

IFB STPD 12-001-A

Statement of Work

FOR CALNET 3, CATEGORY 1

VOICE AND DATA SERVICES

ADDENDUM 9

08/22/13

SUBCATEGORY 1.3 – STANDALONE VOIP

TECHNICAL REQUIREMENTS

Issued by:

STATE OF CALIFORNIA

California Department of Technology

Statewide Technology Procurement Division

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Disclaimer: The original version and any subsequent addendums of the IFB released by the Procurement Official of this bid remain the official version. In the event of any inconsistency between the Bidder's versions, articles, attachments, specifications or provisions which constitute the Contract, the official State version of the IFB in its entirety shall take precedence.

TECHNICAL REQUIREMENTS

SUBCATEGORY 1.3 – STANDALONE VOIP TELEPHONY

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TECHNICAL REQUIREMENTS

SUBCATEGORY 1.3 – STANDALONE VOIP TELEPHONY

1.3.1 OVERVIEW

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

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

1.3.1.1 BIDDER RESPONSE REQUIREMENTS

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

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

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

Or,

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

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

Description:"

1.3.1.2 DESIGNATION OF REQUIREMENTS

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

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

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

1.3.1.3 PACIFIC TIME ZONE

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

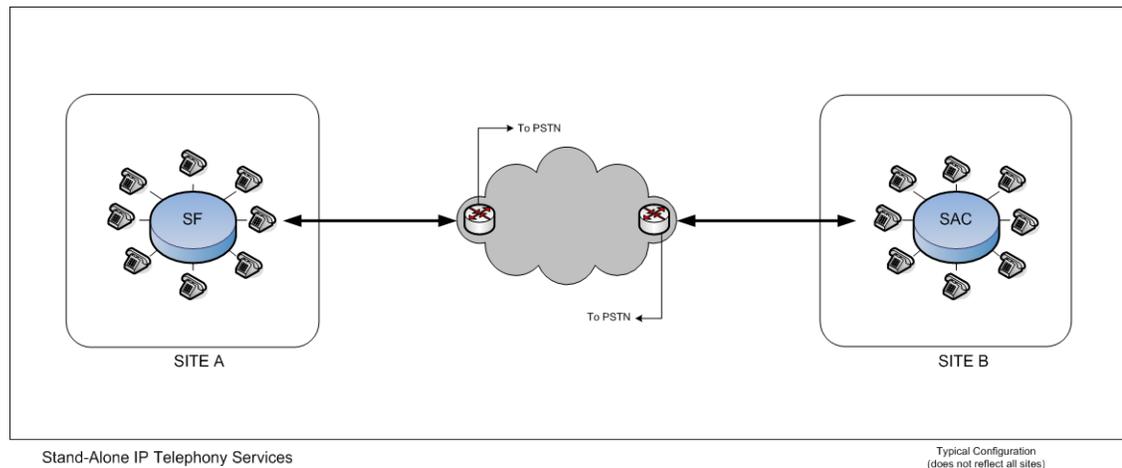
Bidder understands the Requirement and shall meet or exceed it? Yes No

1.3.2 VOICE OVER INTERNET PROTOCOL (VOIP)

1.3.2.1 STANDALONE VOIP MINIMUM NETWORK REQUIREMENTS (M)

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

Standalone VoIP Topography Example:



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

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

1.3.2.1.1 VoIP Response Requirements

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

1.3.2.1.1.1 VoIP Network Designs and Diagrams

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

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

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

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

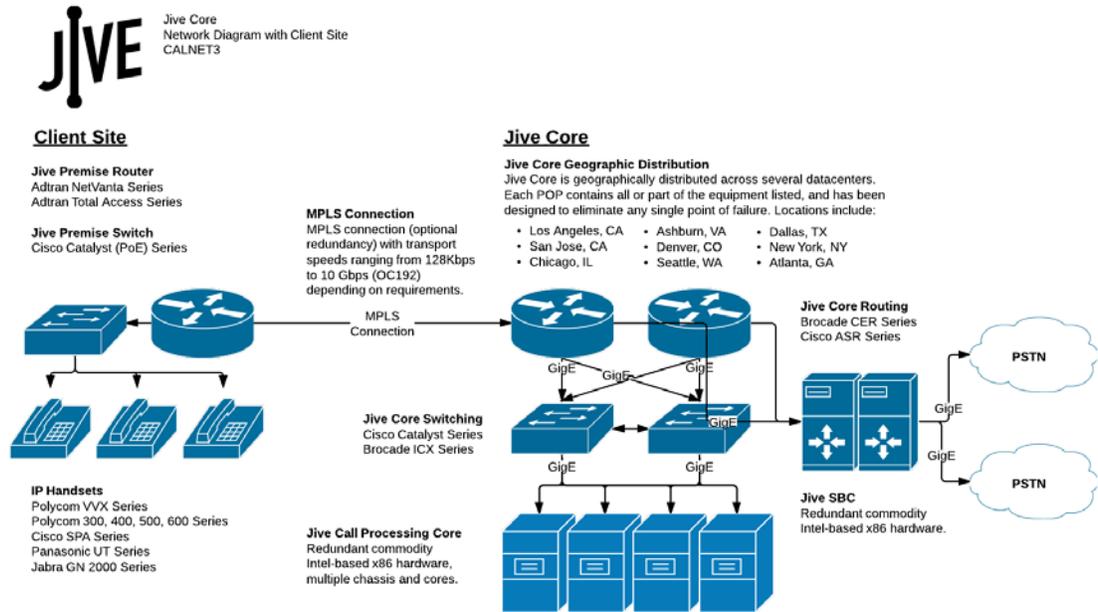
The Contractor shall provide revisions upon CALNET 3 CMO request.

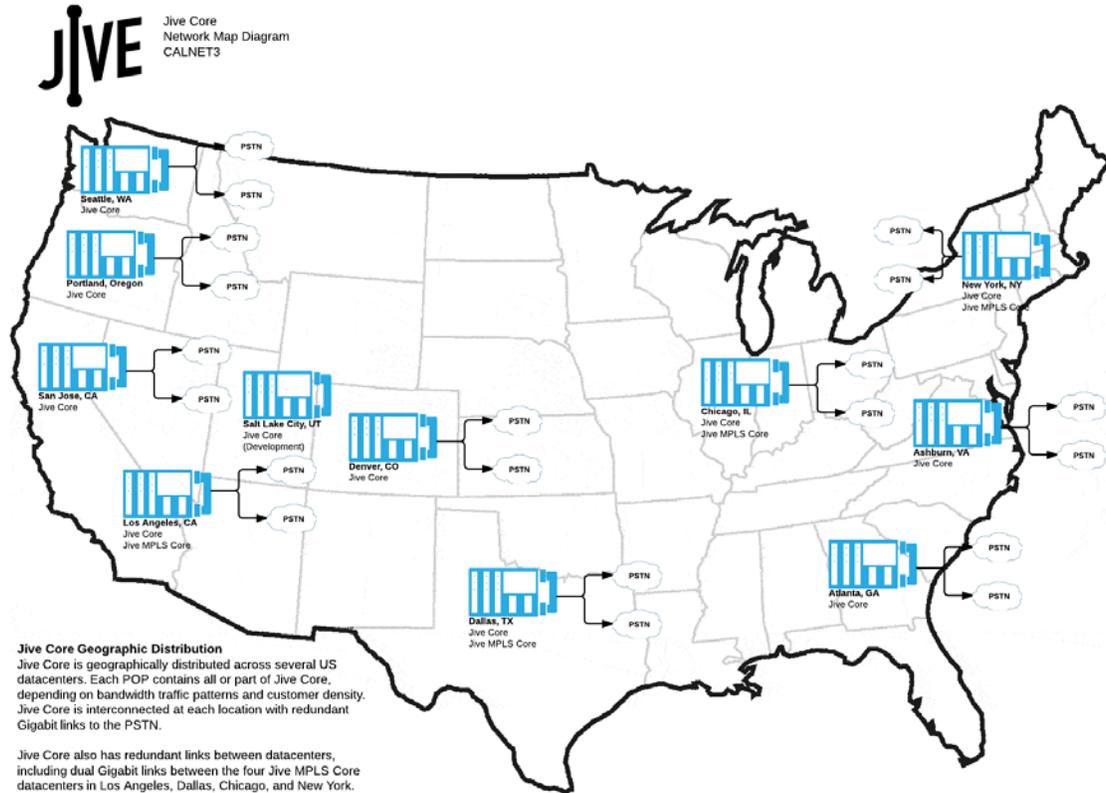
Drawings shall include both topology and logical representations of all critical network backbone elements to include but not be limited to the following:

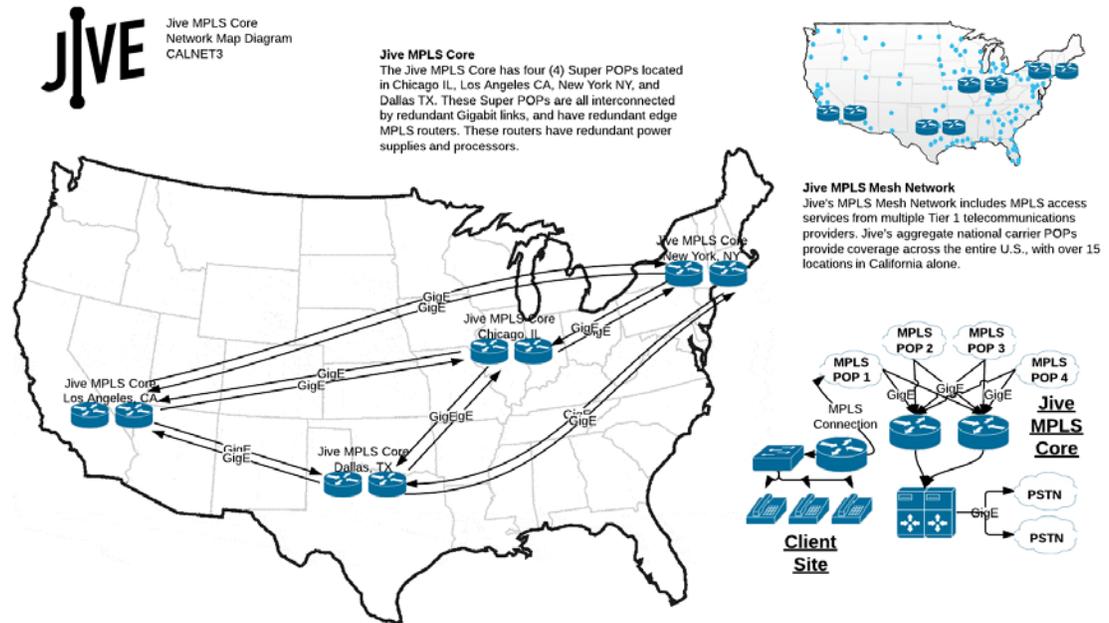
1. Geographic location of equipment;
2. Type and capacity of equipment at each location including any backup systems;
3. Service type; and,
4. Unique identifier for each element.

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

Embedded Soft Copy of Drawing (Optional):







d

1.3.2.1.1.2 Intentionally Deleted

1.3.2.1.2 PSTN Interoperability

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

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

1.3.2.1.3 Number Portability

The Contractor shall comply with the local number portability regulations.

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

1.3.2.1.4 E9-1-1 Database Updates

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

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

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

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

Description:

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:

<input type="checkbox"/> Change E911 (physical) address to: _____
<input type="checkbox"/> Apply to all numbers on the account
<input type="checkbox"/> 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.

Emergency Service Call Notification

Send Emergency Service Call Alerts
Enables sending notifications when a call is made to Emergency Services. Email will be delivered to the Alert Email Address.

Alert Email Address
Email address where notifications are sent when a call is made to Emergency Services.

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 see 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.

