

IFB STPD 12-001-B

Statement of Work

FOR CALNET 3

CATEGORY 5 – MANAGED INTERNET SERVICES

TECHNICAL REQUIREMENTS

ADDENDUM 3

10/10/2013

Issued by:

STATE OF CALIFORNIA

California Department of Technology

Statewide Technology Procurement Division

PO Box 1810

Rancho Cordova, CA 95741

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IFB STPD 12-001-B

PART 2

BIDDER RESPONSE

Statement of Work (SOW)

Category 5

Managed Internet Services

Technical Requirements

TECHNICAL REQUIREMENTS

CATEGORY 5 – MANAGED INTERNET SERVICES

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TECHNICAL REQUIREMENTS

CATEGORY 5 – MANAGED INTERNET SERVICES

5.1 OVERVIEW

This Category 5 IFB provides the State's solicitation for best value solutions for managed Internet services. 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).

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:"

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 Cost Worksheets. Items not listed in the Cost Worksheets will not be billable by the Contractor. If Bidder provided unsolicited items include features described in the IFB requirements and are not billable in the Cost Worksheets, the cost associated with the features shall not be included in the unsolicited service unless it represents an unbundling of the mandatory service.

Services and features included in the 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.

5.1.3 PACIFIC TIME ZONE

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

5.2 MANAGED INTERNET SERVICE

The Contractor shall provide dedicated Internet access service that provides high-speed Internet access through communications facilities managed by the Contractor.

Bidder shall describe in detail the high-speed Internet access service(s) that will be provided under this Contract.

When describing the full suite of services offered, bidders should clearly indicate and differentiate those services that will be used to meet the minimum requirements and those services that are offered as unsolicited.

Bidder understands the requirements in Section 5.2 and shall meet or exceed them?
Yes _____ No _____

Description:

5.2.1 INTERNET SERVICES GENERAL REQUIREMENTS

The Contractor's network shall connect a Customer's Local Area Network (LAN) or application to the Internet by providing highly reliable transport and Internet Protocol (IP) connectivity. The service shall use the Transmission Control Protocol/Internet Protocol (TCP/IP) to interconnect customer premise equipment (CPE) to the public Internet Service Provider (ISP) networks.

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

5.2.2 NETWORK CAPABILITIES

The Contractor's network shall have:

1. Established public peering arrangements from the Contractor's network to the Internet.
2. Private peering arrangements established from the Contractor's network with redundant links to connect to its private peering partners.
3. Support for Customer assigned and Internet Corporation for Assigned and Numbers (ICANN) registered IP addresses and domain names.
4. Primary and Secondary Domain Name Service (DNS) to provide an authoritative name server for the Customer.

The Contractor shall provide support for the border gateway protocol (BGP) for Customers with registered Autonomous System (AS) numbers.

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

5.2.2.1 Standards

Dedicated Internet Services shall comply with the following standards, as applicable, and when commercially available by the Contractor:

1. Internet Engineering Task Force (IETF) Requests for Comments (RFCs);
2. ANSI T1;
3. ITU TSS Recommendations;
4. ATM Forum;
5. Frame Relay Forum implementation agreements;
6. North American ISDN Users Forum (NIUF);
7. IEEE
 - a. 802.10;
 - b. 802.1P; and
 - c. 802.3AD.
8. Metro Ethernet Forum (MEF);
9. IETF RFCs for IPv6 when offered commercially by the Contractor; and
10. All new versions, amendments, and modifications to the above documents and standards as they become commercially available.

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

5.2.3 NETWORK OPERATIONS AND MANAGEMENT

5.2.3.1 General Description

The Contractor's data network(s) shall meet established industry standards.

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

5.2.3.2 Network Operations Center

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

The NOC shall perform the following services:

1. Network surveillance;
2. Fault management (trouble identification, isolation and notification); and,
3. Monitor network performance in near real-time to identify capacity blockages and implement controls to optimize network health and performance immediately.

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

5.2.3.3 Security

5.2.3.3.1 Physical Access

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

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

5.2.3.3.2 Network Security

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

1. The Contractor's network equipment locations and data centers shall use carrier grade platforms; and,
2. All equipment shall be in a hardened facility and all unnecessary services shall be disabled or removed.

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

5.2.3.3.3 Security Event Notifications

The Contractor shall provide the designated State representatives with notifications of suspected and real security violations that impact CALNET 3 Customers within one (1) hour of such determination via telephonic means or email.

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

5.2.4 DEDICATED INTERNET FLAT RATE SERVICES TECHNICAL REQUIREMENTS

The service shall connect a Customer's LAN or application to the Internet by providing highly reliable transport and IP connectivity to the internet.

The speeds in the Feature Names in Table 5.2.4.1.b indicate download speeds. Bidder shall indicate the upload speeds in the Bidder's Product Description in Table 5.2.4.1.b, Table 5.2.4.2.b and in Catalog A, Column E (Feature Restrictions, Limitations and Additional Information).

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

5.2.4.1 Internet Flat Rate Service (InFRa)

The Contractor shall provide Internet Flat Rate Service (InFRa) at the speeds identified in Table 5.2.4.1.b. The services shall consist of a dedicated Internet port and transport from the Customer site to the nearest Contractor Point-of-Presence (POP). The service shall include all equipment, cabling and labor required to provide a User-to-Network Interface (UNI) at the Customer premise Minimum Point of Entry (MPOE). The Contractor shall describe the User-to-Network Interface characteristics in the rows provided in Table 5.2.4.1.b using Table 5.2.4.1.a as a guide. Table 5.2.4.1.a is a guide only. Contractors shall follow the format as closely as possible if the guide content does not align with a particular Contractor technology or offering.

Table 5.2.4.1.a - InFRa UNI Guide

	Interface/Access Type	Network-Side Interface	Protocol
1	Asynchronous Transfer Mode Service (ATMS)	<ol style="list-style-type: none"> 1. T1 2. T3 3. OC-3c 4. OC-12c 	IPv4/v6 over ATMS
2	Cable High Speed Access	N/A	Point-to-Point Protocol, IPv4/v6
3	Ethernet Interface	<ol style="list-style-type: none"> 1. 1 Mbps up to 1 GbE (Gigabit Ethernet) 2. 10 GbE 	IPv4/v6 over Ethernet
4	Frame Relay Service (FRS)	<ol style="list-style-type: none"> 1. Fractional T1 2. T1 3. Fractional T3 4. T3 	IPv4/v6 over FRS
5	IP over SONET Service	<ol style="list-style-type: none"> 1. OC-3c 2. OC-12c 3. OC-48c 4. OC-192c 	IP/PPP over SONET
6	Private Line Service (PLS)	<ol style="list-style-type: none"> 1. Fractional T1 2. T1 3. Fractional T3 4. T3 5. OC-3c 6. OC-12c 7. OC-48c 8. OC-192c 	IPv4/v6 over PLS
7	DSL Service	xDSL access	Point-to-point protocol, IPv4/v6

The Contractor shall offer the InFRa Services detailed in Table 5.2.4.1.b. Bidders shall identify the Interface/Access Type(s), Network Side Interface(s) (if applicable), and the Protocol(s) applicable to each speed listed in Table 5.2.4.1.b. Bidders must provide at least one (1) service/solution for each InFRa speed listed in Table 5.2.4.1.b. Additional Internet Flat Rate Services that utilize different UNI's with different product identifiers and associated costs should be listed in an Unsolicited table in the same fashion as Table 5.2.4.1.b.

