

IFB STPD 12-001-B

Statement of Work

FOR CALNET 3, CATEGORY 7

NETWORK BASED MANAGED SECURITY

TECHNICAL REQUIREMENTS

ADDENDUM 2

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IFB STPD 12-001-B

PART 2

BIDDER RESPONSE

Statement of Work (SOW)

Category 7

Network Based Managed Security

Technical Requirements

TECHNICAL REQUIREMENTS

CATEGORY 7 – NETWORK BASED MANAGED SECURITY

TABLE OF CONTENTS

7.1	OVERVIEW.....	1
7.1.1	BIDDER RESPONSE REQUIREMENTS.....	1
7.1.2	DESIGNATION OF REQUIREMENTS	1
7.1.3	PACIFIC TIME ZONE.....	2
7.2	NETWORK BASED MANAGED SECURITY SERVICES.....	2
7.2.1	DDOS DETECTION AND MITIGATION SERVICE	2
7.2.1.1	DDoS Initiation.....	2
7.2.1.2	DDoS Activities	3
7.2.1.3	DDoS Detection and Mitigation Web Portal and Reporting.....	4
7.2.1.4	DDoS Detection and Mitigation Features	4
7.2.2	EMAIL MONITORING AND SCANNING SERVICES.....	5
7.2.2.1	Email Monitoring and Scanning Service Functionality	6
7.2.2.1.1	Anti-Virus Protection	6
7.2.2.1.2	Anti-Spam Protection	6
7.2.2.1.3	Content Control.....	7
7.2.2.1.4	Isolation Area.....	7
7.2.2.1.5	Notification.....	7
7.2.2.2	Email Monitoring and Scanning Service Web Portal and Reporting	8
7.2.2.3	Email Monitoring and Scanning Service Features	8
7.2.3	WEB SECURITY AND FILTERING SERVICE.....	10
7.2.3.1	Authorized User Administration and Reporting - Web Portal	10
7.2.3.2	Web Security and Filtering Service Features.....	11
7.2.4	SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM)	12
7.2.4.1	SIEM Web Based Security Dashboard.....	12
7.2.4.2	SIEM Features.....	13
7.3	SERVICE LEVEL AGREEMENTS (SLA).....	15
7.3.1	SERVICE LEVEL AGREEMENT FORMAT	15
7.3.2	TECHNICAL REQUIREMENTS VERSUS SLA OBJECTIVES	16
7.3.3	TWO METHODS OF OUTAGE REPORTING: CUSTOMER OR CONTRACTOR	16
7.3.4	BIDDER RESPONSE TO SERVICE LEVEL AGREEMENTS	16
7.3.5	CONTRACTOR SLA MANAGEMENT PLAN.....	17
7.3.6	TECHNICAL SLA GENERAL REQUIREMENTS	17
7.3.7	TROUBLE TICKET STOP CLOCK CONDITIONS.....	19
7.3.8	TECHNICAL SERVICE LEVEL AGREEMENTS.....	22
7.3.8.1	Availability (M-S).....	22
7.3.8.2	Catastrophic Outage 2 (CAT 2) (M-S).....	23
7.3.8.3	Catastrophic Outage 3 (CAT 3) (M-S).....	24
7.3.8.4	Email Monitoring and Scanning Services – Average Delivery Time (M-S).....	25
7.3.8.5	SIEM Event Notification (M-S).....	26
7.3.8.6	DDoS Customer Notification (M-S).....	27

7.3.8.7 Excessive Outage (M-S)	28
7.3.8.8 DDoS Time to Mitigate (M-S)	29
7.3.8.9 Notification	30
7.3.8.10 Provisioning (M-S)	31
7.3.8.11 Time to Repair (TTR) (M-S)	33
7.3.8.12 Unsolicited Service Enhancement SLAs	34
7.3.8.13 Proposed Unsolicited Services	34
7.3.8.14 Contract Amendment Service Enhancement SLAs	34

TECHNICAL REQUIREMENTS

CATEGORY 7 – NETWORK BASED MANAGED SECURITY

7.1 OVERVIEW

This Category 7 IFB provides the State's solicitation for best value solutions for Network Based Managed Security services.