1.3.2.1.5 Network Based

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

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

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

1.3.2.1.6 Private VoIP Network (M)

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

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

1.3.2.1.7 SIP Based Open Architecture

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

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

1.3.2.1.8 Directory Redundancy and Addressing

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

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

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

1.3.2.1.9 Technical Measurement Metrics

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

Table 1.3.2.1.9 Technical Measurement Metrics

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

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

1.3.2.1.10 Standards Conformance

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

Table 1.3.2.1.10 VoIP Standards

Standard		Bidder Meets or Exceeds?	
		Y	N
1	IETF RFC 3261 SIP (Session Initiation Protocol) and all subsequent RFC's	Y	
2	IETF RFC 2132 for DHCP 4703, 6355	Y	
3	IETF RFC's 2916 ENUM, 2806, 6116, 6117	Y	
4	IPv4	Y	
5	IPv6 when and where offered commercially by the Contractor	Y	
6	IETF RFC 1349 ToS, 2474, 2475 DiffServ 3260	Y	
7	ITU-T E.164	Y	
8	ITU G.165/G.168 and subsequent standards for echo cancellation	Y	
9	ITU-T G.711, G.723.x, G.726, G.728, or G.729.x	Y	
10	ITU-T H.248.1 (MEGACO), H.323, H.350 when and where offered commercially by the Contractor	Y	
11	ITU-T P.800 series of Standards for telephone transmission quality. ITU-T P.910	Y	
12	ITU-T T.30, T.37 and T.38, Group III fax	Y	
13	Media Gateway Control Protocol (MGCP) IETF RFC 3435 when and where offered commercially by the Contractor	Y	
14	IETF RFC 3550 Real-Time Transport Protocol (RTP) 5506, 5761, 6015, 6222	Y	
15	IETF RFC 2205 Resource Reservation Protocol (RSVP) 2750, 4495, 5946, 6437	Y	
16	IETF RFC 768 User Datagram Protocol (UDP)	Y	

1.3.2.1.11 Voice Compression

The VoIP network shall include Voice Compression that will:

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

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

Bidder understands the requirements in Section 1.3.2.1.11 and shall meet or exceed them? Yes 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.

msg0000(3).WAV
Uploaded Sound Clip

General

General

Name
The name field is a descriptive label only and has no effect on the sound clip itself.

Uploaded on August 8, 2012 7:56:40 AM

Listen (Click to Play)

Description
(255 chars max)
The name field is a descriptive label only and has no effect on the sound clip itself. Some people find it useful to put the text of the sound clip file in the description for easy reference.

Save **Revert**

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.

Call Recording

Record All Incoming Calls
Enables recording all incoming calls to the PBX. Recorded calls will be transferred to the configured remote storage.

Record All Outgoing Calls
Enables recording all outgoing calls from the PBX. Recorded calls will be transferred to the configured remote storage.

Call Recording Format wav49

The format of the call recordings audio. wav49 is much smaller and is the default. Regular wav has higher quality, is more compatible with media applications, but is much larger (~10 times).

Call recording laws vary based on location. It is your responsibility to understand these laws before you enable call recording. See [Call Recording Privacy Policies and Notices](#) for more information.

Additional charges apply for call recording. [Click here for details.](#)

Save **Revert**

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.

1.3.2.1.12 Network Operations Center

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

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

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

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

1.3.2.1.13 VoIP Security

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

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

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

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

1.3.2.1.13.1 Physical Access

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

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

1.3.2.1.13.2 Network Security

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

1. The Contractor's VoIP Network equipment locations shall use carrier grade platforms;
2. All network equipment shall be in a hardened, secure facility;
3. All unnecessary services shall be disabled or removed;
4. Access control policies shall be used to deny suspicious traffic;
5. Core servers shall be accessed through an authentication server;
6. Administrators shall be required to log into a central server to access any other server on the network; and,
7. Proxy servers shall be protected by redundant firewalls which include features such as:
 - a. Network attack detection;

- b. DoS and Distributed Denial of Service (DDOS) protections;
- c. Transmission Control Protocol (TCP) reassembly for fragmented packet protection;
- d. Malformed packet protections;
- e. Deep inspection firewall;
- f. Protocol anomaly; and,
- g. Stateful protocol signatures.

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

1.3.2.1.13.3 Client Authentication

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

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

Telnet shall be disabled to the VoIP handsets.

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

1.3.2.1.14 Service Restoration

1.3.2.1.14.1 Telecommunications Service Priority (TSP) Program

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

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

1.3.2.1.14.2 Network Disaster/Operational Recovery

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

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

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

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

1.3.2.2 STANDALONE VOIP SERVICE

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

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

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

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

Bidder understands the requirements in Section 1.3.2.2 and shall meet or exceed them?
Yes No

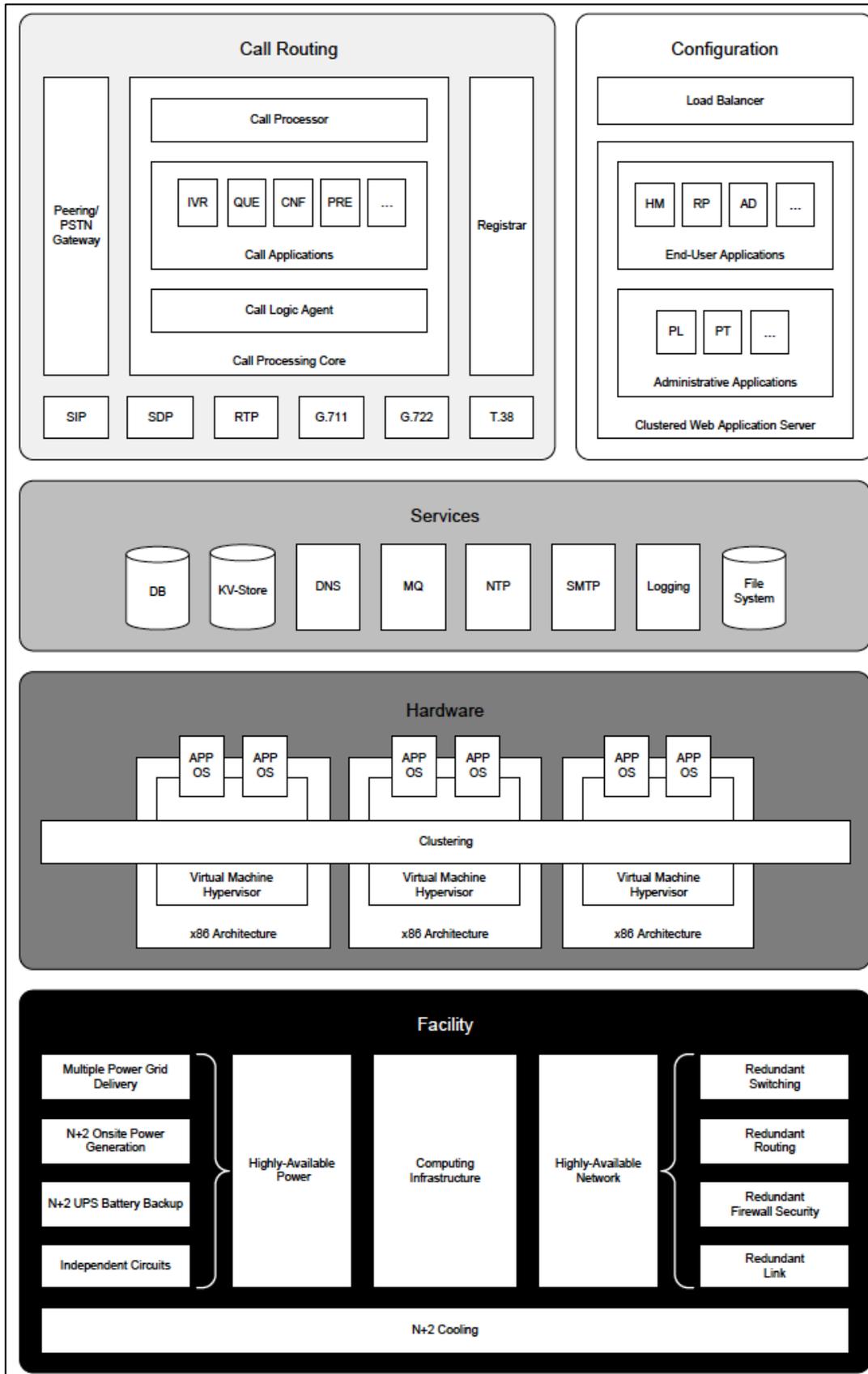
Description:

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.



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

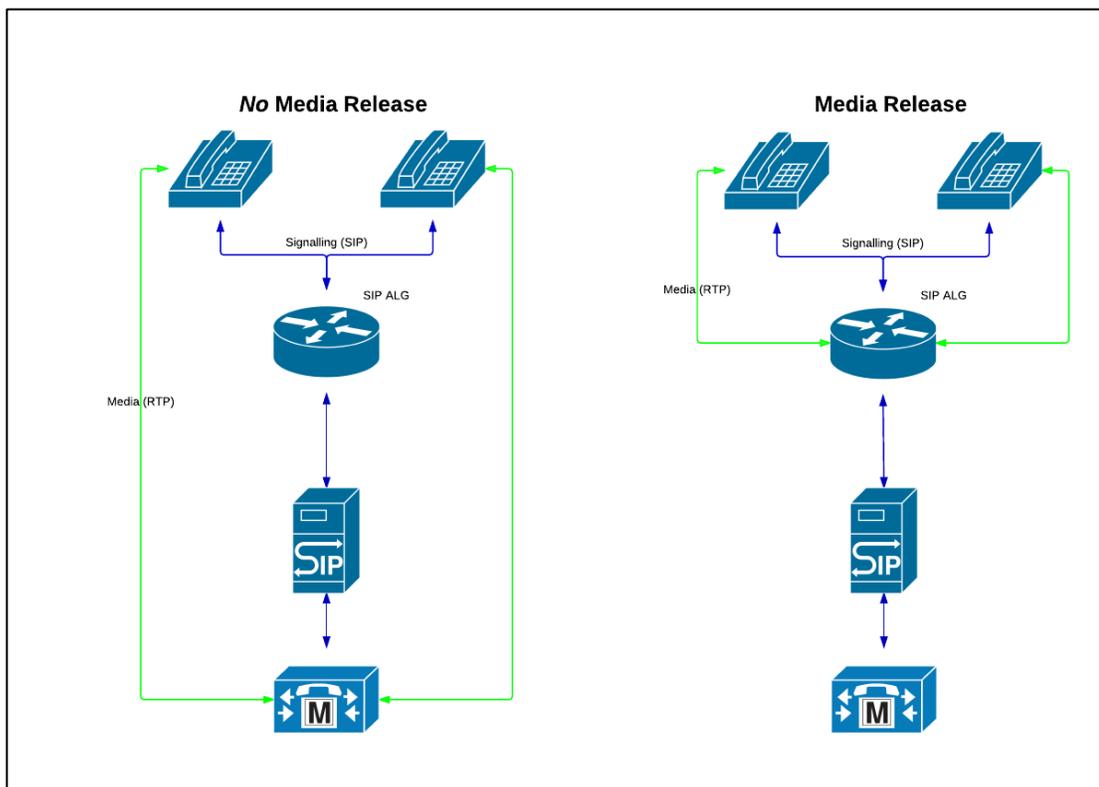
In a Jive Standalone VoIP deployment, IP handsets are connected to a private network configured to prioritize voice traffic. The network configuration for a Standalone VoIP deployment includes network equipment that is both physically and logically separated from all other network components. This includes separate and distinct WAN connections dedicated to transporting IP voice traffic to Jive Core. Client networks may also have different sites connecting to it to utilize its network resources and WAN connections.

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 Standalone VoIP services can utilize several QoS methods to ensure the highest voice quality in a stable, and scalable network environment.

First, all Jive Standalone VoIP deployments will have physical separation from all other networks at the client sites. Dedicated, and in many cases, redundant or bridged WAN connections provide dedicated 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 allows Jive 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.

1.3.2.2.1 Standalone VoIP Minimum Requirements

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

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

1.3.2.2.1.1 Standalone VoIP Equipment and Hardware

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

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

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

1.3.2.2.1.2 Horizontal Cabling

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

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

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

1.3.2.2.1.3 Standalone VoIP Software

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

Contractor shall provide all configuration and programming.