Table 5.2.4.1.b – Internet Flat Rate Service

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	InFRa @ 1.544Mbps	Internet Flat Rate Service (InFRa) at 1.544Mbps. Includes dedicated Internet port and transport.			
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				
2	InFRa @ 2Mbps	Internet Flat Rate Service (InFRa) at 2Mbps. Includes dedicated Internet port and transport.			
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				
3	InFRa @ 3Mbps	Internet Flat Rate Service (InFRa) at 3Mbps. Includes dedicated Internet port and transport.			
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
4	InFRa @ 4Mbps	Internet Flat Rate Service (InFRa) at 4Mbps. Includes dedicated Internet port and transport.			
Bidder's Product Description:					
Interface/Access Type:					
Network Side Interface:					
Protocol:					
5	InFRa @ 4.5Mbps	Internet Flat Rate Service (InFRa) at 4.5Mbps. Includes dedicated Internet port and transport.			
Bidder's Product Description:					
Interface/Access Type:					
Network Side Interface:					
Protocol:					
6	InFRa @ 5Mbps	Internet Flat Rate Service (InFRa) at 5Mbps. Includes dedicated Internet port and transport.			
Bidder's Product Description:					
Interface/Access Type:					
Network Side Interface:					
Protocol:					
7	InFRa @ 6Mbps	Internet Flat Rate Service (InFRa) at 6Mbps. Includes dedicated Internet port and transport.			
Bidder's Product Description:					
Interface/Access Type:					
Network Side Interface:					
Protocol:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
8	InFRa @ 7Mbps	Internet Flat Rate Service (InFRa) at 7Mbps. Includes dedicated Internet port and transport.			
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				
9	InFRa @ 7.5Mbps	Internet Flat Rate Service (InFRa) at 7.5Mbps. Includes dedicated Internet port and transport.			
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				
10	InFRa @ 8Mbps	Internet Flat Rate Service (InFRa) at 8Mbps. Includes dedicated Internet port and transport.			
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				
11	InFRa @ 9Mbps	Internet Flat Rate Service (InFRa) at 9Mbps. Includes dedicated Internet port and transport.			
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
12	InFRa @ 10Mbps	Internet Flat Rate Service (InFRa) at 10Mbps. Includes dedicated Internet port and transport.			
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				
13	InFRa @ 10.5Mbps	Internet Flat Rate Service (InFRa) at 10.5Mbps. Includes dedicated Internet port and transport.			
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				
14	InFRa @ 12Mbps	Internet Flat Rate Service (InFRa) at 12Mbps. Includes dedicated Internet port and transport.			
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				
15	InFRa @ 15Mbps	Internet Flat Rate Service (InFRa) at 15Mbps. Includes dedicated Internet port and transport.			
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
16	InFRa @ 20Mbps	Internet Flat Rate Service (InFRa) at 20Mbps. Includes dedicated Internet port and transport.			
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				
17	InFRa @ 25Mbps	Internet Flat Rate Service (InFRa) at 25Mbps. Includes dedicated Internet port and transport.			
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				
18	InFRa @ 30Mbps	Internet Flat Rate Service (InFRa) at 30Mbps. Includes dedicated Internet port and transport.			
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				
19	InFRa @ 35Mbps	Internet Flat Rate Service (InFRa) at 35Mbps. Includes dedicated Internet port and transport.			
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
20	InFRa @ 40Mbps	Internet Flat Rate Service (InFRa) at 40Mbps. Includes dedicated Internet port and transport.			
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				
21	InFRa @ 45Mbps	Internet Flat Rate Service (InFRa) at 45Mbps. Includes dedicated Internet port and transport.			
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				
22	InFRa @ 60Mbps	Internet Flat Rate Service (InFRa) at 60Mbps. Includes dedicated Internet port and transport.			
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				
23	InFRa @ 155Mbps	Internet Flat Rate Service (InFRa) at 155Mbps. Includes dedicated Internet port and transport.			
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
24	InFRa @ 622Mbps	Internet Flat Rate Service (InFRa) at 622Mbps. Includes dedicated Internet port and transport.			
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				
25	InFRa @ 2.45Gbps	Internet Flat Rate Service (InFRa) at 2.45Gbps. Includes dedicated Internet port and transport.			
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				

Table 5.2.4.1.c – Unsolicited Internet Flat Rate Service

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1					
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				
2					
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
3					
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				
4					
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				
5					
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				
6					
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				
7					
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
8					
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				
9					
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				
10					
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				

5.2.4.2 Internet Flat Rate with Managed Router Service (InFRaM)

The Contractor shall provide Internet Flat Rate with Managed Router Service at the speeds identified in Table 5.2.4.2.b. The services shall consist of a dedicated Internet Port and Transport from the Customer site to the nearest contractor POP. The service shall include all equipment, cabling and labor required to provide a UNI at the Customer premise MPOE and a Contractor owned, maintained and managed router.

The service shall include a Contractor owned, maintained and managed router. **Bidder shall provide a description of the type of equipment, maintenance and management services that the Contractor will deploy to satisfy this requirement.**

All Bidder equipment, tasks and services required for provisioning of the services described in Table 5.2.4.2.b will be included in the charges for the features/services listed in those tables unless specifically identified as not part of the mandatory service and proposed in Tables 5.2.4.2.c.

The Contactor’s managed router service shall include proactive Customer notification as identified in the Service Level Agreements.

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

Description:

The Bidder shall identify the User-to-Network Interface characteristics in the rows provided in Table 5.2.4.2.b using Table 5.2.4.2.a as a guide.

Table 5.2.4.2.a - InFRaM UNI Guide

	Interface/Access Type	Network-Side Interface	Protocol
1	Asynchronous Transfer Mode Service (ATMS)	<ol style="list-style-type: none"> 1. T1 2. T3 3. OC-3c 4. OC-12c 	IPv4/v6 over ATMS
2	Cable High Speed Access	N/A	Point-to-Point Protocol, IPv4/v6
3	Ethernet Interface	<ol style="list-style-type: none"> 1. 1 Mbps up to 1 GbE (Gigabit Ethernet) 2. 10 GbE 	IPv4/v6 over Ethernet
4	Frame Relay Service (FRS)	<ol style="list-style-type: none"> 1. Fractional T1 2. T1 3. Fractional T3 4. T3 	IPv4/v6 over FRS
5	IP over SONET Service	<ol style="list-style-type: none"> 1. OC-3c 2. OC-12c 3. OC-48c 4. OC-192c 	IP/PPP over SONET

	Interface/Access Type	Network-Side Interface	Protocol
6	Private Line Service (PLS)	1. Fractional T1 2. T1 3. Fractional T3 4. T3 5. OC-3c 6. OC-12c 7. OC-48c 8. OC-192c	IPv4/v6 over PLS
7	DSL Service	xDSL access	Point-to-point protocol, IPv4/v6

The Contractor shall offer the InFRaM Services detailed in Table 5.2.4.2.b. **Bidders shall include the Interface/Access Type(s), Network Side Interface(s) (if applicable), and the Protocol(s) applicable to each speed listed in Table 5.2.4.2.b. Bidders must provide at least one (1) solution for each InFRaM speed listed in Table 5.2.4.2.b.**

