



Verizon

IFB STPD 12-001-A, C3-A-13-02-TS-08

Amendment #2, Rev. March 16, 2015

CALNET 3, Category 1: Voice and Data Services

Subcategory 1.3 – Standalone VoIP

Volume 2 – Response to Unique Subcategory Requirements SOW Technical Requirements Response

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Required IFB Exhibits

Required IFB Exhibits unique to each subcategory, in the following order:

- a. Exhibit 8: Contractor's License Information*
- b. Exhibit 9: Service Taxes, Fees, Surcharges and Surcredits*

Verizon Response

The required exhibits are provided in the following pages, and as embedded documents in the electronic version of this submission.

To Open File:

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EXHIBIT 8
Contractors License In



EXHIBIT 9
Subcategory 1.3

Preference/Incentive Exhibits

2. *Preference/Incentive Exhibits, (required only as indicated):*
 - a. *Exhibit 10: Bidding Preferences and Incentives*
 - b. *Exhibit 11: STD 843, DVBE Declarations (required if claiming a DVBE incentive per Section 2.3.12.)*
 - c. *Exhibit 12: GSPD 05-105, Bidder Declaration (required if claiming a SB preference using Subcontractors, if claiming a DVBE incentive, or if Subcontractors will receive 15% or more revenue per Section 2.3.5.)*

Verizon Response

The required exhibits are provided in the following pages, and as embedded documents in the electronic version of this submission.

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EXHIBIT 10 Bidding
Preferences and Incen



Exhibit 11 STD 843
DVBE Declarations Sut



EXHIBIT 12_Bidder
Declarations_Subcat 1

SOW 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.

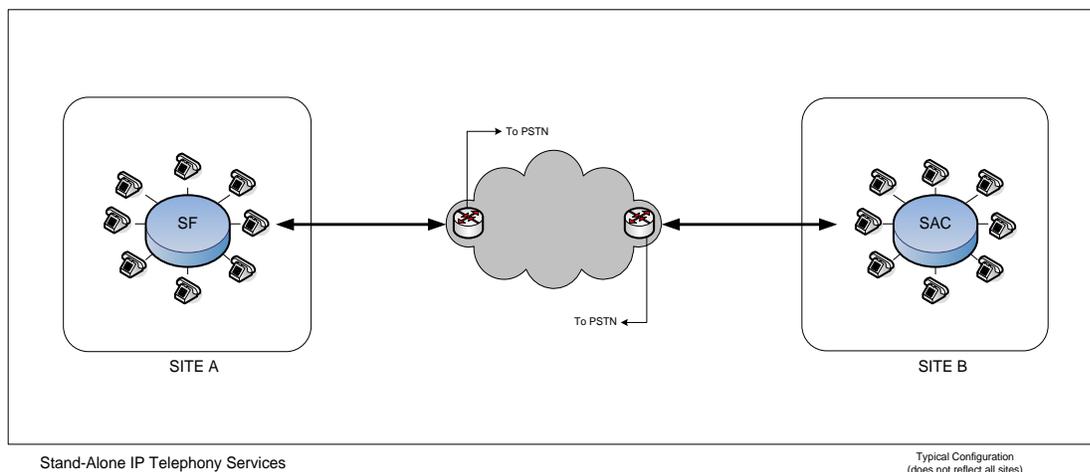
Bidder understands the Requirement and shall meet or exceed it? Yes No _____

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): See Below. Verizon has provided hard copies separately.



1.3.2.1.14 Verizon Standalone VoIP Servi



1.3.2.1.14 Verizon Standalone VoIP Servi

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:

Verizon will 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) based upon site address and suite information of the access facility. Customer is responsible for PS ALLI database station level information.

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 X No _____

1.3.2.1.7 SIP Based Open Architecture

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

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

1.3.2.1.8 Directory Redundancy and Addressing

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

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

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

Description:

Voice Compression

Verizon’s Standalone VoIP Service supports Voice Compression. The supported Voice Compression will pass all applicable International Telecommunications Union (ITU) tests and support configurable packetization for maximum flexibility.

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 degradation of 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 IP Transport bandwidth that will be available at the location.

Compression reduces the bandwidth needed per voice call, which saves transmission time or capacity. Compression is a function of the type of codec used. The codec is essentially a software algorithm used to compress/decompress speech or audio signals. The codecs currently configured in the VoIP architecture support G.711 and G.729a and G.722 standards.

Feature	Description	Benefit
G. 711 Codec Support	Uncompressed voice (includes bandwidth needed for frame or IP headers).	Full uncompressed bandwidth for Voice Traffic and Fax Modem Traffic.
G.729 and G.729A Codec Support	Compressed voice using the G.729 and G.729A codec (includes IP headers).	Requires less bandwidth per call, (approx. 38K per call vs. 88-100K for G.711) while maintaining call quality.
T.38 Fax	T38 is the delivery of Fax over Internet Protocol (FoIP) utilizing ITU recommendation that T.38 as the delivery method.	Provides a more cost-effective solution for the customer as T.38 provides greater compression for fax traffic – 64k.
H.264 Video / G722 HD Audio	Supports video and enhanced voice applications,	Supports video and enhanced voice applications.

1.3.2.1.12 Network Operations Center

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

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

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

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



1.3.2.1.13 VoIP Security

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

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

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

Bidder understands the Requirement and shall meet or exceed it? Yes 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 their 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:

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

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

Verizon will provide its Standalone VoIP service with dial tone and full functionality of features to the Customer's handset.

Verizon's Standalone VoIP design is a network-based service with all major components residing in Verizon's VoIP nodes, located in Verizon premium data center facilities. Bandwidth requirements will be determined by the ITU compression mechanisms G.729 and G.711, as defined for Verizon's VoIP network design, which is provisioned on Verizon's private MPLS network.

If Verizon is awarded the CALNET 3 contract for both the Standalone VoIP services and the Converged VoIP services, the VoIP services will be interoperable with each other and calling between the two services will be free of charge. The state will not incur any charges to place calls between the two services.

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 X No _____

1.3.2.2.1.3 Standalone VoIP Software

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

Contractor shall provide all configuration and programming.

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

1.3.2.2.1.4 Standalone VoIP Administration

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

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

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

1.3.2.2.1.5 Standalone VoIP Maintenance

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

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

1.3.2.2.1.6 Standalone VoIP Power over Ethernet

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

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

1.3.2.2.1.7 Standalone VoIP Class of Service (CoS)

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

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

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

1.3.2.2.2 Interoperability of Standalone VoIP with Other CALNET 3 Technologies

In the event at Contractor is awarded a CALNET 3 Contract for Converged VoIP services and SIP Trunking services (Subcategory 1.2), this Standalone VoIP service shall be interoperable with the

other two (2) services and the State shall not incur any changes for calls between these two (2) services.

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

1.3.2.2.3 Standalone VoIP Basic Feature Package

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

Table 1.3.2.2.3 Standalone VoIP Basic Feature Package

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

Table 1.3.2.2.3 Standalone VoIP Basic Feature Package (continued)

Standalone VoIP Basic Call Package Features		Bidder Meets or Exceeds?	
		Y	N
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	
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:

Verizon will provide the following additional features at no additional charge:

Standalone VoIP Feature Packages

Verizon Standalone VoIP offers one standard feature package. All of the features listed below come with the feature profile at no additional charge. Features can be managed by the user/administrator.

End User Features

Features	Feature Profile
Anonymous Call Rejection	<p>Anonymous Call Rejection - Enables a subscriber to reject calls from anonymous parties who have explicitly restricted their Caller ID. By activating the service via the end-user Communication Manager web interface, callers without available caller identification are informed that the subscriber is not accepting calls at that time. The subscriber's phone does not ring and the subscriber sees or hears no indication of the attempted call. This service does not apply to intra-location calls.</p> <p>Only deliberate anonymous numbers are rejected. Callers whose numbers are unavailable are not rejected. Callers that are rejected are informed that the called party is not accepting calls from unidentified callers. ("The party you are trying to reach is not accepting calls at this time.")</p>
Alternate Numbers	<p>Alternate Numbers - Enables an administrator to configure up to two additional phone numbers and/or extensions to a subscriber. Normal ringing is provided for incoming calls to the primary phone number and subscribers have the option of enabling a distinctive ring for calls to their second and third phone numbers. If distinctive ringing is enabled, distinctive call waiting tone will also apply. For outgoing calls from the subscriber, the subscriber's primary phone number is the calling line identity.</p>
Automatic Callback	<p>Automatic Callback - Allows users to monitor a busy party and automatically establish a call when the busy party becomes idle.</p> <p>Upon reaching a valid ACB busy condition, the user will hear an announcement asking if they would like to monitor the line and be called back when it is idle. To activate ACB, the subscriber enters the digit prompted for then goes on hook. As soon as the called party becomes idle again, ACB attempts to re-establish the call between the subscriber and the previous busy party.</p>
Blind Call Transfer	<p>Blind Call Transfer - Enables a subscriber to transfer a call unattended before or after the call is answered. Subscribers can only execute blind call transfer from the Communication Manager.</p>
Call Blast Personal	<p>Call Blast Personal - Enables subscribers to have multiple phones ring simultaneously when any calls are received on their VoIP phone number. The first phone to be answered is connected. Caller can also select to have simultaneous devices not ring while already on a call or ring on all incoming calls.</p>
Call Forwarding – Multi-Phone	<p>Call Forwarding - Multi-Phone - Multi-Phone call forwarding allows an end-user to specify a different forwarding number for each entry of Selective Call Forwarding. Call Forward Selective sets the criteria to make this feature work.</p>

Features	Feature Profile
Call Pickup Directed	Call Pickup Directed - Enables a subscriber to answer a call directed to another phone in their pick-up group by dialing the respective feature access code followed by the extension of the ringing phone.
Call Pickup – Directed with Barge-in	Call Pickup Directed with Barge-in - Directed Call Pickup with Barge-in (DPUBI) allows users to dial a feature access code (FAC) followed by an extension to pick-up (answer) a call directed to another user in the same customer group, or barge-in on the call if the call was already answered. When a barge-in occurs, a three-way call is established between the parties with the DPUBI user as the controller. Subscribers can configure themselves as barge-in exempt so their calls cannot be barged in on.
Call Return	Call Return - To call back the last party that called, the subscriber dials the call return feature code. The system stores the number of the last party to call, and connects the subscriber to that party.
Call Transfer with 3-Way Consultation	Call Transfer with 3-Way Consultation - Enables a subscriber to make a three-way call with the caller and add-on party before transferring the caller.
Calling Line ID Blocking	Calling Line ID Blocking - Subscribers can block delivery of his/her identity when they make all outbound calls. The subscriber controls the service via the Communication Manager, which provides the ability to activate and deactivate the service. If activated, all calls made by the subscriber have the subscriber's identity blocked. Calling Line ID Delivery Blocking allows subscribers to block their number from being shown when calling other numbers except for intra-site calls which will always display the calling line ID. The feature can be enabled for all calls or it can be enabled selectively using the feature access codes.
Calling Line ID Blocking per Call	Calling Line ID Blocking per Call - In addition to being able to block the presentation of their Calling Line ID on all outgoing calls, subscribers also have the option of blocking on a per-call basis by dialing a feature code before making the call.
Cancel Call Waiting/Call Waiting per Call	Cancel Call Waiting/Call Waiting per Call - Allows subscribers with Call Waiting to deactivate/activate the operation of Call Waiting via the Communication Manager interface. In addition to being able to cancel call waiting for all incoming calls, subscribers also have the option of canceling their call waiting on a per-call basis by dialing a feature code before making the call, or after a switch-hook flash during the call.
Communication Manager	Communication Manager - The following features are included: <ul style="list-style-type: none"> ▪ Click-to-Dial Enables subscriber to input and dial a number, dial directly from a drop-down Phone List (Personal, location directory or Call Log) or Outlook tab, or click the Redial button. ▪ Talk Enables subscriber, who is already engaged in call, to answer another waiting call. When available, Calling Line ID is displayed with caller's name (if available Dependent on names in the contact list and on-net status) and number. ▪ Call Hold/Retrieve Enables subscriber to place an existing call on hold for an extended period of time, and then retrieve the call to resume

Features	Feature Profile
	<p>conversation. While the calling party is held, the subscriber may choose to make a consultation call to another party.</p> <ul style="list-style-type: none"> ▪ Call Transfer Enables subscriber to redirect a ringing, active, or held call to another number or directly to voicemail. Before transferring the caller, the subscriber may choose to consult with the third party first or establish a three-way consultation. ▪ Conference Enables subscriber to establish a three-way call involving two other parties. ▪ Hang up Call Enables subscriber to disconnect a call that has been answered. ▪ Configure Services Buttons are provided to enable subscriber to turn on/off frequently used services such as Call Forwarding Always and Do Not Disturb.
<p>Communication Manager Express</p>	<p>Communication Manager Express - Enables users to pre-configure multiple profiles for managing incoming calls differently based on the subscriber's status:</p> <ul style="list-style-type: none"> ▪ Available In the Office ▪ Available Out of the Office ▪ Busy ▪ Unavailable <p>Each profile includes preferences for managing the relevant incoming call functions (e.g., Call Forwarding (busy, no answer, always, selective), Simultaneous Ringing, Call Notify, which can be configured through a single easy-to-use web page or via the telephony user interface.</p>
<p>Consultation Hold</p>	<p>Consultation Hold - Enables a subscriber to put the caller on hold, and make a consultation call to another party.</p> <p>To initiate consultation hold, the subscriber depresses the flash hook and dials the add-on party. When the call is answered, the subscriber can consult with the add-on party. To drop the add-on party and reconnect to the original party, the subscriber depresses the flash hook twice. Subscribers can also execute consultation hold from the Communication Manager.</p>
<p>Distinctive Alert/Ringing</p>	<p>Distinctive Alert/Ringing - Provides a different call waiting tone (i.e., alert) or a different ringing cadence for Priority Alert and Alternate Numbers calls.</p> <p>This is a feature of the Priority Alert and Alternate Number capabilities. When setting the Priority Alert capability on, a distinctive ring will be given to those priority numbers. Likewise, when the Alternate Number feature is enabled, the user has the option of requesting a Distinctive Ringing when receiving a call from one of the Alternate Numbers.</p>
<p>Do Not Disturb</p>	<p>Do Not Disturb - Subscribers can choose to receive no incoming calls during the time when their "do not disturb" functionality is activated.</p> <p>Allows subscribers to set their station as unavailable so that incoming calls are given a busy treatment. Subscribers have the option to activate and deactivate the service by dialing a feature code or configuring the service via the Subscriber Web Interface. A status indicator on the Communication Manager identifies whether this service is enabled.</p>

Features	Feature Profile
<p>Extension Dialing</p>	<p>Extension Dialing - Subscribers can more easily contact other subscribers at their site.</p> <p>Enables subscribers to dial extensions via their Communication Manager or phone to call other Subscribers at their location.</p>
<p>Find Me – Personal</p>	<p>Find Me - Personal - Subscribers who prefer to have the system find them in a priority order may prefer this service over call blast.</p> <p>This is a feature that used to be supported and is now available again. This service sequentially attempts up to five phone numbers (in addition to, optionally, the base location) to reach the user.</p> <p>Upon triggering the Sequential Ring service, the callers are played an announcement stating to hold while the system is attempting to reach the user. The callers are then provided with ringback and comfort announcements, in sequence.</p> <p>The service sequentially tries the configured numbers until an answer is received, at which point the call is connected as usual.</p> <p>If all numbers are tried without receiving an answer, the caller is redirected to an overflow destination like voice mail. There is also an option to allow the caller to press a key to skip the search process.</p>
<p>Flash Call Hold</p>	<p>Flash Call Hold - Subscribers can use call hold functionality from any phone; even one without robust call control functionality.</p> <p>Enables subscribers to hold a call for any length of time by flashing the switch-hook on their phone and dialing the respective feature activation code. Parties are reconnected again when the switch-hook is flashed and the feature activation code is dialed again.</p>
<p>Inbound Caller ID</p>	<p>Inbound Caller ID - Subscribers can choose to take a call when they see the caller's identity via the Communication Manager and phone (if capable).</p> <p>Delivered information includes the caller's phone number. The information is delivered to the Communication Manager and the phone (if capable) only if the information is available and has not been blocked by the caller.</p> <p>Enables subscribers with Calling Line ID Blocking enabled to allow the delivery of their Calling Line ID on a specific call by entering the respective feature code (*65 default). Once the call is over, Calling Line ID Blocking is restored.</p> <p>Calling Party Name Delivery is available for On-Net calls to a SIP phone from another on-net SIP device.</p>
<p>Last Number Redial</p>	<p>Last Number Redial - Easy-to-use last number redial.</p> <p>Enables Subscribers to redial the last number they called by clicking the 'Redial' button on their Communication Manager or by dialing a feature code (e.g., *66).</p>
<p>Malicious Call Trace</p>	<p>Malicious Call Trace (MCT) - enables a trace to identify the originator of an obscene or harassing call. When MCT is assigned and active, a call originating from and/or terminating to a user will generate an alarm. Provided the information is available at the moment the alarm is generated, data such as originating number can often be determined. This subscriber service must be configured and administered by the corporate level administrator.</p>

Features	Feature Profile
Multi-Path Forwarding	<p>Multi-Path Forwarding - Enables a subscriber to have more than one forwarded call active at a time.</p> <p>There are no limitations on the number of simultaneous calls a subscriber can forward. Calls are specified for forwarding via the web portal interface.</p>
Multi-Forward to Phone Number in Call Forward Selective	<p>Multi-Forward to Phone Number in Call Forward Selective - Enables end-users to be more selective on how they can be reached by specific people.</p> <p>Call Forward Selective allows users to forward to a different phone number for each entry of the Call Forwarding Selective service. During call processing, if the incoming number matches a predefined call forwarding criteria, the call will terminate to the specified forward-to-number. For example, a user can now dictate that all calls from his supervisor forward to his mobile phone number, whereas all calls from a particular client forward to a colleague's phone number. If a new forwarding number is not configured for a particular Call Forwarding Selective entry, incoming calls will forward to the default destination number.</p>
Outbound Caller ID	<p>Outbound Caller ID - Originator ensures that receiver can identify caller and will not reject the call.</p> <p>Originating location sends Billing Telephone Number (BTN) of caller. Currently, station level Automatic Number Identification (ANI) is not available.</p>
Outlook Integration	<p>Outlook Integration - Subscribers can leverage their office tools-VoIP and Outlook-for easier contact management.</p> <p>This service enables subscribers to integrate their personal contacts in Microsoft Outlook with their Communication Manager. Using the Outlook Contacts tab in the Communication Manager, subscribers can perform a search of their personal Outlook contacts by name or company. Once the desired contact is located, subscribers may click-to-dial one of the contact's phone numbers or the subscriber may choose to display the contact's v-card by clicking their name.</p> <p>All the Outlook contact information is pulled directly from the subscriber's personal Outlook files. Essentially the Communication Manager, a java-based program, pulls all the appropriate information from the Subscriber's Microsoft Exchange server or personal computer (PC) each time they log onto Communication Manager. The Outlook contact info is automatically refreshed when the Communication Manager is accessed. Subscribers can also manually refresh it with a simple point and click on the Communication Manager screen. Verizon suggests less than 1000 contacts in any single folder for optimal performance.</p>
Personalized Name Recording	<p>Personalized Name Recording - Enables subscribers to record their name to be played back to incoming callers.</p> <p>Name recording in conjunction with Auto Attendant. A .WAV file is recorded via phone and then uploaded via the Verizon Customer Center Personal Dashboard web screen.</p> <p>Users can use any application to record the .wav file. The format should be a CCITT u-Law, 8.000 kHz, 8 bit Mono .wav file.</p>