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

1.3.2.2.1.4 Standalone VoIP Administration

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

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

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

1.3.2.2.1.5 Standalone VoIP Maintenance

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

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

1.3.2.2.1.6 Standalone VoIP Power over Ethernet

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

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

1.3.2.2.1.7 Standalone VoIP Class of Service (CoS)

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

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

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

1.3.2.2.2 Interoperability of Standalone VoIP with Other CALNET 3 Technologies

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

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

1.3.2.2.3 Standalone VoIP Basic Feature Package

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

Table 1.3.2.2.3 Standalone VoIP Basic Feature Package

Standalone VoIP Basic Call Package Features		Bidder Meets or Exceeds?	
		Y	N
1	900 Blocking – No calls from 900-xxx-xxxx will be processed to any subscribers	Y	
2	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.	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	

Standalone VoIP Basic Call Package Features		Bidder Meets or Exceeds?	
		Y	N
6	Call Notify - Enables a subscriber to define criteria that causes certain incoming calls to initiate an e-mail 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	
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. (Indicate the maximum number of parties that can be conferenced)	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 – Telephone 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	

Standalone VoIP Basic Call Package Features		Bidder Meets or Exceeds?	
		Y	N
21	Multi-Line Appearance – Provide the ability for multiple line appearances on a subscriber's phone	Y	
22	Redial – Allow a station End-User to automatically originate a call to the last number dialed from the station End-User's phone	Y	
23	Speed Dial – Allows abbreviated digit dialing capability on a per station basis	Y	

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

Bidder understands the requirements in Section 1.3.2.2.3 and shall meet or exceed them? Yes 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 Standalone 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.

1.3.2.2.4 Standalone VoIP Handsets

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

1.3.2.2.4.1 Standard Standalone VoIP Handset Features

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

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

1.3.2.2.4.2 Midrange Standalone VoIP Handset Features

Standard Standalone VoIP handset features plus:

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

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

1.3.2.2.4.3 Executive Standalone VoIP Handsets Features

Midrange Standalone VoIP handset features plus:

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

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

1.3.2.2.4.4 Attendant Standalone VoIP Handsets Features and Functionality

Executive Standalone VoIP handset features plus:

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

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

1.3.2.2.4.5 Standalone VoIP Standard Conference Room Speakerphone Features and Functionality

1. IEEE 802.3af functionality;
2. IEEE 1329 full duplex standards;
3. RFC 3261 & companion RFCs (SIP);
4. IEEE 802.1 p/Q tagging;
5. Expansion microphone compatible 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

1.3.2.2.4.6 Standalone VoIP Executive Conference Room Speakerphone Features and Functionality

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

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

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

1.3.2.2.5 Horizontal Wiring Option for Standalone VoIP

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

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

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

Station wiring shall include all necessary components as listed below:

1. Wire/cable;
2. Connectors;
3. Patch Panels;
4. Jacks;
5. Wire/cable support structure required within drop tile ceilings; and,
6. Labeling.

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

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

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

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

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

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

Table 1.3.2.2.4.a Standalone VoIP Handset Service Packages

	Feature Name	Feature Description	Bidder Meets or Exceeds		Bidder's Product Identifier
			Y	N	
1	Standard Standalone VoIP Handset Service Package Without Station Cabling	Service Package with Standard Standalone VoIP Handset as described in 1.3.2.2.4.1 above where station cabling is provided by the Customer and the Basic Feature Package as described in 1.3.2.2.3.	Y		VC-SUXC
	Bidder's Product Description: Standard Voice (VoIP) handset service with all basic features included.				
2	Standard Standalone VoIP Handset Service Package With Station Cabling	Service Package with Standard Standalone VoIP Handset Service Package as described in 1.3.2.2.4.1 above where station cabling is installed by the Contractor and the Basic Feature Package as described in 1.3.2.2.3.	Y		VC-SUWC
	Bidder's Product Description: Standard Voice (VoIP) handset service with all basic features and cabling included.				
3	Midrange Standalone VoIP Handset Service Package Without Station Cabling	Service Package with Midrange Standalone VoIP Handset Service Package as described in 1.3.2.2.4.2 above where station cabling is provided by the Customer and the Basic Feature Package as described in 1.3.2.2.3.	Y		VC-MUXC
	Bidder's Product Description: Midrange Voice (VoIP) handset service with all basic features included.				

	Feature Name	Feature Description	Bidder Meets or Exceeds		Bidder's Product Identifier
			Y	N	
4	Midrange Standalone VoIP Handset Service Package With Station Cabling	Service Package with Midrange Standalone VoIP Handset Service Package as described in 1.3.2.2.4.2 where station cabling is installed by the Contractor and the Basic Feature Package as described in 1.3.2.2.3.	Y		VC-MUWC
	Bidder's Product Description: Midrange Voice (VoIP) handset service with all basic features and cabling included.				
5	Executive Standalone VoIP Handset Service Package Without Station Cabling	Service Package with Executive Standalone VoIP Handset Service Package as described in 1.3.2.2.4.3 where station cabling is provided by the Customer and the Basic Feature Package as described in 1.3.2.2.3.	Y		VC-EUXC
	Bidder's Product Description: Executive Voice (VoIP) handset service with all basic features included.				
6	Executive Standalone VoIP Handset Service Package With Station Cabling	Service Package with Executive Standalone VoIP Handset Service Package as described in 1.3.2.2.4.3 where station cabling is installed by the Contractor and the Basic Feature Package as described in 1.3.2.2.3.	Y		VC-EUWC
	Bidder's Product Description: Executive Voice (VoIP) handset service with all basic features and cabling included.				
7	Attendant Standalone VoIP Handset Service Package Without Station Cabling	Service Package with Attendant Standalone VoIP Handset Service Package as described in 1.3.2.2.4.4 where station cabling is provided by the Customer and the Basic Feature Package as described in 1.3.2.2.3.	Y		VC-AUXC
	Bidder's Product Description: Attendant Voice (VoIP) handset service with all basic features included.				
8	Attendant Standalone VoIP Handset Service Package With Station Cabling	Service Package with Attendant Standalone VoIP Handset Service Package as described in 1.3.2.2.4.4 where station cabling is installed by the Contractor and the Basic Feature Package as described in 1.3.2.2.3.	Y		VC-AUWC
	Bidder's Product Description: Attendant Voice (VoIP) handset service with all basic features and cabling included.				

	Feature Name	Feature Description	Bidder Meets or Exceeds		Bidder's Product Identifier
			Y	N	
9	Standalone VoIP Standard Conference Room Speakerphone Service Package with Station Cabling	Service Package with Standalone VoIP conference phone Service Package with no external speakers as described in 1.3.2.2.4.5 where station cabling is provided by the Contractor and the Basic Feature Package as described in 1.3.2.2.3.	Y		VC-CRWC
	Bidder's Product Description: Conference Room Voice (VoIP) room service with all basic features and cabling included.				
10	Standalone VoIP Standard Conference Room Speakerphone Service Package without Station Cabling	Service Package with Standalone VoIP conference phone Service Package with no external speakers as described in 1.3.2.2.4.5 where station cabling is provided by the Customer and the Basic Feature Package as described in 1.3.2.2.3.	Y		VC-CRXC
	Bidder's Product Description: Conference Room Voice (VoIP) service with all basic features included.				
11	Standalone VoIP Executive Conference Room Speakerphone Service Package with Station Cabling	Service Package with Standalone VoIP conference phone Service Package with two (2) external speakers as described in 1.3.2.2.4.6 where station cabling is provided by the Contractor and the Basic Feature Package as described in 1.3.2.2.3.	Y		VC-ERWC
	Bidder's Product Description: Executive Conference Room Voice (VoIP) service with all basic features and cabling included.				
12	Standalone VoIP Executive Conference Room Speakerphone Service Package without Station Cabling	Service Package with Standalone VoIP conference phone Service Package with two (2) external speakers as described in 1.3.2.2.4.6 where station cabling is provided by the Customer and the Basic Feature Package as described in 1.3.2.2.3.	Y		VC-ERXC
	Bidder's Product Description: Executive Conference Room Voice (VoIP) service with all basic features included.				

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

Table 1.3.2.2.4.b Unsolicited VoIP Features

	Feature Name	Feature Description	Bidder's Product Identifier
1	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
	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.		

	Feature Name	Feature Description	Bidder's Product Identifier
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 242x55 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 242x55 pixel LCD screen.		
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 242x55 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 242x55 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 242x110 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 242x110 pixel backlit LCD Screen.		

	Feature Name	Feature Description	Bidder's Product Identifier
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.		
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.		

	Feature Name	Feature Description	Bidder's Product Identifier
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.		
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

	Feature Name	Feature Description	Bidder's Product Identifier
	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.		
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

	Feature Name	Feature Description	Bidder's Product Identifier
	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.		
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.		

	Feature Name	Feature Description	Bidder's Product Identifier
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
	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

	Feature Name	Feature Description	Bidder's Product Identifier
	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
	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

	Feature Name	Feature Description	Bidder's Product Identifier
	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
	Bidder's Product Description: The Polycom Color Expansion Module is a high resolution expansion module for the Polycom 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

	Feature Name	Feature Description	Bidder's Product Identifier
	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.		
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.		

	Feature Name	Feature Description	Bidder's Product Identifier
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.		
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

	Feature Name	Feature Description	Bidder's Product Identifier
	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
	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

	Feature Name	Feature Description	Bidder's Product Identifier
		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
		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).	

	Feature Name	Feature Description	Bidder's Product Identifier
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.		
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.		

	Feature Name	Feature Description	Bidder's Product Identifier
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.		
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.		

	Feature Name	Feature Description	Bidder's Product Identifier
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
	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

	Feature Name	Feature Description	Bidder's Product Identifier
	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.		
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.		

	Feature Name	Feature Description	Bidder's Product Identifier
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
	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		

	Feature Name	Feature Description	Bidder's Product Identifier
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
	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.		

	Feature Name	Feature Description	Bidder's Product Identifier
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.		
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

	Feature Name	Feature Description	Bidder's Product Identifier
	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.		
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

	Feature Name	Feature Description	Bidder's Product Identifier
	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.		
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

	Feature Name	Feature Description	Bidder's Product Identifier
	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
	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.		

1.3.2.2.6 Standalone VoIP Site Survey

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

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

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

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

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

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

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

1.3.2.2.7 Standalone VoIP Site Design

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

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

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

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

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

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

1.3.2.2.8 Standalone VoIP Site Implementation

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

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

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

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

1.3.2.2.9 Standalone VoIP Account Codes

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

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

1.3.2.2.10 Standalone VoIP Authorization Codes

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

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

1.3.2.3 Additional Standalone VoIP Services and Features

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

1.3.2.3.1 Standalone VoIP Site Survivability Network Failure

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

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

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

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

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

This service is exempt from the provisions of Section 1.3.2.1.5 (Network Based).

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

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

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

Description:

Standalone VoIP Site Survivability Network Failure

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 Standalone 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.

1.3.2.3.2 Standalone VoIP Customer Station Cabling Retest

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

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

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

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

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

1.3.2.3.4 Standalone VoIP Web Based Attendant Console

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

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

1.3.2.3.5 Standalone VoIP Additional Line Appearance

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

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

1.3.2.3.6 Standalone VoIP Analog and Facsimile Support

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

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

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

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

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

1.3.2.3.7 Standalone VoIP Equipment Rack

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

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

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

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

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

Table 1.3.2.3.a Standalone VoIP Features

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	Standalone VoIP Site Survivability Network Failure	Site Survivability option	Y		NW-SS01
Bidder's Product Description: Offers the ability for all handsets on premise to make telephone calls in the event of network failure.					
2	Standalone VoIP Customer Station Cabling Retest	Additional test beyond the initial cabling test as identified in Section (1.3.2.3.2) Standalone VoIP Customer Station Cabling Retest)	Y		NW-CR01
Bidder's Product Description: A cabling retest that validates corrective actions have been completed that allow for proper operation of Standalone VoIP services.					
3	Standalone 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	Standalone 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. VC-AC01 graphically displays other subscriber's status and detailed call information, and allows the attendant to perform click-to-transfer or click-to-dial operations.					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
5	Standalone VoIP Additional Line Appearance	Additional line appearances for multi-line handsets.	Y		VC-AL01
Bidder's Product Description: Additional line appearances for multi-line telephones.					
6	Standalone 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.					
7	Standalone VoIP Equipment Rack	Standard 19" 2-post equipment rack and installation	Y		NW-ER01
Bidder's Product Description: A standard, 19" 2-post equipment rack hardware with installation.					