Table 5.2.4.2.b – Internet Flat Rate with Managed Router (InFRaM) Service

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	InFRaM @ 1.544Mbps	Internet Flat Rate Service with Managed Router (InFRaM) at 1.544Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.			
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
2	InFRaM @ 2Mbps	Internet Flat Rate Service with Managed Router (InFRaM) at 2Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.			
Bidder's Product Description:					
Interface/Access Type:					
Network Side Interface:					
Protocol:					
3	InFRaM @ 3Mbps	Internet Flat Rate Service with Managed Router (InFRaM) at 3Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.			
Bidder's Product Description:					
Interface/Access Type:					
Network Side Interface:					
Protocol:					
4	InFRaM @ 4Mbps	Internet Flat Rate Service with Managed Router (InFRaM) at 4Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.			
Bidder's Product Description:					
Interface/Access Type:					
Network Side Interface:					
Protocol:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
5	InFRaM @ 4.5Mbps	Internet Flat Rate Service with Managed Router (InFRaM) at 4.5Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.			
Bidder's Product Description:					
Interface/Access Type:					
Network Side Interface:					
Protocol:					
6	InFRaM @ 5Mbps	Internet Flat Rate Service with Managed Router (InFRaM) at 5Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.			
Bidder's Product Description:					
Interface/Access Type:					
Network Side Interface:					
Protocol:					
7	InFRaM @ 6Mbps	Internet Flat Rate Service with Managed Router (InFRaM) at 6Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.			
Bidder's Product Description:					
Interface/Access Type:					
Network Side Interface:					
Protocol:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
8	InFRaM @ 7Mbps	Internet Flat Rate Service with Managed Router (InFRaM) at 7Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.			
Bidder's Product Description:					
Interface/Access Type:					
Network Side Interface:					
Protocol:					
9	InFRaM @ 7.5Mbps	Internet Flat Rate Service with Managed Router (InFRaM) at 7.5Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.			
Bidder's Product Description:					
Interface/Access Type:					
Network Side Interface:					
Protocol:					
10	InFRaM @ 8Mbps	Internet Flat Rate Service with Managed Router (InFRaM) at 8Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.			
Bidder's Product Description:					
Interface/Access Type:					
Network Side Interface:					
Protocol:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
11	InFRaM @ 9Mbps	Internet Flat Rate Service with Managed Router (InFRaM) at 9Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.			
Bidder's Product Description:					
Interface/Access Type:					
Network Side Interface:					
Protocol:					
12	InFRaM @ 10Mbps	Internet Flat Rate Service with Managed Router (InFRaM) at 10Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.			
Bidder's Product Description:					
Interface/Access Type:					
Network Side Interface:					
Protocol:					
13	InFRaM @ 10.5Mbps	Internet Flat Rate Service with Managed Router (InFRaM) at 10.5Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.			
Bidder's Product Description:					
Interface/Access Type:					
Network Side Interface:					
Protocol:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
14	InFRaM @ 12Mbps	Internet Flat Rate Service with Managed Router (InFRaM) at 12Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.			
Bidder's Product Description:					
Interface/Access Type:					
Network Side Interface:					
Protocol:					
15	InFRaM @ 15Mbps	Internet Flat Rate Service with Managed Router (InFRaM) at 15Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.			
Bidder's Product Description:					
Interface/Access Type:					
Network Side Interface:					
Protocol:					
16	InFRaM @ 20Mbps	Internet Flat Rate Service with Managed Router (InFRaM) at 20Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.			
Bidder's Product Description:					
Interface/Access Type:					
Network Side Interface:					
Protocol:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
17	InFRaM @ 25Mbps	Internet Flat Rate Service with Managed Router (InFRaM) at 25Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.			
Bidder's Product Description:					
Interface/Access Type:					
Network Side Interface:					
Protocol:					
18	InFRaM @ 30Mbps	Internet Flat Rate Service with Managed Router (InFRaM) at 30Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.			
Bidder's Product Description:					
Interface/Access Type:					
Network Side Interface:					
Protocol:					
19	InFRaM @ 35Mbps	Internet Flat Rate Service with Managed Router (InFRaM) at 35Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.			
Bidder's Product Description:					
Interface/Access Type:					
Network Side Interface:					
Protocol:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
20	InFRaM @ 40Mbps	Internet Flat Rate Service with Managed Router (InFRaM) at 40Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.			
Bidder's Product Description:					
Interface/Access Type:					
Network Side Interface:					
Protocol:					
21	InFRaM @ 45Mbps	Internet Flat Rate Service with Managed Router (InFRaM) at 45Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.			
Bidder's Product Description:					
Interface/Access Type:					
Network Side Interface:					
Protocol:					
22	InFRaM @ 60Mbps	Internet Flat Rate Service with Managed Router (InFRaM) at 60Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.			
Bidder's Product Description:					
Interface/Access Type:					
Network Side Interface:					
Protocol:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
23	InFRaM @ 155Mbps	Internet Flat Rate Service with Managed Router (InFRaM) at 155Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.			
Bidder's Product Description:					
Interface/Access Type:					
Network Side Interface:					
Protocol:					
24	InFRaM @ 622Mbps	Internet Flat Rate Service with Managed Router (InFRaM) at 622Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.			
Bidder's Product Description:					
Interface/Access Type:					
Network Side Interface:					
Protocol:					
25	InFRaM @ 2.45Gbps	Internet Flat Rate Service with Managed Router (InFRaM) at 2.45Gbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed router.			
Bidder's Product Description:					
Interface/Access Type:					
Network Side Interface:					
Protocol:					

Table 5.2.4.2.c – Unsolicited Internet Flat Rate with Managed Router Service

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1					
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				
2					
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				
3					
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				
4					
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				
5					
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
6					
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				
7					
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				
8					
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				
9					
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				
10					
	Bidder's Product Description:				
	Interface/Access Type:				
	Network Side Interface:				
	Protocol:				

5.2.5 INTERNET SUSTAINED BANDWIDTH ETHERNET SERVICE (InSBE)

The Contractor shall provide Internet Sustained Bandwidth Ethernet Service (InSBE). The service shall consist of a separately provisioned dedicated Internet port and transport from the Customer site to the nearest Contractor POP.

Service shall allow Customers to order Ethernet access at a specific data rate and to select a minimum monthly bandwidth commitment. Customers then pay an additional fee for sustained usage above the minimum commitment. Service shall allow Customers to "burst" up to the full capacity of the data rate assigned to the transport when needed.

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

5.2.5.1 Internet Sustained Bandwidth Ethernet Transport Service (InSBET)

The Internet Sustained Bandwidth Ethernet Transport Service (InSBET) transport service shall include all equipment, cabling and labor required to provide a User-to-Network Interface (UNI) at the Customer premise MPOE.

Transport shall be provisioned at the data rates listed in Table 5.2.5.1.b. The assigned data rate shall be the maximum data rate a Customer may burst up to.

This service shall be provisioned in conjunction with Customer and Contractor owned, maintained and managed router options as identified in Section 5.2.5.2 (InSBEP) and Section 5.2.5.3 (InSBEPM).

The service shall provide the User-to-Network Interface characteristics listed in Table 5.2.5.1.a.

Table 5.2.5.1.a – UNI Type

	Interface/Access Type	Network-Side Interface	Protocol
1	Ethernet Interface	1. 1 Mbps up to 1 GbE (Gigabit Ethernet) 2. 10 GbE	IPv4/v6 over Ethernet

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

Bidders shall provide the InSBET services detailed in Table 5.2.5.1.b

Table 5.2.5.1.b – InSBET Service

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	InSBET 100-Base-TX 2 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 2Mbps.			
Bidder's Product Description:					
2	InSBET 100-Base-TX 4 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 4Mbps			
Bidder's Product Description:					
3	InSBET 100-Base-TX 5 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 5Mbps			
Bidder's Product Description:					
4	InSBET 100-Base-TX 8 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 8Mbps			
Bidder's Product Description:					
5	InSBET 100-Base-TX 10 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 10Mbps			
Bidder's Product Description:					
6	InSBET 100-Base-TX 20 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 20Mbps			
Bidder's Product Description:					
7	InSBET 100-Base-TX 50 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 50Mbps			
Bidder's Product Description:					
8	InSBET 100-Base-TX 100 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 100Mbps			
Bidder's Product Description:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
9	InSBET 1000-Base-TX 150 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 150Mbps			
Bidder's Product Description:					
10	InSBET 1000-Base-TX 250 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 250Mbps			
Bidder's Product Description:					
11	InSBET 1000-Base-TX 500 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 500Mbps			
Bidder's Product Description:					
12	InSBET 1000-Base-TX 1000 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 1000Mbps			
Bidder's Product Description:					
13	InSBET 10G-Base-LSR 10,000 Mbps Ethernet Transport	InSBET Service with maximum burstable data rate of 10Gbps			
Bidder's Product Description:					

Bidders may offer additional unsolicited InSBET services in Table 5.2.5.1.c.

Table 5.2.5.1.c – Unsolicited InSBET Services

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1					
Bidder's Product Description:					
2					
Bidder's Product Description:					
3					
Bidder's Product Description:					

5.2.5.2 Internet Sustained Bandwidth Ethernet Port Service (InSBEP)

Contractor shall provide Internet Sustained Bandwidth Ethernet Port Service. Contractor shall provide an Internet port configuration that allows Customers to select a monthly minimum bandwidth commitment. Customers then pay an additional incremental usage charge for sustained usage above the monthly minimum bandwidth commitment. Service shall allow Customers to "burst" up to the full capacity of the InSBET when needed. This service shall be provisioned in conjunction with a Customer owned router.

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

5.2.5.2.1 InSBEP Minimum Bandwidth Commitment

Contractor shall provide InSBEP Minimum Bandwidth Commitment port configuration that allows Customers to select a monthly minimum bandwidth commitment as described in Table 5.2.5.2.a.

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

5.2.5.2.2 InSBEP Additional Incremental Usage Charge for Sustained Usage

Contractor may charge an incremental usage charge for sustained usage above the minimum bandwidth commitment speed identified.