Features	Feature Profile
Phone List Group	<p>Phone List Group - This phone list enables subscribers to dial other member of their enterprise by selecting from a list of names on their Communication Manager. The list also serves as a searchable company directory, listing names, numbers and e-mail addresses.</p> <p>Each subscriber added to the location is automatically added to this group list. Also included are the extensions for reaching the Auto Attendant(s), and Hunt Group(s), when applicable. Using the common Phone List Feature, the administrator can add additional phone numbers to the Group List by either adding them individually via their web portal or by importing them from a file. This flexibility would allow the administrator to create a directory that lists all subscribers in the entire enterprise.</p>
Phone List Personal	<p>Phone List Personal - Enables subscribers to dial frequently called numbers by selecting from a searchable list of names on their Communication Manager.</p> <p>Each subscriber can add, delete, edit and re-order numbers in their Personal Phone List, which serves as a personal speed dial list. Subscribers can add multiple numbers to this list by uploading them from a flat file.</p>
Phone List Call Log	<p>Phone List Call Log - The Call Log enables subscribers to view and dial from the following lists of stored numbers: missed, received, and dialed.</p> <p>The call log is accessed through the Communication Manager and includes the most recent numbers registered for each category, as well as the respective call times and dates.</p>
Printable Group Directory	<p>Printable Group Directory - Enables subscribers to view and print a directory listing of all the enterprise members included in the group directory that was set up by their administrator. All their respective contact information (e.g., extension, mobile phone number, e-mail address) would be included.</p> <p>The business group and contact information is displayed in one of two formats: Summary or Detailed. The Group Directory is accessible from the Verizon Customer Center Administrator Dashboard Portal or via each Subscribers Communication Manager.</p>
Private Dial Plans	<p>Private Dial Plans - Companies can create their own virtual phone network for ease of use and long distance cost savings.</p> <p>Many customers depend on private dial plans to facilitate intra-enterprise communications. The customer can assign their own private number plan between locations. VoIP can support private numbers up to 32 digits or can utilize an existing DAP-based dial plan.</p>
Ring Splash	<p>Ring Splash - Enables subscribers to have a short ring burst played on their phone when the following services are triggered: Call Forwarding Always, Call Forwarding Selective, and Do Not Disturb. Ring Splash can be enabled for each of these services individually and serves as a reminder that the respective service is active.</p>

Features	Feature Profile
<p>Send to Voicemail Feature Access Code</p>	<p>Send to Voicemail Feature Access Code - Offers end-users an alternative to handling a call after it is answered.</p> <p>Enables a user to transfer a post-answer call directly to voicemail via a new feature access code (FAC). A user will be able to place a caller on hold, enter the FAC (*55), and follow a series of simple prompts to transfer the held party to the user's voicemail or to another party's voicemail. Experienced users will be able to dial through and perform the transfer without waiting for the prompts.</p>
<p>Telephony User Interface</p>	<p>Telephony User Interface - Enables administrators and Subscribers to customize select features when they do not have Internet access.</p> <p>Enables subscribers to call from any phone and modify their call forwarding features, their Communication Manager Express features, or their Auto Attendant greeting. Administrators may also use the Telephony User Interface to record Auto Attendant greetings remotely.</p>
<p>Telephony User Interface – Calling</p>	<p>Telephony User Interface – Calling - This feature is particularly useful for traveling users that already access the Telephony User Interface to retrieve voice messages and configure services. Traveling users typically access the Telephony User Interface using a toll-free number and this feature allows them to originate calls that eventually get charged against their account. For similar reasons, this feature can be useful for the employee working at home that needs to make long distance or international calls on behalf of the company. Dialing in to the Telephony User Interface first allows the subsequent long distance call to be charged to the company instead of the user's home line.</p> <p>This feature enhances the Communication Manager Telephony User Interface by allowing an authenticated user to originate calls.</p> <p>Once the Telephony User Interface authenticates the user, the user makes calls as if they were originated from their normal location. This means that services such as OCP, account/auth code and voice VPN will apply on the outgoing calls made from the Telephony User Interface. This also means that accounting records will be generated against the user's account.</p> <p>The user can make as many calls as desired. The user can either wait for the remote party to hang up, or hit an escape sequence to originate a new call from the Telephony User Interface.</p>
<p>Three-Way Calling</p>	<p>Three-Way Calling - Enables a subscriber to make a three-way call with two parties, where all parties can communicate with each other.</p>
<p>Time Schedule</p>	<p>Time Schedule - Eliminates the need to set schedules for individual features. Administrators and subscribers can now build predefined time schedules that can be applied to several incoming calling features including Call Forwarding Selective, Call Notify, Selective Call Acceptance and Selective Call Rejection. The time schedules can contain up to 20 date and time ranges per week. Time schedules created by an administrator are visible to both groups and users; schedules created by an individual subscriber are specific to the subscriber.</p>

Administrative and Enterprise Network Features:

Features	Description
Administrator Web Dashboard (Verizon Customer Center Enterprise Dashboard)	<p>Administrator Web Dashboard (Verizon Customer Center Enterprise Dashboard) - Allows administrator easy access to configure, manage and monitor features and settings.</p> <p>Web portal that empowers an administrator to provision services for subscribers, a location or the entire enterprise.</p>
Call Blast Hunt Group	<p>Call Blast Hunt Group - Hunt Groups can receive incoming calls at all possible locations and without having to set up routing to different devices.</p> <p>Enables all of the phones in a hunt group to ring simultaneously when calls are received on a virtual number. The first phone to be answered is connected. This function is a routing capability of the Hunt Group feature.</p>
Call Intercept	<p>Call Intercept - Administrators can ensure that calls coming into non-working lines are not lost.</p> <p>Enables administrators to intercept calls routed to a non-working internal line with informative announcements and alternate routing options.</p> <p>Administrators can use a default intercept message that says, "The number you are trying to reach is out of service." If they prefer, administrators can opt to add language that says callers can press "0" to speak with an operator or they can provide callers with the new telephone number.</p> <p>The message can also be customized by the administrator. The service may be assigned to an individual subscriber's phone number (e.g., when they have left the company) or it can be assigned to all subscribers at a location.</p>
Call Trace – Malicious	<p>Call Trace – Malicious - Such a trace can then be used to identify the originator of obscene or harassing calls.</p> <p>Malicious Call Trace (MCT) is a user service administered by a system level administrator. When assigned and active, calls originating from and/or terminating to a user generate an alarm. The alarm contains a large subset of information listed in a Call Detail Record (e.g. calling, called, and redirecting numbers, answer time, etc.) provided the information is available at the moment the alarm is generated. MCT can be configured in one of three ways:</p> <ul style="list-style-type: none"> ▪ Answered: an alarm is generated for all calls terminating on the user only when answered by the user. ▪ Altering: an alarm is generated for all calls terminating on the user (answered or not, rejected or not). ▪ All: an alarm is generated for all of the user's calls (originating and terminating), including originations resulting from a redirection done by the user (such as call forward).
Calling Location ID Delivery	<p>Calling Location ID Delivery - Gives call recipient location-level information. Provides number of the location (or company) for outgoing calls from subscribers in the location, rather than providing the subscribers own name and number. The location number may be defined on a per subscriber basis.</p>
Calling Line ID Configuration	<p>Calling Line ID Configuration - Administrators can manage the appearance of all calling line IDs.</p>

Features	Description
	<p>Enables the administrator to suppress the presentation of Calling Party Identification on outbound calls. This feature is enabled if you do not want the number displayed on Caller ID when making outbound calls.</p>
<p>Calling Plan Incoming</p>	<p>Calling Plan Incoming - Enables administrators to block specified incoming calls to their company and/or individual subscribers. For example, some subscribers may be prevented from receiving calls from outside the company. For example, subscribers may be prevented from receiving calls from a competitor's number or a particular area code or country code.</p> <p>The Incoming Calling Plan is configured via the Verizon Customer Center Location Dashboard web interface (the administrative GUI). In addition to being able to configure which types of calls each subscriber is restricted from receiving (e.g., intra-location), administrators may regulate incoming calling by restricting specific digit patterns. This is done with the Digit String feature in the administrator web portal.</p> <p>If a profile has not been configured for a particular subscriber, the default set of incoming call privileges for the location is applied. Use of the Custom Check Box on the administrator screen allows that subscriber to use their own call settings which can override location restrictions.</p> <p>The Incoming Calling Plan also enables administrators to reject the following types of incoming calls:</p> <ul style="list-style-type: none"> ▪ Collect calls ▪ Calls from within the location ▪ Calls from outside the location
<p>Calling Plan Outgoing</p>	<p>Calling Plan Outgoing - Enables administrators to block subscribers from making certain types of outgoing calls, such as long distance, toll, or premium numbers. For example, subscribers may be prevented from calling a competitors number or a particular area code or country code.</p> <p>The Outgoing Calling Plan is configured via the Verizon Customer Center Administrator Dashboard web interface. In addition to being able to configure which types of calls each subscriber is restricted from making, administrators may regulate outgoing calling by restricting specific digit patterns. This is done with the Digit String feature in Administrator web portal.</p> <p>If a profile has not been configured for a particular subscriber, the default set of outgoing call privileges for the location is applied. Use of the Custom Check Box allows that subscriber to have separate call settings which can override the location level restrictions.</p>
<p>Calling Plan Outgoing Enhanced</p>	<p>Calling Plan Outgoing Enhanced - Provides administrators with even greater degree of control over outgoing calls made from within their location.</p> <ul style="list-style-type: none"> ▪ Administrators can choose from different types of call restrictions including: ▪ Location Calls from within the subscriber's location. ▪ Local Calls within the same geographic region. ▪ Toll Free calls to numbers beginning with 1, usually followed by 800, 877, or 888. ▪ Toll Chargeable calls within the same geographic region.

Features	Description
	<ul style="list-style-type: none"> ▪ International Chargeable calls to other countries. ▪ Operator Assisted Calls made with the chargeable assistance of an operator. ▪ Chargeable Directory Assistance Chargeable calls made to Directory Assistance such as 411 or 555-1212. ▪ Special Services I Calls to 700 numbers. These calls may or may not be chargeable. ▪ Special Services II (Reserved for system administrators discretion.) ▪ Premium Services I Chargeable calls to 900 numbers. ▪ Premium Services II Chargeable calls to 976 numbers. ▪ Casual 1010XXX chargeable calls, such as 1010321. ▪ URL Dialing Calls made to URLs, which are outside of the location (for example, to an e-mail address outside of the location). This call type is reserved for future VoIP product enhancements. <p>In addition to blocking or allowing given call types and digit strings, administrators have the following options for configuring the outgoing calling profile of their location and individual subscribers:</p> <p>Authorization Codes Selected subscribers can be prompted for an authorization code to allow specified call types or digit strings. Administrators can pre-configure one or multiple authorization codes to be entered by subscribers. Use of this feature within the Enhanced Outgoing Calling Plan takes precedence over the standalone Authorization Code service.</p> <p>Call Transfer Specified outgoing call types and digit strings can be automatically transferred to one of up to three transfer destinations that Administrators can pre-configure. For example, international calls made from a conference room may be transferred to a company operator who will validate the Subscribers identity and their purpose for making an international call.</p> <p>Existing configurations are retained when the Enhanced Outgoing Calling plan is assigned to replace the basic version of the service.</p> <p>Provides Subscribers with the option to enter a Sustained Authorization Code to unlock calling from their phone. When the feature is enabled, subscribers will not be prompted for an authorization code every time they make a call that requires an authorization code, as defined by the Enhanced Operations Channel (EOCP). Separate feature access codes are used to turn this feature on and off.</p>
<p>Calling Plan Forwarded/Transferred</p>	<p>Calling Plan Forwarded/Transferred - Enables administrators to prevent fraudulent calling, such as company employees calling their office number at night or on the weekend to make personal calls to international destinations.</p> <p>Enables administrators to prevent specified subscribers from forwarding or transferring calls to certain types of numbers, such as long distance, toll, or premium numbers. Calling plans are configured via the Verizon Customer Center Administrator Dashboard web interface. If a profile has not been configured for a particular subscriber, the default set of incoming call privileges for the location is applied.</p>

Features	Description
Configurable Extension Dialing	<p>Configurable Extension Dialing - Provides the ability to map directory numbers (DNs) within a location to unique extensions.</p> <p>The extensions can be of any length (2 to 6 digits) as defined by the administrator and dialed via the Administrator Web Interface or by phone. All extensions within a location must be of the same length.</p>
Configurable Feature Codes	<p>Configurable Feature Codes - Enables Administrators to control feature code commands.</p> <p>Provides each location administrator with the option to specify the feature codes (a.k.a., star codes) associated with their services (e.g., Last Number Redial, Call Return) via the Verizon Customer Center Administrator Dashboard web portal. Subscribers can see, but not edit, the star code associated with each service at any time by referencing their Verizon Customer Center Personal Dashboard web portal.</p> <p>Enables Administrators to configure two different feature access codes for the same service. For example, *69 and #81 could both be used to enable Call Return.</p>
Configurable Feature Code Prefix	<p>Configurable Feature Code Prefix - Enables administrators to control feature code commands.</p> <p>Enables the administrator to define up to two different prefixes to precede their feature codes. Each prefix may include 1-2 characters, with the default being a single star (*).</p>
Configurable Time Zones	<p>Configurable Time Zones - Subscribers have the option of individually change their own effective time zone in cases where it differs from their locations default.</p> <p>A default time zone is specified for each location. The respective time zone is used for all services requiring date/time stamps, such as Auto Attendant and Selective Call Forwarding.</p>
Device Inventory	<p>Device Inventory - Enables administrators to more effectively manage stock.</p> <p>Enables administrators to inventory their equipment including premise gateways and IP phones via their Verizon Customer Center Administrator Dashboard web interface. Devices may be easily added, deleted and modified. In addition, administrators can assign subscribers directly to a device and/or a port on a device.</p>
E911 Support Enhancement	<p>E911 Support Enhancement - Provides 911 support in case of emergency.</p> <p>Enables routing of emergency calls to the correct tandem switch based on the caller's phone number. The system ignores subscriber disconnects and disallows features to be used when an emergency number (i.e., 911) is dialed.</p>
Enhanced Business Hours Support for Auto Attendant	<p>Enhanced Business Hours Support for Auto Attendant - The feature offers a company the flexibility to accommodate varying business hours within the work week.</p>
Hunt Groups	<p>Hunt Groups - Allows users to be included in a specified hunt group to handle incoming calls received by an assigned Hunt Group phone number. This is a virtual number not a specific subscriber telephone number.</p> <p>Administrators can choose from any of the following hunt schemes, each of</p>

Features	Description
	<p>which rings the specified phones in a different manner:</p> <p>Circular sends calls in a fixed order. The call is sent to the first available person on the list, beginning where the last call left off. The Circular option tries the agent after the last agent to take a call. The search continues including looping around the list until it reaches the agent it started with.</p> <p>Regular sends calls to users in the order listed by an administrator. Incoming calls go to the first available person on the list, always starting with the first person on the list.</p> <p>Call Blast all of the users in the group simultaneously; the first user to pick up the ringing phone is connected.</p> <p>With Uniform, as a call is completed, the user moves to the bottom of the call queue in a shuffling fashion. The next incoming call goes to the user who has been idle for the longest. If a user receives a call that was not directed to them through the hunt group, the call will not be included in the receiving order for Uniform calls.</p> <p>No Answer Timeout enables calls that have been distributed to a phone, but not answered in a specific number of rings, to be redirected to the next available phone. If all idle phones have been visited once without answer, there are two options for handling the call: forward call to an external number, or give the call a Temporarily Unavailable treatment, which can trigger a service such as voicemail.</p> <p>There is no limit to the number of users that can be included in a hunt group.</p>
Music on Hold	<p>Music on Hold - Provides opportunity to play music and messages to enhance customer calling experience.</p> <p>Description: Enables administrators to upload an audio file onto the system to be played to parties on hold.</p> <p>Users can use any application to record the .wav file. The format should be a CCITT u-Law, 8.000 kHz, 8 bit Mono .WAV file. There is a 10 minute maximum threshold or approximately (4.7 meg).</p>
Origination Fully Restricted	<p>Origination Fully Restricted - Offers additional screening criteria for administrators</p> <p>Provides additional restrictions that can be enabled by an administrator in the Outgoing Calling Plan. The new functionality provides a new screening criterion that will prevent a specified user from being transferred to a party outside of his or her location.</p>
Priority Alert for Hunt Groups	<p>Priority Alert for Hunt Groups - Identifies incoming calls as part of the hunt group vs. another type of call.</p> <p>Assigns a distinctive ring tone to calls that meet a predefined criterion, can now be assigned to a hunt group. Previously the feature could only be assigned to individual users. The administrator has the ability to create a set of criteria at the hunt group level which then impacts the ring pattern for all of the agents within the hunt group.</p>
Series Completion	<p>Series Completion - Supports key system functionality.</p> <p>The Series Completion service can be assigned to a selected series of lines to forward calls on a busy condition. It is a form of hunting in which the next line</p>

Features	Description
	<p>in the series completion group is tried in a prearranged order, without any limit on the number of sequential forwards. Unlike hunt group functionality, the lead number for a series completion is associated with a specific subscriber. The call is only forwarded if the subscriber's line is busy. If the user's line is not busy then the network will route the call according to the rules that have been configured for a "no answer" condition.</p> <p>This service is used to support Key System functionality. Key systems typically ring all available lines in a specified order for incoming calls, regardless of the number dialed to reach the company. For example, when calling a tech support hotline, the subscriber dials (800) 555-HELP. That number attempts to ring line 1 of company. If line 1 is busy, it will attempt to ring line 2. If line 2 is busy and so on. If all lines are busy, the call can be sent to or another assigned service of the series completion group. Similarly, if all lines or subscribers of this company were assigned to a Series Completion group, Verizon VoIP acts just like a key system.</p>
<p>Termination Fully Restricted</p>	<p>Termination Fully Restricted - Provides distinctions for calls from outside the location found within the Incoming Calling Plan. The screening criterion allows a distinction among the three following criteria: allow calls from outside the location, allow calls from outside of the location only if transferred by specific users (partial), and block calls from outside the location. The feature also provides support of Incoming Calling Plan over city-wide Centrex locations. This will allow any city-wide Centrex call between different hosting applications servers to be treated as an intra-group call.</p>

