IFB STPD 12-001-A

Statement of Work

FOR CALNET 3, CATEGORY 1

VOICE AND DATA SERVICES

ADDENDUM 9

08/22/13

SUBCATEGORY 1.2 – MPLS, VPN AND CONVERGED VOIP

TECHNICAL REQUIREMENTS

Issued by:

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TECHNICAL REQUIREMENTS

SUBCATEGORY 1.2 – MULTIPLE PROTOCOL LABEL SWITCHING (MPLS), VIRTUAL PRIVATE NETWORKING (VPN), AND CONVERGED VOIP TELEPHONY

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TECHNICAL REQUIREMENTS

SUBCATEGORY 1.2 - MULTIPLE PROTOCOL LABEL SWITCHING (MPLS), VIRTUAL PRIVATE NETWORKING (VPN), AND CONVERGED VOIP TELEPHONY

1.2.1 OVERVIEW

This Subcategory 1.2 IFB provides the State's solicitation for best value solutions for MPLS, Converged VoIP, IP Audio, and Session Initiated Protocol Trunking 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).

1.2.1.1 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:"

1.2.1.2 DESIGNATION OF REQUIREMENTS

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

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

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

1.2.1.3 PACIFIC TIME ZONE

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

Bidder understands the Requirement and shall meet or exceed it? Yes__/☐__ No_____

1.2.2 MULTI-PROTOCOL LABEL SWITCHING (MPLS) SERVICES

Bidders shall confirm that the Contractor's Multi-Protocol Label Switching (MPLS) Wide Area Network (WAN) Virtual Private Network (VPN) service will meet all of the requirements described in Table 1.2.2.

Table 1.2.2 MPLS Service Functionality

	MPLS Service Functionality	Bidder Meets or Exceeds? Y	N
1	Contractors shall provide a private MPLS WAN (VPN) service for the networking of all voice, video and data applications.	Y	
	Bidder's Product Description: Jive MPLS provides a private WAN networking for voice, video, and data applications.		
2	The MPLS WAN VPN service shall support voice, video and data applications over a single access connection with individual Class of Service (CoS) to allow each set of applications to be transported within its service specifications.	Y	
	Bidder's Product Description: Jive MPLS provides services that support voice, video, and data applications over a single access connection. All applications are configured with CoS to allow operation within their respective service specifications.		
3	The MPLS WAN VPN service shall support the ability to assign specific application priority over other applications.	Y	
	Bidder's Product Description: Jive MPLS provides services that support the ability to assign specific application priority over other applications.		

	MPLS Service Functionality	Bidder Meets or Exceeds? Y	N
4	The MPLS WAN VPN service shall provide any-to-any connectivity	Y	
	Bidder's Product Description: Jive MPLS provides any-to-any connectivity functionality.		
5	The MPLS WAN VPN service shall not use the public Internet for transport. Remote access to this solution may use the public Internet.	Y	
	Bidder's Product Description: Jive MPLS does not use public Internet for transport. Remote users accessing Jive MPLS network resources over may use public transport.		
6	The MPLS WAN VPN service shall be a fully Managed Service that includes the Customer Edge router as described in 7c below	Y	
	Bidder's Product Description: Jive MPLS is a fully managed service that includes routers placed at the customer edge.		
7	The MPLS WAN VPN service shall support the following configurations:		
7a	Port only configuration	Y	
	Bidder's Product Description: Jive MPLS supports port only configurations.		
7b	Bundled port and access configuration	Y	
	Bidder's Product Description: Jive MPLS supports port and access configurations.		
7c	Bundled port, access and Customer Edge router configuration	Y	
	Bidder's Product Description: Jive MPLS supports port, access, and customer edge router configurations.		

1.2.2.1 MPLS Industry Security Standards

1. Upon demand by the CALNET 3 CMO, Contractor will provide for viewing at Contractor's facility the security controls in force for both the MPLS WAN and converged VoIP infrastructure as well as independent audit results of those controls for authorized State personnel (under NDA). This will include the full scope of controls NIST SP 800-53, ISO/IEC 27001, or equivalent.
2. If Contractor determines that a breach of data has occurred within the Contractor's MPLS WAN that may involve CALNET 3 Customer data, the nature and scope of the breach (as it affects Customer data) must be reported to both the Customer and the CALNET 3 CMO within 24 hours of that determination.
3. If Contractor determines that a breach of infrastructure has occurred within the Contractor's MPLS WAN that may involve CALNET 3 Customer data, the nature and scope of the breach (as it affects Customer data) must be reported to both the Customer and the CALNET 3 CMO within 24 hours of that determination.
4. Contractor shall apply available patches and/or updates which remediate published vulnerabilities within the following timeframe requirements to the Contractor managed Customer Edge Devices:

Table 1.2.2.1, Security Patches

Vulnerability CVSS2 Base Score	Informal Category Name	Max Time to Apply Patch/Update
9.1 – 10.0	Critical	Within 14 days
8.0 – 9.0	High	Within 21 days
5.0 – 7.9	Moderate	Within 60 days
Below 5.0	Low	Within 90 days

5. Contractor shall provide to the CALNET 3 CMO an annual report of the 12 month prior patching/update activity including min/avg/max time from patch/update release to install categorized by the classifications found in table 1.2.2.1 for all Contractor managed Customer Edge Devices.
6. Contractor shall provide to the CALNET 3 CMO an annual report detailing all (if any) actual violations of security protections, policies, practices, and/or procedures involving Contractor managed Customer Edge Devices and what remediations were implemented.

Bidder understands the Requirement and shall meet or exceed it? Yes__/_/__ No_____

1.2.2.1.1 MPLS Physical Security

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

Bidder understands the Requirement and shall meet or exceed it? Yes__/_/__ No_____

1.2.2.1.2 Protection against Unauthorized Access

Contractor shall provide access controls for all equipment through which data traverses Contractor's MPLS WAN complying with the physical security controls of NIST SP 800-53, ISO/IEC 27001, or equivalent standards.

Bidders shall state the access security controls in force for this equipment.

Bidder understands the requirements in 1.2.2.1.2 and shall meet or exceed them? Yes__/_/__ No_____

Description:

Jive Communications provides the following access security controls for equipment used in Jive MPLS deployments:

- ***User Authentication.*** *Jive provides centralized, token-based authentication services with the IETF standardized OAuth2 protocol (see RFC 6749, RFC 6750). All administrators, technical support, network engineers, and other Jive personnel must authenticate with single sign-on credentials to access network resources and devices.*

- ***Access Groups.*** *Jive provides access groups (System Administrators, Authorized Contractors, Global Access, etc…) with defined policies which govern management and separation of duties with respect to network and data resources.*

- ***Sessions Management.*** *Jive provides security controls for user and device sessions by limiting concurrent sessions with unique credentials. Jive also provides session locks and clears in the case of multiple existing connections.*

- ***Address-Based Access.*** *Jive utilizes both IP-based and MAC address based access controls in conjunction with its other security policies. These address-based controls can be added on both a temporary or permanent bases depending upon requirements.*

- ***Security Monitoring.*** *Jive MPLS allows for security monitoring of access controls, providing information such as system use notifications, unsuccessful login attempts, configuration changes, etc…Jive also monitors over 1,200 different service parameters in Jive Core, Jive's MPLS platform. These parameters are constantly monitored automatically to ensure they are functioning within acceptable bounds. Any variances outside of normal standard deviation triggers an automatic alerts to Network Operations Center (NOC) staff.*

  System alerts, including those events indicating Denial of Service (DoS), Distributed Denial of Service (DDoS), Man-in-the-Middle (MITM), and other system or network invasion, are delivered via a variety of digital mediums. Jive Communications' system and network engineers are notified via email, text message, visual and audio cues in NOC facilities, and also with dynamic, data-driven monitoring tools of any system-level alerts.

- ***Audit Logs.*** *Jive MPLS produces audit logs which track various configuration changes, user access, traffic information, etc… These audit logs are reviewed and analyzed based on structured policies, and then reduced for reports and retention purposes.*

- ***Baseline Configurations.*** *Jive establishes baseline configurations for all hardware associated with Jive MPLS. These baseline configurations allow for strict configuration change control and security impact analysis. Access restrictions are also in place based on User Authentication and Access Groups which prevent modification of baseline configurations without proper credentials and system permissions.*

- ***Physical Security Controls****. Jive MPLS utilizes datacenters that have only the highest of security and reliability standards. These datacenter facilities all include proactive maintenance on all critical security systems, and have all attained an SAE 16 (SOC 1 Type 2) Security audit or higher. Standard and transparent operating controls have been established and are consistently monitored and audited on both regular and random intervals. The following key security controls are in place at all Jive facilities:*

  - ***Network Perimeter Security*** *– The data centers use enterprise-grade routers, firewalls, NAT, and VPN devices located in secure, locked cabinet facilities to protect Internet-accessible systems from network intrusion.*

  - ***Individual Access*** *– Access to network and other facility resources is granted to individuals based solely on their job responsibilities, with unique user IDs, access badges or cards, passwords, and PIN numbers assigned to each unique user. Only certified data center staff are permitted physical or logical access to any facility resource or room. All rooms are locked at all times.*

  - ***Building Access*** *- All entrances to data center facilities are locked at all times. All entrances are supervised during normal business hours.*

  - ***Building Security Systems*** *– Each data center building has a security system in place and the system is monitored 24x7x365 by a third-party security vendor. Onsite security personnel are utilized to prevent unauthorized access.*

1.2.2.2 MPLS WAN VPN STANDARDS

Bidders shall confirm that the Contractor's CALNET 3 MPLS WAN VPN services meet all of the standards described in Table 1.2.2.2.

Table 1.2.2.2 MPLS WAN VPN Standards

	Standard	Bidder Meets or Exceeds? Y	N
1	International Engineering Task Force (IETF) Standards Track Request for Comments (RFC's) for IPv6 when/where offered commercially by the Contractor.	Y	

	Standard	Bidder Meets or Exceeds? Y	N
2	All Standards Track IETF RFC's associated with MPLS constrained by Border Gateway Protocol (BGP) routing	Y	
3	All Standards Track IETF RFC's associated with Transport of Layer 2 frames over MPLS	Y	
4	IETF MPLS Working Group Standards Track RFCs	Y	
5	IETF Layer 3 VPN Working Group Standards Track RFCs	Y	
6	IETF Pseudo Wire Emulation Edge-to-Edge Working Group Standards Track RFCs	Y	
7	All IETF Standards Track RFC's associated with:		
7a	General IPSec	Y	
7b	Encapsulating Security Payload (ESP) and Authentication Header (AH)	Y	
7c	Key Exchange, Cryptographic Algorithms	Y	
7d	Internet Protocol Security (IPSec) Policy Handling	Y	
7e	IPSec Management Information Bases (MIBs)	Y	
7f	Remote Access, Certificate Authorities	Y	
7g	Secure Socket Layer (SSL) and Transport Layer Security (TLS)	Y	
8	Encryption, if offered, shall meet Triple Data Encryption Standard (3DES) and Advanced Encryption Standard (AES) in accordance with the appropriate Federal Information Processing standard (FIPS) publications and modules, including FIPS 140-2.	Y	

1.2.2.3 MPLS PERFORMANCE METRICS

Bidders shall confirm that the Contractor's solution will meet all of the requirements described in Table 1.2.2.3.

Table 1.2.2.3, MPLS Performance Metrics

	Requirement	Bidder Agrees? Y	N
1	Service availability shall be 99.9% measured port to port	Y	
2	MPLS shall have a packet loss of <0.2% measured port to port	Y	
3	MPLS shall have jitter <10ms measured port to port	Y	

1.2.2.4 MPLS REQUIRED GEOGRAPHIC SERVICE AREAS

The Contractor shall provide MPLS services in all Incumbent Local Exchange Carrier (ILEC) territories open to competition as defined by the California Public Utilities Commission (CPUC) where facilities are available either through bidder owned facilities or through resale of Incumbent Local Exchange Carrier facilities.

For DS3 access and below, the Contractor shall provide MPLS services at the same monthly rate and same non-recurring charge in all ILEC territories open to competition as determined by the CPUC for all On-Net and Off-Net locations.

For Optical Carrier (OC) or Ethernet access, the Contractor shall provide MPLS services at the same monthly rate and same non-recurring charge in all ILEC territories open to competition as determined by the CPUC for all Contractor On-net locations. Monthly recurring and non-recurring charges for Off-net locations shall be handled on an Individual Case Basis (ICB).

Ethernet services shall only be used in conjunction with MPLS services and not as a standalone service.

Bidder shall identify the strategy for establishing agreements with ILECs in areas open to competition as defined by the CPUC necessary to provide end-to-end service in these areas. Agreements shall be in effect at Contract award.

Bidder shall describe how MPLS service will be provided in ILEC territories closed to competition as defined by the CPUC necessary to provide service in these areas. The description shall include billing arrangements (such as “pass-through”, “meet point”), invoicing and price structure. Contractor shall commit to establishing business relationships with these ILECs.

Bidder understands the requirements in Section 1.2.2.4 and shall meet or exceed them?
Yes__/_/__ No_____

Description:

Open and Closed Competition Areas

Jive Communications provides MPLS services in all State Incumbent Local Exchange Carriers (ILEC) territories which are open to competition as defined by the California Public Utilities Commission (CPUC). As Jive employs a "Mesh" MPLS solution, Jive has already established agreements (directly and indirectly) with relevant ILECs to be able to offer MPLS services to State entities. Jive does not typically face the challenges common to typical MPLS carriers related to geographical coverage and distributed enterprises.

In open competition areas, Jive offers MPLS services via its own facilities running Jive Core, or through the resale of facilities of the Incumbent Local Exchange Carrier. Whether MPLS is delivered via Jive or ILEC facilities, the services and pricing are identical.

In closed competition areas, such as many rural or isolated geographic sectors, Jive will utilize its existing agreements, agreements with current Jive MPLS mesh providers, or seek to establish new agreements with the Incumbent Local Exchange Carrier to provide MPLS services to clients in those areas. Billing arrangements in these areas will be a "pass-through" pricing structure, and the potential CALNET3 client will still receive a single invoice from Jive.

1.2.2.5 MPLS NETWORK DESIGNS AND DIAGRAMS

Bidders shall provide network designs and diagrams for the network and MPLS services listed under this Section 1.2.2 (MPLS Services).

Bidders shall provide two (2) hard copies and one (1) electronic copy with their proposal. Electronic drawings shall be in .dwg, .dfx, .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.

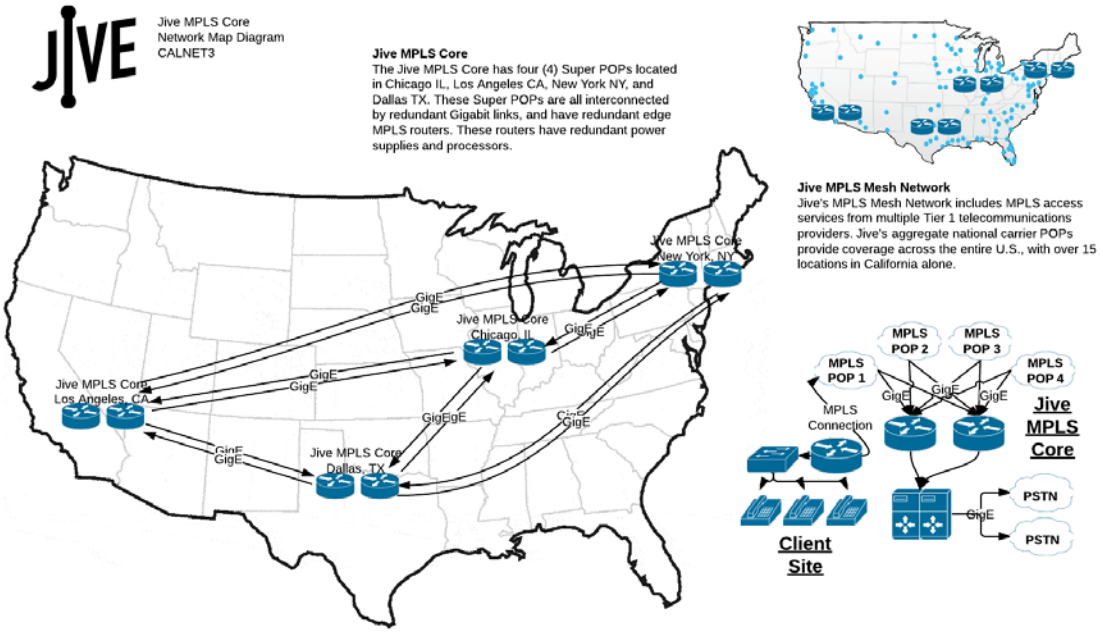
Drawings shall include both topology and logical representations of all critical network backbone elements to include but not be limited to the following:

1. Geographic location of equipment;
2. Type and capacity of equipment at each location including any backup systems;

3. Service type;
4. Unique identifier for each element;
5. Circuit type; and,
6. General circuit route

Bidder understands the requirements in Section 1.2.2.5 and shall meet or exceed them?
Yes__/_/__ No_____

Embedded Soft Copy of Drawing (Optional):



1.2.2.6 Intentionally Deleted

1.2.2.7 MPLS TECHNICAL REQUIREMENTS

Bidder shall confirm that its MPLS solution to be deployed for CALNET 3 will include the technical features and functionality described in Table 1.2.2.7.

Table 1.2.2.7, MPLS Technical Requirements

	Requirement	Bidder Meets or Exceeds? Y	N
1	Contractors shall be able to scale the number of VPNs supported by the network.	Y	
	Bidders shall describe here the Contractor's ability to scale the number of VPNs: Jive Communications has the ability scale the number of VPNs on the Jive MPLS Core. Jive utilizes enterprise-grade MPLS provider edge routers which can utilize stacking or fabric redundancy methodologies, and provide the ability to scale the number of supported VPNs to the level required by entities utilizing CALNET3.		
2	Contractor shall support multiple VPNs per access loop	Y	
	Bidders shall describe here the number of VPN's that will be supported in any one (1) access loop: Customers using Jive MPLS can have a virtually unlimited number of Virtual Private Networks associated on a single access loop. The number of VPNs on a single access loop is determined by transport speed and specific VPN bandwidth requirements.		
3	Contractor shall support multiple VPNs across the MPLS network	Y	
	Bidders shall describe here the number of VPN's that will be supported across the Bidder's MPLS network: Jive MPLS supports multiple VPNs across its MPLS Network. Customers using Jive MPLS can have a virtually unlimited number of Virtual Private Networks across their MPLS Network. Jive MPLS currently has capacity for thousands of additional VPNs, and can easily scale to accommodate more. The actual number of VPNs a client may have is, as described above, determined by transport speeds and specific VPN bandwidth requirements.		

	Requirement	Bidder Meets or Exceeds? Y	N
4	Contractor shall provide the rapid service restoration practices for all MPLS deployments in accordance with the SLAs in Section 1.2.9.8 (Technical Service Level Agreements)	Y	
	Bidders shall describe here the Contractor's specific processes that will be employed to operate or restore services in the face of unanticipated incidents, disasters or catastrophes: Jive Communications provides disaster recovery and business continuity services for its MPLS customers. Jive employs a mesh MPLS architecture that enables rapid service restoration. Jive employs the following processes to restore services in disaster scenarios: • **Active Monitoring.** Jive's monitoring systems are automatically configured to monitor each customer's CPE for reachability. • **Proactive Notifications.** Jive monitoring systems and NOC engineers contact administrators at affected customer sites with issue status. Additional information regarding the incident is collected from customers and documented. • **Troubleshooting.** Jive MPLS engineers capture the data necessary to quickly and accurately diagnose issues, and propose resolutions. • **Facility Failover.** If a disaster affects a Jive MPLS datacenter, Jive engineers take the appropriate measures to migrate customer MPLS network VPNs to redundant physical facilities. • **Issue Escalation.** Jive engineers submit and escalate issue tickets with relevant upstream or remote providers (if any) affected by the disaster with information from Jive MPLS monitoring systems and customer feedback.		

	Requirement	Bidder Meets or Exceeds? Y	N
5	Contractor shall provide redundant network circuits in the backbone network	Y	
	Bidders shall describe here the specific network configurations that will be utilized to provide redundancy to survive failures in the backbone network: The Jive MPLS Network has four (4) Super POPS located in the following geographical locations: • Los Angeles, CA • Dallas, TX • Chicago, IL • New York, NY The Jive MPLS Super POPs are all interconnected with dual GigE links, which provide redundancy across the network. Within a Jive MPLS Core POP, Jive utilizes redundant enterprise-grade router and switch configurations, with hardware sourced from Juniper, Brocade, and Cisco. Jive MPLS also employs a “Mesh” MPLS architecture which interconnects its various MPLS bandwidth carriers, and provides redundancy in the case of backbone network failures. Jive’s BGP edge routers allow NOC engineers to route around failed routes, or routes experiencing degraded service. These redundant edge routers cross-connect with multiple Tier-1 bandwidth providers, ensuring continuity of service for Jive MPLS clients in the face of backbone network failures. Please see Jive’s supplied MPLS diagrams for more information about redundant network configurations.		
6	Contractor shall provide network diversity to eliminate single points of failure in the backbone network	Y	
	Bidders shall describe here the diversity that will be designed in the MPLS network to eliminate single points of failure in the backbone network: Each component of Jive’s MPLS service is designed to fail-over gracefully to additional network equipment and connections. Each edge router has redundant power supplies and processing cores, and is networked in a mesh configuration for ultimate reliability. Jive has eliminated the potential single points of failure by utilizing redundant network hardware, connectivity, and bandwidth providers. Please see Jive’s supplied MPLS diagrams for more information about the elimination of single point of failures in the backbone network.		

	Requirement	Bidder Meets or Exceeds? Y	N
7	Contractor shall provide a remote access service that allows an off-net Customer location access to any on-net Customer site contained within the same VPN. The solution may utilize the public Internet.	Y	
	Bidders shall describe here the specific remote access Customers shall have to the MPLS: Jive MPLS customers have the ability to access their network remotely. Jive technical support and customer service personnel are available to help configure VPN clients that clients may use to access the MPLS network. Once configured, a user may simply log in to the MPLS network using the supplied network credentials, and have normal access to company resources.		
8	The remote access service shall be secured.	Y	
	Bidders shall describe here how the MPLS remote access solution will be secured: Clients are able to securely access the Jive MPLS solution remotely. The Jive MPLS Network is secured via private IP addressing and is a private VPN conforming to RFC 4346. No outside party can connect to this MCA/MPLS backbone unless they have been issues a valid Jive MPLS IP address, or have remote authorization credentials issued by the client. If authorized, clients can securely access Jive MPLS networks via remote sites. Remote clients can utilize the public Internet for connection to the VPN and transport of packets. All traffic from these sites, however, will be encrypted via a VPN tunnel that ensures data security and no third-party intrusions.		
9	The MPLS WAN VPN service shall support controlled and monitored connections between the MPLS network and the public Internet via a hardened trusted managed firewall	Y	
	Bidders shall describe here the hardened trusted managed firewall that will be provided and how it will be used to control and monitor connections between the MPLS network and the public Internet: Jive MPLS uses enterprise-grade edge routers from Juniper, Brocade, and Cisco to monitor and control connections between the MPLS network and the public Internet. Jive's firewall configuration and software are incorporated into these edge routers, which have been thoroughly tested both in the lab and in Jive's corporate and government client bases. Jive MPLS NOC engineers apply the latest security patches and firmware upgrades to all POP equipment, including the edge routers. They also develop and implement test scenarios that simulate traffic spikes and other abusive behavior which tests firewall performance and configuration. NOC engineers also monitor the Jive MPLS Network 7x24x365 for health and other anomalies.		

	Requirement	Bidder Meets or Exceeds? Y	N
10	Contractor shall list points-of-presence (PoP) where provider edge routers are located	Y	
	Bidders shall list here the locations of all PoPs where provider edge routers are deployed for CALNET 3 and the associated common language location identifier (CLLI): Jive MPLS has four (4) Super POPs where edge routers are deployed. Each Super POP is connected via dual redundant Gigabit links to all other Super POPs. These geographic locations include: **Los Angeles** 624 S. Grand Ave., Suite 800 Los Angeles, CA 90017 NPA/NXX: 213-622 CLLI: LSANCA03 **New York** 60 Hudson St., Suite 1215 New York, NY 10013 NPA/NXX: 212-393 CLLI: NYCMNYWS **Chicago** 350 E Cermark Road, 5th Floor Chicago, IL 60616 NPA/NXX: 312-674 CLLI: CHCGILCA **Dallas** 1950 N Stemmons Fwy, Suite 1034 Dallas, TX 75207 NPA/NXX: 214-782 CLLI: FRVLTXST Jive MPLS also has interconnects in many other POPs located in over 15 other locations in California alone. Please see the supplied Jive MPLS Map Diagram for more information regarding Jive MPLS locations.		

	Requirement	Bidder Meets or Exceeds? Y	N
11	The MPLS WAN VPN service shall be resilient	Y	
	Bidders shall describe here the minimum level of service that will be maintained amid network failure: Jive is committed to providing reliable, high-quality MPLS services on its network. In the event of a network failure, Jive MPLS will use all reasonable efforts to maintain overall network quality and service. These efforts could include rerouting of MPLS traffic via BGP backhaul configuration, provisioning client MPLS networks on separate edge routers in different POPs, or other measures to insure a minimum level of service. Jive MPLS will also, amid a network failure, make reasonable efforts to ensure network availability, latency, packet delivery, and network jitter are conformant with CALNET3 MPLS SLAs.		
12	Contractor shall provide support for multiple Layer 2 access protocols	Y	
	Bidders shall describe here the Layer 2 access protocols that will be utilized with the Contractor's solution: Jive MPLS supports the following Layer 2 access protocols and interfaces: • Ethernet • EOC • T1 • Bonded T1 • SONET Jive MPLS services utilize MCA Border Gateway Protocol (BGP) based Layer 2 VPNs. This methodology employs BGP as the mechanism for Jive's edge routers to communicate with each other about its customer connections. Each of Jive's edge router connects to Jive's central MPLS cloud using BGP. When new customers are added to Jive's MPLS service, existing routers automatically synchronize the new network information.		

	Requirement	Bidder Meets or Exceeds? Y	N
13	Contractor shall provide segregation of Customer traffic in a VPN environment	Y	
	Bidders shall describe here how the solution will segregate Customer traffic in a VPN and any additional features included by the Contractor at no cost that are available to Customers to protect access to Customer data: Jive MPLS service employs a Virtual Private Network (VPN) that allows clients to securely transmit data over an IP Network. Jive's provider edge (PE) routers sit on the edge of Jive's MPLS network, and connect directly to routers on the client network. Jive's routers manage the VPN sessions that segregate traffic by customer. Jive MPLS also provides the following features at no cost to help protect access to customer data: • **Network Visibility**. Advanced graphical tools provide visibility into network, and provide the ability to mitigate potential issues before they impact network availability. • **Device Monitoring**. Jive MPLS monitors all connected network equipment, and tracks availability and performance. • **Online Dashboards**. Clients can quickly view the status of their network, including current and historical connections, and also access statistics and alerts. • **Network Search**. Gives clients the ability to quickly find information about selected nodes on an MPLS network. • **Always-On Support**. Jive MPLS NOC Engineers are available 7x24x365, and are constantly monitoring the MPLS Network. • **Reduced Repair Time**. Rapid trouble identification and detailed issue data significantly speeds up time to resolution. • **Alarms and Notifications**. Customers can be notified of service disruptions, potential security concerns, and other network events. • **Advanced Network Reports**. Graphs and tables dynamically created with time, date, device, and traffic filters. • **Event Logs**. View event details in report view, allowing drill-down search capabilities for deep event inspection.		
14	The MPLS WAN VPN service shall support IPv4 Capability	Y	
	Bidder's Product Description: Jive MPLS service supports IPv4 capabilities.		

	Requirement	Bidder Meets or Exceeds? Y	N
15	The MPLS WAN VPN service shall support IPv6 Capability when/where offered commercially by the Contractor	Y	
	Bidder's Product Description: Jive MPLS services supports IPv6 capabilities.		
16	The Contractor shall provide MPLS port diversity capability within the same MPLS POP	Y	
	Bidders shall describe here the MPLS port diversity capability to be included in the Contractor's solution: Jive MPLS provides port diversity capabilities within the same Super POP. Jive provides redundant network route/switch equipment in each MPLS Super POP. Each MPLS VPN can be assigned multiple ports on different switches in the same Super POP.		
17	The Contractor shall provide MPLS PoP diversity capability	Y	
	Bidders shall describe here the MPLS point-of-presence diversity capability to be included in the Contractor's solution: Jive MPLS supports POP diversity by allowing multiple ports in disparate Super POPs located in Los Angeles, Dallas, Chicago, and New York.		
18	The Contractor shall provide dial backup capability to support routing of traffic outside of the MPLS network in case of MPLS network failure	Y	
	Bidders shall describe here the dial backup capability supported by the Contractor's solution: Jive MPLS supports the use of dial-up connections for backup purposes. Jive is able to configure client CPE to accept incoming dial-up connections to remotely configure and administer network devices in the event of a primary network failure.		
19	The MPLS WAN VPN service shall support IP Multicasting	Y	
	Bidders shall describe here the maximum number of multicast routes that will be supported by the Contractor's solution: Jive MPLS services support a virtually unlimited amount of multi-cast IP routes. Multi-cast services are limited only by transport speeds and client multi-cast bandwidth configuration requirements.		

<table>
<tr><th></th><th>Requirement</th><th>Bidder Meets or Exceeds? Y</th><th>N</th></tr>
<tr><td rowspan="2">20</td><td>The MPLS WAN VPN service shall provide Multiple CoS to support the prioritization of Entity applications and traffic flows</td><td>Y</td><td></td></tr>
<tr><td colspan="3">Bidders shall describe here the CoS levels that will be supported for CALNET 3 and the ingress/egress profiles supported by the Contractor's solution. Bidders shall describe here the mechanisms that will be used for CALNET 3 that allow the Customer to mark packets for treatment that corresponds to the ingress/egress policy chosen:

Jive MPLS services provide customers with the proper IP QoS marking instructions. All traffic entering Jive's MPLS core is normalized according to industry-standard CoS levels shown in the following table:
<table>
<tr><th>Queue Name</th><th>Queue/Priority</th><th>Queue Management</th><th>IP TOS Marking</th><th>IP DSCP Marking</th></tr>
<tr><td>Real Time</td><td>1</td><td>Strict Priority</td><td>5</td><td>EF</td></tr>
<tr><td>Business Critical</td><td>2</td><td>WFQ</td><td>4, 6, 7</td><td>CS4 (AF41, AF42, AF43)
CS6
CS7</td></tr>
<tr><td>Priority</td><td>3</td><td>WFQ</td><td>1, 2, 3</td><td>CS1 (AF11, AF12, AF13)
CS2 (AF21, AF22, AF23)
CS3 (AF31, AF32, AF33)</td></tr>
</table>
Jive MPLS automatically manages queue depth with built-in prioritization algorithms.</td></tr>
<tr><td rowspan="2">21</td><td>The MPLS WAN VPN service shall support the division of an MPLS port into multiple logical channels such that each logical channel can be used to support a VPN.</td><td>Y</td><td></td></tr>
<tr><td colspan="3">Bidder's Product Description:

Jive MPLS service supports the division of an MPLS port into multiple logical channels. Each of these logical channels can support a VPN.</td></tr>
<tr><td rowspan="2">22</td><td>The MPLS WAN VPN service shall support access speeds from 128 Kbps to 10 Gbps</td><td>Y</td><td></td></tr>
<tr><td colspan="3">Bidder's Product Description:

Jive MPLS services support access speeds from 128 Kbps to 10 Gbps.</td></tr>
</table>

	Requirement	Bidder Meets or Exceeds? Y	N
23	The MPLS WAN VPN service shall support multiple network interfaces	Y	
	Bidders shall list here the network interfaces that will be supported for CALNET 3, e.g., Dedicated Private Line, SONET, or Ethernet: Jive MPLS supports the network interfaces: • Ethernet • EOC • T1 • Bonded T1 • SONET		
24	The MPLS WAN VPN service shall support multiple Layer 2 protocols	Y	
	Bidders shall list here the Layer 2 protocols that will be supported for CALNET 3: Jive MPLS supports the following Layer 2 access protocols: • Ethernet • EOC • T1 • Bonded T1 • SONET Jive MPLS services utilize MCA Border Gateway Protocol (BGP) based Layer 2 VPNs. This methodology employs BGP as the mechanism for Jive's edge routers to communicate with each other about its customer connections. Each of Jive's edge router connects to Jive's central MPLS cloud using BGP. When new customers are added to Jive's MPLS service, existing routers automatically synchronize the new network information.		
25	The MPLS WAN VPN service shall support wireless Customer access capability to the MPLS network	Y	
	Bidders Product Description: Jive MPLS services support wireless customer access capabilities.		
26	The MPLS WAN VPN service shall support Digital Subscriber Line (DSL) with speeds from 128 Kbps to 1500 Kbps	Y	
	Bidder's Product Description: Jive MPLS services support Digital Subscriber lines with speeds from 128 Kbps to 1500 Kbps.		

	Requirement	Bidder Meets or Exceeds? Y	N
27	The MPLS WAN VPN service shall support Customer access to the MPLS network via satellite communications	Y	
	Bidders shall list here all of the satellite communications speeds that will be supported for CALNET 3: Jive MPLS services work with satellite communication speeds between 128kbps and 10gbps. The latency of a satellite connection typically determines fitness for voice and video communications, and must be tested on an individual case basis.		
28	The MPLS service shall include inside wiring/demarcation extension up to 300 feet in Customer provided conduit.	Y	
	Bidder's Product Description: Jive MPLS services include inside wiring/demarcation extensions up to 300 feet in customer provide conduit.		
29	The MPLS service shall include business line and modem for out-of-band emergency access to the managed router	Y	
	Bidder's Product Description: Jive MPLS service will provide a business line and modem for out-of-band emergency access to the managed router.		

