</th> <th style="padding: 5px;">Standard (S)</th> <th style="padding: 5px;">Premier (P)</th> <th style="padding: 5px;">Bidders Objective Commitment (B or S)</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">Standalone VoIP Handset Service Packages</td> <td style="padding: 5px;">≤ 30 ms</td> <td style="padding: 5px;">≤ 15ms</td> <td style="padding: 5px;">N/A</td> <td style="padding: 5px;">S</td> </tr> </tbody> </table>	Service	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B or S)	Standalone VoIP Handset Service Packages	≤ 30 ms	≤ 15ms	N/A	S
Service	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B or S)							
Standalone VoIP Handset Service Packages	≤ 30 ms	≤ 15ms	N/A	S							
<b>Rights and Remedies</b>	<p><b>Per Occurrence:</b> 25 percent of TMRC per occurrence for the reported service.          Second month service fails to meet the objectives SLA objectives shall result in a 35 percent rebate of TMRC.          Each additional consecutive month service fails to meet the committed SLA objective shall result in a 50 percent rebate of the TMRC.</p> <p><b>Monthly Aggregated Measurements:</b> N/A</p>										

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

**1.3.5.8.8 Notification**

SLA Name: Notification
<p><b>Definition:</b> The Contractor notification to CALNET 3 CMO and designated stakeholders in the event of a CAT 2 or CAT 3 failure, Contractor, Subcontractor or Affiliate network event, terrorist activity, threat of natural disaster, or actual natural disaster which results in a significant loss of telecommunication services to CALNET 3 End-Users or has the potential to impact services in a general or statewide area. The State understands initial information regarding the nature of the outage may be limited.</p>
<p><b>Measurement Process:</b> The Contractor shall adhere to the Network Outage Response (IFB-A Business Requirements Section A.3.3, Network Outage Response) and notify the CALNET 3 CMO and designated stakeholders for all CAT 2 and CAT 3 Outages or for network outages resulting in a significant loss of service. Notification objectives will be based on the start time of the outage failure determined by the opening of a trouble ticket or network alarm, whichever occurs first. For events based on information such as terrorist activity or natural disaster, the Contractor shall notify CALNET 3 CMO and designated stakeholder when information is available.</p>





Service(s): All Services	
<p><b>Objective (s):</b> Within 60 minutes of the above mentioned failures' start time, the Contractor shall notify CALNET 3 CMO and designated stakeholders using a method defined in IFB-A Business Requirements Section A.3.3 (Network Outage Response).</p> <p>At 60 minute intervals, updates shall be given on the above mentioned failures via the method defined in IFB-A Business Requirements Section A.3.3 (Network Outage Response).</p> <p>This objective is the same for Basic, Standard and Premier commitments.</p>	
Rights and Remedies	Per Occurrence: Senior Management Escalation
	Monthly Aggregated Measurements: N/A

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

**1.3.5.8.9 Packet Loss (M-S)**

SLA Name: Packet Loss				
<p><b>Definition:</b> A measurement of lost or dropped packets travelling across the Contractor's, Subcontractor's or Affiliate's, network. Packet loss is measured from Contractor's handoff to the Customer at each end of the data channel (measured port to port).</p>				
<p><b>Measurement Process:</b> End-User/Customer is responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the data loss exceeds the committed level. The problem requires timely verification, consistent with industry Standards, by the Contractor. Tickets identified as a packet delivery rate issue shall not count in availability or Time-to-Repair measurements unless and until the End-User reports service as unusable for its intended uses.</p> <p>This measurement includes the local loop transport under the control of the Contractor and any local loops acquired from a third party by the Contractor.</p>				
Service(s):				
Standalone VoIP Handset Service Packages (Table 1.3.2.2.4)				
Objective (s):				
				Bidders Objective Commitment (B, S or P)
Service	Basic (B)	Standard (S)	Premier (P)	
Standalone VoIP Handset Service Packages	≤ .75% packet loss	≤ .5% packet loss	≤ .25% packet loss	S





Rights and Remedies	Per Occurrence: 25 percent of TMRC per occurrence for the reported service. Next consecutive month to fail to meet the committed SLA objectives shall result in a 35 percent rebate of TMRC. Each additional consecutive month to fail to meet the committed SLA objective shall result in a 50 percent rebate of the TMRC.
	Monthly Aggregated Measurements: N/A