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).

7.1.1 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:"

7.1.2 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 additional unsolicited items include the features described in the IFB and are not included as billable in the Cost Worksheets, the cost associated with the features shall not be included in the unsolicited price.

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.

7.1.3 PACIFIC TIME ZONE

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

7.2 NETWORK BASED MANAGED SECURITY SERVICES

7.2.1 DDoS Detection and Mitigation Service

Contractor shall provide a network based Distributed Denial of Service (DDoS) detection and mitigation service. Detection and mitigation shall occur in the Contractor IP backbone before traffic reaches Customer edge router. Contractor shall establish normal traffic patterns and to minimize false positives during the detection/mitigation process and perform periodic "tuning" of normal traffic patterns established. The Contractor shall analyze, identify, report and alert on anomalies in Customer traffic and DDoS attacks. Upon detection of DDoS attack, Contractor shall reroute traffic to a network based mitigation center where DDoS attack packets are identified and dropped. Valid packets shall be routed to the Customer edge router. Upon Contractor determination that the DDoS attack has subsided, Contractor shall restore the normal routing of Customer traffic.

Bidder shall describe its DDoS offering.

Bidder understands the requirements in Section 7.2.1 and shall meet or exceed them?
Yes _____ No _____

Description:

7.2.1.1 DDoS Initiation

The Contractor shall support the initiation of DDoS mitigation described below:

1. Customer identifies the DDoS attack and initiates the mitigation; and,
2. Contractor identifies the DDoS attack and initiates the mitigation.

Bidder understands the requirements in Section 7.2.1.1 and shall meet or exceed them?
Yes_____ No_____

Description:

7.2.1.2 DDoS Activities

The Contractor shall perform the following activities:

1. Monitoring of Customer traffic patterns;
2. Establishment of network traffic baselines;
3. Detection of Customer traffic anomalies;
4. Scrubbing of Customer traffic by dropping DDoS attack packets;
5. Perform detection and anomaly analysis;
6. Develop and provide access to a strategy for identifying and mitigating real time attacks;
7. Issuance of email alert and a verbal person-to-person telephone call to authorized users within 15 minutes when an anomaly or attack is detected;
8. Issuance of email alert and a verbal person-to-person telephone call to authorized users within 15 minutes of when mitigation services commence; and,
9. Analyze attack patterns throughout Contractor IP backbone and alerting authorized users of IP threats, provide authorized users the information via secure portal for addressing/mitigating IP threats and provide authorized users with links to patches, updates and workarounds for known and documented IP threats.

Bidder shall describe its DDoS Activities offering.

Bidder understands the requirements in Section 7.2.1.2 and shall meet or exceed them?
Yes_____ No_____

Description:

7.2.1.3 DDoS Detection and Mitigation Web Portal and Reporting

Contractor shall provide a secure web based portal for authorized users.

Contractor’s portal shall provide authorized users:

1. A view of their traffic patterns;
2. A view of the real time attack and mitigation strategy;
3. IP threat alerts;
4. Information for addressing and mitigating IP threats; and,
5. Links to patches, updates, and workarounds for known and documented IP threats.

Contractor’s portal shall provide authorized users access to the following anomaly report:

1. Traffic anomaly detection.

Bidder shall describe its DDoS Detection and Mitigation Web Portal and Reporting offering.

Bidder understands the requirements in Section 7.2.1.3 and shall meet or exceed them?
 Yes_____ No_____

Description:

7.2.1.4 DDoS Detection and Mitigation Features

The Contractor shall offer the DDoS Detection and Mitigation features detailed in Table 7.2.1.4.a.

Table 7.2.1.4.a DDoS Detection and Mitigation Features

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder’s Product Identifier
			Y	N	
1	DDoS Detection and Mitigation, 1 – 2 GB	DDoS Detection and Mitigation Service as described in Section 7.2.1.3 for 1-2 GB of traffic flow.			
Bidder’s Product Description:					

2	DDoS Detection and Mitigation, 3 – 4 GB	DDoS Detection and Mitigation Service as described in Section 7.2.1.3 for 3-4 GB of traffic flow			
Bidder's Product Description:					
3	DDoS Detection and Mitigation, 5 – 6 GB	DDoS Detection and Mitigation Service as described in Section 7.2.1.3 for 5-6 GB of traffic flow			
Bidder's Product Description:					

The Contractor may offer Unsolicited DDoS Detection and Mitigation features in Table 7.2.1.4.b.