	Requirement	Bidder Meets or Exceeds? Y	N
30	Contractor shall identify managed router reports available at no additional charge. Bidder shall describe the method of accessing these reports.	Y	
	Bidder's Product Description: Jive MPLS provides managed router reports at no additional charge. These reports are accessed via a dedicated online portal. The following reports are available: • **Network Visibility**. Advanced graphical tools provide visibility into network health. These reports also provide the ability to mitigate potential issues before they impact network availability. • **Device Monitoring**. Status, availability, and performance information for all devices network connected to the MPLS network. • **Online Dashboards**. Clients can quickly view the status of their network and customize dashboards for easy consumption. Available dashboards include current and historical connections, access statistics, alerts and more. • **Network Search**. Gives clients the ability to quickly find information about selected nodes on an MPLS network. • **Alarms and Notifications**. Customers can configure notifications for service disruptions, potential security concerns, and other network events. • **Advanced Network Reports**. Graphs and tables dynamically created with time, date, device, and traffic filters. • **Event Logs**. View event details in report view, allowing drill-down search capabilities for deep event inspection. Jive MPLS service uses enterprise-grade systems for monitoring the health of customer MPLS VPNs. Jive uses the industry-standard NMS and SNMP monitoring and messaging protocol for internal system communications. Router reports including information on utilization, latency, and packet loss. Customized performance reports are available to customers via Jive's online portal.		
Contractor shall provide fully managed router service bundles that include:			

	Requirement	Bidder Meets or Exceeds? Y	N
31a	Router Maintenance. Proactively detect, isolate and resolve hardware, software and firmware faults associated with the managed router and modem used for access to the managed router. The Contractor shall also respond to Customer reported faults. Router maintenance shall be provided 24x365. If dispatch is required, a Field Service Repair Technician shall arrive within four (4) hours of isolating the fault to the managed router/modem. Customer shall be notified of router faults and be provided trouble status at (1) hour intervals.	Y	
	Bidder's Product Description: Jive MPLS provides router maintenance that includes proactively detecting and resolving hardware, software, and firmware faults with the manager router and modem. Jive will also respond to customer reported faults with its normal technical support process. Jive field service repair personnel will arrive within four (4) hours of isolating the faulty hardware if required. Jive MPLS customers will also be notified of router faults and provided trouble status in (at least) 1 hour intervals. Customers can be automatically notified via text or email of any network maintenance. Jive MPLS NOC engineers upgrade all routers and network equipment automatically. Any and all changes to network devices are tracked via a robust change order process.		
31b	Router Monitoring. Proactively detect, isolate and resolve logical faults associated with the managed router. Router monitoring shall be provided 24x365.	Y	
	Bidder's Product Description: Jive MPLS provides proactive router monitoring that detects, isolates, and resolved logical faults associated with the managed router. Router monitoring is provided 24x365.		
31c	Router Management. Manage router configuration. This includes passwords, access lists and configuration changes due to moves, adds, changes and deletes.	Y	
	Bidder's Product Description: Jive MPLS services provide router configuration and management that includes passwords, access lists and configuration changes due to moves, adds, changes, and deletes.		
31d	Network Monitoring. Proactively detect, isolate and resolve network faults. Network monitoring shall be provided 24x365. Customer shall be notified of network faults and be provided trouble status at one (1) hour intervals.	Y	
	Bidder's Product Description: Jive MPLS services proactively detect, isolate, and resolve network issues 24x365. Customers are able to see current status updates online at all times, and will also receive updates in (at least) one (1) hour intervals.		

1.2.2.8 MPLS TRANSPORT SPEEDS

Contractor's CALNET 3 solution shall include transport options to one (1) endpoint for each of the speeds detailed in Tables 1.2.2.8. Pricing for each of these speeds will be provided by the Bidder in the response to the Subcategory Cost Worksheets.

1.2.2.8.1 MPLS Port Transport Speeds

Table 1.2.2.8.1.a, MPLS Port Transport Speeds

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
1	MPLS Transport DS1 Port service at minimum line rate of 128 Kbps	Y		BW-DS1-P-128
	Bidder's Product Description: Jive MPLS DS1 Port service with 128 Kbps transport speed.			
2	MPLS Transport DS1 Port service at minimum line rate of 384 Kbps	Y		BW-DS1-P-384
	Bidder's Product Description: Jive MPLS DS1 Port service with 384 Kbps transport speed.			
3	MPLS Transport DS1 Port service at minimum line rate of 512 Kbps	Y		BW-DS1-P-512
	Bidder's Product Description: Jive MPLS DS1 Port service with 512 Kbps transport speed.			
4	MPLS Transport DS1 Port service at minimum line rate of 768 Kbps	Y		BW-DS1-P-768
	Bidder's Product Description: Jive MPLS DS1 Port service with 768 Kbps transport speed.			
5	MPLS Transport DS1 Port service at minimum line rate of 1.024 Mbps	Y		BW-DS1-P-1024
	Bidder's Product Description: Jive MPLS DS1 Port service with 1.024 Mbps transport speed.			
6	MPLS Transport DS1 Port service at minimum line rate of 1.544 Mbps	Y		BW-DS1-P-1544
	Bidder's Product Description: Jive MPLS DS1 Port service with 1.544 Mbps transport speed.			
7	MPLS Transport NxDS1 Port service at minimum line rate of 3.088 Mbps	Y		BW-NDS1-P-3088
	Bidder's Product Description: Jive MPLS NxDS1 Port service with 3.088 Mbps transport speed.			
8	MPLS Transport NxDS1 Port service at minimum line rate of 4.632 Mbps	Y		BW-NDS1-P-4632
	Bidder's Product Description: Jive MPLS NxDS1 Port service with 4.632 Mbps transport speed.			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
9	MPLS Transport NxDS1 Port service at minimum line rate of 6.176 Mbps	Y		BW-NDS1-P-6176
	Bidder's Product Description: Jive MPLS NxDS1 Port service with 6.167 Mbps transport speed.			
10	MPLS Transport NxDS1 Port service at minimum line rate of 7.720 Mbps	Y		BW-NDS1-P-7720
	Bidder's Product Description: Jive MPLS NxDS1 Port service with 7.720 Mbps transport speed.			
11	MPLS Transport NxDS1 Port service at minimum line rate of 9.264 Mbps	Y		BW-NDS1-P-9264
	Bidder's Product Description: Jive MPLS NxDS1 Port service with 9.264 Mbps transport speed.			
12	MPLS Transport DS3 Port service at minimum line rate of 10 Mbps	Y		BW-DS3-P-10000
	Bidder's Product Description: Jive MPLS DS3 Port service with 10 Mbps transport speed.			
13	MPLS Transport NxDS1 Port service at minimum line rate of 12.352 Mbps	Y		BW-NDS1-P-12352
	Bidder's Product Description: Jive MPLS DS3 Port service with 12.352 Mbps transport speed.			
14	MPLS Transport DS3 Port service at minimum line rate of 20 Mbps	Y		BW-DS3-P-20000
	Bidder's Product Description: Jive MPLS DS3 Port service with 20 Mbps transport speed.			
15	MPLS Transport DS3 Port service at minimum line rate of 45 Mbps	Y		BW-DS3-P-45000
	Bidder's Product Description: Jive MPLS DS3 Port service with 45 Mbps transport speed.			
16	MPLS Transport OC3 Port service at minimum line rate of 155 Mbps	Y		BW-OC3-P-155
	Bidder's Product Description: Jive MPLS OC3 Port service with 155 Mbps transport speed.			
17	MPLS Transport OC12 Port service at minimum line rate of 622 Mbps	Y		BW-OC12-P-622
	Bidder's Product Description: Jive MPLS OC12 Port service with 622 Mbps transport speed.			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
18	MPLS Transport Ethernet Port service at minimum line rate of one (1) Mbps	Y		BW-ETH-P-1
	Bidder's Product Description: Jive MPLS Ethernet Port service with 1 Mbps transport speed.			
19	MPLS Transport Ethernet Port service at minimum line rate of two (2) Mbps	Y		BW-ETH-P-2
	Bidder's Product Description: Jive MPLS Ethernet Port service with 2 Mbps transport speed.			
20	MPLS Transport Ethernet Port service at minimum line rate of three (3) Mbps	Y		BW-ETH-P-3
	Bidder's Product Description: Jive MPLS Ethernet Port service with 3 Mbps transport speed.			
21	MPLS Transport Ethernet Port service at minimum line rate of four (4) Mbps	Y		BW-ETH-P-4
	Bidder's Product Description: Jive MPLS Ethernet Port service with 4 Mbps transport speed.			
22	MPLS Transport Ethernet Port service at minimum line rate of five (5) Mbps	Y		BW-ETH-P-5
	Bidder's Product Description: Jive MPLS Ethernet Port service with 5 Mbps transport speed.			
23	MPLS Transport Ethernet Port service at minimum line rate of six (6) Mbps	Y		BW-ETH-P-6
	Bidder's Product Description: Jive MPLS Ethernet Port service with 6 Mbps transport speed.			
24	MPLS Transport Ethernet Port service at minimum line rate of seven (7) Mbps	Y		BW-ETH-P-7
	Bidder's Product Description: Jive MPLS Ethernet Port service with 7 Mbps transport speed.			
25	MPLS Transport Ethernet Port service at minimum line rate of eight (8) Mbps	Y		BW-ETH-P-8
	Bidder's Product Description: Jive MPLS Ethernet Port service with 8 Mbps transport speed.			
26	MPLS Transport Ethernet Port service at minimum line rate of nine (9) Mbps	Y		BW-ETH-P-9
	Bidder's Product Description: Jive MPLS Ethernet Port service with 9 Mbps transport speed.			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
27	MPLS Transport Ethernet Port service at minimum line rate of 10 Mbps	Y		BW-ETH-P-10
	Bidder's Product Description: Jive MPLS Ethernet Port service with 10 Mbps transport speed.			
28	MPLS Transport Ethernet Port service at minimum line rate of 20 Mbps	Y		BW-ETH-P-20
	Bidder's Product Description: Jive MPLS Ethernet Port service with 20 Mbps transport speed.			
29	MPLS Transport Ethernet Port service at minimum line rate of 30 Mbps	Y		BW-ETH-P-30
	Bidder's Product Description: Jive MPLS Ethernet Port service with 30 Mbps transport speed.			
30	MPLS Transport Ethernet Port service at minimum line rate of 40 Mbps	Y		BW-ETH-P-40
	Bidder's Product Description: Jive MPLS Ethernet Port service with 40 Mbps transport speed.			
31	MPLS Transport Ethernet Port service at minimum line rate of 50 Mbps	Y		BW-ETH-P-50
	Bidder's Product Description: Jive MPLS Ethernet Port service with 50 Mbps transport speed.			
32	MPLS Transport Ethernet Port service at minimum line rate of 60 Mbps	Y		BW-ETH-P-60
	Bidder's Product Description: Jive MPLS Ethernet Port service with 60 Mbps transport speed.			
33	MPLS Transport Ethernet Port service at minimum line rate of 70 Mbps	Y		BW-ETH-P-70
	Bidder's Product Description: Jive MPLS Ethernet Port service with 70 Mbps transport speed.			
34	MPLS Transport Ethernet Port service at minimum line rate of 80 Mbps	Y		BW-ETH-P-80
	Bidder's Product Description: Jive MPLS Ethernet Port service with 80 Mbps transport speed.			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
35	MPLS Transport Ethernet Port service at minimum line rate of 90 Mbps	Y		BW-ETH-P-90
	Bidder's Product Description: Jive MPLS Ethernet Port service with 90 Mbps transport speed.			
36	MPLS Transport Ethernet Port service at minimum line rate of 100 Mbps	Y		BW-ETH-P-100
	Bidder's Product Description: Jive MPLS Ethernet Port service with 100 Mbps transport speed.			
37	MPLS Transport Ethernet Port service at minimum line rate of 200 Mbps	Y		BW-ETH-P-200
	Bidder's Product Description: Jive MPLS Ethernet Port service with 200 Mbps transport speed.			
38	MPLS Transport Ethernet Port service at minimum line rate of 300 Mbps	Y		BW-ETH-P-300
	Bidder's Product Description: Jive MPLS Ethernet Port service with 300 Mbps transport speed.			
39	MPLS Transport Ethernet Port service at minimum line rate of 400 Mbps	Y		BW-ETH-P-400
	Bidder's Product Description: Jive MPLS Ethernet Port service with 400 Mbps transport speed.			
40	MPLS Transport Ethernet Port service at minimum line rate of 500 Mbps	Y		BW-ETH-P-500
	Bidder's Product Description: Jive MPLS Ethernet Port service with 500 Mbps transport speed.			
41	MPLS Transport Ethernet Port service at minimum line rate of 600 Mbps	Y		BW-ETH-P-600
	Bidder's Product Description: Jive MPLS Ethernet Port service with 600 Mbps transport speed.			
42	MPLS Transport Ethernet Port service at minimum line rate of 700 Mbps	Y		BW-ETH-P-700
	Bidder's Product Description: Jive MPLS Ethernet Port service with 700 Mbps transport speed.			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
43	MPLS Transport Ethernet Port service at minimum line rate of 900 Mbps	Y		BW-ETH-P-900
	Bidder's Product Description: Jive MPLS Ethernet Port service with 900 Mbps transport speed.			
44	MPLS Transport Ethernet Port service at minimum line rate of one (1) Gbps	Y		BW-ETH-P-1000
	Bidder's Product Description: Jive MPLS Ethernet Port service with 1 Gbps transport speed.			

The Contractor may offer additional unsolicited MPLS Port Transport Speeds in Table 1.2.2.8.1.b.

Table 1.2.2.8.1.b Unsolicited MPLS Port Transport Speeds

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

1.2.2.8.2 MPLS Port and Access Bundled Transport Speeds

Table 1.2.2.8.2.a, MPLS Port and Access Bundled Transport Speeds

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
1	MPLS Transport DS1 Port and Access service at minimum line rate of 128 Kbps	Y		BW-DS1-PA-128
	Bidder's Product Description: Jive MPLS DS1 Port and Access service with 128 Kbps transport speed.			
2	MPLS Transport DS1 Port and Access service at minimum line rate of 256 Kbps	Y		BW-DS1-PA-256
	Bidder's Product Description: Jive MPLS DS1 Port and Access service with 256 Kbps transport speed.			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
3	MPLS Transport DS1 Port and Access service at minimum line rate of 384 Kbps	Y		BW-DS1-PA-384
	Bidder's Product Description: Jive MPLS DS1 Port and Access service with 384 Kbps transport speed.			
4	MPLS Transport DS1 Port and Access service at minimum line rate of 512 Kbps	Y		BW-DS1-PA-512
	Bidder's Product Description: Jive MPLS DS1 Port and Access service with 512 Kbps transport speed.			
5	MPLS Transport DS1 Port and Access service at minimum line rate of 768 Kbps	Y		BW-DS1-PA-768
	Bidder's Product Description: Jive MPLS DS1 Port and Access service with 768 Kbps transport speed.			
6	MPLS Transport DS1 Port and Access service at minimum line rate of 1.024 Mbps	Y		BW-DS1-PA-1024
	Bidder's Product Description: Jive MPLS DS1 Port and Access service with 1.024 Mbps transport speed.			
7	MPLS Transport DS1 Port and Access service at minimum line rate of 1.544 Mbps	Y		BW-DS1-PA-1544
	Bidder's Product Description: Jive MPLS DS1 Port and Access service with 1.544 Mbps transport speed.			
8	MPLS Transport NxDS1 Port and Access service at minimum line rate of 3.088 Mbps	Y		BW-NDS1-PA-3088
	Bidder's Product Description: Jive MPLS NxDS1 Port and Access service with 3.088 Mbps transport speed.			
9	MPLS Transport NxDS1 Port and Access service at minimum line rate of 4.632 Mbps	Y		BW-NDS1-PA-4632
	Bidder's Product Description: Jive MPLS NxDS1 Port and Access service with 4.632 Mbps transport speed.			
10	MPLS Transport NxDS1 Port and Access service at minimum line rate of 6.176 Mbps	Y		BW-NDS1-PA-6176
	Bidder's Product Description: Jive MPLS NxDS1 Port and Access service with 6.176 Mbps transport speed.			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
11	MPLS Transport NxDS1 Port and Access service at minimum line rate of 7.720 Mbps	Y		BW-NDS1-PA-7720
	Bidder's Product Description: Jive MPLS NxDS1 Port and Access service with 7.720 Mbps transport speed.			
12	MPLS Transport NxDS1 Port and Access service at minimum line rate of 9.264 Mbps	Y		BW-NDS1-PA-9264
	Bidder's Product Description: Jive MPLS NxDS1 Port and Access service with 9.264 Mbps transport speed.			
13	MPLS Transport DS3 Port and Access service at minimum line rate of 10 Mbps	Y		BW-DS3-PA-10000
	Bidder's Product Description: Jive MPLS DS3 Port and Access service with 10 Mbps transport speed.			
14	MPLS Transport NxDS1 Port and Access service at minimum line rate of 12.352 Mbps	Y		BW-NDS1-PA-12352
	Bidder's Product Description: Jive MPLS NxDS1 Port and Access service with 12.352 Mbps transport speed.			
15	MPLS Transport DS3 Port and Access service at minimum line rate of 15 Mbps	Y		BW-DS3-PA-15000
	Bidder's Product Description: Jive MPLS DS3 Port and Access service with 15 Mbps transport speed.			
16	MPLS Transport DS3 Port and Access service at minimum line rate of 20 Mbps	Y		BW-DS3-PA-20000
	Bidder's Product Description: Jive MPLS DS3 Port and Access service with 20 Mbps transport speed.			
17	MPLS Transport DS3 Port and Access service at minimum line rate of 25 Mbps	Y		BW-DS3-PA-25000
	Bidder's Product Description: Jive MPLS DS3 Port and Access service with 25 Mbps transport speed.			
18	MPLS Transport DS3 Port and Access service at minimum line rate of 30 Mbps	Y		BW-DS3-PA-30000
	Bidder's Product Description: Jive MPLS DS3 Port and Access service with 30 Mbps transport speed.			
19	MPLS Transport DS3 Port and Access service at minimum line rate of 45 Mbps	Y		BW-DS3-PA-45000
	Bidder's Product Description: Jive MPLS DS3 Port and Access service with 45 Mbps transport speed.			

The Contractor may offer additional unsolicited MPLS Port and Access Bundled Transport Speeds in Table 1.2.2.8.2.b.

Table 1.2.2.8.2.b Unsolicited MPLS Port and Access Bundled Transport Speeds

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

1.2.2.8.3 MPLS Port, Access and Router Bundled Transport Speeds

Table 1.2.2.8.3.a, MPLS Port, Access and Router Bundled Transport Speeds

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
1	MPLS Transport DS1 port, access and router bundled service at minimum line rate of 128 Kbps	Y		BW-DS1-PAR-128
	Bidder's Product Description: Jive MPLS DS1 Bundled Port, Access and Router service with 128 Kbps transport speed.			
2	MPLS Transport DS1 port, access and router bundled service at minimum line rate of 384 Kbps	Y		BW-DS1-PAR-384
	Bidder's Product Description: Jive MPLS DS1 Bundled Port, Access and Router service with 384 Kbps transport speed.			
3	MPLS Transport DS1 port, access and router bundled service at minimum line rate of 512 Kbps	Y		BW-DS1-PAR-512
	Bidder's Product Description: Jive MPLS DS1 Bundled Port, Access and Router service with 512 Kbps transport speed.			
4	MPLS Transport DS1 port, access and router bundled service at minimum line rate of 768 Kbps	Y		BW-DS1-PAR-768
	Bidder's Product Description: Jive MPLS DS1 Bundled Port, Access and Router service with 768 Kbps transport speed.			
5	MPLS Transport DS1 port, access and router bundled service at minimum line rate of 1.024 Mbps	Y		BW-DS1-PAR-1024
	Bidder's Product Description: Jive MPLS DS1 Bundled Port, Access and Router service with 1.024 Mbps transport speed.			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
6	MPLS Transport DS1 port, access and router bundled service at minimum line rate of 1.544 Mbps	Y		BW-DS1-PAR-1544
	Bidder's Product Description: Jive MPLS DS1 Bundled Port, Access and Router service with 1.544 Mbps transport speed.			
7	MPLS Transport NxDS1 port, access and router bundled service at minimum line rate of 3.088 Mbps	Y		BW-NDS1-PAR-3088
	Bidder's Product Description: Jive MPLS NxDS1 Bundled Port, Access and Router service with 3.088 Mbps transport speed.			
8	MPLS Transport NxDS1 port, access and router bundled service at minimum line rate of 4.362 Mbps	Y		BW-NDS1-PAR-4362
	Bidder's Product Description: Jive MPLS NxDS1 Bundled Port, Access and Router service with 4.362 Mbps transport speed.			
9	MPLS Transport NxDS1 port, access and router bundled service at minimum line rate of 5.000 Mbps	Y		BW-NDS1-PAR-5000
	Bidder's Product Description: Jive MPLS NxDS1 Bundled Port, Access and Router service with 5 Mbps transport speed.			
10	MPLS Transport NxDS1 port, access and router bundled service at minimum line rate of 6.176 Mbps	Y		BW-NDS1-PAR-6176
	Bidder's Product Description: Jive MPLS NxDS1 Bundled Port, Access and Router service with 6.176 Mbps transport speed.			
11	MPLS Transport NxDS1 port, access and router bundled service at minimum line rate of 7.720 Mbps	Y		BW-NDS1-PAR-7720
	Bidder's Product Description: Jive MPLS NxDS1 Bundled Port, Access and Router service with 7.720 Mbps transport speed.			
12	MPLS Transport NxDS1 port, access and router bundled service at minimum line rate of 9.264 Mbps	Y		BW-NDS1-PAR-9264
	Bidder's Product Description: Jive MPLS NxDS1 Bundled Port, Access and Router service with 9.264 Mbps transport speed.			
13	MPLS Transport NxDS1 port, access and router bundled service at minimum line rate of 12.352 Mbps	Y		BW-NDS1-PAR-12352
	Bidder's Product Description: Jive MPLS NxDS1 Bundled Port, Access and Router service with 12.352 Mbps transport speed.			
14	MPLS Transport DS3 port, access and router bundled service at minimum line rate of 10 Mbps	Y		BW-DS3-PAR-10000
	Bidder's Product Description: Jive MPLS DS3 Bundled Port, Access and Router service with 10 Mbps transport speed.			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
15	MPLS Transport DS3 port, access and router bundled service at minimum line rate of 15 Mbps	Y		BW-DS3-PAR-15000
	Bidder's Product Description: Jive MPLS DS3 Bundled Port, Access and Router service with 15 Mbps transport speed.			
16	MPLS Transport DS3 port, access and router bundled service at minimum line rate of 20 Mbps	Y		BW-DS3-PAR-20000
	Bidder's Product Description: Jive MPLS DS3 Bundled Port, Access and Router service with 20 Mbps transport speed.			
17	MPLS Transport DS3 port, access and router bundled service at minimum line rate of 25 Mbps	Y		BW-DS3-PAR-25000
	Bidder's Product Description: Jive MPLS DS3 Bundled Port, Access and Router service with 25 Mbps transport speed.			
18	MPLS Transport DS3 port, access and router bundled service at minimum line rate of 30 Mbps	Y		BW-DS3-PAR-30000
	Bidder's Product Description: Jive MPLS DS3 Bundled Port, Access and Router service with 30 Mbps transport speed.			
19	MPLS Transport DS3 port, access and router bundled service at minimum line rate of 40 Mbps	Y		BW-DS3-PAR-40000
	Bidder's Product Description: Jive MPLS DS3 Bundled Port, Access and Router service with 40 Mbps transport speed.			
20	MPLS Transport DS3 port, access and router bundled service at minimum line rate of 45 Mbps	Y		BW-DS3-PAR-45000
	Bidder's Product Description: Jive MPLS DS3 Bundled Port, Access and Router service with 45 Mbps transport speed.			

The Contractor may offer additional unsolicited MPLS Port, Access and Router Bundled Transport Speeds in Table 1.2.2.8.3.b.

Table 1.2.2.8.3.b Unsolicited MPLS Port, Access and Router Bundled Transport Speeds

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

1.2.2.8.4 MPLS Port, Access and Router Bundled On-Net Transport Speeds

Table 1.2.2.8.4.a, MPLS Port, Access and Router Bundled On-Net Transport Speeds

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
1	MPLS port, access and router on-net Transport service at minimum line rate of 155 Mbps (OC3)	Y		BW-OC3-N-155
	Bidder's Product Description: Jive MPLS OC3 Bundled Port, Access and Router on-net service with 155 Mbps transport speed.			
2	MPLS port, access and router on-net Transport service at minimum line rate of 625 Mbps (OC12	Y		BW-OC12-N-625
	Bidder's Product Description: Jive MPLS OC12 Bundled Port, Access and Router on-net service with 625 Mbps transport speed.			
3	MPLS port, access and router on-net Transport service at minimum line rate of 2.5 Gbps (OC48)	Y		BW-OC48-N-2500
	Bidder's Product Description: Jive MPLS OC48 Bundled Port, Access and Router on-net service with 2.5 Gbps transport speed.			
4	MPLS port, access and router on-net Transport service at minimum line rate of 10 Gbps (OC192)	Y		BW-OC192-N-10000
	Bidder's Product Description: Jive MPLS OC192 Bundled Port, Access and Router on-net service with 10 Gbps transport speed.			

The Contractor may offer additional unsolicited MPLS Port, Access and Router Bundled On-Net Transport Speeds in Table 1.2.2.8.4.b.

Table 1.2.2.8.4.b Unsolicited MPLS Port, Access and Router Bundled On-Net Transport Speeds

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

1.2.2.8.5 MPLS Port, Access and Router Bundled Off-Net Transport Speeds

Table 1.2.2.8.5.a, MPLS Port, Access and Router Bundled Off-Net Transport Speeds

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
1	MPLS port, access and router off-net Transport service at minimum line rate of 155 Mbps (OC3)	Y		BW-OC3-O-155
	Bidder's Product Description: Jive MPLS OC3 Bundled Port, Access and Router off-net service with 155 Mbps transport speed.			
2	MPLS port, access and router off-net Transport service at minimum line rate of 625 Mbps (OC12)	Y		BW-OC12-O-625
	Bidder's Product Description: Jive MPLS OC12 Bundled Port, Access and Router off-net service with 625 Mbps transport speed.			
3	MPLS port, access and router off-net Transport service at minimum line rate of 2.5 Gbps (OC48)	Y		BW-OC48-O-2500
	Bidder's Product Description: Jive MPLS OC48 Bundled Port, Access and Router off-net service with 2.5 Gbps transport speed.			
4	MPLS port, access and router off-net Transport service at minimum line rate of 10 Gbps (OC192)	Y		BW-OC192-O-10000
	Bidder's Product Description: Jive MPLS OC192 Bundled Port, Access and Router off-net service with 10 Gbps transport speed.			

The Contractor may offer additional unsolicited MPLS Port, Access and Router Bundled Off-Net Transport Speeds in Table 1.2.2.8.5.b.

Table 1.2.2.8.5.b Unsolicited MPLS Port, Access and Router Bundled Off-Net Transport Speeds

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

1.2.2.8.6 MPLS Port, Access and Router Bundled Ethernet On-Net Transport Speeds

Table 1.2.2.8.6.a, MPLS Port, Access and Router Bundled Ethernet On-Net Transport Speeds

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
1	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of one (1) Mbps	Y		BW-ETH-N-1000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 1 Mbps transport speed.			
2	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of two (2) Mbps	Y		BW-ETH-N-2000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 2 Mbps transport speed.			
3	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of three (3) Mbps	Y		BW-ETH-N-3000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 3 Mbps transport speed.			
4	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of four (4) Mbps	Y		BW-ETH-N-4000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 4 Mbps transport speed.			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
5	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of five (5) Mbps	Y		BW-ETH-N-5000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 5 Mbps transport speed.			
6	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of six (6) Mbps	Y		BW-ETH-N-6000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 6 Mbps transport speed.			
7	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of seven (7) Mbps	Y		BW-ETH-N-7000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 7 Mbps transport speed.			
8	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of eight (8) Mbps	Y		BW-ETH-N-8000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 8 Mbps transport speed.			
9	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of nine (9) Mbps	Y		BW-ETH-N-9000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 9 Mbps transport speed.			
10	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 10 Mbps	Y		BW-ETH-N-10000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 10 Mbps transport speed.			
11	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 20 Mbps	Y		BW-ETH-N-20000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 20 Mbps transport speed.			
12	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 30 Mbps	Y		BW-ETH-N-30000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 30 Mbps transport speed.			
13	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 40 Mbps	Y		BW-ETH-N-40000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 40 Mbps transport speed.			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
14	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 50 Mbps	Y		BW-ETH-N-50000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 50 Mbps transport speed.			
15	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 60 Mbps	Y		BW-ETH-N-60000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 60 Mbps transport speed.			
16	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 70 Mbps	Y		BW-ETH-N-70000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 70 Mbps transport speed.			
17	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 80 Mbps	Y		BW-ETH-N-80000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 80 Mbps transport speed.			
18	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 90 Mbps	Y		BW-ETH-N-90000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 90 Mbps transport speed.			
19	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 100 Mbps	Y		BW-ETH-N-100M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 100 Mbps transport speed.			
20	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 150 Mbps	Y		BW-ETH-N-150M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 150 Mbps transport speed.			
21	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 200 Mbps	Y		BW-ETH-N-200M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 200 Mbps transport speed.			
22	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 250 Mbps	Y		BW-ETH-N-250M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 250 Mbps transport speed.			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
23	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 300 Mbps	Y		BW-ETH-N-300M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 300 Mbps transport speed.			
24	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 400 Mbps	Y		BW-ETH-N-400M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 400 Mbps transport speed.			
25	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 450 Mbps	Y		BW-ETH-N-450M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 450 Mbps transport speed.			
26	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 500 Mbps	Y		BW-ETH-N-500M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 500 Mbps transport speed.			
27	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 600 Mbps	Y		BW-ETH-N-600M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 600 Mbps transport speed.			
28	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 700 Mbps	Y		BW-ETH-N-700M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 700 Mbps transport speed.			
29	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 800 Mbps	Y		BW-ETH-N-800M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 800 Mbps transport speed.			
30	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 900 Mbps	Y		BW-ETH-N-900M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 900 Mbps transport speed.			
31	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 1 Gbps	Y		BW-ETH-N-1000M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 1 Gbps transport speed.			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
32	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 2 Gbps	Y		BW-ETH-N-2000M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 2 Gbps transport speed.			
33	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 2.5 Gbps	Y		BW-ETH-N-2500M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 2.5 Gbps transport speed.			
34	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 3 Gbps	Y		BW-ETH-N-3000M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 3 Gbps transport speed.			
35	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 3.5 Gbps	Y		BW-ETH-N-3500M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 3.5 Gbps transport speed.			
36	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 4 Gbps	Y		BW-ETH-N-4000M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 4 Gbps transport speed.			
37	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 4.5 Gbps	Y		BW-ETH-N-4500M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 4.5 Gbps transport speed.			
38	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 5 Gbps	Y		BW-ETH-N-5000M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 5 Gbps transport speed.			
39	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 5.5 Gbps	Y		BW-ETH-N-5500M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 5.5 Gbps transport speed.			
40	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 6 Gbps	Y		BW-ETH-N-6000M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 6 Gbps transport speed.			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
41	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 6.5 Gbps	Y		BW-ETH-N-6500M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 6.5 Gbps transport speed.			
42	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 7 Gbps	Y		BW-ETH-N-7000M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 7 Gbps transport speed.			
43	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 7.5 Gbps	Y		BW-ETH-N-7500M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 7.5 Gbps transport speed.			
44	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 8 Gbps	Y		BW-ETH-N-8000M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 8 Gbps transport speed.			
45	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 8.5 Gbps	Y		BW-ETH-N-8500M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 8.5 Mbps transport speed.			
46	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 9 Gbps	Y		BW-ETH-N-9000M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 9 Gbps transport speed.			
47	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 9.5 Gbps	Y		BW-ETH-N-9500M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 9.5 Gbps transport speed.			
48	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 10 Gbps	Y		BW-ETH-N-10000M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router on-net service with 10 Gbps transport speed.			

The Contractor may offer additional unsolicited MPLS Port, Access and Router Bundled Ethernet On-Net Transport Speeds in Table 1.2.2.8.6.b.

