

**IFB STPD 12-001-A**

**Statement of Work**

**FOR CALNET 3, CATEGORY 1**

**VOICE AND DATA SERVICES**

**ADDENDUM 8**

**07/19/13**

**SUBCATEGORY 1.5 – TOLL-FREE CALLING**

**TECHNICAL REQUIREMENTS**

Issued by:

**STATE OF CALIFORNIA**

California Department of Technology

Statewide Technology Procurement Division

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

## TECHNICAL REQUIREMENTS

### SUBCATEGORY 1.5 – TOLL-FREE CALLING

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## TECHNICAL REQUIREMENTS

### SUBCATEGORY 1.5 – TOLL-FREE CALLING

#### 1.5.1 OVERVIEW

This Subcategory 1.1 IFB provides the State's solicitation for best value solutions for toll-free domestic and international calling 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).

##### 1.5.1.1 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:"*

##### 1.5.1.2 DESIGNATION OF REQUIREMENTS

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

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

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

### 1.5.1.3 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 \_\_\_\_\_*

## 1.5.2 TOLL-FREE SERVICES

The Contractor shall provide statewide Toll-Free incoming ('800', '877', and other FCC approved toll-free NPAs) calling services. Termination types shall include switched (business line), switched Wide Area Telephone Service Access Line (WATS WAL), and Dedicated Access Line (DAL), including analog and any other terminations that the Bidder's organization provides. The terminating Toll-Free Services shall provide routing based on the originating location (telephone number), day, and time of day.

### 1.5.2.1 TOLL-FREE BASIC FEATURES

The Contractor's Toll-Free Services shall include the basic routing features described below.

#### 1.5.2.1.1 Point of Call Routing

Based on the calling party's ANI, this feature allows for calls made to a single '800' number to be routed to different terminating locations.

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

#### 1.5.2.1.2 Day-of-Week Routing

Allows Customers to route calls to different locations based on the day of the week.

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

1.5.2.1.3 Holiday Routing

Allows the Customer to designate different routing for specific holidays and key events.

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

1.5.2.1.4 Time-of-Day (TOD) Routing

Based on the time of day, this feature allows the Customer to route calls made to a single '800' number to different answering locations.

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

1.5.2.1.5 Alternate Routing

Allows the Customer to pre-define alternate routing arrangements and activate via security code.

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

1.5.2.1.6 Percentage Distribution Routing

Routing based on a percentage of traffic to predefined locations.

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

1.5.2.1.7 Area Code Routing

Calls for a single toll-free number are routed based upon the caller's area code.

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

1.5.2.1.8 Area Code Selection

Calls for a single toll-free number can be blocked or received by originating area code for every area code in the U.S., Canada, Puerto Rico, and the U.S. Virgin Islands.

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

1.5.2.1.9 Area Code / Exchange Routing

Calls for a single toll-free number are routed based upon the caller's area code and local exchange.

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

#### 1.5.2.1.10 Area Code / Exchange Selection

Calls for a single toll-free number can be blocked or received by originating area code for every area code in the U.S., Canada, Puerto Rico, and the U.S. Virgin Islands.

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

### 1.5.2.2 DIRECT ACCESS TERMINATION FEATURES

The Contractor's Toll-Free Services shall include the direct access termination features described below.

#### 1.5.2.2.1 Network Call Redirect (NCR)

Sends calls to an alternate terminating trunk group when the first choice is busy. (The alternate route must terminate on the Customer's own access facility).

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

#### 1.5.2.2.2 Dialed Number Identification Service (DNIS)

A number, typically 4-10 digits in length, that is sent by the service provider to the client switch that allows a Customer to determine how to route an inbound call.

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

#### 1.5.2.2.3 Real-Time Automatic Number Identification (ANI)

Provides the caller's full 10-digit originating telephone number sent by the service provider to the client switch or end-user device.

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

### 1.5.2.3 TOLL-FREE NETWORK ACCESS TRANSPORT

The Contractor shall provide dedicated DS1, DS3 and ISDN Private Rate Interface (PRI) access transport service for use with the Toll-Free service deployed for CALNET 3. This service shall only be utilized in conjunction with the Contractor's Toll-Free service.

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

1.5.2.3.1 Dedicated DS1 Access Transport

The Contractor shall provide dedicated DS1 access transport services in accordance with the North American standards, supporting up to 1.544 Mbps providing full duplex, four (4) wire, synchronous serial digital data transport. The DS1 services will be channelized (24 multiplexed DS0 channels each at 64Kbps) and will be B8ZS, which is the line coding that allows use of the entire bandwidth of a 1.544 facility, and Extended Super Frame (ESF), which uses a framing bit for non-intrusive signaling and control.