Management Features:

Features	Description
<p>Call reporting details via web screen</p>	<p>Call reporting details via web screen - Ease of administrative management. Billing reports can be generated daily, weekly, monthly for call detail and printable via website.</p>
<p>Feature Reporting</p>	<p>Feature Reporting - Provides usage information by code and by user. Feature reports can be generated for Accounting and Authorization Code usage.</p>
<p>Administrative site management via web screen</p>	<p>Administrative site management via web screen - Ease of administrative management and timely access to information.</p> <p>Via the Verizon Customer Center, VoIP provides administrator accounts on a central website for setting up default feature classes for a range of users.</p>
<p>User self-provisioning and management via web screen</p>	<p>User self-provisioning and management via web screen - Allows users the ability to manage their voice application needs including call forwarding and find-me, follow-me lists.</p> <p>Via the Verizon Customer Center, VoIP provides web access for users to set up their phones and administer features and calling treatments.</p>

1.3.2.2.4 Standalone VoIP Handsets

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

1.3.2.2.4.1 Standard Standalone VoIP Handset Features

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

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

1.3.2.2.4.2 Midrange Standalone VoIP Handset Features

Standard Standalone VoIP handset features plus:

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

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

1.3.2.2.4.5 Standalone VoIP Standard Conference Room Speakerphone Features and Functionality

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

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

1.3.2.2.4.6 Standalone VoIP Executive Conference Room Speakerphone Features and Functionality

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

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

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

1.3.2.2.5 Horizontal Wiring Option for Standalone VoIP

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

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

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

Station wiring shall include all necessary components as listed below:

1. *Wire/cable;*
2. *Connectors;*
3. *Patch Panels;*
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 X 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		SVHS0001
	<p>Bidder's Product Description: Service Package with Standard Standalone HIPC VoIP Handset without Station Cabling. This Handset Service Package excludes new horizontal (station) cabling and utilizes Customer provided horizontal cabling. For implementations where the Customer elects to use existing cabling, Verizon will certify existing cabling in accordance with 1.3.2.6 (Standalone VoIP Site Survey).</p> <p>Standard Standalone VoIP Handset Features</p> <ul style="list-style-type: none"> - Single line; - LCD Display; - Full Duplex Hands-Free Speakerphone; - Shared call / bridged line appearance; - Visual message waiting indicator; - Ring volume control; - Minimum six (6) Programmable function keys or a soft key interface; - Single 10/100 Ethernet port; - Power over Ethernet; and, ADA Compliant section 508.				
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		SVHS0002
	<p>Bidder's Product Description: Service Package with Standard Standalone HIPC VoIP Handset with Station Cabling and Standard SIP Phone Handset. This Handset Service Package includes: new horizontal (station) cabling: furnish and install station wiring to support the Standalone HIPC 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.</p>				

Table 1.3.2.2.4.a Standalone VoIP Handset Service Packages (continued)

	Feature Name	Feature Description	Bidder Meets or Exceeds		Bidder's Product Identifier
			Y	N	
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		SVHS0003
	Bidder's Product Description: Service Package with Midrange Standalone HIPC VoIP Handset without Station Cabling. This Handset Service Package excludes new horizontal (station) cabling and utilizes Customer provided horizontal cabling. For implementations where the Customer elects to use existing cabling, Verizon will certify existing cabling in accordance with the requirements for the Standalone VoIP Site Survey.				
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		SVHS0004
	Bidder's Product Description: Service Package with Midrange Standalone HIPC VoIP Handset with Station Cabling and Standard SIP Phone Handset. This Handset Service Package includes: new horizontal (station) cabling: furnish and install station wiring to support the Standalone HIPC 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.				
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		SVHS0005
	Bidder's Product Description: Service Package with Executive Standalone HIPC VoIP Handset without Station Cabling. This Handset Service Package excludes new horizontal (station) cabling and utilizes Customer provided horizontal cabling. For implementations where the Customer elects to use existing cabling, Verizon will certify existing cabling in accordance with Standalone VoIP Site Survey.				

Table 1.3.2.2.4.a Standalone VoIP Handset Service Packages (continued)

	Feature Name	Feature Description	Bidder Meets or Exceeds		Bidder's Product Identifier
			Y	N	
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		SVHS0006
	Bidder's Product Description: Service Package with Executive Standalone HIPC VoIP Handset with Station Cabling and Standard SIP Phone Handset. This Handset Service Package includes: new horizontal (station) cabling: furnish and install station wiring to support the Standalone HIPC 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.				
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		SVHS0007
	Bidder's Product Description: Service Package with Attendant Standalone HIPC VoIP Handset without Station Cabling. This Handset Service Package excludes new horizontal (station) cabling and utilizes Customer provided horizontal cabling. For implementations where the Customer elects to use existing cabling, Verizon will certify existing cabling in accordance with Standalone VoIP Site Survey.				
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		SVHS0008
	Bidder's Product Description: Service Package with Attendant Standalone HIPC VoIP Handset with Station Cabling and Standard SIP Phone Handset. This Handset Service Package includes: new horizontal (station) cabling: furnish and install station wiring to support the Standalone HIPC 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.				

Table 1.3.2.2.4.a Standalone VoIP Handset Service Packages (continued)

	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		SVHS0009
	Bidder's Product Description: Service Package with Standard Conference Room Speakerphone Standalone VoIP Handset with Station Cabling and Standard SIP Phone Handset. This Handset Service Package includes: new horizontal (station) cabling: furnish and install station wiring to support the Standalone HIPC 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.				
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		SVHS0010
	Bidder's Product Description: Service Package with Standard Conference Room Speakerphone Standalone VoIP Handset without Station Cabling. This Handset Service Package excludes new horizontal (station) cabling and utilizes Customer provided horizontal cabling. For implementations where the Customer elects to use existing cabling, Verizon will certify existing cabling in accordance with Standalone VoIP Site Survey.				
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		SVHS0011
	Bidder's Product Description: Service Package with Executive Conference Room Speakerphone Standalone VoIP Handset without Station Cabling. This Handset Service Package excludes new horizontal (station) cabling and utilizes Customer provided horizontal cabling. For implementations where the Customer elects to use existing cabling, Verizon will certify existing cabling in accordance with Standalone VoIP Site Survey.				

Table 1.3.2.2.4.a Standalone VoIP Handset Service Packages (continued)

	Feature Name	Feature Description	Bidder Meets or Exceeds		Bidder's Product Identifier
			Y	N	
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		SVHS0012
	Bidder's Product Description: Service Package with Executive Conference Room Speakerphone Standalone VoIP Handset with Station Cabling and Standard SIP Phone Handset. This Handset Service Package includes: new horizontal (station) cabling: furnish and install station wiring to support the Standalone HIPC 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.				

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	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Aastra 6731i Service	This is an Aastra 6731i handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced features.	HAST6731
	Bidder's Product Description: This is an Aastra 6731i handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package with Station Cabling and Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced handset features. The handset specifications also include the following features to include 3 line LCD display, supports up to 6 lines with call appearances, offers advanced XML capability, two 10/100 Ethernet ports, handset, handset cord, installation guide, Ethernet cable, and wall mounting kit included. This phone provides a lower cost alternative which excludes a power supply and works only with PoE.		

Table 1.3.2.2.4.b Unsolicited VoIP Features (continued)

	Feature Name	Feature Description	Bidder's Product Identifier
2	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Aastra 6755i Service	This is an Aastra 6755i handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced features.	HAST6755
	Bidder's Product Description: This is an Aastra 6755i handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced handset features . The handset specifications also include the following features to include 6 programmable keys with LEDs and 6 customizable soft keys with LEDs, full duplex speakerphone, white backlit graphical display (144 X 75), supports headset use, and has built in dual switched 10/100 Ethernet ports. The 6755i can support up to 3 expansion modules (560M). This phone provides a lower cost alternative which includes a power supply and works with PoE.		
3	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Aastra 6757i Service	This is an Aastra 6757i 6757i handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package Package owned and maintained by Verizon to provide enhanced features.	HAST6751
	Bidder's Product Description: This is an Aastra 6757i handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced handset features. The handset specifications also include the following features to include 9 Line Telephone,12 Programmable soft keys offering up to 30 functions, One Touch Feature codes, HD Audio, Hearing Aid Compatible (HAC)Handset, Security-Users & admin Passwords, Encryption, HTTPS Configuration Downloads and Web Mgmt, Secure Real-Time Protocol (SRTP),Transport Layer Security (TLS), and Multi-Lingual support. This phone provides a lower cost alternative to the base package.		
4	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg M675 Expansion Module Service	This is an Aastra M675 Expansion Module substitution upgrade option to the handset identified in the Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced features.	HAST0675
	Bidder's Product Description: This is an Aastra M675 Expansion Module substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced handset features.The handset specifications also include the following features to include expandability that supports up to 3 expansion modules and supporting 36 keys per module with LED indicators or 60 keys per module with a screen based LED display and system. This phone provides a lower cost alternative to the base package.		

Table 1.3.2.2.4.b Unsolicited VoIP Features (continued)

	Feature Name	Feature Description	Bidder's Product Identifier
5	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Aastra 6735i Service	This is an Aastra 6735i handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced features.	HAST6735
	Bidder's Product Description: This is an Aastra 6735i handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package with Station Cabling and Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced handset features. The handset specifications also include the following features to include 9 Line GigE Telephone, 12 Programmable soft keys offering up to 30 functions, One Touch Feature codes, HD Audio, Hearing Aid Compatible (HAC) Handset, Security-Users & admin Passwords, Encryption, HTTPS Configuration Downloads and Web Mgmt, Secure Real-Time Protocol (SRTP), Transport Layer Security (TLS) and Multi-Lingual support. This phone provides a lower cost alternative to the base package.		
6	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg 6737i Service	This is an Aastra 6737i handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced features	HAST6737
	Bidder's Product Description: This is an Aastra 6737i handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package with Station Cabling and Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced handset features. The handset specifications also include the following features to include 9 Line GigE Telephone, 12 Programmable soft keys offering up to 30 functions, One Touch Feature codes, expandability that supports up to 3 expansion modules-supporting 36 keys per module with LED indicators or 60 keys per module with a screen based LED display and System, HD Audio, Hearing Aid Compatible (HAC) Handset, Security-Users & admin Passwords, Encryption, HTTPS Configuration Downloads and Web Mgmt, Secure Real-Time Protocol (SRTP), Transport Layer Security (TLS) and Multi-Lingual support. This phone provides a lower cost alternative to the base package.		
7	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Aastra 612d DECT Kit Service	This is an Aastra 612d DECT Kit handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced features.	HAST0612
	Bidder's Product Description: This is an Aastra 612d DECT Kit handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced handset features. The handset specifications also include the following features to include color TFT display (2", 176 x 220 dots, 65,536 colors), Telephone book with 200 contacts, with 8 possible entries each (office, private and mobile number; email address,		

Table 1.3.2.2.4.b Unsolicited VoIP Features (continued)

	Feature Name	Feature Description	Bidder's Product Identifier
	fax, quick dial, ringing tone and name assignment), Ambient noise filter for loud environments, 44 polyphone ring tones (Midi type), 8 normal ring tones and 7 alarm tones with automatic volume control can be assigned, Up to 5 user profiles for e.g. headset use or meeting usage can be configured, Hands free operation, Headset connector (2.5 mm jack), 2 programmable navigation keys, 2 programmable soft keys, Intelligent battery management, 3 color multi-purpose LED, which can be set for visualization of functions, and support of message & alerting applications. This phone provides a lower cost alternative to the base package.		
	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Aastra 622d DECT Kit Service	This is an Aastra 622d DECT Kit handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced features.	HAST0622
8	Bidder's Product Description: This is an Aastra 622d DECT Kit handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package with Station Cabling and Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced handset features. The handset specifications also include the following features to include color TFT display (2", 176 x 220 dots, 65,536 colors), Telephone book with 200 contacts, with 8 possible entries each (office, private and mobile number; email address, fax, quick dial, ringing tone and name assignment), VIP phonebook with 6 entries, Ambient noise filter for loud environments, 44 polyphone ring tones (Midi type), 29 normal ring tones and 7 alarm tones with automatic volume control can be assigned, Up to 5 user profiles for e.g. headset use or meeting usage can be configured, Hands free operation, Headset connector (2.5 mm jack) and Bluetooth (hands free profile) headset support, 1 programmable hotkey, 2 programmable navigation keys, 2 programmable soft keys, 3 programmable side keys, Intelligent battery management, Mini USB PC interface, 3 color multi-purpose LED, which can be set for visualization of functions and support of message & alerting applications. This phone provides a lower cost alternative to the base package.		
	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Aastra Antenna Indoor RFP L35 Service	This is an Aastra Antenna Indoor RFP L35 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced features.	AAIN0035
9	Bidder's Product Description: This is an Aastra Antenna Indoor RFP L35 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced handset features. The handset specifications also include the following features to include all 60 DECT channels supported for maximum use of the DECT capacity.8 simultaneous voice channels per RFP.4 additional channels for switching purposes, GAP standard supported, Connection handover in line with the GAP standard, DSAA authentication between base and handset, Support of DECT encryption Cordless system telephones can use all features offered by the OpenCom 100, 1000 and SIP-DECT Integrated DECT dipole antenna DECT XQ for minimization of interferences in reflecting environments.		

Table 1.3.2.2.4.b Unsolicited VoIP Features (continued)

	Feature Name	Feature Description	Bidder's Product Identifier
10	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Aastra Antenna Outdoor RFP L36 Service	This is an Aastra Antenna Outdoor RFP L36 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced features.	AAOT0036
	Bidder's Product Description: This is a an Aastra Antenna Outdoor RFP L36 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced handset features. The handset specifications also include the following features to include all 60 DECT channels supported for maximum use of the DECT capacity, 8 simultaneous voice channels per RFP, 4 additional channels for switching purposes, GAP standard supported, Connection handover in line with the GAP standard, DSAA authentication between base and handset, Support of DECT encryption, Cordless system telephones can use all features offered by the Open Com 100,1000 and SIP-DECT Integrated DECT dipole antenna, and DECT XQ for minimization of interferences in reflecting environments. This phone provides a lower cost alternative to the base package.		
11	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Polycom SoundPoint 321 Service	This is a Polycom SoundPoint 321 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced features.	HPLY0321
	Bidder's Product Description: This is a Polycom SoundPoint 321 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package Package owned and maintained by Verizon to provide enhanced handset features. The handset specifications also include the following features to include 2-line SIP phone with full duplex speaker & single 10/100 port with integrated PoE, 102 x 33 pixel-graphical LCD, MWI, and LAN Cable. This phone provides a lower cost alternative to the base package.		
12	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Polycom SoundPoint 331 Service	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Polycom SoundPoint 331 Service	HPLY0331
	Bidder's Product Description: This is a Polycom SoundPoint 331 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package with Station Cabling and Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced handset features. The handset specifications also include the following features to include 2 lines with up to 2 calls per line. Feature keys include 3 context-sensitive "soft" keys, 2 line keys with bi-color (red/green) LED, 2 feature keys ("Menu" and "Dial"), 4-way navigation key cluster with center "Select" key, 2 volume control keys, Dedicated hold key, Dedicated headset key, Dedicated hands-free speakerphone key, Dedicated microphone mute key, Interoperability		

Table 1.3.2.2.4.b Unsolicited VoIP Features (continued)

	Feature Name	Feature Description	Bidder's Product Identifier
	with Microsoft® LCS 2005 for telephony and presence. Compatibility with Microsoft Office Communicator and Windows® Messenger 5.1 Clients include Enabled for Polycom Productivity Suite, Local feature-rich GUI, Wave file support for call progress tones, Unicode UTF-8 character support, Multilingual user interface, LED backlight with custom intensity control. This phone provides a lower cost alternative to the base package.		
13	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Polycom SoundPoint 335 Service	This is a Polycom SoundPoint 335 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced features.	HPLY0335
	Bidder's Product Description: This is a Polycom SoundPoint 335 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package with Station Cabling and Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced handset features. The handset specifications also include the following features to include 2 lines with up to 8 simultaneous calls total. Feature keys include 3 context-sensitive "soft" keys, 2 line keys with bi-color (red/green) LED, 2 feature keys ("Menu" and "Dial"), 4-way navigation key cluster with center "Select" key, 2 volume control keys, Dedicated hold key, Dedicated headset key, Dedicated hands-free speakerphone key, Dedicated microphone mute key, Optional Messages Key, and Remote missed call notification feature. This phone provides a lower cost alternative to the base package.		
14	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Polycom SoundPoint 450 Service	This is a Polycom SoundPoint 450 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced features.	HPLY0450
	Bidder's Product Description: This is a Polycom SoundPoint 450 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced handset features. The handset specifications also include the following features to include 3 lines with up to 8 concurrent calls per line. Feature Keys include 4 context-sensitive "soft" keys, 17 dedicated "hard" keys, 3 line keys with bi-color (red/green) LED, 3 feature keys, 5 display/menu navigation keys, and 2 volume control keys. Windows® Messenger 5.1 Clients features include Enabled for Polycom Productivity Suite , Local feature-rich GUI, Time and date display, User-configurable contact directory and call history (missed, placed and received), Wave file support for call progress tones, Unicode UTF-8 character support and Multilingual user interface.		