Table 7.2.1.4.b Unsolicited DDoS Detection and Mitigation Features

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

7.2.2 Email Monitoring and Scanning Services

Contractor shall provide a network based email monitoring and scanning service. All hardware/software necessary to provide service shall reside in the Contractors network and shall be maintained, monitored and supported by the Contractor. The service functions shall consist of anti-virus, anti-spam protection and content control. These monitoring and scanning functions shall be performed in the Contractor's network prior to email traffic reaching the Customers internal network. The service shall work with the Customers' existing email systems.

Bidder shall describe its Email Monitoring and Scanning Services offering.

Bidder understands the requirements in Section 7.2.2 and shall meet or exceed them?
 Yes_____ No_____

Description:

7.2.2.1 Email Monitoring and Scanning Service Functionality

The managed email monitoring and scanning service shall provide the following functionality:

7.2.2.1.1 Anti-Virus Protection

The anti-virus function shall scan both inbound and outbound Customer E-mail for viruses. The Contractor shall provide automatic and timely updates of virus pattern and signature files as they become available. Detected viruses shall be removed from infected E-mail or otherwise the infected E-mail shall be deleted.

Bidder shall describe its Anti-Virus Protection offering.

Bidder understands the requirements in Section 7.2.2.1.1 and shall meet or exceed them? Yes_____ No_____

Description:

7.2.2.1.2 Anti-Spam Protection

The anti-spam function shall isolate detected incoming spam E-mail. The Customer shall have the capability to review detected spam for appropriate handling.

Bidder shall describe its Anti-Spam Protection offering.

Bidder understands the requirements in Section 7.2.2.1.2 and shall meet or exceed them? Yes_____ No_____

Description:

7.2.2.1.3 Content Control

The content control function shall allow a Customer to apply an acceptable use policy on incoming/outgoing email automatically as emails are scanned.

Bidder shall describe its Content Control offering.

Bidder understands the requirements in Section 7.2.2.1.3 and shall meet or exceed them? Yes_____ No_____

Description:

7.2.2.1.4 Isolation Area

The isolation area shall isolate and contain virus infected E-mail, spam E-mail and E-mail not conforming to the Customer acceptable use policy. The isolation area shall be accessible via a web based interface and Customer shall be able to configure different levels of access to isolation area E-mail.

Bidder shall describe its Isolation Area offering.

Bidder understands the requirements in Section 7.2.2.1.4 and shall meet or exceed them? Yes_____ No_____

Description:

7.2.2.1.5 Notification

Notification shall allow a Customer to be notified via E-mail when an anti-virus, anti-spam or content control function has been invoked.

Bidder shall describe its Notification offering.

Bidder understands the requirements in Section 7.2.2.1.5 and shall meet or exceed them? Yes_____ No_____

Description:

7.2.2.2 Email Monitoring and Scanning Service Web Portal and Reporting

The Contract shall provide the following reporting functionality via a secure web portal:

1. Traffic/mail statistics;
2. Infections detected;
3. Policy violations; and,
4. Event log of actions performed.

Bidder shall describe its Email Monitoring and Scanning Service Web Portal and Reporting offering.

Bidder understands the requirements in Section 7.2.2.2 and shall meet or exceed them? Yes_____ No_____

Description:

7.2.2.3 Email Monitoring and Scanning Service Features

The Contractor shall offer the network based email monitoring and scanning service features detailed in Table 7.2.2.3.a.