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



### 1.3.5.8.10 Provisioning (M-S)

<b>SLA Name:</b> Provisioning		
<p><b>Definition:</b> Provisioning shall include new services, moves, adds and changes, completed by the Contractor on or before the due dates. The Provisioning SLA shall be based on committed installation intervals established in this SLA or due dates negotiated between Customer and Contractor documented on the Contractor's order confirmation notification or Contracted Service Project Work Scope of Work in accordance with Section A.2.5.4 #7 (Provisioning and Implementation). The Contractor shall meet the committed interval dates or due date negotiated with the Customer. If Customer agrees to a negotiated due date, the negotiated due date supersedes the committed interval. At the Customer's discretion, if the scope of the Service Request(s) meets the Coordinated or Managed Project criteria, negotiated due dates will be established and documented in the Project Timeline per IFB-A Business Requirements Section A.6 (Contracted Service Project Work).</p> <p>Provisioning SLAs have two (2) objectives:</p> <ol style="list-style-type: none"> <li>1. Individual Service Request; and</li> <li>2. Successful Install Monthly Percentage by Service Type</li> </ol> <p>Note: Provisioning timelines include extended demarcation wiring, when appropriate.</p>		
<p><b>Measurement Process:</b></p> <p><u>Objective 1: Individual Service Request:</u> Install intervals are based on the committed installation intervals established in this SLA or due dates negotiated between Customer and Contractor. This objective requires the Contractor to meet the due date for each individual Service Request.</p> <p><u>Objective 2: Successful Install Monthly Percentage per Service Type:</u> The Contractor shall sum all individual Service Requests per service, as listed below, meeting the objective in the measurement period (per month) and divide by the sum of all individual Service Requests due per service in the measurement period and multiply by 100 to equal the percentage of Service Requests installed on time. The Contractor must exceed the objective below in order to avoid the rights and remedies.</p>		
<b>Service (Features must be installed in conjunction with the service except when listed below)</b>	<b>Committed Interval Days</b>	<b>Coordinated/Managed Project Option</b>
Standalone VoIP Service (1.3.2.1.14)	35	Coordinated/Managed Project
VoIP Voice Mail Services (1.3.2.5)	30	Coordinated/Managed Project
Audio Conferencing (1.3.2.7)	10	Coordinated/Managed Project



**IFB STPD 12-001-A, C3-A-12-10-TS-01**  
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**Telephony**  
**Amendment #1, Rev. August 4, 2014**

<b>Objective (s):</b>																					
1. Objective 1: Individual Service Request: Service installed on or before the committed interval or negotiated due date.																					
2. Objective 2: Successful Install Monthly Percentage per Service:																					
	<table border="1"> <thead> <tr> <th>Service</th> <th>Basic (B) (Calendar Days)</th> <th>Standard (S) (Calendar Days)</th> <th>Premier (P) (Calendar Days)</th> <th>Bidders Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td>Standalone VoIP Handset Service Packages</td> <td>N/A</td> <td>≥ 90%</td> <td>≥ 95%</td> <td>S</td> </tr> <tr> <td>Standalone VoIP Voice Mail Service</td> <td>N/A</td> <td>≥ 90%</td> <td>≥ 95%</td> <td>S</td> </tr> <tr> <td>Audio Conferencing</td> <td>N/A</td> <td>≥ 90%</td> <td>≥ 95%</td> <td>S</td> </tr> </tbody> </table>	Service	Basic (B) (Calendar Days)	Standard (S) (Calendar Days)	Premier (P) (Calendar Days)	Bidders Objective Commitment (B, S or P)	Standalone VoIP Handset Service Packages	N/A	≥ 90%	≥ 95%	S	Standalone VoIP Voice Mail Service	N/A	≥ 90%	≥ 95%	S	Audio Conferencing	N/A	≥ 90%	≥ 95%	S
Service	Basic (B) (Calendar Days)	Standard (S) (Calendar Days)	Premier (P) (Calendar Days)	Bidders Objective Commitment (B, S or P)																	
Standalone VoIP Handset Service Packages	N/A	≥ 90%	≥ 95%	S																	
Standalone VoIP Voice Mail Service	N/A	≥ 90%	≥ 95%	S																	
Audio Conferencing	N/A	≥ 90%	≥ 95%	S																	
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> Objective 1: Individual Service Request: 50 percent of installation fee credited to Customer for any missed committed objective.																				
	<b>Monthly Aggregated Measurements:</b> Objective 2: 100 percent of the installation fee credited to Customer for all Service Requests (per same service type) that did not complete on time during the month if the Successful Install Monthly Percentage is below the committed objective.																				