Table 1.3.2.2.4.b Unsolicited VoIP Features (continued)

	Feature Name	Feature Description	Bidder's Product Identifier
15	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Polycom SoundPoint 550 Service	This is a Polycom SoundPoint 550 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced features.	HPLY0550
	Bidder's Product Description: This is a Polycom SoundPoint 550 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package with Station Cabling and Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced handset features. The handset specifications also include the following features to include 3-line SIP phone with Polycom HD Voice, full duplex speaker, dual 10/100 ports with integrated PoE, 256 x 116 pixel-graphical LCD, MWI, and LAN Cable. This phone provides a lower cost alternative which excludes a power supply.		
16	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Polycom SoundPoint 560 Service	This is a Polycom SoundPoint 560 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced features.	HPLY0560
	Bidder's Product Description: This is a Polycom SoundPoint 560 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package with Station Cabling and Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced handset features. The handset specifications also include the following key features to include 4 context-sensitive "soft" keys, 26 dedicated "hard" keys, 6 line keys with bi-color (red/green) LED, 8 feature keys, and 6 display/menu. Navigation keys feature include 2 volume control keys, illuminated mute key, illuminated headset key, illuminated hands-free speakerphone key and Dedicated hold key. Integration with Microsoft LCS 2005 for telephone and presence3 include Compatibility with Microsoft Office Communicator and Windows® Messenger 5.1 Clients Universal Serial Bus (USB), Full Host Controller, Compliant with OHCI 1.1 specification, Support for Full-speed and Low-speed peripherals, Type-A receptacle interface, Local feature-rich GUI, Customizable call progress tones, Wave file support for call progress tones, Unicode UTF-8 character support, Multilingual user interface, Security-Transport Layer Security-TLS, Secure Real-time Transport Protocol (SRTP), Encrypted configuration files, Digest authentication, Support for URL syntax with password for boot server, HTTPS secure provisioning, FTP/TFTP/HTTP/HTTPS4 server-based central provisioning for mass deployments, and Provisioning server redundancy supported Web portal for individual unit configuration. This phone provides a lower cost alternative to the base package.		

Table 1.3.2.2.4.b Unsolicited VoIP Features (continued)

	Feature Name	Feature Description	Bidder's Product Identifier
17	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Polycom SoundPoint 650 Service	This is a Polycom oundPoint 650 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced features.	HLCD0650
	Bidder's Product Description: This is a Polycom SoundPoint 650 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced handset features. The handset specifications also include the following features to include High performance IP phone with Polycom HD Voice and advanced feature set with Universal power adapter. This phone provides a lower cost alternative to the base package.		
18	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Polycom SoundPoint 670 Service	This is a Polycom SoundPoint 670 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced features.	HPLY0670
	Bidder's Product Description: This is a Polycom SoundPoint 670 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced handset features. The handset specifications also include the following features keys to include 4 context-sensitive "soft" keys, 26 dedicated "hard" keys, 6 line keys with bi-color (red/green) LED, 8 feature keys, and 6 display/menu. Navigation keys include 2 volume control keys, Illuminated mute key, Illuminated headset key, Illuminated hands-free speakerphone key and Dedicated hold key. Integration with Microsoft LCS 2005 for telephone and presence3 include Compatibility with Microsoft Office Communicator and Windows® Messenger 5.1 Clients Universal Serial Bus (USB), Full Host Controller, Compliant with OHCI 1.1 specification, Support for Full-speed and Low-speed peripherals, Type-A receptacle interface, Local feature-rich GUI, Customizable call progress tones, Wave file support for call progress tones, Unicode UTF-8 character support, Multilingual user interface, Security-Transport Layer Security-TLS, Secure Real-time Transport Protocol (SRTP), Encrypted configuration files, Digest authentication, Support for URL syntax with password for boot server. HTTPS secure provisioning, FTP/TFTP/HTTP/HTTPS4 server-based central provisioning for mass deployments, and Provisioning server redundancy supported Web portal for individual unit configuration. This phone provides a lower cost alternative to the base package.		

Table 1.3.2.2.4.b Unsolicited VoIP Features (continued)

	Feature Name	Feature Description	Bidder's Product Identifier
19	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Polycom SoundPoint Color Expansion Module - SoundPoint IP Color Expansion Module 670 Service	This is a Polycom SoundPoint Color Expansion Module 670 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced features.	HSPL0670
	Bidder's Product Description: This is a Polycom SoundPoint 670 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced handset features. The handset specifications also include the following features keys to include 14 illuminated multifunctional line keys, PoE supports one Color Expansion Module, PSU version supports up to three Color Expansion Modules, Flexibility-hot swappable, Robust Call Handling–34 line registrations, 24 concurrent calls, Caller IDs, and Shared call appearances. This phone provides a lower cost alternative to the base package.		
20	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Polycom SoundPoint Backlit Expansion Module 650 Service	This is a Polycom SoundPoint Backlit Expansion Module 650 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced features.	HSPL0650
	Bidder's Product Description: This is a Polycom SoundPoint 650 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced handset features. The handset specifications also include the following features keys to include 14 illuminated keys configurable as a line appearance or a speed dial with busy lamp field (BLF), Feature-rich GUI with animation and Multilingual user interface. This phone provides a lower cost alternative to the base package.		

Table 1.3.2.2.4.b Unsolicited VoIP Features (continued)

	Feature Name	Feature Description	Bidder's Product Identifier
21	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Polycom SoundStation 5000 Service	This is a Polycom SoundPoint 5000 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced features.	HSPL5000
	Bidder's Product Description: This is a Polycom SoundPoint 5000 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced handset features. The handset specifications also include the following features keys to include Standard 12-key keypad, Context-dependent 4 soft keys 4, On-hook/Off-hook, redial, mute, volume up/down, and 5-way navigation. Menu Audio features Loudspeaker, Frequency: 250 – 7,000 HZ, Volume: Adjustable to peak volume, 84 dB at 1/2 meter distance, Voice activity detection, Comfort noise fill, DTMF tone generation / DTMF event RTP payload. Low-delay audio packet transmission includes Adaptive jitter buffers, Packet loss concealment, Acoustic echo cancellation and Background noise suppression. This phone provides a lower cost alternative to the base package.		
22	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Polycom SoundStation 6000 Service	This is a Polycom SoundPoint 6000 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced features.	HSPL6000
	Bidder's Product Description: This is a Polycom SoundPoint 6000 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced handset features. The handset specifications also include the following features to include Standard 12-key keypad and Context-dependent 3 soft keys. Loudspeaker includes Frequency: 220-14,000 Hz, Volume: Adjustable to 86 dB at 1/2 meter peak volume, Individual volume settings with visual feedback for each audio path, Voice activity detection, Comfort noise fill, DTMF tone generation / DTMF event RTP payload, Low-delay audio packet transmission, Adaptive jitter buffers, Packet loss concealment, Acoustic echo cancellation, Background noise suppression, Wave file support for call progress tones, Unicode UTF-8 character support and Multilingual user interface. This phone provides a lower cost alternative to the base package.		

Table 1.3.2.2.4.b Unsolicited VoIP Features (continued)

	Feature Name	Feature Description	Bidder's Product Identifier
23	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Polycom SoundStation 7000 Service	This is a Polycom SoundPoint 7000 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced features.	HSPL7000
	Bidder's Product Description: This is a Polycom SoundPoint 7000 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced handset features. The handset specifications also include the following features to include Standard 12-key keypad, Context-dependent 4 soft keys, On-hook/Off-hook, redial, mute, volume up/down, Directional navigation wheel, Loudspeaker Frequency: 160–22,000 Hz, Volume adjustable to 88 dB at 1/2 meter peak volume, Remote missed call notification, Automatic off-hook call placement, Do not disturb function, Local feature-rich GUI, Wave file support for call progress tones, Unicode UTF-8 character support, Multilingual user interface and Web portal for individual unit configuration. Network Address Translation (NAT) support include RTCP support (RFC 1889), Event logging, Local digit map, Hardware diagnostics, Status and statistics, User selectable ringer tones, Convenient volume adjustment keys and Automatic Gain Control intelligently. This phone provides a lower cost alternative to the base package.		
24	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Polycom SoundPoint 6000 EX Microphone Service	This is a Polycom SoundPoint 6000 EX Microphone handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced features.	HSPM6000
	Bidder's Product Description: This is a Polycom SoundPoint 6000 EX Microphone handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced handset features. The handset specifications also include the following features to include 2 expansion MICS and 2.1M-7ft connection cables for expanded room coverage. This phone provides a lower cost alternative to the base package.		
25	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Polycom SoundStation 7000 EX Microphone Service	This is a Polycom SoundPoint 7000 EX Microphone handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced features.	HPLS7000
	Bidder's Product Description: This is a Polycom SoundPoint 7000 EX Microphone handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced handset features. The handset specifications also include the following features to include 2 expansion MICS and 2.1M-7ft connection cables for expanded room coverage. This phone provides a lower cost alternative to the base package.		

Table 1.3.2.2.4.b Unsolicited VoIP Features (continued)

	Feature Name	Feature Description	Bidder's Product Identifier
26	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Cisco 3905 Service	This is a Cisco 3905 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced features.	HCSC3900
	Bidder's Product Description: This is a Cisco 3905 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package with Station Cabling and Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced handset features. The handset specifications also include the following features to include 2 lines, Fixed keys for redial, transfer, hold/resume, full-duplex speakerphone and two-line display, Web server for configuration and statistics, Real-Time Control Protocol (RTCP) support and monitoring, Support for online firmware upgrades using Trivial File Transfer Protocol (TFTP). This phone provides a lower cost alternative to the base package.		
27	Handset Substitute Upgrade Standard Standalone VoIP 6961 Service	This is a Cisco 6961 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced features.	HCSC6900
	Bidder's Product Description: This is a Cisco 6961 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service owned and maintained by Verizon to provide enhanced handset features. The handset specifications also include the following features to include 12 lines, Four soft key buttons and a scroll toggle bar, Multi-call per-line appearance, Power savings option- cycling power by time of day and day of week, Co-Branding button allows customers to include their logo on the Cisco Unified IP Phone 6900 Series phones and Cisco has approved third-party vendors to produce the buttons. This phone provides a lower cost alternative to the base package.		
28	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Cisco 7965G Service	This is a Cisco 7965G handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced features.	HCSC7900
	Bidder's Product Description: This is a Cisco 7965G handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced handset features. The handset specifications also include the following features to include 6 telephone lines, Four interactive soft keys that guide you through call features and functions, an intuitive four-way (plus Select key) navigation cluster, Hands-free speakerphone and handset designed for high-fidelity wideband audio, 24 defined user-selectable ring tones are available, Ring tones may also be personalized through use of the Cisco Unified Phone Application Suite, Online Help button gives users information about the phone keys, buttons, and features, Positive device identity through X.509v3 Certificates, digitally signed images, cryptographically secure provisioning, and secure signalling/media with		

Table 1.3.2.2.4.b Unsolicited VoIP Features (continued)

	Feature Name	Feature Description	Bidder's Product Identifier
	AES-128. This phone provides a lower cost alternative to the base package.		
29	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Cisco 8945 Service	This is a Cisco 8945 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced features.	HCSC8900
	Bidder's Product Description: This is a Cisco 8945 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package with Station Cabling and Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced handset features. The handset specifications also include the following features to include 5 lines expanding to 41 with 1 Key Expansion Module, Internal 2-port Cisco Ethernet switch allows for a direct connection to a 10/100/1000 BASE-T Ethernet network through an RJ-45 interface with single LAN connectivity for both the phone and a collocated PC, System administrator can designate separate VLANs (802.1Q) for the PC and phone, providing improved security and reliability of voice and data traffic, VGA presentation for calling and applications, 5-inch (10 cm) graphical TFT color display, 24-bit color depth, 640 x 480 effective pixel resolutions (with backlight), Display also supports localization requiring double-byte Unicode encoding for fonts. This phone provides a lower cost alternative to the base package.		
30	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg 9971 Service	This is a Cisco 9971 handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced features.	HCSC9900
	Bidder's Product Description: This is a Cisco 9971 Video handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package with Station Cabling and Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced handset features. The handset specifications also include the following features to include 6 Lines Expanding to 114 with 3 Key Expansion Modules, Bluetooth-Mobility- supports the Hands-free and Headset Bluetooth profiles for headset users within 30 feet of their desktop, 2 USB ports accelerate the usability of call handling and applications by enabling accessories such as the Cisco Unified IP Camera, wired and wireless headsets, Supports an on-board wi-fi radio and antenna that enables connectivity to a wi-fi access point, VGA presentation for calling, video calling and applications, 5.6-inch (14 cm) graphical TFT color touch screen display, 24-bit color depth, 640 x 480 effective pixel resolution (with backlight), and display also supports localization requiring double-byte Unicode encoding for fonts. This phone provides a lower cost alternative to the base package.		

Table 1.3.2.2.4.b Unsolicited VoIP Features (continued)

	Feature Name	Feature Description	Bidder's Product Identifier
	Handset Substitute Upgrade Standard Standalone VoIP Handset Service Pkg Cisco SPA508G Service	This is a Cisco SPA508G handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced features.	HCSC0500
31	Bidder's Product Description: This is a Cisco SPA508G handset substitution upgrade option to the handset identified in the Standard Standalone VoIP Handset Service Package owned and maintained by Verizon to provide enhanced handset features. The handset specifications also include the following features to include 8 lines, Eight independent SIP Registrations, Line status- active line indication, with name and number, Menu-driven user interface, Anonymous caller blocking, Group paging, and Pixel-based display 128 x 64 monochrome LCD graphical display with backlight. Dedicated illuminated buttons include Audio mute on/off, Headset on/off, Speakerphone on/off, 4-way rocking directional knob for menu navigation, Settings button for access to feature, setup, and configuration menus, Standard 12-button dialing pad, High-quality handset and cradle. Two Ethernet ports with integrated Ethernet switch: 10/100BASE-T RJ-45, Optional 5 VDC universal (100-240V) switching; power supply is ordered separately (Cisco PA100) Syslog, debug, report generation, and event logging, Highly secure call encrypted voice communications support, Built-in web server for administration and configuration with multiple security levels. Automated remote provisioning, multiple methods, and up to 256-bit encryption (HTTP, HTTPS, Trivial File Transfer Protocol [TFTP]). This phone provides a lower cost alternative to the base package.		

1.3.2.2.6 Standalone VoIP Site Survey

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

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

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

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

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

The Customer may elect to correct any station cabling problems identified by the Contractor and request a retest. The Contractor shall provide an option for retesting the Customer's existing

station cabling as described in Section 1.3.2.3.2 (Standalone VoIP Customer Station Cabling Retest).

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

Yes X No _____

Description:

Verizon will provide site surveys, design, and implementation of Standalone VoIP services, which will be included in the nonrecurring per seat price.

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

The Site Survey will include the completion of the Verizon's Site Survey Assessment form that will identify the steps required to facilitate a successful implementation of the Converged VoIP services. Upon completion of the survey, Verizon will 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 Converged VoIP services.

Verizon will confirm that the customer has met cabling requirements to certify existing horizontal cabling for Converged VoIP Services. The requirements include customers' existing communication cabling, patch cordage and connectors, are at a minimum of Category 5 complaint as defined in ANSI/TIA/EIA-568-A, with clarification in TSB-95. These documents specify performance characteristics and test requirements for frequencies of up to 100 MHz. Cable types, connector types and cabling topologies are defined by TIA/EIA-568-B and are nearly always, 8P8C modular connectors, often referred to as RJ45, are used for connecting category 5 cable. The cable can be terminated in either the T568A scheme or the T568B scheme. Confirm maximum cable segment length of 100M has not been exceeded. The maximum length for a cable segment is 100m per TIA/EIA 568-5-A. The specifications for 10BASE-T networking specify a 100 meter length between active devices. This allows for 90 meters of solid-core permanent wiring, two connectors and two stranded patch cables of 5 meters, one at each end.

1.3.2.2.7 Standalone VoIP Site Design

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

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

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

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

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

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

1.3.2.2.8 Standalone VoIP Site Implementation

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

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

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

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

1.3.2.2.9 Standalone VoIP Account Codes

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

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

1.3.2.2.10 Standalone VoIP Authorization Codes

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

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

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:

Verizon will provide an option for Standalone VoIP site survivability in the event of a network failure so that calling functionality is maintained for all handsets on-premises. This Survivability Network Failure option will include the installation of an on-premises gateway to connect to the PSTN.

Verizon understands that the failure of a Customer to select this option does not release Verizon from its SLA obligations as described in 1 (Availability SLAs). The Standalone VoIP Site Survivability Network Failure solution will 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).

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		SVSS0000
<p>Bidder's Product Description: Verizon will provide an option for Standalone HIPC 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. This Survivability Network Failure option will include the installation of an on premise gateway to connect to the PSTN. Failure of a Customer to select this option does not release Verizon from its SLA obligations as described in Availability SLAs. The Standalone VoIP Site Survivability Network Failure solution will 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.</p>					
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		SVCS0000
<p>Bidder's Product Description: Verizon will perform a Customer station cabling retest to validate corrective actions have been completed that allow for proper operation of the service as identified in Section (1.3.2.3.2) Standalone VoIP Customer Station Cabling Retest).</p>					
3	Standalone VoIP block of 20 Additional Direct Inward Dialing (DID) Number Reservation	Block of 20 DID numbers held in reservation.	Y		SDID0000
<p>Bidder's Product Description: Verizon will charge a monthly recurring charge to reserve additional blocks of DID numbers for future requirements (20 per Block). The charge shall apply for the reservation of the block of numbers. Upon utilization of all 20 DIDs, this charge shall be terminated.</p>					

Table 1.3.2.3.a Standalone VoIP Features (continued)

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
4	Standalone VoIP Web-Based Attendant Console	Enables a subscriber (e.g., receptionist) to monitor a configurable set of subscribers	Y		SVAC0000
<p>Bidder's Product Description: Attendant Console: The web-based Attendant Console enables a subscriber (e.g., receptionist) to monitor a configurable set of subscribers. All must be built under the same location as the Attendant. The Attendant Console graphically displays subscribers status (busy, idle, do not disturb), as well as detailed call information. The Attendant Console window is integrated with the Communication Manager, thereby enabling the attendant to perform functions such as click-to-transfer or click-to-dial.</p>					
5	Standalone VoIP Additional Line Appearance	Additional line appearances for multi-line handsets.	Y		SVAL0000
<p>Bidder's Product Description: Verizon will provide additional HIPC line appearances for multiline handsets at an additional monthly charge per line appearance.</p>					
6	Standalone VoIP Analog and Facsimile Support	Analog device or facsimile support	Y		SVAF0000
<p>Bidder's Product Description: Verizon will provide Verizon will provide analogue device or facsimile support as part of the Standalone HIPC VoIP service, that will:</p> <ul style="list-style-type: none"> ▪ Provide Auto Detection of voice or fax; ▪ Provide Facsimile over TCP/IP; and, ▪ Provide Fax Messaging. <p>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 analogue device.</p>					
7	Standalone VoIP Equipment Rack	Standard 19" 2-post equipment rack and installation	Y		SVER0000
<p>Bidder's Product Description: Verizon will 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 will 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.</p>					

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

VOIP Features

	Feature Name	Feature Description	Bidder's Product Identifier
1	Account Codes	Enables the tracking of calls made outside of the location by prompting subscribers for an account code.	ACTC0003
	Bidder's Product Description: Enables the tracking of calls made outside of the location by prompting subscribers for an account code.		
2	Additional Auto Attendant Levels	For each Additional Auto Menu Level.	AATL0003
	Bidder's Product Description: Additional Auto Attendant serves as an automated receptionist that answers the phone and provides a personalized message to callers with options for connecting to the operator, dialing by name or extension, or connecting to up to six configurable extensions. Configuration via the Verizon Customer Center Administrator Dashboard web interface also allows for hours of operation to be modified, with different options available for hours that the company is open or closed.		
3	Deviceless Subscriber	Deviceless Subscriber is an optional feature available to installed HIPC locations that allows an additional HIPC user line without an assigned SIP end point.	DVCS0003
	Bidder's Product Description: Deviceless Subscriber is an optional feature available to installed HIPC locations that allows an additional HIPC user line without an assigned SIP end point. Deviceless Subscriber requires at least one of the following optional features which includes Remote Office or Voice Mail. This also excludes the required DID number charge. The following features are included with Deviceless Subscriber as follows: Anonymous Call Rejection to reject callers who have blocked their caller ID, Call Forwarding to redirect incoming calls, Call log to view missed or received, Call Notify to provide text or e-mail notification of incoming calls, Do Not Disturb to appear busy and send calls to an alternate location, Selective Call Acceptance/Call Rejection to screen incoming calls, Caller ID to view caller identification, Voice Messaging to send calls to voicemail (requires voicemail), Locate Me "Find Me Follow Me" to ring multiple phones sequentially and Simultaneous Ring "Call Blast" to ring multiple phones simultaneously.		