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

Table 1.3.2.3.b Unsolicited Standalone VoIP Features

	Feature Name	Feature Description	Bidder's Product Identifier
1	Voice Encryption Service (250)	Voice Encryption Service provides encryption for all VoIP traffic between IP handsets and Jive Core for a single location up to 250 users.	NW-ENCR-250
	Voice Encryption Service provides encryption for all VoIP traffic between IP handsets and Jive Core for a single location up to 250 users. Encryption services provide increased security and functionality for Jive VoIP services.		
2	Voice Encryption Service (500)	Voice Encryption Service provides encryption for all VoIP traffic between IP handsets and Jive Core for a single location up to 500 users.	NW-ENCR-500
	Voice Encryption Service provides encryption for all VoIP traffic between IP handsets and Jive Core for a single location up to 500 users. Encryption services provide increased security and functionality for Jive VoIP services.		
3	Voice Encryption Service (1000)	Voice Encryption Service provides encryption for all VoIP traffic between IP handsets and Jive Core for a single location up to 1000 users.	NW-ENCR-1000
	Voice Encryption Service provides encryption for all VoIP traffic between IP handsets and Jive Core for a single location up to 1000 users. Encryption services provide increased security and functionality for Jive VoIP services.		
4	Voice Multicast Paging Service (250)	Voice Multicast Paging Service allows IP Handsets to page groups or all other IP handsets in a single location up to 250 users.	NW-MULT-250
	Voice Multicast Paging Service allows IP Handsets to page groups or all other IP Handsets in a single location up to 250 users. All voice traffic pages stay local to the site for enhanced security and functionality.		
5	Voice Multicast Paging Service (500)	Voice Multicast Paging Service allows IP Handsets to page groups or all other IP Handsets in a single location up to 500 users.	NW-MULT-500
	Voice Multicast Paging Service allows IP Handsets to page groups or all other IP Handsets in a single location up to 500 users. All voice traffic pages stay local to the site for enhanced security and functionality.		
6	Voice Multicast Paging Service (1000)	Voice Multicast Paging Service allows IP Handsets to page groups or all other IP Handsets in a single location up to 1000 users.	NW-MULT-1000
	Voice Multicast Paging Service allows IP Handsets to page groups or all other IP Handsets in a single location up to 1000 users. All voice traffic pages stay local to the site for enhanced security and functionality.		

1.3.2.4 Standalone VoIP Calling Features and Functionality

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

1.3.2.4.1 Standalone VoIP On-Net Calling

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

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

1.3.2.4.2 Standalone VoIP Off-Net Calling

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

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

1.3.2.4.3 On-Net Enterprise Calling

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

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

1.3.2.4.4 Standalone VoIP Off-Net Toll-Free Services

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

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

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	Standalone VoIP Off-Net Toll-Free	Allows Customers to make and receive off-net toll-free calls from the United States, District of Columbia, U.S. Virgin Islands and Puerto Rico.	Y		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 unsolicited Standalone VoIP Off-Net Toll-Free features in Table 1.3.2.4.4.b.

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

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

1.3.2.4.5 Standalone International Off-Net Calling

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

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

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

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

1.3.2.4.5.1 International Mobile Termination Charges (IMTC)

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

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

1.3.2.4.5.2 U.S. Based Services Waiver

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

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

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

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

	Country	Bidders Meets or Exceeds?		Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
		Y	N			
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

	Country	Bidders Meets or Exceeds?		Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
		Y	N			
12	Switzerland:	Y		VC-INCH	VC-INCH	VC-INCHM
13	United Kingdom:	Y		VC-INUK	VC-INUK	VC-INUKM

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

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

	Country	Bidders Meets or Exceeds?		Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
		Y	N			
1	Argentina	Y		VC-INAR	VC-INAR	VC-INARM
2	Australia	Y		VC-INAU	VC-INAU	VC-INAUM
3	Chile	Y		VC-INCL	VC-INCL	VC-INCLM
4	Hong Kong	Y		VC-INHK	VC-INHK	VC-INHKM
5	India	Y		VC-ININ	VC-ININ	VC-ININM
6	New Zealand	Y		VC-INNZ	VC-INNZ	VC-INNZM
7	Philippines	Y		VC-INPH	VC-INPH	VC-INPHM
8	Russia	Y		VC-INRU	VC-INRU	VC-INRUM
9	Singapore	Y		VC-INSG	VC-INSG	VC-INSGM
10	Taiwan	Y		VC-INTW	VC-INTW	VC-INTWM
11	Afghanistan	Y		VC-INAF	VC-INAF	VC-INAFM
12	Albania	Y		VC-INAL	VC-INAL	VC-INALM
13	Algeria	Y		VC-INDZ	VC-INDZ	VC-INDZM
14	Andorra	Y		VC-INAD	VC-INAD	VC-INADM
15	Angola	Y		VC-INAO	VC-INAO	VC-INAOM
16	Anguilla	Y		VC-INAI	VC-INAI	VC-INAIM
17	Antarctica	Y		VC-INAQ	VC-INAQ	N/A
18	Antigua	Y		VC-INAG	VC-INAG	VC-INAGM
19	Armenia	Y		VC-INAM	VC-INAM	VC-INAMM
20	Aruba	Y		VC-INAW	VC-INAW	VC-INAWM

	Country	Bidders Meets or Exceeds? Y N	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
21	Austria	Y	VC-INAT	VC-INAT	VC-INATM
22	Azerbaijan	Y	VC-INAZ	VC-INAZ	VC-INAZM
23	Bahamas	Y	VC-INBS	VC-INBS	VC-INBSM
24	Bahrain	Y	VC-INBH	VC-INBH	VC-INBHM
25	Bangladesh	Y	VC-INBD	VC-INBD	VC-INBDM
26	Barbados	Y	VC-INBB	VC-INBB	VC-INBBM
27	Belarus	Y	VC-INBY	VC-INBY	VC-INBYM
28	Belgium	Y	VC-INBE	VC-INBE	VC-INBEM
29	Belize	Y	VC-INBZ	VC-INBZ	VC-INBZM
30	Benin	Y	VC-INBJ	VC-INBJ	VC-INBJM
31	Bermuda	Y	VC-INBM	VC-INBM	VC-INBMM
32	Bhutan	Y	VC-INBT	VC-INBT	VC-INBTM
33	Bolivia	Y	VC-INBO	VC-INBO	VC-INBOM
34	Bosnia and Herzegovina	Y	VC-INBA	VC-INBA	VC-INBAM
35	Botswana	Y	VC-INBW	VC-INBW	VC-INBWM
36	British Virgin Islands	Y	VC-INVG	VC-INVG	VC-INVGM
37	Brunei	Y	VC-INBN	VC-INBN	VC-INBNM
38	Bulgaria	Y	VC-INBG	VC-INBG	VC-INBGM
39	Burkina Faso	Y	VC-INBF	VC-INBF	VC-INBFM
40	Burundi	Y	VC-INBI	VC-INBI	VC-INBIM
41	Cambodia	Y	VC-INKH	VC-INKH	VC-INKHM
42	Cameroon	Y	VC-INCM	VC-INCM	VC-INCM
43	Cape Verde Islands	Y	VC-INCV	VC-INCV	VC-INCV
44	Cayman Islands	Y	VC-INKY	VC-INKY	VC-INKY
45	Central African Republic	Y	VC-INCF	VC-INCF	VC-INCF
46	Chad	Y	VC-INTD	VC-INTD	VC-INTD

	Country	Bidders Meets or Exceeds? Y N	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
47	Colombia	Y	VC-INCO	VC-INCO	VC-INCOM
48	Comoros	Y	VC-INKM	VC-INKM	VC-INKMM
49	Congo	Y	VC-INCG	VC-INCG	VC-INCGM
50	Cook Islands	Y	VC-INCK	VC-INCK	N/A
51	Costa Rica	Y	VC-INCR	VC-INCR	VC-INCRM
52	Croatia	Y	VC-INHR	VC-INHR	VC-INHRM
53	Cuba	Y	VC-INCUB	VC-INCUB	N/A
54	Cyprus	Y	VC-INCYP	VC-INCYP	VC-INCYPM
55	Czech Republic	Y	VC-INCZ	VC-INCZ	VC-INCZM
56	Denmark	Y	VC-INDK	VC-INDK	VC-INDKM
57	Djibouti	Y	VC-INDJ	VC-INDJ	N/A
58	Dominica	Y	VC-INDM	VC-INDM	VC-INDMM
59	Dominican Republic	Y	VC-INDO	VC-INDO	VC-INDOM
60	East Timor	Y	VC-INTL	VC-INTL	VC-INTLM
61	Ecuador	Y	VC-INEC	VC-INEC	VC-INECM
62	Egypt	Y	VC-INEG	VC-INEG	VC-INEGM
63	El Salvador	Y	VC-INSV	VC-INSV	VC-INSVM
64	Equatorial Guinea	Y	VC-INGQ	VC-INGQ	VC-INGQM
65	Eritrea	Y	VC-INER	VC-INER	VC-INERM
66	Estonia	Y	VC-INEE	VC-INEE	VC-INEEM
67	Ethiopia	Y	VC-INET	VC-INET	VC-INETM
68	Falkland Islands	Y	VC-INFK	VC-INFK	N/A
69	Fiji	Y	VC-INFJ	VC-INFJ	VC-INFJM
70	Finland	Y	VC-INFI	VC-INFI	VC-INFIM
71	French Guiana	Y	VC-INGF	VC-INGF	VC-INGFM
72	French Polynesia	Y	VC-INPF	VC-INPF	VC-INPFM
73	Gabon	Y	VC-INGA	VC-INGA	VC-INGAM
74	Gambia	Y	VC-INGM	VC-INGM	VC-INGMM

	Country	Bidders Meets or Exceeds? Y N	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
75	Georgia	Y	VC-INGE	VC-INGE	VC-INGEM
76	Ghana	Y	VC-INGH	VC-INGH	VC-INGHM
77	Gibraltar	Y	VC-INGI	VC-INGI	VC-INGIM
78	Greece	Y	VC-INGR	VC-INGR	VC-INGRM
79	Greenland	Y	VC-INGL	VC-INGL	N/A
80	Grenada	Y	VC-INGD	VC-INGD	VC-INGDM
81	Guadeloupe	Y	VC-INGP	VC-INGP	VC-INGPM
82	Guatemala	Y	VC-INGT	VC-INGT	VC-INGTM
83	Guinea	Y	VC-INGN	VC-INGN	VC-INGNM
84	Guinea-Bissau	Y	VC-INGW	VC-INGW	N/A
85	Guyana	Y	VC-INGY	VC-INGY	VC-INGYM
86	Haiti	Y	VC-INHT	VC-INHT	VC-INHTM
87	Honduras	Y	VC-INHN	VC-INHN	VC-INHNM
88	Hungary	Y	VC-INHU	VC-INHU	VC-INHUM
89	Iceland	Y	VC-INIS	VC-INIS	VC-INISM
90	Indonesia	Y	VC-INID	VC-INID	VC-INIDM
91	Inmarsat Aore	Y	VC-INIAE	VC-INIAE	N/A
92	Inmarsat Aore Aero	Y	VC-INIAE1	VC-INIAE1	N/A
93	Inmarsat Aore Hsdm	Y	VC-INIAE2	VC-INIAE2	N/A
94	Inmarsat Aore Lsv Mini	Y	VC-INIAE3	VC-INIAE3	N/A
95	Inmarsat Aore Lsvb	Y	VC-INIAE4	VC-INIAE4	N/A
96	Inmarsat Aore Lsvm	Y	VC-INIAE5	VC-INIAE5	N/A
97	Inmarsat Aorw	Y	VC-INIAW	VC-INIAW	N/A
98	Inmarsat Aorw Aero	Y	VC-INIAW1	VC-INIAW1	N/A

