

IFB STPD 12-001-B

Statement of Work

FOR CALNET 3

ADDENDUM 2

09/26/2013

SUBCATEGORY 4.1 – SONET RING CONNECTIVITY

TECHNICAL REQUIREMENTS

Issued by:

STATE OF CALIFORNIA

California Department of Technology

Statewide Technology Procurement Division

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IFB STPD 12-001-B

PART 2

BIDDER RESPONSE

Statement of Work (SOW)

Subcategory 4.1

SONET Ring Connectivity

Technical Requirements

TECHNICAL REQUIREMENTS

SUBCATEGORY 4.1 – SONET RING CONNECTIVITY

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TECHNICAL REQUIREMENTS

SUBCATEGORY 4.1 – SONET RING CONNECTIVITY

4.1.1 OVERVIEW

This Subcategory 4.1 IFB provides the State's solicitation for best value solutions for SONET ring connectivity. This IFB 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).

4.1.1.1 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:"

4.1.1.2 DESIGNATION OF REQUIREMENTS

All Technical Requirements specified in this IFB Section are Mandatory and must be responded to as identified in IFB Section 3.5.2.5 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 Cost Worksheets. Items not listed in the 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 Cost Worksheets in the Bidder's Final Proposal. Items submitted with no price will be considered as offered at no cost.

4.1.1.3 PACIFIC TIME ZONE

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

4.1.2 SYNCHRONOUS OPTICAL NETWORK (SONET)

Contractor shall provide Synchronous Optical Network (SONET) service for high bandwidth communication paths in a bi-directional and self-healing configuration.

Bidders shall describe in detail the SONET service that will be deployed to satisfy this requirement for high bandwidth communication paths in a bi-directional and self-healing configuration.

Bidder understands the requirements in Section 4.1.2 and shall meet or exceed them?
Yes _____ No _____

Description:

4.1.2.1 SONET General Requirements

4.1.2.1.1 Standards Based Interfaces

The Contractor shall support commercially available optical interfaces and shall comply with ANSI, Telcordia, ITU, and IEEE Standards. Service handoffs for SONET shall be synchronous at OC-3, OC3-c (concatenated), OC-12, OC-12c, OC-48, OC-48c, or OC-192. Asynchronous services at T1 and DS3 shall be carried over SONET in 51 Mbps Synchronous Transport Signal Level1 (STS/1) packages.

Bidders shall describe all of the commercially available optical interfaces that are supported by their solution.

Bidder understands the requirements in Section 4.1.2.1.1 and shall meet or exceed them? Yes_____ No_____

Description:

4.1.2.1.2 Packet Delivery

The monthly average packet delivery shall be greater than 99.9 percent throughput for each circuit. The monthly average percentage shall be derived from the total number of packets/cells/frames output at the network egress port divided by the total number of packets/cells/frames input at the ingress port within the subscribed rate, multiplied by 100.

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

4.1.2.1.3 Equipment and Environment

The Contractor shall provide and install all network terminating equipment (NTE) in State provided Telecommunication Closet MPOE locations utilizing State provided building entrance facilities. All Contractor Equipment shall adhere to the Telcordia Network Equipment Building System (NEBS).

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

4.1.2.2 SONET Dedicated Ring Service (SDRS)

The Contractor shall provide SONET ring network services on dedicated fiber rings for a single Customer at OC-3, OC-12, OC-48, or OC-192 capacity.

A SONET ring shall be composed of two (2) fiber strands, connected at one (1) or more Customer premise locations and at one (1) or more serving wire centers with add/drop multiplexing nodes. Nodes shall be equipped with access ports that define the facility interfaces (T1, DS3, OC-3c, OC-12, or OC-48). Two (2) fibers each shall carry half of the ring's total transmission traffic plus a protection path of the other fiber's transmissions in opposite directions around the ring. In the event of a fiber cut or node failure anywhere on the ring, service immediately (within 50 milliseconds of detection) shall switch to a "collapsed" ring, carrying the full traffic to all the nodes.

Alternate wire centers shall be available to provide ring diversity when required.

No mileage charges shall apply for services where nodes are less than ten (10) miles apart.

Bidders shall describe in detail the SONET Dedicated Ring Services that will be deployed to satisfy this requirement.

Bidder understands the requirements in Section 4.1.2.2 and shall meet or exceed them?
Yes _____ No _____

Description:

4.1.2.2.1 SDRS Architecture Options

The Contractor shall provide Customers a choice of Unidirectional Path Switched Ring (UPSR) or Bi-directional Line Switched Ring (BLSR).

UPSR is for centralized or hubbed transport. UPSR shall be available for OC-3, OC-12, and OC-48 SONET rings.

BLSR is for transport requiring a great amount of highly distributed bandwidth. BLSR shall be available for OC-192 rings.

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

4.1.2.2.2 SDRS Add Drop Multiplexing Nodes

The Contractor shall provide Customer premise add/drop multiplexing nodes equipped with the following access ports: DS1, DS3, OC-1, OC-3, OC3-c, OC-12, OC-12c, OC-48, OC-48c and CO-192.

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

4.1.2.2.3 SDRS Services and Features

The Contractor shall offer SDRS services and features detailed in Table 4.1.2.2.3.a.