Table 1.3.2.3.b Unsolicited Standalone VoIP Features (continued)

	Feature Name	Feature Description	Bidder's Product Identifier
4	Directory Assistance	Directory Assistance	DRAC0003
	Bidder's Product Description: Directory Assistance will be provided by the traditional method of dialing 1-Area code + 555-1212 or by dialing 00 and asking Directory Assistance to find any listed number whether it is local or long distance.		
5	Operator Service	Operator Services include collect, third party and person-to-person calls.	OPAC0003
	Bidder's Product Description: Operator Services include collect, third party and person-to-person calls. Collect Calls are call that are not directly dialed and are placed as collect to the called party using an operator. Calls not directly dialed and placed as collect to the called party, using an operator. Third-Party Calls are calls that are not directly dialed and are requesting third party be billed, using an operator. Calls not directly dialed and request third-party billing, using an operator. Person-to-Person Calls include calls that are completed using an operator (Station-to-Station and Person-to-Person). Calls not directly dialed, using an operator, between stations.		

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 X No _____

1.3.2.4.2 Standalone VoIP Off-Net Calling

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

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

1.3.2.4.3 On-Net Enterprise Calling

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



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

1.3.2.4.4 Standalone VoIP Off-Net Toll-Free Services

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

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		SVOT0000
Bidder’s Product Description: Verizon will provide Standalone VoIP Off-Net Toll-Free service that allows Customers to make and receive off-net toll-free calls from the United States, District of Columbia, U.S. Virgin Islands and Puerto Rico.					

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

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

	Feature Name	Feature Description	Bidder’s Product Identifier
1			
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		SVBR0000	SVBR0001	MBRZ0003
2	Canada:	Y		SVCN0000	SVCN0001	MBCN0003
3	China:	Y		SVCH0000	SVCH0001	MBCH0003
4	France:	Y		SVFR0000	SVFR0001	MFRN0003
5	Germany:	Y		SVGR0000	SVGR0001	MGRM0003

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

	Country	Bidders Meets or Exceeds?		Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
		Y	N			
6	Israel:	Y		SVIS0000	SVIS0001	MISL0003
7	Italy:	Y		SVIL0000	SVIL0001	MIVC0003
8	Japan:	Y		SVJN0000	SVJN0001	MJPN0003
9	Korea:	Y		SVKR0000	SVKR0001	MKSR0003
10	Mexico:	Y		SVMX0000	SVMX0001	MMXC0013
11	Spain:	Y		SVSP0000	SVSP0001	MSWS0003
12	Switzerland:	Y		SVSW0000	SVSW0001	MSWL0003
13	United Kingdom:	Y		SVUK0000	SVUK0001	MUNK0003

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	Afghanistan	Y		AFGH0001	AFGH0003	MAFG0003
2	Albania	Y		ALBA0001	ALBA0003	MALB0003
3	Algeria	Y		ALGR0001	ALGR0003	MALG0003
4	Andorra	Y		ANDR0001	ANDR0003	MAND0003
5	Angola	Y		ANGO0001	ANGO0003	MANG0003
6	Anguilla	Y		ANGU0001	ANGU0003	MAGL0003
7	Antarctica (Casey)	Y		ANTA0001	ANTA0003	MACS0003
8	Antarctica (Scott)	Y		ANSB0001	ANSB0003	MATS0003
9	Antigua and Barbuda	Y		ANTG0001	ANTG0003	MATG0003
10	Argentina	Y		ARGN0001	ARGN0003	MARG0003
11	Armenia	Y		ARMN0001	ARMN0003	MARM0003

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

	Country	Bidders Meets or Exceeds?		Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
		Y	N			
12	Aruba	Y		ARUB0001	ARUB0003	MARB0003
13	American Samoa	Y		ASMA0001	ASMA0003	MASM0003
14	Ascension Island	Y		ASCN0001	ASCN0003	MASI0003
15	Australia	Y		ASTR0001	ASTR0003	MAUS0003
16	Austria	Y		AUST0001	AUST0003	MAST0003
17	Azerbaijan	Y		AZER0001	AZER0003	MAZR0003
18	Bahamas	Y		BAHM0001	BAHM0003	MBAH0003
19	Bahrain	Y		BAHR0001	BAHR0003	MBHR0003
20	Bangladesh	Y		BNGL0001	BNGL0003	MBNG0003
21	Barbados	Y		BARB0001	BARB0003	MBRD0003
22	Belarus	Y		BELA0001	BELA0003	MBLR0003
23	Belgium	Y		BELG0001	BELG0003	MBLG0003
24	Belize	Y		BELZ0001	BELZ0003	MBLZ0003
25	Benin	Y		BENN0001	BENN0003	MBNN0003
26	Bermuda	Y		BERM0001	BERM0003	MBRM0003
27	Bhutan	Y		BHUT0001	BHUT0003	MBHT0003
28	Bolivia	Y		BOLV0001	BOLV0003	MBLV0003
29	Bosnia and Herzegovina	Y		BASH0001	BASH0003	MBSH0003
30	Botswana	Y		BTSW0001	BTSW0003	MBTS0003
31	Brunei	Y		BRNI0001	BRNI0003	MBRN0003
32	Bulgaria	Y		BULG0001	BULG0003	MBUL0003
33	Burkina Faso	Y		BRKN0001	BRKN0003	MBRK0003
34	Burundi	Y		BRND0001	BRND0003	MBUR0003
35	British Virgin Islands	Y		BVRG0001	BVRG0003	MBVI0003
36	Central African Republic	Y		CAFR0001	CAFR0003	MCAR0003
37	Cambodia	Y		CMBD0001	CMBD0003	MCMB0003
38	Cameroon	Y		CMRN0001	CMRN0003	MCMR0003

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

	Country	Bidders Meets or Exceeds?		Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
		Y	N			
39	Cape Verde	Y		CAPV0001	CAPV0003	MCPV0003
40	Cayman Islands	Y		CYMN0001	CYMN0003	MCMY0003
41	Chad	Y		CHAD0001	CHAD0003	MCHD0003
42	Chile	Y		CHLE0001	CHLE0003	MCHL0003
43	Christmas and Cocos Islands	Y		CHCO0001	CHCO0003	MCHC0003
44	Colombia	Y		CLMB0001	CLMB0003	MCLM0003
45	Comoros	Y		CMYI0001	CMYI0003	MCOM0003
46	Congo	Y		CNGO0001	CNGO0003	MCNG0003
47	Cook Islands	Y		CKIS0001	CKIS0003	MCKI0003
48	Costa Rica	Y		CSTA0001	CSTA0003	MCSR0003
49	Croatia	Y		CROA0001	CROA0003	MCRT0003
50	Cuba	Y		CGBA0001	CGBA0003	MCBA0003
51	Cyprus	Y		CPRS0001	CPRS0003	MCPR0003
52	Czech Republic	Y		CZCR0001	CZCR0003	MCZR0003
53	Diego Garcia	Y		DGRC0001	DGRC0003	MCDG0003
54	Djibouti	Y		DJBT0001	DJBT0003	MDJB0003
55	Denmark	Y		DNMK0001	DNMK0003	MDNM0003
56	Dominica	Y		DMNC0001	DMNC0003	MDMN0003
57	Dominican Republic	Y		DMCR0001	DMCR0003	MDMR0003
58	Ecuador	Y		ECDR0001	ECDR0003	MECD0003
59	Egypt	Y		EGPT0001	EGPT0003	MEGP0003
60	El Salvador	Y		ELSV0001	ELSV0003	MESV0003
61	Equatorial Guinea	Y		EQTG0001	EQTG0003	MEQG0003
62	Eritrea	Y		ERTR0001	ERTR0003	MERT0003
63	Estonia	Y		ESTN0001	ESTN0003	MEST0003
64	Ethiopia	Y		ETHP0001	ETHP0003	METP0003
65	East Timor	Y		ETMR0001	ETMR0003	METM0003

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

	Country	Bidders Meets or Exceeds?		Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
		Y	N			
66	Faeroe Islands	Y		FRIS0001	FRIS0003	MFRI0003
67	Falkland Islands	Y		FLKI0001	FLKI0003	MFLI0003
68	Fiji Islands	Y		FIJI0001	FIJI0003	MFJI0003
69	Finland	Y		FNLD0001	FNLD0003	MFNL0003
70	French Antilles	Y		FAMR0001	FAMR0003	MFAM0003
71	French Guiana	Y		FRNG0001	FRNG0003	MFRG0003
72	French Polynesia	Y		FRNP0001	FRNP0003	MFRP0003
73	Gabon Republic	Y		GBON0001	GBON0003	MGBN0003
74	Gambia	Y		GMBA0001	GMBA0003	MGMB0003
75	Georgia	Y		GRGA0001	GRGA0003	MGRG0003
76	Ghana	Y		GANAA0001	GANAA0003	MGHN0003
77	Gibraltar	Y		GBRL0001	GBRL0003	MGBR0003
78	Greece	Y		GREC0001	GREC0003	MGRC0003
79	Greenland	Y		GRNL0001	GRNL0003	MGRN0003
80	Grenada	Y		GRND0001	GRND0003	MGRD0003
81	Guadeloupe	Y		GDLP0001	GDLP0003	MGDL0003
82	Guantanamo	Y		GNTM0001	GNTM0003	MGNB0003
83	Guatemala	Y		GTML0001	GTML0003	MGTM0003
84	Guinea-Bissau	Y		GNBA0001	GNBA0003	MGBS0003
85	Guinea, People's Revolutionary Republic	Y		GNEA0001	GNEA0003	MGPR0003
86	Guyana	Y		GYNA0001	GYNA0003	MGYN0003
87	Haiti	Y		HATII0001	HATII0003	MHTI0003
88	Hong Kong	Y		HNKG0001	HNKG0003	MHNG0003
89	Honduras	Y		HNDR0001	HNDR0003	MHND0003
90	Hungary	Y		HNGR0001	HNGR0003	MHNG0003
91	Iceland	Y		ICLN0001	ICLN0003	MICL0003
92	India	Y		NDIA0001	NDIA0003	MIND0003

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

	Country	Bidders Meets or Exceeds?		Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
		Y	N			
93	Indonesia	Y		NDNS0001	NDNS0003	MNDS0003
94	Iran	Y		IRAN0001	IRAN0003	MIRN0003
95	Iraq	Y		IRAQ0001	IRAQ0003	MIRQ0003
96	Ireland	Y		IRLN0001	IRLN0003	MIRL0003
97	Ivory Coast	Y		ICST0001	ICST0003	MICT0003
98	Jamaica	Y		JMCA0001	JMCA0003	MJMC0003
99	Jordan	Y		JRDN0001	JRDN0003	MJRD0003
100	Kazakhstan	Y		KZKH0001	KZKH0003	MKZK0003
101	Kenya	Y		KNYA0001	KNYA0003	MKNY0003
102	Kiribati	Y		KRBT0001	KRBT0003	MKRB0003
103	Korea, North	Y		NKRE0001	NKRE0003	MKND0003
104	Kuwait	Y		KWAT0001	KWAT0003	MKWT0003
105	Kyrgyzstan	Y		KRYG0001	KRYG0003	MKRG0003
106	Laos	Y		LAOS0001	LAOS0003	MLAS0003
107	Latvia	Y		LTVA0001	LTVA0003	MLTV0003
108	Lebanon	Y		LBNN0001	LBNN0003	MLBN0003
109	Lesotho	Y		LSTH0001	LSTH0003	MLST0003
110	Liberia	Y		LBRA0001	LBRA0003	MLBR0003
111	Libya	Y		LBYA0001	LBYA0003	MLBY0003
112	Liechtenstein	Y		LCHN0001	LCHN0003	MLCH0003
113	Lithuania	Y		LTHN0001	LTHN0003	MLTH0003
114	Luxembourg	Y		LXMB0001	LXMB0003	MLXB0003
115	Macao	Y		MCAU0001	MCAU0003	MMCA0003
116	Macedonia	Y		MCDN0001	MCDN0003	MMCD0003
117	Madagascar	Y		MDSC0001	MDSC0003	MMDG0003
118	Malawi	Y		MLWI0001	MLWI0003	MMLW0003
119	Malaysia	Y		MLYS0001	MLYS0003	MMLY0003
120	Maldives	Y		MLDV0001	MLDV0003	MMLD0003

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

	Country	Bidders Meets or Exceeds?		Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
		Y	N			
121	Mali	Y		MALI0001	MALI0003	MMLI0003
122	Malta	Y		MLTA0001	MLTA0003	MMLT0003
123	Marshall Islands	Y		MSHI0001	MSHI0003	MMIS0003
124	Mauritius	Y		MAUR0001	MAUR0003	MMTS0003
125	Mauritania	Y		MRIT0001	MRIT0003	MMRT0003
126	Mayotte Island	Y		MYTE0001	MYTE0003	MYTI0003
127	Micronesia	Y		MCRN0001	MCRN0003	MMCN0003
128	Moldova	Y		MOLV0001	MOLV0003	MMLV0003
129	Monaco	Y		MNCO0001	MNCO0003	MMNC0003
130	Mongolian People's Republic	Y		MNGL0001	MNGL0003	MMGL0003
131	Montserrat	Y		MNTS0001	MNTS0003	MMTR0003
132	Morocco	Y		MRCC0001	MRCC0003	MMRC0003
133	Mozambique	Y		MZMB0001	MZMB0003	MMZB0003
134	Myanmar	Y		MYBR0001	MYBR0003	MMBR0003
135	Namibia	Y		NMBA0001	NMBA0003	MNMB0003
136	Nauru	Y		NURU0001	NURU0003	MNRU0003
137	New Caledonia	Y		NCLD0001	NCLD0003	MNWC0003
138	Nepal	Y		NPAL0001	NPAL0003	MNPL0003
139	Netherlands	Y		NTHR0001	NTHR0003	MNTH0003
140	Nevis	Y		NEVS0001	NEVS0003	MNVS0003
141	Nigeria	Y		NGRI0001	NGRI0003	MNGA0003
142	Nicaragua	Y		NCRG0001	NCRG0003	MNCG0003
143	Niger	Y		NGER0001	NGER0003	MNGR0003
144	Niue	Y		NIUE0001	NIUE0003	MNIS0003
145	Norfolk Island	Y		NRFK0001	NRFK0003	MNFI0003
146	Norway	Y		NRWY0001	NRWY0003	MNRW0003
147	Netherlands Antilles	Y		NTHA0001	NTHA0003	MNTA0003

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

	Country	Bidders Meets or Exceeds?		Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
		Y	N			
148	New Zealand	Y		NZLN0001	NZLN0003	MNZA0003
149	Oman	Y		OMAN0001	OMAN0003	MOMN0003
150	Pakistan	Y		PKST0001	PKST0003	MPKS0003
151	Palau	Y		PLIS0001	PLIS0003	MPLI0003
152	Panama	Y		PLST0001	PLST0003	MPNM0003
153	Papua New Guinea	Y		PNMA0001	PNMA0003	MPNG0003
154	Paraguay	Y		PRGY0001	PRGY0003	MPRG0003
155	Peru	Y		PERU0001	PERU0003	MPRU0003
156	Philippines	Y		PHLP0001	PHLP0003	MPHL0003
157	Poland	Y		PLND0001	PLND0003	MPLN0003
158	Portugal	Y		PTGL0001	PTGL0003	MPRT0003
159	Qatar	Y		QTAR0001	QTAR0003	MQTR0003
160	Reunion	Y		RUNI0001	RUNI0003	MRUI0003
161	Romania	Y		RMAN0001	RMAN0003	MRMN0003
162	South Africa	Y		SAFR0001	SAFR0003	MSAF0003
163	Russia	Y		RUSS0001	RUSS0003	MRUS0003
164	Rwanda	Y		RWND0001	RWND0003	MRWN0003
165	Samoa	Y		SAMO0001	SAMO0003	MSOM0003
166	Sao Tome	Y		SAOT0001	SAOT0003	MSTO0003
167	Saudi Arabia	Y		SARB0001	SARB0003	MSDA0003
168	Senegal Republic	Y		SNGL0001	SNGL0003	MSNG0003
169	Seychelles Islands	Y		SYCH0001	SYCH0003	MSYC0003
170	Sierra Leone	Y		SRLN0001	SRLN0003	MSRL0003
171	Singapore	Y		SNGP0001	SNGP0003	MSNP0003
172	Slovakia	Y		SLVK0001	SLVK0003	MSLV0003
173	Slovenia	Y		SLVN0001	SLVN0003	MSVN0003
174	San Marino	Y		SMAR0001	SMAR0003	MSNM0003
175	Solomon Islands	Y		SLMN0001	SLMN0003	MSIS0003