Table 1.2.2.8.6.b Unsolicited MPLS Port, Access and Router Bundled Ethernet On-Net Transport Speeds

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

1.2.2.8.7 MPLS Port, Access and Router Bundled Ethernet Off-Net Transport Speeds

Table 1.2.2.8.7.a, MPLS Port, Access and Router Bundled Ethernet Off-Net Transport Speeds

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
1	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one (1) Mbps	Y		BW-ETH-O-1000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 1 Mbps transport speed.			
2	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of two (2) Mbps	Y		BW-ETH-O-2000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 2 Mbps transport speed.			
3	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of three (3) Mbps	Y		BW-ETH-O-3000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 3 Mbps transport speed.			
4	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of four (4) Mbps	Y		BW-ETH-O-4000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 4 Mbps transport speed.			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
5	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of five (5) Mbps	Y		BW-ETH-O-5000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 5 Mbps transport speed.			
6	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of six (6) Mbps	Y		BW-ETH-O-6000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 6 Mbps transport speed.			
7	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of seven (7) Mbps	Y		BW-ETH-O-7000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 7 Mbps transport speed.			
8	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of eight (8) Mbps	Y		BW-ETH-O-8000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 8 Mbps transport speed.			
9	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of nine (9) Mbps	Y		BW-ETH-O-9000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 9 Mbps transport speed.			
10	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 10 Mbps	Y		BW-ETH-O-10000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 10 Mbps transport speed.			
11	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 20 Mbps	Y		BW-ETH-O-20000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 20 Mbps transport speed.			
12	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 30 Mbps	Y		BW-ETH-O-30000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 30 Mbps transport speed.			
13	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 40 Mbps	Y		BW-ETH-O-40000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 40 Mbps transport speed.			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
14	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 50 Mbps	Y		BW-ETH-O-50000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 50 Mbps transport speed.			
15	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 60 Mbps	Y		BW-ETH-O-60000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 60 Mbps transport speed.			
16	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 70 Mbps	Y		BW-ETH-O-70000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 70 Mbps transport speed.			
17	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 80 Mbps	Y		BW-ETH-O-80000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 80 Mbps transport speed.			
18	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 90 Mbps	Y		BW-ETH-O-90000
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 90 Mbps transport speed.			
19	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 100 Mbps	Y		BW-ETH-O-100M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 100 Mbps transport speed.			
20	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 150 Mbps	Y		BW-ETH-O-150M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 150 Mbps transport speed.			
21	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 200 Mbps	Y		BW-ETH-O-200M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 200 Mbps transport speed.			
22	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 300 Mbps	Y		BW-ETH-O-300M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 300 Mbps transport speed.			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
23	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 400 Mbps	Y		BW-ETH-O-400M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 400 Mbps transport speed.			
24	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 450 Mbps	Y		BW-ETH-O-450M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 450 Mbps transport speed.			
25	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 500 Mbps	Y		BW-ETH-O-500M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 500 Mbps transport speed.			
26	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 600 Mbps	Y		BW-ETH-O-600M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 600 Mbps transport speed.			
27	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 700 Mbps	Y		BW-ETH-O-700M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 700 Mbps transport speed.			
28	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 800 Mbps	Y		BW-ETH-O-800M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 800 Mbps transport speed.			
29	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 900 Mbps	Y		BW-ETH-O-900M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 900 Mbps transport speed.			
30	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 1 Gbps	Y		BW-ETH-O-1000M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 1 Gbps transport speed.			
31	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 2 Gbps	Y		BW-ETH-O-2000M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 2 Gbps transport speed.			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
32	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 2.5 Gbps	Y		BW-ETH-O-2500M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 2.5 Gbps transport speed.			
33	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 3 Gbps	Y		BW-ETH-O-3000M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 3 Gbps transport speed.			
34	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 3.5 Gbps	Y		BW-ETH-O-3500M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 3.5 Gbps transport speed.			
35	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 4 Gbps	Y		BW-ETH-O-4000M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 4 Gbps transport speed.			
36	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 4.5 Gbps	Y		BW-ETH-O-4500M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 4.5 Gbps transport speed.			
37	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 5 Gbps	Y		BW-ETH-O-5000M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 5 Gbps transport speed.			
38	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 5.5 Gbps	Y		BW-ETH-O-5500M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 5.5 Gbps transport speed.			
39	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 6 Gbps	Y		BW-ETH-O-6000M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 6 Gbps transport speed.			
40	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 6.5 Gbps	Y		BW-ETH-O-6500M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 6.5 Gbps transport speed.			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
41	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 7 Gbps	Y		BW-ETH-O-7000M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 7 Gbps transport speed.			
42	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 7.5 Gbps	Y		BW-ETH-O-7500M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 7.5 Gbps transport speed.			
43	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 8 Gbps	Y		BW-ETH-O-8000M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 8 Gbps transport speed.			
44	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 8.5 Gbps	Y		BW-ETH-O-8500M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 8.5 Gbps transport speed.			
45	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 9 Gbps	Y		BW-ETH-O-9000M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 9 Gbps transport speed.			
46	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 9.5 Gbps	Y		BW-ETH-O-9500M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 9.5 Gbps transport speed.			
47	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 10 Gbps	Y		BW-ETH-O-10000M
	Bidder's Product Description: Jive MPLS Ethernet Bundled Port, Access and Router off-net service with 10 Gbps transport speed.			

The Contractor may offer additional unsolicited MPLS Port, Access and Router Bundled Ethernet Off-Net Transport Speeds in Table 1.2.2.8.7.b.

Table 1.2.2.8.7.b Unsolicited MPLS Port, Access and Router Bundled Ethernet Off-Net Transport Speeds

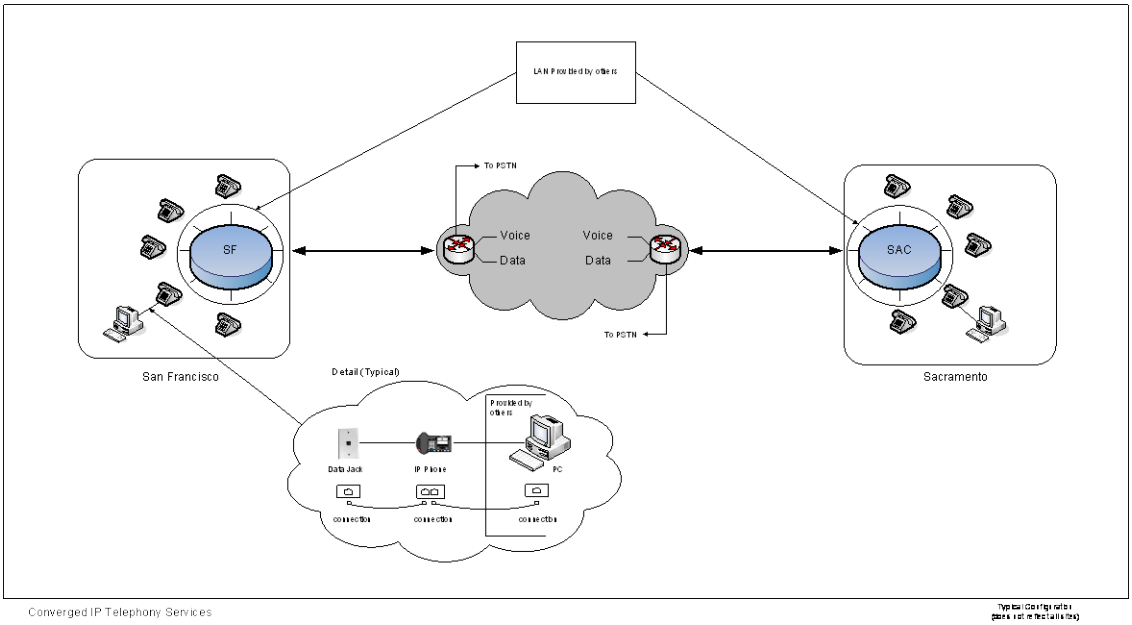
	Feature Name	Feature Description	Bidder's Product Identifier
1			
	Bidder's Product Description:		
2			
	Bidder's Product Description:		
3			
	Bidder's Product Description:		

1.2.3 CONVERGED VOICE OVER INTERNET PROTOCOL (VOIP)

1.2.3.1 CONVERGED VOIP MINIMUM NETWORK REQUIREMENTS

The Contractor shall provide a VoIP network in Converged configurations that is provisioned in conjunction with the Contractor's MPLS services identified in this Subcategory. The Converged VoIP service shall utilize the MPLS circuit to access Converged VoIP calling services.

Converged 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_____

1.2.3.1.1 Converged VoIP Network Designs and Diagrams

Bidders shall provide network designs and diagrams for the network and Converged VoIP services.

Bidders shall provide two (2) hard copies and one (1) electronic copy with their proposal. Electronic drawings shall be in .dwg, .dfx, .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:

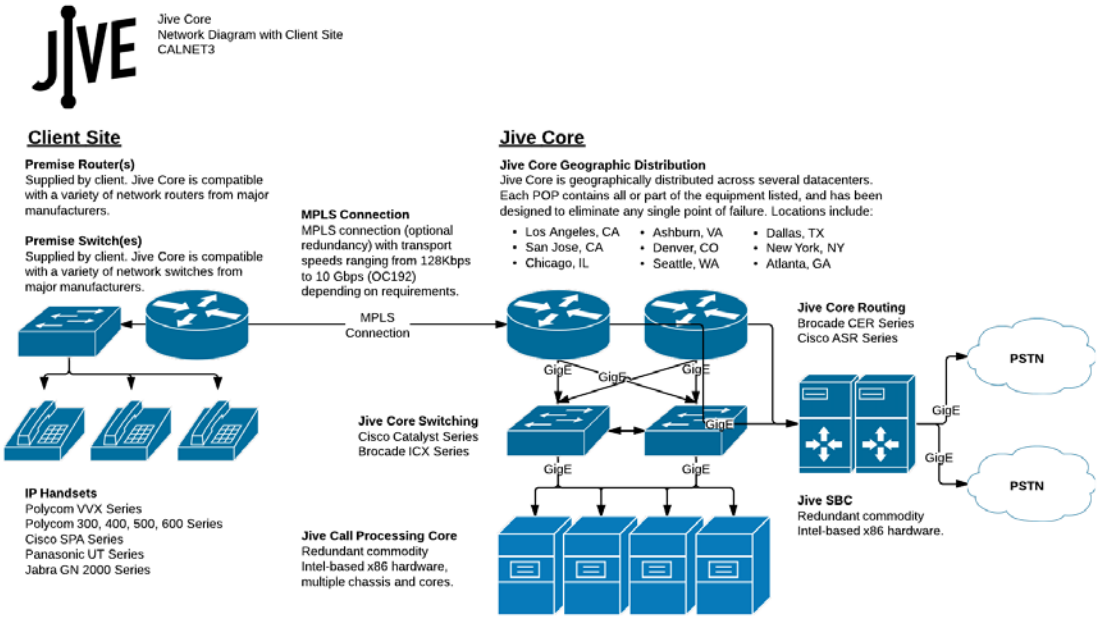
1. Redundancy – Having one (1) or more circuits/systems deployed in case of failure of the main circuits/systems, and;
2. Diversity – Backbone network paths and infrastructure offered in such a way as to minimize the chance of a single point of failure.

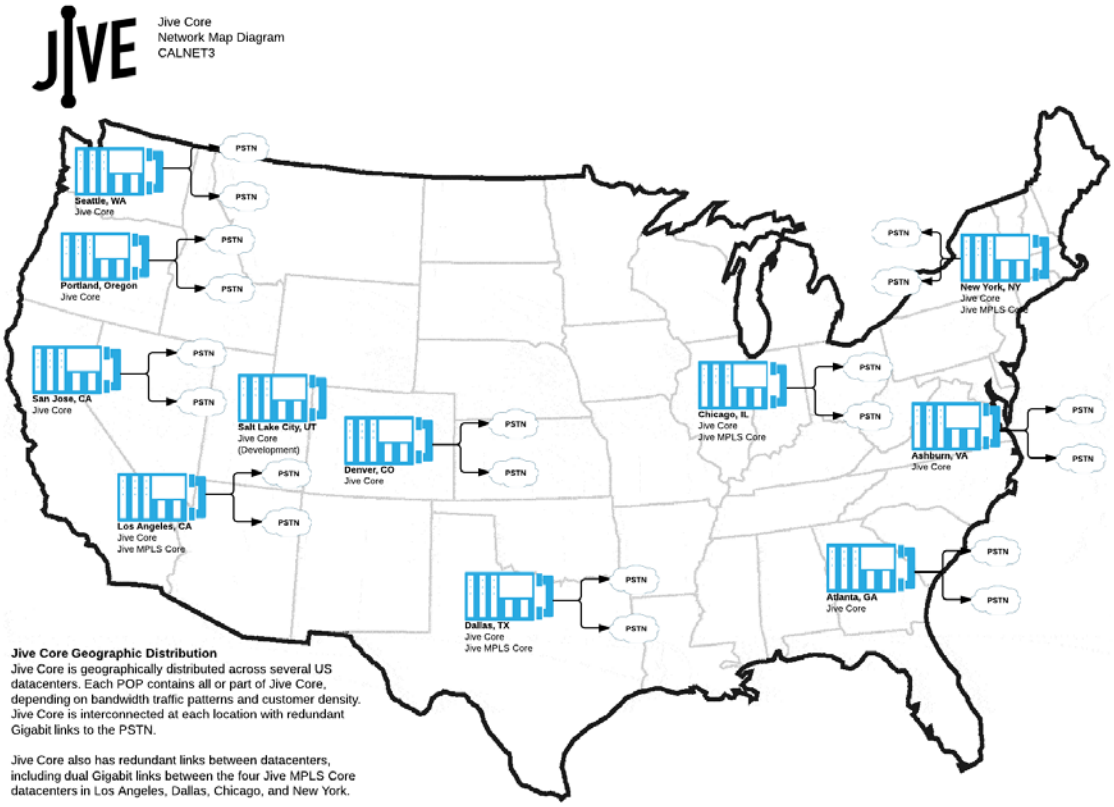
The Contractor shall provide revisions upon CALNET 3 CMO request. Drawings shall include both topology and logical representations of all critical network backbone elements to include but not be limited to the following:

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 1.2.3.1.1 and shall meet or exceed them? Yes__/_/__ No_____

Embedded Soft Copy of Drawing (Optional):





1.2.3.1.2 Intentionally Deleted

1.2.3.1.3 Public Switched Telephone Network 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__/_/_ No____

1.2.3.1.4 Number Portability

The Contractor shall comply with the local number portability regulations.

Bidder understands the Requirement and shall meet or exceed it? Yes__/_/_ No____

1.2.3.1.5 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 E9-1-1 database when End-User equipment is moved to a location with a different street address.

The Bidder shall describe the method(s) that will be deployed to accomplish this requirement and identify any conditions that the Customer must comply with.

Bidder understands the requirements in Section 1.2.3.1.5 and shall meet or exceed them? Yes__/_/__ No_____

Description:

E911 Compliance

The FCC mandates that Hosted VoIP service providers provide full E911 (Enhanced 911) service, and Jive Communications is fully compliant with this requirement. Jive Communications' E911 solution automatically associates a physical address with the calling party's telephone number, and routes the call to the most appropriate Public Safety Answering Point (PSAP) for that address. The caller's address and information is displayed to the calltaker immediately upon call arrival. This provides emergency responders with the location of the emergency without the person calling for help having to provide it.

E911 Database Updates (Customer Requirements)

Jive Communications requires customers to request, fill out, and return a change request form each time numbers are added, dropped, or changed. The following is a direct excerpt from the Jives Terms of Service:

"For each phone number that you use for the Service, you must register the physical location where you will be using the Service with that phone number. When you move the Device to another location, you must register your new location. If you do not register your new location, any call you make using the 911 Dialing feature may be sent to an emergency center near your old address. You will register your initial location of use when you subscribe to the Service."

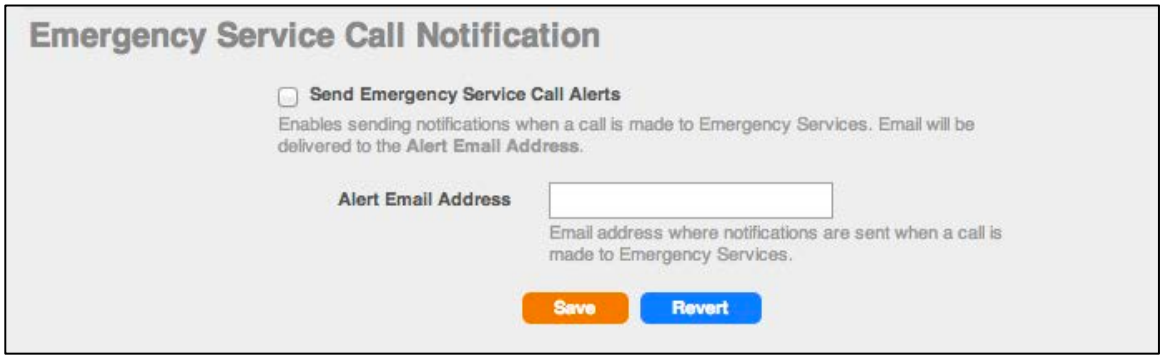
*To register a new location for an E911 database update, subscribers must supply the new physical address via the **Jive Number Change Request** form:*

☐ **Change E911 (physical) address to: _____**

- ☐ Apply to all numbers on the account
- ☐ Apply to the following numbers only (please list):

Emergency Service Call Notification

Jive Communications provides Emergency Service Call Notification in the event a 911 emergency call is placed on a subscribers PBX.



An Alert Email Address may be specified to receive email notifications. Frequently this is a group email account that is distributed to key response personnel within the organization. For more information on the Emergency Service Call Notification feature, please the Jive Administrator Manual (referenced above).

Room-Based E911 Services

E911 from Jive Communications can be configured such that to send the actual room or office number (as part of the address) to the appropriate Public Safety Answering Point (PSAP). This requires that a unique DID (telephone number) be assigned to every handset for purposes of outbound calling - the specific room-based information is associated with that DID. This greatly facilitates emergency response, and prevents a scenario where emergency personnel show up to a site but are unable to determine exactly where their services are required on the premises.

1.2.3.1.6 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 equipment, call control and setup equipment, or access to other PSTN or VoIP network providers.

Bidder understands the Requirement and shall meet or exceed it? Yes__/_/ No____

1.2.3.1.7 Private VoIP Network

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

Bidder understands the Requirement and shall meet or exceed it? Yes__/_/ No____

1.2.3.1.8 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__/_/ No____

1.2.3.1.9 Intentionally Deleted

1.2.3.1.10 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____

1.2.3.1.11 Technical Measurement Metrics

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

Table 1.2.3.1.11 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____

1.2.3.1.12 Standards Conformance

The VoIP Network and associated services shall conform to the Standards described in Table 1.2.3.1.12 as applicable.

Table 1.2.3.1.12 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	
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	

1.2.3.1.13 Class of Service

The network shall be configured with the appropriate Class of Service (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__/_/ No____

1.2.3.1.14 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.

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

Bidder understands the requirements in Section 1.2.3.1.14 and shall meet or exceed them? Yes__/_/__ No_____

Description:

Supported Audio Codecs

- ***G.711***
- ***G.722***
- ***G.729***
- ***WAV***
- ***WAV49***
- ***µ-LAW***

G.711

*By default, calls between the Hosted VoIP service and external, off-net numbers will use the **G.711 codec**. This is the same codec used in the PSTN, and delivers toll-quality calling that is indistinguishable from calling over a traditional analog network.*

G.722

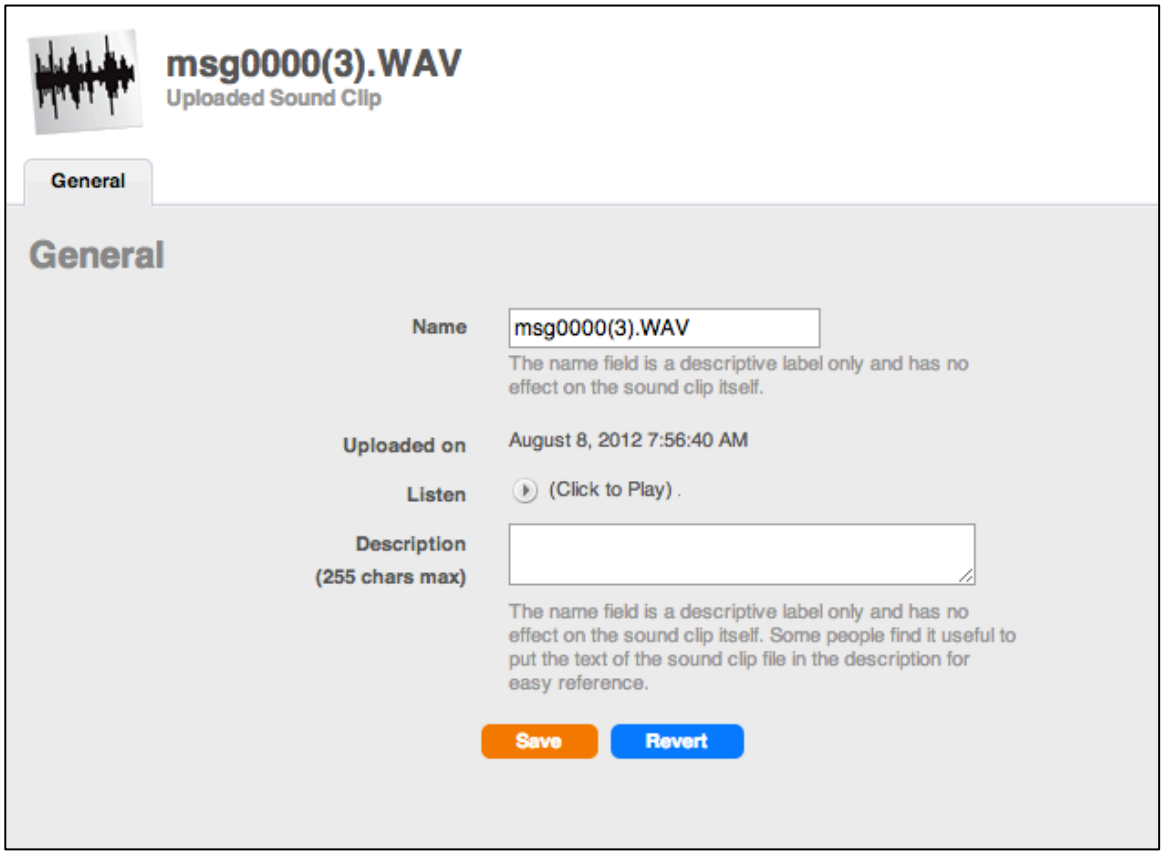
*On-net calls, however, are able to take advantage of the wideband **G.722 codec**. This codec delivers twice the clarity of ordinary phone calls for life-like, vibrant conversations. All on-net calls between endpoints on the Hosted VoIP and HD Video account are delivered using this codec, even if the endpoints are in separate geographical locations. The audio component of Jive HD Video will typically use this codec on every call.*

G.729

Jive also utilizes the G.729 codec, especially in network scenarios where bandwidth is limited or hardware limits the amount of possible throughput. G.729 is a wideband codec offering many of the same advantages and audio quality components as G.722, but with a much lower network bandwidth requirement.

WAV

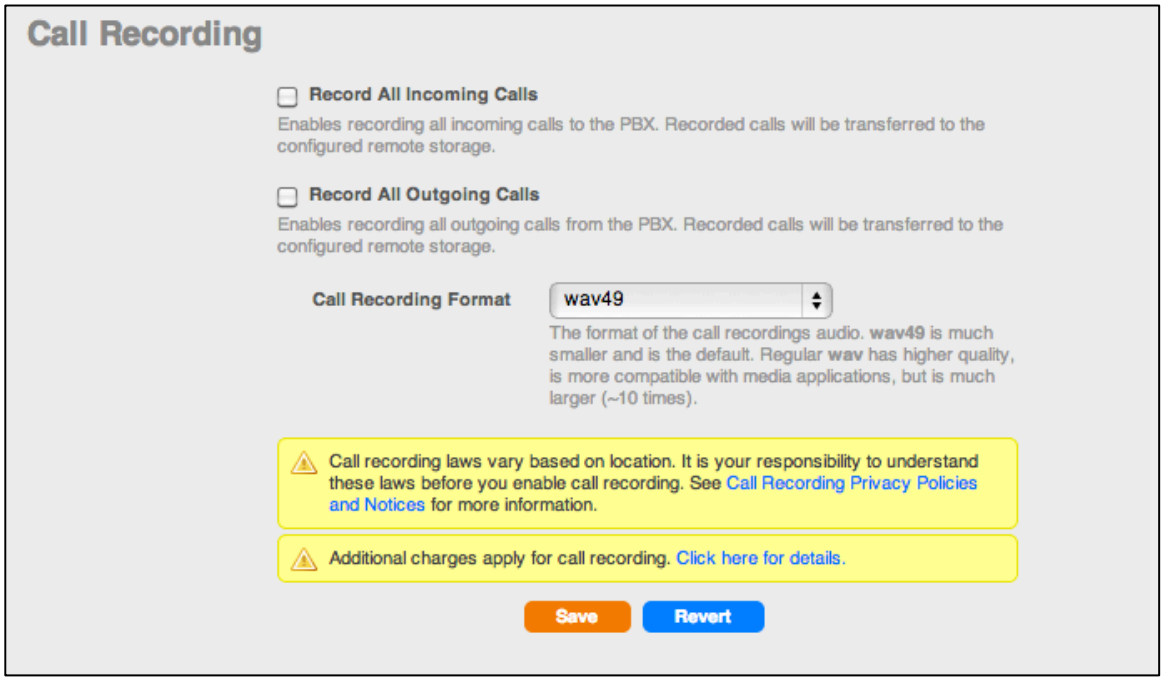
Jive Communications provides the option of storing call recordings, voice prompts, voicemails, and other audio storage media in WAV format. WAV is an industry standard, high quality audio codec frequently used in many media applications. Files encoded with WAV will hold approximately 1,000 minutes of recorded audio in a 1GB file.



Jive recommends that all files uploaded to the Administrator Portal and End User Portal be WAV (16-bit mono, 8000Hz) files. Voicemail-to-Email files are also optionally sent in WAV format.

WAV49

Jive Communications' default audio media storage codec for call recordings is WAV 49. WAV49 is a smaller, lower fidelity audio codec which is a significantly more economical way to store recorded audio.



WAV49 files hold approximately 10,000 minutes of recorded audio in a 1GB storage space.

µ-LAW

Jive Communications utilizes µ-law internally in Jive Core for several functions. µ-law is a companding algorithm which reduces the dynamic range of audio signals, and reduces the signal to noise ratio and quantization error during digital transmission. Though Jive supports µ-law natively, subscribers do not configure voice or audio options in Administrator or End User portal to utilize µ-law.

1.2.3.1.15 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__/_/_ No____

1.2.3.1.16 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__/_/_ No____

1.2.3.1.16.1 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__/_/_ No____

1.2.3.1.16.2 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. Denial of Service (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__/_/_ No____

1.2.3.1.16.3 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__/_/_ No____

1.2.3.2 CONVERGED VOIP SERVICES

The Contractor shall provide Converged VoIP that will connect to a Customer's Local Area Network (LAN). This service will allow for the ordering and provisioning of hosted voice and data over a single VoIP network interface. This service shall be interoperable with and traverse successfully across the subscribing Customer's firewalls and security layers.

The proposed design shall be network based where all major components reside at a central office or off-premises location. Bandwidth requirements shall be determined by the ITU compression mechanisms defined by the Contractor's network design.

The handsets shall be provided by the Contractor as part of the service package and per-seat price (Table 1.2.3.2.4) but will connect directly to the Customer's infrastructure/network.

In the event at Contractor is awarded a CALNET 3 Contract for Standalone VoIP services, this service shall be interoperable and the State shall not incur any charges to place calls between the two (2) services.

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

Converged VoIP service shall provide dial tone and full functionality of features to the on-site telephone.

No additional chargeable service or feature components required to comply with the requirements of this Section 1.2.3.2 shall be allowed and all costs shall be bundled into the service components identified.

All LAN functionality, components, cabling, and equipment shall be the responsibility of the Customer and shall be acquired elsewhere. Remediation of the LAN shall be the Customers responsibility and shall be acquired elsewhere.

Any service provided by this Subcategory shall only be used for Converged VoIP and shall not be used for traditional LAN installations.

The Converged VoIP service shall be provisioned in conjunction with MPLS Transport Services.

The Bidder shall describe its Converged VoIP network architecture, components and services that will be deployed for CALNET 3 to provide a VoIP solution for the application described.

Bidder understands the requirements in Section 1.2.3.2 and shall meet or exceed them?
Yes__/_/_ No____

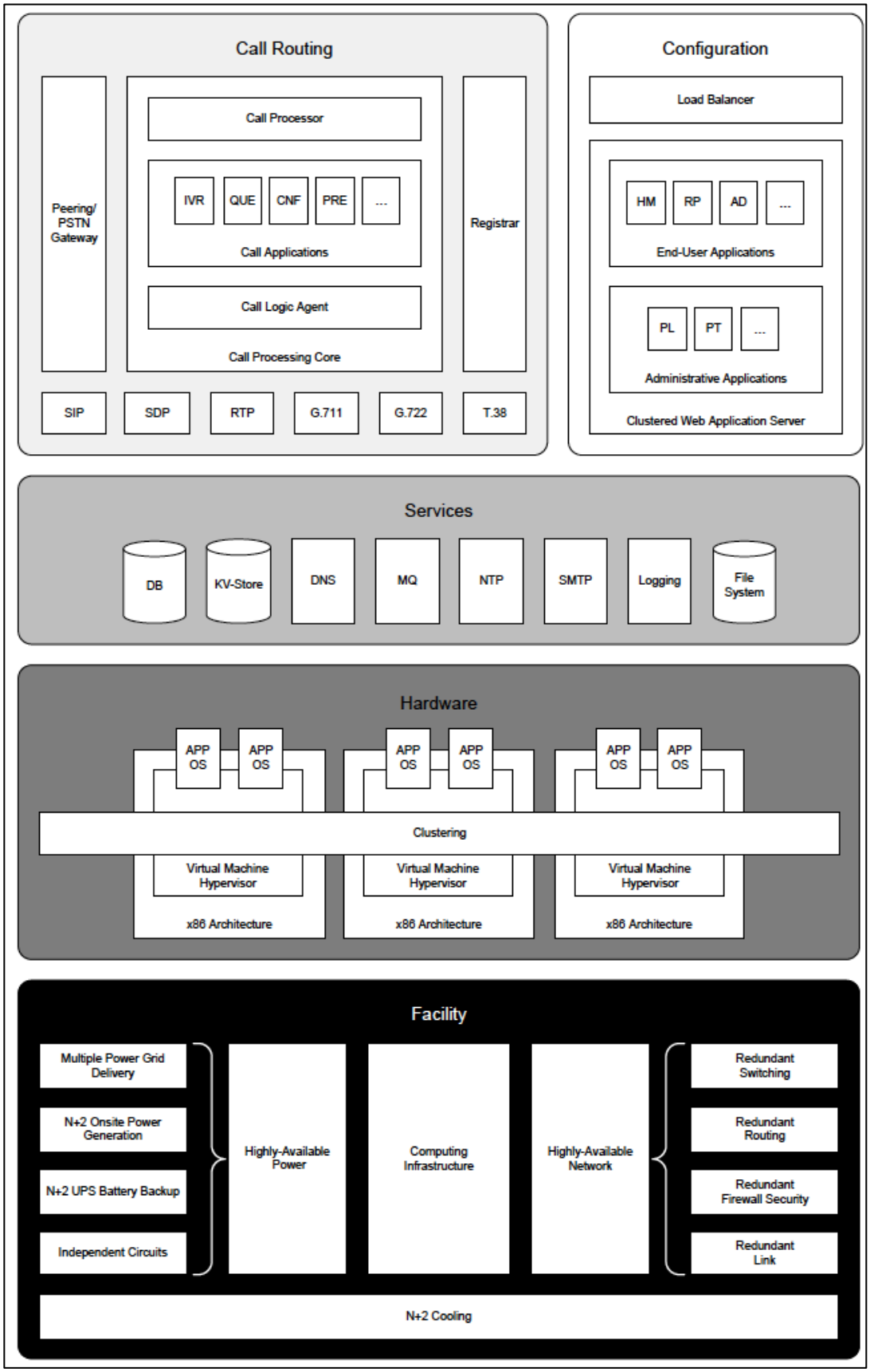
Description:

Jive Core Platform

Jive hosted services are run on Jive Core, a cloud-based platform. Jive Core has been purpose-built from the ground up to deliver the most economical and powerful hosted services on the market.

Jive Core provides two main components to end-users and clients. First, it provides an interconnect to the public switched telephone network (PSTN) that allows Jive users to place voice calls from IP telephones to users of traditional telephone service.

Second, Jive Core provides enhanced telephony features such as call transfer, dial-in conference calling, and call queues. In addition, Jive Core also hosts the Jive's administration portal clients can use to make changes to their system and configuration.


Call Routing
Peering/ PSTN Gateway
Call Processor
IVR
QUE
CNF
PRE
...
Call Applications
Call Logic Agent
Call Processing Core
Registrar
SIP
SDP
RTP
G.711
G.722
T.38
Configuration
Load Balancer
HM
RP
AD
...
End-User Applications
PL
PT
...
Administrative Applications
Clustered Web Application Server
Services
DB
KV-Store
DNS
MQ
NTP
SMTP
Logging
File System
Hardware
APP
OS
APP
OS
APP
OS
APP
OS
APP
OS
APP
OS
Clustering
Virtual Machine Hypervisor
Virtual Machine Hypervisor
Virtual Machine Hypervisor
x86 Architecture
x86 Architecture
x86 Architecture
Facility
Multiple Power Grid Delivery
N+2 Onsite Power Generation
N+2 UPS Battery Backup
Independent Circuits
Highly-Available Power
Computing Infrastructure
Highly-Available Network
Redundant Switching
Redundant Routing
Redundant Firewall Security
Redundant Link
N+2 Cooling

The Call Infrastructure component of Jive Core is where call processing, routing, and end point registration take place. Different sub-components are responsible for managing PSTN integration, delivering specific call functionality, and managing the actual media streams and handsets involved in making internal and external calls.