Table 7.2.2.3.a – Email Monitoring and Scanning Service Features

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	Email Monitoring and Scanning Service, 1-49	Email managed security services seat as described in Section 7.2.2.			
Bidder's Product Description:					
2	Email Monitoring and Scanning Service, 50-74	Email managed security services seat as described in Section 7.2.2.			
Bidder's Product Description:					
3	Email Monitoring and Scanning Service, 75-99	Email managed security services seat as described in Section 7.2.2.			
Bidder's Product Description:					
4	Email Monitoring and Scanning Service, 100-500	Email managed security services seat as described in Section 7.2.2.			
Bidder's Product Description:					
5	Email Monitoring and Scanning Service, 501-1000	Email managed security services seat as described in Section 7.2.2.			
Bidder's Product Description:					
6	Email Monitoring and Scanning Service, 1001 and above	Email managed security services seat as described in Section 7.2.2.			
Bidder's Product Description:					

The Contractor may offer Unsolicited Network Based Email Managed Security Service features in Table 7.2.2.3.b.

Table 7.2.2.3.b Unsolicited Network Based Email Managed Security Service Features

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

7.2.3 Web Security and Filtering Service

Contractor shall provide a network based web security and filtering service. All hardware/software necessary to provide service shall reside in the Contractors network and shall be maintained, monitored and supported by the Contractor. The service shall analyze and block web requests for malicious software (malware) and filter content that fails to meet the Customer acceptable use policy. The service shall provide protection against computer viruses, worms, Trojan horses, spyware and adware (malware). The Customer shall have the ability to configure both inbound and outbound content policy. The service shall:

1. Accept http and https requests;
2. Support Lightweight Directory Access Protocol (LDAP) integration; and,
3. Support mobile users at the same level as fixed users.

Bidder shall describe its Web Security and Filtering Service offering.

Bidder understands the requirements in Section 7.2.3 and shall meet or exceed them?
 Yes_____ No_____

Description:

7.2.3.1 Authorized User Administration and Reporting - Web Portal

The service shall include a web based portal allowing authorized users to configure content policy at the user, group and global levels for both inbound and outbound content policy.

The service shall include standard and custom reports accessible through the web based portal.

Bidder shall describe its Authorized User Administration and Reporting - Web Portal offering.

Bidder understands the requirements in Section 7.2.3.1 and shall meet or exceed them? Yes_____ No_____

Description:

7.2.3.2 Web Security and Filtering Service Features

The Contractor shall offer the Web Security and Filtering features detailed in Table 7.2.3.2.a.

Table 7.2.3.2.a. Web Security and Filtering Service Features

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	Web Security and Filtering Service	Web Security and Filtering service as described in Section 7.2.3.			
Bidder's Product Description:					

The Contractor may offer Unsolicited Web Security and Filtering features in Table 7.2.3.2.b.

Table 7.2.3.2.b Unsolicited Web Security and Filtering Service Features

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

7.2.4 Security Information and Event Management (SIEM)

Contractor shall provide a networked based SIEM service. The service shall collect, analyze, assess and correlate security events from devices located on the Customer premise. All hardware/software necessary to provide service shall reside in the Contractors network and shall be maintained, monitored and supported by the Contractor, with the exception of equipment required to collect security events from devices located on the Customer premise. Supported devices shall include routers, network intrusion detection probes, server based firewalls, host intrusion detection management stations and unified threat management appliances. The service shall categorize and prioritize security events utilizing the Contractor's threat and risk management methodologies generated from Contractor and Customer defined standards. Security events that represent a security incident or threat shall be escalated to the Customer in accordance with the SLA requirements of Section 7.3.8.5. Contractor escalations shall consist of a security incident report as defined in Section 7.2.4.1 below.

Bidder shall describe its Security Information and Event Management offering.

Bidder understands the requirements in Section 7.2.4 and shall meet or exceed them?
 Yes_____ No_____

Description:

7.2.4.1 SIEM Web Based Security Dashboard

The service shall include a web based portal providing authorized users a security dashboard. The security dashboard shall provide 24x365 access to security reports.

The reports shall provide security information on devices and agents, individually and aggregated. Contractor's escalation security incident report shall contain (when applicable):

1. Identity of the affected device and its location;
2. Timestamp of the incident;
3. Source/Destination addresses;
4. Threat signature information; and,
5. Packet dump.

Bidder shall describe its SIEM Web Based Security Dashboard offering.