	Country	Bidders Meets or Exceeds? Y N	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
99	Inmarsat Aorw Hsdm	Y	VC-INIAW2	VC-INIAW2	N/A
100	Inmarsat Aorw Lsv Mini	Y	VC-INIAW3	VC-INIAW3	N/A
101	Inmarsat Aorw Lsvb	Y	VC-INIAW4	VC-INIAW4	N/A
102	Inmarsat Aorw Lsvm	Y	VC-INIAW5	VC-INIAW5	N/A
103	Inmarsat Ior	Y	VC-INIIR	VC-INIIR	N/A
104	Inmarsat Ior Aero	Y	VC-INIIR1	VC-INIIR1	N/A
105	Inmarsat Ior Hsdb	Y	VC-INIIR2	VC-INIIR2	N/A
106	Inmarsat Ior Hsdm	Y	VC-INIIR3	VC-INIIR3	N/A
107	Inmarsat Ior Lsv Mini	Y	VC-INIIR4	VC-INIIR4	N/A
108	Inmarsat Ior Lsvb	Y	VC-INIIR5	VC-INIIR5	N/A
109	Inmarsat Ior Lsvm	Y	VC-INIIR6	VC-INIIR6	N/A
110	Inmarsat Por	Y	VC-INIPR	VC-INIPR	N/A
111	Inmarsat Por Aero	Y	VC-INIPR1	VC-INIPR1	N/A
112	Inmarsat Por Hsdb	Y	VC-INIPR2	VC-INIPR2	N/A
113	Inmarsat Por Lsv Mini	Y	VC-INIPR3	VC-INIPR3	N/A
114	Inmarsat Por Lsvb	Y	VC-INIPR4	VC-INIPR4	N/A
115	Inmarsat Por Lsvm	Y	VC-INIPR5	VC-INIPR5	N/A
116	Inmarsat Snac	Y	VC-INISC	VC-INISC	N/A
117	Inmarsat Snac Hsdm	Y	VC-INISC1	VC-INISC1	N/A
118	Inmarsat Snac Lsv Mini	Y	VC-INISC2	VC-INISC2	N/A
119	Inmarsat Snac Lsvb	Y	VC-INISC3	VC-INISC3	N/A
120	Inmarsat Snac Lsvm	Y	VC-INISC4	VC-INISC4	N/A

	Country	Bidders Meets or Exceeds? Y N	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
121	Iran	Y	VC-INIR	VC-INIR	VC-INIRM
122	Iraq	Y	VC-INIQ	VC-INIQ	VC-INIQM
123	Ireland	Y	VC-INIE	VC-INIE	VC-INIEM
124	Ivory Coast	Y	VC-INIC	VC-INIC	VC-INICM
125	Jamaica	Y	VC-INJM	VC-INJM	VC-INJMM
126	Jordan	Y	VC-INJO	VC-INJO	VC-INJOM
127	Kenya	Y	VC-INKE	VC-INKE	VC-INKEM
128	Kiribati	Y	VC-INKI	VC-INKI	N/A
129	Kuwait	Y	VC-INKW	VC-INKW	VC-INKWM
130	Kyrgyzstan	Y	VC-INKG	VC-INKG	VC-INKGM
131	Latvia	Y	VC-INLV	VC-INLV	VC-INLVM
132	Lebanon	Y	VC-INLB	VC-INLB	VC-INLBM
133	Lesotho	Y	VC-INLS	VC-INLS	VC-INLSM
134	Liberia	Y	VC-INLR	VC-INLR	VC-INLRM
135	Libya	Y	VC-INLY	VC-INLY	VC-INLYM
136	Liechtenstein	Y	VC-INLI	VC-INLI	VC-INLIM
137	Lithuania	Y	VC-INLT	VC-INLT	VC-INLTM
138	Luxembourg	Y	VC-INLU	VC-INLU	VC-INLUM
139	Macau	Y	VC-INMM	VC-INMM	N/A
140	Macedonia	Y	VC-INMK	VC-INMK	VC-INMKM
141	Madagascar	Y	VC-INMG	VC-INMG	VC-INMGM
142	Malawi	Y	VC-INMW	VC-INMW	VC-INMWM
143	Malaysia	Y	VC-INMY	VC-INMY	VC-INMYM
144	Maldives	Y	VC-INMV	VC-INMV	VC-INMVM
145	Mali	Y	VC-INML	VC-INML	VC-INMLM
146	Malta	Y	VC-INMT	VC-INMT	VC-INMTM
147	Marshall Islands	Y	VC-INMH	VC-INMH	N/A
148	Martinique	Y	VC-INMQ	VC-INMQ	VC-INMQM
149	Mauritania	Y	VC-INMR	VC-INMR	VC-INMRM

	Country	Bidders Meets or Exceeds? Y N	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
150	Mauritius	Y	VC-INMU	VC-INMU	VC-INMUM
151	Micronesia	Y	VC-INFM	VC-INFM	N/A
152	Moldova	Y	VC-INMD	VC-INMD	VC-INMDM
153	Monaco	Y	VC-INMC	VC-INMC	VC-INMCM
154	Mongolia	Y	VC-INMN	VC-INMN	VC-INMNM
155	Montenegro	Y	VC-INME	VC-INME	VC-INMEM
156	Montserrat	Y	VC-INMS	VC-INMS	N/A
157	Morocco	Y	VC-INMA	VC-INMA	VC-INMAM
158	Mozambique	Y	VC-INMZ	VC-INMZ	VC-INMZM
159	Myanmar	Y	VC-INMM	VC-INMM	N/A
160	Namibia	Y	VC-INNA	VC-INNA	VC-INNAM
161	Nauru	Y	VC-INNR	VC-INNR	N/A
162	Nepal	Y	VC-INNP	VC-INNP	VC-INNPM
163	Netherlands	Y	VC-INNL	VC-INNL	VC-INNLM
164	New Caledonia	Y	VC-INNC	VC-INNC	N/A
165	Nicaragua	Y	VC-INNI	VC-INNI	VC-INNIM
166	Niger	Y	VC-INNE	VC-INNE	VC-INNEM
167	Nigeria	Y	VC-INNG	VC-INNG	VC-INNGM
168	Niue	Y	VC-INNU	VC-INNU	N/A
169	Norway	Y	VC-INNO	VC-INNO	VC-INNOM
170	Oman	Y	VC-INOM	VC-INOM	VC-INOMM
171	Pakistan	Y	VC-INPK	VC-INPK	VC-INPKM
172	Palau	Y	VC-INPW	VC-INPW	N/A
173	Palestine	Y	VC-INPS	VC-INPS	VC-INPSM
174	Panama	Y	VC-INPA	VC-INPA	VC-INPAM
175	Papua New Guinea	Y	VC-INPG	VC-INPG	N/A
176	Paraguay	Y	VC-INPY	VC-INPY	VC-INPYM
177	Peru	Y	VC-INPE	VC-INPE	VC-INPEM

	Country	Bidders Meets or Exceeds? Y N	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
178	Poland	Y	VC-INPL	VC-INPL	VC-INPLM
179	Portugal	Y	VC-INPT	VC-INPT	VC-INPTM
180	Qatar	Y	VC-INQA	VC-INQA	VC-INQAM
181	Romania	Y	VC-INRO	VC-INRO	VC-INROM
182	Rwanda	Y	VC-INRW	VC-INRW	VC-INRWM
183	Saudi Arabia	Y	VC-INSA	VC-INSA	VC-INSAM
184	Senegal	Y	VC-INSN	VC-INSN	VC-INSNM
185	Serbia	Y	VC-INRS	VC-INRS	VC-INRSM
186	Sierra Leone	Y	VC-INSL	VC-INSL	VC-INSLM
187	Slovakia	Y	VC-INSK	VC-INSK	VC-INSKM
188	Slovenia	Y	VC-INSI	VC-INSI	VC-INSIM
189	Solomon Islands	Y	VC-INSB	VC-INSB	N/A
190	Somalia	Y	VC-INSO	VC-INSO	VC-INSOM
191	South Africa	Y	VC-INZA	VC-INZA	VC-INZAM
192	Sri Lanka	Y	VC-INLK	VC-INLK	VC-INLKM
193	Saint Helena	Y	VC-INSH	VC-INSH	N/A
194	Saint Kitts and Nevis	Y	VC-INKN	VC-INKN	VC-INKNM
195	Saint Lucia	Y	VC-INLC	VC-INLC	VC-INLCM
196	Saint Vincent	Y	VC-INVC	VC-INVC	VC-INVCM
197	Sudan	Y	VC-INSD	VC-INSD	VC-INSDM
198	Suriname	Y	VC-INSR	VC-INSR	VC-INSRM
199	Swaziland	Y	VC-INSZ	VC-INSZ	VC-INSZM
200	Sweden	Y	VC-INSE	VC-INSE	VC-INSEM
201	Syria	Y	VC-INSY	VC-INSY	VC-INSYM
202	Tajikistan	Y	VC-INTJ	VC-INTJ	VC-INTJM
203	Tanzania	Y	VC-INTZ	VC-INTZ	VC-INTZM
204	Thailand	Y	VC-INTH	VC-INTH	VC-INTHM
205	Togo	Y	VC-INTG	VC-INTG	VC-INTGM

	Country	Bidders Meets or Exceeds? Y N	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
206	Tokelau	Y	VC-INTK	VC-INTK	N/A
207	Tonga	Y	VC-INTO	VC-INTO	N/A
208	Trinidad and Tobago	Y	VC-INTT	VC-INTT	VC-INTTM
209	Tunisia	Y	VC-INTN	VC-INTN	VC-INTNM
210	Turkey	Y	VC-INTR	VC-INTR	VC-INTRM
211	Turkmenistan	Y	VC-INTM	VC-INTM	VC-INTMM
212	Tuvalu	Y	VC-INTV	VC-INTV	N/A
213	Uganda	Y	VC-INUG	VC-INUG	VC-INUGM
214	Ukraine	Y	VC-INUA	VC-INUA	VC-INUAM
215	United Arab Emirates	Y	VC-INAE	VC-INAE	VC-INAEM
216	Uruguay	Y	VC-INUY	VC-INUY	VC-INUYM
217	Uzbekistan	Y	VC-INUZ	VC-INUZ	VC-INUZM
218	Vanuatu	Y	VC-INVU	VC-INVU	N/A
219	Venezuela	Y	VC-INVE	VC-INVE	VC-INVEM
220	Vietnam	Y	VC-INVN	VC-INVN	VC-INVNM
221	Samoa	Y	VC-INWS	VC-INWS	VC-INWSM
222	Yemen	Y	VC-INYE	VC-INYE	VC-INYEM
223	Zambia	Y	VC-INZM	VC-INZM	VC-INZMM
224	Zimbabwe	Y	VC-INZW	VC-INZW	VC-INZWM
1	Argentina	Y	VC-INAR	VC-INAR	VC-INARM

1.3.2.5 STANDALONE VoIP VOICE MAIL SERVICES

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

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

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

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

Table 1.3.2.5.a Standalone VoIP Voice Mail Service Features

	Standalone VoIP Basic Call Package Features	Bidders 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 requirements in Section 1.3.2.5 and shall meet or exceed them? Yes No

Description:

Voice Mail Services

Jive Communications will provide standalone VoIP voice mail services as outlined in the CALNET 3 contract. Voice mail services will be interoperable with standalone VoIP services, and will include the ability from end-users to receive, send, and administer voice mails of varying length, greeting, and delivery options.

The following sections are excerpts from the **Jive Administrator Manual** and **Jive User Manual** (referenced above), and include information on voice mail services features and configuration.

Voice Mail Configuration

Jive Communications Administrator Portal includes many flexible and powerful voicemail configuration options such as Shared Voice Mail Boxes and Voice Mail to Email.

Message Retrieval Options

Say Message Timestamp
Say the the time the message was left before playing the message.

Say Caller ID
Say the number of the party that left the message before playing the message.

Say Message Duration If Longer Than **Minutes.**
Say the duration of the message before playing the message if it is longer than the duration specified.

Outgoing Message Options

Upload recorded outgoing voicemail messages below. Outgoing messages can also be recorded through the handset by dialing *99 and choosing option 0.

Busy Message	<input type="button" value="Upload..."/>	<input type="button" value="Clear..."/>
Unavailable Message	<input type="button" value="Upload..."/>	<input type="button" value="Clear..."/>
Temporary Message	<input type="button" value="Upload..."/>	<input type="button" value="Clear..."/>

NOTE! If you have a temporary message set, it will override both the Busy and Unavailable Messages. To stop the Temporary Message from playing, click "Clear."

Shared Voice Mail Boxes

Shared Voicemail Boxes allows multiple Lines to share the same voicemail box. Each User with access to the Share Voicemail Box can check the messages, and the Message Waiting Indicator (MWI) will blink on all Lines using the Share Voicemail box.