Contractor shall calculate sustained usage as follows:

1. Poll Access Router every five (5) minutes and collect two (2) readings (average Octets in and Octets out over the five (5) minute period);
2. Both averages become data points (a total of 17,280 in a 30 day bill cycle) that are tracked over the Customer's monthly billing cycle;
3. All 17,280 data points are ranked in ascending order;
4. Discard the highest five (5) percentiles (or 864 measurements in a 30 day bill cycle); and

5. The remaining ninety-fifth percentile is the Sustained Usage value for billing purposes.

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

Table 5.2.5.2.a – InSBEP Minimum Bandwidth Commitment and Incremental Usage Charge for InSBET 100-Base-TX 2 Mbps through 1000-Base-SX\LX 1000 Mbps Ethernet Transport (NOT to be provisioned with InSBET 10G-Base-LSR 10,000 Mbps Ethernet Transport - see Table 5.2.5.2.b)

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	InSBEP Minimum Bandwidth Commitment Ethernet 2 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
	Bidder's Product Description:				
2	InSBEP Additional Incremental Usage Charge over 2 Mbps	Charge for bandwidth usage over minimum commitment.			
	Bidder's Product Description:				
3	InSBEP Minimum Bandwidth Commitment Ethernet 3 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
	Bidder's Product Description:				
4	InSBEP Additional Incremental Usage Charge over 3 Mbps	Charge for bandwidth usage over minimum commitment.			
	Bidder's Product Description:				
5	InSBEP Minimum Bandwidth Commitment Ethernet 4 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
	Bidder's Product Description:				
6	InSBEP Additional Incremental Usage Charge over 4 Mbps	Charge for bandwidth usage over minimum commitment.			
	Bidder's Product Description:				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
7	InSBEP Minimum Bandwidth Commitment Ethernet 5 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
8	InSBEP Additional Incremental Usage Charge over 5 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
9	InSBEP Minimum Bandwidth Commitment Ethernet 6 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
10	InSBEP Additional Incremental Usage Charge over 6 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
11	InSBEP Minimum Bandwidth Commitment Ethernet 7 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
12	InSBEP Additional Incremental Usage Charge over 7 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
13	InSBEP Minimum Bandwidth Commitment Ethernet 8 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
14	InSBEP Additional Incremental Usage Charge over 8 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
15	InSBEP Minimum Bandwidth Commitment Ethernet 9 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
16	InSBEP Additional Incremental Usage Charge over 9 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
17	InSBEP Minimum Bandwidth Commitment Ethernet 10 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
18	InSBEP Additional Incremental Usage Charge over 10 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
19	InSBEP Minimum Bandwidth Commitment Ethernet 15 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
20	InSBEP Additional Incremental Usage Charge over 15 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
21	InSBEP Minimum Bandwidth Commitment Ethernet 20 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
22	InSBEP Additional Incremental Usage Charge over 20 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
23	InSBEP Minimum Bandwidth Commitment Ethernet 25 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
24	InSBEP Additional Incremental Usage Charge over 25 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
25	InSBEP Minimum Bandwidth Commitment Ethernet 30 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
26	InSBEP Additional Incremental Usage Charge over 30 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
27	InSBEP Minimum Bandwidth Commitment Ethernet 35 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
28	InSBEP Additional Incremental Usage Charge over 35 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
29	InSBEP Minimum Bandwidth Commitment Ethernet 40 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
30	InSBEP Additional Incremental Usage Charge over 40 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
31	InSBEP Minimum Bandwidth Commitment Ethernet 45 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
32	InSBEP Additional Incremental Usage Charge over 45 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
33	InSBEP Minimum Bandwidth Commitment Ethernet 50 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
34	InSBEP Additional Incremental Usage Charge over 50 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
35	InSBEP Minimum Bandwidth Commitment Ethernet 60 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
36	InSBEP Additional Incremental Usage Charge over 60 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
37	InSBEP Minimum Bandwidth Commitment Ethernet 70 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
38	InSBEP Additional Incremental Usage Charge over 70 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
39	InSBEP Minimum Bandwidth Commitment Ethernet 80 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
40	InSBEP Additional Incremental Usage Charge over 80 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
41	InSBEP Minimum Bandwidth Commitment Ethernet 90 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
42	InSBEP Additional Incremental Usage Charge over 90 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
43	InSBEP Minimum Bandwidth Commitment Ethernet 100 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
44	InSBEP Additional Incremental Usage Charge over 100 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
45	InSBEP Minimum Bandwidth Commitment Ethernet 120 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
46	InSBEP Additional Incremental Usage Charge over 120 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
47	InSBEP Minimum Bandwidth Commitment Ethernet 144 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
48	InSBEP Additional Incremental Usage Charge over 144 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
49	InSBEP Minimum Bandwidth Commitment Ethernet 155 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
50	InSBEP Additional Incremental Usage Charge over 155 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
51	InSBEP Minimum Bandwidth Commitment Ethernet 200 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
52	InSBEP Additional Incremental Usage Charge over 200 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
53	InSBEP Minimum Bandwidth Commitment Ethernet 250 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
54	InSBEP Additional Incremental Usage Charge over 250 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
55	InSBEP Minimum Bandwidth Commitment Ethernet 300 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
56	InSBEP Additional Incremental Usage Charge over 300 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
57	InSBEP Minimum Bandwidth Commitment Ethernet 350 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
58	InSBEP Additional Incremental Usage Charge over 350 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
59	InSBEP Minimum Bandwidth Commitment Ethernet 400 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
60	InSBEP Additional Incremental Usage Charge over 400 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
61	InSBEP Minimum Bandwidth Commitment Ethernet 450 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
62	InSBEP Additional Incremental Usage Charge over 450 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
63	InSBEP Minimum Bandwidth Commitment Ethernet 500 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
64	InSBEP Additional Incremental Usage Charge over 500 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
65	InSBEP Minimum Bandwidth Commitment Ethernet 550 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
66	InSBEP Additional Incremental Usage Charge over 550 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
67	InSBEP Minimum Bandwidth Commitment Ethernet 600 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
68	InSBEP Additional Incremental Usage Charge over 600 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
69	InSBEP Minimum Bandwidth Commitment Ethernet 622 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
70	InSBEP Additional Incremental Usage Charge over 622 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
71	InSBEP Minimum Bandwidth Commitment Ethernet 700 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
72	InSBEP Additional Incremental Usage Charge over 700 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
73	InSBEP Minimum Bandwidth Commitment Ethernet 800 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
74	InSBEP Additional Incremental Usage Charge over 800 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
75	InSBEP Minimum Bandwidth Commitment Ethernet 900 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
76	InSBEP Additional Incremental Usage Charge over 900 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
77	InSBEP Minimum Bandwidth Commitment Ethernet 1000 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
78	InSBEP Additional Incremental Usage Charge over 1000 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					

Table 5.2.5.2.b – 10G InSBEP Minimum Bandwidth Commitment and Incremental Usage Charge for InSBET 10G-Base-LSR 10,000 Mbps (to be provisioned with InSBET 10G-Base-LSR 10,000 Mbps Ethernet Transport)