Bidder understands the requirements in Section 7.2.4.1 and shall meet or exceed them? Yes_____ No_____

Description:

7.2.4.2 SIEM Features

The Contractor shall offer the Web Security and Filtering features detailed in Table 7.2.4.2.a.

1. Additional Devices Ordered Above Tier Maximum

The Contractor shall utilize the pricing structure identified below that allows for an initial installation and supplemental augmentation of the initial installation. This allows for the addition of devices beyond the number installed without requiring the Customer to be charged for the next feature/pricing install tier.

2. Additional Devices Ordered Below Tier Maximum

If the initial order of devices is less than the maximum number allowed within the tier, no additional charges shall apply for additional devices up to the maximum number allowed by the tier.

Table 7.2.4.2.a SIEM Features

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	SIEM, 1 – 15 Devices	SIEM service as described in Section 7.2.4.			
	Bidder's Product Description:				
2	Each additional	Each additional device above 15.			

	Bidder's Product Description:			
3	16-40 Devices	SIEM service as described in Section 7.2.4.		
	Bidder's Product Description:			
4	Each additional	Each additional device above 40.		
	Bidder's Product Description:			
5	41-100 Devices	SIEM service as described in Section 7.2.4.		
	Bidder's Product Description:			
6	Each additional	Each additional device above 100.		
	Bidder's Product Description:			
7	101-250 Devices	SIEM service as described in Section 7.2.4.		
	Bidder's Product Description:			
8	Each additional	Each additional device above 250.		
	Bidder's Product Description:			
9	251-1000 Devices	SIEM service as described in Section 7.2.4.		
	Bidder's Product Description:			
10	Each additional	Each additional device above 1000.		
	Bidder's Product Description:			
11	1001-2500 Devices	SIEM service as described in Section 7.2.4.		
	Bidder's Product Description:			
12	Each additional	Each additional device above 2500.		
	Bidder's Product Description:			

The Contractor may offer Unsolicited SIEM features in Table 7.2.4.2.b.

Table 7.2.4.2.b Unsolicited SIEM Features

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

7.3 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.

7.3.1 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 _____

7.3.2 TECHNICAL REQUIREMENTS VERSUS SLA OBJECTIVES

Section 7.2 (Network Based Managed Security Services) defines the technical requirements for each service. These requirements are the minimum parameters each Bidder must meet in order to qualify for Contract award. Upon Contract award the committed technical requirements will be maintained throughout the remainder of the Contract.

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

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

7.3.3 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 _____

7.3.4 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 _____

7.3.5 CONTRACTOR SLA MANAGEMENT PLAN

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

1. Contractor SLA Manager and supporting staff responsibilities;
2. Contractor's process for measuring objectives for each SLA. The process shall explain how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include source of data and define the points of measurement within the system, application, or network;
3. Creation and delivery of SLA Reports (IFB [STPD 12-001-B](#) Business Requirements Section B.9.5). The Contractor shall include a sample report in accordance with IFB [STPD 12-001-B](#) Business Requirements Section B.9.5 (SLA Reports) for the following: SLA Service Performance Report (IFB [STPD 12-001-B](#) Business Requirements Section B.9.5.1), SLA Provisioning Report (IFB-B Business Requirements Section B.9.5.2), and SLA Catastrophic Outage Reports (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 _____

7.3.6 TECHNICAL SLA GENERAL REQUIREMENTS

The Contractor shall adhere to the following general requirements which apply to all CALNET 3 Technical SLAs (Section 7.3.8):

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 government contracts (Federal, State, County, City), the State will be entitled to the same rights and/or remedies therein. The Contractor shall present the SLAs to CALNET 3 CMO for possible inclusion via amendments;
9. The Contractor shall apply CALNET 3 SLAs and remedies to services provided in geographic areas which the Contractor 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 _____

7.3.7 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 7.3.7 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 7.3.7.

Table 7.3.7 – 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.