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

1.5.2.3.2 Dedicated DS3 Access Transport

The Contractor shall provide DS3 access transport services for speeds up to 45 Mbps on a single circuit or channelized into 28 DS1 channels or 672 DS0 channels.

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

1.5.2.3.3 ISDN PRI on DS1 Access Transport

The Contractor shall provide DS1 access transport service in an ISDN Primary Rate Interface (PRI) configuration to support 23 B channels and one (1) D channel.

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

**Contractors shall provide the Toll-Free Network Access Transport functionality described in Table 1.5.2.3.a.**

**Table 1.5.2.3.a, Toll-Free Network Access Transport**

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	<b>Dedicated Access Transport DS1</b>	Dedicated Transport at DS1 speed or equivalent up to 1.544 Mbps or 24 channels, each at 64 Mbps			
	Bidders Product Description:				
2	<b>Dedicated Access Transport DS3</b>	Dedicated Transport at DS3 speed or equivalent up to 45Mbps on a single circuit or split the circuit into 28 DS1 channels or 672 DS0 channels.			
	Bidders Product Description:				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
3	<b>Primary Rate Interface (PRI) Transport on DS1</b>	DS1 access Transport in an ISDN Primary Rate Interface (PRI) configuration to support 23 B channels and one (1) D channel			
	Bidders Product Description:				

The Contractor may offer additional unsolicited Toll-Free Network Access Transport features in Table 1.5.2.3.b.

**Table 1.5.2.3.b Unsolicited Toll-Free Network Access Transport Features**

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

1.5.2.4 TOLL-FREE DOMESTIC SERVICES

The Contractor shall offer the Toll-Free Domestic Service detailed in Table 1.5.2.4.a.

**Table 1.5.2.4.a, Toll-Free Domestic Services**

	Feature Name	Feature Description	Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	<b>Basic Coverage - California Dedicated Access</b>	Allows a Customer to receive toll-free calls from anywhere in the State of California on a dedicated line.			
	Bidder's Product Description:				
2	<b>Basic Coverage - California Switched Access</b>	Allows a Customer to receive toll-free calls from anywhere in the State of California on a switched line.			
	Bidder's Product Description:				

	Feature Name	Feature Description	Meets or Exceeds ?		Bidder's Product Identifier
			Y	N	
3	<b>Extended Call Coverage – U.S. Dedicated Access</b>	Allows a Customer to receive toll-free calls from the 50 United States, the District of Columbia, the Virgin Islands, and Puerto Rico on a dedicated line.			
	Bidder's Product Description:				
4	<b>Extended Call Coverage – U.S. Switched Access</b>	Allows a Customer to receive toll-free calls from the 50 United States, the District Of Columbia, the Virgin Islands, and Puerto Rico on a switched line.			
	Bidder's Product Description:				
5	<b>Call Transfer</b>	Allows the called party to transfer a call to another location or to give control of the call back to the caller to make additional call routing selections.			
	Bidder's Product Description:				
6	<b>Customized Agent Announcement</b>	Provides a customized message to the called party before the caller is connected, alerting the called party with certain information about the caller (e.g. account number, ANI).			
	Bidder's Product Description:				
7	<b>Message Announcement</b>	The caller hears a pre-recorded promotional or informational message prior to, during, or after the call is routed to the caller-selected destination.			
	Bidder's Product Description:				
8	<b>Courtesy Response</b>	Allows calls to be answered with a recorded message. Calls are answered in the toll-free network and do not terminate at a customer location.			
	Bidder's Product Description:				

	Feature Name	Feature Description	Meets or Exceeds ?		Bidder's Product Identifier
			Y	N	
9	<b>Courtesy Transfer</b>	Allows the agent to transfer a caller to another toll-free number or POTS line without remaining on the call. The toll-free number or POTS line can be in the same building or another location.			
	Bidder's Product Description:				
10	<b>Conference and Transfer</b>	Allows an agent to consult with the target party prior to adding the caller to a three-way conference. Following the conference, the caller may remain connected to the agent or target party.			
	Bidder's Product Description:				
11	<b>Consult and Transfer</b>	Allows the agent to transfer a caller to another toll-free number or POTS line while remaining on the call until ringing is heard or the call is answered at which point the transferring agent is dropped.			
	Bidder's Product Description:				

The Contractor may offer additional unsolicited Toll-Free Domestic Service features in Table 1.5.2.4.b.