Client Network Architecture

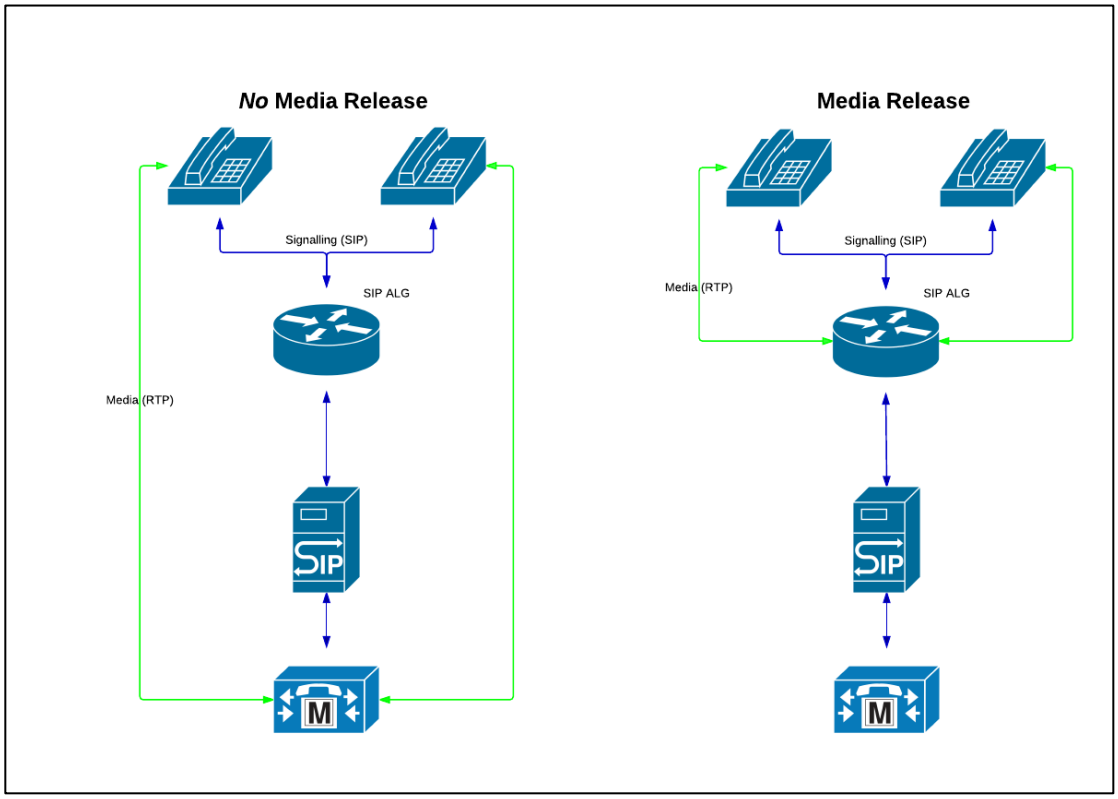
In a Jive Converged VoIP deployment, IP handsets are connected to the customer's Local Area Network (LAN). The LAN functionality, components, cabling, and equipment are the responsibility of the customer. Jive's Converged VoIP services will be able to successfully traverse the customer's firewalls and network security layers. Jive Converged VoIP will also be provisioned in conjunction with Jive MPLS.

Quality of Service

Quality of Service (QoS) protocols provide the means to guarantee certain resource levels to specific types of network traffic. QoS is particularly important in voice and video implementations. Jive Converged VoIP services can utilize several QoS methods to ensure the highest voice quality in a stable, and scalable network environment.

First, all Jive Converged VoIP deployments can have virtual separation from other networks at client sites. Dedicated Jive MPLS connections provide transport for voice traffic back to Jive Core.

Second, Jive allows for voice media (RTP) traffic to remain on the Local Area Network (LAN) thereby ensuring high delivery rates with extremely low jitter and latency.



Third, Jive marks all OSI Layer 2 VoIP packets with high-priority (5) class tags (802.1p and IP Precedence) that allow network equipment up and down the stack to prioritize critical voice packets.

Fourth, Jive also tags all voice packets with a DSCP value of 46, and other appropriate Class of Service (CoS) markings that are prioritized by OSI Layer 3 devices across the network.

Jive Datacenters and Hardware

Jive selects Top-Tier datacenter facilities to host the Jive Core platform. Redundant utility feeds, data feeds, cooling, and backup power all contribute to the stability and uptime of the system. Meshed, fabric-based switching, routing, firewalls, and network links ensure a highly available voice services.

Jive's computing platform is built on standards-based, x86-based hardware, ensuring easy access to additional components as necessary. Computing resources are virtualized and clustered to create a true cloud-computing environment. Enterprise-quality network components provide reliable access to all computing resources.

1.2.3.2.1 Converged VoIP Minimum Requirements

The Converged 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 in detail below.

Bidder understands the Requirement and shall meet or exceed it? Yes__/_/_ No____

1.2.3.2.1.1 Converged 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 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.

Horizontal station cabling will be the responsibility of the Customer and will be acquired through other procurement vehicles.

As stated in Section 1.2.3.2, all LAN functionality, components, cabling, and equipment shall be the responsibility of the Customer and shall be acquired elsewhere.

Bidder understands the Requirement and shall meet or exceed it? Yes__/_/_ No____

1.2.3.2.1.2 Converged VoIP Software

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

Contractor shall provide all configuration and programming.

Bidder understands the Requirement and shall meet or exceed it? Yes__/_/_ No____

1.2.3.2.1.3 Converged VoIP Administration

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

The Contractor shall provide the Customer with the option to perform selected on-site administrative functions.

Bidder understands the Requirement and shall meet or exceed it? Yes__/_/_ No____

1.2.3.2.1.4 Converged VoIP Maintenance

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

Bidder understands the Requirement and shall meet or exceed it? Yes__/_/_ No____

1.2.3.2.1.5 Converged VoIP Handset Power Supplies

The Contractor shall provide ancillary handset power supplies with the handset.

The Customer will have the option of providing Power Over Ethernet (PoE) switches in lieu of ancillary handset power supplies.

The Contractor shall provide handsets that utilize POE at the Customer's request.

Bidder understands the Requirement and shall meet or exceed it? Yes__/_/_ No____

1.2.3.2.1.6 Converged VoIP Class of Service (CoS)

The network shall be configured with the appropriate class of service (CoS) required for the proper operation of the Converged VoIP 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__/_/_ No____

1.2.3.2.2 Interoperability of Converged VoIP with Other CALNET 3 Technologies

The Contractor's Converged VoIP services shall be interoperable with the Contractor's SIP Trunking services (Section 1.2.5) and the State shall not incur any charges for calls between these two (2) services.

In the event at Contractor is awarded a CALNET 3 Contract for Standalone VoIP services (Subcategory 1.3), this Converged VoIP service shall be interoperable with the Contractor's Standalone VoIP services and the State shall not incur any charges for calls between these two (2) services.

Bidder understands the Requirement and shall meet or exceed it? Yes__/_/_ No____

1.2.3.2.3 Converged VoIP Basic Feature Package

The Contractor shall provide a basic feature package for all handset configurations listed in Section 1.2.3.2.4 (Converged VoIP Handsets). The basic feature package shall include the call features described in Table 1.2.3.2.3.

Table 1.2.3.2.3 Converged VoIP Basic Feature Package

	Converged 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	**Auto Attendant** – 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	**Call Forward – Busy Don't Answer** – 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. **(Indicate the limitation of paths the call may take)**	Y	
4	**Call Forward – All Calls** – 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	**Call Hold** – Allows the called party to put a caller on hold and retrieve them from the hold state	Y	
6	**Call Notify -** Enables a subscriber to define criteria that causes certain incoming calls to initiate an email notification.	Y	
7	**Call Transfer** – Allows a station End-User to transfer any call in progress to another telephone number without the assistance of an operator	Y	
8	**Call Pickup** – Allows a subscriber to answer any calls directed to another station line within his or her own predefined call pickup group	Y	

	Converged VoIP Basic Call Package Features	Bidder Meets or Exceeds? Y	N
9	**Call Park** – 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	**Conference** – Allows a voice station End-User to establish a multiparty conference connection of a minimum of three (3) conferees including themselves without attendant assistance.	Y	
11	**Call Waiting -** When a second call is received while a subscriber is engaged in a call, the subscriber is informed via an audible tone.	Y	
12	**Caller ID** – Phone number of the calling party is displayed on the terminal equipment	Y	
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 1.2.3.2.3 and shall meet or exceed them? Yes__/_/__ No_____

Description:

Additional No-Cost Features

Jive provides several features in addition to the features listed by CALNET 3 IFB that are included in the basic Converged VoIP service for no additional cost. Listed below are many of the key features that fit in this category:

- ***Call Analytics** – Subscribers can generate customized reports, charts, graphs, histograms, heat maps, averages, mins, maxes, and other analytics based on subscribers calls.*
- ***Call Logs** – Subscribers can generate a detailed list of calls for specific by Extension, DID, Days, etc…*
- ***Custom Music on Hold** – Subscribers able to upload custom hold music their callers hear while on hold or in queue.*
- ***Custom Schedules** – Subscribers have the ability to create unlimited customized schedules for use in unlimited dial plans.*
- ***Day and Night Modes** – Subscribers can select different auto attendant options for normal and closed (day or night) hours.*
- ***Desktop Integration** – Subscribers download and install Jive Desktop, which allows browser click-to-dial and email integration.*
- ***Barge and Whisper** – Subscribers with proper authentication credentials can listen to or attend calls on the system between two (2) or more separate parties.*
- ***Dial by Name Directory** – Subscribers and subscriber callers can enter the first several digits of a person's name to dial them directly on the system.*
- ***Visual Dial Plan Editor** – Visio-like drag and drop interface for develop call flows (dial plans) in real-time.*
- ***Eavesdropping** – Subscribers with proper authentication credentials and passcodes can listen in on existing calls currently on the system.*
- ***Intercom** – Subscribers can dial a simple star-code to immediately begin talking with another user on the system.*
- ***Multi-Cast Paging** – Subscribers can dial a simple star-code to immediately broadcast messages to a preselected group of handsets.*
- ***LDAP Integration** – Subscribers can use existing LDAP directories to administrate users and groups on the system.*

- ***Find-Me-Follow-Me*** *– Subscribers can set up multiple find-me-follow-me answering rules on their individual extension to allow for single number reach.*

- ***Remote Access*** *– Subscribers can log in to the Administrator and End-User portal from anywhere with a valid Internet connection.*

- ***Three-way Calling*** *– Subscribers can invite a 3rd user to join a call at anytime, without using a conference bridge.*

- ***Time-based Routing*** *– Subscribers are able to configure auto-attendant options by time of day.*

- ***Voice Mail to Email*** *– Subscribers can select the option of having their voicemail messages delivered to their email address.*

- ***Custom Messages*** *– Subscribers can create custom messages including voice mail greetings, out-of-office notifications, temporary, holiday messages, etc…*

- ***Fax to Email*** *– Subscribers can fax-enable their extension or DID to receive faxes, and have faxes delivered to their email address.*

- ***Email to Fax*** *– Subscribers can send pre-formatted emails with attachments and have the system convert and send facsimile transmissions.*

- ***Message Waiting Indicator*** *– Subscriber handsets will include message waiting indicator lights alerting user of unread voice mails.*

- ***Mobility Support*** *– Subscribers have the ability to install SIP-enabled softphones on various mobile and desktop platforms which register to their system account.*

- ***Call Queues*** *– Subscribers can configure call queues to answer inbound calls and distribute to agents via skills-based routing with this contact center feature. Queues include advanced ring strategies, custom messages and hold music, pre-call announcements, call barge, eavesdropping, wait time announcements, call recording, etc…*

- ***Queue Agents*** *– Subscribers can create queue agents and assign them to queues and skills with this contact center feature. Agents can log in/out on their handset or the web portal. Supervisors can also manage agents via the portal.*

- ***Queue Reports*** *– Subscribers can access real-time and historical queue reports at the agent, queue, or supervisor level. Reports include average hold times, abandon rates, call volume by queue, active calls, etc…*

- ***Point-to-Point Video Calls*** *– Subscribers can video-enable extensions for point-to-point video calls with compatible VoIP handset hardware.*

- ***Hosted Call Recording*** *– Subscribers can record calls by user, ring group, queue, group, conference, or system for future playback.*

1.2.3.2.4 Converged VoIP Handsets

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

1.2.3.2.4.1 Standard Converged 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__☐_ No____

1.2.3.2.4.2 Midrange Converged VoIP Handset Features

Standard Converged 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____

1.2.3.2.4.3 Executive Converged VoIP Handset Features

Midrange Converged 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____

1.2.3.2.4.4 Attendant Converged VoIP Handset Features

Executive Converged VoIP handset features Plus

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

Bidder understands the Requirement and shall meet or exceed it? Yes__☐_ No____

1.2.3.2.4.5 Standard Conference Room Converged VoIP 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__☐_ No____

1.2.3.2.4.6 Converged VoIP Executive Conference Room Speakerphone Features and Functionality

All Converged 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__/_/_ No____

Bidders shall provide the Converged VoIP Handset Service Packages described in Table 1.2.3.2.4.a

Table 1.2.3.2.4.a Converged VoIP Handset Service Packages

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
1	**Standard Converged VoIP Handset Service Package**	Service Package with Standard Converged VoIP Handset Service Package as described in 1.2.3.2.4.1 and the Basic Feature Package as described in 1.2.3.2.3	Y		VC-CSU
	Bidder's Product Description: Standard Converged VoIP Handset with all basic features included.				
2	**Midrange Converged VoIP Handset Service Package**	Service Package with Midrange Converged VoIP Handset Service Package as described in 1.2.3.2.4.2 and the Basic Feature Package as described in 1.2.3.2.3	Y		VC-CMU
	Bidder's Product Description: Midrange Converged VoIP Handset with all basic features included.				
3	**Executive Converged VoIP Handset Service Package**	Service Package with Executive Converged VoIP Handset as described in 1.2.3.2.4.3 and the Basic Feature Package as described in 1.2.3.2.3	Y		VC-CEU
	Bidder's Product Description: Executive Converged VoIP Handset with all basic features included.				
4	**Attendant Converged VoIP Handset Service Package**	Service Package with Attendant Converged VoIP Handset Service Package as described in 1.2.3.2.4.4 and the Basic Feature Package as described in 1.2.3.2.3	Y		VC-CAU
	Bidder's Product Description: Attendant Converged VoIP Handset with all basic features included.				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
5	**Converged VoIP Standard Conference Room Speakerphone Service Package**	Service Package with Converged VoIP conference phone Service Package with no external speakers as described in 1.2.3.2.4.5 and the Basic Feature Package as described in 1.2.3.2.3	Y		VC-CCR
	Bidder's Product Description: Converged VoIP Conference Room Speakerphone with all basic features included.				
6	**Converged VoIP Executive Conference Room Speakerphone Service Package**	Converged VoIP conference phone Service Package with two (2) external speakers as described in 1.2.3.2.4.6 and the Basic Feature Package as described in 1.2.3.2.3	Y		VC-CER
	Bidder's Product Description: Converged VoIP Executive Conference Room Speakerphone with all basic features included.				

The Contractor may offer additional unsolicited Converged VoIP Handset Service Packages in Table 1.2.3.2.4.b.

Table 1.2.3.2.4.b Unsolicited Converged VoIP Handset Service Packages

	Feature Name	Feature Description	Bidder's Product Identifier
1	Jive Softphone Service	Jive-branded desktop and mobile softphone service compatible with Jive's VoIP services.	VC-SPXC
	Bidder's Product Description: Jive Softphone Service enables voice and video calls on Jive's VoIP services. Jive's softphone services are compatible with IOS, Android, Windows and other operating systems and devices.		
2	Jive Multipoint Video Conferencing Bridge (6) Service	Service Package providing a Multipoint Video Conference Bridge for six (6) participants.	VD-MPB-6
	Bidder's Product Description: Allows six participants to join and communicate via both video and audio on the same conference call.		
3	Jive Multipoint Video Conferencing Bridge (12) Service	Service Package providing a Multipoint Video Conference Bridge for twelve (12) participants.	VD-MPB-12

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: Allows twelve participants to join and communicate via both video and audio on the same conference call.		
4	Jive Multipoint Video Conferencing Bridge (25) Service	Service Package providing a Multipoint Video Conference Bridge for twenty-five (25) participants.	VD-MPB-25
	Bidder's Product Description: Allows twenty-five participants to join and communicate via both video and audio on the same conference call.		
5	Jive Multipoint Video Conferencing Bridge (80) Service	Service Package providing a Multipoint Video Conference Bridge for eighty (80) participants.	VD-MPB-80
	Bidder's Product Description: Allows eighty participants to join and communicate via both video and audio on the same conference call.		
6	Jive Video Streaming, Recording and Playback Service	Service Package providing the ability to stream, record, and playback video calls and sessions.	VD-SRP1
	Bidder's Product Description: Video Streaming, Recording and Playback allows subscribers to stream, record, and playback video calls and sessions.		
7	Panasonic KX-UT113B Phone Service Upgrade	VoIP Handset Service Upgrade compatible with Jive VoIP service.	VC-KX-UT113-B
	Bidder's Product Description: The KX-UT113B is a basic PoE Enabled SIP phone. Supports wide-band high-definition voice through both its handset and speakerphone.		
8	Panasonic KX-UT113B Phone with Power Supply Service Upgrade	VoIP Handset with Power Supply Service Upgrade compatible with Jive VoIP service.	VC-KX-UT113-B-AC
	Bidder's Product Description: The KX-UT113B is a basic PoE Enabled SIP phone with Power Supply. Supports wide-band high-definition voice through both its handset and speakerphone.		
9	Panasonic KX-UT123B Phone Service Upgrade	VoIP Handset Service Upgrade compatible with Jive VoIP service.	VC-KX-UT123-B
	Bidder's Product Description: The KX-UT123B is a 2 Line SIP Phone with Wideband support, 2 10/100 Ethernet ports, 2.5mm Headset port, and a 242×55 pixel LCD screen.		
10	Panasonic KX-UT123B Phone with Power Supply Service Upgrade	VoIP Handset with Power Supply Service Upgrade compatible with Jive VoIP service.	VC-KX-UT123-B-AC
	Bidder's Product Description: The KX-UT123B is a 2 Line SIP Phone with Power Supply and Wideband support, 2 10/100 Ethernet ports, 2.5mm Headset port, and a 242×55 pixel LCD screen.		

	Feature Name	Feature Description	Bidder's Product Identifier
11	Panasonic KX-UT133B Phone Service Upgrade	VoIP Handset Service Upgrade compatible with Jive VoIP service.	VC-KX-UT133-B
	Bidder's Product Description: The KX-UT133B is a 4 Line SIP Phone with Wideband support, 2 10/100 Ethernet ports, 2.5mm Headset port, and a 242×55 pixel LCD screen.		
12	Panasonic KX-UT133B Phone with Power Supply Service Upgrade	VoIP Handset with Power Supply Service Upgrade compatible with Jive VoIP service.	VC-KX-UT133-B-AC
	Bidder's Product Description: The KX-UT133B is a 4 Line SIP Phone with Power Supply and Wideband support, 2 10/100 Ethernet ports, 2.5mm Headset port, and a 242×55 pixel LCD screen.		
13	Panasonic KX-UT136B Phone Service Upgrade	VoIP Handset Service Upgrade compatible with Jive VoIP service.	VC-KX-UT136-B
	Bidder's Product Description: The KX-UT136B is a 4 Line SIP Phone with Wideband support, 2 10/100 Ethernet ports, 2.5mm Headset port, and a 242×110 pixel backlit LCD Screen.		
14	Panasonic KX-UT136B Phone with Power Supply Service Upgrade	VoIP Handset with Power Supply Service Upgrade compatible with Jive VoIP service.	VC-KX-UT136-B-AC
	Bidder's Product Description: The KX-UT136B is a 4 Line SIP Phone with Power Supply and Wideband support, 2 10/100 Ethernet ports, 2.5mm Headset port, and a 242×110 pixel backlit LCD Screen.		
15	Panasonic KX-UT248B Phone Service Upgrade	VoIP Handset Service Upgrade compatible with Jive VoIP service.	VC-KX-UT248-B
	Bidder's Product Description: The KX-UT248B is an executive 6-line HD Voice VoIP Phone featuring built-in Bluetooth capabilities, 4.4 inch LCD display, and dual switching Gigabit PoE ports.		
16	Panasonic KX-UT248B Phone with Power Supply Service Upgrade	VoIP Handset with Power Supply Service Upgrade compatible with Jive VoIP service.	VC-KX-UT248-B-AC
	Bidder's Product Description: The KX-UT248B is an executive 6-line HD Voice VoIP Phone with Power Supply featuring built-in Bluetooth capabilities, 4.4 inch LCD display, and dual switching Gigabit PoE ports.		
17	Panasonic KX-UT670 Phone Service Upgrade	VoIP Handset Service Upgrade compatible with Jive VoIP service.	VC-KX-UT670
	Bidder's Product Description: The KX-UT670 is an executive phone featuring a 7-inch touch screen, PoE, HD audio and video, 3-way conference calling, two Ethernet ports, IP camera integration, and a full duplex speakerphone.		

	Feature Name	Feature Description	Bidder's Product Identifier
18	Panasonic KX-UT670 Phone with Power Supply Service Upgrade	VoIP Handset with Power Supply Service Upgrade compatible with Jive VoIP service.	VC-KX-UT670-AC
	Bidder's Product Description: The KX-UT670 is an executive phone with Power Supply featuring a 7-inch touch screen, PoE, HD audio and video, 3-way conference calling, two Ethernet ports, IP camera integration, and a full duplex speakerphone.		
19	Panasonic KX-A239 Power Adapter UT Service Upgrade	VoIP Handset Power Adapter Service Upgrade compatible with Jive VoIP service.	VC-KC-A239
	Bidder's Product Description: Power Adapter for the Panasonic UT series phones.		
20	Panasonic KX-A422 Power Adapter 670 Service Upgrade	VoIP Handset Power Adapter Service Upgrade compatible with Jive VoIP service.	VC-KX-A422
	Bidder's Product Description: Power Adapter for the Panasonic UT670 phone.		
21	Panasonic DECT Cordless Phone Service Upgrade	VoIP Handset Service Upgrade compatible with Jive VoIP service.	VC-TGP500
	Bidder's Product Description: The Panasonic KX-TGP500 is a SIP IP Service Upgrade compatible cordless phone system with location-free base station and one included cordless handset.		
22	Panasonic DECT Cordless Phone with Corded Base Phone Service Upgrade	VoIP Handset Service Upgrade compatible with Jive VoIP service.	VC-TGP550
	Bidder's Product Description: The Panasonic KX-TGP550 is a SIP IP extendable cordless phone system with a corded handset base and one included cordless handset.		
23	Panasonic DECT Cordless Phone Handset Service Upgrade	VoIP Handset Service Upgrade compatible with Jive VoIP service.	VC-TPA50
	Bidder's Product Description: Additional cordless handset from Panasonic with integrated full-duplex speakerphone, 5 hours of talk time, message waiting lamp, and 2.1" backlit LCD screen.		
24	Polycom SoundPoint IP 321 Phone Service Upgrade	VoIP Handset Service Upgrade compatible with Jive VoIP service.	VC-SPIP321
	Bidder's Product Description: The Polycom IP 321 delivers an intuitive user interface and features including call park, pick-up, transfer, three-way conferencing, and shared line appearances.		

	Feature Name	Feature Description	Bidder's Product Identifier
25	Polycom SoundPoint IP 321 Phone with Power Supply Service Upgrade	VoIP Handset with Power Supply Service Upgrade compatible with Jive VoIP service.	VC-SPIP321-PS
	Bidder's Product Description: The Polycom IP 321 with Power Supply delivers an intuitive user interface and features including call park, pick-up, transfer, three-way conferencing, and shared line appearances.		
26	Polycom SoundPoint IP 321 Phone Monthly Service Upgrade	VoIP Handset Monthly Service Upgrade compatible with Jive VoIP service.	VC-SPIP321-L
	Bidder's Product Description: The Polycom IP 321 (Monthly Option) delivers an intuitive user interface and features including call park, pick-up, transfer, three-way conferencing, and shared line appearances.		
27	Polycom SoundPoint IP 321 Phone with Power Supply Monthly Service Upgrade	VoIP Handset with Power Supply Monthly Service Upgrade compatible with Jive VoIP service.	VC-SPIP321-PS-L
	Bidder's Product Description: The Polycom IP 321 with Power Supply (Monthly Option) delivers an intuitive user interface and features including call park, pick-up, transfer, three-way conferencing, and shared line appearances.		
28	Polycom SoundPoint IP 331 Phone Service Upgrade	VoIP Handset Service Upgrade compatible with Jive VoIP service.	VC-SPIP331
	Bidder's Product Description: The SoundPoint IP 331 delivers one-button access to common features, and an LCD display delivers call information, directory access, and advanced applications.		
29	Polycom SoundPoint IP 331 Phone with Power Supply Service Upgrade	VoIP Handset with Power Supply Service Upgrade compatible with Jive VoIP service.	VC-SPIP331-PS
	Bidder's Product Description: The SoundPoint IP 331 with Power Supply delivers one-button access to common features, and an LCD display delivers call information, directory access, and advanced applications.		
30	Polycom SoundPoint IP 331 Phone Monthly Service Upgrade	VoIP Handset Monthly Service Upgrade compatible with Jive VoIP service.	VC-SPIP331-L
	Bidder's Product Description: The SoundPoint IP 331 (Monthly Option) delivers one-button access to common features, and an LCD display delivers call information, directory access, and advanced applications.		

	Feature Name	Feature Description	Bidder's Product Identifier
31	Polycom SoundPoint IP 331 Phone with Power Supply Monthly Service Upgrade	VoIP Handset with Power Supply Monthly Service Upgrade compatible with Jive VoIP service.	VC-SPIP331-PS-L
	Bidder's Product Description: The SoundPoint IP 331 with Power Supply (Monthly Option) delivers one-button access to common features, and an LCD display delivers call information, directory access, and advanced applications.		
32	Polycom SoundPoint IP 335 Phone with Power Supply Service Upgrade	VoIP Handset with Power Supply Service Upgrade compatible with Jive VoIP service.	VC-SPIP335-PS
	Bidder's Product Description: The SoundPoint IP 335 is an entry-level, two-line desktop IP phone with Power Supply and a full-duplex speakerphone featuring the Polycom Acoustic Clarity Technology.		
33	Polycom SoundPoint IP 335 Phone Monthly Service Upgrade	VoIP Handset Monthly Service Upgrade compatible with Jive VoIP service.	VC-SPIP335-PS-L
	Bidder's Product Description: The SoundPoint IP 335 (Monthly Option) is an entry-level, two-line desktop IP phone with a full-duplex speakerphone featuring the Polycom Acoustic Clarity Technology.		
34	Polycom SoundPoint IP 450 Phone Service Upgrade	VoIP Handset Service Upgrade compatible with Jive VoIP service.	VC-SPIP450
	Bidder's Product Description: The SoundPoint IP 450 is an advanced SIP desktop phone with Polycom HD Voice and high-resolution, backlit display, and revolutionary voice quality with Polycom HD Voice.		
35	Polycom SoundPoint IP 450 Phone with Power Supply Service Upgrade	VoIP Handset with Power Supply Service Upgrade compatible with Jive VoIP service.	VC-SPIP450-PS
	Bidder's Product Description: The SoundPoint IP 450 is an advanced SIP desktop phone with Power Supply and Polycom HD Voice and high-resolution, backlit display, and revolutionary voice quality with Polycom HD Voice.		
36	Polycom SoundPoint IP 450 Phone Monthly Service Upgrade	VoIP Handset Monthly Service Upgrade compatible with Jive VoIP service.	VC-SPIP450-L
	Bidder's Product Description: The SoundPoint IP 450 is an advanced SIP desktop phone (Monthly Option) with Polycom HD Voice and high-resolution, backlit display, and revolutionary voice quality with Polycom HD Voice.		

	Feature Name	Feature Description	Bidder's Product Identifier
37	Polycom SoundPoint IP 450 Phone with Power Supply Monthly Service Upgrade	VoIP Handset with Power Supply Monthly Service Upgrade compatible with Jive VoIP service.	VC-SPIP450-PS-L
	Bidder's Product Description: The SoundPoint IP 450 is an advanced SIP desktop phone (Monthly Option) with Power Supply and Polycom HD Voice and high-resolution, backlit display, and revolutionary voice quality with Polycom HD Voice.		
38	Polycom SoundPoint IP 550 Phone Service Upgrade	VoIP Handset Service Upgrade compatible with Jive VoIP service.	VC-SPIP550
	Bidder's Product Description: The SoundPoint IP 550 is a four-line desktop IP phone with a full-duplex speakerphone featuring Polycom's HD Voice technology.		
39	Polycom SoundPoint IP 550 Phone with Power Supply Service Upgrade	VoIP Handset with Power Supply Service Upgrade compatible with Jive VoIP service.	VC-SPIP550-PS
	Bidder's Product Description: The SoundPoint IP 550 with Power Supply is a four-line desktop IP phone with a full-duplex speakerphone featuring Polycom's HD Voice technology.		
40	Polycom SoundPoint IP 550 Phone Monthly Service Upgrade	VoIP Handset Monthly Service Upgrade compatible with Jive VoIP service.	VC-SPIP550-L
	Bidder's Product Description: The SoundPoint IP 550 (Monthly Option) is a four-line desktop IP phone with a full-duplex speakerphone featuring Polycom's HD Voice technology.		
41	Polycom SoundPoint IP 550 Phone with Power Supply Monthly Service Upgrade	VoIP Handset with Power Supply Monthly Service Upgrade compatible with Jive VoIP service.	VC-SPIP550-PS-L
	Bidder's Product Description: The SoundPoint IP 550 with Power Supply (Monthly Option) is a four-line desktop IP phone with a full-duplex speakerphone featuring Polycom's HD Voice technology.		
42	Polycom SoundPoint IP 560 Phone Service Upgrade	VoIP Handset Service Upgrade compatible with Jive VoIP service.	VC-SPIP560
	Bidder's Product Description: The Polycom SoundPoint IP 560 is a four-line SIP desktop phone with GigE phone that delivers calls of unprecedented richness and clarity in addition to a comprehensive range of cutting-edge features.		
43	Polycom SoundPoint IP 560 Phone with Power Supply Service Upgrade	VoIP Handset with Power Supply Service Upgrade compatible with Jive VoIP service.	VC-SPIP560-PS

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: The Polycom SoundPoint IP 560 with Power Supply is a four-line SIP desktop phone with GigE phone that delivers calls of unprecedented richness and clarity in addition to a comprehensive range of cutting-edge features.		
44	Polycom SoundPoint IP 560 Phone Monthly Service Upgrade	VoIP Handset Monthly Service Upgrade compatible with Jive VoIP service.	VC-SPIP560-L
	Bidder's Product Description: The Polycom SoundPoint IP 560 (Monthly Option) is a four-line SIP desktop phone with GigE phone that delivers calls of unprecedented richness and clarity in addition to a comprehensive range of cutting-edge features.		
45	Polycom SoundPoint IP 560 Phone with Power Supply Monthly Service Upgrade	VoIP Handset with Power Supply Monthly Service Upgrade compatible with Jive VoIP service.	VC-SPIP560-PS-L
	Bidder's Product Description: The Polycom SoundPoint IP 560 with Power Supply (Monthly Option) is a four-line SIP desktop phone with GigE phone that delivers calls of unprecedented richness and clarity in addition to a comprehensive range of cutting-edge features.		
46	Polycom SoundPoint IP 650 Phone Service Upgrade	VoIP Handset Service Upgrade compatible with Jive VoIP service.	VC-SPIP650
	Bidder's Product Description: The SoundPoint IP 650 is a six-line desktop IP phone (expandable to 48 lines) with a full-duplex speakerphone featuring HD Voice technology.		
47	Polycom SoundPoint IP 650 Phone with Power Supply Service Upgrade	VoIP Handset with Power Supply Service Upgrade compatible with Jive VoIP service.	VC-SPIP650-PS
	Bidder's Product Description: The SoundPoint IP 650 with Power Supply is a six-line desktop IP phone (expandable to 48 lines) with a full-duplex speakerphone featuring HD Voice technology.		
48	Polycom SoundPoint IP 650 Phone Monthly Service Upgrade	VoIP Handset Monthly Service Upgrade compatible with Jive VoIP service.	VC-SPIP650-L
	Bidder's Product Description: The SoundPoint IP 650 (Monthly Option) is a six-line desktop IP phone (expandable to 48 lines) with a full-duplex speakerphone featuring HD Voice technology.		
49	Polycom SoundPoint IP 650 Phone with Power Supply Monthly Service Upgrade	VoIP Handset with Power Supply Monthly Service Upgrade compatible with Jive VoIP service.	VC-SPIP650-PS-L

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: The SoundPoint IP 650 with Power Supply (Monthly Option) is a six-line desktop IP phone (expandable to 48 lines) with a full-duplex speakerphone featuring HD Voice technology.		
50	Polycom SoundPoint IP 650 Expansion Service Upgrade	VoIP Handset Expansion Service Upgrade compatible with Jive VoIP service.	VC-SPIP650-E
	Bidder's Product Description: The SoundPoint IP Expansion Module for the SoundPoint IP 601/650 models is an optimal solution for users who manage multiple simultaneous calls.		
51	Polycom SoundPoint IP 670 Phone Service Upgrade	VoIP Handset expansion Service Upgrade compatible with Jive VoIP service.	VC-SPIP670
	Bidder's Product Description: The Polycom 670, a premium SIP desktop phone, has a large color display. The desktop phone delivers a rich visual, voice, and application experience to executives and power users.		
52	Polycom SoundPoint IP 670 Phone with Power Supply Service Upgrade	VoIP Handset with Power Supply Service Upgrade compatible with Jive VoIP service.	VC-SPIP670-PS
	Bidder's Product Description: The Polycom 670 with Power Supply, a premium SIP desktop phone, has a large color display. The desktop phone delivers a rich visual, voice, and application experience to executives and power users.		
53	Polycom SoundPoint IP 670 Phone Monthly Service Upgrade	VoIP Handset Monthly Service Upgrade compatible with Jive VoIP service.	VC-SPIP670-L
	Bidder's Product Description: The Polycom 670 (Monthly Option), a premium SIP desktop phone, has a large color display. The desktop phone delivers a rich visual, voice, and application experience to executives and power users.		
54	Polycom SoundPoint IP 670 Phone with Power Supply Monthly Service Upgrade	VoIP Handset with Power Supply Monthly Service Upgrade compatible with Jive VoIP service.	VC-SPIP670-PS-L
	Bidder's Product Description: The Polycom 670 with Power Supply (Monthly Option), a premium SIP desktop phone, has a large color display. The desktop phone delivers a rich visual, voice, and application experience to executives and power users.		
55	Polycom SoundPoint IP 670 Expansion Service Upgrade	VoIP Handset Expansion Service Upgrade compatible with Jive VoIP service.	VC-SPIP670-E

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: The Polycom Color Expansion Module is a high resolution expansion module for the Polyocom IP 670. The Polycom Color Expansion Module has 14 multifunctional line keys that can be set up as a line registration, call appearance, or a speed-dial.		
56	Polycom Power Supply 12 Volt Service Upgrade	VoIP Handset Power Adapter Service Upgrade compatible with Jive VoIP service.	VC-SPIPPS-12
	Bidder's Product Description: 12 Volt Power Supply for Polycom IP phones.		
57	Polycom Power Supply 24 Volt 300s Service Upgrade	VoIP Handset Power Adapter Service Upgrade compatible with Jive VoIP service.	VC-SPIPPS-24-300s
	Bidder's Product Description: 24 Volt Power Supply for Polycom 300 series IP Phones		
58	Polycom Power Supply 24 Volt Service Upgrade	VoIP Handset Power Adapter Service Upgrade compatible with Jive VoIP service.	VC-SPIPPS-24
	Bidder's Product Description: 24 Volt Power Supply for Polycom IP phones.		
59	Polycom Power Supply 48 Volt Service Upgrade	VoIP Handset Power Adapter Service Upgrade compatible with Jive VoIP service.	VC-SPIPPS-48
	Bidder's Product Description: 48 Volt Power Supply for Polycom IP Phones		
60	Polycom VVX 1500 Media Phone Service Upgrade	VoIP Handset Service Upgrade compatible with Jive VoIP service.	VC-VVX1500
	Bidder's Product Description: The Polycom VVX 1500 multimedia phone is a 6-line IP phone with touch screen and videoconferencing capability built in.		
61	Polycom VVX 1500 Media Phone with Power Supply Service Upgrade	VoIP Handset with Power Supply Service Upgrade compatible with Jive VoIP service.	VC-VVX1500-PS
	Bidder's Product Description: The Polycom VVX 1500 multimedia phone with Power Supply is a 6-line IP phone with touch screen and videoconferencing capability built in.		
62	Polycom VVX 1500 D Media Phone Service Upgrade	VoIP Handset Service Upgrade compatible with Jive VoIP service.	VC-VVXD1500
	Bidder's Product Description: The Polycom VVX 1500 (D-Series) multimedia phone is a 6-line IP phone with touch screen and videoconferencing capability built in.		