#	Stop Clock Condition (SCC)	SCC Definition
4	WIRING	Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor or any of its Subcontractors or Affiliates. If it is later determined the wiring is not the cause of failure, the SCC shall not apply.
5	POWER	Trouble caused by a power problem outside of the responsibility of the Contractor.
6	FACILITIES	Lack of building entrance Facilities or conduit structure that are the End-User's responsibility to provide.
7	ACCESS	<p>Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following:</p> <ul style="list-style-type: none"> a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative; b. Site contact refuses access to technician who displays proper identification; c. Customer provides incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify End-User of the improper contact information and takes steps to obtain the correct information ; or, d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem. <p>If it is determined later that the cause of the problem was not at the site in question, then the Access SCC shall not apply.</p>
8	STAFF	Any problem or delay to the extent caused by End-User's staff that prevents or delays Contractor's resolution of the problem. In such event, Contractor shall make a timely request to End-User staff to correct the problem or delay and document in trouble ticket.
9	APPLICATION	End-User software applications that interfere with repair of the trouble.
10	CPE	Repair/replacement of Customer Premise Equipment (CPE) not provided by Contractor if the problem has been isolated to the CPE. If determined later that the CPE was not the cause of the service outage, the CPE SCC will not apply.
11	NO RESPONSE	Failure of the trouble ticket originator or responsible End-User to return a call from Contractor's technician for on-line close-out of trouble tickets after the Service has been restored as long as Contractor can provide documentation in the trouble ticket substantiating the communication from Contractor's technician.

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

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

7.3.8 TECHNICAL SERVICE LEVEL AGREEMENTS

The Contractor shall provide and manage the following Technical SLAs.

7.3.8.1 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 (includes Contractor provided web portal, dashboard and reports), and feature 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:					
DDoS Detection and Mitigation Service		Email Monitoring and Scanning Service			
Web Security and Filtering Service		Security Information and Event Management (SIEM)			
Objective(s):					
		Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
	DDoS Detection and Mitigation Service	≥ 99.9%	≥ 99.95%	≥ 99.99%	
	Email Monitoring and Scanning Service	≥ 99.9%	≥ 99.95%	≥ 99.99%	
	Web Security and Filtering Service	≥ 99.9%	≥ 99.95%	≥ 99.99%	
	SIEM	≥ 99.9%	≥ 99.95%	≥ 99.99%	
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. The second consecutive month the service fails to meet the committed SLA objective shall result in a 30 percent rebate of TMRC. Each additional consecutive month the service fails to meet the committed SLA objective shall result in a 50 percent rebate of the TMRC.</p>				

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

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

SLA Name: Catastrophic Outage 2 (CAT 2)					
Definition: Failure of any part of the Network Based Managed Security Services architecture components (hardware, software, and interconnection of components) based on a common cause that results in a total failure of a service for two (2) or more CALNET 3 Customers.					
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 and feature 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 basis from information recorded from the network equipment/system or Customer reported trouble ticket. Each End-User service 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):					
DDoS Detection and Mitigation Service		Email Monitoring and Scanning Service			
Web Security and Filtering Service		Security Information and Event Management (SIEM)			
Objective (s): The objective restoral time shall be:					
		Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
	DDoS Detection and Mitigation Service	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	
	Email Monitoring and Scanning Service	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	
	Web Security and Filtering Service	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	
	SIEM	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	
Rights and Remedies	Per Occurrence: 100 percent of the TMRC for each End-User service not meeting the committed objective for each CAT 2 fault				
	Monthly Aggregated Measurements: N/A				

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

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

SLA Name: Catastrophic Outage 3 (CAT 3)				
Definition: The total loss of one (1) or more CALNET 3 Network Based Managed Security services 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 and feature affected by a common cause. Outage Duration shall be measured on a per-End-User service basis from information recorded from the network equipment/system or trouble ticket. Each End-User service 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):				
DDoS Detection and Mitigation Service		Email Monitoring and Scanning Service		
Web Security and Filtering Service		Security Information and Event Management (SIEM)		
Objectives:				
The objective restoral time shall be:				
	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
DDoS Detection and Mitigation Service	≤ 30 minutes	N/A	≤ 15 minutes	
Email Monitoring and Scanning Service	≤ 30 minutes	N/A	≤ 15 minutes	
Web Security and Filtering Service	≤ 30 minutes	N/A	≤ 15 minutes	
SIEM	≤ 30 minutes	N/A	≤ 15 minutes	
Rights and Remedies	Per Occurrence: 100 percent of the TMRC for each End-User service not meeting the committed objective for each CAT 3 fault.			
	Monthly Aggregated Measurements: N/A			