The screenshot shows a configuration page for a voicemail extension. It features three tabs: 'General', 'Voicemail', and 'Voicemail Access'. The 'Voicemail' tab is selected. The page is divided into two main sections: 'Extension' and 'Options'.
In the 'Extension' section, there is an 'Extension Number' field containing '1001' and a 'Name' field containing 'After-hours sales VM'. Below these fields are 'Save' and 'Revert' buttons.
In the 'Options' section, there is a 'Fax' section with an unchecked checkbox for 'Intercept Incoming Faxes' and a 'Send Faxes to:' input field. Below these options are also 'Save' and 'Revert' buttons.

When a caller gets the voicemail box of a line that is using a shared voicemail box, the outgoing message of the shared voicemail box will play, and the message waiting indicator will blink on all of the lines using the shared voicemail box.

Voicemail to Email

End-users can have Jive voicemail delivered directly to their corporate or organization email account. The voicemail is delivered as an audio file (.wav) that play from the end-user's workstation or mobile device. This voicemail to email setting can be configured by the system administrator, or by a Jive support technician.

Notification Options

Email Notifications

Send Voicemail Notifications
 Enables voicemail-to-email notifications.

Attach Voicemail Message
 Includes the voicemail file as an attachment to the notification email.

Delete Message After Sending
 Enables email-only voicemail. Disables storing of voicemail messages for this mailbox on the central system.

Audio Format wav49

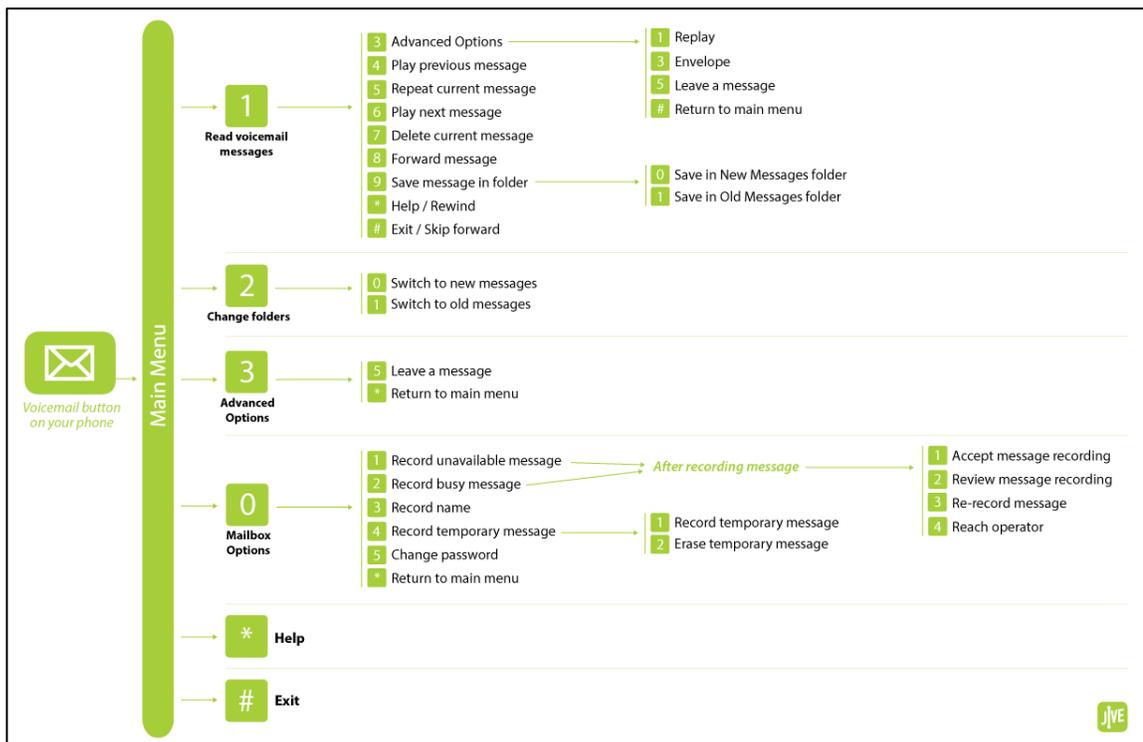
The format of the attached voicemail audio. **wav49** is much smaller and is the default. Regular **wav** has higher quality, is more compatible with mobile devices, but is much larger (~10 times).

Email Address

Save Revert

End-User Voice Mail Access

When an end-user accesses his or her voicemail, there are numerous options to configure and organize their voicemail box.



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

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

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

Table 1.3.2.5.c, Unsolicited Standalone VoIP Voice Mail Features

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

1.3.2.6 STANDALONE VOIP AND VOICE MAIL GEOGRAPHIC REQUIREMENTS

1.3.2.6.1 Standalone VoIP and Voice Mail Specific Service Areas

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

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

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

1.3.2.6.2 Additional Commercially Available Areas

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

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

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

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

	Service Location	Standalone IP		VoIP Voice Mail	
		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	

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
18	Artesia	Y		Y	
19	Arvin	Y		Y	
20	Atascadero	Y		Y	
21	Atherton	Y		Y	
22	Atwater	Y		Y	
23	Auburn	Y		Y	
24	Avalon	Y		Y	
25	Avenal	Y		Y	
26	Azusa	Y		Y	
27	Bakersfield	Y		Y	
28	Baldwin Park	Y		Y	
29	Banning	Y		Y	
30	Barstow	Y		Y	
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	

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
53	Burlingame	Y		Y	
54	Calabasas	Y		Y	
55	Calexico	Y		Y	
56	California City	Y		Y	
57	Calimesa	Y		Y	
58	Calipatria	Y		Y	
59	Calistoga	Y		Y	
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	

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
87	Commerce	Y		Y	
88	Compton	Y		Y	
89	Concord	Y		Y	
90	Corcoran	Y		Y	
91	Corning	Y		Y	
92	Corona	Y		Y	
93	Coronado	Y		Y	
94	Corte Madera	Y		Y	
95	Costa Mesa	Y		Y	
96	Cotati	Y		Y	
97	Covina	Y		Y	
98	Crescent City	Y		Y	
99	Cudahy	Y		Y	
100	Culver City	Y		Y	
101	Cupertino	Y		Y	
102	Cypress	Y		Y	
103	Daly City	Y		Y	
104	Dana Point	Y		Y	
105	Danville	Y		Y	
106	Davis	Y		Y	
107	Del Mar	Y		Y	
108	Del Rey Oaks	Y		Y	
109	Delano	Y		Y	
110	Desert Hot Springs	Y		Y	
111	Diamond Bar	Y		Y	
112	Dinuba	Y		Y	
113	Dixon	Y		Y	
114	Dorris	Y		Y	
115	Dos Palos	Y		Y	
116	Downey	Y		Y	
117	Duarte	Y		Y	
118	Dublin	Y		Y	
119	Dunsmuir	Y		Y	
120	East Palo Alto	Y		Y	
121	El Cajon	Y		Y	

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
122	El Centro	Y		Y	
123	El Cerrito	Y		Y	
124	El Monte	Y		Y	
125	El Paso De Robles	Y		Y	
126	El Segundo	Y		Y	
127	Elk Grove	Y		Y	
128	Emeryville	Y		Y	
129	Encinitas	Y		Y	
130	Escalon	Y		Y	
131	Escondido	Y		Y	
132	Etna	Y		Y	
133	Eureka	Y		Y	
134	Exeter	Y		Y	
135	Fairfax	Y		Y	
136	Fairfield	Y		Y	
137	Farmersville	Y		Y	
138	Ferndale	Y		Y	
139	Fillmore	Y		Y	
140	Firebaugh	Y		Y	
141	Folsom	Y		Y	
142	Fontana	Y		Y	
143	Fort Bragg	Y		Y	
144	Fort Jones	Y		Y	
145	Fortuna	Y		Y	
146	Foster City	Y		Y	
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	

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
157	Glendora	Y		Y	
158	Goleta	Y		Y	
159	Gonzales	Y		Y	
160	Grand Terrace	Y		Y	
161	Grass Valley	Y		Y	
162	Greenfield	Y		Y	
163	Gridley	Y		Y	
164	Grover Beach	Y		Y	
165	Guadalupe	Y		Y	
166	Gustine	Y		Y	
167	Half Moon Bay	Y		Y	
168	Hanford	Y		Y	
169	Hawaiian Gardens	Y		Y	
170	Hawthorne	Y		Y	
171	Hayward	Y		Y	
172	Healdsburg	Y		Y	
173	Hemet	Y		Y	
174	Hercules	Y		Y	
175	Hermosa Beach	Y		Y	
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	

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
192	Inglewood	Y		Y	
193	Inyo	Y		Y	
194	Ione	Y		Y	
195	Irvine	Y		Y	
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	

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
226	Lathrop	Y		Y	
227	Lawndale	Y		Y	
228	Lemon Grove	Y		Y	
229	Lemoore	Y		Y	
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	

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
261	Menlo Park	Y		Y	
262	Merced	Y		Y	
263	Mill Valley	Y		Y	
264	Millbrae	Y		Y	
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	

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
296	Oceanside	Y		Y	
297	Ojai	Y		Y	
298	Ontario	Y		Y	
299	Orange	Y		Y	
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	

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
330	Pomona	Y		Y	
331	Port Hueneme	Y		Y	
332	Porterville	Y		Y	
333	Portola	Y		Y	
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	

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
362	Sacramento	Y		Y	
363	Salinas	Y		Y	
364	San Anselmo	Y		Y	
365	San Bernardino	Y		Y	
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	

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
396	Santa Maria	Y		Y	
397	Santa Monica	Y		Y	
398	Santa Paula	Y		Y	
399	Santa Rosa	Y		Y	
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	

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
430	Taft	Y		Y	
431	Tehachapi	Y		Y	
432	Tehama	Y		Y	
433	Temecula	Y		Y	
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	Twenty-nine 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	

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
465	West Sacramento	Y		Y	
466	Westlake Village	Y		Y	
467	Westminster	Y		Y	
468	Westmorland	Y		Y	
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 Standalone VoIP and VoIP Voice Mail Services are currently commercially available in Table 1.3.2.6.2.b.

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

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

Service Location	Standalone IP		VoIP Voice Mail	
	Yes	No	Yes	No

1.3.2.7 AUDIO CONFERENCING

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

Basic Audio Conferencing shall include the following:

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

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

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

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

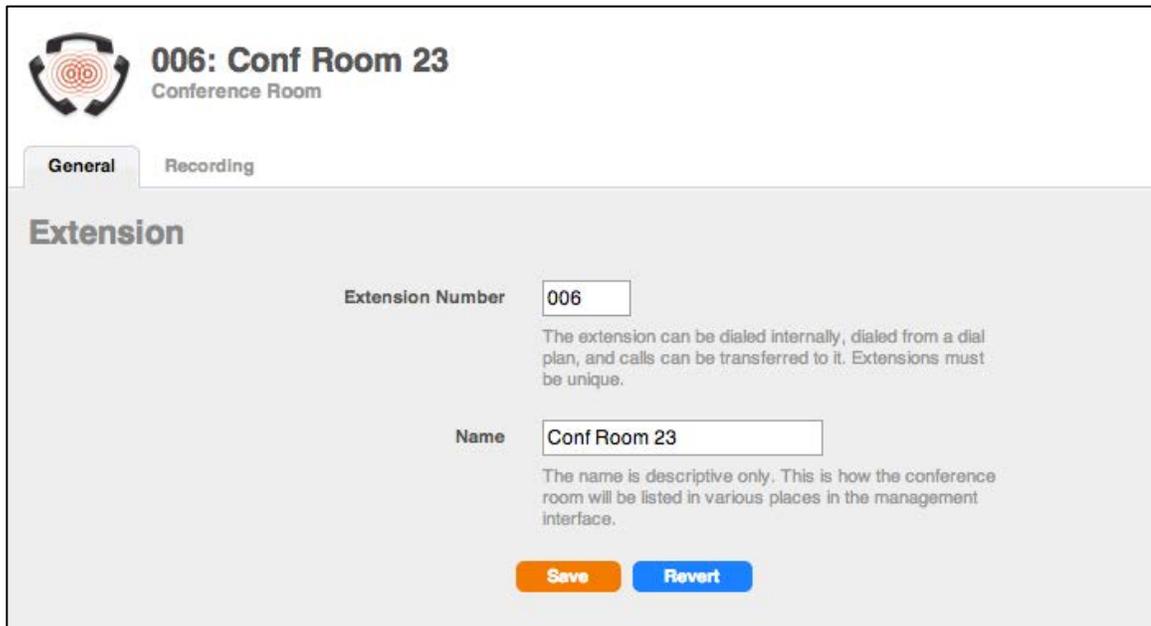
Contractor shall provide gateway services to support calls through the PSTN.