**Table 1.5.2.4.b Unsolicited Toll-Free Domestic Service Features**

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

1.5.2.5 INTERNATIONAL TOLL-FREE SERVICE

Contractor shall provide an international toll-free service that allows for a Toll-Free call originating in another country to complete to a U.S. destination. It shall also allow outbound Toll-Free Services to overseas locations.

The Contractor's International Toll-Free service shall include the features detailed below.

1. **International Day-of-Week Routing** - Allows Customer to route calls to different locations based on the day of the week. Day-of-Week Routing automatically routes calls to a Customer defined location or termination on selected days of the week.
2. **International Holiday Routing** - Enables the Customer to designate different routing for prearranged days of the year. It can be scheduled up to 13 months in advance and is stored in the network.
3. **International Time-of-Day (TOD) Routing** - Enables the Customer to route calls made to a single '800' number to different answering locations based on the time of day.
4. **International Time-of-Day (TOD) Routing** - Enables the Customer to route calls made to a single '800' number to different answering locations based on the time of day.
5. **International Alternate Routing** - Enables Customer to pre-define alternate routing arrangements and then activate them when appropriate upon command by the Customer or by Contractor via a security code. Alternate Routing will enable the Customer to establish and change up to six (6) alternate routing plans for each toll-free number. One (1) routing plan will be actively processing the calls while others are held in reserve.
6. **International Percentage Distribution Routing** - Enables the Customer to allocate calls to predefined locations or terminations on a percentage basis. Customers can specify what percentage of traffic goes to each location, office, termination, or application. Customers shall have the ability to adjust the percentages in a matter of minutes either by calling Contractor or through a Contractor provided network management tool.
7. **International Dialed Number Identification Service (DNIS)** - Provides the 10-digit number dialed by the caller. Routes a call to a Customer specific termination, call center, or application based on the number dialed. Allows a Customer with multiple 800 numbers on the same trunk group to identify each call by the 800 number dialed and to treat each call accordingly. On each call, DNIS will out-pulse unique digits to route the calls in a trunk group to their proper destination.
8. **International Real-Time Automatic Number Identification (ANI)** - Provides the caller's full 10-digit originating telephone number.
9. **International Terminating Features** - Allows the Customer to terminate international toll-free calls on either dedicated or switched access.
10. **U.S. Based Services Waiver** - The provisions detailed in IFB-A Business Requirements Section A.2.4.4 (U.S. Based Services) will not apply to Contractor's International Long Distance Calling services.

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

1.5.2.5.1 International Toll-Free Geographic Requirements

The Contractor shall offer the International Toll-Free Services detailed above in the countries listed in Table 1.5.2.5.1.a.

**Table 1.5.2.5.1.a International Toll-Free Service Geographic Requirements**

	Feature Name	Feature Description	Country	Bidder Meets or Exceeds?		Bidder's Product Identifier
				Y	N	
1	International Toll-Free Calling –all countries – Switched Access	International Toll-Free calls that originate on a switched network access circuit	Brazil:			
			Canada:			
			China:			
			France:			
			Germany:			
			Israel:			
			Italy:			
			Japan:			
			Korea:			
			Mexico:			
			Spain:			
			Switzerland:			
		United Kingdom:				
Bidder's Product Description:						

	Feature Name	Feature Description	Country	Bidder Meets or Exceeds?		Bidder's Product Identifier
				Y	N	
2	International Toll-Free Calling –all countries – Dedicated Access	International Toll-Free calls that originate on a switched network access circuit	Brazil:			
			Canada:			
			China:			
			France:			
			Germany:			
			Israel:			
			Italy:			
			Japan:			
			Korea:			
			Mexico:			
			Spain:			
			Switzerland:			
Bidder's Product Description:						

Bidders may offer International Toll-Free Services – Switched Access in unsolicited countries in Table 1.5.2.5.1.b.

**Table 1.5.2.5.1.b Unsolicited International Toll-Free Service – Switched Access**

	Country	Bidder Meets or Exceeds?		Bidder's Product ID
		Y	N	
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Bidders may offer International Toll-Free Services – Dedicated Access in unsolicited countries in Table 1.5.2.5.1.c.

**Table 1.5.2.5.1.c Unsolicited International Toll-Free Service – Dedicated Access**

	Country	Bidder Meets or Exceeds?		Bidder's Product ID
		Y	N	
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Bidders may offer International Toll-Free features in Table 1.5.2.5.1.d.

**Table 1.5.2.5.1.d Unsolicited International 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:		

**1.5.3 OTHER SERVICES**

**1.5.3.1 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.

#### 1.5.3.2 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; or,
4. Testing, trouble shooting, labeling and completing documentation.