Table 4.1.2.2.3.a –SDRS Services and Features

| | Feature Name | Feature Description | Bidder Meets or Exceeds? | | Bidder's Product Identifier |
|-------------------------------|--|--|--------------------------|---|-----------------------------|
| | | | Y | N | |
| 1 | SDRS Local Loop Service (OC-3) | Dedicated ring local loop at OC-3 speed connects a Customer site/Customer premise node to a SDRS node located in the central office at OC-3 speed. Service requires SDRS central office node. | | | |
| Bidder's Product Description: | | | | | |
| 2 | SDRS Local Loop Service (OC-12) | Dedicated ring local loop at OC-12 speed connects a Customer site/Customer premise node to a SDRS node located in the central office at OC-12 speed. Service requires SDRS central office node. | | | |
| Bidder's Product Description: | | | | | |
| 3 | SDRS Local Loop Service (OC-48) | Dedicated ring local loop at OC-48 speed connects a Customer site/Customer premise node to a SDRS node located in the central office at OC-48 speed. Service requires SDRS central office node. | | | |
| Bidder's Product Description: | | | | | |
| 4 | SDRS Local Loop Service (OC-192) | Dedicated ring local loop at OC-192 speed connects a Customer site/Customer premise node to a SDRS node located in the central office at OC-192 speed. Service requires SDRS central office node. | | | |
| Bidder's Product Description: | | | | | |
| 5 | SDRS Central Office Access Port (OC-3) | Hand off for services located at a central office node OC-3. Connects local loop access links, multiplexer, channel terminations, or circuit service facilities to central office node in dedicated ring configurations. | | | |
| Bidder's Product Description: | | | | | |

| | Feature Name | Feature Description | Bidder Meets or Exceeds? | | Bidder's Product Identifier |
|-------------------------------|--|---|--------------------------|---|-----------------------------|
| | | | Y | N | |
| 6 | SDRS Central Office Access Port (OC-12) | Hand off for service located at a central office node (OC-12). Connects local loop access links, multiplexer, channel terminations, or circuit service facilities to central office node in dedicated ring configurations. | | | |
| Bidder's Product Description: | | | | | |
| 7 | SDRS Central Office Access Port (OC-48) | Hand off for services located at a central office node (OC-48). Connects local loop access links, multiplexer, channel terminations, or circuit service facilities to central office node in dedicated ring configurations. | | | |
| Bidder's Product Description: | | | | | |
| 8 | SDRS Central Office Access Port (OC-192) | Hand off for service located at a central office node (OC-192). Connects local loop access links, multiplexer, channel terminations, or circuit service facilities to central office note in dedicated ring configurations. | | | |
| Bidder's Product Description: | | | | | |
| 9 | SDRS Central Office Node OC-3 | Add/drop SONET multiplexer placed in Contractors central office. Connects to one (1) or more premises nodes and SONET ring at OC-3 speed. | | | |
| Bidder's Product Description: | | | | | |
| 10 | SDRS Central Office Node OC-12 | Add/drop SONET multiplexer placed in Contractors central office. Connects to one (1) or more premises nodes and SONET ring at OC-12 speed. | | | |
| Bidder's Product Description: | | | | | |

| | Feature Name | Feature Description | Bidder Meets or Exceeds? | | Bidder's Product Identifier |
|-------------------------------|--|---|--------------------------|---|-----------------------------|
| | | | Y | N | |
| 11 | SDRS Central Office Node OC-48 | Add/drop SONET multiplexer placed in Contractors central office. Connects to one (1) or more premises nodes and SONET ring at OC-48 speed. | | | |
| Bidder's Product Description: | | | | | |
| 12 | SDRS Central Office Node OC-192 | Add/drop SONET multiplexer placed in Contractors central office. Connects to one (1) or more premises nodes and SONET ring at OC-192 speed. | | | |
| Bidder's Product Description: | | | | | |
| 13 | SDRS Premise Access Port (T1) | Hand off for service located at a Customer location/premise node T1 (1.5Mbps) | | | |
| Bidder's Product Description: | | | | | |
| 14 | SDRS Premise Access Port 45 Mbps (DS3) | Hand off for service located at a Customer location/premise node DS3 (45Mbps) | | | |
| Bidder's Product Description: | | | | | |
| 15 | SDRS Premise Access Port (OC-3) | Hand off for service located at a Customer location/premise node OC-3 | | | |
| Bidder's Product Description: | | | | | |
| 16 | SDRS Premise Access Port (OC-12) | Hand off for service located at a Customer location/premise node OC-12 | | | |
| Bidder's Product Description: | | | | | |
| 17 | SDRS Premise Access Port (OC-48) | Hand off for service located at a Customer location/premise node OC-48 | | | |
| Bidder's Product Description: | | | | | |

| | Feature Name | Feature Description | Bidder Meets or Exceeds? | | Bidder's Product Identifier |
|-------------------------------|--|---|--------------------------|---|-----------------------------|
| | | | Y | N | |
| 18 | SDRS Mileage Dedicated Ring Service OC-3. Per mile over ten (10) miles | Variable mileage for OC-3 Dedicated Ring Service with nodes greater than ten (10) miles apart | | | |
| Bidder's Product Description: | | | | | |
| 19 | SDRS Mileage Dedicated Ring Service OC-12. Per mile over ten (10) miles | Variable mileage for OC-12 Dedicated Ring Service with nodes greater than ten (10) miles apart | | | |
| Bidder's Product Description: | | | | | |
| 20 | SDRS Mileage Dedicated Ring Service OC-48. Per mile over ten (10) miles | Variable mileage for OC-48 Dedicated Ring Service with nodes greater than ten (10) miles apart | | | |
| Bidder's Product Description: | | | | | |
| 21 | SDRS Mileage Dedicated Ring Service OC-192. Per mile over ten (10) miles | Variable mileage for OC-192 Dedicated Ring Service with nodes greater than ten (10) miles apart | | | |
| Bidder's Product Description: | | | | | |

The Contractor may offer additional unsolicited SDRS services and features in Table 4.1.2.2.3.b.