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

**1.3.5.8.11 Time to Repair (TTR) (M-S)**

<b>SLA Name:</b> Time to Repair (TTR)	
<b>Definition:</b> A service outage that remains unresolved for more than the committed objective level.	
<b>Measurement Process:</b> This SLA is based on trouble ticket Unavailable Time. The circuit or service is unusable during the time the trouble ticket is recorded as open until restoration of the service, minus SCC. If Customer reports a service failure is unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time. This SLA is applied per occurrence.	
<b>Service(s):</b>	
Standalone VoIP Handset Service Packages (Table 1.3.2.2.4)	Audio Conferencing (1.3.2.7)
Standalone VoIP Voice Mail Services (1.3.2.5)	





Objective (s): The Unavailable Time objective shall not exceed:																					
	<table border="1"> <thead> <tr> <th>Service</th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidders Objective Commitment (B or S)</th> </tr> </thead> <tbody> <tr> <td>Standalone VoIP Handset Service Packages</td> <td>8 hours</td> <td>4 hours</td> <td>N/A</td> <td>B</td> </tr> <tr> <td>Standalone VoIP Voice Mail Services</td> <td>6 hours</td> <td>4 hours</td> <td>N/A</td> <td>S</td> </tr> <tr> <td>Audio Conferencing</td> <td>6 hours</td> <td>4 hours</td> <td>N/A</td> <td>S</td> </tr> </tbody> </table>	Service	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B or S)	Standalone VoIP Handset Service Packages	8 hours	4 hours	N/A	B	Standalone VoIP Voice Mail Services	6 hours	4 hours	N/A	S	Audio Conferencing	6 hours	4 hours	N/A	S
Service	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B or S)																	
Standalone VoIP Handset Service Packages	8 hours	4 hours	N/A	B																	
Standalone VoIP Voice Mail Services	6 hours	4 hours	N/A	S																	
Audio Conferencing	6 hours	4 hours	N/A	S																	
Rights and Remedies	Per Occurrence: 25 percent of the TMRC and three (3) Business Days ADUC, when applicable, per occurrence for each service (Circuit ID) out of service for a period greater than the committed objective level.																				
	Monthly Aggregated Measurements: N/A																				

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

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

SLA Name: Excessive Usage of Site Survivability Network Failure Service											
Definition: The usage of Site Survivability Network Failure Service shall not exceed the objective commitment identified below in a month, per site.											
Measurement Process: The monthly usage duration shall be based on the accumulated total of all service activation events during a given month. A service usage event shall begin from alarm or activation of service and ending when a Site Survivability Network Failure Service resumes to a standby state and no traffic traverses the PSTN on the back-up circuit.											
Objective (s) applied to the following Services: <ul style="list-style-type: none"> <li>Standalone VoIP Site Survivability Network Failure</li> </ul>	Objective(s): <table border="1"> <thead> <tr> <th>Service</th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidder's Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td>Standalone VoIP Site Survivability Network Failure</td> <td>240 hours</td> <td>120 hours</td> <td>72 hours</td> <td>S</td> </tr> </tbody> </table>	Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)	Standalone VoIP Site Survivability Network Failure	240 hours	120 hours	72 hours	S
Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)							
Standalone VoIP Site Survivability Network Failure	240 hours	120 hours	72 hours	S							





<b>Rights and Remedies</b>	Per Occurrence: N/A
	<p>Monthly Aggregated Measurements:</p> <p>First month the service fails to meet the committed SLA objective shall result in a 15 percent rebate of the TMRC and two (2) Business Days of the ADUC of all usage charges as a result of the activation of the Site Survivability Network Failure Service.</p> <p>The second consecutive month the service fails to meet the committed SLA objective shall result in a 30 percent rebate of TMRC and five (5) Business Days of ADUC of all usage charges as a result of the activation of Site Survivability Network Failure Service.</p> <p>Each additional consecutive month the service fails to meet the Committed SLA objective shall result in a 50 percent rebate of the TMRC, and ten (10) Business Days of the ADUC of all usage charges as a result of the activation of Site Survivability Network Failure Service.</p>

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

**1.3.5.8.13 Unsolicited Service Enhancement SLAs**

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

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

**1.3.5.8.14 Proposed Unsolicited Offerings**

The Contractor shall provide SLAs as defined in SLA Section 1.3.5 for each unsolicited offering determined by the CALNET 3 CMO not to be a feature of a service or a component of an unbundled service identified in the technical requirements. SLA tables shall be amended after Contract award to include all new unsolicited services.

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

**1.3.5.8.15 Contract Amendment Service Enhancement SLAs**

All Contract amendment service enhancements shall be considered a feature of the service, therefore included as such under the SLAs as defined in this Section 1.3.5.8.

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





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