The Contractor shall provide installations in accordance with the timeframes identified for the services that this cabling will support, and shall be subject to the SLAs detailed in Section 1.5.4.7.7 (Provisioning SLAs) associated with that service.

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

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

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

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

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

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

**The Contractor shall offer the wiring services for extended demarcation detailed in Table 1.5.3.2.a.**

**Table 1.5.3.2.a, Extended Demarcation Wiring Services**

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	<b>Extended Demarcation – Copper four-Pair – Regular Hours</b>	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.			
	Bidder's Product Description:				
2	<b>Extended Demarcation – Copper four-Pair – Overtime Hours</b>	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.			
	Bidder's Product Description:				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
3	<b>Extended Demarcation – Copper four-Pair – Sunday and Holiday Hours</b>	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.			
	Bidder's Product Description:				
4	<b>Extended Demarcation – Copper 25 Pair – Regular Hours</b>	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.			
	Bidder's Product Description:				
5	<b>Extended Demarcation – Copper 25 Pair – Overtime Hours</b>	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.			
	Bidder's Product Description:				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
6	<b>Extended Demarcation – Copper 25 Pair – Sunday and Holiday Hours</b>	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.			
	Bidder's Product Description:				
7	<b>Extended Demarcation – Optical Fiber Link – Regular Hours</b>	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.			
	Bidder's Product Description:				
8	<b>Extended Demarcation – Optical Fiber Link – Overtime Hours</b>	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.			
	Bidder's Product Description:				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
9	<b>Extended Demarcation – Optical Fiber Link – Sunday and Holiday Hours</b>	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.			
	Bidder's Product Description:				

The Contractor may offer additional unsolicited Extended Demarcation Wiring Services in Table 1.5.3.2.b.

**Table 1.5.3.2.b Unsolicited Extended Demarcation Wiring Services**

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

**1.5.3.3 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 Contractor's responsibilities. Work performed under this Section 1.5.3.3 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 1.5.3.3, 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 Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

**The Contractor shall offer services related hourly support as detailed in Table 1.5.3.3.a.**

**Table 1.5.3.3.a Services Related Hourly Support**

	Labor Classification Name	Classification Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	<b>Field Service Repair Technician Regular Hours</b>	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.			
	Bidder's Product Description:				
2	<b>Field Service Repair Technician Overtime Hours</b>	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.			
	Bidder's Product Description:				
3	<b>Field Service Repair Technician Sunday and Holiday Hours</b>	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.			
	Bidder's Product Description:				

**1.5.4 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.

#### 1.5.4.1 SERVICE LEVEL AGREEMENT FORMAT

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

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

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

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

#### 1.5.4.2 TECHNICAL REQUIREMENTS VERSUS SLA OBJECTIVES

Section 1.5.2 (Toll-Free Services) defines the technical requirements for each service. These requirements are the minimum parameters each Bidder must meet in order to qualify for Contract award. Upon Contract award the committed technical requirements will be maintained throughout the remainder of the Contract.

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

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

#### 1.5.4.3 TWO (2) METHODS OF OUTAGE REPORTING: CUSTOMER OR CONTRACTOR

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

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

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

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

#### 1.5.4.4 CONTRACTOR SLA MANAGEMENT PLAN

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 (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 \_\_\_\_\_*

#### 1.5.4.5 TECHNICAL SLA GENERAL REQUIREMENTS

The Contractor shall adhere to the following general requirements which apply to all CALNET 3 Technical SLAs (Section 1.5.4.7):

1. With the exception of Provisioning SLA (Section 1.5.4.7.7), 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. 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 1.5.4.7.7);
8. To the extent that Contractor offers additional SLAs, or SLAs with more advantageous rights and/or remedies for same or similar services offered through tariffs, online service guides, or other similarly situated government contracts (Federal, State, County, City), the State will be entitled to the same rights and/or remedies therein. The Contractor shall present SLAs to the 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 and/or Affiliates under this Contract;

13. The Customer Escalation Process (IFB-A Business Requirements Section A.3.4.2) and/or the CALNET 3 CMO Escalation Process (IFB-A Business Requirements Section A.3.4.1) shall be considered an additional right and remedy if the Contractor fails to resolve service issues within the SLA objective(s);
14. Trouble reporting and restoration shall be provided 24x365 for CALNET 3 services.
15. SLAs apply 24x365 unless SLA specifies an exception;
16. Contractor invoices shall clearly cross reference the SLA credit to the service Circuit ID in accordance with IFB-A Business Requirements Section A.5.1 (Billing and Invoicing Requirements #14);
17. The Contractor shall provide a CALNET 3 SLA Manager responsible for CALNET 3 SLA compliance. The SLA Manager shall attend regular meetings and be available upon request to address CALNET 3 CMO SLA oversight, report issues, and problem resolution concerns. The CALNET 3 SLA Manager shall also coordinate SLA support for Customer SLA inquiries and issue resolution;
18. The Contractor shall provide Customer and CALNET 3 CMO support for SLA inquiries and issue resolution; and,
19. Any SLAs and remedies negotiated between Contractor and third party service provider in territories closed to competition shall be passed through to the CALNET 3 Customer.