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

Description:

Audio Conferencing

Jive Communications will provide audio conferencing as outlined in the CALNET 3 contract. It will consist of multiple port, reserved and reservation-less audio conference bridges, with all features as indicated in Table 1.3.2.7.1.a.



The screenshot shows a configuration page for a conference room. At the top left is a logo with a headset and the text '006: Conf Room 23' and 'Conference Room'. Below the logo are two tabs: 'General' (selected) and 'Recording'. The main section is titled 'Extension' and contains two input fields: 'Extension Number' with the value '006' and 'Name' with the value 'Conf Room 23'. Below each field is a descriptive note. At the bottom are two buttons: 'Save' (orange) and 'Revert' (blue).

006: Conf Room 23
Conference Room

General Recording

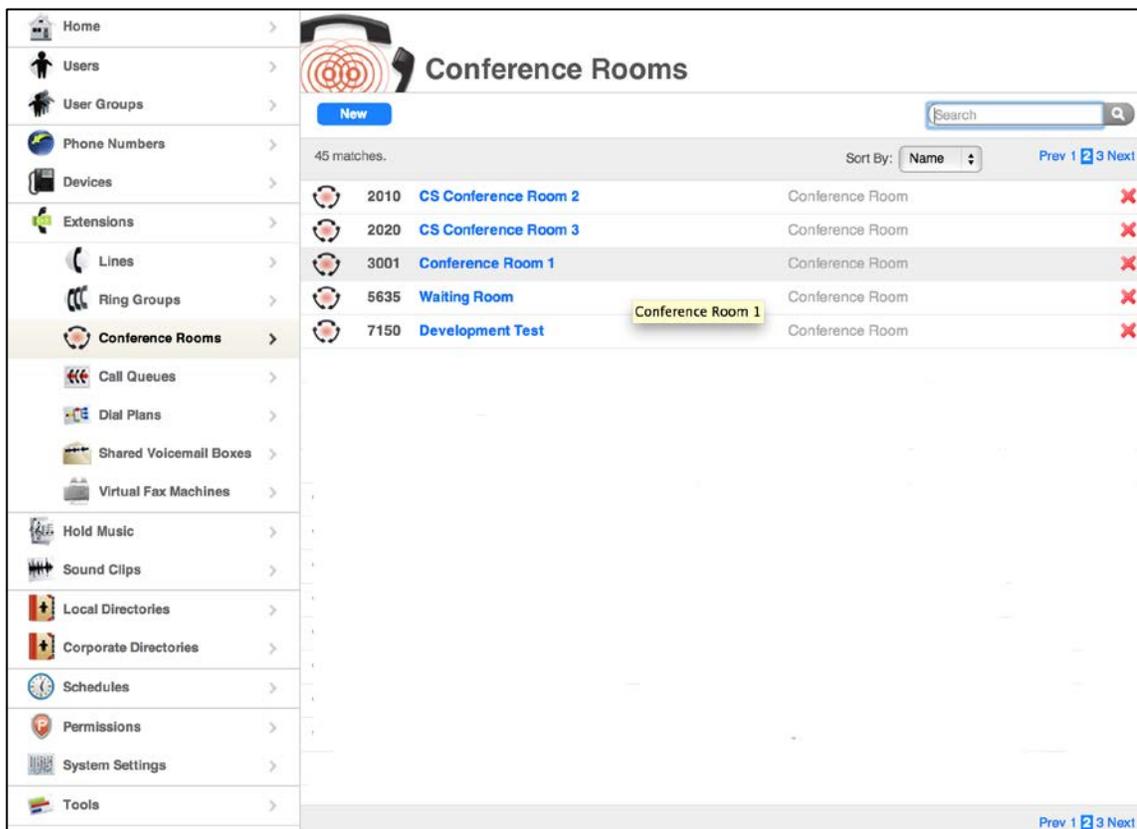
Extension

Extension Number
The extension can be dialed internally, dialed from a dial plan, and calls can be transferred to it. Extensions must be unique.

Name
The name is descriptive only. This is how the conference room will be listed in various places in the management interface.

Save Revert

Jive provides a number of in-call conferencing controls. Controls vary based on whether the caller entered the conference room as a "user" or an "admin" (as indicated by which password they dialed to access the bridge).



To access the User Controls, dial in to the Conference Room using a regular password and then dial * (star). User controls include, but are not limited to, the following:

- ***1** - Mutes or un-mutes the dialing user
- ***4** - Decrease the conference volume to the dialing user (i.e. the conference will seem quieter to the dialing user)
- ***6** - Increases the conference volume to the dialing user (i.e. the conference will seem louder to the dialing user)
- ***7** - Decreases the dialing user's volume (i.e. the dialing user will seem quieter to the other participants)
- ***8** - Exits the User Control menu
- ***9** - Increases the dialing user's volume (i.e. the dialing user will seem louder to the other participants)

1.3.2.7.1 Audio Conferencing Features

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

Table 1.3.2.7.1.a, Audio Conferencing Service and Features

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	Caller Paid Dial-in Reservation-less Service	Also known as "Meet-Me" service, participants dial a pre-established number and access code to join the conference call.	Y		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.				
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.				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
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.				
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 3 rd parties.				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
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 1.3.2.7.1.b.

Table 1.3.2.7.1.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.		
6	Polycom SoundStation IP 6000 Power Supply Service Upgrade	VoIP/SIP Conference Phone Service Upgrade compatible with Jive VoIP service packages.	VC-SSIP6PS

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: Polycom SoundStation IP 6000 Power Supply.		
7	Polycom SoundStation IP 7000 Service Upgrade	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.		

1.3.3 OTHER SERVICES

1.3.3.1 HOURLY RATES FOR SERVICES

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

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

1.3.3.2 EXTENDED DEMARCATION WIRING SERVICES

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

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

Extended Demarc wiring is limited to the following:

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

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

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

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

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

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

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

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

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

Table 1.3.3.2.a, Extended Demarcation Wiring Services

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	Extended Demarcation – Copper four-Pair – Regular Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet of four-pair cable and an RJ48s 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 RJ48s 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 RJ48s 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?		Bidder's Product Identifier
			Y	N	
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 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 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?		Bidder's Product Identifier
			Y	N	
6	Extended Demarcation – Copper 25 Pair – Sunday and Holiday Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet or less of Category 5 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and IDF for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	Y		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-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?		Bidder's Product Identifier
			Y	N	
8	Extended Demarcation – Optical Fiber Link – Overtime Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment as described above with strand count required to provision one-each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	Y		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-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 1.3.3.2.b.

Table 1.3.3.2.b Unsolicited Extended Demarcation Wiring Services

	Feature Name	Feature Description	Bidder's Product Identifier
1			

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

1.3.3.3 SERVICES RELATED HOURLY SUPPORT

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

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

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

Description:

Jive Communications understands the requirements in Section 1.3.3.3 and will meet or exceed them. Jive Communications agrees that it shall provide labor for the diagnosis and/or repair of services listed in this Contract and all costs for repair are the responsibility of Jive Communications unless it is specifically determined that the cause of service failure is outside the scope of Jive’s responsibilities.

Jive Communications acknowledges that all work performed under this Section 1.3.3.3 is authorized only for situations where Jive has dispatched personnel to diagnose a service problem that is discovered to be caused by factors outside Jive’s responsibility or no trouble is found.

In Subcategory Cost Worksheet 1.3.3.3, the Jive shall, in its final 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. Jive agrees that the total amount of labor hours permitted to be performed is ten (10) hours per dispatch/occurrence.

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

Table 1.3.3.3 Services Related Hourly Support

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

1.3.4 DATA NETWORK MONITORING APPLICATION (DNMA)

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

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

11. Contractor shall provide standard and customized reports as determined by CALNET 3 CMO.

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

1.3.5 SERVICE LEVEL AGREEMENTS (SLA)

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

1.3.5.1 SERVICE LEVEL AGREEMENT FORMAT

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

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

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

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

1.3.5.2 TECHNICAL REQUIREMENTS VERSUS SLA OBJECTIVES

Sections 1.3.2 (Voice over Internet Protocol) through 1.3.4 (DNMA) define the technical requirements for each service. These requirements are the minimum parameters each Bidder must meet in order to qualify for Contract award. Upon Contract award the committed technical requirements will be maintained throughout the remainder of the Contract.

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

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

1.3.5.3 TWO METHODS OF OUTAGE REPORTING: CUSTOMER OR CONTRACTOR (M)

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

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

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

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

1.3.5.4 BIDDER RESPONSE TO SERVICE LEVEL AGREEMENTS

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

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

1.3.5.5 CONTRACTOR SLA MANAGEMENT PLAN (M)

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

1. Contractor SLA Manager and supporting staff responsibilities;
2. Contractor's process for measuring objectives for each SLA. The process shall explain how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include source of data and define the points of measurement within the system, application, or network;

3. Creation and delivery of SLA Reports (IFB-A Business Requirements Section A.9.5). The Contractor shall include a sample report in accordance to Service Level Agreement Reports (IFB-A Business Requirements Section A.9.5) for the following: SLA Service Performance Report (IFB-A Business Requirements Section A.9.5.1), SLA Provisioning Report (IFB-A Business Requirements Section A.9.5.2), and SLA Catastrophic Outage Reports (IFB-A Business Requirements Section A.9.5.3). The Contractor shall commit to a monthly due date. The reports shall be provided to the CALNET 3 CMO via the Private Oversight Website (IFB-A Business Requirements Section A.9.2);
4. SLA invoicing credit and refund process;
5. Contractor SLA problem resolution process for SLA management and SLA reporting. The Contractor shall provide a separate process for Customers and CALNET 3 CMO; and,
6. Contractor SLA Manager to manage all SLA compliance and reporting. The Contractor shall include SLA Manager contact information for SLA inquiries and issue resolution for Customer and CALNET 3 CMO.

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

1.3.5.6 TECHNICAL SLA GENERAL REQUIREMENTS

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

1. With the exception of Provisioning SLA (Section 1.3.5.8.10), the total SLA rights and remedies for any given month shall not exceed the sum of 100 percent of the Total Monthly Recurring Charges (TMRC). Services with usage charges shall apply the Average Daily Usage Charge (ADUC) in addition to any applicable TMRC rights and remedies;
2. If a circuit or service fails to meet one (1) or more of the performance objectives, only the SLA with the largest monthly Rights and Remedies will be credited to the Customer, per event;
3. The Contractor shall apply CALNET 3 SLAs and remedies for services provided by Subcontractors; and/or Affiliates..
4. The Definition, Measurement Process, Objectives, and Rights and Remedies shall apply to all services identified in each SLA. If a Category or Subcategory is listed in the SLA, then all services under that Category or Subcategory are covered under the SLA. Exceptions must be otherwise stated in the SLA;
5. TMRC rights and remedies shall include the service, option(s), and feature(s) charges;
6. The Contractor shall proactively and continuously monitor and measure all SLAs objectives;
7. The Contractor shall proactively credit all rights and remedies to the Customer within 60 days of the trouble resolution date on the trouble ticket or within 60 days of the Due Date on the Service Request for the Provisioning SLA (Section 1.3.5.8.10);

8. To the extent that Contractor offers additional SLAs, or SLAs with more advantages rights and/or remedies for same or similar services offered through tariffs, online service guides, or other similarly situated government contracts (Federal, State, County, City), the State will be entitled to the same rights and/or remedies therein. The Contractor shall present the SLAs to CALNET 3 CMO for possible inclusion via amendments;
9. The Contractor shall apply CALNET 3 SLAs and remedies to services provided in geographic areas which the Contractor is required to provide service;
10. The election by CALNET 3 CMO of any SLA remedy covered by this Contract shall not exclude or limit CALNET 3 CMO's or any Customer's rights and remedies otherwise available within the Contract or at law or equity;
11. The Contractor shall apply rights and remedies when a service fails to meet the SLA objective even when backup or protected services provide Customer with continuation of services;
12. The Contractor shall act as the single point of contact in coordinating all entities to meet the State's needs for provisioning, maintenance, restoration and resolution of service issues or that of their Subcontractors, Affiliates, or resellers under this Contract;
13. 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

1.3.5.7 TROUBLE TICKET STOP CLOCK CONDITIONS

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

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

Table 1.3.5.7 – Stop Clock Conditions (SCC)

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

#	Stop Clock Condition (SCC)	SCC Definition
7	ACCESS	Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following: <ul style="list-style-type: none"> 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; or, 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.
8	STAFF	Any problem or delay to the extent caused by End-User's staff that prevents or delays Contractor's resolution of the problem. In such event, Contractor shall make a timely request to End-User staff to correct the problem or delay and document in trouble ticket.
9	APPLICATION	End-User software applications that interfere with repair of the trouble.
10	CPE	Repair/replacement of Customer Premise Equipment (CPE) not provided by Contractor if the problem has been isolated to the CPE. If determined later that the CPE was not the cause of the service outage, the CPE SCC will not apply.
11	NO RESPONSE	Failure of the trouble ticket originator or responsible End-User to return a call from Contractor's technician for on-line close-out of trouble tickets after the Service has been restored as long as Contractor can provide documentation in the trouble ticket substantiating the communication from Contractor's technician.
12	MAINTENANCE	An outage directly related to any properly performed scheduled maintenance or upgrade scheduled for CALNET 3 service. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs shall apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to the Maintenance SCC.