Table 4.1.2.2.3.b Unsolicited SDRS Services and Features

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

4.1.2.2.4 SDRS Geographic Requirements

Table 4.1.2.2.4.a provides a listing of cities in California. **Bidders shall indicate the geographic locations where Contractor will provide SDRS in Table 4.1.2.2.4.a where Contractor's facilities are available. By entering "X", the Bidder commits to provide service in that specific location.**

Table 4.1.2.2.4.a – SDRS Geographic Service Areas

| | Service Location | SDRS |
|----|------------------|------|
| 1 | Adelanto | |
| 2 | Agoura Hills | |
| 3 | Alameda | |
| 4 | Albany | |
| 5 | Alhambra | |
| 6 | Aliso Viejo | |
| 7 | Alturas | |
| 8 | Amador | |
| 9 | American Canyon | |
| 10 | Anaheim | |
| 11 | Anderson | |
| 12 | Angels Camp | |
| 13 | Antioch | |
| 14 | Apple Valley | |
| 15 | Arcadia | |
| 16 | Arcata | |
| 17 | Arroyo Grande | |

| | Service Location | SDRS |
|----|-------------------------|-------------|
| 18 | Artesia | |
| 19 | Arvin | |
| 20 | Atascadero | |
| 21 | Atherton | |
| 22 | Atwater | |
| 23 | Auburn | |
| 24 | Avalon | |
| 25 | Avenal | |
| 26 | Azusa | |
| 27 | Bakersfield | |
| 28 | Baldwin Park | |
| 29 | Banning | |
| 30 | Barstow | |
| 31 | Beaumont | |
| 32 | Bell | |
| 33 | Bell Gardens | |
| 34 | Bellflower | |
| 35 | Belmont | |
| 36 | Belvedere | |
| 37 | Benicia | |
| 38 | Berkeley | |
| 39 | Beverly Hills | |
| 40 | Big Bear Lake | |
| 41 | Biggs | |
| 42 | Bishop | |
| 43 | Blue Lake | |
| 44 | Blythe | |
| 45 | Bradbury | |
| 46 | Brawley | |
| 47 | Brea | |
| 48 | Brentwood | |
| 49 | Brisbane | |
| 50 | Buellton | |
| 51 | Buena Park | |
| 52 | Burbank | |

| | Service Location | SDRS |
|----|-------------------|------|
| 53 | Burlingame | |
| 54 | Calabasas | |
| 55 | Calexico | |
| 56 | California City | |
| 57 | Calimesa | |
| 58 | Calipatria | |
| 59 | Calistoga | |
| 60 | Camarillo | |
| 61 | Campbell | |
| 62 | Canyon Lake | |
| 63 | Capitola | |
| 64 | Carlsbad | |
| 65 | Carmel-By-The-Sea | |
| 66 | Carpinteria | |
| 67 | Carson | |
| 68 | Cathedral City | |
| 69 | Ceres | |
| 70 | Cerritos | |
| 71 | Chico | |
| 72 | Chino | |
| 73 | Chino Hills | |
| 74 | Chowchilla | |
| 75 | Chula Vista | |
| 76 | Citrus Heights | |
| 77 | Claremont | |
| 78 | Clayton | |
| 79 | Clearlake | |
| 80 | Cloverdale | |
| 81 | Coachella | |
| 82 | Coalinga | |
| 83 | Colfax | |
| 84 | Colma | |
| 85 | Colton | |
| 86 | Colusa | |

| | Service Location | SDRS |
|-----|--------------------|------|
| 87 | Commerce | |
| 88 | Compton | |
| 89 | Concord | |
| 90 | Corcoran | |
| 91 | Corning | |
| 92 | Corona | |
| 93 | Coronado | |
| 94 | Corte Madera | |
| 95 | Costa Mesa | |
| 96 | Cotati | |
| 97 | Covina | |
| 98 | Crescent City | |
| 99 | Cudahy | |
| 100 | Culver City | |
| 101 | Cupertino | |
| 102 | Cypress | |
| 103 | Daly City | |
| 104 | Dana Point | |
| 105 | Danville | |
| 106 | Davis | |
| 107 | Del Mar | |
| 108 | Del Rey Oaks | |
| 109 | Delano | |
| 110 | Desert Hot Springs | |
| 111 | Diamond Bar | |
| 112 | Dinuba | |
| 113 | Dixon | |
| 114 | Dorris | |
| 115 | Dos Palos | |
| 116 | Downey | |
| 117 | Duarte | |
| 118 | Dublin | |
| 119 | Dunsmuir | |
| 120 | East Palo Alto | |
| 121 | El Cajon | |