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

	Country	Bidders Meets or Exceeds?		Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
		Y	N			
176	Somali Republic	Y		SMLA0001	SMLA0003	MSMR0003
177	Sri Lanka	Y		SRLK0001	SRLK0003	MSLK0003
178	St. Helena	Y		STHL0001	STHL0003	MSTH0003
179	St. Kitts	Y		SKTS0001	SKTS0003	MSKT0003
180	St. Lucia	Y		SLUC0001	SLUC0003	MSTL0003
181	St. Pierre and Miquelon	Y		STPR0001	STPR0003	MSPM0003
182	St. Vincent and The Grenadines	Y		STVN0001	STVN0003	MSVG0003
183	Sudan	Y		SUDN0001	SUDN0003	MSDN0003
184	Suriname	Y		SRNM0001	SRNM0003	MSRN0003
185	Swaziland	Y		SWZL0001	SWZL0003	MSWZ0003
186	Sweden	Y		SWDN0001	SWDN0003	MSWD0003
187	Syrian Arab Republic	Y		SRIA0001	SRIA0003	MSRY0003
188	Taiwan	Y		TWAN0001	TWAN0003	MTWN0003
189	Tajikistan	Y		TDJK0001	TDJK0003	MTJK0003
190	Tanzania	Y		TNZN0001	TNZN0003	MTNZ0003
191	Thailand	Y		THLN0001	THLN0003	MTHL0003
192	Turks and Caicos Islands	Y		TCAC0001	TCAC0003	MTCI0003
193	Togo	Y		TOGO0001	TOGO0003	MTGO0003
194	Tonga Islands	Y		TNGA0001	TNGA0003	MTNG0003
195	Trinidad and Tobago	Y		TRND0001	TRND0003	MTRT0003
196	Turkmenistan	Y		TRKM0001	TRKM0003	MTRK0003
197	Tunisia	Y		TNSA0001	TNSA0003	MTNS0003
198	Turkey	Y		TRKY0001	TRKY0003	MTKY0003
199	Tuvalu	Y		TVLU0001	TVLU0003	MTVL0003
200	United Arab Emirates	Y		UAEM0001	UAEM0003	MUAE0003
201	Uganda	Y		UGND0001	UGND0003	MUGN0003

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

	Country	Bidders Meets or Exceeds?		Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
		Y	N			
202	Ukraine	Y		UKRN0001	UKRN0003	MUKR0003
203	Uruguay	Y		URGY0001	URGY0003	MURG0003
204	Uzbekistan	Y		UZBK0001	UZBK0003	MUZK0003
205	Vanuatu	Y		VNTU0001	VNTU0003	MVNT0003
206	Vatican City	Y		VTCN0001	VTCN0003	MVTC0003
207	Venezuela	Y		VNZL0001	VNZL0003	MVNZ0003
208	Vietnam	Y		VTNM0001	VTNM0003	MVTN0003
209	Wallis and Fortuna Islands	Y		WLSF0001	WLSF0003	MWLF0003
210	Yemen	Y		YMNA0001	YMNA0003	MYMN0003
211	Yugoslavia (Federal Republic)	Y		YGSL0001	YGSL0003	MYGS0003
212	Zaire	Y		ZARE0001	ZARE0003	MZAR0003
213	Zambia	Y		ZMBA0001	ZMBA0003	MZBA0003
214	Zimbabwe	Y		ZMBW0001	ZMBW0003	MZBW0003

1.3.2.5 STANDALONE VoIP VOICE MAIL SERVICES

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

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

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

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

Table 1.3.2.5.a Standalone VoIP Voice Mail Service Features

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

Verizon will provide Standalone VoIP Voice Mail services that are interoperable and work with Standalone VoIP service. Verizon’s Standalone Voice Mail services will include the capability for End-Users to have callers leave a message to be retrieved at a later time and will allow VoIP Voice Mail End-Users to forward messages to other End-Users in the same VoIP Voice Mail network. This service offers a variety of message length capabilities, greeting and delivery options, broadcast messaging and the ability to transfer to an attendant to comply with the specification provided in the Voice Mail Service Features Table above.

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		SVVM0000
<p>Bidder's Product Description:</p> <p>Voicemail Features</p> <ul style="list-style-type: none"> - Minimum message length will be at least 2 minutes and not to exceed 3 minutes each. - Message review, including skip back or ahead - Message saving, not to exceed 35 messages, and erasing - Erased message retrieval before call is ended - Messaging forwarding to another voice mailbox in the system with the ability to append additional comments - Message sending - Password protection - Personalized greetings (both permanent and temporary) - Message waiting indicator signal received at workstation within 1 minute <p>The voice mail system must be capable of remote access from any phone location on or off net.</p> <p>Creation of Group Distribution Lists to provide the ability to define five voice mail distribution lists with maximum of 25 numbers per distribution list, to forward and reply to an individual or to a group of predefined recipients.</p> <p>Web based End-User administration application.</p>					

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 currently commercially available by the Bidder 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 all locations where service will not be available.



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

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

**Table 1.3.2.6.2.a Bidder's Standalone VoIP and VoIP Voice Mail Services
 Commercially Available Areas (continued)**

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
33	Bell Gardens	X		X	
34	Bellflower	X		X	
35	Belmont	X		X	
36	Belvedere	X		X	
37	Benicia	X		X	
38	Berkeley	X		X	
39	Beverly Hills	X		X	
40	Big Bear Lake	X		X	
41	Biggs	X		X	
42	Bishop	X		X	
43	Blue Lake	X		X	
44	Blythe	X		X	
45	Bradbury	X		X	
46	Brawley	X		X	
47	Brea	X		X	
48	Brentwood	X		X	
49	Brisbane	X		X	
50	Buellton	X		X	
51	Buena Park	X		X	
52	Burbank	X		X	
53	Burlingame	X		X	
54	Calabasas	X		X	
55	Calexico	X		X	
56	California City	X		X	
57	Calimesa	X		X	
58	Calipatria	X		X	
59	Calistoga	X		X	
60	Camarillo	X		X	
61	Campbell	X		X	
62	Canyon Lake	X		X	
63	Capitola	X		X	
64	Carlsbad	X		X	

**Table 1.3.2.6.2.a Bidder's Standalone VoIP and VoIP Voice Mail Services
 Commercially Available Areas (continued)**

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
65	Carmel-By-The-Sea	X		X	
66	Carpinteria	X		X	
67	Carson	X		X	
68	Cathedral City	X		X	
69	Ceres	X		X	
70	Cerritos	X		X	
71	Chico	X		X	
72	Chino	X		X	
73	Chino Hills	X		X	
74	Chowchilla	X		X	
75	Chula Vista	X		X	
76	Citrus Heights	X		X	
77	Claremont	X		X	
78	Clayton	X		X	
79	Clearlake	X		X	
80	Cloverdale	X		X	
81	Coachella	X		X	
82	Coalinga	X		X	
83	Colfax	X		X	
84	Colma	X		X	
85	Colton	X		X	
86	Colusa	X		X	
87	Commerce	X		X	
88	Compton	X		X	
89	Concord	X		X	
90	Corcoran	X		X	
91	Corning	X		X	
92	Corona	X		X	
93	Coronado	X		X	
94	Corte Madera	X		X	
95	Costa Mesa	X		X	
96	Cotati	X		X	

**Table 1.3.2.6.2.a Bidder's Standalone VoIP and VoIP Voice Mail Services
 Commercially Available Areas (continued)**

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
97	Covina	X		X	
98	Crescent City	X		X	
99	Cudahy	X		X	
100	Culver City	X		X	
101	Cupertino	X		X	
102	Cypress	X		X	
103	Daly City	X		X	
104	Dana Point	X		X	
105	Danville	X		X	
106	Davis	X		X	
107	Del Mar	X		X	
108	Del Rey Oaks	X		X	
109	Delano	X		X	
110	Desert Hot Springs	X		X	
111	Diamond Bar	X		X	
112	Dinuba	X		X	
113	Dixon	X		X	
114	Dorris	X		X	
115	Dos Palos	X		X	
116	Downey	X		X	
117	Duarte	X		X	
118	Dublin	X		X	
119	Dunsmuir	X		X	
120	East Palo Alto	X		X	
121	El Cajon	X		X	
122	El Centro	X		X	
123	El Cerrito	X		X	
124	El Monte	X		X	
125	El Paso De Robles	X		X	
126	El Segundo	X		X	
127	Elk Grove	X		X	
128	Emeryville	X		X	

**Table 1.3.2.6.2.a Bidder's Standalone VoIP and VoIP Voice Mail Services
 Commercially Available Areas (continued)**

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
129	Encinitas	X		X	
130	Escalon	X		X	
131	Escondido	X		X	
132	Etna	X		X	
133	Eureka	X		X	
134	Exeter	X		X	
135	Fairfax	X		X	
136	Fairfield	X		X	
137	Farmersville	X		X	
138	Ferndale	X		X	
139	Fillmore	X		X	
140	Firebaugh	X		X	
141	Folsom	X		X	
142	Fontana	X		X	
143	Fort Bragg	X		X	
144	Fort Jones	X		X	
145	Fortuna	X		X	
146	Foster City	X		X	
147	Fountain Valley	X		X	
148	Fowler	X		X	
149	Fremont	X		X	
150	Fresno	X		X	
151	Fullerton	X		X	
152	Galt	X		X	
153	Garden Grove	X		X	
154	Gardena	X		X	
155	Gilroy	X		X	
156	Glendale	X		X	
157	Glendora	X		X	
158	Goleta	X		X	
159	Gonzales	X		X	
160	Grand Terrace	X		X	

**Table 1.3.2.6.2.a Bidder's Standalone VoIP and VoIP Voice Mail Services
 Commercially Available Areas (continued)**

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
161	Grass Valley	X		X	
162	Greenfield	X		X	
163	Gridley	X		X	
164	Grover Beach	X		X	
165	Guadalupe	X		X	
166	Gustine	X		X	
167	Half Moon Bay	X		X	
168	Hanford	X		X	
169	Hawaiian Gardens	X		X	
170	Hawthorne	X		X	
171	Hayward	X		X	
172	Healdsburg	X		X	
173	Hemet	X		X	
174	Hercules	X		X	
175	Hermosa Beach	X		X	
176	Hesperia	X		X	
177	Hidden Hills	X		X	
178	Highland	X		X	
179	Hillsborough	X		X	
180	Hollister	X		X	
181	Holtville	X		X	
182	Hughson	X		X	
183	Humboldt	X		X	
184	Huntington Beach	X		X	
185	Huntington Park	X		X	
186	Huron	X		X	
187	Imperial	X		X	
188	Imperial Beach	X		X	
189	Indian Wells	X		X	
190	Indio	X		X	
191	Industry	X		X	
192	Inglewood	X		X	

**Table 1.3.2.6.2.a Bidder's Standalone VoIP and VoIP Voice Mail Services
 Commercially Available Areas (continued)**

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
193	Inyo	X		X	
194	lone	X		X	
195	Irvine	X		X	
196	Irwindale	X		X	
197	Isleton	X		X	
198	Jackson	X		X	
199	Kerman	X		X	
200	Kern	X		X	
201	King City	X		X	
202	Kings	X		X	
203	Kingsburg	X		X	
204	La Canada Flintridge	X		X	
205	La Habra	X		X	
206	La Habra Heights	X		X	
207	La Mesa	X		X	
208	La Mirada	X		X	
209	La Palma	X		X	
210	La Puente	X		X	
211	La Quinta	X		X	
212	La Verne	X		X	
213	Lafayette	X		X	
214	Laguna Beach	X		X	
215	Laguna Hills	X		X	
216	Laguna Niguel	X		X	
217	Laguna Woods	X		X	
218	Lake	X		X	
219	Lake Elsinore	X		X	
220	Lake Forest	X		X	
221	Lakeport	X		X	
222	Lakewood	X		X	
223	Lancaster	X		X	
224	Larkspur	X		X	

**Table 1.3.2.6.2.a Bidder's Standalone VoIP and VoIP Voice Mail Services
 Commercially Available Areas (continued)**

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
225	Lassen	X		X	
226	Lathrop	X		X	
227	Lawndale	X		X	
228	Lemon Grove	X		X	
229	Lemoore	X		X	
230	Lincoln	X		X	
231	Lindsay	X		X	
232	Live Oak	X		X	
233	Livermore	X		X	
234	Livingston	X		X	
235	Lodi	X		X	
236	Loma Linda	X		X	
237	Lomita	X		X	
238	Lompoc	X		X	
239	Long Beach	X		X	
240	Loomis	X		X	
241	Los Alamitos	X		X	
242	Los Altos	X		X	
243	Los Altos Hills	X		X	
244	Los Angeles	X		X	
245	Los Banos	X		X	
246	Los Gatos	X		X	
247	Loyalton	X		X	
248	Lynwood	X		X	
249	Madera	X		X	
250	Malibu	X		X	
251	Mammoth Lakes	X		X	
252	Manhattan Beach	X		X	
253	Manteca	X		X	
254	Maricopa	X		X	
255	Marina	X		X	
256	Martinez	X		X	

**Table 1.3.2.6.2.a Bidder's Standalone VoIP and VoIP Voice Mail Services
 Commercially Available Areas (continued)**

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
257	Marysville	X		X	
258	Maywood	X		X	
259	Mcfarland	X		X	
260	Mendota	X		X	
261	Menlo Park	X		X	
262	Merced	X		X	
263	Mill Valley	X		X	
264	Millbrae	X		X	
265	Milpitas	X		X	
266	Mission Viejo	X		X	
267	Modesto	X		X	
268	Monrovia	X		X	
269	Montague	X		X	
270	Montclair	X		X	
271	Monte Sereno	X		X	
272	Montebello	X		X	
273	Monterey	X		X	
274	Monterey Park	X		X	
275	Moorpark	X		X	
276	Moraga	X		X	
277	Moreno Valley	X		X	
278	Morgan Hill	X		X	
279	Morro Bay	X		X	
280	Mount Shasta	X		X	
281	Mountain View	X		X	
282	Murrieta	X		X	
283	Napa	X		X	
284	National City	X		X	
285	Needles	X		X	
286	Nevada City	X		X	
287	Newark	X		X	
288	Newman	X		X	

**Table 1.3.2.6.2.a Bidder's Standalone VoIP and VoIP Voice Mail Services
 Commercially Available Areas (continued)**

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

**Table 1.3.2.6.2.a Bidder's Standalone VoIP and VoIP Voice Mail Services
 Commercially Available Areas (continued)**

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
321	Pinole	X		X	
322	Pismo Beach	X		X	
323	Pittsburg	X		X	
324	Placentia	X		X	
325	Placerville	X		X	
326	Pleasant Hill	X		X	
327	Pleasanton	X		X	
328	Plymouth	X		X	
329	Point Arena	X		X	
330	Pomona	X		X	
331	Port Hueneme	X		X	
332	Porterville	X		X	
333	Portola	X		X	
334	Portola Valley	X		X	
335	Poway	X		X	
336	Rancho Cordova	X		X	
337	Rancho Cucamonga	X		X	
338	Rancho Mirage	X		X	
339	Rancho Palos Verdes	X		X	
340	Rancho Santa Margarita	X		X	
341	Red Bluff	X		X	
342	Redding	X		X	
343	Redlands	X		X	
344	Redondo Beach	X		X	
345	Redwood City	X		X	
346	Reedley	X		X	
347	Rialto	X		X	
348	Richmond	X		X	
349	Ridgecrest	X		X	
350	Rio Dell	X		X	
351	Rio Vista	X		X	
352	Ripon	X		X	

**Table 1.3.2.6.2.a Bidder's Standalone VoIP and VoIP Voice Mail Services
 Commercially Available Areas (continued)**

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
353	Riverbank	X		X	
354	Riverside	X		X	
355	Rocklin	X		X	
356	Rohnert Park	X		X	
357	Rolling Hills	X		X	
358	Rolling Hills Estates	X		X	
359	Rosemead	X		X	
360	Roseville	X		X	
361	Ross	X		X	
362	Sacramento	X		X	
363	Salinas	X		X	
364	San Anselmo	X		X	
365	San Bernardino	X		X	
366	San Bruno	X		X	
367	San Buenaventura	X		X	
368	San Carlos	X		X	
369	San Clemente	X		X	
370	San Diego	X		X	
371	San Dimas	X		X	
372	San Fernando	X		X	
373	San Francisco	X		X	
374	San Gabriel	X		X	
375	San Jacinto	X		X	
376	San Joaquin	X		X	
377	San Jose	X		X	
378	San Juan Bautista	X		X	
379	San Juan Capistrano	X		X	
380	San Leandro	X		X	
381	San Luis Obispo	X		X	
382	San Marcos	X		X	
383	San Marino	X		X	
384	San Mateo	X		X	

**Table 1.3.2.6.2.a Bidder's Standalone VoIP and VoIP Voice Mail Services
 Commercially Available Areas (continued)**

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
385	San Pablo	X		X	
386	San Rafael	X		X	
387	San Ramon	X		X	
388	Sand City	X		X	
389	Sanger	X		X	
390	Santa Ana	X		X	
391	Santa Barbara	X		X	
392	Santa Clara	X		X	
393	Santa Clarita	X		X	
394	Santa Cruz	X		X	
395	Santa Fe Springs	X		X	
396	Santa Maria	X		X	
397	Santa Monica	X		X	
398	Santa Paula	X		X	
399	Santa Rosa	X		X	
400	Santee	X		X	
401	Saratoga	X		X	
402	Sausalito	X		X	
403	Scotts Valley	X		X	
404	Seal Beach	X		X	
405	Seaside	X		X	
406	Sebastopol	X		X	
407	Selma	X		X	
408	Shafter	X		X	
409	Shasta Lake	X		X	
410	Sierra Madre	X		X	
411	Signal Hill	X		X	
412	Simi Valley	X		X	
413	Solana Beach	X		X	
414	Soledad	X		X	
415	Solvang	X		X	
416	Sonoma	X		X	

**Table 1.3.2.6.2.a Bidder's Standalone VoIP and VoIP Voice Mail Services
 Commercially Available Areas (continued)**

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
417	Sonora	X		X	
418	South El Monte	X		X	
419	South Gate	X		X	
420	South Lake Tahoe	X		X	
421	South Pasadena	X		X	
422	South San Francisco	X		X	
423	St Helena	X		X	
424	Stanton	X		X	
425	Stockton	X		X	
426	Suisun City	X		X	
427	Sunnyvale	X		X	
428	Susanville	X		X	
429	Sutter Creek	X		X	
430	Taft	X		X	
431	Tehachapi	X		X	
432	Tehama	X		X	
433	Temecula	X		X	
434	Temple City	X		X	
435	Thousand Oaks	X		X	
436	Tiburon	X		X	
437	Torrance	X		X	
438	Tracy	X		X	
439	Trinidad	X		X	
440	Truckee	X		X	
441	Tulare	X		X	
442	Tulelake	X		X	
443	Turlock	X		X	
444	Tustin	X		X	
445	Twenty-nine Palms	X		X	
446	Ukiah	X		X	
447	Union City	X		X	
448	Upland	X		X	

**Table 1.3.2.6.2.a Bidder's Standalone VoIP and VoIP Voice Mail Services
 Commercially Available Areas (continued)**

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
449	Vacaville	X		X	
450	Vallejo	X		X	
451	Vernon	X		X	
452	Victorville	X		X	
453	Villa Park	X		X	
455	Visalia	X		X	
456	Vista	X		X	
457	Walnut	X		X	
458	Walnut Creek	X		X	
459	Wasco	X		X	
460	Waterford	X		X	
461	Watsonville	X		X	
462	Weed	X		X	
463	West Covina	X		X	
464	West Hollywood	X		X	
465	West Los Angeles	X		X	
466	West Sacramento	X		X	
467	Westlake Village	X		X	
468	Westminster	X		X	
469	Westmorland	X		X	
470	Wheatland	X		X	
471	Whittier	X		X	
472	Williams	X		X	
473	Willits	X		X	
474	Willows	X		X	
475	Windsor	X		X	
476	Winters	X		X	
477	Woodlake	X		X	
478	Woodland	X		X	
479	Woodside	X		X	
480	Yorba Linda	X		X	
481	Yountville	X		X	

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

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
482	Yreka	X		X	
483	Yuba City	X		X	
484	Yucaipa	X		X	
485	Yucca Valley	X		X	

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:

Verizon will provide Audio Conferencing which shall consist of a multiple port, reserved and reservationless, conferencing bridge. This Basic Audio Conferencing will include the following:

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

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

Verizon will support Toll-Free Dial-in and Caller Paid Dial-in conferencing services.