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	10G InSBEP Minimum Bandwidth Commitment Ethernet 1500 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
2	10G InSBEP Additional Incremental Usage Charge over 1500 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
3	10G InSBEP Minimum Bandwidth Commitment Ethernet 2000 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
4	10G InSBEP Additional Incremental Usage Charge over 2000 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
5	10G InSBEP Minimum Bandwidth Commitment Ethernet 2500 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
6	10G InSBEP Additional Incremental Usage Charge over 2500 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
7	10G InSBEP Minimum Bandwidth Commitment Ethernet 3000 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
8	10G InSBEP Additional Incremental Usage Charge over 3000 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
9	10G InSBEP Minimum Bandwidth Commitment Ethernet 3500 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
10	10G InSBEP Additional Incremental Usage Charge over 3500 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
11	10G InSBEP Minimum Bandwidth Commitment Ethernet 4000 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
12	10G InSBEP Additional Incremental Usage Charge over 4000 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
13	10G InSBEP Minimum Bandwidth Commitment Ethernet 4500 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
14	10G InSBEP Additional Incremental Usage Charge over 4500 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
15	10G InSBEP Minimum Bandwidth Commitment Ethernet 5000 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
16	10G InSBEP Additional Incremental Usage Charge over 5000 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
17	10G InSBEP Minimum Bandwidth Commitment Ethernet 5500 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
18	10G InSBEP Additional Incremental Usage Charge over 5500 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
19	10G InSBEP Minimum Bandwidth Commitment Ethernet 6000 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
20	10G InSBEP Additional Incremental Usage Charge over 6000 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
21	10G InSBEP Minimum Bandwidth Commitment Ethernet 6500 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
22	10G InSBEP Additional Incremental Usage Charge over 6500 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
23	10G InSBEP Minimum Bandwidth Commitment Ethernet 7000 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
24	10G InSBEP Additional Incremental Usage Charge over 7000 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
25	10G InSBEP Minimum Bandwidth Commitment Ethernet 7500 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
26	10G InSBEP Additional Incremental Usage Charge over 7500 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
27	10G InSBEP Minimum Bandwidth Commitment Ethernet 8000 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
28	10G InSBEP Additional Incremental Usage Charge over 8000 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
29	10G InSBEP Minimum Bandwidth Commitment Ethernet 8500 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
30	10G InSBEP Additional Incremental Usage Charge over 8500 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
31	10G InSBEP Minimum Bandwidth Commitment Ethernet 9000 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
32	10G InSBEP Additional Incremental Usage Charge over 9000 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
33	10G InSBEP Minimum Bandwidth Commitment Ethernet 9500 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					
34	10G InSBEP Additional Incremental Usage Charge over 9500 Mbps	Charge for bandwidth usage over minimum commitment.			
Bidder's Product Description:					
35	10G InSBEP Minimum Bandwidth Commitment Ethernet 10000 Mbps	Ethernet minimum monthly bandwidth commitment charge.			
Bidder's Product Description:					

5.2.5.3 Internet Sustained Bandwidth Ethernet Port with Managed Router Service (InSBEPM)

Contractor shall provide Internet Sustained Bandwidth Ethernet Port with Managed Router Service. Contractor shall provide a port configuration that allows Customers to select a monthly minimum bandwidth commitment. Customers then pay an additional incremental usage charge for sustained usage above the monthly minimum bandwidth commitment. Service shall allow Customers to "burst" up to the full capacity of the InSBET when needed.

The service shall include a Contractor owned, maintained and managed router. **Bidder shall provide a description of the type of equipment, maintenance and management services that the Contractor will deploy to satisfy this requirement.**

All Bidder equipment, tasks and services required for provisioning of the services described in Tables 5.2.5.3.a and 5.2.5.3.b will be included in the charges for the features/services listed in those tables unless specifically identified as not part of the mandatory service and proposed in Tables 5.2.5.3.c.

The Contactors managed router service shall include proactive Customer notification as identified in the Service Level Agreements.

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

Description:

5.2.5.3.1 InSBEPM Minimum Bandwidth Commitment

Contractor shall provide InSBEPM Minimum Bandwidth Commitment port configuration that allows Customers to select a monthly minimum bandwidth commitment as described in Table 5.2.5.3. This service shall include a Contractor owned, maintained and managed router with service commitments as described in the Bidder's response to Section 5.2.5.3.

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

5.2.5.3.2 InSBEPM Additional Incremental Usage Charge for Sustained Usage

Contractor may charge an incremental usage charge for sustained usage above the minimum bandwidth commitment speed identified.

Contractor shall calculate Sustained usage as follows:

1. Poll Access Router every 5 minutes and collect two (2) readings (average Octets in and Octets out over the five (5) minute period);
2. Both averages become data points (a total of 17,280 in a 30 day bill cycle) that are tracked over the Customer's monthly billing cycle;
3. All 17,280 data points are ranked in ascending order;
4. Discard the top 5% (or 864 measurements in a 30 day bill cycle); and
5. The highest remaining data point is the Sustained Usage value for billing purposes.

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

Table 5.2.5.3.a – InSBEPM Minimum Bandwidth Commitment and Incremental Usage Charge for InSBET 100-Base-TX 2 Mbps through 1000 Mbps Ethernet Transport (NOT to be provisioned with InSBET 10G Ethernet Transport. See Table 5.2.5.3.b)

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	InSBEPM Minimum Bandwidth Commitment Ethernet 2 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
	Bidder's Product Description:				
2	InSBEPM Additional Incremental Usage Charge over 2 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
	Bidder's Product Description:				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
3	InSBEPM Minimum Bandwidth Commitment Ethernet 3 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
4	InSBEPM Additional Incremental Usage Charge over 3 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
5	InSBEPM Minimum Bandwidth Commitment Ethernet 4 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
6	InSBEPM Additional Incremental Usage Charge over 4 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
7	InSBEPM Minimum Bandwidth Commitment Ethernet 5 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
8	InSBEPM Additional Incremental Usage Charge over 5 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
9	InSBEPM Minimum Bandwidth Commitment Ethernet 6 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
10	InSBEPM Additional Incremental Usage Charge over 6 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
11	InSBEPM Minimum Bandwidth Commitment Ethernet 7 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
12	InSBEPM Additional Incremental Usage Charge over 7 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
13	InSBEPM Minimum Bandwidth Commitment Ethernet 8 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
14	InSBEPM Additional Incremental Usage Charge over 8 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
15	InSBEPM Minimum Bandwidth Commitment Ethernet 9 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
16	InSBEPM Additional Incremental Usage Charge over 9 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
17	InSBEPM Minimum Bandwidth Commitment Ethernet 10 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
18	InSBEPM Additional Incremental Usage Charge over 10 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
19	InSBEPM Minimum Bandwidth Commitment Ethernet 15 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
20	InSBEPM Additional Incremental Usage Charge over 15 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
21	InSBEPM Minimum Bandwidth Commitment Ethernet 20 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
22	InSBEPM Additional Incremental Usage Charge over 20 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
23	InSBEPM Minimum Bandwidth Commitment Ethernet 25 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
24	InSBEPM Additional Incremental Usage Charge over 25 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
25	InSBEPM Minimum Bandwidth Commitment Ethernet 30 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
26	InSBEPM Additional Incremental Usage Charge over 30 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
27	InSBEPM Minimum Bandwidth Commitment Ethernet 35 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
28	InSBEPM Additional Incremental Usage Charge over 35 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
29	InSBEPM Minimum Bandwidth Commitment Ethernet 40 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
30	InSBEPM Additional Incremental Usage Charge over 40 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
31	InSBEPM Minimum Bandwidth Commitment Ethernet 45 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
32	InSBEPM Additional Incremental Usage Charge over 45 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
33	InSBEPM Minimum Bandwidth Commitment Ethernet 50 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
34	InSBEPM Additional Incremental Usage Charge over 50 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
35	InSBEPM Minimum Bandwidth Commitment Ethernet 60 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
36	InSBEPM Additional Incremental Usage Charge over 60 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
37	InSBEPM Minimum Bandwidth Commitment Ethernet 70 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
38	InSBEPM Additional Incremental Usage Charge over 70 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
39	InSBEPM Minimum Bandwidth Commitment Ethernet 80 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
40	InSBEPM Additional Incremental Usage Charge over 80 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
41	InSBEPM Minimum Bandwidth Commitment Ethernet 90 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
42	InSBEPM Additional Incremental Usage Charge over 90 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
43	InSBEPM Minimum Bandwidth Commitment Ethernet 100 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
44	InSBEPM Additional Incremental Usage Charge over 100 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
45	InSBEPM Minimum Bandwidth Commitment Ethernet 120 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
46	InSBEPM Additional Incremental Usage Charge over 120 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
47	InSBEPM Minimum Bandwidth Commitment Ethernet 144 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
48	InSBEPM Additional Incremental Usage Charge over 144 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
49	InSBEPM Minimum Bandwidth Commitment Ethernet 155 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
50	InSBEPM Additional Incremental Usage Charge over 155 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
51	InSBEPM Minimum Bandwidth Commitment Ethernet 200 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
52	InSBEPM Additional Incremental Usage Charge over 200 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
53	InSBEPM Minimum Bandwidth Commitment Ethernet 250 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
54	InSBEPM Additional Incremental Usage Charge over 250 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
55	InSBEPM Minimum Bandwidth Commitment Ethernet 300 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
56	InSBEPM Additional Incremental Usage Charge over 300 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
57	InSBEPM Minimum Bandwidth Commitment Ethernet 350 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
58	InSBEPM Additional Incremental Usage Charge over 350 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
59	InSBEPM Minimum Bandwidth Commitment Ethernet 400 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
60	InSBEPM Additional Incremental Usage Charge over 400 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
61	InSBEPM Minimum Bandwidth Commitment Ethernet 450 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
62	InSBEPM Additional Incremental Usage Charge over 450 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
63	InSBEPM Minimum Bandwidth Commitment Ethernet 500 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
64	InSBEPM Additional Incremental Usage Charge over 500 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
65	InSBEPM Minimum Bandwidth Commitment Ethernet 550 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
66	InSBEPM Additional Incremental Usage Charge over 550 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
67	InSBEPM Minimum Bandwidth Commitment Ethernet 600 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
68	InSBEPM Additional Incremental Usage Charge over 600 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
69	InSBEPM Minimum Bandwidth Commitment Ethernet 622 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
70	InSBEPM Additional Incremental Usage Charge over 622 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
71	InSBEPM Minimum Bandwidth Commitment Ethernet 700 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
72	InSBEPM Additional Incremental Usage Charge over 700 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
73	InSBEPM Minimum Bandwidth Commitment Ethernet 800 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
74	InSBEPM Additional Incremental Usage Charge over 800 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
75	InSBEPM Minimum Bandwidth Commitment Ethernet 900 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
76	InSBEPM Additional Incremental Usage Charge over 900 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
77	InSBEPM Minimum Bandwidth Commitment Ethernet 1000 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
78	InSBEPM Additional Incremental Usage Charge over 1000 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					