| | Service Location | SDRS |
|-----|-------------------|------|
| 122 | El Centro | |
| 123 | El Cerrito | |
| 124 | El Monte | |
| 125 | El Paso De Robles | |
| 126 | El Segundo | |
| 127 | Elk Grove | |
| 128 | Emeryville | |
| 129 | Encinitas | |
| 130 | Escalon | |
| 131 | Escondido | |
| 132 | Etna | |
| 133 | Eureka | |
| 134 | Exeter | |
| 135 | Fairfax | |
| 136 | Fairfield | |
| 137 | Farmersville | |
| 138 | Ferndale | |
| 139 | Fillmore | |
| 140 | Firebaugh | |
| 141 | Folsom | |
| 142 | Fontana | |
| 143 | Fort Bragg | |
| 144 | Fort Jones | |
| 145 | Fortuna | |
| 146 | Foster City | |
| 147 | Fountain Valley | |
| 148 | Fowler | |
| 149 | Fremont | |
| 150 | Fresno | |
| 151 | Fullerton | |
| 152 | Galt | |
| 153 | Garden Grove | |
| 154 | Gardena | |
| 155 | Gilroy | |
| 156 | Glendale | |

| | Service Location | SDRS |
|---------------------|------------------|------|
| 157 | Glendora | |
| 158 | Goleta | |
| 159 | Gonzales | |
| 160 | Grand Terrace | |
| 161 | Grass Valley | |
| 162 | Greenfield | |
| 163 | Gridley | |
| 164 | Grover Beach | |
| 165 | Guadalupe | |
| 166 | Gustine | |
| 167 | Half Moon Bay | |
| 168 | Hanford | |
| 169 | Hawaiian Gardens | |
| 170 | Hawthorne | |
| 171 | Hayward | |
| 172 | Healdsburg | |
| 173 | Hemet | |
| 174 | Hercules | |
| 175 | Hermosa Beach | |
| 176 | Hesperia | |
| 177 | Hidden Hills | |
| 178 | Highland | |
| 179 | Hillsborough | |
| 180 | Hollister | |
| 181 | Holtville | |
| 182 | Hughson | |
| 183 | Humboldt | |
| 184 | Huntington Beach | |
| 185 | Huntington Park | |
| 186 | Huron | |
| 187 | Imperial | |
| 188 | Imperial Beach | |
| 189 | Indian Wells | |
| 190 | Indio | |
| 191 | Industry | |

| | Service Location | SDRS |
|---------------------|-------------------------|------|
| 192 | Inglewood | |
| 193 | Inyo | |
| 194 | Ione | |
| 195 | Irvine | |
| 196 | Irwindale | |
| 197 | Isleton | |
| 198 | Jackson | |
| 199 | Kerman | |
| 200 | Kern | |
| 201 | King City | |
| 202 | Kings | |
| 203 | Kingsburg | |
| 204 | La Canada Flintridge | |
| 205 | La Habra | |
| 206 | La Habra Heights | |
| 207 | La Mesa | |
| 208 | La Mirada | |
| 209 | La Palma | |
| 210 | La Puente | |
| 211 | La Quinta | |
| 212 | La Verne | |
| 213 | Lafayette | |
| 214 | Laguna Beach | |
| 215 | Laguna Hills | |
| 216 | Laguna Niguel | |
| 217 | Laguna Woods | |
| 218 | Lake | |
| 219 | Lake Elsinore | |
| 220 | Lake Forest | |
| 221 | Lakeport | |
| 222 | Lakewood | |
| 223 | Lancaster | |
| 224 | Larkspur | |
| 225 | Lassen | |

| | Service Location | SDRS |
|---------------------|------------------|------|
| 226 | Lathrop | |
| 227 | Lawndale | |
| 228 | Lemon Grove | |
| 229 | Lemoore | |
| 230 | Lincoln | |
| 231 | Lindsay | |
| 232 | Live Oak | |
| 233 | Livermore | |
| 234 | Livingston | |
| 235 | Lodi | |
| 236 | Loma Linda | |
| 237 | Lomita | |
| 238 | Lompoc | |
| 239 | Long Beach | |
| 240 | Loomis | |
| 241 | Los Alamitos | |
| 242 | Los Altos | |
| 243 | Los Altos Hills | |
| 244 | Los Angeles | |
| 245 | Los Banos | |
| 246 | Los Gatos | |
| 247 | Loyalton | |
| 248 | Lynwood | |
| 249 | Madera | |
| 250 | Malibu | |
| 251 | Mammoth Lakes | |
| 252 | Manhattan Beach | |
| 253 | Manteca | |
| 254 | Maricopa | |
| 255 | Marina | |
| 256 | Martinez | |
| 257 | Marysville | |
| 258 | Maywood | |
| 259 | Mcfarland | |
| 260 | Mendota | |

| | Service Location | SDRS |
|---------------------|------------------|------|
| 261 | Menlo Park | |
| 262 | Merced | |
| 263 | Mill Valley | |
| 264 | Millbrae | |
| 265 | Milpitas | |
| 266 | Mission Viejo | |
| 267 | Modesto | |
| 268 | Monrovia | |
| 269 | Montague | |
| 270 | Montclair | |
| 271 | Monte Sereno | |
| 272 | Montebello | |
| 273 | Monterey | |
| 274 | Monterey Park | |
| 275 | Moorpark | |
| 276 | Moraga | |
| 277 | Moreno Valley | |
| 278 | Morgan Hill | |
| 279 | Morro Bay | |
| 280 | Mount Shasta | |
| 281 | Mountain View | |
| 282 | Murrieta | |
| 283 | Napa | |
| 284 | National City | |
| 285 | Needles | |
| 286 | Nevada City | |
| 287 | Newark | |
| 288 | Newman | |
| 289 | Newport Beach | |
| 290 | Norco | |
| 291 | Norwalk | |
| 292 | Novato | |
| 293 | Oakdale | |
| 294 | Oakland | |
| 295 | Oakley | |