	Feature Name	Feature Description	Bidder's Product Identifier
63	Polycom VVX 1500 D Media Phone with Power Supply Service Upgrade	VoIP Handset with Power Supply Service Upgrade compatible with Jive VoIP service.	VC-VVXD1500-PS
	Bidder's Product Description: The Polycom VVX 1500 (D-Series) with Power Supply multimedia phone is a 6-line IP phone with touch screen and videoconferencing capability built in.		
64	Polycom VVX 1500 G Media Phone Service Upgrade	VoIP Handset Service Upgrade compatible with Jive VoIP service.	VC-VVXG1500
	Bidder's Product Description: The Polycom VVX 1500 multimedia phone (G-Series) is a 6-line IP phone with touch screen and videoconferencing capability built in.		
65	Polycom VVX 300 Phone Service Upgrade	VoIP Handset Service Upgrade compatible with Jive VoIP service.	VC-VVX300
	Bidder's Product Description: The Polycom VVX 300 is a six-line basic phone with a full feature set.		
66	Polycom VVX 300 Phone with Power Supply Service Upgrade	VoIP Handset with Power Supply Service Upgrade compatible with Jive VoIP service.	VC-VVX300-PS
	Bidder's Product Description: The Polycom VVX 300 with Power Supply is a six-line basic phone with a full feature set.		
67	Polycom VVX 300 Phone Monthly Service Upgrade	VoIP Handset Monthly Service Upgrade compatible with Jive VoIP service.	VC-VVX300-L
	Bidder's Product Description: The Polycom VVX 300 (Monthly Option) is a six-line basic phone with a full feature set.		
68	Polycom VVX 300 Phone with Power Supply Monthly Service Upgrade	VoIP Handset with Power Supply Monthly Service Upgrade compatible with Jive VoIP service.	VC-VVX300-PS-L
	Bidder's Product Description: The Polycom VVX 300 with Power Supply (Monthly Option) is a six-line basic phone with a full feature set.		
69	Polycom VVX 310 Phone Service Upgrade	VoIP Handset Service Upgrade compatible with Jive VoIP service.	VC-VVX310
	Bidder's Product Description: The Polycom VVX310 is a 6-line entry-level business media phone that provides crystal-clear communications and an intuitive user interface.		

	Feature Name	Feature Description	Bidder's Product Identifier
70	Polycom VVX 310 Phone with Power Supply Service Upgrade	VoIP Handset with Power Supply Service Upgrade compatible with Jive VoIP service.	VC-VVX310-PS
	Bidder's Product Description: The Polycom VVX310 with Power Supply is a 6-line entry-level business media phone that provides crystal-clear communications and an intuitive user interface.		
71	Polycom VVX 310 Phone Monthly Service Upgrade	VoIP Handset Monthly Service Upgrade compatible with Jive VoIP service.	VC-VVX310-L
	Bidder's Product Description: The Polycom VVX310 (Monthly Option) is a 6-line entry-level business media phone that provides crystal-clear communications and an intuitive user interface.		
72	Polycom VVX 310 Phone with Power Supply Monthly Service Upgrade	VoIP Handset with Power Supply Monthly Service Upgrade compatible with Jive VoIP service.	VC-VVX310-PS-L
	Bidder's Product Description: The Polycom VVX310 with Power Supply (Monthly Option) is a 6-line entry-level business media phone that provides crystal-clear communications and an intuitive user interface.		
73	Polycom VVX 400 Phone Service Upgrade	VoIP Handset Service Upgrade compatible with Jive VoIP service.	VC-VVX400
	Bidder's Product Description: The Polycom VVX 400 supports 12 line appearances to create a powerful but cost-effective IP phone option.		
74	Polycom VVX 400 Phone with Power Supply Service Upgrade	VoIP Handset with Power Supply Service Upgrade compatible with Jive VoIP service.	VC-VVX400-PS
	Bidder's Product Description: The Polycom VVX 400 with Power Supply supports 12 line appearances to create a powerful but cost-effective IP phone option.		
75	Polycom VVX 400 Phone Monthly Service Upgrade	VoIP Handset Monthly Service Upgrade compatible with Jive VoIP service.	VC-VVX400-L
	Bidder's Product Description: The Polycom VVX 400 (Monthly Option) supports 12 line appearances to create a powerful but cost-effective IP phone option.		
76	Polycom VVX 400 Phone with Power Supply Monthly Service Upgrade	VoIP Handset with Power Supply Monthly Service Upgrade compatible with Jive VoIP service.	VC-VVX400-PS-L

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: The Polycom VVX 400 with Power Supply (Monthly Option) supports 12 line appearances to create a powerful but cost-effective IP phone option.		
77	Polycom VVX 410 Phone Service Upgrade	VoIP Handset Service Upgrade compatible with Jive VoIP service.	VC-VVX410
	Bidder's Product Description: The Polycom VVX 410 IP phone is a 6 SIP line entry-level IP phone with HD Voice.		
78	Polycom VVX 410 Phone with Power Supply Service Upgrade	VoIP Handset with Power Supply Service Upgrade compatible with Jive VoIP service.	VC-VVX410-PS
	Bidder's Product Description: The Polycom VVX 410 IP phone with Power Supply is a 6 SIP line entry-level IP phone with HD Voice.		
79	Polycom VVX 410 Phone Monthly Service Upgrade	VoIP Handset Monthly Service Upgrade compatible with Jive VoIP service.	VC-VVX410-L
	Bidder's Product Description: The Polycom VVX 410 IP phone (Monthly Option) is a 6 SIP line entry-level IP phone with HD Voice.		
80	Polycom VVX 410 Phone with Power Supply Monthly Service Upgrade	VoIP Handset with Power Supply Monthly Service Upgrade compatible with Jive VoIP service.	VC-VVX410-PS-L
	Bidder's Product Description: The Polycom VVX 410 IP phone with Power Supply (Monthly Option) is a 6 SIP line entry-level IP phone with HD Voice.		
81	Polycom VVX 500 Phone Service Upgrade	VoIP Handset Service Upgrade compatible with Jive VoIP service.	VC-VVX500
	Bidder's Product Description: The Polycom VVX 500 Multimedia IP Phone is a 12 line multimedia phone designed to improve productivity by complimenting workplace applications and serves as an extension of your PC desktop.		
82	Polycom VVX 500 Phone with Power Supply Service Upgrade	VoIP Handset with Power Supply Service Upgrade compatible with Jive VoIP service.	VC-VVX500-PS
	Bidder's Product Description: The Polycom VVX 500 Multimedia IP Phone with Power Supply is a 12 line multimedia phone designed to improve productivity by complimenting workplace applications and serves as an extension of your PC desktop.		
83	Polycom VVX 500 Phone Monthly Service Upgrade	VoIP Handset Monthly Service Upgrade compatible with Jive VoIP service.	VC-VVX500-L

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: The Polycom VVX 500 Multimedia IP Phone (Monthly Option) is a 12 line multimedia phone designed to improve productivity by complimenting workplace applications and serves as an extension of your PC desktop.		
84	Polycom VVX 500 Phone with Power Supply Monthly Service Upgrade	VoIP Handset with Power Supply Monthly Service Upgrade compatible with Jive VoIP service.	VC-VVX500-PS-L
	Bidder's Product Description: The Polycom VVX 500 Multimedia IP Phone with Power Supply (Monthly Option) is a 12 line multimedia phone designed to improve productivity by complimenting workplace applications and serves as an extension of your PC desktop.		
85	Polycom VVX 600 Phone Service Upgrade	VoIP Handset Service Upgrade compatible with Jive VoIP service.	VC-VVX600
	Bidder's Product Description: The VVX 600 provides 16 line appearances and speed dials, plus video conferencing capability via an external USB web cam (not included).		
86	Polycom VVX 600 Phone with Power Supply Service Upgrade	VoIP Handset with Power Supply Service Upgrade compatible with Jive VoIP service.	VC-VVX600-PS
	Bidder's Product Description: The VVX 600 with Power Supply provides 16 line appearances and speed dials, plus video conferencing capability via an external USB web cam (not included).		
87	Polycom VVX 600 Phone Monthly Service Upgrade	VoIP Handset Monthly Service Upgrade compatible with Jive VoIP service.	VC-VVX600-L
	Bidder's Product Description: The VVX 600 (Monthly Option) provides 16 line appearances and speed dials, plus video conferencing capability via an external USB web cam (not included).		
88	Polycom VVX 600 Phone with Power Supply Monthly Service Upgrade	VoIP Handset with Power Supply Monthly Service Upgrade compatible with Jive VoIP service.	VC-VVX600-PS-L
	Bidder's Product Description: The VVX 600 with Power Supply (Monthly Option) provides 16 line appearances and speed dials, plus video conferencing capability via an external USB web cam (not included).		
89	Cisco SPA301G Phone Service Upgrade	VoIP Handset Service Upgrade compatible with Jive VoIP service.	VC-SPA301G
	Bidder's Product Description: The Cisco SPA301G is a single line SIP phone typically used in warehouse or common areas.		

	Feature Name	Feature Description	Bidder's Product Identifier
90	Cisco SPA303G Phone with Power Supply Service Upgrade	VoIP Handset with Power Supply Service Upgrade compatible with Jive VoIP service.	VC-SPA303G-PS
	Bidder's Product Description: The Cisco SPA303G 3-Line IP Phone with Power Supply enables service providers to quickly roll out competitive, feature-rich telephony features to customers.		
91	Cisco SPA303G Phone with Power Supply Monthly Service Upgrade	VoIP Handset with Power Supply Monthly Service Upgrade compatible with Jive VoIP service.	VC-SPA303G-PS-L
	Bidder's Product Description: The Cisco SPA303G 3-Line IP Phone with Power Supply (Monthly Option) enables service providers to quickly roll out competitive, feature-rich telephony features to customers.		
92	Cisco SPA501G Phone Service Upgrade	VoIP Handset Service Upgrade compatible with Jive VoIP service.	VC-SPA501G
	Bidder's Product Description: The Cisco SPA501G is an 8-line HD SIP VoIP phone with hundreds of features and configurable service parameters.		
93	Cisco SPA501G Phone with Power Supply Service Upgrade	VoIP Handset with Power Supply Service Upgrade compatible with Jive VoIP service.	VC-SPA501G-PS
	Bidder's Product Description: The Cisco SPA501G with Power Supply is an 8-line HD SIP VoIP phone with hundreds of features and configurable service parameters.		
94	Cisco SPA502G Phone Service Upgrade	VoIP Handset Service Upgrade compatible with Jive VoIP service.	VC-SPA502G
	Bidder's Product Description: The Cisco SPA502G is a 1 Line IP phone that features dual switched ethernet ports with IEEE 802.3af compliant PoE (Power Over Ethernet) supports.		
95	Cisco SPA502G Phone with Power Supply Service Upgrade	VoIP Handset with Power Supply Service Upgrade compatible with Jive VoIP service.	VC-SPA502G-PS
	Bidder's Product Description: The Cisco SPA502G with Power Supply is a 1 Line IP phone that features dual switched ethernet ports with IEEE 802.3af compliant PoE (Power Over Ethernet) supports.		

	Feature Name	Feature Description	Bidder's Product Identifier
96	Cisco SPA502G Phone Monthly Service Upgrade	VoIP Handset Monthly Service Upgrade compatible with Jive VoIP service.	VC-SPA502G-L
	Bidder's Product Description: The Cisco SPA502G (Monthly Option) is a 1 Line IP phone that features dual switched ethernet ports with IEEE 802.3af compliant PoE (Power Over Ethernet) supports.		
97	Cisco SPA502G Phone with Power Supply Monthly Service Upgrade	VoIP Handset with Power Supply Monthly Service Upgrade compatible with Jive VoIP service.	VC-SPA502G-PS-L
	Bidder's Product Description: The Cisco SPA502G with Power Supply (Monthly Option) is a 1 Line IP phone that features dual switched ethernet ports with IEEE 802.3af compliant PoE (Power Over Ethernet) supports.		
98	Cisco SPA504G Phone Service Upgrade	VoIP Handset Service Upgrade compatible with Jive VoIP service.	VC-SPA504G
	Bidder's Product Description: The Cisco SPA504G is a full-featured 4-line business-class IP phone that includes wideband audio and is Service Upgrade compatible with Jive VoIP services.		
99	Cisco SPA504G Phone with Power Supply Service Upgrade	VoIP Handset with Power Supply Service Upgrade compatible with Jive VoIP service.	VC-SPA504G-PS
	Bidder's Product Description: The Cisco SPA504G with Power Supply is a full-featured 4-line business-class IP phone that includes wideband audio and is Service Upgrade compatible with Jive VoIP services.		
100	Cisco SPA504G Phone Monthly Service Upgrade	VoIP Handset Monthly Service Upgrade compatible with Jive VoIP service.	VC-SPA504G-L
	Bidder's Product Description: The Cisco SPA504G (Monthly Option) is a full-featured 4-line business-class IP phone that includes wideband audio and is Service Upgrade compatible with Jive VoIP services.		
101	Cisco SPA504G Phone with Power Supply Monthly Service Upgrade	VoIP Handset with Power Supply Monthly Service Upgrade compatible with Jive VoIP service.	VC-SPA504G-PS-L

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: The Cisco SPA504G with Power Supply (Monthly Option) is a full-featured 4-line business-class IP phone that includes wideband audio and is Service Upgrade compatible with Jive VoIP services.		
102	Cisco SPA508G Phone Service Upgrade	VoIP Handset Service Upgrade compatible with Jive VoIP service.	VC-SPA508G
	Bidder's Product Description: The Cisco SPA508G is an 8-line SIP VoIP phone and has an integrated 2 port Ethernet switch and a large backlit 128 x 64 monochrome LCD graphical display.		
103	Cisco SPA508G Phone with Power Supply Service Upgrade	VoIP Handset with Power Supply Service Upgrade compatible with Jive VoIP service.	VC-SPA508G-PS
	Bidder's Product Description: The Cisco SPA508G with Power Supply is an 8-line SIP VoIP phone and has an integrated 2 port Ethernet switch and a large backlit 128 x 64 monochrome LCD graphical display.		
104	Cisco SPA508G Phone Monthly Service Upgrade	VoIP Handset Monthly Service Upgrade compatible with Jive VoIP service.	VC-SPA508G-L
	Bidder's Product Description: The Cisco SPA508G (Monthly Option) is an 8-line SIP VoIP phone and has an integrated 2 port Ethernet switch and a large backlit 128 x 64 monochrome LCD graphical display.		
105	Cisco SPA508G Phone with Power Supply Monthly Service Upgrade	VoIP Handset with Power Supply Monthly Service Upgrade compatible with Jive VoIP service.	VC-SPA508G-PS-L
	Bidder's Product Description: The Cisco SPA508G with Power Supply (Monthly Option) is an 8-line SIP VoIP phone and has an integrated 2 port Ethernet switch and a large backlit 128 x 64 monochrome LCD graphical display.		
106	Cisco SPA509G Phone Service Upgrade	VoIP Handset Service Upgrade compatible with Jive VoIP service.	VC-SPA509G
	Bidder's Product Description: The Cisco SPA509G is a 12-Line SIP VoIP phone that includes easy station moves and shared line appearances across local and geographically dispersed locations.		

	Feature Name	Feature Description	Bidder's Product Identifier
107	Cisco SPA509G Phone with Power Supply Service Upgrade	VoIP Handset with Power Supply Service Upgrade compatible with Jive VoIP service.	VC-SPA509G-PS
	Bidder's Product Description: The Cisco SPA509G with Power Supply is a 12-Line SIP VoIP phone that includes easy station moves and shared line appearances across local and geographically dispersed locations.		
108	Cisco SPA509G Phone Monthly Service Upgrade	VoIP Handset Monthly Service Upgrade compatible with Jive VoIP service.	VC-SPA509G-L
	Bidder's Product Description: The Cisco SPA509G (Monthly Option) is a 12-Line SIP VoIP phone that includes easy station moves and shared line appearances across local and geographically dispersed locations.		
109	Cisco SPA509G Phone with Power Supply Monthly Service Upgrade	VoIP Handset with Power Supply Monthly Service Upgrade compatible with Jive VoIP service.	VC-SPA509G-PS-L
	Bidder's Product Description: The Cisco SPA509G with Power Supply (Monthly Option) is a 12-Line SIP VoIP phone that includes easy station moves and shared line appearances across local and geographically dispersed locations.		
110	Cisco SPA512G Phone Service Upgrade	VoIP Handset Service Upgrade compatible with Jive VoIP service.	VC-SPA512G
	Bidder's Product Description: The SPA512G is a 1 line IP phone with a 2-port Gigabit Ethernet Switch. You can add up to two SPA500S expansion modules for up to 64 additional, programmable buttons.		
111	Cisco SPA512G Phone with Power Supply Service Upgrade	VoIP Handset with Power Supply Service Upgrade compatible with Jive VoIP service.	VC-SPA512G-PS
	Bidder's Product Description: The SPA512G with Power Supply is a 1 line IP phone with a 2-port Gigabit Ethernet Switch. You can add up to two SPA500S expansion modules for up to 64 additional, programmable buttons.		
112	Cisco SPA512G Phone Monthly Service Upgrade	VoIP Handset Monthly Service Upgrade compatible with Jive VoIP service.	VC-SPA512G-L

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: The SPA512G (Monthly Option) is a 1 line IP phone with a 2-port Gigabit Ethernet Switch. You can add up to two SPA500S expansion modules for up to 64 additional, programmable buttons.		
113	Cisco SPA512G Phone with Power Supply Monthly Service Upgrade	VoIP Handset with Power Supply Monthly Service Upgrade compatible with Jive VoIP service.	VC-SPA512G-PS-L
	Bidder's Product Description: The SPA512G with Power Supply (Monthly Option) is a 1 line IP phone with a 2-port Gigabit Ethernet Switch. You can add up to two SPA500S expansion modules for up to 64 additional, programmable buttons.		
114	Cisco SPA514G Phone Service Upgrade	VoIP Handset Service Upgrade compatible with Jive VoIP service.	VC-SPA514G
	Bidder's Product Description: The Cisco SPA514G is a four-line SIP phone that delivers advanced voice and data features		
115	Cisco SPA514G Phone with Power Supply Service Upgrade	VoIP Handset with Power Supply Service Upgrade compatible with Jive VoIP service.	VC-SPA514G-PS
	Bidder's Product Description: The Cisco SPA514G with Power Supply is a four-line SIP phone that delivers advanced voice and data features		
116	Cisco SPA514G Phone Monthly Service Upgrade	VoIP Handset Monthly Service Upgrade compatible with Jive VoIP service.	VC-SPA514G-L
	Bidder's Product Description: The Cisco SPA514G (Monthly Option) is a four-line SIP phone that delivers advanced voice and data features		
117	Cisco SPA514G Phone with Power Supply Monthly Service Upgrade	VoIP Handset with Power Supply Monthly Service Upgrade compatible with Jive VoIP service.	VC-SPA514G-PS-L
	Bidder's Product Description: The Cisco SPA514G with Power Supply (Monthly Option) is a four-line SIP phone that delivers advanced voice and data features		
118	Cisco SPA525G Phone Service Upgrade	VoIP Handset Service Upgrade compatible with Jive VoIP service.	VC-SPA525G

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: The Cisco SPA525G is a full-featured 5-line business-class IP phone that includes a 3.2-inch QVGA color display and is Service Upgrade compatible with Jive VoIP services.		
119	Cisco SPA525G Phone with Power Supply Service Upgrade	VoIP Handset with Power Supply Service Upgrade compatible with Jive VoIP service.	VC-SPA525G-PS
	Bidder's Product Description: The Cisco SPA525G with Power Supply is a full-featured 5-line business-class IP phone that includes a 3.2-inch QVGA color display and is Service Upgrade compatible with Jive VoIP services.		
120	Cisco SPA525G Phone Monthly Service Upgrade	VoIP Handset Monthly Service Upgrade compatible with Jive VoIP service.	VC-SPA525G-L
	Bidder's Product Description: The Cisco SPA525G (Monthly Option) is a full-featured 5-line business-class IP phone that includes a 3.2-inch QVGA color display and is Service Upgrade compatible with Jive VoIP services.		
121	Cisco SPA525G Phone with Power Supply Monthly Service Upgrade	VoIP Handset with Power Supply Monthly Service Upgrade compatible with Jive VoIP service.	VC-SPA525G-PS-L
	Bidder's Product Description: The Cisco SPA525G with Power Supply (Monthly Option) is a full-featured 5-line business-class IP phone that includes a 3.2-inch QVGA color display and is Service Upgrade compatible with Jive VoIP services.		
122	Cisco SPA500S Expansion Service Upgrade	VoIP Handset Expansion Service Upgrade compatible with Jive VoIP service.	VC-SPA500S
	Bidder's Product Description: The Cisco SPA500S Expansion Module for Cisco 500 series phones is the perfect solution for receptionists, administrative assistants, and secretaries.		
123	Cisco PA100 Power Supply Service Upgrade	VoIP Handset Power Adapter Service Upgrade compatible with Jive VoIP service.	VC-PA100
	Bidder's Product Description: Power supply for Cisco SPA series IP phones.		
124	Cisco SPA112 2 Port Adapter Service Upgrade	VoIP Port Adapter Service Upgrade compatible with Jive VoIP service.	VC-SPA112
	Bidder's Product Description: The Cisco SPA112 is a 2 FXS Port analog telephone adapter (ATA) which connects analog devices to a VoIP phone system.		

	Feature Name	Feature Description	Bidder's Product Identifier
125	Cisco SPA122 ATA with Router Service Upgrade	VoIP ATA Service Upgrade compatible with Jive VoIP service.	VC-SPA122
	Bidder's Product Description: The Cisco SPA122 ATA (analog telephone adapter) is used over an IP network to connect analog phones and fax machines		
126	Cisco SPA3102-NA Service Upgrade	VoIP Gateway Service Upgrade compatible with Jive VoIP service.	VC-SPA3202-NA
	Bidder's Product Description: The SPA3102 Voice Gateway allows automatic routing of local calls from mobile phones and land lines.		
127	SNOM DECT Cordless Phone with Base Service Upgrade	VoIP Cordless Handset and Base Service Upgrade compatible with Jive VoIP service.	VC-SMDT-B
	Bidder's Product Description: The SNOM Cordless Phone with Base supports up to four concurrent phone calls and nine wireless IP handsets.		
128	SNOM DECT Cordless Phone Additional Handset Service Upgrade	VoIP Cordless Handset Service Upgrade compatible with Jive VoIP service.	VC-SMDT-H
	Bidder's Product Description: The SNOM Dect Cordless Additional Handset is a single wireless IP handset for use with the SNOM Cordless Phone with Base.		
129	Kirk DECT 4020 Phones (4) Service Upgrade	VoIP Cordless Handset Bundle Service Upgrade compatible with Jive VoIP service.	VC-KKDT-4020-4
	Bidder's Product Description: The KIRK 4020 is wireless IP handset Bundle custom-designed for retail, warehouse and production segments.		
130	Kirk DECT 4040 Phones (4) Service Upgrade	VoIP Cordless Handset Bundle Service Upgrade compatible with Jive VoIP service.	VC-KKDT-4040-4
	Bidder's Product Description: The KIRK 4040 handset Bundle includes full-featured handsets that meet demands for long-term dependability in harsh environments.		
131	Kirk DECT 5020 Phones (4) Service Upgrade	VoIP Cordless Handset Bundle Service Upgrade compatible with Jive VoIP service.	VC-KKDT-5020-4
	Bidder's Product Description: The KIRK 5020 DECT Wireless Handset Bundle supports multiple languages and includes LED indication of incoming and unanswered calls.		

	Feature Name	Feature Description	Bidder's Product Identifier
132	Kirk DECT Wireless Base Station Service Upgrade	VoIP Cordless Handset Base Station Service Upgrade compatible with Jive VoIP service.	VC-KKDT-WBS
	Bidder's Product Description: The Kirk Wireless Base Station has 12 speech channels and covers a circular area between 66 and 985 feet (20-300 meters) in diameter.		
133	Kirk DECT 2010 Phone Service Upgrade	VoIP Cordless Handset Service Upgrade compatible with Jive VoIP service.	VC-KKDT-2010
	Bidder's Product Description: The KIRK 2010 Handset is an easy to use, small and lightweight wireless handset designed for administrative working environments.		
134	Kirk DECT 4020 Phone Service Upgrade	VoIP Cordless Handset Service Upgrade compatible with Jive VoIP service.	VC-KKDT-4020
	Bidder's Product Description: The KIRK 4020 is wireless IP handset custom-designed for retail, warehouse and production segments.		
135	Kirk DECT 4040 Phone Service Upgrade	VoIP Cordless Handset Service Upgrade compatible with Jive VoIP service.	VC-KKDT-4040
	Bidder's Product Description: The KIRK 4040 handset is full featured handset that meets demands for long-term dependability in harsh environments.		
136	Kirk DECT 5020 Phone Service Upgrade	VoIP Cordless Handset Service Upgrade compatible with Jive VoIP service.	VC-KKDT-5020
	Bidder's Product Description: The KIRK 5020 DECT Wireless Handset supports multiple languages and includes LED indication of incoming and unanswered calls.		
137	Kirk DECT 5040 Phone Service Upgrade	VoIP Cordless Handset Service Upgrade compatible with Jive VoIP service.	VC-KKDT-5040
	Bidder's Product Description: The Polycom KIRK 5040 is Bluetooth handset with a large color display and intuitive menu structure.		
138	Kirk DECT 40XX Power Supply Service Upgrade	VoIP Cordless Handset Power Supply Service Upgrade compatible with Jive VoIP service.	VC-KKDT-40XX-PS
	Bidder's Product Description: Power supply for charging cradle for KIRK DECT 40XX wireless handsets.		

	Feature Name	Feature Description	Bidder's Product Identifier
139	Kirk DECT 40XX Charging Base Service Upgrade	VoIP Cordless Handset Charging Base Station Service Upgrade compatible with Jive VoIP service.	VC-KKDT-40XX-CB
	Bidder's Product Description: Charging cradle for KIRK DECT 40XX wireless handsets.		
140	Kirk DECT 50XX Power Supply Service Upgrade	VoIP Cordless Handset Power Supply Service Upgrade compatible with Jive VoIP service.	VC-KKDT50XX-PS
	Bidder's Product Description: Power supply for charging cradle for KIRK DECT 5020/5040, 6020/6040 and 7010/7020/7040 wireless handsets.		
141	Kirk DECT 50XX Charging Base Service Upgrade	VoIP Cordless Handset Charging Base Station Service Upgrade compatible with Jive VoIP service.	VC-KKDT-50XX-CB
	Bidder's Product Description: Charging cradle for KIRK DECT 5020/5040, 6020/6040 and 7010/7020/7040 wireless handsets.		
142	Jabra GN PRO920 Headset Service Upgrade	VoIP Headset Service Upgrade compatible with Jive VoIP service.	VC-JGNPRO920
	Bidder's Product Description: The Jabra PRO 920 is a professional entry-level wireless headset designed for use with desk phones.		
143	Jabra GN 9125 Microphone Service Upgrade	VoIP Headset Service Upgrade compatible with Jive VoIP service.	VC-JGN9125-M
	Bidder's Product Description: The Jabra GN9125 Flex NC is a wireless headset made for open office environments.		
144	Jabra GN 2124 Headset Service Upgrade	VoIP Headset Service Upgrade compatible with Jive VoIP service.	VC-JGN2124
	Bidder's Product Description: The Jabra GN 2124 headset offers a monaural (single ear), 4-in-1 wearing style ear hook, loop, neck or headband.		
145	Jabra GN 2020 Headset Service Upgrade	VoIP Headset Service Upgrade compatible with Jive VoIP service.	VC-JGN2020
	Bidder's Product Description: The Jabra GN2020 Noise Canceling Mono headset is a professional contact center or office headset supporting a busy and noisy work environment.		
146	Jabra GN 2025 Headset Service Upgrade	VoIP Headset Service Upgrade compatible with Jive VoIP service.	VC-JGN2025

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: The Jabra GN2025 Noise Canceling Duo headset is a professional contact center or office headset supporting a busy and noisy work environment.		
147	Jabra GN BIZ620-USB Service Upgrade	VoIP Headset Service Upgrade compatible with Jive VoIP service.	VC-JGNB620-USB
	Bidder's Product Description: The Jabra BIZ 620 USB headset is an entry-level, plug-and-play headset that combines superior audio performance and hands-free durability.		

1.2.3.2.5 Converged VoIP Site Survey

The Contractor shall provide site survey, design, and implementation of Converged 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 Converged VoIP services. Upon completion of the survey, the Contractor 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 Converged VoIP services.

The Contractor shall certify existing cabling. **The Bidder shall describe in detail and list all cabling requirements that must be met by the Customer to certify existing horizontal cabling for Converged VoIP services.**

Bidder understands the requirements in Section 0 and shall meet or exceed them? Yes__/_/__ No_____

Description:

Customer Cabling Requirements

Jive Communications requires the following conditions be met to certify existing horizontal cabling stations:

- *Cabling must be CAT5, CAT5e, or CAT6 standard cables.*
- *Cabling must be terminated via standard RJ-45 connection jacks or modular eight-position plugs.*
- *Cabling must adhere to the T568B (preferred) or T568A (acceptable) wiring patterns.*
- *Cabling must be installed according to industry standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, and Uniform Building Cabling/Wiring codes.*
- *Cabling must support 10BASE-T and 100BASE-T transmission speeds that provide 10 Mbps and 100 Mbps respectively.*
- *In the event the Customer requires Gigabit Ethernet (1000 Mbps), Cabling must support 1000BASE-T transmission speeds.*
- *Cabling must support standard Power-over-Ethernet (PoE) of up to 25 watts per connected device.*
- *Cabling must be free of interference from Crosstalk or other elements such as power lines, manufacturing equipment, industrial lighting, etc…*
- *Cabling must be labeled clearly and appropriate indicate origination and termination points.*
- *Customer must provide detailed network diagrams with cabling runs clearly marked and cabling specifications included.*

1.2.3.2.6 Converged VoIP Network LAN Assessment

The Contractor shall perform a network LAN Assessment to address the following at no charge:

1. Health of the network;
2. Bandwidth requirements;
3. Power requirements;
4. Firewall requirements; and,
5. E9-1-1 requirements.

The Contractor shall perform a network VoIP LAN Assessment for Customer locations to determine the readiness of the network infrastructure to support VoIP traffic. The VoIP LAN Assessment shall identify network and equipment impairments that would cause VoIP to fail.