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

Verizon will provide Caller Paid Dial-in Reservation-less Service and Toll Free Dial-in Reservation-less Service through Instant Meeting Conference. Other features included at no charge are Announce Late Participants, Customer Reference Codes, Enter & Announce (self-announce), Listen Only, Master List, Music While On Hold, Mute/Unmute, Participant List, Rapid Entry, Secured Call, Standing Reservation, Subconferencing, Tone In, Waiting Room, Web RSVP and Mobile Conferencing Integration.

Verizon will provide Caller Paid Dial-in Reserved Service and Toll Free Dial-in Reserved Service through Standard Reserved Conference. Other features included at no charge are Announce Late Participants, ASAP Calling, Conference Monitoring, Coordinator Request, Customer Reference Codes, Enter & Announce, Listen Only, Master List, Music While On Hold, Mute/Unmute, PIN Entry Plus, Rapid Entry, Roll Call, Secured Call, Standing Reservation, Tape Playback, Tone In, and Web RSVP.

Verizon will provide Operator-Dialed Service and Operator-Assisted Dial-in Service through Premier Reserved Conference. Other features included at no charge are Announce Late Participants, ASAP Calling, Communications Line, Conference Monitoring, Coordinator Request, Customer Reference Codes, Enter & Announce, Listen Only, Master List, Meeting Manager, Meeting View, Music While On Hold, Mute/Unmute, Participant Screening, PIN Entry Plus, Polling, Question & Answer, Rapid Entry, Roll Call, Secured Call, Standing Reservation, Subconferencing, Tape Playback, Tone In, and Web RSVP.

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		CDIR0000
<p>Bidder's Product Description: Verizon will provide Caller Paid Dial-in Reservation-less Service, also known as "Meet-Me" service. Participants access the call through a long distance or local number and access code to join the conference call. Other features included at no charge are Announce Late Participants, Customer Reference Codes, Enter & Announce (self-announce), Listen Only, Master List, Music While On Hold, Mute/Unmute, Participant List, Rapid Entry, Secured Call, Standing Reservation, Subconferencing, Tone In, Waiting Room, Web RSVP and Mobile Conferencing Integration.</p>					
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		TDIR0000
<p>Bidder's Product Description: Verizon will provide Toll-Free Dial-in Reservation-less Service, also known as "Meet-Me" service, where participants dial a pre-established toll-free number and access code to join the conference call. Other features included at no charge are Announce Late Participants, Customer Reference Codes, Enter & Announce (self-announce), Listen Only, Master List, Music While On Hold, Mute/Unmute, Participant List, Rapid Entry, Secured Call, Standing Reservation, Subconferencing, Tone In, Waiting Room, Web RSVP and Mobile Conferencing Integration.</p>					
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		CLDI0000
<p>Bidder's Product Description: Verizon will provide Caller Paid Dial-in Reserved Service. The 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. Other features included at no charge are Announce Late Participants, ASAP Calling, Conference Monitoring, Coordinator Request, Customer Reference Codes, Enter & Announce, Listen Only, Master List, Music While On Hold, Mute/Unmute, PIN Entry Plus, Rapid Entry, Roll Call, Secured Call, Standing Reservation, Tape Playback, Tone In, and Web RSVP.</p>					

Table 1.3.2.7.1.a, Audio Conferencing Service and Features (continued)

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
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		TFDI0000
<p>Bidder's Product Description: Verizon will provide Toll-Free Dial-in Reserved Service in which the 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. Other features included at no charge are Announce Late Participants, ASAP Calling, Conference Monitoring, Coordinator Request, Customer Reference Codes, Enter & Announce, Listen Only, Master List, Music While On Hold, Mute/Unmute, PIN Entry Plus, Rapid Entry, Roll Call, Secured Call, Standing Reservation, Tape Playback, Tone In, and Web RSVP.</p>					
5	Operator-Dialed Service	An operator sets up the conference call by placing calls to each of the participants.	Y		ODSV0000
<p>Bidder's Product Description: Verizon will provide an Operator-Dialed Service in which An operator sets up the conference call by placing calls to each of the participants. Participants are notified of the conference date and time. Minutes prior to the schedule conference call, the Verizon Conferencing Center will dial out and connect participants. Other features included at no charge are Announce Late Participants, ASAP Calling, Communications Line, Conference Monitoring, Coordinator Request, Customer Reference Codes, Enter & Announce, Listen Only, Master List, Meeting Manager, Meeting View, Music While On Hold, Mute/Unmute, Participant Screening, PIN Entry Plus, Polling, Question & Answer, Rapid Entry, Roll Call, Secured Call, Standing Reservation, Subconferencing, Tape Playback, Tone In, and Web RSVP.</p>					
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		OADS0000
<p>Bidder's Product Description: Verizon will provide Operator-Assisted Dial-in Service in which Participants dial in to the conference number and the operator screens the callers for information such as password, name or location. Participants dial into the conference number, and a Conference Coordinator screens callers by name, passcode, location or other information, joins the callers for the conference call. The Conference Coordinator will monitor the call for quality and always available for assistance. Other features included at no charge are Announce Late Participants, ASAP Calling, Communications Line, Conference Monitoring, Coordinator Request, Customer Reference Codes, Enter & Announce, Listen Only, Master List, Meeting Manager, Meeting View, Music While On Hold, Mute/Unmute, Participant Screening, PIN Entry Plus, Polling, Question & Answer, Rapid Entry, Roll Call, Secured Call, Standing Reservation, Subconferencing, Tape Playback, Tone In, and Web RSVP.</p>					

Table 1.3.2.7.1.a, Audio Conferencing Service and Features (continued)

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
7	Recording Service	The capability to record to various media including CD, audiocassette or the Digitized Replay option below.	Y		RCSV0000
Bidder's Product Description: Verizon will provide Recording Service with the capability to record to various media including CD, audiocassette or the Digitized Replay option below.					
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		DGRP0000
Bidder's Product Description: Verizon will provide 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. This service is available after a call for the duration of time indicated by the customer.					
9	Transcription	Contractor provided transcribing a conference call	Y		TRCC0000
Bidder's Product Description: Verizon will provide transcription services for conference calls.					
10	Language Interpretation/ Translation	Real-time interpretation and translation services	Y		LITR0000
Bidder's Product Description: Verizon will provide Language Interpretation/ Translation as real-time interpretation and translation services for 120 languages or dialects.					
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		SLST0000
Bidder's Product Description: Verizon will provide Security List Screening in which a host specifies a list of participants who may dial into the conference call. The Conference Attendant screens callers against the list, compiling the data requested.					

Table 1.3.2.7.1.a, Audio Conferencing Service and Features (continued)

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
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		PRTL0000
Bidder's Product Description: Verizon will a Participant list for which the Conference Attendant captures up to three (3) caller attributes and distributes a 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	Global Access Toll Band A	Global Access Toll Band A Transport	GATA0000
	Bidder's Product Description: Global Access Toll Band A allows call participants to access a call via a non-U.S. local exchange number. Each participating caller calls the non-U.S. Local exchange number. The following countries are based on availability of service, zone and origination type. Austria, Belgium, France, Germany, Ireland, Italy, Luxembourg, Netherlands, Spain, Sweden, Switzerland, UK, and Denmark.		
2	Global Access Toll Band C	Global Access Toll Band C Transport	GATC0000
	Bidder's Product Description: Global Access Toll Band C allows call participants to access a call via a non-U.S. local exchange number. Each participating caller calls the non-U.S. Local exchange number. The following countries are based on availability of service, zone and origination access type. Australia, Hong Kong, Japan, Romania, South Korea, and New Zealand.		
3	Global Access Toll Band D	Global Access Toll Band D Transport	GATD0000
	Bidder's Product Description: Global Access Toll Band D allows call participants to access a call via a non-U.S. local exchange number. Each participating caller calls the non-U.S. Local exchange number. The following countries are based on availability of service, zone and origination access type. Singapore and Taiwan.		

Table 1.3.2.7.1.b Unsolicited Audio Conferencing Features (continued)

	Feature Name	Feature Description	Bidder's Product Identifier
4	Global Access Toll Band E	Global Access Toll Band E Transport	GATE0000
	Bidder's Product Description: Global Access Toll Band E allows call participants to access a call via a non-U.S. local exchange number. Each participating caller calls the non-U.S. Local exchange number. The following countries are based on availability of service, zone and origination access type. Greece, Finland, Norway, Czech, and Slovakia.		
5	Global Access Toll Band F	Global Access Toll Band F Transport	GATF0000
	Bidder's Product Description: Global Access Toll Band F allows call participants to access a call via a non-U.S. local exchange number. Each participating caller calls the non-U.S. Local exchange number. The following countries are based on availability of service, zone and origination access type. Brazil, Hungary, and Mexico.		
6	Global Access Toll Band G	Global Access Toll Band G Transport	GATG0000
	Bidder's Product Description: Global Access Toll Band G allows call participants to access a call via a non-U.S. local exchange number. Each participating caller calls the non-U.S. Local exchange number. The following countries are based on availability of service, zone and origination access type. China, India, and Philippines.		
7	Global Access Freephone Band A	Global Access Freephone Band A Transport	GAFA0000
	Bidder's Product Description: Global Access Freephone Band A allows call participants to access a call via a Local Toll Free number. Each participating caller calls the designated Freephone number. Local Freephone access is available via an in-country Freephone number. The Local Freephone number and corresponding passcode will allow direct dial access to the call. The following countries are based on availability of service, zone and origination type. Austria, Belgium, France, Germany, Ireland, Italy, Luxembourg, Netherlands, Spain, Sweden, Switzerland, UK, and Denmark.		
8	Global Access Freephone Band C	Global Access Freephone Band C Transport	GAFC0000
	Bidder's Product Description: Global Access Freephone Band C allows call participants to access a call via a Local Toll Free number. Each participating caller calls the designated Freephone number. Local Freephone access is available via an in-country Freephone number. The Local Freephone number and corresponding passcode will allow direct dial access to the call. The following countries are based on availability of service, zone and origination access type. Australia, Hong Kong, Japan, South Korea, and New Zealand.		

Table 1.3.2.7.1.b Unsolicited Audio Conferencing Features (continued)

9	Global Access Freephone Band D	Global Access Freephone Band D Transport	GAFD0000
	<p>Bidder’s Product Description: Global Access Freephone Band D allows call participants to access a call via a Local Toll Free number. Each participating caller calls the designated Freephone number. Local Freephone access is available via an in-country Freephone number. The Local Freephone number and corresponding passcode will allow direct dial access to the call. The following countries are based on availability of service, zone and origination access type. Singapore, Malaysia, Slovenia, Turkey, and Taiwan.</p>		
10	Global Access Freephone Band E	Global Access Freephone Band E Transport	GAFE0000
	<p>Bidder’s Product Description: Global Access Freephone Band E allows call participants to access a call via a Local Toll Free number. Each participating caller calls the designated Freephone number. Local Freephone access is available via an in-country Freephone number. The Local Freephone number and corresponding passcode will allow direct dial access to the call. The following countries are based on availability of service, zone and origination access type. Estonia, Greece, Finland, Norway, Czech, and Slovakia.</p>		
11	Global Access Freephone Band F	Global Access Freephone Band F Transport	FAFF0000
	<p>Bidder’s Product Description: Global Access Freephone Band F allows call participants to access a call via a Local Toll Free number. Each participating caller calls the designated Freephone number. Local Freephone access is available via an in-country Freephone number. The Local Freephone number and corresponding passcode will allow direct dial access to the call. The following countries are based on availability of service, zone and origination access type. Argentina, Brazil, Costa Rica, Croatia, Hungary, Israel, Mexico, Panama, Poland, Portugal, Russia, South Africa, and Uruguay.</p>		
12	Global Access Freephone Band G	Global Access Freephone Band G Transport	FAFG0000
	<p>Bidder’s Product Description: Global Access Freephone Band G allows call participants to access a call via a Local Toll Free number. Each participating caller calls the designated Freephone number. Local Freephone access is available via an in-country Freephone number. The Local Freephone number and corresponding passcode will allow direct dial access to the call. The following countries are based on availability of service, zone and origination access type. Chile, China, Colombia, India, Indonesia, Latvia, Peru, Philippines, Saudi Arabia, Thailand, United Arab Emirates and Venezuela.</p>		

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		EXTR0004
	Bidder's Product Description: Verizon will provide Extended Demarcation Copper Four Pair Wiring as described above that will include all necessary hardware including 300 feet of four-pair cable, connectors, jumpers, patch panels, minor materials and jacks. Extended Demarcation wiring will also include all necessary labor required to complete the provisioning of service including installation, testing, trouble shooting, labeling and documentation. Verizon assumes customer to have a clear pathway for cable installations.				

Table 1.3.3.2.a, Extended Demarcation Wiring Services (continued)

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
2	Extended Demarcation – Copper four-Pair – Overtime Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet of four-pair cable and an RJ48 or equivalent jack.	Y		EXTO0004
<p>Bidder's Product Description: Verizon will provide Extended Demarcation Copper Four Pair Wiring as described above that will include all necessary hardware including 300 feet of four-pair cable, connectors, jumpers, patch panels, minor materials and jacks. Extended Demarcation wiring will also include all necessary labor required to complete the provisioning of service including installation, testing, trouble shooting, labeling and documentation. Verizon assumes customer to have a clear pathway for cable installations.</p>					
3	Extended Demarcation – Copper four-Pair – Sunday and Holiday Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet of four-pair cable and an RJ48 or equivalent jack.	Y		EXTS0004
<p>Bidder's Product Description: Verizon will provide Extended Demarcation Copper Four Pair Wiring as described above that will include all necessary hardware including 300 feet of four-pair cable, connectors, jumpers, patch panels, minor materials and jacks. Extended Demarcation wiring will also include all necessary labor required to complete the provisioning of service including installation, testing, trouble shooting, labeling and documentation. Verizon assumes customer to have a clear pathway for cable installations.</p>					

Table 1.3.3.2.a, Extended Demarcation Wiring Services (continued)

	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 Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	Y		EXTR0025
<p>Bidder's Product Description: Verizon will provide Extended Demarcation Copper 25 Pair Wiring services as described above. The station cabling provided to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment is up to 300 feet, will include ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. This includes associated troubleshooting, testing, and labeling. To provide this service, Verizon assumes customer to have a clear pathway for cable installations.</p>					
5	Extended Demarcation – Copper 25 Pair – Overtime Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet or less of Category 5 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	Y		EXTO0025
<p>Bidder's Product Description: Verizon will provide Extended Demarcation Copper 25 Pair Wiring services as described above. The station cabling provided to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment is up to 300 feet, will include ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. This includes associated troubleshooting, testing, and labeling. To provide this service, Verizon assumes customer to have a clear pathway for cable installations.</p>					

Table 1.3.3.2.a, Extended Demarcation Wiring Services (continued)

	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 Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	Y		EXTS0025
<p>Bidder's Product Description: Verizon will provide Extended Demarcation Copper 25 Pair Wiring services as described above. The station cabling provided to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment is up to 300 feet, will include ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. This includes associated troubleshooting, testing, and labeling. To provide this service, Verizon assumes customer to have a clear pathway for cable installations.</p>					
7	Extended Demarcation – Optical Fiber Link – Regular Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment as described above with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	Y		EXFL0000
<p>Bidder's Product Description: Verizon will provide an Extended Demarcation Optical Fiber Link wiring 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. Verizon will include one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. This includes associated troubleshooting, testing and labeling. To provide this service, Verizon assumes customer to have a clear pathway.</p>					

Table 1.3.3.2.a, Extended Demarcation Wiring Services (continued)

	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 (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	Y		EXFO0000
<p>Bidder's Product Description: Verizon will provide an Extended Demarcation Optical Fiber Link wiring 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. Verizon will include one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. This includes associated troubleshooting, testing and labeling. To provide this service, Verizon assumes customer to have a clear pathway. Wiring services to extend Facilities from the Customers MPOE to the Customers point of utilization to include wiring installation and testing are available Overtime Hours – Hours worked between 5:00PM and 7:59AM, Monday through Friday and all day Saturday.</p>					

Table 1.3.3.2.a, Extended Demarcation Wiring Services (continued)

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
9	Extended Demarcation – Optical Fiber Link – Sunday and Holiday Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment as described above with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	Y		EXFS0000
<p>Bidder's Product Description: Verizon will provide an Extended Demarcation Optical Fiber Link wiring 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. Verizon will include one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. This includes associated troubleshooting, testing and labeling. To provide this service, Verizon assumes customer to have a clear pathway. Wiring services to extend Facilities from the Customers MPOE to the Customers point of utilization to include wiring installation and testing are available Sunday and Holiday Hours – Any hours worked on Sunday or State of California holidays.</p>					

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	Pathway Components Services - Inner-duct CMP 300' package furnish and installed.	Extended Demarcation Wiring Services Pathway Components Services - Inner-duct CMP 300' package furnish and installed.	PTWC0000
	Bidder's Product Description: Extended Demarcation Wiring Services Pathway Components Services - Inner-duct Orange Corrugated CMP 300' package furnish and installed. Inner-duct to be used for routing fiber cable in the intra building environment. To provide this service, Verizon assumes customer to have a clear pathway, and that the supporting structure is acceptable for Inner-duct installations. Labor rate is based upon working normal business hours.		
2	Pathway Component Service J-Hook and Hangers 300' package furnish and installed.	Extended Demarcation Wiring Services Pathway Components Services - Standard J Hook. Verizon will Furnish and Install Standard J Hooks and Hangers in support of 300' cable package and Installation.	PTWJ0000
	Bidder's Product Description: Pathway Components Services - Standard J Hook Extended Demarcation Wiring Services will furnish and install Standard J Hooks and hangers in support of 300' cable package and Installation. Labor rate is based upon working normal business hours.		
3	Pathway Components Services - 4" Core	Extended Demarcation Wiring Services Pathway Components Services - 4" Core Verizon will provide labor and material to install a 4" Core, sleeve and firestop accordingly.	PTCS0004
	Bidder's Product Description: Pathway Components Services - 4" Core Extended Demarcation Wiring Services Labor and material to provide up to a 4" Core, sleeved and Firestopped accordingly, through Gypsum wall. Labor rate is based upon working normal business hours.		
4	Pathway Components Services - 2" Core	Extended Demarcation Wiring Services Pathway Components Services - 2" Core Verizon will provide labor and material to install a 2" Core, sleeve and firestop accordingly.	PTCS0002
	Bidder's Product Description: Pathway Components Services - 2" Core Extended Demarcation Wiring Services Labor and material to provide up to a 4" Core, sleeved and Firestopped accordingly, through Gypsum wall. Labor rate is based upon working normal business hours.		