| | Service Location | SDRS |
|---------------------|----------------------|------|
| 296 | Oceanside | |
| 297 | Ojai | |
| 298 | Ontario | |
| 299 | Orange | |
| 300 | Orange Cove | |
| 301 | Orinda | |
| 302 | Orland | |
| 303 | Oroville | |
| 304 | Oxnard | |
| 305 | Pacific Grove | |
| 306 | Pacifica | |
| 307 | Palm Desert | |
| 308 | Palm Springs | |
| 309 | Palmdale | |
| 310 | Palo Alto | |
| 311 | Palos Verdes Estates | |
| 312 | Paradise | |
| 313 | Paramount | |
| 314 | Parlier | |
| 315 | Pasadena | |
| 316 | Patterson | |
| 317 | Perris | |
| 318 | Petaluma | |
| 319 | Pico Rivera | |
| 320 | Piedmont | |
| 321 | Pinole | |
| 322 | Pismo Beach | |
| 323 | Pittsburg | |
| 324 | Placentia | |
| 325 | Placerville | |
| 326 | Pleasant Hill | |
| 327 | Pleasanton | |
| 328 | Plymouth | |
| 329 | Point Arena | |

| | Service Location | SDRS |
|---------------------|------------------------|------|
| 330 | Pomona | |
| 331 | Port Hueneme | |
| 332 | Porterville | |
| 333 | Portola | |
| 334 | Portola Valley | |
| 335 | Poway | |
| 336 | Rancho Cordova | |
| 337 | Rancho Cucamonga | |
| 338 | Rancho Mirage | |
| 339 | Rancho Palos Verdes | |
| 340 | Rancho Santa Margarita | |
| 341 | Red Bluff | |
| 342 | Redding | |
| 343 | Redlands | |
| 344 | Redondo Beach | |
| 345 | Redwood City | |
| 346 | Reedley | |
| 347 | Rialto | |
| 348 | Richmond | |
| 349 | Ridgecrest | |
| 350 | Rio Dell | |
| 351 | Rio Vista | |
| 352 | Ripon | |
| 353 | Riverbank | |
| 354 | Riverside | |
| 355 | Rocklin | |
| 356 | Rohnert Park | |
| 357 | Rolling Hills | |
| 358 | Rolling Hills Estates | |
| 359 | Rosemead | |
| 360 | Roseville | |
| 361 | Ross | |

| | Service Location | SDRS |
|---------------------|---------------------|------|
| 362 | Sacramento | |
| 363 | Salinas | |
| 364 | San Anselmo | |
| 365 | San Bernardino | |
| 366 | San Bruno | |
| 367 | San Buenaventura | |
| 368 | San Carlos | |
| 369 | San Clemente | |
| 370 | San Diego | |
| 371 | San Dimas | |
| 372 | San Fernando | |
| 373 | San Francisco | |
| 374 | San Gabriel | |
| 375 | San Jacinto | |
| 376 | San Joaquin | |
| 377 | San Jose | |
| 378 | San Juan Bautista | |
| 379 | San Juan Capistrano | |
| 380 | San Leandro | |
| 381 | San Luis Obispo | |
| 382 | San Marcos | |
| 383 | San Marino | |
| 384 | San Mateo | |
| 385 | San Pablo | |
| 386 | San Rafael | |
| 387 | San Ramon | |
| 388 | Sand City | |
| 389 | Sanger | |
| 390 | Santa Ana | |
| 391 | Santa Barbara | |
| 392 | Santa Clara | |
| 393 | Santa Clarita | |
| 394 | Santa Cruz | |
| 395 | Santa Fe Springs | |

| | Service Location | SDRS |
|---------------------|-------------------------|-------------|
| 396 | Santa Maria | |
| 397 | Santa Monica | |
| 398 | Santa Paula | |
| 399 | Santa Rosa | |
| 400 | Santee | |
| 401 | Saratoga | |
| 402 | Sausalito | |
| 403 | Scotts Valley | |
| 404 | Seal Beach | |
| 405 | Seaside | |
| 406 | Sebastopol | |
| 407 | Selma | |
| 408 | Shafter | |
| 409 | Shasta Lake | |
| 410 | Sierra Madre | |
| 411 | Signal Hill | |
| 412 | Simi Valley | |
| 413 | Solana Beach | |
| 414 | Soledad | |
| 415 | Solvang | |
| 416 | Sonoma | |
| 417 | Sonora | |
| 418 | South El Monte | |
| 419 | South Gate | |
| 420 | South Lake Tahoe | |
| 421 | South Pasadena | |
| 422 | South San Francisco | |
| 423 | St Helena | |
| 424 | Stanton | |
| 425 | Stockton | |
| 426 | Suisun City | |
| 427 | Sunnyvale | |
| 428 | Susanville | |
| 429 | Sutter Creek | |