The Contractor shall measure network infrastructure performance by electronically passing the amount of simulated traffic expected under a VoIP implementation and measuring network infrastructure performance under the increased traffic load.

The Contractor shall provide a corrective action plan that identifies any corrective actions required by the Customer for the Customer's LAN to support the Converged VoIP service.

Upon written confirmation from Customer that the specifically identified corrective actions have been completed, Contractor shall perform any additional LAN Assessments to identify corrective actions required to insure proper operation of the service.

The Contractor shall provide an option for retesting the LAN as described within this Section.

The Contractor shall develop a Scope of Work (SOW) for each location as described in IFB Section A.6 (Contracted Service Project Work).

This service shall only be used for the purposes of determining Customer's site readiness for provisioning of the Contractor's Converged VoIP services under this Contract.

Bidder understands the Requirement and shall meet or exceed it? Yes__/_/_ No____

1.2.3.2.7 Converged Site Design

The Contractor shall perform design services for each VoIP deployment. The design services shall include engineering and Documentation of all components required for proper implementation of the VoIP service. The site design service will be provided after a Customer has placed an order for Converged VoIP services and before implementation.

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

The Contractor shall provide Visio Diagram(s) that details the Converged 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 that the network will be able to handle 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__/_/_ No____

1.2.3.2.8 Converged VoIP Site Implementation

The Contractor shall install all on-site equipment at the Customer location implementing a Converged 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 1.2.3.2.1 (Converged VoIP Minimum Requirements). This includes, but is not limited to, software, a router, firewall, VoIP handsets and required analog phone adapters. The Customer shall be responsible for the required LAN components.

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__/_/_ No____

1.2.3.2.9 Converged 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__/_/_ No____

1.2.3.2.10 Converged VoIP Authorization Codes

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

Bidder understands the Requirement and shall meet or exceed it? Yes__/_/_ No____

1.2.3.3 ADDITIONAL CONVERGED VOIP SERVICES AND FEATURES

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

1.2.3.3.1 Converged VoIP Site Survivability Network Failure

The Contractor shall provide an option for Converged 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 1.2.9.8.1 (Availability SLAs).

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

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

The Converged 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 1.2.3.1.6 (Network Based).

Bidder shall describe their CALNET 3 Network Failure Site Survivability solution.

Any Bidder proposed additional unsolicited local gateway site survivability solutions must conform to these requirements and will fall under the SLA's established in Section 1.2.9 (Service Level Agreements).

Bidder understands the requirements in Section 1.2.3.3.1 and shall meet or exceed them? Yes__/_/__ No_____

Description:

Converged VoIP Site Survivability Network Failure

Jive Communications provides site survivability in the event of a network failure. If a network fails on a certain site, Jive's site survivability services maintain calling functionality for all handsets on premise.

Jive utilizes on-premises gateway hardware for its site survivability services. This gateway hardware preserves VoIP handset registrations to enable local calling during a network failure, and also provides PSTN connectivity to enable off-site calling functions.

Jive's site survivability services are for optional backup purposes only, and not a standard primary service. The site survivability features will only be used in conjunction with the Converged VoIP Services. Site survivability also only routes call traffic originating from the local customer, and no other traffic is permitted.

Jive's site survivability network failure solution also provides automatic alarm notifications via email to the CALNET 3 CMO the service is activated.

1.2.3.3.2 Converged VoIP Network LAN Assessment Retest

If required, Contractor shall perform a network LAN Assessment retest in accordance with the provisions of Section 1.2.3.2.6 (Converged VoIP Network LAN Assessment) 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__/_/__ No____

1.2.3.3.3 Converged VoIP Block of 20 Additional Direct Inward Dialing (DID) Number Reservation

Contractor shall provide an option that allows the Customer 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__/_/__ No____

1.2.3.3.4 Converged VoIP Web Based Attendant Console

The Contractor shall provide a Converged 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__/_/_ No____

1.2.3.3.5 Converged VoIP Additional Line Appearance

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

Bidder understands the Requirement and shall meet or exceed it? Yes__/_/_ No____

1.2.3.3.6 Converged 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__/_/_ No____

Contractor shall offer the Converged VoIP service features detailed in Table 1.2.3.3.a.

Table 1.2.3.3.a Converged VoIP Service Features

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
1	**Converged VoIP Site Survivability Network Failure**	Site survivability option	Y		NW-CSS01
	Bidder's Product Description: Offers the ability for all handsets on premise to make telephone calls in the event of network failure.				
2	**Converged VoIP Network LAN Assessment Retest**	Additional test beyond the initial LAN Assessment test as identified in Section (1.2.3.2.6) Converged VoIP Network LAN Assessment. [per seat]	Y		NW-CNLR
	Bidder's Product Description: : A Network LAN retest that validates network configurations that allow for proper operation of Converged VoIP services.				
3	**Converged VoIP Block of 20 Additional Direct Inward Dialing (DID) Number Reservation**	Block of 20 DID numbers held in reservation.	Y		VC-DD20
	Bidder's Product Description: Allows subscribers to purchase an additional block of 20 DID numbers. This block will be used to reserve additional blocks of DID numbers for future requirements.				
4	**Converged VoIP Web-Based Attendant Console**	Enables a subscriber (e.g., receptionist) to monitor a configurable set of subscribers	Y		VC-AC01
	Bidder's Product Description: Provides a subscriber (e.g. receptionist) with the ability to monitor a configurable set of subscribers at the same location as the Attendant. Also graphically displays other subscriber's status and detailed call information, and allows the attendant to perform click-to-transfer or click-to-dial operations.				
5	**Converged VoIP Additional Line Appearance**	Additional line appearances for multi-line handsets.	Y		VC-AL01
	Bidder's Product Description: Additional line appearances for multi-line IP handsets.				
6	**Converged VoIP Analog and Facsimile Support**	Analog device or facsimile support	Y		VC-FX01
	Bidder's Product Description: Provides automatic detection for voice or fax calls, facsimile over TCP/IP, and fax messaging for customer analog fax devices.				

The Contractor may offer additional unsolicited Converged VoIP service features in Table 1.2.3.3.b.

Table 1.2.3.3.b Unsolicited Converged VoIP service features

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

1.2.3.4 CONVERGED VOIP CALLING REQUIREMENTS

The Contractor shall provide the Converged VoIP calling solutions described below.

1.2.3.4.1 Converged VoIP On-Net Calling

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

Bidder understands the Requirement and shall meet or exceed it? Yes__/_/_ No____

1.2.3.4.2 Converged VoIP Off-Net Calling

The Contactor shall provide off-net calling at no additional charge. The Converged 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__/_/_ No____

1.2.3.4.3 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 Agency/Department to another shall be treated the same as on-net calling within a State of California Agency or Department.

Bidder understands the Requirement and shall meet or exceed it? Yes__/_/_ No____

1.2.3.4.4 Converged Off-Net Toll-Free

The Contractor shall provide Converged off-net toll-free services that shall only be provided by the Converged 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 VoIP service allows Customers to receive off-net toll-free calls from the 50 United States, the District of Columbia, the U.S. Virgin Islands, and Puerto Rico. The Contractor's CALNET 3 approved applicable rates shall apply.

Table 1.2.3.4.4.a, Converged VoIP Off-Net Toll-Free

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
1	**Converged VoIP Off-Net Toll-Free**	Allows a Customer to receive off-net toll-free calls from the 50 United States, the District Of Columbia, the Virgin Islands, and Puerto Rico.	Y		VC-TF01
	Bidder's Product Description: Allows subscribers to make and receive off-net toll-free calls from all U.S. states and territories.				

The Contractor may offer additional Converged VoIP Off-Net Toll-Free features in Table 1.2.3.4.4.b.

Table 1.2.3.4.4.b Unsolicited Converged VoIP Off-Net Toll-Free Features

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

1.2.3.4.5 Converged International Off-Net Calling

The Contractor shall provide Converged VoIP international off-net calling to the countries listed in Table 1.2.3.3.5. 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____

1.2.3.4.5.1 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____

1.2.3.4.5.2 U.S. Based Services Waiver

The provisions detailed in IFB-A 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 Converged VoIP International Off-Net Calling configurations detailed in Table 1.2.3.4.5.a

Table 1.2.3.4.5.a Converged VoIP International Off-Net Calling

	Country	Bidders Meets or Exceeds? Y N		Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
1	Brazil:	Y		VC-INBR	VC-INBR	VC-INBRM
2	Canada:	Y		VC-INCA	VC-INCA	VC-INCAM
3	China:	Y		VC-INCN	VC-INCN	VC-INCNM
4	France:	Y		VC-INFR	VC-INFR	VC-INFRM
5	Germany:	Y		VC-INDE	VC-INDE	VC-INDEM
6	Israel:	Y		VC-INIL	VC-INIL	VC-INILM
7	Italy:	Y		VC-INIT	VC-INIT	VC-INITM
8	Japan:	Y		VC-INJP	VC-INJP	VC-INJPM
9	Korea:	Y		VC-INKR	VC-INKR	VC-INKRM
10	Mexico:	Y		VC-INMX	VC-INMX	VC-INMXM
11	Spain:	Y		VC-INES	VC-INES	VC-INESM
12	Switzerland:	Y		VC-INCH	VC-INCH	VC-INCHM
13	United Kingdom:	Y		VC-INUK	VC-INUK	VC-INUKM

Bidder's may offer the Converged VoIP International Off-Net Calling to unsolicited countries listed in Table 1.2.3.4.5.b.

Table 1.2.3.4.5.b Unsolicited Converged VoIP International Off-Net Calling

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
1	Argentina	VC-INAR	VC-INAR	VC-INARM
2	Australia	VC-INAU	VC-INAU	VC-INAUM
3	Chile	VC-INCL	VC-INCL	VC-INCLM
4	Hong Kong	VC-INHK	VC-INHK	VC-INHKM
5	India	VC-ININ	VC-ININ	VC-ININM
6	New Zealand	VC-INNZ	VC-INNZ	VC-INNZM
7	Philippines	VC-INPH	VC-INPH	VC-INPHM
8	Russia	VC-INRU	VC-INRU	VC-INRUM
9	Singapore	VC-INSG	VC-INSG	VC-INSGM
10	Taiwan	VC-INTW	VC-INTW	VC-INTWM
11	Afghanistan	VC-INAF	VC-INAF	VC-INAFM
12	Albania	VC-INAL	VC-INAL	VC-INALM
13	Algeria	VC-INDZ	VC-INDZ	VC-INDZM
14	Andorra	VC-INAD	VC-INAD	VC-INADM
15	Angola	VC-INAO	VC-INAO	VC-INAOM
16	Anguilla	VC-INAI	VC-INAI	VC-INAIM
17	Antarctica	VC-INAQ	VC-INAQ	N/A
18	Antigua	VC-INAG	VC-INAG	VC-INAGM
19	Armenia	VC-INAM	VC-INAM	VC-INAMM
20	Aruba	VC-INAW	VC-INAW	VC-INAWM
21	Austria	VC-INAT	VC-INAT	VC-INATM
22	Azerbaijan	VC-INAZ	VC-INAZ	VC-INAZM
23	Bahamas	VC-INBS	VC-INBS	VC-INBSM
24	Bahrain	VC-INBH	VC-INBH	VC-INBHM
25	Bangladesh	VC-INBD	VC-INBD	VC-INBDM
26	Barbados	VC-INBB	VC-INBB	VC-INBBM
27	Belarus	VC-INBY	VC-INBY	VC-INBYM
28	Belgium	VC-INBE	VC-INBE	VC-INBEM

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
29	Belize	VC-INBZ	VC-INBZ	VC-INBZM
30	Benin	VC-INBJ	VC-INBJ	VC-INBJM
31	Bermuda	VC-INBM	VC-INBM	VC-INBMM
32	Bhutan	VC-INBT	VC-INBT	VC-INBTM
33	Bolivia	VC-INBO	VC-INBO	VC-INBOM
34	Bosnia and Herzegovina	VC-INBA	VC-INBA	VC-INBAM
35	Botswana	VC-INBW	VC-INBW	VC-INBWM
36	British Virgin Islands	VC-INVG	VC-INVG	VC-INVGM
37	Brunei	VC-INBN	VC-INBN	VC-INBNM
38	Bulgaria	VC-INBG	VC-INBG	VC-INBGM
39	Burkina Faso	VC-INBF	VC-INBF	VC-INBFM
40	Burundi	VC-INBI	VC-INBI	VC-INBIM
41	Cambodia	VC-INKH	VC-INKH	VC-INKHM
42	Cameroon	VC-INCM	VC-INCM	VC-INCMM
43	Cape Verde Islands	VC-INCV	VC-INCV	VC-INCVM
44	Cayman Islands	VC-INKY	VC-INKY	VC-INKYM
45	Central African Republic	VC-INCF	VC-INCF	VC-INCFM
46	Chad	VC-INTD	VC-INTD	VC-INTDM
47	Colombia	VC-INCO	VC-INCO	VC-INCOM
48	Comoros	VC-INKM	VC-INKM	VC-INKMM
49	Congo	VC-INCG	VC-INCG	VC-INCGM
50	Cook Islands	VC-INCK	VC-INCK	N/A
51	Costa Rica	VC-INCR	VC-INCR	VC-INCRM
52	Croatia	VC-INHR	VC-INHR	VC-INHRM
53	Cuba	VC-INCU	VC-INCU	N/A
54	Cyprus	VC-INCY	VC-INCY	VC-INCYM
55	Czech Republic	VC-INCZ	VC-INCZ	VC-INCZM
56	Denmark	VC-INDK	VC-INDK	VC-INDKM

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
57	Djibouti	VC-INDJ	VC-INDJ	N/A
58	Dominica	VC-INDM	VC-INDM	VC-INDMM
59	Dominican Republic	VC-INDO	VC-INDO	VC-INDOM
60	East Timor	VC-INTL	VC-INTL	VC-INTLM
61	Ecuador	VC-INEC	VC-INEC	VC-INECM
62	Egypt	VC-INEG	VC-INEG	VC-INEGM
63	El Salvador	VC-INSV	VC-INSV	VC-INSVM
64	Equatorial Guinea	VC-INGQ	VC-INGQ	VC-INGQM
65	Eritrea	VC-INER	VC-INER	VC-INERM
66	Estonia	VC-INEE	VC-INEE	VC-INEEM
67	Ethiopia	VC-INET	VC-INET	VC-INETM
68	Falkland Islands	VC-INFK	VC-INFK	N/A
69	Fiji	VC-INFJ	VC-INFJ	VC-INFJM
70	Finland	VC-INFI	VC-INFI	VC-INFIM
71	French Guiana	VC-INGF	VC-INGF	VC-INGFM
72	French Polynesia	VC-INPF	VC-INPF	VC-INPFM
73	Gabon	VC-INGA	VC-INGA	VC-INGAM
74	Gambia	VC-INGM	VC-INGM	VC-INGMM
75	Georgia	VC-INGE	VC-INGE	VC-INGEM
76	Ghana	VC-INGH	VC-INGH	VC-INGHM
77	Gibraltar	VC-INGI	VC-INGI	VC-INGIM
78	Greece	VC-INGR	VC-INGR	VC-INGRM
79	Greenland	VC-INGL	VC-INGL	N/A
80	Grenada	VC-INGD	VC-INGD	VC-INGDM
81	Guadeloupe	VC-INGP	VC-INGP	VC-INGPM
82	Guatemala	VC-INGT	VC-INGT	VC-INGTM
83	Guinea	VC-INGN	VC-INGN	VC-INGNM
84	Guinea-Bissau	VC-INGW	VC-INGW	N/A
85	Guyana	VC-INGY	VC-INGY	VC-INGYM
86	Haiti	VC-INHT	VC-INHT	VC-INHTM

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
87	Honduras	VC-INHN	VC-INHN	VC-INHNM
88	Hungary	VC-INHU	VC-INHU	VC-INHUM
89	Iceland	VC-INIS	VC-INIS	VC-INISM
90	Indonesia	VC-INID	VC-INID	VC-INIDM
91	Inmarsat Aore	VC-INIAE	VC-INIAE	N/A
92	Inmarsat Aore Aero	VC-INIAE1	VC-INIAE1	N/A
93	Inmarsat Aore Hsdm	VC-INIAE2	VC-INIAE2	N/A
94	Inmarsat Aore Lsv Mini	VC-INIAE3	VC-INIAE3	N/A
95	Inmarsat Aore Lsvb	VC-INIAE4	VC-INIAE4	N/A
96	Inmarsat Aore Lsvm	VC-INIAE5	VC-INIAE5	N/A
97	Inmarsat Aorw	VC-INIAW	VC-INIAW	N/A
98	Inmarsat Aorw Aero	VC-INIAW1	VC-INIAW1	N/A
99	Inmarsat Aorw Hsdm	VC-INIAW2	VC-INIAW2	N/A
100	Inmarsat Aorw Lsv Mini	VC-INIAW3	VC-INIAW3	N/A
101	Inmarsat Aorw Lsvb	VC-INIAW4	VC-INIAW4	N/A
102	Inmarsat Aorw Lsvm	VC-INIAW5	VC-INIAW5	N/A
103	Inmarsat Ior	VC-INIIR	VC-INIIR	N/A
104	Inmarsat Ior Aero	VC-INIIR1	VC-INIIR1	N/A
105	Inmarsat Ior Hsdb	VC-INIIR2	VC-INIIR2	N/A
106	Inmarsat Ior Hsdm	VC-INIIR3	VC-INIIR3	N/A
107	Inmarsat Ior Lsv Mini	VC-INIIR4	VC-INIIR4	N/A
108	Inmarsat Ior Lsvb	VC-INIIR5	VC-INIIR5	N/A
109	Inmarsat Ior Lsvm	VC-INIIR6	VC-INIIR6	N/A

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
110	Inmarsat Por	VC-INIPR	VC-INIPR	N/A
111	Inmarsat Por Aero	VC-INIPR1	VC-INIPR1	N/A
112	Inmarsat Por Hsdb	VC-INIPR2	VC-INIPR2	N/A
113	Inmarsat Por Lsv Mini	VC-INIPR3	VC-INIPR3	N/A
114	Inmarsat Por Lsvb	VC-INIPR4	VC-INIPR4	N/A
115	Inmarsat Por Lsvm	VC-INIPR5	VC-INIPR5	N/A
116	Inmarsat Snac	VC-INISC	VC-INISC	N/A
117	Inmarsat Snac Hsdm	VC-INISC1	VC-INISC1	N/A
118	Inmarsat Snac Lsv Mini	VC-INISC2	VC-INISC2	N/A
119	Inmarsat Snac Lsvb	VC-INISC3	VC-INISC3	N/A
120	Inmarsat Snac Lsvm	VC-INISC4	VC-INISC4	N/A
121	Iran	VC-INIR	VC-INIR	VC-INIRM
122	Iraq	VC-INIQ	VC-INIQ	VC-INIQM
123	Ireland	VC-INIE	VC-INIE	VC-INIEM
124	Ivory Coast	VC-INIC	VC-INIC	VC-INICM
125	Jamaica	VC-INJM	VC-INJM	VC-INJMM
126	Jordan	VC-INJO	VC-INJO	VC-INJOM
127	Kenya	VC-INKE	VC-INKE	VC-INKEM
128	Kiribati	VC-INKI	VC-INKI	N/A
129	Kuwait	VC-INKW	VC-INKW	VC-INKWM
130	Kyrgyzstan	VC-INKG	VC-INKG	VC-INKGM
131	Latvia	VC-INLV	VC-INLV	VC-INLVM
132	Lebanon	VC-INLB	VC-INLB	VC-INLBM
133	Lesotho	VC-INLS	VC-INLS	VC-INLSM
134	Liberia	VC-INLR	VC-INLR	VC-INLRM
135	Libya	VC-INLY	VC-INLY	VC-INLYM
136	Liechtenstein	VC-INLI	VC-INLI	VC-INLIM

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
137	Lithuania	VC-INLT	VC-INLT	VC-INLTM
138	Luxembourg	VC-INLU	VC-INLU	VC-INLUM
139	Macau	VC-INMM	VC-INMM	N/A
140	Macedonia	VC-INMK	VC-INMK	VC-INMKM
141	Madagascar	VC-INMG	VC-INMG	VC-INMGM
142	Malawi	VC-INMW	VC-INMW	VC-INMWM
143	Malaysia	VC-INMY	VC-INMY	VC-INMYM
144	Maldives	VC-INMV	VC-INMV	VC-INMVM
145	Mali	VC-INML	VC-INML	VC-INMLM
146	Malta	VC-INMT	VC-INMT	VC-INMTM
147	Marshall Islands	VC-INMH	VC-INMH	N/A
148	Martinique	VC-INMQ	VC-INMQ	VC-INMQM
149	Mauritania	VC-INMR	VC-INMR	VC-INMRM
150	Mauritius	VC-INMU	VC-INMU	VC-INMUM
151	Micronesia	VC-INFM	VC-INFM	N/A
152	Moldova	VC-INMD	VC-INMD	VC-INMDM
153	Monaco	VC-INMC	VC-INMC	VC-INMCM
154	Mongolia	VC-INMN	VC-INMN	VC-INMNM
155	Montenegro	VC-INME	VC-INME	VC-INMEM
156	Montserrat	VC-INMS	VC-INMS	N/A
157	Morocco	VC-INMA	VC-INMA	VC-INMAM
158	Mozambique	VC-INMZ	VC-INMZ	VC-INMZM
159	Myanmar	VC-INMM	VC-INMM	N/A
160	Namibia	VC-INNA	VC-INNA	VC-INNAM
161	Nauru	VC-INNR	VC-INNR	N/A
162	Nepal	VC-INNP	VC-INNP	VC-INNPM
163	Netherlands	VC-INNL	VC-INNL	VC-INNLM
164	New Caledonia	VC-INNC	VC-INNC	N/A
165	Nicaragua	VC-INNI	VC-INNI	VC-INNIM
166	Niger	VC-INNE	VC-INNE	VC-INNEM
167	Nigeria	VC-INNG	VC-INNG	VC-INNGM

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
168	Niue	VC-INNU	VC-INNU	N/A
169	Norway	VC-INNO	VC-INNO	VC-INNOM
170	Oman	VC-INOM	VC-INOM	VC-INOMM
171	Pakistan	VC-INPK	VC-INPK	VC-INPKM
172	Palau	VC-INPW	VC-INPW	N/A
173	Palestine	VC-INPS	VC-INPS	VC-INPSM
174	Panama	VC-INPA	VC-INPA	VC-INPAM
175	Papua New Guinea	VC-INPG	VC-INPG	N/A
176	Paraguay	VC-INPY	VC-INPY	VC-INPYM
177	Peru	VC-INPE	VC-INPE	VC-INPEM
178	Poland	VC-INPL	VC-INPL	VC-INPLM
179	Portugal	VC-INPT	VC-INPT	VC-INPTM
180	Qatar	VC-INQA	VC-INQA	VC-INQAM
181	Romania	VC-INRO	VC-INRO	VC-INROM
182	Rwanda	VC-INRW	VC-INRW	VC-INRWM
183	Saudi Arabia	VC-INSA	VC-INSA	VC-INSAM
184	Senegal	VC-INSN	VC-INSN	VC-INSNM
185	Serbia	VC-INRS	VC-INRS	VC-INRSM
186	Sierra Leone	VC-INSL	VC-INSL	VC-INSLM
187	Slovakia	VC-INSK	VC-INSK	VC-INSKM
188	Slovenia	VC-INSI	VC-INSI	VC-INSIM
189	Solomon Islands	VC-INSB	VC-INSB	N/A
190	Somalia	VC-INSO	VC-INSO	VC-INSOM
191	South Africa	VC-INZA	VC-INZA	VC-INZAM
192	Sri Lanka	VC-INLK	VC-INLK	VC-INLKM
193	Saint Helena	VC-INSH	VC-INSH	N/A
194	Saint Kitts and Nevis	VC-INKN	VC-INKN	VC-INKNM
195	Saint Lucia	VC-INLC	VC-INLC	VC-INLCM
196	Saint Vincent	VC-INVC	VC-INVC	VC-INVCM

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
197	Sudan	VC-INSD	VC-INSD	VC-INSDM
198	Suriname	VC-INSR	VC-INSR	VC-INSRM
199	Swaziland	VC-INSZ	VC-INSZ	VC-INSZM
200	Sweden	VC-INSE	VC-INSE	VC-INSEM
201	Syria	VC-INSY	VC-INSY	VC-INSYM
202	Tajikistan	VC-INTJ	VC-INTJ	VC-INTJM
203	Tanzania	VC-INTZ	VC-INTZ	VC-INTZM
204	Thailand	VC-INTH	VC-INTH	VC-INTHM
205	Togo	VC-INTG	VC-INTG	VC-INTGM
206	Tokelau	VC-INTK	VC-INTK	N/A
207	Tonga	VC-INTO	VC-INTO	N/A
208	Trinidad and Tobago	VC-INTT	VC-INTT	VC-INTTM
209	Tunisia	VC-INTN	VC-INTN	VC-INTNM
210	Turkey	VC-INTR	VC-INTR	VC-INTRM
211	Turkmenistan	VC-INTM	VC-INTM	VC-INTMM
212	Tuvalu	VC-INTV	VC-INTV	N/A
213	Uganda	VC-INUG	VC-INUG	VC-INUGM
214	Ukraine	VC-INUA	VC-INUA	VC-INUAM
215	United Arab Emirates	VC-INAE	VC-INAE	VC-INAEM
216	Uruguay	VC-INUY	VC-INUY	VC-INUYM
217	Uzbekistan	VC-INUZ	VC-INUZ	VC-INUZM
218	Vanuatu	VC-INVU	VC-INVU	N/A
219	Venezuela	VC-INVE	VC-INVE	VC-INVEM
220	Vietnam	VC-INVN	VC-INVN	VC-INVNM
221	Samoa	VC-INWS	VC-INWS	VC-INWSM
222	Yemen	VC-INYE	VC-INYE	VC-INYEM
223	Zambia	VC-INZM	VC-INZM	VC-INZMM
224	Zimbabwe	VC-INZW	VC-INZW	VC-INZWM

1.2.3.5 CONVERGED VOIP VOICE MAIL SERVICES

The Contractor shall provide Converged VoIP Voice Mail services that are interoperable and work with Converged VoIP service. The Converged 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 Converged VoIP Voice Mail services feature requirements are listed in Table 1.2.3.5.a.

Table 1.2.3.5.a Converged VoIP Voice Mail Service Features

	Converged 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	
12	Web based End-User administration software	Y	
13	Ability to integrate with Unified Messaging applications with no hardware modification	Y	

Bidder understands the requirement and shall meet or exceed it? Yes__/__ No____

Contractor shall offer the VoIP Voice Mail services and features detailed in Table 1.2.3.5.b.

Table 1.2.3.5.b – VoIP Voice Mail Services and Features

	Feature	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Unique Identifier
1	**Converged VoIP Voice Mail**	Minimum feature requirements as listed in Table 1.2.3.5.a	Y		VC-VM01
	Bidder's Product Description: Allows end-users to have callers leave a voice message to be retrieved at a later time, forward messages to other users, and have a variety to message length, greeting, delivery, broadcast and transfer options.				

The Contractor may offer additional unsolicited VoIP Voice Mail features in Table 1.2.3.5.c.

Table 1.2.3.5.c Unsolicited VoIP Voice Mail Features

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

1.2.3.6 CONVERGED VOIP AND VOICE MAIL GEOGRAPHIC REQUIREMENTS

1.2.3.6.1 Converged VoIP and Voice Mail Specific Service Areas

The Contractor shall provide Converged 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__/_/_ No____

1.2.3.6.2 Additional Commercially Available Areas

The Contractor shall provide Converged VoIP and VoIP Voice Mail services where services are currently commercially available by the Bidder.

Bidder understands the requirement and shall meet or exceed it? Yes__/_/_ No____

Bidder shall identify the locations where their Converged VoIP and VoIP Voice Mail Services are currently commercially available in Table 1.2.3.6.2.a. Bidders shall indicate the locations where the Contractor provides Converged 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.

Table 1.2.3.6.2.a Bidder's Converged VoIP and VoIP Voice Mail Services are Commercially Available Areas

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

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
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	
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	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
57	Calimesa	Y		Y	
58	Calipatria	Y		Y	
59	Calistoga	Y		Y	
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	
89	Concord	Y		Y	
90	Corcoran	Y		Y	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
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	
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	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
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	
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	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
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	
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 Beach	Y		Y	
189	Indian Wells	Y		Y	
190	Indio	Y		Y	
191	Industry	Y		Y	
192	Inglewood	Y		Y	
193	Inyo	Y		Y	
194	Ione	Y		Y	
195	Irvine	Y		Y	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
196	Irwindale	Y		Y	
197	Isleton	Y		Y	
198	Jackson	Y		Y	
199	Kerman	Y		Y	
200	Kern	Y		Y	
201	King City	Y		Y	
202	Kings	Y		Y	
203	Kingsburg	Y		Y	
204	La Canada Flintridge	Y		Y	
205	La Habra	Y		Y	
206	La Habra Heights	Y		Y	
207	La Mesa	Y		Y	
208	La Mirada	Y		Y	
209	La Palma	Y		Y	
210	La Puente	Y		Y	
211	La Quinta	Y		Y	
212	La Verne	Y		Y	
213	Lafayette	Y		Y	
214	Laguna Beach	Y		Y	
215	Laguna Hills	Y		Y	
216	Laguna Niguel	Y		Y	
217	Laguna Woods	Y		Y	
218	Lake	Y		Y	
219	Lake Elsinore	Y		Y	
220	Lake Forest	Y		Y	
221	Lakeport	Y		Y	
222	Lakewood	Y		Y	
223	Lancaster	Y		Y	
224	Larkspur	Y		Y	
225	Lassen	Y		Y	
226	Lathrop	Y		Y	
227	Lawndale	Y		Y	
228	Lemon Grove	Y		Y	
229	Lemoore	Y		Y	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
230	Lincoln	Y		Y	
231	Lindsay	Y		Y	
232	Live Oak	Y		Y	
233	Livermore	Y		Y	
234	Livingston	Y		Y	
235	Lodi	Y		Y	
236	Loma Linda	Y		Y	
237	Lomita	Y		Y	
238	Lompoc	Y		Y	
239	Long Beach	Y		Y	
240	Loomis	Y		Y	
241	Los Alamitos	Y		Y	
242	Los Altos	Y		Y	
243	Los Altos Hills	Y		Y	
244	Los Angeles	Y		Y	
245	Los Banos	Y		Y	
246	Los Gatos	Y		Y	
247	Loyalton	Y		Y	
248	Lynwood	Y		Y	
249	Madera	Y		Y	
250	Malibu	Y		Y	
251	Mammoth Lakes	Y		Y	
252	Manhattan Beach	Y		Y	
253	Manteca	Y		Y	
254	Maricopa	Y		Y	
255	Marina	Y		Y	
256	Martinez	Y		Y	
257	Marysville	Y		Y	
258	Maywood	Y		Y	
259	Mcfarland	Y		Y	
260	Mendota	Y		Y	
261	Menlo Park	Y		Y	
262	Merced	Y		Y	
263	Mill Valley	Y		Y	
264	Millbrae	Y		Y	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
265	Milpitas	Y		Y	
266	Mission Viejo	Y		Y	
267	Modesto	Y		Y	
268	Monrovia	Y		Y	
269	Montague	Y		Y	
270	Montclair	Y		Y	
271	Monte Sereno	Y		Y	
272	Montebello	Y		Y	
273	Monterey	Y		Y	
274	Monterey Park	Y		Y	
275	Moorpark	Y		Y	
276	Moraga	Y		Y	
277	Moreno Valley	Y		Y	
278	Morgan Hill	Y		Y	
279	Morro Bay	Y		Y	
280	Mount Shasta	Y		Y	
281	Mountain View	Y		Y	
282	Murrieta	Y		Y	
283	Napa	Y		Y	
284	National City	Y		Y	
285	Needles	Y		Y	
286	Nevada City	Y		Y	
287	Newark	Y		Y	
288	Newman	Y		Y	
289	Newport Beach	Y		Y	
290	Norco	Y		Y	
291	Norwalk	Y		Y	
292	Novato	Y		Y	
293	Oakdale	Y		Y	
294	Oakland	Y		Y	
295	Oakley	Y		Y	
296	Oceanside	Y		Y	
297	Ojai	Y		Y	
298	Ontario	Y		Y	
299	Orange	Y		Y	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
300	Orange Cove	Y		Y	
301	Orinda	Y		Y	
302	Orland	Y		Y	
303	Oroville	Y		Y	
304	Oxnard	Y		Y	
305	Pacific Grove	Y		Y	
306	Pacifica	Y		Y	
307	Palm Desert	Y		Y	
308	Palm Springs	Y		Y	
309	Palmdale	Y		Y	
310	Palo Alto	Y		Y	
311	Palos Verdes Estates	Y		Y	
312	Paradise	Y		Y	
313	Paramount	Y		Y	
314	Parlier	Y		Y	
315	Pasadena	Y		Y	
316	Patterson	Y		Y	
317	Perris	Y		Y	
318	Petaluma	Y		Y	
319	Pico Rivera	Y		Y	
320	Piedmont	Y		Y	
321	Pinole	Y		Y	
322	Pismo Beach	Y		Y	
323	Pittsburg	Y		Y	
324	Placentia	Y		Y	
325	Placerville	Y		Y	
326	Pleasant Hill	Y		Y	
327	Pleasanton	Y		Y	
328	Plymouth	Y		Y	
329	Point Arena	Y		Y	
330	Pomona	Y		Y	
331	Port Hueneme	Y		Y	
332	Porterville	Y		Y	
333	Portola	Y		Y	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
334	Portola Valley	Y		Y	
335	Poway	Y		Y	
336	Rancho Cordova	Y		Y	
337	Rancho Cucamonga	Y		Y	
338	Rancho Mirage	Y		Y	
339	Rancho Palos Verdes	Y		Y	
340	Rancho Santa Margarita	Y		Y	
341	Red Bluff	Y		Y	
342	Redding	Y		Y	
343	Redlands	Y		Y	
344	Redondo Beach	Y		Y	
345	Redwood City	Y		Y	
346	Reedley	Y		Y	
347	Rialto	Y		Y	
348	Richmond	Y		Y	
349	Ridgecrest	Y		Y	
350	Rio Dell	Y		Y	
351	Rio Vista	Y		Y	
352	Ripon	Y		Y	
353	Riverbank	Y		Y	
354	Riverside	Y		Y	
355	Rocklin	Y		Y	
356	Rohnert Park	Y		Y	
357	Rolling Hills	Y		Y	
358	Rolling Hills Estates	Y		Y	
359	Rosemead	Y		Y	
360	Roseville	Y		Y	
361	Ross	Y		Y	
362	Sacramento	Y		Y	
363	Salinas	Y		Y	
364	San Anselmo	Y		Y	
365	San Bernardino	Y		Y	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
366	San Bruno	Y		Y	
367	San Buenaventura	Y		Y	
368	San Carlos	Y		Y	
369	San Clemente	Y		Y	
370	San Diego	Y		Y	
371	San Dimas	Y		Y	
372	San Fernando	Y		Y	
373	San Francisco	Y		Y	
374	San Gabriel	Y		Y	
375	San Jacinto	Y		Y	
376	San Joaquin	Y		Y	
377	San Jose	Y		Y	
378	San Juan Bautista	Y		Y	
379	San Juan Capistrano	Y		Y	
380	San Leandro	Y		Y	
381	San Luis Obispo	Y		Y	
382	San Marcos	Y		Y	
383	San Marino	Y		Y	
384	San Mateo	Y		Y	
385	San Pablo	Y		Y	
386	San Rafael	Y		Y	
387	San Ramon	Y		Y	
388	Sand City	Y		Y	
389	Sanger	Y		Y	
390	Santa Ana	Y		Y	
391	Santa Barbara	Y		Y	
392	Santa Clara	Y		Y	
393	Santa Clarita	Y		Y	
394	Santa Cruz	Y		Y	
395	Santa Fe Springs	Y		Y	
396	Santa Maria	Y		Y	
397	Santa Monica	Y		Y	
398	Santa Paula	Y		Y	
399	Santa Rosa	Y		Y	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
400	Santee	Y		Y	
401	Saratoga	Y		Y	
402	Sausalito	Y		Y	
403	Scotts Valley	Y		Y	
404	Seal Beach	Y		Y	
405	Seaside	Y		Y	
406	Sebastopol	Y		Y	
407	Selma	Y		Y	
408	Shafter	Y		Y	
409	Shasta Lake	Y		Y	
410	Sierra Madre	Y		Y	
411	Signal Hill	Y		Y	
412	Simi Valley	Y		Y	
413	Solana Beach	Y		Y	
414	Soledad	Y		Y	
415	Solvang	Y		Y	
416	Sonoma	Y		Y	
417	Sonora	Y		Y	
418	South El Monte	Y		Y	
419	South Gate	Y		Y	
420	South Lake Tahoe	Y		Y	
421	South Pasadena	Y		Y	
422	South San Francisco	Y		Y	
423	St Helena	Y		Y	
424	Stanton	Y		Y	
425	Stockton	Y		Y	
426	Suisun City	Y		Y	
427	Sunnyvale	Y		Y	
428	Susanville	Y		Y	
429	Sutter Creek	Y		Y	
430	Taft	Y		Y	
431	Tehachapi	Y		Y	
432	Tehama	Y		Y	
433	Temecula	Y		Y	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
434	Temple City	Y		Y	
435	Thousand Oaks	Y		Y	
436	Tiburon	Y		Y	
437	Torrance	Y		Y	
438	Tracy	Y		Y	
439	Trinidad	Y		Y	
440	Truckee	Y		Y	
441	Tulare	Y		Y	
442	Tulelake	Y		Y	
443	Turlock	Y		Y	
444	Tustin	Y		Y	
445	Twentynine Palms	Y		Y	
446	Ukiah	Y		Y	
447	Union City	Y		Y	
448	Upland	Y		Y	
449	Vacaville	Y		Y	
450	Vallejo	Y		Y	
451	Vernon	Y		Y	
452	Victorville	Y		Y	
453	Villa Park	Y		Y	
454	Visalia	Y		Y	
455	Vista	Y		Y	
456	Walnut	Y		Y	
457	Walnut Creek	Y		Y	
458	Wasco	Y		Y	
459	Waterford	Y		Y	
460	Watsonville	Y		Y	
461	Weed	Y		Y	
462	West Covina	Y		Y	
463	West Hollywood	Y		Y	
464	West Los Angeles	Y		Y	
465	West Sacramento	Y		Y	
466	Westlake Village	Y		Y	
467	Westminster	Y		Y	
468	Westmorland	Y		Y	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
469	Wheatland	Y		Y	
470	Whittier	Y		Y	
471	Williams	Y		Y	
472	Willits	Y		Y	
473	Willows	Y		Y	
474	Windsor	Y		Y	
475	Winters	Y		Y	
476	Woodlake	Y		Y	
477	Woodland	Y		Y	
478	Woodside	Y		Y	
479	Yorba Linda	Y		Y	
480	Yountville	Y		Y	
481	Yreka	Y		Y	
482	Yuba City	Y		Y	
483	Yucaipa	Y		Y	
484	Yucca Valley	Y		Y	