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

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

1.3.5.8 TECHNICAL SERVICE LEVEL AGREEMENTS

1.3.5.8.1 Availability (M-S)

SLA Name: Availability					
Definition: The percentage of time a CALNET service is fully functional and available for use each calendar month.					
Measurement Process: The monthly Availability Percentage shall be based on the accumulative total of all Unavailable Time derived from all trouble tickets closed, for the affected Circuit ID (as defined in the Data Dictionary), per calendar month. The monthly Availability Percentage equals the Scheduled Uptime per month less Unavailable Time per month divided by Scheduled Uptime per month multiplied by 100. Scheduled Uptime is 24 x number of days in the month. All Unavailable Time applied to other SLAs, which results in a remedy, will be excluded from the monthly accumulated total.					
Service(s): <ul style="list-style-type: none"> Standalone VoIP Handset Service Packages (Table 1.3.2.2.4) Standalone VoIP Voice Mail Service (1.3.2.5) Audio Conferencing (1.3.2.7) 	Objective(s):				
		Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
	Standalone VoIP Handset Service Packages	≥ 98.9%	≥ 99.2%	≥ 99.5%	P
	Standalone VoIP Voice Mail Service	≥ 98.9%	≥ 99.2%	≥ 99.5%	P
Audio Conferencing	≥ 98.9%	≥ 99.2%	≥ 99.5%	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

1.3.5.8.2 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 the failure of one (1) or more of the following: <ul style="list-style-type: none"> • Failure of two (2) or more service types, or • Failure of 50 or more End-User Standalone VoIP Handset Service Packages or Standalone VoIP Service (seat) 																
Measurement Process: The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by a Customer, or the Contractor, whichever occurs first. The Contractor shall open a trouble ticket(s) for each service affected by the common cause. Each End-User service is deemed out of service from the first notification until the Contractor determines the End-User service (Circuit ID) is restored, minus SCC. Any service reported by Customer as not having been restored shall have the outage time adjusted to the actual restoration time.																
Service(s):																
Standalone VoIP Service (1.3.2.2)	Standalone VoIP Voice Mail Service (1.3.2.5)															
Objective (s): The objective restoral time shall be:																
	<table border="1"> <thead> <tr> <th></th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidder's Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td>Standalone VoIP Service</td> <td>≤ 3 hours</td> <td>≤ 2 hours</td> <td>≤ 1 hour</td> <td>P</td> </tr> <tr> <td>Standalone VoIP Voice Mail Service</td> <td>≤ 3 hours</td> <td>≤ 2 hours</td> <td>≤ 1 hour</td> <td>P</td> </tr> </tbody> </table>		Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)	Standalone VoIP Service	≤ 3 hours	≤ 2 hours	≤ 1 hour	P	Standalone VoIP Voice Mail Service	≤ 3 hours	≤ 2 hours	≤ 1 hour	P
	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)												
Standalone VoIP Service	≤ 3 hours	≤ 2 hours	≤ 1 hour	P												
Standalone VoIP Voice Mail Service	≤ 3 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

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

SLA Name: Catastrophic Outage 2 (CAT 2)				
Definition:				
<ul style="list-style-type: none"> • Any service affecting failure in the Contractor's (or Subcontractor's or Affiliate's) edge network equipment. 				
Measurement Process: The Outage Duration begins when a network alarm is received by the Contractor from the outage-causing event or the opening of a trouble ticket by the Customer, or Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall compile a list for each End-User service affected by the common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User service (Circuit ID) basis from information recorded from the network equipment/system or Customer reported trouble ticket. Each End-User service (Circuit ID) is deemed out of service from the first notification until the Contractor determines the End-User service is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.				
Service(s):				
Standalone VoIP Handset Service Packages (Table 1.3.2.2.4)			Audio Conferencing (1.3.2.7)	
Standalone VoIP Voice Mail Service (1.3.2.5)				
Objective (s):				
The objective restoral time shall be:				
	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Standalone VoIP Handset Service Packages	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P
Audio Conferencing	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P
Standalone VoIP Voice Mail	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P
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

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

SLA Name: Catastrophic Outage 3 (CAT 3)				
Definition: The total loss of more than one (1) CALNET 3 service type in a central office, or the loss of any service type on a system wide basis				
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 open a trouble ticket and compile a list of each End-User service (Circuit ID) affected by the common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User service (Circuit ID) basis from information recorded from the network switches or trouble ticket. Each End-User service (Circuit ID) is deemed out of service from the first notification until the Contractor determines End-User service is restored. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.				
Service(s):				
Standalone VoIP Handset Service Packages (Table 1.3.2.2.4)			Audio Conferencing (1.3.2.7)	
Standalone VoIP Voice Mail Service (1.3.2.5)				
Objective (s): The objective restoral time shall be:				
	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
Standalone VoIP Handset Service Packages	≤ 30 minutes	N/A	≤ 15 minutes	P
Audio Conferencing	≤ 30 minutes	N/A	≤ 15 minutes	P
Standalone VoIP Voice Mail Service	≤ 30 minutes	N/A	≤ 15 minutes	P
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 3 fault.			
	Monthly Aggregated Measurements: N/A			

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

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

SLA Name: Delay – One-Way Transmission											
Definition: Average one-way transfer delay measured from the Contractor to Customer handoff to the remote Contractor to Customer handoff.											
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. 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):											
Standalone VoIP Handset Service Packages (Table 1.3.2.2.4)											
Objective (s):											
	<table border="1"> <thead> <tr> <th>Service</th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidder’s Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td>Standalone VoIP Handset Service Packages</td> <td>≤ 170 ms</td> <td>≤ 130 ms</td> <td>≤ 90 ms</td> <td style="text-align: center;">P</td> </tr> </tbody> </table>	Service	Basic (B)	Standard (S)	Premier (P)	Bidder’s Objective Commitment (B, S or P)	Standalone VoIP Handset Service Packages	≤ 170 ms	≤ 130 ms	≤ 90 ms	P
Service	Basic (B)	Standard (S)	Premier (P)	Bidder’s Objective Commitment (B, S or P)							
Standalone VoIP Handset Service Packages	≤ 170 ms	≤ 130 ms	≤ 90 ms	P							
Rights and Remedies	Per Occurrence: N/A										
	<p>Monthly Aggregated Measurements: 25 percent of TMRC per occurrence for the reported service.</p> <p>The second month service fails to meet the committed SLA objectives shall result in a 35 percent rebate of TMRC.</p> <p>Each additional consecutive month service fails to meet the committed SLA objective shall result in a 50 percent rebate of the TMRC.</p>										

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

1.3.5.8.6 Excessive Outage (M-S)

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

1.3.5.8.7 Jitter (M-S)

SLA Name: Jitter					
Definition: Variations in transfer delay measured from the Contractor to Customer handoff to the remote Contractor to Customer handoff.					
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 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):					
Standalone VoIP Handset Service Packages (Table 1.3.2.2.4)					
Objective (s):					
	Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or S)
	Standalone VoIP Handset Service Packages	≤ 30 ms	≤ 15ms	N/A	S
Rights and Remedies	Per Occurrence: 25 percent of TMRC per occurrence for the reported service. Second month service fails to meet the objectives SLA objectives shall result in a 35 percent rebate of TMRC. Each additional consecutive month service fails to meet the committed SLA objective shall result in a 50 percent rebate of the TMRC.				
	Monthly Aggregated Measurements: N/A				

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

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

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

1.3.5.8.9 Packet Loss (M-S)

SLA Name: Packet Loss					
Definition: A measurement of lost or dropped packets travelling across the Contractor's, Subcontractor's or Affiliate's, network. Packet loss is measured from Contractor's handoff to the Customer at each end of the data channel (measured port to port).					
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 delivery rate issue shall not count in availability or Time-to-Repair measurements unless and until the End-User reports service as unusable for its intended uses. 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):					
Standalone VoIP Handset Service Packages (Table 1.3.2.2.4)					
Objective (s):					
	Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
	Standalone VoIP Handset Service Packages	≤ .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

1.3.5.8.10 Provisioning (M-S)

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

Objective (s):				
1. Objective 1: Individual Service Request: Service installed on or before the committed interval or negotiated due date.				
2. Objective 2: Successful Install Monthly Percentage per Service:				
	Basic (B) (Calendar Days)	Standard (S) (Calendar Days)	Premier (P) (Calendar Days)	Bidder's Objective Commitment (B, S or P)
Standalone VoIP Handset Service Packages	N/A	≥ 90%	≥ 95%	P
Standalone VoIP Voice Mail Service	N/A	≥ 90%	≥ 95%	P
Audio Conferencing	N/A	≥ 90%	≥ 95%	P
Rights and Remedies	Per Occurrence: Objective 1: Individual Service Request: 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

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

SLA Name: Time to Repair (TTR)																					
Definition: A service outage that remains unresolved for more than the committed objective level.																					
Measurement Process: This SLA is based on trouble ticket Unavailable Time. The circuit or service is unusable during the time the trouble ticket is recorded as open until restoration of the service, minus SCC. If Customer reports a service failure is unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time. This SLA is applied per occurrence.																					
Service(s):																					
Standalone VoIP Handset Service Packages (Table 1.3.2.2.4)	Audio Conferencing (1.3.2.7)																				
Standalone VoIP Voice Mail Services (1.3.2.5)																					
Objective (s): The Unavailable Time objective shall not exceed:																					
<table border="1"> <thead> <tr> <th>Service</th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidder's Objective Commitment (B or S)</th> </tr> </thead> <tbody> <tr> <td>Standalone VoIP Handset Service Packages</td> <td>8 hours</td> <td>4 hours</td> <td>N/A</td> <td>S</td> </tr> <tr> <td>Standalone VoIP Voice Mail Services</td> <td>6 hours</td> <td>4 hours</td> <td>N/A</td> <td>S</td> </tr> <tr> <td>Audio Conferencing</td> <td>6 hours</td> <td>4 hours</td> <td>N/A</td> <td>S</td> </tr> </tbody> </table>		Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or S)	Standalone VoIP Handset Service Packages	8 hours	4 hours	N/A	S	Standalone VoIP Voice Mail Services	6 hours	4 hours	N/A	S	Audio Conferencing	6 hours	4 hours	N/A	S
Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or S)																	
Standalone VoIP Handset Service Packages	8 hours	4 hours	N/A	S																	
Standalone VoIP Voice Mail Services	6 hours	4 hours	N/A	S																	
Audio Conferencing	6 hours	4 hours	N/A	S																	
Rights and Remedies	Per Occurrence: 25 percent of the TMRC and three (3) Business Days ADUC, when applicable, per occurrence for each service (Circuit ID) out of service for a period greater than the committed objective level.																				
	Monthly Aggregated Measurements: N/A																				

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

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

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

1.3.5.8.13 Unsolicited Service Enhancement SLAs

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

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

1.3.5.8.14 Proposed Unsolicited Offerings

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

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

1.3.5.8.15 Contract Amendment Service Enhancement SLAs

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

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