Table 5.2.5.3.b – InSBEPM Minimum Bandwidth Commitment and Incremental Usage Charge 10G (to be provisioned with InSBET 10G Ethernet Transport)

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	InSBEPM Minimum Bandwidth Commitment Ethernet 1500 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
2	InSBEP Additional Incremental Usage Charge over 1500 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
3	InSBEPM Minimum Bandwidth Commitment Ethernet 2000 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
4	InSBEP Additional Incremental Usage Charge over 2000 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
5	InSBEPM Minimum Bandwidth Commitment Ethernet 2500 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
6	InSBEP Additional Incremental Usage Charge over 2500 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
7	InSBEP Minimum Bandwidth Commitment Ethernet 3000 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
8	InSBEP Additional Incremental Usage Charge over 3000 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
9	InSBEP Minimum Bandwidth Commitment Ethernet 3500 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
10	InSBEP Additional Incremental Usage Charge over 3500 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
11	InSBEP Minimum Bandwidth Commitment Ethernet 4000 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
12	InSBEP Additional Incremental Usage Charge over 4000 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
13	InSBEP Minimum Bandwidth Commitment Ethernet 4500 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
14	InSBEP Additional Incremental Usage Charge over 4500 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
15	InSBEP Minimum Bandwidth Commitment Ethernet 5000 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
16	InSBEP Additional Incremental Usage Charge over 5000 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
17	InSBEP Minimum Bandwidth Commitment Ethernet 5500 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
18	InSBEP Additional Incremental Usage Charge over 5500 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
19	InSBEP Minimum Bandwidth Commitment Ethernet 6000 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
20	InSBEP Additional Incremental Usage Charge over 6000 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
21	InSBEPM Minimum Bandwidth Commitment Ethernet 6500 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
22	InSBEP Additional Incremental Usage Charge over 6500 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
23	InSBEPM Minimum Bandwidth Commitment Ethernet 7000 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
24	InSBEP Additional Incremental Usage Charge over 7000 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
25	InSBEPM Minimum Bandwidth Commitment Ethernet 7500 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
26	InSBEP Additional Incremental Usage Charge over 7500 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
27	InSBEP Minimum Bandwidth Commitment Ethernet 8000 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
28	InSBEP Additional Incremental Usage Charge over 8000 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
29	InSBEP Minimum Bandwidth Commitment Ethernet 8500 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
30	InSBEP Additional Incremental Usage Charge over 8500 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
31	InSBEP Minimum Bandwidth Commitment Ethernet 9000 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					
32	InSBEP Additional Incremental Usage Charge over 9000 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
33	InSBEP Minimum Bandwidth Commitment Ethernet 9500 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
34	InSBEP Additional Incremental Usage Charge over 9500 Mbps	Charge for bandwidth usage over Minimum Bandwidth Commitment.			
Bidder's Product Description:					
35	InSBEPM Minimum Bandwidth Commitment Ethernet 10000 Mbps	Ethernet minimum monthly bandwidth commitment charge. Includes Contractor owned, managed and maintained router.			
Bidder's Product Description:					

5.2.6 INTERNET SERVICE GEOGRAPHIC REQUIREMENTS

Bidder shall identify the locations where their InFRa, InFRaM, InSBEP or InSBEPM Internet Services are available in Table 5.2.6.a. By indicating "X" in the table below, Contractor commits to provide the services in the cities identified below. Commitment is subject to facility availability either through Contractor owned facilities or third-party agreements. Bidders may reference Table 5.2.6.a or Table 5.2.6.b in their Catalog A, Geographic Availability response. Bidders Catalog A language shall not conflict with the requirements described herein.

Table 5.2.6.a Internet Service Geographic Requirements

Service Location		InFRa	InFRaM	InSBET/InSBEP	InSBET/InSBEPM
1	Adelanto				
2	Agoura Hills				
3	Alameda				
4	Albany				
5	Alhambra				
6	Aliso Viejo				
7	Alturas				

	Service Location	InFRa	InFRaM	InSBET/InSBEP	InSBET/InSBEPM
8	Amador				
9	American Canyon				
10	Anaheim				
11	Anderson				
12	Angels Camp				
13	Antioch				
14	Apple Valley				
15	Arcadia				
16	Arcata				
17	Arroyo Grande				
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				

	Service Location	InFRa	InFRaM	InSBET/InSBEP	InSBET/InSBEPM
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				
53	Burlingame				
54	Calabasas				
55	Calexico				
56	California City				

	Service Location	InFRa	InFRaM	InSBET/InSBEP	InSBET/InSBEPM
57	Calimesa				
58	Calipatria				
59	Calistoga				
60	Camarillo				
61	Campbell				
62	Canyon Lake				
63	Capitola				
64	Carlsbad				
65	Carmel-By-The-Sea				
66	Carpentaria				
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				

Service Location		InFRa	InFRaM	InSBET/InSBEP	InSBET/InSBEPM
81	Coachella				
82	Coalinga				
83	Colfax				
84	Colma				
85	Colton				
86	Colusa				
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				

	Service Location	InFRa	InFRaM	InSBET/InSBEP	InSBET/InSBEPM
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				
122	El Centro				
123	El Cerrito				
124	El Monte				
125	El Paso De Robles				
126	El Segundo				
127	Elk Grove				
128	Emeryville				
129	Encinitas				

	Service Location	InFRa	InFRaM	InSBET/InSBEP	InSBET/InSBEPM
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				

	Service Location	InFRa	InFRaM	InSBET/InSBEP	InSBET/InSBEPM
154	Gardena				
155	Gilroy				
156	Glendale				
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				

	Service Location	InFRa	InFRaM	InSBET/InSBEP	InSBET/InSBEPM
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				
192	Inglewood				
193	Inyo				
194	Ione				
195	Irvine				
196	Irwindale				
197	Isleton				
198	Jackson				
199	Kerman				
200	Kern				
201	King City				

	Service Location	InFRa	InFRaM	InSBET/InSBEP	InSBET/InSBEPM
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	InFRa	InFRaM	InSBET/InSBEP	InSBET/InSBEPM
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				

	Service Location	InFRa	InFRaM	InSBET/InSBEP	InSBET/InSBEPM
251	Mammoth Lakes				
252	Manhattan Beach				
253	Manteca				
254	Maricopa				
255	Marina				
256	Martinez				
257	Marysville				
258	Maywood				
259	McFarland				
260	Mendota				
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				