Bidder may identify additional locations where their Converged VoIP and VoIP Voice Mail Services are currently commercially available in Table 1.2.3.6.2.b.

If Bidder is unable to identify all service areas within Table 1.2.3.6.2.a, Bidder shall provide additional information in the form of a coverage map that includes unincorporated areas.

Table 1.2.3.6.2.b Additional Bidder's Converged VoIP and VoIP Voice Mail Services Commercially Available Areas

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
1					
2					
3					

1.2.4 AUDIO CONFERENCING

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

Basic Audio Conferencing shall include the following:

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

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

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

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

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

Bidder understands the requirement and shall meet or exceed it? Yes__/_/_ No____

1.2.4.1 AUDIO CONFERENCING FEATURES

Contractor shall offer the Audio Conferencing features detailed in Table 1.2.4.1.a.

Table 1.2.4.1.a Audio Conferencing Service and Features

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
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		VC-ACLO
	Bidder's Product Description: Allows participants to dial a pre-established number and access code to join a conference call. These reservation-less conference rooms are configurable in the Jive web portal, and subscribers can configure an unlimited amount of rooms according to their requirements. A local number or extension may be assigned to these conference rooms.				
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		VC-ACTF
	Bidder's Product Description: Allows participants to dial a pre-established toll-free number and access code to join a conference call. These reservation-less conference rooms are configurable in the Jive web portal, and subscribers can configure an unlimited amount of rooms according to their requirements. Any toll-free number may be assigned to these conference rooms.				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
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		VC-ACLOR
	Bidder's Product Description: Allows a host to reserve a conference in advance and receive a temporary dial-in number and access code allowing participants to join a call. These reserved conference rooms are configurable in the Jive web portal, and subscribers can configure an unlimited amount of rooms according to their requirements.				
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		VC-ACTFR
	Bidder's Product Description: Allows a host to reserve a conference in advance and receive a temporary tollfree dial-in number and access code allowing participants to join a call. These reserved conference rooms are configurable in the Jive web portal, and subscribers can configure an unlimited amount of rooms according to their requirements.				
5	**Operator-Dialed Service**	An operator sets up the conference call by placing calls to each of the participants.	Y		VC-ACOPD
	Bidder's Product Description: Allows the operator to set up a conference call by placing calls to each of the participants. These operator-dialed conference rooms are configurable in the Jive web portal, and subscribers can configure an unlimited amount of rooms according to their requirements.				
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		VC-ACOPA
	Bidder's Product Description: Requires participants to dial in to the conference number and pass an operator screen for information such as password, name, or location. These operator-assisted conference rooms are configurable in the Jive web portal, and subscribers can configure an unlimited amount of rooms according to their requirements.				
7	**Recording Service**	The capability to record to various media including CD, audiocassette or the Digitized Replay option below.	Y		VC-ACRC
	Bidder's Product Description: Allow users to record conference audio to various media including CDs, audiocassettes or Digitized Replay.				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
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		VC-ACRE
	Bidder's Product Description: Allows users to dial a number/code and listen to and control a recorded audio conference session.				
9	**Transcription**	Contractor provided transcribing a conference call	Y		VC-ACTR
	Bidder's Product Description: Provides a textual representation of the audio media from a recorded audio conference session.				
10	**Language Interpretation/ Translation**	Real-time interpretation and translation services	Y		VC-ACLT
	Bidder's Product Description: Provides audio conference and dial plan elements that facilitate real-time translation and interpretation services from 3rd parties.				
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		VC-ACLS
	Bidder's Product Description: Allows a host to specify a list of participants who may dial into the conference call.				
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		VC-ACPL
	Bidder's Product Description: Distributes a detailed list of conference participants to the host immediately following the call.				

The Contractor may offer additional unsolicited Audio Conferencing features in Table 1.2.4.1.b.

Table 1.2.4.1.b Unsolicited Audio Conferencing Features

	Feature Name	Feature Description	Bidder's Product Identifier
1	Polycom SoundStation IP 5000 Service Upgrade	VoIP/SIP Conference Phone Service Upgrade compatible with Jive VoIP service packages.	VC-SSIP5000
	Bidder's Product Description: The Polycom SoundStation IP 5000 is an IP conference phone with High Definition voice quality designed for small conference rooms and executive offices, and is compatible with Jive VoIP service.		
2	Polycom SoundStation IP 5000 with Power Supply Service Upgrade	VoIP/SIP Conference Phone with Power Supply Service Upgrade compatible with Jive VoIP service packages.	VC-SSIP5000-PS
	Bidder's Product Description: The Polycom SoundStation IP 5000 is an IP conference phone with included Power Supply that provides High Definition voice quality designed for small conference rooms and executive offices, and is compatible with Jive VoIP service.		
3	Polycom SoundStation IP 5000 Power Supply Service Upgrade	VoIP/SIP Conference Phone Power Supply Service Upgrade compatible with Jive VoIP service packages.	VC-SSIP5PS
	Bidder's Product Description: Polycom SoundStation IP 5000 Power Supply.		
4	Polycom SoundStation IP 6000 Service Upgrade	VoIP/SIP Conference Phone Service Upgrade compatible with Jive VoIP service packages.	VC-SSIP6000
	Bidder's Product Description: The Polycom SoundStation IP 6000 is an IP conference phone with High Definition voice quality designed for small to mid-size conference rooms, and is compatible with Jive VoIP service.		
5	Polycom SoundStation IP 6000 with Power Supply Service Upgrade	VoIP/SIP Conference Phone Service Upgrade compatible with Jive VoIP service packages.	VC-SSIP6000-PS
	Bidder's Product Description: The Polycom SoundStation IP 6000 is an IP conference phone with included Power Supply that provides High Definition voice quality designed for small to mid-size conference rooms, and is compatible with Jive VoIP service.		

	Feature Name	Feature Description	Bidder's Product Identifier
6	Polycom SoundStation IP 6000 Power Supply Service Upgrade	VoIP/SIP Conference Phone Service Upgrade compatible with Jive VoIP service packages.	VC-SSIP6PS
	Bidder's Product Description: Polycom SoundStation IP 6000 Power Supply.		
7	Polycom SoundStation IP 7000 Service Upgrade	VoIP/SIP VoIP/SIP Conference Phone Service Upgrade compatible with Jive VoIP service packages.	SSIP7000
	Bidder's Product Description: The Polycom SoundStation IP 7000 is an IP conference phone with High Definition voice quality designed for large conference rooms, and is compatible with Jive VoIP service.		
8	Polycom SoundStation IP 7000 with Power Supply Service Upgrade	VoIP/SIP Conference Phone with Power Supply Service Upgrade compatible with Jive VoIP service packages.	VC-SSIP7000-PS
	Bidder's Product Description: The Polycom SoundStation IP 7000 is an IP conference phone with included Power Supply that provides High Definition voice quality designed for large conference rooms, and is compatible with Jive VoIP service.		
9	Polycom SoundStation IP 7000 Power Supply Service Upgrade	VoIP/SIP Conference Phone Power Supply Service Upgrade compatible with Jive VoIP service packages.	VC-SSIP7PS
	Bidder's Product Description: Polycom SoundStation IP 7000 Power Supply.		

1.2.5 SESSION INITIATED PROTOCOL (SIP) TRUNKING

The Contractor shall provide a network based trunk service using Session Initiated Protocol (SIP) that includes the functionality described below. The SIP trunk service shall allow a Customer to utilize a connection to the Contractors MPLS network provided under this section to access the Public Switched Telephone Network from an end-user device such as an IP PBX, Call Manager or Unified Communications and Collaboration device.

Bidder understands the requirement and shall meet or exceed it? Yes__/_/_ No____

1.2.5.1 SIP SUPPORTED CALLING

Contractor shall provide access to the PSTN via SIP trunking that supports local, long distance and inbound toll-free calling.

Bidder understands the requirement and shall meet or exceed it? Yes__/_/_ No____

1.2.5.2 CONCURRENT SIP CALLS

The Contractor shall engineer the SIP trunk service to support the number of concurrent calls requested by the End-User. The SIP trunk service shall support G.711 and G.729a voice compression.

Bidder understands the requirement and shall meet or exceed it? Yes__/_/_ No____

1.2.5.3 ON-NET SIP CALLING

The Contractor shall provide SIP Trunk service that provides unlimited on-net calling. On-net calling is defined as calling from a SIP Trunk site that uses the Contractor's MPLS network and terminates at a SIP Trunk site or a Converged VoIP site. The Converged VoIP service is that offered by the Contractor under this section. If the Contractor offers Standalone VoIP under another CALNET contract, a SIP Trunk call terminating at such a site shall be considered on-net. Off-net calling is any call that is not on-net. Off-net calling consists of local, long distance (United States) and international.

Bidder understands the requirement and shall meet or exceed it? Yes__/_/_ No____

1.2.5.4 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 Agency/Department to another shall be treated the same as on-net calling within a State of California Agency or Department.

Bidder understands the requirement and shall meet or exceed it? Yes__/_/_ No____

1.2.5.5 INTEROPERABILITY OF SIP TRUNK WITH OTHER CALNET 3 TECHNOLOGIES

The Contractor's SIP Trunk services shall be interoperable with the Contractor's Converged VoIP services (Section 1.2.3.2) and the State shall not incur any charges to call between these two (2) services.

In the event at Contractor is awarded a CALNET 3 Contract for Standalone VoIP services (Subcategory 1.3), this IP Trunking service shall be interoperable with the Contractor's Standalone VoIP services and the State shall not incur any charges to call between these two (2) services.

Bidder understands the requirement and shall meet or exceed it? Yes__/_/_ No____

1.2.5.6 SIP CALLING FEATURES

The SIP trunk service shall support the following calling features:

1. Direct Inward Dialing (DID);
2. Direct Outward Dialing (DOD);

3. Local Number Portability;
4. 4-1-1 Directory Assistance;
5. 7-1-1 Telecommunications Relay Service;
6. 9-1-1 and E9-1-1 Emergency Calling;
7. Operator Services; and,
8. ITU T.38 Standard for transmission over IP networks between Group 3 fax terminals.

Bidder understands the requirement and shall meet or exceed it? Yes__/__ No____

1.2.5.7 SIP TRUNKING GEOGRAPHIC AVAILABILITY

The Contractor shall provide SIP Trunking at all locations where Contractor is required to provide MPLS service.

Bidder understands the requirement and shall meet or exceed it? Yes__/__ No____

1.2.5.8 SIP CALLING PLANS

The Contractor shall provide the SIP calling plans identified in Table 1.2.5.8.a.

Table 1.2.5.8.a, SIP Calling Plans

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
1	**SIP Calling Plan A**	Unlimited Local Calling (inbound/outbound) with unlimited off-net long distance calling (United States). The plan shall include a rate for off-net international and shall not include any other rates. There shall be no charges for on-net calling.	Y		ST-CPA
	Bidder's Product Description: Jive SIP Trunk Calling Plan A offers unlimited inbound and outbound local calling, and unlimited off-net long distance in the United States. This plan includes a rate for off-net international charges.				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
2	**SIP Calling Plan B**	Unlimited local calling with off-net long distance (Unites State) usage. The plan shall include a rate for off-net long distance (United State) and a rate for off-net international and shall not include any other rates. There shall be no charges for on-net calling.	Y		ST-CPB
	Bidder's Product Description: Jive SIP Trunk Calling Plan B offers unlimited local calling and a rate for off-net long distance and international calls.				
3	**U.S. Off-Net Calling for Calling Plan B**	Domestic Off-Net calling for Calling Plan B Customers	Y		ST-CPB-OFF
	Bidder's Product Description: Jive SIP Trunk Calling Plan B rates for off-net U.S. long distance calling.				
4	**SIP Calling Plan C**	Unlimited off-net long distance calling (United States) with no local calling. There shall be no rates associated with this plan. There shall be no charges for on-net calling.	Y		ST-CPC
	Bidder's Product Description: Jive SIP Trunk Calling Plan C offers unlimited off-net U.S. long distance with no local calling. There are no rates associated with this plan.				
5	**SIP Calling Plan D**	United States Inbound toll-free calling. The plan shall contain a rate for United States inbound toll-free calling and shall not include any other rates.	Y		ST-CPD
	Bidder's Product Description: Jive SIP Trunk Calling Plan D offers inbound toll-free calling at a specified rate.				
6	**Inbound Toll-Free Calling for Calling Plan D**	Inbound Toll-Free calling for SIP Calling Plan D Customers.	Y		ST-CPD-TF
	Bidder's Product Description: Jive SIP Trunk Calling Plan D rates for inbound toll-free calling.				

The Contractor may offer additional unsolicited SIP Calling Plans in Table 1.2.5.8.b.

Table 1.2.5.8.b Unsolicited SIP Trunking Features

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

1.2.5.9 SIP TRUNK INTERNATIONAL OFF-NET CALLING

The Contractor shall provide SIP Trunk international off-net calling to the countries listed in Table 1.2.5.9. 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.

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____

1.2.5.9.1 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____

1.2.5.9.2 U.S. Based Services Waiver

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

Bidder understands the requirement and shall meet or exceed it? Yes__/_/_ No____

The Contractor shall offer the SIP Trunk Off-Net International Long Distance Calling configurations detailed in Table 1.2.5.9.a.

Table 1.2.5.9.a SIP Trunk 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		VC-INBR	VC-INBR	VC-INBRM
2	Canada:	Y		VC-INCA	VC-INCA	VC-INCAM
3	China:	Y		VC-INCN	VC-INCN	VC-INCNM
4	France:	Y		VC-INFR	VC-INFR	VC-INFRM
5	Germany:	Y		VC-INDE	VC-INDE	VC-INDEM
6	Israel:	Y		VC-INIL	VC-INIL	VC-INILM
7	Italy:	Y		VC-INIT	VC-INIT	VC-INITM
8	Japan:	Y		VC-INJP	VC-INJP	VC-INJPM
9	Korea:	Y		VC-INKR	VC-INKR	VC-INKRM
10	Mexico:	Y		VC-INMX	VC-INMX	VC-INMXM
11	Spain:	Y		VC-INES	VC-INES	VC-INESM
12	Switzerland:	Y		VC-INCH	VC-INCH	VC-INCHM
13	United Kingdom	Y		VC-INUK	VC-INUK	VC-INUKM

Bidder's may offer the SIP Trunk International Off-Net Calling to unsolicited countries listed in Table 1.2.5.9.b.

Table 1.2.5.9.b Unsolicited SIP Trunk International Off-Net Calling

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
1	Argentina	VC-INAR	VC-INAR	VC-INARM
2	Australia	VC-INAU	VC-INAU	VC-INAUM
3	Chile	VC-INCL	VC-INCL	VC-INCLM
4	Hong Kong	VC-INHK	VC-INHK	VC-INHKM
5	India	VC-ININ	VC-ININ	VC-ININM
6	New Zealand	VC-INNZ	VC-INNZ	VC-INNZM
7	Philippines	VC-INPH	VC-INPH	VC-INPHM
8	Russia	VC-INRU	VC-INRU	VC-INRUM

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
9	Singapore	VC-INSG	VC-INSG	VC-INSGM
10	Taiwan	VC-INTW	VC-INTW	VC-INTWM
11	Afghanistan	VC-INAF	VC-INAF	VC-INAFM
12	Albania	VC-INAL	VC-INAL	VC-INALM
13	Algeria	VC-INDZ	VC-INDZ	VC-INDZM
14	Andorra	VC-INAD	VC-INAD	VC-INADM
15	Angola	VC-INAO	VC-INAO	VC-INAOM
16	Anguilla	VC-INAI	VC-INAI	VC-INAIM
17	Antarctica	VC-INAQ	VC-INAQ	N/A
18	Antigua	VC-INAG	VC-INAG	VC-INAGM
19	Armenia	VC-INAM	VC-INAM	VC-INAMM
20	Aruba	VC-INAW	VC-INAW	VC-INAWM
21	Austria	VC-INAT	VC-INAT	VC-INATM
22	Azerbaijan	VC-INAZ	VC-INAZ	VC-INAZM
23	Bahamas	VC-INBS	VC-INBS	VC-INBSM
24	Bahrain	VC-INBH	VC-INBH	VC-INBHM
25	Bangladesh	VC-INBD	VC-INBD	VC-INBDM
26	Barbados	VC-INBB	VC-INBB	VC-INBBM
27	Belarus	VC-INBY	VC-INBY	VC-INBYM
28	Belgium	VC-INBE	VC-INBE	VC-INBEM
29	Belize	VC-INBZ	VC-INBZ	VC-INBZM
30	Benin	VC-INBJ	VC-INBJ	VC-INBJM
31	Bermuda	VC-INBM	VC-INBM	VC-INBMM
32	Bhutan	VC-INBT	VC-INBT	VC-INBTM
33	Bolivia	VC-INBO	VC-INBO	VC-INBOM
34	Bosnia and Herzegovina	VC-INBA	VC-INBA	VC-INBAM
35	Botswana	VC-INBW	VC-INBW	VC-INBWM
36	British Virgin Islands	VC-INVG	VC-INVG	VC-INVGM
37	Brunei	VC-INBN	VC-INBN	VC-INBNM

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
38	Bulgaria	VC-INBG	VC-INBG	VC-INBGM
39	Burkina Faso	VC-INBF	VC-INBF	VC-INBFM
40	Burundi	VC-INBI	VC-INBI	VC-INBIM
41	Cambodia	VC-INKH	VC-INKH	VC-INKHM
42	Cameroon	VC-INCM	VC-INCM	VC-INCMM
43	Cape Verde Islands	VC-INCV	VC-INCV	VC-INCVM
44	Cayman Islands	VC-INKY	VC-INKY	VC-INKYM
45	Central African Republic	VC-INCF	VC-INCF	VC-INCFM
46	Chad	VC-INTD	VC-INTD	VC-INTDM
47	Colombia	VC-INCO	VC-INCO	VC-INCOM
48	Comoros	VC-INKM	VC-INKM	VC-INKMM
49	Congo	VC-INCG	VC-INCG	VC-INCGM
50	Cook Islands	VC-INCK	VC-INCK	N/A
51	Costa Rica	VC-INCR	VC-INCR	VC-INCRM
52	Croatia	VC-INHR	VC-INHR	VC-INHRM
53	Cuba	VC-INCU	VC-INCU	N/A
54	Cyprus	VC-INCY	VC-INCY	VC-INCYM
55	Czech Republic	VC-INCZ	VC-INCZ	VC-INCZM
56	Denmark	VC-INDK	VC-INDK	VC-INDKM
57	Djibouti	VC-INDJ	VC-INDJ	N/A
58	Dominica	VC-INDM	VC-INDM	VC-INDMM
59	Dominican Republic	VC-INDO	VC-INDO	VC-INDOM
60	East Timor	VC-INTL	VC-INTL	VC-INTLM
61	Ecuador	VC-INEC	VC-INEC	VC-INECM
62	Egypt	VC-INEG	VC-INEG	VC-INEGM
63	El Salvador	VC-INSV	VC-INSV	VC-INSVM
64	Equatorial Guinea	VC-INGQ	VC-INGQ	VC-INGQM
65	Eritrea	VC-INER	VC-INER	VC-INERM

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
66	Estonia	VC-INEE	VC-INEE	VC-INEEM
67	Ethiopia	VC-INET	VC-INET	VC-INETM
68	Falkland Islands	VC-INFK	VC-INFK	N/A
69	Fiji	VC-INFJ	VC-INFJ	VC-INFJM
70	Finland	VC-INFI	VC-INFI	VC-INFIM
71	French Guiana	VC-INGF	VC-INGF	VC-INGFM
72	French Polynesia	VC-INPF	VC-INPF	VC-INPFM
73	Gabon	VC-INGA	VC-INGA	VC-INGAM
74	Gambia	VC-INGM	VC-INGM	VC-INGMM
75	Georgia	VC-INGE	VC-INGE	VC-INGEM
76	Ghana	VC-INGH	VC-INGH	VC-INGHM
77	Gibraltar	VC-INGI	VC-INGI	VC-INGIM
78	Greece	VC-INGR	VC-INGR	VC-INGRM
79	Greenland	VC-INGL	VC-INGL	N/A
80	Grenada	VC-INGD	VC-INGD	VC-INGDM
81	Guadeloupe	VC-INGP	VC-INGP	VC-INGPM
82	Guatemala	VC-INGT	VC-INGT	VC-INGTM
83	Guinea	VC-INGN	VC-INGN	VC-INGNM
84	Guinea-Bissau	VC-INGW	VC-INGW	N/A
85	Guyana	VC-INGY	VC-INGY	VC-INGYM
86	Haiti	VC-INHT	VC-INHT	VC-INHTM
87	Honduras	VC-INHN	VC-INHN	VC-INHNM
88	Hungary	VC-INHU	VC-INHU	VC-INHUM
89	Iceland	VC-INIS	VC-INIS	VC-INISM
90	Indonesia	VC-INID	VC-INID	VC-INIDM
91	Inmarsat Aore	VC-INIAE	VC-INIAE	N/A
92	Inmarsat Aore Aero	VC-INIAE1	VC-INIAE1	N/A
93	Inmarsat Aore Hsdm	VC-INIAE2	VC-INIAE2	N/A
94	Inmarsat Aore Lsv Mini	VC-INIAE3	VC-INIAE3	N/A

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
95	Inmarsat Aore Lsvb	VC-INIAE4	VC-INIAE4	N/A
96	Inmarsat Aore Lsvm	VC-INIAE5	VC-INIAE5	N/A
97	Inmarsat Aorw	VC-INIAW	VC-INIAW	N/A
98	Inmarsat Aorw Aero	VC-INIAW1	VC-INIAW1	N/A
99	Inmarsat Aorw Hsdm	VC-INIAW2	VC-INIAW2	N/A
100	Inmarsat Aorw Lsv Mini	VC-INIAW3	VC-INIAW3	N/A
101	Inmarsat Aorw Lsvb	VC-INIAW4	VC-INIAW4	N/A
102	Inmarsat Aorw Lsvm	VC-INIAW5	VC-INIAW5	N/A
103	Inmarsat Ior	VC-INIIR	VC-INIIR	N/A
104	Inmarsat Ior Aero	VC-INIIR1	VC-INIIR1	N/A
105	Inmarsat Ior Hsdb	VC-INIIR2	VC-INIIR2	N/A
106	Inmarsat Ior Hsdm	VC-INIIR3	VC-INIIR3	N/A
107	Inmarsat Ior Lsv Mini	VC-INIIR4	VC-INIIR4	N/A
108	Inmarsat Ior Lsvb	VC-INIIR5	VC-INIIR5	N/A
109	Inmarsat Ior Lsvm	VC-INIIR6	VC-INIIR6	N/A
110	Inmarsat Por	VC-INIPR	VC-INIPR	N/A
111	Inmarsat Por Aero	VC-INIPR1	VC-INIPR1	N/A
112	Inmarsat Por Hsdb	VC-INIPR2	VC-INIPR2	N/A
113	Inmarsat Por Lsv Mini	VC-INIPR3	VC-INIPR3	N/A

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
114	Inmarsat Por Lsvb	VC-INIPR4	VC-INIPR4	N/A
115	Inmarsat Por Lsvm	VC-INIPR5	VC-INIPR5	N/A
116	Inmarsat Snac	VC-INISC	VC-INISC	N/A
117	Inmarsat Snac Hsdm	VC-INISC1	VC-INISC1	N/A
118	Inmarsat Snac Lsv Mini	VC-INISC2	VC-INISC2	N/A
119	Inmarsat Snac Lsvb	VC-INISC3	VC-INISC3	N/A
120	Inmarsat Snac Lsvm	VC-INISC4	VC-INISC4	N/A
121	Iran	VC-INIR	VC-INIR	VC-INIRM
122	Iraq	VC-INIQ	VC-INIQ	VC-INIQM
123	Ireland	VC-INIE	VC-INIE	VC-INIEM
124	Ivory Coast	VC-INIC	VC-INIC	VC-INICM
125	Jamaica	VC-INJM	VC-INJM	VC-INJMM
126	Jordan	VC-INJO	VC-INJO	VC-INJOM
127	Kenya	VC-INKE	VC-INKE	VC-INKEM
128	Kiribati	VC-INKI	VC-INKI	N/A
129	Kuwait	VC-INKW	VC-INKW	VC-INKWM
130	Kyrgyzstan	VC-INKG	VC-INKG	VC-INKGM
131	Latvia	VC-INLV	VC-INLV	VC-INLVM
132	Lebanon	VC-INLB	VC-INLB	VC-INLBM
133	Lesotho	VC-INLS	VC-INLS	VC-INLSM
134	Liberia	VC-INLR	VC-INLR	VC-INLRM
135	Libya	VC-INLY	VC-INLY	VC-INLYM
136	Liechtenstein	VC-INLI	VC-INLI	VC-INLIM
137	Lithuania	VC-INLT	VC-INLT	VC-INLTM
138	Luxembourg	VC-INLU	VC-INLU	VC-INLUM
139	Macau	VC-INMM	VC-INMM	N/A

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
140	Macedonia	VC-INMK	VC-INMK	VC-INMKM
141	Madagascar	VC-INMG	VC-INMG	VC-INMGM
142	Malawi	VC-INMW	VC-INMW	VC-INMWM
143	Malaysia	VC-INMY	VC-INMY	VC-INMYM
144	Maldives	VC-INMV	VC-INMV	VC-INMVM
145	Mali	VC-INML	VC-INML	VC-INMLM
146	Malta	VC-INMT	VC-INMT	VC-INMTM
147	Marshall Islands	VC-INMH	VC-INMH	N/A
148	Martinique	VC-INMQ	VC-INMQ	VC-INMQM
149	Mauritania	VC-INMR	VC-INMR	VC-INMRM
150	Mauritius	VC-INMU	VC-INMU	VC-INMUM
151	Micronesia	VC-INFM	VC-INFM	N/A
152	Moldova	VC-INMD	VC-INMD	VC-INMDM
153	Monaco	VC-INMC	VC-INMC	VC-INMCM
154	Mongolia	VC-INMN	VC-INMN	VC-INMNM
155	Montenegro	VC-INME	VC-INME	VC-INMEM
156	Montserrat	VC-INMS	VC-INMS	N/A
157	Morocco	VC-INMA	VC-INMA	VC-INMAM
158	Mozambique	VC-INMZ	VC-INMZ	VC-INMZM
159	Myanmar	VC-INMM	VC-INMM	N/A
160	Namibia	VC-INNA	VC-INNA	VC-INNAM
161	Nauru	VC-INNR	VC-INNR	N/A
162	Nepal	VC-INNP	VC-INNP	VC-INNPM
163	Netherlands	VC-INNL	VC-INNL	VC-INNLM
164	New Caledonia	VC-INNC	VC-INNC	N/A
165	Nicaragua	VC-INNI	VC-INNI	VC-INNIM
166	Niger	VC-INNE	VC-INNE	VC-INNEM
167	Nigeria	VC-INNG	VC-INNG	VC-INNGM
168	Niue	VC-INNU	VC-INNU	N/A
169	Norway	VC-INNO	VC-INNO	VC-INNOM
170	Oman	VC-INOM	VC-INOM	VC-INOMM

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
171	Pakistan	VC-INPK	VC-INPK	VC-INPKM
172	Palau	VC-INPW	VC-INPW	N/A
173	Palestine	VC-INPS	VC-INPS	VC-INPSM
174	Panama	VC-INPA	VC-INPA	VC-INPAM
175	Papua New Guinea	VC-INPG	VC-INPG	N/A
176	Paraguay	VC-INPY	VC-INPY	VC-INPYM
177	Peru	VC-INPE	VC-INPE	VC-INPEM
178	Poland	VC-INPL	VC-INPL	VC-INPLM
179	Portugal	VC-INPT	VC-INPT	VC-INPTM
180	Qatar	VC-INQA	VC-INQA	VC-INQAM
181	Romania	VC-INRO	VC-INRO	VC-INROM
182	Rwanda	VC-INRW	VC-INRW	VC-INRWM
183	Saudi Arabia	VC-INSA	VC-INSA	VC-INSAM
184	Senegal	VC-INSN	VC-INSN	VC-INSNM
185	Serbia	VC-INRS	VC-INRS	VC-INRSM
186	Sierra Leone	VC-INSL	VC-INSL	VC-INSLM
187	Slovakia	VC-INSK	VC-INSK	VC-INSKM
188	Slovenia	VC-INSI	VC-INSI	VC-INSIM
189	Solomon Islands	VC-INSB	VC-INSB	N/A
190	Somalia	VC-INSO	VC-INSO	VC-INSOM
191	South Africa	VC-INZA	VC-INZA	VC-INZAM
192	Sri Lanka	VC-INLK	VC-INLK	VC-INLKM
193	Saint Helena	VC-INSH	VC-INSH	N/A
194	Saint Kitts and Nevis	VC-INKN	VC-INKN	VC-INKNM
195	Saint Lucia	VC-INLC	VC-INLC	VC-INLCM
196	Saint Vincent	VC-INVC	VC-INVC	VC-INVCM
197	Sudan	VC-INSD	VC-INSD	VC-INSDM
198	Suriname	VC-INSR	VC-INSR	VC-INSRM
199	Swaziland	VC-INSZ	VC-INSZ	VC-INSZM

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
200	Sweden	VC-INSE	VC-INSE	VC-INSEM
201	Syria	VC-INSY	VC-INSY	VC-INSYM
202	Tajikistan	VC-INTJ	VC-INTJ	VC-INTJM
203	Tanzania	VC-INTZ	VC-INTZ	VC-INTZM
204	Thailand	VC-INTH	VC-INTH	VC-INTHM
205	Togo	VC-INTG	VC-INTG	VC-INTGM
206	Tokelau	VC-INTK	VC-INTK	N/A
207	Tonga	VC-INTO	VC-INTO	N/A
208	Trinidad and Tobago	VC-INTT	VC-INTT	VC-INTTM
209	Tunisia	VC-INTN	VC-INTN	VC-INTNM
210	Turkey	VC-INTR	VC-INTR	VC-INTRM
211	Turkmenistan	VC-INTM	VC-INTM	VC-INTMM
212	Tuvalu	VC-INTV	VC-INTV	N/A
213	Uganda	VC-INUG	VC-INUG	VC-INUGM
214	Ukraine	VC-INUA	VC-INUA	VC-INUAM
215	United Arab Emirates	VC-INAE	VC-INAE	VC-INAEM
216	Uruguay	VC-INUY	VC-INUY	VC-INUYM
217	Uzbekistan	VC-INUZ	VC-INUZ	VC-INUZM
218	Vanuatu	VC-INVU	VC-INVU	N/A
219	Venezuela	VC-INVE	VC-INVE	VC-INVEM
220	Vietnam	VC-INVN	VC-INVN	VC-INVNM
221	Samoa	VC-INWS	VC-INWS	VC-INWSM
222	Yemen	VC-INYE	VC-INYE	VC-INYEM
223	Zambia	VC-INZM	VC-INZM	VC-INZMM
224	Zimbabwe	VC-INZW	VC-INZW	VC-INZWM

1.2.6 SERVICE RESTORATION

1.2.6.1 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__/_/_ No____

1.2.6.2 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 resumption of all contracted services.