| | Service Location | SDRS |
|--|------------------|------|
| 430 | Taft | |
| 431 | Tehachapi | |
| 4324 34 | Tehama | |
| 433 | Temecula | |
| 434 | Temple City | |
| 435 | Thousand Oaks | |
| 436 | Tiburon | |
| 437 | Torrance | |
| 438 | Tracy | |
| 439 | Trinidad | |
| 440 | Truckee | |
| 441 | Tulare | |
| 442 | Tulelake | |
| 443 | Turlock | |
| 444 | Tustin | |
| 445 | Twentynine Palms | |
| 446 | Ukiah | |
| 447 | Union City | |
| 448 | Upland | |
| 449 | Vacaville | |
| 450 | Vallejo | |
| 451 | Vernon | |
| 452 | Victorville | |
| 453 | Villa Park | |
| 454 | Visalia | |
| 455 | Vista | |
| 456 | Walnut | |
| 457 | Walnut Creek | |
| 458 | Wasco | |
| 459 | Waterford | |
| 460 | Watsonville | |
| 461 | Weed | |
| 462 | West Covina | |
| 463 | West Hollywood | |

| | Service Location | SDRS |
|---------------------|------------------|------|
| 464 | West Los Angeles | |
| 465 | West Sacramento | |
| 466 | Westlake Village | |
| 467 | Westminster | |
| 468 | Westmorland | |
| 469 | Wheatland | |
| 470 | Whittier | |
| 471 | Williams | |
| 472 | Willits | |
| 473 | Willows | |
| 474 | Windsor | |
| 475 | Winters | |
| 476 | Woodlake | |
| 477 | Woodland | |
| 478 | Woodside | |
| 479 | Yorba Linda | |
| 480 | Yountville | |
| 481 | Yreka | |
| 482 | Yuba City | |
| 483 | Yucaipa | |
| 484 | Yucca Valley | |

Bidders may indicate additional unsolicited geographic areas in California where their SDRS will be available for CALNET 3 in Table 4.1.2.2.4.b.

If Bidder is unable to identify all service areas within Table 4.1.2.2.4.a, Bidder shall provide additional information in the form of a coverage map that includes unincorporated areas.

Table 4.1.2.2.4.b – Unsolicited SDRS Geographic Service Areas

| | SDRS Service Location |
|---|-----------------------|
| 1 | |
| 2 | |
| 3 | |
| 4 | |

| | SDRS Service Location |
|----|------------------------------|
| 5 | |
| 6 | |
| 7 | |
| 8 | |
| 9 | |
| 10 | |

4.1.3 SONET NETWORK DISASTER/OPERATIONAL RECOVERY

4.1.3.1 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 related CPUC and FCC requirements.

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

4.1.3.2 DATA 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.

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

4.1.4 OTHER SERVICES

4.1.4.1 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.

4.1.4.2 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 4.1.5.8.6 (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 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 4.1.4.2.a.

Table 4.1.4.2.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. | | | |
| Bidder's Product Description: | | | | | |
| 2 | Extended Demarcation – Copper four-Pair – Overtime Hours | Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet of four-pair cable and an RJ48s or equivalent jack. | | | |
| Bidder's Product Description: | | | | | |
| 3 | Extended Demarcation – Copper four-Pair – Sunday and Holiday Hours | Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet of four-pair cable and an RJ48s or equivalent jack. | | | |
| Bidder's Product Description: | | | | | |

| | 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. | | | |
| Bidder's Product Description: | | | | | |
| 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. | | | |
| Bidder's Product Description: | | | | | |
| 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. | | | |
| Bidder's Product Description: | | | | | |

| | Feature Name | Feature Description | Bidder Meets or Exceeds? | | Bidder's Product Identifier |
|-------------------------------|---|--|--------------------------|---|-----------------------------|
| | | | Y | N | |
| 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. | | | |
| Bidder's Product Description: | | | | | |
| 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. | | | |
| Bidder's Product Description: | | | | | |
| 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. | | | |
| Bidder's Product Description: | | | | | |

The Contractor may offer additional unsolicited extended demarcation wiring services in Table 4.1.4.2.b.

Table 4.1.4.2.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: | |

4.1.4.3 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 4.1.4.3 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 Cost Worksheet 4.1.4.3, 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 emergency restoration services as detailed in Table 4.1.4.3.

Table 4.1.4.3 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. | | | |
| | | | Bidder's Product Description: | | |
| 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. | | | |
| | | | Bidder's Product Description: | | |
| 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. | | | |
| | | | Bidder's Product Description: | | |

4.1.5 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 solicitation.

4.1.5.1 SERVICE LEVEL AGREEMENT FORMAT

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

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

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

The Contractor shall proactively apply an invoice credit or refund when an 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 _____

4.1.5.2 TECHNICAL REQUIREMENTS VERSUS SLA OBJECTIVES

Sections 4.1.2 (SONET), 4.1.3 (SONET Network Disaster/Operational Recovery) and 4.1.4 (Other Services) define the technical requirements for each service. These requirements are the minimum parameters each Bidder must meet in order to qualify for Contract award. Upon Contract award the committed technical requirements will be maintained throughout the remainder of the Contract.