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

7.3.8.4 Email Monitoring and Scanning Services – Average Delivery Time (M-S)

SLA Name: Email Monitoring and Scanning Services - Average Delivery Time											
<p>Definition: The delivery time is the elapsed time from when an email enters the Contractor's managed email service network to when the delivery attempt is first made to the Customer's email server. The average delivery time is the delivery time measured in minutes over a calendar month.</p> <p>The End-User/Customer is responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the Customer suspects the email monitoring and scanning service's average delivery time is not meeting the committed level as defined in this SLA.</p>											
<p>Measurement Process: If the Customer suspects the average delivery time does not meet the committed objective level the contractor shall provide average delivery time computed using the method described herein. The Contractor shall measure and record email delivery time every five (5) minutes for one (1) month. The fastest 95% of measurements are used to create the average for the calendar month.</p> <p>Trouble tickets opened as email monitoring and scanning services Delivery Time shall not count in Availability or Time to Repair measurements unless and until the End-User reports service as unusable.</p>											
Service(s):											
Email Monitoring and Scanning Services											
Objective (s):											
	<table border="1"> <thead> <tr> <th></th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidders Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td>Email Monitoring and Scanning Services</td> <td>< 2 minutes</td> <td>< 1 minute</td> <td><30 seconds</td> <td></td> </tr> </tbody> </table>		Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)	Email Monitoring and Scanning Services	< 2 minutes	< 1 minute	<30 seconds	
	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)							
Email Monitoring and Scanning Services	< 2 minutes	< 1 minute	<30 seconds								
Rights and Remedies	Per Occurrence: N/A										
	Monthly Aggregated Measurements: 25 percent of the TMRC when the average delivery time exceeds the committed objective.										

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

7.3.8.5 SIEM Event Notification (M-S)

SLA Name: SIEM Critical Event Notification				
Definition: The Contractor shall notify the Customer via a verbal person-to-person telephone call to authorized users when a critical security event that represents a security incident or threat to the Customer, within the objective timeframe.				
Measurement Process: The amount of time between the identification of a critical security event and the notification (or when the Contractor initially attempts to notify) of the customer.				
Service(s):				
SIEM				
Objective (s):				
				Bidders Objective Commitment (B, S or P)
	Basic (B)	Standard (S)	Premier (P)	
SIEM	≤ 45 minutes	≤ 30 minutes	≤ 15 minutes	
Rights and Remedies	Per Occurrence: Customer will receive a credit equal to 25 percent of the SIEM Service TMRC for each event in which a Customer is not notified within the committed objective.			
	Monthly Aggregated Measurements: N/A			

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

7.3.8.6 DDoS Customer Notification (M-S)

SLA Name: DDoS Customer Notification				
Definition: The Contractor shall notify the Customer via an e-mail and a verbal person-to-person telephone call to authorized users when an anomaly or attack is detected, within the objective timeframe.				
Measurement Process: The amount of time between the identification of an anomaly or attack, and the notification (or when the Contractor initially attempts to notify) of the customer.				
Service(s):				
DDoS Detection and Mitigation				
Objective (s):				
	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)
DDoS Detection and Mitigation	≤ 45 minutes	≤ 30 minutes	≤ 15 minutes	
Rights and Remedies	Per Occurrence: Customer will receive a credit equal to 25 percent of the DDoS Detection and Mitigation Service TMRC for each event in which a Customer is not notified within the committed objective.			
	Monthly Aggregated Measurements: N/A			

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

7.3.8.7 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 service or feature 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):					
DDoS Detection and Mitigation Service		Email Monitoring and Scanning Service			
Web Security and Filtering Service		Security Information and Event Management (SIEM)			
Objective (s): The Unavailable Time objective shall not exceed:					
		Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
	DDoS Detection and Mitigation Service	16 hours	12 hours	8 hours	
	Email Monitoring and Scanning Service	16 hours	12 hours	8 hours	
	Web Security and Filtering Service	16 hours	12 hours	8 hours	
	SIEM	16 hours	12 hours	8 hours	
Rights and Remedies	Per Occurrence: 100 percent of the TMRC for each service or feature 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 _____