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

1.5.4.6 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 1.5.4.6 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 1.5.4.6 – Stop Clock Conditions (SCC)**

#	Stop Clock Condition (SCC)	SCC Definition
1	<b>END-USER REQUEST</b>	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.

#	Stop Clock Condition (SCC)	SCC Definition
2	<b>OBSERVATION</b>	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	<b>END-USER NOT AVAILABLE</b>	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	<b>WIRING</b>	Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor or any of its Subcontractors or Affiliates. If it is later determined the wiring is not the cause of failure, the SCC shall not apply.
5	<b>POWER</b>	Trouble caused by a power problem outside of the responsibility of the Contractor.
6	<b>FACILITIES</b>	Lack of building entrance Facilities or conduit structure that are the End-User's responsibility to provide.
7	<b>ACCESS</b>	<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"> <li>a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative;</li> <li>b. Site contact refuses access to technician who displays proper identification ;</li> <li>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</li> <li>d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem.</li> </ul> <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	<b>STAFF</b>	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	<b>APPLICATION</b>	End-User software applications that interfere with repair of the trouble.

#	Stop Clock Condition (SCC)	SCC Definition
10	<b>CPE</b>	Repair/replacement of Customer Provided 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	<b>NO RESPONSE</b>	Failure of the trouble ticket originator or responsible End-User to return a call from Contractor's technician for on-line close-out of trouble tickets after the Service has been restored as long as Contractor can provide documentation in the trouble ticket substantiating the communication from Contractor's technician.
12	<b>MAINTENANCE</b>	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	<b>THIRD PARTY</b>	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 or 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	<b>FORCE MAJEURE</b>	Force Majeure events, as defined in the PMAC General Provisions - Telecommunications, Section 28 (Force Majeure).

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

1.5.4.7 TECHNICAL SERVICE LEVEL AGREEMENTS

1.5.4.7.1 Availability (M-S)

<b>SLA Name:</b> Availability					
<b>Definition:</b> The percentage of time a CALNET service is fully functional and available for use each calendar month.					
<b>Measurement Process:</b> The monthly Availability Percentage shall be based on the accumulative total of all Unavailable Time derived from all trouble tickets closed, for the affected Circuit ID (as defined in the Data Dictionary), per calendar month. The monthly Availability Percentage equals the Scheduled Uptime per month less Unavailable Time per month divided by Scheduled Uptime per month multiplied by 100. Scheduled Uptime is 24 x number of days in the month. All Unavailable Time applied to other SLAs, which results in a remedy, will be excluded from the monthly accumulated total.					
<b>Service(s):</b> <ul style="list-style-type: none"> <li>Toll-Free Network Access Transport (Section 1.5.2.3)</li> </ul>	<b>Objective(s):</b>				
		<b>Basic (B)</b>	<b>Standard (S)</b>	<b>Premier (P)</b>	<b>Bidder's Objective Commitment (B, S or P)</b>
	DS1	≥ 99.2%	≥ 99.5%	≥ 99.8%	
	DS3	≥ 99.7%	≥ 99.8%	≥ 99.9%	
	ISDN PRI	≥ 99.2%	≥ 99.5%	≥ 99.8%	
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> N/A				
	<b>Monthly Aggregated Measurements:</b> First month the service fails to meet the committed SLA objective shall result in a 15 percent rebate of the TMRC.				
	The second consecutive month the service fails to meet the committed SLA objective shall result in a 30 percent rebate of TMRC.  Each additional consecutive month the service fails to meet the committed SLA objective shall result in a 50 percent rebate of the TMRC.				