	Service Location	InFRa	InFRaM	InSBET/InSBEP	InSBET/InSBEPM
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				
296	Oceanside				
297	Ojai				
298	Ontario				

	Service Location	InFRa	InFRaM	InSBET/InSBEP	InSBET/InSBEPM
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				

	Service Location	InFRa	InFRaM	InSBET/InSBEP	InSBET/InSBEPM
323	Pittsburg				
324	Placentia				
325	Placerville				
326	Pleasant Hill				
327	Pleasanton				
328	Plymouth				
329	Point Arena				
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				

Service Location		InFRa	InFRaM	InSBET/InSBEP	InSBET/InSBEPM
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				
362	Sacramento				
363	Salinas				
364	San Anselmo				
365	San Bernardino				
366	San Bruno				
367	San Buenaventura				

	Service Location	InFRa	InFRaM	InSBET/InSBEP	InSBET/InSBEPM
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				

	Service Location	InFRa	InFRaM	InSBET/InSBEP	InSBET/InSBEPM
391	Santa Barbara				
392	Santa Clara				
393	Santa Clarita				
394	Santa Cruz				
395	Santa Fe Springs				
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				

	Service Location	InFRa	InFRaM	InSBET/InSBEP	InSBET/InSBEPM
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				
430	Taft				
431	Tehachapi				
432	Tehama				
433	Temecula				
434	Temple City				
435	Thousand Oaks				
436	Tiburon				

	Service Location	InFRa	InFRaM	InSBET/InSBEP	InSBET/InSBEPM
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				

	Service Location	InFRa	InFRaM	InSBET/InSBEP	InSBET/InSBEPM
461	Weed				
462	West Covina				
463	West Hollywood				
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				

Service Location		InFRa	InFRaM	InSBET/InSBEP	InSBET/InSBEPM
484	Yucca Valley				

Bidder may identify additional locations in California where their InFRa, InFRaM, InSBEP or InSBEPM Internet Services are available either through Contractor owned facilities or third-party agreements in Table 5.2.6.b. **Bidders shall list the product identifier for each location where the Contractor provides InFRa, InFRaM, InSBEP or InSBEPM. By listing the service location, the Bidder commits to provide service in that specific location.** Bidders may reference Table 5.2.6.a or Table 5.2.6.b in their Catalog A, Geographic Availability response. **If Bidder is unable to identify all service areas within Tables 5.2.6.a and 5.2.6.b, Bidder shall provide additional information in the form of a coverage map that includes unincorporated areas.**

Table 5.2.6.b Internet Service Additional Geographic Locations

Service Location		InFRa	InFRaM	InSBET/ InSBEP	InSBET/ InSBEPM
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

5.2.7 ADDITIONAL UNSOLICITED INTERNET SERVICES

5.2.7.1 Unsolicited Internet Services Product Descriptions

Bidder shall describe in detail the additional high-speed Internet access service(s) that will be provided under this Contract.

All Bidder equipment, tasks and services required for provisioning of the services shall be identified in Table 5.2.7.a.

Table 5.2.7.a – Additional Unsolicited Internet Services

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1					
	Bidder's Product Description:				
2					
	Bidder's Product Description:				
3					
	Bidder's Product Description:				
4					
	Bidder's Product Description:				
5					
	Bidder's Product Description:				
6					
	Bidder's Product Description:				
7					
	Bidder's Product Description:				
8					
	Bidder's Product Description:				
9					
	Bidder's Product Description:				
10					
	Bidder's Product Description:				
11					
	Bidder's Product Description:				
12					
	Bidder's Product Description:				
13					
	Bidder's Product Description:				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
14					
	Bidder's Product Description:				
15					
	Bidder's Product Description:				
16					
	Bidder's Product Description:				
17					
	Bidder's Product Description:				
18					
	Bidder's Product Description:				
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	Bidder's Product Description:				
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	Bidder's Product Description:				
21					
	Bidder's Product Description:				
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	Bidder's Product Description:				
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	Bidder's Product Description:				
24					
	Bidder's Product Description:				
25					
	Bidder's Product Description:				
26					
	Bidder's Product Description:				
27					
	Bidder's Product Description:				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
28					
	Bidder's Product Description:				
29					
	Bidder's Product Description:				
30					
	Bidder's Product Description:				
31					
	Bidder's Product Description:				
32					
	Bidder's Product Description:				
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	Bidder's Product Description:				
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	Bidder's Product Description:				
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	Bidder's Product Description:				
36					
	Bidder's Product Description:				
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	Bidder's Product Description:				
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	Bidder's Product Description:				
39					
	Bidder's Product Description:				
40					
	Bidder's Product Description:				
41					
	Bidder's Product Description:				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
42					
	Bidder's Product Description:				
43					
	Bidder's Product Description:				
44					
	Bidder's Product Description:				
45					
	Bidder's Product Description:				
46					
	Bidder's Product Description:				
47					
	Bidder's Product Description:				
48					
	Bidder's Product Description:				
49					
	Bidder's Product Description:				
50					
	Bidder's Product Description:				
51					
	Bidder's Product Description:				
52					
	Bidder's Product Description:				
53					
	Bidder's Product Description:				
54					
	Bidder's Product Description:				
55					
	Bidder's Product Description:				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
56					
	Bidder's Product Description:				
57					
	Bidder's Product Description:				
58					
	Bidder's Product Description:				
59					
	Bidder's Product Description:				
60					
	Bidder's Product Description:				
61					
	Bidder's Product Description:				
62					
	Bidder's Product Description:				
63					
	Bidder's Product Description:				
64					
	Bidder's Product Description:				
65					
	Bidder's Product Description:				
66					
	Bidder's Product Description:				
67					
	Bidder's Product Description:				
68					
	Bidder's Product Description:				
69					
	Bidder's Product Description:				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
70					
	Bidder's Product Description:				
71					
	Bidder's Product Description:				
72					
	Bidder's Product Description:				
73					
	Bidder's Product Description:				
74					
	Bidder's Product Description:				
75					
	Bidder's Product Description:				
76					
	Bidder's Product Description:				
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	Bidder's Product Description:				
78					
	Bidder's Product Description:				
79					
	Bidder's Product Description:				
80					
	Bidder's Product Description:				
81					
	Bidder's Product Description:				
82					
	Bidder's Product Description:				
83					
	Bidder's Product Description:				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
84					
	Bidder's Product Description:				
85					
	Bidder's Product Description:				
86					
	Bidder's Product Description:				
87					
	Bidder's Product Description:				
88					
	Bidder's Product Description:				
89					
	Bidder's Product Description:				
90					
	Bidder's Product Description:				
91					
	Bidder's Product Description:				
92					
	Bidder's Product Description:				
93					
	Bidder's Product Description:				
94					
	Bidder's Product Description:				
95					
	Bidder's Product Description:				
96					
	Bidder's Product Description:				
97					
	Bidder's Product Description:				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
98					
	Bidder's Product Description:				
99					
	Bidder's Product Description:				
100					
	Bidder's Product Description:				

5.2.7.2 Unsolicited Internet Services Geographic Coverage

Bidder shall provide a coverage map for each Unsolicited service offered in Table 5.2.7.a. A single map may be provided for services that fall within the same geographic footprint.

Bidder understands the requirements in Section 5.2.7.2 and shall meet or exceed them?
 Yes_____ No_____

Description:

5.3 NETWORK DISASTER/OPERATIONAL RECOVERY

5.3.1 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_____

5.3.2 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_____

5.4 OTHER SERVICES

5.4.1 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.

5.4.2 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 5.5.8.8 (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, and 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 5.4.2.a.

Table 5.4.2.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:					

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

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
8	Extended Demarcation – Optical Fiber Link – Overtime Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment as described above with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.			
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 5.4.2.b.

Table 5.4.2.b Unsolicited Extended Demarcation Wiring Services and Features

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

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

5.4.3 SERVICES RELATED HOURLY SUPPORT

The Contractor shall provide labor for the diagnosis and/or repair of services offered in this Category 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 5.4.3 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 5.4.3, 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 5.4.3.

Table 5.4.3 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:					

5.5 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.