Bidder understands the Requirement and shall meet or exceed it? Yes__/_/_ No_____

1.2.7 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__/_/_ No____

1.2.8 OTHER SERVICES

1.2.8.1 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.

1.2.8.2 EXTENDED DEMARCATION WIRING SERVICES

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

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

Extended Demarc wiring is limited to the following:

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

The Contractor shall provide installations in accordance with the timeframes identified for the services that this cabling will support, and shall be subject to the SLAs detailed in Section 1.2.9.8.11 (Provisioning SLAs) associated with that service.

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

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

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

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

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

Bidder understands the Requirement and shall meet or exceed it? Yes__/_/_ No____

The Contractor shall offer the wiring services for extended demarcation detailed in Table 1.2.8.2.a.

Table 1.2.8.2.a Extended Demarcation Wiring Services

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
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 RJ48 or equivalent jack.	Y		NW-EDR4
	Bidder's Product Description: Regular rate for four pair wiring services that extend facilities from the MPOE to the customer point of utilization. Includes 300 feet of four pair cable and an RJ48 jack.				
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 RJ48 or equivalent jack.	Y		NW-EDO4
	Bidder's Product Description: Overtime rate for four pair wiring services that extend facilities from the MPOE to the customer point of utilization. Includes 300 feet of four pair cable and an RJ48 jack.				
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 RJ48 or equivalent jack.	Y		NW-EDH4
	Bidder's Product Description: Sunday and holiday rate for four pair wiring services that extend facilities from the MPOE to the customer point of utilization. Includes 300 feet of four pair cable and an RJ48 jack.				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
4	**Extended Demarcation – Copper 25 Pair – Regular Hours**	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet or less of Category 5 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	Y		NW-EDR25
	Bidder's Product Description: Regular rate for 25-pair wiring services that extend facilities from the MPOE to the customer point of utilization. Includes 300 feet of CAT5 25-pair CMP cable, patch panel, mounting hardware, up to 10 jumpers, testing, troubleshooting, and labeling.				
5	**Extended Demarcation – Copper 25 Pair – Overtime Hours**	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet or less of Category 5 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	Y		NW-EDO25
	Bidder's Product Description: Overtime rate for 25-pair wiring services that extend facilities from the MPOE to the customer point of utilization. Includes 300 feet of CAT5 25-pair CMP cable, patch panel, mounting hardware, up to 10 jumpers, testing, troubleshooting, and labeling.				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
6	**Extended Demarcation – Copper 25 Pair – Sunday and Holiday Hours**	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet or less of Category 5 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	Y		NW-EDH25
	Bidder's Product Description: Sunday and holiday rate for 25-pair wiring services that extend facilities from the MPOE to the customer point of utilization. Includes 300 feet of CAT5 25-pair CMP cable, patch panel, mounting hardware, up to 10 jumpers, testing, troubleshooting, and labeling.				
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 (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	Y		NW-EDRF
	Bidder's Product Description: Regular rate for optical fiber wiring services that extend facilities from the MPOE to the customer point of utilization. Includes up to 1000 feet of 62.5/125 or 50/125 micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two SC-SC duplex patch cords, testing, troubleshooting, and labeling.				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
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 (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	Y		NW-EDOF
	Bidder's Product Description: Overtime rate for optical fiber wiring services that extend facilities from the MPOE to the customer point of utilization. Includes up to 1000 feet of 62.5/125 or 50/125 micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two SC-SC duplex patch cords, testing, troubleshooting, and labeling.				
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 (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	Y		NW-EDHF
	Bidder's Product Description: Sunday and holiday rate for optical fiber wiring services that extend facilities from the MPOE to the customer point of utilization. Includes up to 1000 feet of 62.5/125 or 50/125 micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two SC-SC duplex patch cords, testing, troubleshooting, and labeling.				

The Contractor may offer additional unsolicited Extended Demarcation Wiring Services in Table 1.2.8.2.b.

Table 1.2.8.2.b Unsolicited Extended Demarcation Wiring Services

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

1.2.8.3 SERVICES RELATED HOURLY SUPPORT

The Contractor shall provide labor for the diagnosis and/or repair of services listed in this Contract and all costs for repair are the responsibility of the service provider unless it is specifically determined that the cause of service failure is outside the scope of the Contractor's responsibilities. Work performed under this Section 1.2.8.3 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 1.2.8.3, the Contractor shall provide a fixed hourly rate schedule for the labor classifications required to diagnose and/or repair the contracted services. The rates identified shall only be used for the diagnosis and/or repair of contracted services and no materials shall be included in the rates. The total amount of labor hours permitted to be performed is ten (10) hours per dispatch/occurrence.

Bidder understands the Requirement and shall meet or exceed it? Yes__/☐_ No____

The Contractor shall offer Services Related Hourly Support as detailed in Table 1.2.8.3.

Table 1.2.8.3 Services Related Hourly Support

	Labor Classification Name	Classification Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
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		NW-FSRH
	Bidder's Product Description: Regular hourly rate for a expert-level technician dispatched to diagnose and/or repair a service problem caused by factors outside the contractor's responsibility.				
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		NW-FSOH
	Bidder's Product Description: Overtime hourly rate for a expert-level technician dispatched to diagnose and/or repair a service problem caused by factors outside the contractor's responsibility.				
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		NW-FSHH
	Bidder's Product Description: Sunday and holiday hourly rate for a expert-level technician dispatched to diagnose and/or repair a service problem caused by factors outside the contractor's responsibility.				

1.2.8.4 INTENTIONALLY DELETED

1.2.9 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.

1.2.9.1 SERVICE LEVEL AGREEMENT FORMAT

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

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

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

Bidder understands the Requirement and shall meet or exceed it? Yes__/_/_ No____

1.2.9.2 TECHNICAL REQUIREMENTS VERSUS SLA OBJECTIVES

Sections 1.2.2 through 1.2.7 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____

1.2.9.3 TWO METHODS OF OUTAGE REPORTING: CUSTOMER OR CONTRACTOR

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

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

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____

1.2.9.4 BIDDER RESPONSE TO SERVICE LEVEL AGREEMENTS

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

Bidder understands the Requirement and shall meet or exceed it? Yes__/☐_ No____

1.2.9.5 CONTRACTOR SLA MANAGEMENT PLAN

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

1. Contractor SLA Manager and supporting staff responsibilities;
2. Contractor process for measuring objectives for each SLA. The process shall explain how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include source of data and define the points of measurement within the system, application, or network. Process may differ per service type;
3. Creation and delivery of SLA Reports (IFB-A Business Requirements Section A.9.5). The Contractor shall include a sample report in accordance with the SLA Reports (IFB-A Business Requirements Section A.9.5) for the following: SLA Service Performance Report (IFB-A Business Requirements Section A.9.5.1), SLA Provisioning Report (IFB-A Business Requirements Section A.9.5.2), and SLA Catastrophic Outage Reports (IFB-A Business Requirements Section A.9.5.3). The Contractor shall commit to a monthly due date that reports shall be provided to the CALNET 3 CMO via the Private Oversight Website (IFB-A Business Requirements Section A.9.2);
4. SLA invoicing credit and refund process;

5. Contractor SLA problem resolution process for Customer SLA and SLA reporting issues. The Contractor shall provide a separate process for Customers and CALNET 3 CMO; and,
6. Contractor SLA Manager to manage all SLA compliance and reporting. The Contractor shall include the SLA Manager contact information for SLA inquiries and issues resolution for Customer and CALNET 3 CMO.

Bidder understands the Requirement and shall meet or exceed it? Yes__/_/_ No____

1.2.9.6 TECHNICAL SLA GENERAL REQUIREMENTS

The Contractor shall adhere to the following general requirements which apply to all CALNET 3 Technical SLAs (Section 1.2.9.8):

1. With the exception of Provisioning SLA (Section 1.2.9.8.11), the total SLA rights and remedies for any given month shall not exceed the sum of 100 percent of the Total Monthly Recurring Charges (TMRC);
2. If a circuit or service fails to meet one (1) or more of the performance objectives, only the SLA with the largest monthly Rights and Remedies will be credited to the Customer, per event;
3. The Contractor shall apply CALNET 3 SLAs and remedies for services provided by Affiliates and/or Subcontractors under this Contract;
4. The Definition, Measurement Process, Objectives, and Rights and Remedies shall apply to all services identified in each SLA. If a Category or Subcategory is listed in the SLA, then all services under that Category or Subcategory are covered under the SLA. Exceptions must be otherwise stated in the SLA;
5. TMRC rights and remedies shall include the service, option(s), and feature(s) charges.
6. The Contractor shall proactively and continuously monitor and measure all SLA objectives;
7. The Contractor shall proactively credit all rights and remedies to the Customer within 60 calendar days of the trouble resolution date on the trouble ticket or within 60 calendar days of the Due Date on the Service Request form for the Provisioning SLA (Section 1.2.9.8.11);
8. To the extent that Contractor offers additional SLAs, or SLAs with more advantageous rights and/or remedies for same or similar services offered through tariffs, online service guides, or other similarly situated government contracts (Federal, State, County, City), the State will be entitled to the same rights and/or remedies therein. The Contractor shall present SLAs to CALNET 3 CMO for possible inclusion via amendments;
9. The Contractor shall apply CALNET 3 SLAs and remedies to services provided in geographic areas which the Contractor is required to provide service;
10. The election by CALNET 3 CMO of any SLA remedy covered by this Contract shall not exclude or limit CALNET 3 CMO's or any Customer's rights and remedies otherwise available within the Contract or at law or equity;

11. The Contractor shall apply rights and remedies when a service fails to meet the SLA objective even when backup or protected services provide Customer with continuation of services;
12. The Contractor shall act as the single point of contact in coordinating all entities to meet the State's needs for provisioning, maintenance, restoration and resolution of service issues or that of their Affiliates, Subcontractors or resellers under this Contract;
13. The Customer Escalation Process (IFB-A Business Requirements Section A.3.4.2) and/or the CALNET 3 CMO Escalation Process (IFB-A Business Requirements Section A.3.4.1) shall be considered an additional right and remedy if the Contractor fails to resolve service issues within the SLA objective(s);
14. Trouble reporting and restoration shall be provided 24x365 for CALNET 3 services;
15. SLAs apply 24x365 unless SLA specifies an exception;
16. Contractor invoices shall clearly cross reference the SLA credit to the service Circuit ID in accordance with IFB-A Business Requirements Section A.5.1 (Billing and Invoicing Requirements, #14);
17. The Contractor shall provide a CALNET 3 SLA Manager responsible for CALNET 3 SLA compliance. The SLA Manager shall attend regular meetings and be available upon request to address CALNET 3 CMO SLA oversight, report issues, and problem resolution concerns. The CALNET 3 SLA Manager shall also coordinate SLA support for Customer SLA inquiries and issue resolution;
18. The Contractor shall provide Customer and CALNET 3 CMO support for SLA inquiries and issue resolution; and,
19. Any SLAs and remedies negotiated between Contractor and third party service provider in territories closed to competition shall be passed through to the CALNET 3 Customer.

Bidder understands the Requirement and shall meet or exceed it? Yes__/__ No____

1.2.9.7 TROUBLE TICKET STOP CLOCK CONDITIONS

The following conditions shall be allowed to stop the trouble ticket outage duration for CALNET 3 Contractor trouble tickets. The Contractor shall document the trouble ticket outage duration using the Stop Clock Condition (SCC) listed in Table 1.2.9.7 and include start and stop time stamps in the Contractor's Trouble Ticket Reporting Tool (IFB-A Business Requirements Section A.9.4) for each application of a SCC. The Contractor shall not consider "cleared while testing" or "no trouble found" as a SCC unless cause is ultimately determined to have been the fault of a third party outside the control of the Contractor.

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

Stop Clock Conditions are limited to the conditions listed in Table 1.2.9.7.

Table 1.2.9.7 – 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 order 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. Power is a stop clock condition for a Customer owned LAN switch and router, but not a stop clock condition for a Contractor owned router when used for Converged VoIP.
6	**FACILITIES**	Lack of building entrance Facilities or conduit structure that are the End-User's responsibility to provide.
7	**ACCESS**	Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following: ***a.*** Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative; ***b.*** Site contact refuses access to technician who displays proper identification; ***c.*** Customer provides incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify End-User of the improper contact information and takes reasonable steps to obtain the correct information; and, ***d.*** Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem. 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.

#	Stop Clock Condition (SCC)	SCC Definition
8	**STAFF**	Any problem or delay to the extent caused by End-User's staff that prevents or delays Contractor's resolution of the problem. In such event, Contractor shall make a timely request to End-User staff to correct the problem or delay and document in trouble ticket.
9	**APPLICATION**	End-User software applications that interfere with repair of the trouble.
10	**CPE**	Repair/replacement of CPE not provided by Contractor if the problem has been isolated to the CPE. If determined later that the CPE was not the cause of the service outage, the CPE SCC will not apply.
11	**NO RESPONSE**	Failure of the trouble ticket originator or responsible End-User to return a call from Contractor's technician for on-line close-out of trouble tickets after the Service has been restored as long as Contractor can provide documentation in the trouble ticket substantiating the communication from Contractor's technician.
12	**MAINTENANCE**	An outage directly related to any properly performed scheduled maintenance or upgrade scheduled for CALNET 3 service. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs shall apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to the Maintenance SCC.
13	**THIRD PARTY**	Any problem or delay caused by a third party not under the control of Contractor, not preventable by Contractor, including, at a minimum, cable cuts not caused by the Contractor. Contractor's Affiliates, and Subcontractors shall be deemed to be under the control of Contractor with respect to the equipment, services, or Facilities to be provided under this Contract.
14	**FORCE MAJEURE**	Force Majeure events, as defined in the terms and conditions of the PMAC General Provisions - Telecommunications, Section 28 (Force Majeure).

Bidder understands the Requirement and shall meet or exceed it? Yes__/_/_ No____

1.2.9.8 TECHNICAL SERVICE LEVEL AGREEMENTS

The Contractor shall provide and manage the following Technical SLAs.

1.2.9.8.1 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.

Objective(s) A applies to the following Services:

- Converged VoIP Service (1.2.3.2)
- Converged VoIP Voice Mail Service (1.2.3.5)
- Audio Conferencing (1.2.4)
- SIP Trunk

Objective(s) A:

	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Converged VoIP Service	≥ 98.7%	≥ 99.2%	≥ 99.5%	P
Converged VoIP Voice Mail Service	≥ 98.9%	≥ 99.2%	≥ 99.5%	P
SIP Trunk	≥ 98.9%	≥ 99.2%	≥ 99.5%	P

Objective(s) B applies to the following Service(s):

- MPLS (1.2.2) (Includes 1.2.2.8.1 through 1.2.2.8.7)

Objective(s) B:
The objectives will be based on the transport type. The speeds appear in ranges.

Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
DS1	≥ 99.2%	≥ 99.5%	≥ 99.8%	P
DS3	≥ 99.7%	≥ 99.8%	≥ 99.9%	P
OCx	≥ 99.7%	≥ 99.8%	≥ 99.9%	P
Ethernet	≥ 99.2%	≥ 99.5%	≥ 99.8%	P

Rights and Remedies	**Per Occurrence:** N/A
	Monthly Aggregated Measurements: 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. 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. 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.

Bidder understands the Requirement and shall meet or exceed it? Yes__/__ No____

1.2.9.8.2 Catastrophic Outage 1 (CAT 1) (M-S)

SLA Name: Catastrophic Outage 1 (CAT 1)

Definition: The total loss of service at a single address based on a common cause resulting in one (1) or more of the following:

- Failure of two (2) or more service types, or
- Failure of ten (10) access circuits, or
- Failure of 50 or more End-User VoIP service package or VoIP voice mail service (seat)
- Failure of a single MPLS port or access circuit with a transport speed greater than or equal to 200 Mbps

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

Service(s):

Converged VoIP Service (1.2.3.2)	
VoIP Voice Mail Service (1.2.3.5)	MPLS (1.2.2) (includes 1.2.2.8.1 through 1.2.2.8.7)

Objective (s):
The objective restoral time shall be:

Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
MPLS	≤ 3 hours	≤2 hours	≤1 hour	P
VoIP Voice Mail	≤ 3 hours	≤2 hours	≤1 hour	P
Converged VoIP Service	≤ 8 hours	≤2 hours	≤1 hour	P

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

Bidder understands the Requirement and shall meet or exceed it? Yes__/_/_ No____

1.2.9.8.3 Catastrophic Outage 2 (CAT 2) (M-S)

SLA Name: Catastrophic Outage 2 (CAT 2)

Definition:
Any service affecting failure in the Contractor's (or subcontractor's or Affiliate's) network up to and including the Provider Edge (PE) equipment.

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

Service(s):

MPLS (1.2.2) (includes (1.2.2.8.1 through 1.2.2.8.7)	
Converged VoIP Service (1.2.3.2)	Audio Conferencing (1.2.4)
VoIP Voice Mail Service (1.2.3.5)	SIP Trunking (1.2.5)

Objective (s):
The objective restoral time shall be:

Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
MPLS:	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P
Converged VoIP Service:	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P
VoIP Voice Mail Service:	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P
Audio Conferencing:	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P
SIP Trunking	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P

Rights and Remedies	**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__/_/_ No____

1.2.9.8.4 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

Measurement Process: The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the Customer, 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 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.

Service(s):

MPLS (1.2.2) (includes 1.2.2.8.1 through 1.2.2.8.7)	
Converged VoIP Service (1.2.3.2)	Audio Conferencing (1.2.4)
VoIP Voice Mail Service (1.2.3.5)	SIP Trunking (1.2.5)

Objective (s):
The objective restoral time shall be:

Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
MPLS	≤ 30 minutes	N/A	≤ 15 minutes	P
Converged VoIP Service	≤ 30 minutes	N/A	≤ 15 minutes	P
VoIP Voice Mail Service	≤ 30 minutes	N/A	≤ 15 minutes	P
Audio Conferencing	≤ 30 minutes	N/A	≤ 15 minutes	P
SIP Trunking	≤ 30 minutes	N/A	≤ 15 minutes	P

Rights and Remedies	**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 occurrence objective for each Cat 3 fault.
	Monthly Aggregated Measurements: N/A

Bidder understands the Requirement and shall meet or exceed it? Yes__/_/_ No____

1.2.9.8.5 Delay - Round Trip Transmission for MPLS Services (M-S)

SLA Name: Delay – Round Trip Transmission for MPLS Services

Definition: the average round trip transfer delay measured from the Customer Edge (CE) to the remote CE back to CE (Site A to Site Z to Site A) within the geographic confines of the state of California.

Measurement Process: The End-User/Customer is responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the Customer suspects the delay is not meeting the committed level. CALNET 3 CMO shall determine the sample interval, provided that a minimum of 100 pings or more shall constitute test. The Contractor shall provide timely verification, consistent with industry standards. Trouble tickets opened as Delay – Round Trip Transmission for MPLS Services shall not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable.

Service(s):

MPLS (1.2.2) (includes 1.2.2.8.1 through 1.2.2.8.7)	

Objective (s): based on a 1,000 byte ping:

Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (S or P)
MPLS ≥ 128 Kbps to < 1.536 Mbps	N/A	<400ms	<340ms	P
MPLS ≥ 1.536 Mbps to < 40 Mbps	N/A	<120ms	<95ms	P
MPLS ≥ 40 Mbps	N/A	<110ms	<90ms	P

Rights and Remedies

Per Occurrence: N/A

Monthly Aggregated Measurements:
25 percent of TMRC per occurrence for the reported service.
The second consecutive 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__/_/_ No____

1.2.9.8.6 VoIP Delay, One-Way Transmission (M-S)

SLA Name: VoIP Delay – One-Way Transmission

Definition: Average one-way transfer delay measured from Customer Equipment (CE) to the remote CE

Measurement Process: 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.

Service(s):

Converged VoIP Service (1.2.3.2)	

Objective (s):

Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Converged VoIP Service	≤ 170 ms	≤ 130 ms	≤ 90 ms	P

Rights and Remedies

Per Occurrence: N/A

Monthly Aggregated Measurements:
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__/☐_ No____

1.2.9.8.7 Excessive Outage (M-S)

SLA Name: Excessive Outage

Definition: A Service failure that remains unresolved for more than the committed objective,.

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

Service(s):

MPLS (1.2.2) (includes 1.2.2.8.1 through 1.2.2.8.7)	Audio Conferencing (1.2.4)
Converged VoIP Service (1.2.3.2)	SIP Trunking (1.2.5)
VoIP Voice Mail Service (1.2.3.5)	

Objective (s):

Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
MPLS	16 hours	12 hours	8 hours	P
Converged VoIP Service	16 hours	12 hours	8 hours	P
VoIP Voice Mail Service	16 hours	12 hours	8 hours	P
Audio Conferencing	16 hours	12 hours	8 hours	P
SIP Trunking	16 hours	12 hours	8 hours	P

Rights and Remedies

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

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

Monthly Aggregated Measurements: N/A

Bidder understands the Requirement and shall meet or exceed it? Yes__/_/_ No____

1.2.9.8.8 Jitter (M-S)

SLA Name: Jitter

Definition: Variations in transfer delay measured from the Customer Edge (CE) to the remote CE

Measurement Process: 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 applies to local loop transport (1) under the control of the Contractor or (2) not under the control of Contractor that do not exceed 70% peak utilization for three (3) consecutive Business Days.

Service(s):

Converged VoIP Service (1.2.3.2)	

Objective (s):

Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or S)
Converged VoIP Service	≤ 30ms	≤ 15ms	N/A	S

Rights and Remedies

Per Occurrence: 25 percent of TMRC and two (2) Business Days of the ADUC per occurrence for the reported service.
Second month service fails to meet the committed SLA objectives shall result in a 35 percent rebate of TMRC and two (2) Business Days of ADUC.
Each additional consecutive month 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.

Monthly Aggregated Measurements: N/A

Bidder understands the Requirement and shall meet or exceed it? Yes__/_/_ No____

1.2.9.8.9 Notification

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

Bidder understands the Requirement and shall meet or exceed it? Yes__/__ No____

1.2.9.8.10 Packet Loss (M-S)

SLA Name: Packet Loss

Definition: A measurement of lost or dropped packet traveling across the Contractor's, Affiliate's or Subcontractor's network. Packet loss is measured from Contractor's handoff to the Customer at each end of the data channel measured port to port.

Measurement Process: 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 loss 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 .

Service(s):

MPLS (1.2.2) (includes 1.2.2.8.1 through 1.2.2.8.7)	
Converged VoIP Service (1.2.3.2)	

Objective (s):

Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
MPLS	≤ .75% packet loss	≤ .5% packet loss	≤ .25% packet loss	P
Converged VoIP Service	≤ .75% packet loss	≤ .5% packet loss	≤ .25% packet loss	P

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__/_/_ No____

1.2.9.8.11 Provisioning (M-S)

SLA Name: Provisioning

Definition: Provisioning shall include new services, moves, adds and changes, completed by the Contractor on or before the due dates. The Provisioning SLA shall be based on committed installation intervals established in this SLA or due dates negotiated between Customer and Contractor documented on the Contractor's order confirmation notification or Contracted Service Project Work Scope of Work in accordance with Section A.2.5.4 #7 (Provisioning and Implementation). The Contractor shall meet the committed interval dates or due date negotiated with the Customer. If the Customer agrees to a negotiated due date, the negotiated due date supersedes the committed interval. At the Customer's discretion, if the scope of the Service Requests(s) meets the Coordinated or Managed Project criteria, negotiated due dates will be established and documented in the Project Timeline per IFB-A Business Requirements Section A.6 (Contracted Service Project Work).

Provisioning SLAs have two (2) objectives:

Objective 1: Individual Service Request

Objective 2: Successful Install Monthly Percentage by Service Type

Note: Provisioning timelines include extended demarcation wiring, when appropriate.

Measurement Process:

Objective 1: Individual Service Request: Install intervals are based on the committed installation intervals established in this SLA or due dates negotiated between Customer and Contractor. This objective requires the Contractor to meet the due date for each individual Service Request.

Objective 2: Successful Install Monthly Percentage per Service Type: The Contractor shall sum all individual Service Requests per service, as listed below, meeting the objective in the measurement period (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 meet or exceed the objective below in order to avoid the rights and remedies.

Service (Features must be installed in conjunction with the service except when listed below)	Committed Interval Calendar Days	Coordinated/Managed Project
MPLS Port Transport (1.2.2.8.1)	35	Coordinated/Managed Project
MPLS Port and Access Bundle Transport (1.2.2.8.2)	35	Coordinated/Managed Project
MPLS Port, Access and Router Transport (1.2.2.8.3)	45	Coordinated/Managed Project
MPLS Port, Access and Router Bundled On-Net Transport Speeds (1.2.2.8.4)	45	Coordinated/Managed Project
MPLS Port, Access and Router Bundled Off-Net Transport Speeds (1.2.2.8.5)	45	Coordinated/Managed Project
MPLS Port, Access and Router Bundled Ethernet On-Net Transport (1.2.2.8.6)	45	Coordinated/Managed Project
MPLS Port, Access and Router Bundled Ethernet Off-Net Transport (1.2.2.8.7)	45	Coordinated/Managed Project
Converged VoIP Service (1.2.3.2)	45	Coordinated/Managed Project
VoIP Voice Mail Services (1.2.3.5)	30	Coordinated/Managed Project

Audio Conferencing (1.2.4)	30	Coordinated/Managed Project
SIP Trunking (1.2.5)	35	Coordinated/Managed Project

Objective (s):
Individual Service Requests: Service installed on or before the committed or negotiated due date.
Successful Install Monthly Percentage per Service:

Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
MPLS Port Transport:	N/A	≥ 90%	≥ 95%	P
MPLS Port and Access Bundle Transport:	N/A	≥ 90%	≥ 95%	P
MPLS Port, Access and Router Transport:	N/A	≥ 90%	≥ 95%	P
Converged VoIP Service:	N/A	≥ 90%	≥ 95%	P
VoIP Voice Mail Service:	N/A	≥ 90%	≥ 95%	P
Audio Conferencing:	N/A	≥ 90%	≥ 95%	P
SIP Trunking	N/A	≥ 90%	≥ 95%	P
MPLS Port, Access and Router Bundled On-Net Transport Speeds	N/A	≥ 90%	≥ 95%	P
MPLS Port, Access and Router Bundled Off-Net Transport Speeds	N/A	≥ 90%	≥ 95%	P
MPLS Port, Access and Router Bundled Ethernet On-Net Transport	N/A	≥ 90%	≥ 95%	P
MPLS Port, Access and Router Bundled Ethernet Off-Net Transport	N/A	≥ 90%	≥ 95%	P

Rights and Remedies	**Per Occurrence:** Objective 1: Individual Service Requests: 50 percent of installation fee credited to Customer for any missed committed objective.
	Monthly Aggregated Measurements: Objective 2: 100 percent of the installation fee credited to Customer for all Service Requests (per same service type) that did not complete on time during the month if the successful install monthly percentage is below the committed objective.

Bidder understands the Requirement and shall meet or exceed it? Yes__/_/_ No____

1.2.9.8.12 Time to Repair (TTR) (M-S)

SLA Name: Time to Repair (TTR)

Definition: A service outage that remains unresolved for more than the objective level.

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

Service(s):

MPLS (1.2.2) (includes 1.2.2.8.1 through 1.2.2.8.7)	
Converged VoIP Service (1.2.3.2)	Audio Conferencing (1.2.4)
VoIP Voice Mail Service (1.2.3.5)	SIP Trunking (1.2.5)

Objective (s):
The Unavailable Time objective shall not exceed:

Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or S)
MPLS:	6 hours	4 hours	N/A	S
Converged VoIP Service:	8 hours	4 hours	N/A	S
VoIP Voice Mail Service:	6 hours	4 hours	N/A	S
Audio Conferencing:	6 hours	4 hours	N/A	S
SIP Trunking	6 hours	4 hours	N/A	S

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

Bidder understands the Requirement and shall meet or exceed it? Yes__/_/_ No____

1.2.9.8.13 Managed Service Proactive Notification

SLA Name: Managed Service Proactive Notification	
Definition: The proactive outage notification SLA provides credits if the Contractor fails to open a trouble ticket and notify Customer of an Outage for a managed service. Notification to the Customer shall occur through means agreed to by Contractor and CALNET 3 CMO. An Outage is defined as an unscheduled period in which the managed service interrupted and unavailable for use by Customer for 60 continuous seconds or more than 60 cumulative seconds within a 15-minute period measured by the Contractor.	
Measurement Process: The Outage Duration start shall be determined by the first Contractor network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. The Contractor has fifteen (15) minutes (Notification Period) to open a trouble ticket and notify the Customer from the start point of the first network alarm. The Contractor is in compliance with the proactive outage notification SLA if the Customer opened the trouble ticket prior to the network alarm or Customer is notified by the Contractor within the Notification Period.	
Service(s):	
MPLS Port, Access and Router Bundled Transport Speeds (Section 1.2.2.8.3)	
MPLS Port, Access and Router Bundled On-Net Transport Speeds (Section 1.2.2.8.4)	
MPLS Port, Access and Router Bundled Off-Net Transport Speeds (Section 1.2.2.8.5)	
MPLS Port, Access and Router Bundled Ethernet On-Net Transport Speeds (Section 1.2.2.8.6)	
MPLS Port, Access and Router Bundled Ethernet Off-Net Transport Speeds (Section 1.2.2.8.6)	
Objective (s): 15 Minutes	
Rights and Remedies	**Per Occurrence:** Customer will receive a credit equal to ten percent (10%) of the TMRC for each Contractor Managed Service (Circuit ID) that was impacted during an outage if the Customer was not proactively notified within the notification period.
	Monthly Aggregated Measurements: N/A

Bidder understands the Requirement and shall meet or exceed it? Yes__/_/_ No____

1.2.9.8.14 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:

- Converged VoIP Site Survivability Network Failure

Objective(s):

Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Converged VoIP Site Survivability Network Failure	240 hours	120 hours	72 hours	P

Rights and Remedies

Per Occurrence: N/A

Monthly Aggregated Measurements:
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.

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.

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.

Bidder understands the Requirement and shall meet or exceed it? Yes__/__ No____

1.2.9.8.15 Unsolicited Service Enhancement SLAs

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

Bidder understands the Requirement and shall meet or exceed it? Yes__/_/_ No____

1.2.9.8.16 Proposed Unsolicited Offerings

The Contractor shall provide SLAs as defined throughout SLA Section 1.2.9 (Availability, Catastrophic Outage, Provisioning etc.) for each unsolicited offering determined by the CALNET 3 CMO not to be a feature of a service or a component of an unbundled service identified in the technical requirements. SLA tables shall be amended after Contract award to include all new unsolicited services.

Bidder understands the Requirement and shall meet or exceed it? Yes__/_/_ No____

1.2.9.8.17 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 1.2.9.8.

Bidder understands the Requirement and shall meet or exceed it? Yes__/_/_ No____