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

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

4.1.5.3 TWO METHODS OF OUTAGE REPORTING: CUSTOMER OR CONTRACTOR

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

The first method of outage reporting results from a Customer reporting service trouble to the Contractor's Customer Service Center via phone call or opening of a trouble ticket using the on-line Trouble Ticket Reporting Tool (IFB [STPD 12-001-B](#) Business Requirements Section B.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 [STPD 12-001-B](#) Business Requirements Section B.9.4) and monitor and report to Customer until service is restored.

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

4.1.5.4 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 one (1) specific objective level they are committing to for each service in space provided in the “Objective” section of each SLA description.

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

4.1.5.5 CONTRACTOR SLA MANAGEMENT PLAN

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

1. Contractor SLA Manager and supporting staff responsibilities;
2. Contractor’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 [STPD 12-001-B](#) Business Requirements Section B.9.5). The Contractor shall include a sample report in accordance with IFB [STPD 12-001-B](#) Business Requirements Section B.9.5 (SLA Reports) for the following: SLA Service Performance Report (Section IFB [STPD 12-001-B](#) Business Requirements Section B.9.5.1), SLA Provisioning Report (Section IFB [STPD 12-001-B](#) Business Requirements Section B.9.5.2), and SLA Catastrophic Outage Reports (Section IFB [STPD 12-001-B](#) Business Requirements Section B.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 [STPD 12-001-B](#) Business Requirements Section B.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 _____

4.1.5.6 TECHNICAL SLA GENERAL REQUIREMENTS

The Contractor shall adhere to the following general requirements which apply to all CALNET 3 Technical SLAs (Section 4.1.5.8):

1. With the exception of the Provisioning SLA, 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 Technical SLA objectives;
7. The Contractor shall proactively credit all rights and remedies to the Customer within 60 calendar days of the trouble resolution date on the trouble ticket or within 60 calendar days of the Due Date on the Service Request for the Provisioning SLA;
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 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 where the Contractor commits to provide service. Any SLAs and remedies negotiated between Contractor and Incumbent Local Exchange Carriers in territories closed to competition shall be passed through to the CALNET 3 Customer;

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 [STPD 12-001-B](#) Business Requirements Section B.3.4.2) and/or the CALNET 3 CMO Escalation Process (IFB [STPD 12-001-B](#) Business Requirements Section B.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 [STPD 12-001-B](#) Business Requirements Section B.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 _____

4.1.5.7 TROUBLE TICKET STOP CLOCK CONDITIONS

The following conditions shall be allowed to stop the trouble ticket Outage Duration for CALNET 3 Contractor trouble tickets. The Contractor shall document the trouble ticket Outage Duration using the Stop Clock Condition (SCC) listed in Table 4.1.5.7 and include start and stop time stamps in the Contractor's Trouble Ticket Reporting Tool (IFB [STPD 12-001-B](#) Business Requirements Section B.9.4) for each application of a 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."

Stop Clock Conditions are limited to the conditions listed in Table 4.1.5.7.

Table 4.1.5.7 – Stop Clock Conditions (SCC)

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

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

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

4.1.5.8 TECHNICAL SERVICE LEVEL AGREEMENTS

The Contractor shall provide and manage the following Technical SLAs.

4.1.5.8.1 Availability (M-S)

| SLA Name: Availability | | | | | | | | | | | | | | | | | | | | | |
|--|--|-----------------|----------------|--|----------------|--|----|---------|---------|---------|--|-----|---------|---------|---------|--|-----|---------|---------|---------|--|
| Definition: The percentage of time a CALNET 3 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 service (Per Circuit ID), 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. | | | | | | | | | | | | | | | | | | | | | |
| Services: | | | | | | | | | | | | | | | | | | | | | |
| SDRS | | | | | | | | | | | | | | | | | | | | | |
| Objective(s): The objective shall be based on the access type: | | | | | | | | | | | | | | | | | | | | | |
| <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th style="text-align: center;">Basic (B)</th> <th style="text-align: center;">Standard (S)</th> <th style="text-align: center;">Premier (P)</th> <th style="text-align: center;">Bidder's Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td>T1</td> <td style="text-align: center;">≥ 99.2%</td> <td style="text-align: center;">≥ 99.5%</td> <td style="text-align: center;">≥ 99.8%</td> <td></td> </tr> <tr> <td>DS3</td> <td style="text-align: center;">≥ 99.7%</td> <td style="text-align: center;">≥ 99.8%</td> <td style="text-align: center;">≥ 99.9%</td> <td></td> </tr> <tr> <td>OCx</td> <td style="text-align: center;">≥ 99.7%</td> <td style="text-align: center;">≥ 99.8%</td> <td style="text-align: center;">≥ 99.9%</td> <td></td> </tr> </tbody> </table> | | | Basic (B) | Standard (S) | Premier (P) | Bidder's Objective Commitment (B, S or P) | T1 | ≥ 99.2% | ≥ 99.5% | ≥ 99.8% | | DS3 | ≥ 99.7% | ≥ 99.8% | ≥ 99.9% | | OCx | ≥ 99.7% | ≥ 99.8% | ≥ 99.9% | |
| | Basic (B) | Standard (S) | Premier (P) | Bidder's Objective Commitment (B, S or P) | | | | | | | | | | | | | | | | | |
| T1 | ≥ 99.2% | ≥ 99.5% | ≥ 99.8% | | | | | | | | | | | | | | | | | | |
| DS3 | ≥ 99.7% | ≥ 99.8% | ≥ 99.9% | | | | | | | | | | | | | | | | | | |
| OCx | ≥ 99.7% | ≥ 99.8% | ≥ 99.9% | | | | | | | | | | | | | | | | | | |
| 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. 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 _____