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

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

<b>SLA Name:</b> Catastrophic Outage 1 (CAT 1)				
<b>Definition:</b> The total loss of service at a single address based on a common cause resulting in the failure of three (3) or more DS1/PRI network access circuits or one (1) DS3 network access circuit.				
<b>Measurement Process:</b> The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by a Customer, or the Contractor, whichever occurs first. The Contractor shall open a trouble ticket for each service (Circuit ID) affected by the common cause. Each End-User service is deemed out of service from the first notification until the Contractor determines 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.				
<b>Service(s):</b>				
Toll-Free Network Access Transport (1.5.2.3)				
<b>Objective (s):</b> The objective restoral time shall be:				
	<b>Basic (B)</b>	<b>Standard (S)</b>	<b>Premier (P)</b>	<b>Bidder's Objective Commitment (B, S or P)</b>
Toll-Free Network Access Transport	≤ 3 hours	≤ 2 hours	≤ 1 hour	
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> 100 percent of the TMRC for each End-User service not meeting the committed objective for each CAT 1 fault			
	<b>Monthly Aggregated Measurements:</b> N/A			

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

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

<b>SLA Name:</b> Catastrophic Outage 2 (CAT 2)					
<b>Definition:</b> Service affecting failure of any part of the equipment in the toll-free providers point of presence, other than access, that results in a CALNET 3 service failure.					
<b>Measurement Process:</b> The Outage Duration begins when a network alarm is received by the Contractor from the outage-causing event or the opening of a trouble ticket by the Customer, or Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall compile a list for each End-User service affected by the common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User service (Circuit ID) basis from information recorded from the network equipment/system or Customer reported trouble ticket. Each End-User service (Circuit ID) is deemed out of service from the first notification until the Contractor determines the End-User service is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.					
<b>Service(s):</b>					
Toll-Free Network Access Transport (1.5.2.3)			Toll-Free Domestic Services (1.5.2.4)		
<b>Objective (s):</b> The objective restoral time shall be:					
		<b>Basic (B)</b>	<b>Standard (S)</b>	<b>Premier (P)</b>	<b>Bidder's Objective Commitment (B, S or P)</b>
	Toll-Free Network Access Transport	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	
	Toll-Free Domestic Services	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> 100 percent of the TMRC and ten (10) Business Days of the ADUC (when applicable) for each End-User service not meeting the committed objective for each CAT 2 fault.				
	<b>Monthly Aggregated Measurements:</b> N/A				

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

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

<b>SLA Name:</b> Catastrophic Outage 3 (CAT 3)					
<b>Definition:</b> The total loss of all CALNET 3 Toll-Free Network Access Transport and all Toll-Free Domestic Service in a toll-free service provider's point of presence, or the loss of any service type on a system wide basis.					
<b>Measurement Process:</b> The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the Customer, or Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall open a trouble ticket and compile a list of each End-User service (Circuit ID) affected by the common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User service (Circuit ID) basis from information recorded from the network switches or trouble ticket. Each End-User service (Circuit ID) is deemed out of service from the first notification until the Contractor determines End-User service is restored. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.					
<b>Service(s):</b>					
Toll-Free Network Access Transport (1.5.2.3)			Toll-Free Domestic Services (1.5.2.4)		
<b>Objective (s):</b> The objective restoral time shall be:					
		<b>Basic (B)</b>	<b>Standard (S)</b>	<b>Premier (P)</b>	<b>Bidder's Objective Commitment (B or P)</b>
	Toll-Free Network Access Transport	≤ 30 minutes	N/A	≤ 15 minutes	
	Toll-Free Domestic Services	≤ 30 minutes	N/A	≤ 15 minutes	
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> 100 percent of the TMRC and ten (10) Business Days of the ADUC (when applicable) for each End-User service not meeting the committed objective for each Cat 3 fault.				
	<b>Monthly Aggregated Measurements:</b> N/A				

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

1.5.4.7.5 Excessive Outage (M-S)

<b>SLA Name:</b> Excessive Outage					
<b>Definition:</b> A service failure that remains unresolved for more than the committed objective level.					
<b>Measurement Process:</b> This SLA is based on trouble ticket Unavailable Time. The circuit or service is unusable during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If Customer reports a service failure as unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time.					
<b>Service(s):</b>					
Toll-Free Network Access Transport (1.5.2.3)			Toll-Free Domestic Services (1.5.2.4)		
<b>Objective (s):</b> The Unavailable Time objective shall not exceed:					
		<b>Basic (B)</b>	<b>Standard (S)</b>	<b>Premier (P)</b>	<b>Bidder's Objective Commitment (B, S or P)</b>
	Toll-Free Network Access Transport	16 hours	12 hours	8 hours	
	Toll-Free Domestic Services	16 hours	12 hours	8 hours	
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> 100 percent of the TMRC and ten (10) Business Days of the ADUC per occurrence for each service (Circuit ID) out of service greater than the committed objective level.  Upon request from the Customer or the CALNET 3 CMO, the Contractor shall provide a briefing on the excessive outage restoration.				
	<b>Monthly Aggregated Measurements:</b> N/A				