Table 1.3.3.2.b Unsolicited Extended Demarcation Wiring Services (continued)

	Feature Name	Feature Description	Bidder's Product Identifier
5	Pathway Components Services - 1" Core	Extended Demarcation Wiring Services Pathway Components Services - 1" Core Verizon will provide labor and material to install a 1" Core, sleeve and firestop accordingly.	PTCS0001
	Bidder's Product Description: Pathway Components Services - 1" Core Extended Demarcation Wiring Services Labor and material to provide up to a 1" Core, sleeved and Firestopped accordingly, through Gypsum wall. Labor rate is based upon working normal business hours.		
6	Pathway Components Services – Standard 1" Electrical Metallic Tubing (EMT) 10' package.	Extended Demarcation Wiring Services Pathway Components Services – Standard 1" Electrical Metallic Tubing (EMT – conduit) Intra Building EMT Furnish and Install 10' package.	PEMT0001
	Bidder's Product Description: Extended Demarcation Wiring Services Pathway Components Services – Standard 1" EMT (conduit) Intra Building Furnish and Install EMT in support of Station Wiring Services Copper or Fiber. Labor rate is based upon working normal business hours.		
7	Pathway Components Services – Standard 2" Electrical Metallic Tubing (EMT) 10' package..	Extended Demarcation Wiring Services Pathway Components Services – Standard 2" Electrical Metallic Tubing (EMT – conduit) Intra Building EMT Furnish and Install 10' package..	PEMT0002
	Bidder's Product Description: Extended Demarcation Wiring Services Pathway Components Services – Standard 2" EMT (conduit) Intra Building Furnish and Install EMT in support of Station Wiring Services Copper or Fiber. Labor rate is based upon working normal business hours.		
8	Pathway Components Services – National Electrical Manufacturers Association (NEMA) 1 Pull Box 12"X12"X6"	Extended Demarcation Wiring Services Pathway Components Services – National Electrical Manufacturers Association (NEMA) 1 Pull Box 12"X12"X6" Furnish and Install.	PNEM0001
	Bidder's Product Description: Extended Demarcation Wiring Services Pathway Components Services – Furnish and Install NEMA 1 12"X12"X6" Pull box in support of Station Wiring Services Copper or Fiber. Labor rate is based upon working normal business hours.		

Table 1.3.3.2.b Unsolicited Extended Demarcation Wiring Services (continued)

	Feature Name	Feature Description	Bidder's Product Identifier
9	Pathway Components Services – National Electrical Manufacturers Association (NEMA) 3 Pull Box 12”X12”X8”.	Extended Demarcation Wiring Services Pathway Components Services – National Electrical Manufacturers Association (NEMA) 3 Pull Box 12”X12”X8” Furnish and Install.	PNEM0003
	Bidder's Product Description: Extended Demarcation Wiring Services Pathway Components Services –Furnish and Install NEMA 3 12”X12”X8” Pull box in support of Station Wiring Services Copper or Fiber. Labor rate is based upon working normal business hours.		
10	Pathway Components Services – National Electrical Manufacturers Association (NEMA) 1 Pull Box 8”X8”X6”.	Extended Demarcation Wiring Services Pathway Components Services – National Electrical Manufacturers Association (NEMA) 1 Pull Box 8”X8”X6” Furnish and Install.	PCNM0001
	Bidder's Product Description: Extended Demarcation Wiring Services Pathway Components Services –Furnish and Install NEMA 1 8”X8”X6” Pull box in support of Station Wiring Services Copper or Fiber. Labor rate is based upon working normal business hours.		
11	Pathway Components Services – National Electrical Manufacturers Association (NEMA) 3 Pull Box 8”X8”X6”.	Extended Demarcation Wiring Services Pathway Components Services – National Electrical Manufacturers Association (NEMA) 3 Pull Box 8”X8”X6” Furnish and Install.	PCNM0003
	Bidder's Product Description: Extended Demarcation Wiring Services Pathway Components Services –Furnish and Install NEMA 3 8”X8”X6” Pull box in support of Station Wiring Services Copper or Fiber. Labor rate is based upon working normal business hours.		
12	Pathway Components Services - Surface Raceway 1" Top and Base with End Caps Non-Metallic 10' package.	Extended Demarcation Wiring Services Pathway Components Services - Surface Raceway 1" Top and Base with End Caps Non-Metallic 10' package.	PTBE0001
	Bidder's Product Description: Extended Demarcation Wiring Services Pathway Components Services – Surface Raceway Surface Raceway 1" Top and Base with End Caps Non-Metallic 10' package. Labor rate is		

Table 1.3.3.2.b Unsolicited Extended Demarcation Wiring Services (continued)

	Feature Name	Feature Description	Bidder's Product Identifier
	based upon working normal business hours.		
13	Pathway Components Services - Surface Raceway 2" Top and Base with End Caps Non-Metallic 10' package.	Extended Demarcation Wiring Services Pathway Components Services - Surface Raceway 2" Top and Base with End Caps Non-Metallic 10' package.	PTBE0002
	Bidder's Product Description: Extended Demarcation Wiring Services Pathway Components Services – Surface Raceway Surface Raceway 2" Top and Base with End Caps Non-Metallic 10' package. Labor rate is based upon working normal business hours.		
14	MDF/IDF Components Services – Cable Ladder Rack 12" and Installation (10' package).	Extended Demarcation Wiring Services MDF/IDF Components Services – Cable Ladder Rack 12" and Installation (10' package) includes associated mounting hardware.	MIDF0000
	Bidder's Product Description: Extended Demarcation Wiring Services MDF/IDF Components Services – MDF/IDF Cable Ladder Rack 12" and Installation (10' package) includes associated mounting hardware. Labor rate is based upon working normal business hours.		
15	MDF/IDF Components Services – Standard 2 Post Equipment Rack 7', 19" Rack Mountable and Installation.	Extended Demarcation Wiring Services MDF/IDF Components Services – Standard 2 Post Equipment Rack 7', 19" Rack Mountable and Installation. Includes associated mounting hardware.	MSRM0000
	Bidder's Product Description: Extended Demarcation Wiring Services MDF/IDF Components Services – Standard 2 Post Equipment Rack 7', 19" Rack mountable and Installation. Includes associated mounting hardware. Labor rate is based upon working normal business hours.		
16	MDF/IDF Components Services - Wire Management 6"X7' Horizontal and Installation.	Extended Demarcation Wiring Services MDF/IDF Components Services - Wire Management 6"X7' Horizontal and Installation for horizontal hardware.	MWHZ0000
	Bidder's Product Description: Extended Demarcation Wiring Services MDF/IDF Components Services - Wire Management 6"X7' Horizontal and Installation. Labor rate is based upon working normal business hours.		

Table 1.3.3.2.b Unsolicited Extended Demarcation Wiring Services (continued)

	Feature Name	Feature Description	Bidder's Product Identifier
17	MDF/IDF Components Services - Wire Management Vertical and Installation.	Extended Demarcation Wiring Services MDF/IDF Components Services - Wire Management Vertical and Installation for vertical hardware.	MWVR0000
	Bidder's Product Description: Extended Demarcation Wiring Services MDF/IDF Components Services - Wire Management Vertical and Installation. Labor rate is based upon working normal business hours.		
18	MDF/IDF Components Services - Fire Rated Back Board and Installation, minimum 8'X8'.	Extended Demarcation Wiring Services MDF/IDF Components Services - Fire Rated Back Board -Minimum size 8'X8' FRACX and Installation.	MFRB00090
	Bidder's Product Description: Extended Demarcation Wiring Services MDF/IDF Components Services - Fire Rated Back Board -Minimum size 8'X8' FRACX and Installation. Labor rate is based upon working normal business hours.		
19	MDF/IDF Components Services - Cabinet and Installation of a Generic 36" high.	Extended Demarcation Wiring Services MDF/IDF Components Services - Cabinet and Installation of a Generic 36" high.	MCIG0000
	Bidder's Product Description: Extended Demarcation Wiring Services MDF/IDF Components Services - Cabinet and Installation of a Generic 36" high. Labor rate is based upon working normal business hours.		
20	MDF/IDF Components Services Grounding and Bonding – Installation of Telecommunications Main Ground Busbar (TMGB)	Extended Demarcation Wiring Services MDF/IDF Components Services Grounding and Bonding – Installation of Telecommunications Main Ground Busbar (TMGB).	MTMG0000
	Bidder's Product Description: Extended Demarcation Wiring Services MDF/IDF Components Services - MDF/IDF Components Services Grounding and Bonding – Installation of Telecommunications Main Ground Busbar (TMGB). Installation of the TMGB from an approved building ground includes up to 75' of ground wire, ground busbar, busbar mounting hardware, and (2) connectors. Verizon assumes that appropriate, approved building ground is available within 75' of the installation location with free and clear access. Labor rate is based upon working normal business hours.		

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:

Verizon will provide labor for the diagnosis and/or repair of services listed in this Contract and all costs for repair are the responsibility of Verizon unless it is specifically determined that the cause of service failure is outside the scope of Verizon's responsibilities. As stipulated, work performed under this Section 1.3.3.2 is authorized only for situations where Verizon has dispatched personnel to diagnose a service problem that is discovered to be caused by factors outside the responsibility of Verizon or no trouble is found.

Verizon will 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 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		FSRT0000
Bidder's Product Description: Verizon will provide a 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.					
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		FSRO0000
Bidder's Product Description: Verizon will provide a 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.					
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		FSRS0000
Bidder's Product Description: Verizon will provide a 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.					

1.3.4 DATA NETWORK MONITORING APPLICATION (DNMA)

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

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

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

1.3.5 SERVICE LEVEL AGREEMENTS (SLA)

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

1.3.5.1 SERVICE LEVEL AGREEMENT FORMAT

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

1. *SLA Name – Each SLA Name must be unique;*
2. *Definition - Describes what performance metric will be measured;*

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

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

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

1.3.5.2 TECHNICAL REQUIREMENTS VERSUS SLA OBJECTIVES

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

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

Bidder understands the Requirement and shall meet or exceed it? Yes X 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 X 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, #13);*

17. *The Contractor shall provide a CALNET 3 SLA Manager responsible for CALNET 3 SLA compliance. The SLA Manager shall attend regular meetings and be available upon request to address CALNET 3 CMO SLA oversight, report issues, and problem resolution concerns. The CALNET 3 SLA Manager shall also coordinate SLA support for Customer SLA inquiries and issue resolution;*
18. *The Contractor shall provide Customer and CALNET 3 CMO support for SLA inquiries and issue resolution and,*
19. *Any SLAs and remedies negotiated between Contractor and third party service provider in territories closed to competition shall be passed through to the CALNET 3 Customer.*

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

1.3.5.7 TROUBLE TICKET STOP CLOCK CONDITIONS

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

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

Table 1.3.5.7 – Stop Clock Conditions (SCC)

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

Table 1.3.5.7 – Stop Clock Conditions (SCC) (continued)

#	Stop Clock Condition (SCC)	SCC Definition
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.
7	ACCESS	<p>Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following:</p> <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. <p>If it is determined later that the cause of the problem was not at the site in question, then the Access SCC shall not apply.</p>
8	STAFF	Any problem or delay to the extent caused by End-User's staff that prevents or delays Contractor's resolution of the problem. In such event, Contractor shall make a timely request to End-User staff to correct the problem or delay and document in trouble ticket.
9	APPLICATION	End-User software applications that interfere with repair of the trouble.
10	CPE	Repair/replacement of Customer Premise Equipment (CPE) not provided by Contractor if the problem has been isolated to the CPE. If determined later that the CPE was not the cause of the service outage, the CPE SCC will not apply.
11	NO RESPONSE	Failure of the trouble ticket originator or responsible End-User to return a call from Contractor's technician for on-line close-out of trouble tickets after the Service has been restored as long as Contractor can provide documentation in the trouble ticket substantiating the communication from Contractor's technician.

Table 1.3.5.7 – Stop Clock Conditions (SCC) (continued)

#	Stop Clock Condition (SCC)	SCC Definition
12	MAINTENANCE	An outage directly related to any properly performed scheduled maintenance or upgrade scheduled for CALNET 3 service. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs shall apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to the Maintenance SCC.
13	THIRD PARTY	Any problem or delay caused by a third party not under the control of Contractor, not preventable by Contractor, including, at a minimum, cable cuts not caused by the Contractor. Contractor's Subcontractors and Affiliates, shall be deemed to be under the control of Contractor with respect to the equipment, services, or Facilities to be provided under this Contract.
14	FORCE MAJEURE	Force Majeure events, as defined in the PMAC General Provisions - Telecommunications, Section 28 (Force Majeure).

Bidder understands the Requirement and shall meet or exceed it? Yes X 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): <table border="1"> <thead> <tr> <th></th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidders Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td>Standalone VoIP Handset Service Packages</td> <td>≥ 98.9%</td> <td>≥ 99.2%</td> <td>≥ 99.5%</td> <td>P</td> </tr> <tr> <td>Standalone VoIP Voice Mail Service</td> <td>≥ 98.9%</td> <td>≥ 99.2%</td> <td>≥ 99.5%</td> <td>P</td> </tr> <tr> <td>Audio Conferencing</td> <td>≥ 98.9%</td> <td>≥ 99.2%</td> <td>≥ 99.5%</td> <td>P</td> </tr> </tbody> </table>		Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)	Standalone VoIP Handset Service Packages	≥ 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
	Basic (B)	Standard (S)	Premier (P)	Bidders 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 X No _____

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

SLA Name: Catastrophic Outage 1 (CAT 1)																
<p>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:</p> <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) 																
<p>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.</p>																
Service(s):																
Standalone VoIP Service (1.3.2.2)	Standalone VoIP Voice Mail Service (1.3.2.5)															
<p>Objective (s): The objective restoral time shall be:</p> <table border="1"> <thead> <tr> <th></th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidders Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td>Standalone VoIP Service</td> <td>≤ 3 hours</td> <td>≤ 2 hours</td> <td>≤ 1 hour</td> <td>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)	Bidders 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)	Bidders 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 X 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:																					
<table border="1"> <thead> <tr> <th></th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidders Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td>Standalone VoIP Handset Service Packages</td> <td>≤ 1 hour</td> <td>≤ 30 minutes</td> <td>≤ 15 minutes</td> <td>P</td> </tr> <tr> <td>Audio Conferencing</td> <td>≤ 1 hour</td> <td>≤ 30 minutes</td> <td>≤ 15 minutes</td> <td>P</td> </tr> <tr> <td>Standalone VoIP Voice Mail</td> <td>≤ 1 hour</td> <td>≤ 30 minutes</td> <td>≤ 15 minutes</td> <td>P</td> </tr> </tbody> </table>			Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)	Standalone VoIP Handset Service Packages	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P	Audio Conferencing	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P	Standalone VoIP Voice Mail	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P
	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)																	
Standalone VoIP Handset Service Packages	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P																	
Audio Conferencing	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P																	
Standalone VoIP Voice Mail	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P																	
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 X No _____

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

SLA Name: Catastrophic Outage 3 (CAT 3)																					
Definition: The total loss of more than one (1) CALNET 3 service type in a central office, or the loss of any service type on a system wide basis																					
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:																					
	<table border="1"> <thead> <tr> <th></th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidders Objective Commitment (B or P)</th> </tr> </thead> <tbody> <tr> <td>Standalone VoIP Handset Service Packages</td> <td>≤ 30 minutes</td> <td>N/A</td> <td>≤ 15 minutes</td> <td>P</td> </tr> <tr> <td>Audio Conferencing</td> <td>≤ 30 minutes</td> <td>N/A</td> <td>≤ 15 minutes</td> <td>P</td> </tr> <tr> <td>Standalone VoIP Voice Mail Service</td> <td>≤ 30 minutes</td> <td>N/A</td> <td>≤ 15 minutes</td> <td>P</td> </tr> </tbody> </table>		Basic (B)	Standard (S)	Premier (P)	Bidders 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
	Basic (B)	Standard (S)	Premier (P)	Bidders 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.											
<p>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.</p> <p>This measurement includes the local loop transport under the control of the Contractor and any local loops acquired from a third party by the Contractor.</p>											
Service(s):											
Standalone VoIP Handset Service Packages (Table 1.3.2.2.4)											
Objective (s):											
<table border="1"> <thead> <tr> <th>Service</th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidders Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td>Standalone VoIP Handset Service Packages</td> <td>≤ 170 ms</td> <td>≤ 130 ms</td> <td>≤ 90 ms</td> <td>P</td> </tr> </tbody> </table>		Service	Basic (B)	Standard (S)	Premier (P)	Bidders 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)	Bidders 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 X 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):											
<table border="1"> <thead> <tr> <th>Service</th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidders Objective Commitment (B or S)</th> </tr> </thead> <tbody> <tr> <td>Standalone VoIP Handset Service Packages</td> <td>≤ 30 ms</td> <td>≤ 15ms</td> <td>N/A</td> <td>S</td> </tr> </tbody> </table>		Service	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B or S)	Standalone VoIP Handset Service Packages	≤ 30 ms	≤ 15ms	N/A	S
Service	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B or S)							
Standalone VoIP Handset Service Packages	≤ 30 ms	≤ 15ms	N/A	S							
Rights and Remedies	<p>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.</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>										
	Monthly Aggregated Measurements: N/A										

Bidder understands the Requirement and shall meet or exceed it? Yes X 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.3.2 (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 X 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)	Bidders 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 X 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 Voice Mail Service (1.3.2.5)	35	Coordinated/Managed Project
Standalone VoIP Handset Service Packages (Table 1.3.2.2.4)	30	Coordinated/Managed Project
Audio Conferencing (1.3.2.7)	10	Coordinated/Managed Project

1.3.5.8.10 Provisioning (M-S) (continued)

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:**

Service	Basic (B) (Calendar Days)	Standard (S) (Calendar Days)	Premier (P) (Calendar Days)	Bidders Objective Commitment (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 X No _____

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

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

1.3.5.8.15 Contract Amendment Service Enhancement SLAs

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

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