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

| SLA Name: Catastrophic Outage 1 (CAT 1) | | | | | | | | | | | |
|---|--|--------------|-------------|---|-------------|---|------|-----------|-----------|----------|--|
| Definition: Any SDRS service failure outside of the central office (or equivalent facility) that results in the total loss of service at a Customer site. | | | | | | | | | | | |
| 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 for each service (Circuit ID) affected by a common cause. Each End-User service is deemed out of service from the first notification until the Contractor determines the End-User service (Circuit ID) is restored minus SCC. Any service reported by Customer as not having been restored shall have the outage time adjusted to the actual restoration time. | | | | | | | | | | | |
| Service(s): | | | | | | | | | | | |
| SDRS | | | | | | | | | | | |
| Objective (s): The objective restoral time shall be: | | | | | | | | | | | |
| | <table border="1"> <thead> <tr> <th></th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidder's Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td>SDRS</td> <td>≤ 3 hours</td> <td>≤ 2 hours</td> <td>≤ 1 hour</td> <td></td> </tr> </tbody> </table> | | Basic (B) | Standard (S) | Premier (P) | Bidder's Objective Commitment (B, S or P) | SDRS | ≤ 3 hours | ≤ 2 hours | ≤ 1 hour | |
| | Basic (B) | Standard (S) | Premier (P) | Bidder's Objective Commitment (B, S or P) | | | | | | | |
| SDRS | ≤ 3 hours | ≤ 2 hours | ≤ 1 hour | | | | | | | | |
| Rights and Remedies | Per Occurrence: 100 percent of the TMRC for each End-User service not meeting the committed objective for each CAT 1 fault | | | | | | | | | | |
| | Monthly Aggregated Measurements: N/A | | | | | | | | | | |

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

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

| | | | | |
|---|---|---------------------|--------------------|--|
| SLA Name: Catastrophic Outage 2 (CAT 2) | | | | |
| Definition: Failure of any part of the equipment in a central office (or equivalent facility), other than access, that results in a CALNET 3 SDRS service failure. | | | | |
| Measurement Process: The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the Customer or Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall compile a list for each End-User service affected by a 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): | | | | |
| SDRS | | | | |
| Objective (s): The objective restoral time shall be: | | | | |
| | | | | Bidder's Objective Commitment (B, S or P) |
| | Basic (B) | Standard (S) | Premier (P) | |
| SDRS | ≤ 1 hour | ≤ 30 minutes | ≤ 15 minutes | |
| Rights and Remedies | Per Occurrence: 100 percent of the TMRC for each End-User service not meeting the committed objective for each CAT 2 fault | | | |
| | Monthly Aggregated Measurements: N/A | | | |

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

4.1.5.8.4 Excessive Outage (M-S)

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

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

4.1.5.8.5 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 requirements (IFB STPD 12-001-B Business Requirements Section B.3.3) and notify the CALNET 3 CMO and designated stakeholders for all CAT 2 and CAT 3 Outages or for network outages resulting in a significant loss of service. Notification objectives will be based on the start time of the outage failure determined by the opening of a trouble ticket or network alarm, whichever occurs first. For events based on information such as terrorist activity or 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 STPD 12-001-B Business Requirements Section B.3.3 (Network Outage Response). At 60 minute intervals, updates shall be given on the above mentioned failures via the method defined in Section IFB STPD 12-001-B Business Requirements Section B.3.3 (Network Outage Response). This objective is the same for Basic, Standard and Premier commitments. | |
| Rights and Remedies | Per Occurrence: Senior Management Escalation |
| | Monthly Aggregated Measurements: N/A |

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

4.1.5.8.6 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 SOW in accordance with IFB STPD 12-001-B Business Requirements Section B.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(s) meets the Coordinated or Managed Project criteria, negotiated due dates will be established and documented in the Project Schedule per IFB STPD 12-001-B Business Requirements Section B.6 (Contracted Service Project Work).</p> <p>Provisioning SLAs have two (2) objectives:</p> <p>Objective 1: Individual Service Request; and</p> <p>Objective 2: Successful Install Monthly Percentage by Service Type.</p> <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 meet or 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 Calendar Days | Coordinated/Managed Project | | |
| SDRS | 45 | Coordinated/Managed Project | | |
| Objective (s): | | | | |
| <p>Objective 1: Individual Service Request: Service installed on or before the Committed Interval or negotiated due date.</p> <p>Objective 2: Successful Install Monthly Percentage per Service.</p> | | | | |
| | Basic (B) | Standard (S) | Premier (P) | Bidder's Objective Commitment (S or P) |
| SDRS | N/A | ≥ 90% | ≥ 95% | |

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

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

4.1.5.8.7 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 _____

4.1.5.8.8 Proposed Unsolicited Offerings

The Contractor shall provide SLAs as defined in SLA Section 4.1.5 for each unsolicited offering determined by the CALNET 3 CMO not to be a feature of a service or a component of an unbundled service identified in the technical requirements. SLA tables shall be amended after Contract award to include all new unsolicited services.

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

4.1.5.8.9 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 4.1.5.8.

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