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

1.5.4.7.6 Notification

<b>SLA Name:</b> Notification	
<b>Definition:</b> The Contractor notification to CALNET 3 CMO and designated stakeholders in the event of a CAT 2 or CAT 3 failure, Contractor, Subcontractor or Affiliate network event, terrorist activity, threat of natural disaster, or actual natural disaster which results in a significant loss of telecommunication services to CALNET 3 End-Users or has the potential to impact services in a general or statewide area. The State understands initial information regarding the nature of the outage may be limited.	
<b>Measurement Process:</b> The Contractor shall adhere to the network Outage Response (IFB-A Business Requirements Section A.3.3, Network Outage Response) and notify the CALNET 3 CMO and designated stakeholders for all CAT 2 and CAT 3 Outages or for network outages resulting in a significant loss of service. Notification objectives will be based on the start time of the outage failure determined by the opening of a trouble ticket or network alarm, whichever occurs first. For events based on information such as terrorist activity or natural disaster, the Contractor shall notify CALNET 3 CMO and designated stakeholder when information is available.	
<b>Service(s):</b> All Services	
<b>Objective (s):</b> Within 60 minutes of the above mentioned failures' start time, the Contractor shall notify CALNET 3 CMO and designated stakeholders using a method defined in IFB-A Business Requirements Section A.3.3 (Network Outage Response).  At 60 minute intervals, updates shall be given on the above mentioned failures via the method defined in IFB-A Business Requirements Section A.3.3 (Network Outage Response).  The objective is the same for Basic, Standard and Premier commitments.	
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> Senior Management Escalation
	<b>Monthly Aggregated Measurements:</b> N/A

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

1.5.4.7.7 Provisioning (M-S)

<b>SLA Name:</b> Provisioning		
<p><b>Definition:</b> Provisioning shall include new services, moves, adds and changes completed by the Contractor on or before the due dates. The Provisioning SLA shall be based on committed installation intervals established in this SLA or due dates negotiated between Customer and Contractor documented on the Contractor's order confirmation notification or Contracted Service Project Work Scope of Work in accordance with Section A.2.5.4 #7 (Provisioning and Implementation). The Contractor shall meet the committed interval dates or due date negotiated with the Customer. If the Customer agrees to a negotiated due date, the negotiated due date supersedes the committed interval. At the Customer's discretion, if the scope of the Service Request meets the Coordinated or Managed Project criteria, negotiated due dates will be established and documented in the Project Timeline per IFB-A Business Requirements Section A.6 (Contracted Service Project Work).</p> <p>Provisioning SLAs have two (2) objectives:</p> <ol style="list-style-type: none"> <li>1. Individual Service Request; and</li> <li>2. Successful Install Monthly Percentage by Service Type</li> </ol>		
<p><b>Measurement Process:</b></p> <p><u>Objective 1: Individual Service Request:</u> Install intervals are based on the committed installation intervals established in this SLA or due dates negotiated between Customer and Contractor. This objective requires the Contractor to meet the due date for each individual Service Request.</p> <p><u>Objective 2: Successful Install Monthly Percentage per Service Type:</u> The Contractor shall sum all individual Service Requests per service, as listed below, meeting the objective in the measurement period (per month) and divide by the sum of all individual Service Requests due per service in the measurement period and multiply by 100 to equal the percentage of Service Requests installed on time. The Contractor must exceed the objective below in order to avoid the rights and remedies.</p>		
<b>Service (Features must be installed in conjunction with the service except when listed below)</b>	<b>Committed Interval Days</b>	<b>Coordinated/Managed Project Option</b>
Dedicated DS1 Access Transport (1.5.2.3.1)	30	Coordinated/Managed Project
Dedicated DS3 Access Transport (1.5.2.3.2)	45	Coordinated/Managed Project
ISDN PRI on DS1 Access Transport (1.5.2.3.3)	30	Coordinated/Managed Project
Toll-Free Domestic Services (1.5.2.4)	10	Coordinated/Managed Project