7.3.8.8 DDoS Time to Mitigate (M-S)

SLA Name: DDoS Time to Mitigate				
Definition: The time to initiate DDoS mitigation upon the identification of an attack.				
Measurement Process: The amount of time between the detection via Customer or Contractor identification of an anomaly or attack, and the initiation of the mitigation process.				
Service(s): DDoS Detection and Mitigation				
Objective (s): Mitigation shall begin within:				
	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
DDoS Detection and Mitigation	45 minutes	30 minutes	15 minutes	
Rights and Remedies	Per Occurrence:			
	Basic Time to Mitigate Minutes	Standard Time to Mitigate Minutes	Premier Time to Mitigate Minutes	Percentage of TMRC per event
	46 - 75	31 -60	16 - 45	25%
	76 - 135	61- 120	46- 105	50%
	136 and over	121 and over	106 and over	100%
Monthly Aggregated Measurements: N/A				

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

7.3.8.9 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 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 _____

7.3.8.10 Provisioning (M-S)

SLA Name: Provisioning

Definition: Provisioning shall include new services, moves, adds and changes completed by the Contractor on or before the due dates. The Provisioning SLA shall be based on committed installation intervals established in this SLA or due dates negotiated between Customer and Contractor documented on the Contractor’s order confirmation notification or Contracted Service Project Work SOW in accordance with IFB [STPD 12-001-B Business Requirements](#) Section B.2.5.4 #7 (Provisioning and Implementation). The Contractor shall meet the committed interval dates or due date negotiated with the Customer. If the Customer agrees to a negotiated due date, the negotiated due date supersedes the committed interval. At the Customer’s discretion, if the scope of the Service Request(s) meets the Coordinated or Managed Project criteria, negotiated due dates will be established and documented in the Project Schedule per IFB [STPD 12-001-B Business Requirements](#) Section B.6 (Contracted Service Project Work).

Provisioning SLAs have two (2) objectives:

Objective 1: Individual Service Request; and

Objective 2: Successful Install Monthly Percentage by Service Type.

Note: Provisioning timelines include extended demarcation wiring, when appropriate.

Measurement Process:

Objective 1: Individual Service Request: Install intervals are based on the committed installation intervals established in this SLA or due dates negotiated between Customer and Contractor documented on the Service Request. This objective requires the Contractor to meet the due date for each individual Service Request.

Objective 2: Successful Install Monthly Percentage per service Type: 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.

Service (Features must be installed in conjunction with the service except when listed below)	Committed Interval Calendar Days	Coordinated/Managed Project
DDoS Detection and Mitigation Service	N/A	Coordinated/Managed Project
Email Monitoring and Scanning Service	N/A	Coordinated/Managed Project
Web Security and Filtering Service	N/A	Coordinated/Managed Project
SIEM	N/A	Coordinated/Managed Project

Objective (s):

Objective 1: Individual Service Request: Service installed on or before the Committed Interval or negotiated due date.

Objective 2: Successful Install Monthly Percentage per Service:

	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (S or P)
DDoS Detection and Mitigation Service	N/A	≥ 90%	≥ 95%	
Email Monitoring and Scanning Service	N/A	≥ 90%	≥ 95%	
Web Security and Filtering Service	N/A	≥ 90%	≥ 95%	
SIEM	N/A	≥ 90%	≥ 95%	

Rights and Remedies

Per Occurrence:

Objective 1: Individual Service Requests: 50 percent of installation fee credited to Customer for any missed committed objective.

Monthly Aggregated Measurements:

Objective 2: 100 percent of the installation fee credited to Customer for all Service Requests (per service type) that did not complete on time during the month if the Successful Install Monthly Percentage is below the committed objective.

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

7.3.8.12 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_____

7.3.8.13 Proposed Unsolicited Services

The Contractor shall provide SLAs as defined in SLA Section 7.3.8 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_____

7.3.8.14 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 7.3.8.

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