5.5.1 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 _____

5.5.2 TECHNICAL REQUIREMENTS VERSUS SLA OBJECTIVES

Sections 5.2 (Managed Internet Services), 5.2.7 (Network Disaster/Operational Recovery) and 5.4 (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 (Section 5.5) 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 _____

5.5.3 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 _____

5.5.4 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 _____

5.5.5 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-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 _____

5.5.6 TECHNICAL SLA GENERAL REQUIREMENTS

The Contractor shall adhere to the following general requirements which apply to all CALNET 3 Technical SLAs (Section 5.5.8):

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 which the Bidder has committed to provide service. ;
10. The election by CALNET 3 CMO of any SLA remedy covered by this Contract shall not exclude or limit CALNET 3 CMO's or any Customer's rights and remedies otherwise available within the Contract or at law or equity;
11. The Contractor shall apply rights and remedies when a service fails to meet the SLA objective even when backup or protected services provide Customer with continuation of services;

12. The Contractor shall act as the single point of contact in coordinating all entities to meet the State's needs for provisioning, maintenance, restoration and resolution of service issues or that of their Subcontractors, Affiliates or resellers under this Contract;
13. The Customer Escalation Process (IFB 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_____

5.5.7 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 5.5.7 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 5.5.7.

Table 5.5.7 – 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.

#	Stop Clock Condition (SCC)	SCC Definition
7	ACCESS	Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following: <ul style="list-style-type: none"> a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative; b. Site contact refuses access to technician who displays proper identification; c. Customer provides incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify End-User of the improper contact information and takes steps to obtain the correct information; or, d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem. If it is determined later that the cause of the problem was not at the site in question, then the Access SCC shall not apply.
8	STAFF	Any problem or delay to the extent caused by End-User's staff that prevents or delays Contractor's resolution of the problem. In such event, Contractor shall make a timely request to End-User staff to correct the problem or delay and document in trouble ticket.
9	APPLICATION	End-User software applications that interfere with repair of the trouble.
10	CPE	Repair/replacement of Customer Premise Equipment (CPE) not provided by Contractor if the problem has been isolated to the CPE. If determined later that the CPE was not the cause of the service outage, the CPE SCC will not apply.

#	Stop Clock Condition (SCC)	SCC Definition
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 _____

5.5.8 TECHNICAL SERVICE LEVEL AGREEMENTS

The Contractor shall provide and manage the following Technical SLAs.

5.5.8.1 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:

Managed Internet Service

Objective(s):

The objective shall be based on the network side interface type:

SLA Objective Table 1 – Required				
Network Side Interface	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
T1/FT1	≥ 99.2%	≥ 99.5%	≥ 99.8%	
T3/FT3	≥ 99.7%	≥ 99.8%	≥ 99.9%	
OCX/OCXc	≥ 99.7%	≥ 99.8%	≥ 99.9%	
Ethernet 1 Mbps up to 1 GbE (Gigabit Ethernet)	≥ 99.2%	≥ 99.5%	≥ 99.8%	
Ethernet 10 GbE	≥ 99.2%	≥ 99.5%	≥ 99.8%	

Objective(s), continued:

With the exception of XDSL, Bidder shall identify any additional Contractor identified network side interfaces not listed in the Table 1 above for InFRa and InFRaM services. Bidder shall provide an objective commitment percentage for each additional network side interface which must be above 99.2%:

SLA Objective Table 2 – Unsolicited		
	Unsolicited Network Side Interface	Bidder's Objective Commitment (%)
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

Rights and Remedies	Per Occurrence: N/A
	<p>Monthly Aggregated Measurements: First month the service fails to meet the committed SLA objective shall result in a 15 percent rebate of the TMRC and two (2) Business Days of the ADUC, when usage applies. The second consecutive month the service fails to meet the committed SLA objective shall result in a 30 percent rebate of TMRC and two (2) Business Days of the ADUC, when usage applies. Each additional consecutive month the service fails to meet the committed SLA objective shall result in a 50 percent rebate of the TMRC and two (2) Business Days of the ADUC, when usage applies.</p>

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

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

SLA Name: Catastrophic Outage 1 (CAT 1)					
Definition: The total loss of service at a single site resulting in the loss of service to five (5) or more circuits or any single service at 500Mbps or greater.					
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):					
Managed Internet Service					
Objective (s): The objective restoral time shall be:					
		Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
	Managed Internet Service	≤ 3 hours	≤ 2 hours	≤ 1 hour	
Rights and Remedies	Per Occurrence: 100 percent of the TMRC and ten (10) days of ADUC 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 _____

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

SLA Name: Catastrophic Outage 2 (CAT 2)					
Definition: A total failure of a service type in a central office (or equivalent facility), other than access, that results in a CALNET 3 service failure. Or, a backbone failure or failure of any part of the equipment associated with the backbone that causes a CALNET 3 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):					
Managed Internet Service					
Objective (s): The objective restoral time shall be:					
		Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
	Managed Internet Service	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	
Rights and Remedies	Per Occurrence: 100 percent of the TMRC and ten (10) days ADUC 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 _____

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

SLA Name: Catastrophic Outage 3 (CAT 3)					
Definition: The total loss of Managed Internet Service on a system wide basis.					
Measurement Process: The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the Customer or Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall compile a list for each End-User service affected by a common cause. Outage Duration shall be measured on a per-End-User service (Circuit ID) basis from information recorded from the network equipment/system or 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):					
Managed Internet Service					
Objectives: The objective restoral time shall be:					
		Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
	Managed Internet Service	≤ 30 minutes	N/A	≤ 15 minutes	
Rights and Remedies	Per Occurrence: 100 percent of the TMRC and ten (10) days ADUC for each End-User service not meeting the committed objective for each CAT 3 fault.				
	Monthly Aggregated Measurements: N/A				

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

5.5.8.5 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):					
Managed Internet Service					
Objective (s): The Unavailable Time objective shall not exceed:					
		Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
	Managed Internet Service	16 hours	12 hours	8 hours	
Rights and Remedies	Per Occurrence: 100 percent of the TMRC and ten (10) days ADUC 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 _____

5.5.8.6 Managed Service Proactive Notification (M-S)

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

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

5.5.8.7 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 _____

5.5.8.8 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 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
InFRA	30	Coordinated/Managed Project
InFRaM	45	Coordinated/Managed Project
InSBET	30	Coordinated/Managed Project
InSBEP	30	Coordinated/Managed Project
InSBEPM	45	Coordinated/Managed Project

<p>Objective (s):</p> <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> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr style="background-color: #e0f2f1;"> <th style="width: 30%;"></th> <th style="width: 15%;">Basic (B)</th> <th style="width: 15%;">Standard (S)</th> <th style="width: 15%;">Premier (P)</th> <th style="width: 25%;">Bidder's Objective Commitment (S or P)</th> </tr> </thead> <tbody> <tr> <td>InFRA</td> <td>N/A</td> <td>≥ 90%</td> <td>≥ 95%</td> <td></td> </tr> <tr> <td>InFRaM</td> <td>N/A</td> <td>≥ 90%</td> <td>≥ 95%</td> <td></td> </tr> <tr> <td>InSBET</td> <td>N/A</td> <td>≥ 90%</td> <td>≥ 95%</td> <td></td> </tr> <tr> <td>InSBEP</td> <td>N/A</td> <td>≥ 90%</td> <td>≥ 95%</td> <td></td> </tr> <tr> <td>InSBEPM</td> <td>N/A</td> <td>≥ 90%</td> <td>≥ 95%</td> <td></td> </tr> </tbody> </table>			Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (S or P)	InFRA	N/A	≥ 90%	≥ 95%		InFRaM	N/A	≥ 90%	≥ 95%		InSBET	N/A	≥ 90%	≥ 95%		InSBEP	N/A	≥ 90%	≥ 95%		InSBEPM	N/A	≥ 90%	≥ 95%	
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Rights and Remedies	<p>Per Occurrence: Objective 1: Individual Service Requests: 50 percent of installation fee credited to Customer for any missed committed objective.</p> <hr/> <p>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.</p>																														

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

5.5.8.10 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_____

5.5.8.11 Proposed Unsolicited Offerings

The Contractor shall provide SLAs as defined in SLA Section 5.5 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_____

5.5.8.12 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 5.5.8.12.

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