<b>Objective (s):</b>																										
1. Objective 1: Individual Service Request: Service installed on or before the committed interval or negotiated due date.																										
2. Objective 2: Successful Install Monthly Percentage per Service:																										
	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #e0f2f1;"> <th style="width: 35%;"></th> <th style="width: 15%;">Basic (B) (Calendar Days)</th> <th style="width: 15%;">Standard (S) (Calendar Days)</th> <th style="width: 15%;">Premier (P) (Calendar Days)</th> <th style="width: 20%;">Bidder's Objective Commitment (S or P)</th> </tr> </thead> <tbody> <tr> <td style="text-align: left;">Toll-Free Domestic Services</td> <td>N/A</td> <td>≥ 90%</td> <td>≥ 95%</td> <td></td> </tr> <tr> <td style="text-align: left;">Dedicated DS1 Access Transport</td> <td>N/A</td> <td>≥ 90%</td> <td>≥ 95%</td> <td></td> </tr> <tr> <td style="text-align: left;">Dedicated DS3 Access Transport</td> <td>N/A</td> <td>≥ 90%</td> <td>≥ 95%</td> <td></td> </tr> <tr> <td style="text-align: left;">ISDN PRI on DS1 Access Transport</td> <td>N/A</td> <td>≥ 90%</td> <td>≥ 95%</td> <td></td> </tr> </tbody> </table>		Basic (B) (Calendar Days)	Standard (S) (Calendar Days)	Premier (P) (Calendar Days)	Bidder's Objective Commitment (S or P)	Toll-Free Domestic Services	N/A	≥ 90%	≥ 95%		Dedicated DS1 Access Transport	N/A	≥ 90%	≥ 95%		Dedicated DS3 Access Transport	N/A	≥ 90%	≥ 95%		ISDN PRI on DS1 Access Transport	N/A	≥ 90%	≥ 95%	
	Basic (B) (Calendar Days)	Standard (S) (Calendar Days)	Premier (P) (Calendar Days)	Bidder's Objective Commitment (S or P)																						
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Dedicated DS3 Access Transport	N/A	≥ 90%	≥ 95%																							
ISDN PRI on DS1 Access Transport	N/A	≥ 90%	≥ 95%																							
<b>Rights and Remedies</b>	<p><b>Per Occurrence:</b>                      Objective 1: Individual Service Request: 50 percent of installation fee credited to Customer for any missed committed objective.</p> <p><b>Monthly Aggregated Measurements:</b>                      Objective 2: 100 percent of the installation fee credited to Customer for all Service Requests (per same invoice type) that did not complete within the committed objective during the month if the Successful Install Monthly Percentage is below the committed objective.</p>																									

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

1.5.4.7.8 Time-To-Repair (TTR) – Toll-Free Domestic (M-S)

<b>SLA Name:</b> Time to Repair (TTR) – Toll-Free Domestic					
<b>Definition:</b> A service outage that remains unresolved for more than the committed objective level.					
<b>Measurement Process:</b> This SLA is based on trouble ticket Unavailable Time per service (Circuit ID). The service shall be considered unavailable during the time the trouble ticket is recorded as open until restoration of the service, minus SCC. If customer reports a service failure is unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time. This SLA is applied per occurrence.					
<b>Service(s):</b>					
Toll-Free Domestic Services (1.5.2.4)					
<b>Objective (s):</b> The Unavailable Time objective shall not exceed:					
		<b>Basic (B)</b>	<b>Standard (S)</b>	<b>Premier (P)</b>	<b>Bidder's Objective Commitment (B or S)</b>
	Toll-Free Domestic Services	10 hours	6 hours	N/A	
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> Four (4) Business Days of any applicable ADUC				
	<b>Monthly Aggregated Measurements:</b> N/A				

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

1.5.4.7.9 Time to Repair (TTR) – Toll-Free Network Access Transport (M-S)

<b>SLA Name:</b> Time to Repair (TTR) - Toll-Free Network Access Transport											
<b>Definition:</b> A service outage that remains unresolved for more than the committed objective level.											
<b>Measurement Process:</b> This SLA is based on trouble ticket Unavailable Time. The circuit or service is unusable during the time the trouble ticket is recorded as open until restoration of the service, minus SCC. If Customer reports a service failure is unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time. This SLA is applied per occurrence.											
<b>Service(s):</b>											
Toll-Free Network Access Transport (1.5.2.3)											
<b>Objective (s):</b> The Unavailable Time objective shall not exceed:											
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	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or S)							
Toll-Free Network Access Transport	6 hours	4 hours	N/A								
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> 25 percent of the TMRC, per occurrence, for each service (Circuit ID) out of service for a period greater than the committed objective level.										
	<b>Monthly Aggregated Measurements:</b> N/A										

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

#### 1.5.4.7.10 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\_\_\_\_\_*

#### 1.5.4.7.11 Proposed Unsolicited Offerings

The Contractor shall provide SLAs as defined in SLA Section 1.5.4 for each unsolicited offering determined by the CALNET 3 CMO not to be a feature of a service or a component of an unbundled service identified in the technical requirements. SLA tables shall be amended after Contract award to include all new unsolicited services.

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

#### 1.5.4.7.12 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 1.5.4.7.

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