ZAYO GROUP

IFB STPD 12-001-A, C3-A-12-10-TS-09

Amendment #5, Rev. 10/01/2018

CALNET 3, Category 1: VOICE AND DATA SERVICES

Subcategory 1.3 – Standalone VoIP Telephony

Volume 2 – Response to Unique Subcategory Requirements

SOW Technical Requirements Response

Table of Contents

Volume 2: Instructions

Volume 2 – Response to Unique Subcategory Requirements

Volume 2 should contain all information that is unique to each Subcategory being bid, with each Subcategory separated into its own binder (or binders). Each Subcategory binder should contain the following items:

1. Required IFB Exhibits unique to each subcategory, in the following order:
    a. Exhibit 8: Contractor's License Information
    b. Exhibit 9: Service Taxes, Fees, Surcharges and Surcredits
2. Preference/Incentive Exhibits, (required only as indicated):
    a. Exhibit 10: Bidding Preferences and Incentives
    b. Exhibit 11: STD 843, DVBE Declarations (required if claiming a DVBE incentive per Section 2.3.12.)
    c. Exhibit 12: GSPD 05-105, Bidder Declaration (required if claiming a SB preference using Subcontractors, if claiming a DVBE incentive, or if Subcontractors will receive 15% or more revenue per Section 2.3.5.)
    d. Exhibit 13: STD 830, TACPA Preference Request (required if claiming TACPA preference per Section 2.3.14.)
    e. Exhibit 14: STD 831, EZA Preference (required if claiming EZA preference per Section 2.3.15.)
    f. Exhibit 15: STD 832, LAMBRA Preference Request (required if claiming LAMBRA preference per Section 2.3.16.)
3. Statement of Work (SOW) Submittals unique to each Subcategory:
    a. Complete response to SOW Technical Requirements
    b. SOW Catalog A (without costs)

Required IFB Exhibits

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Exhibit 8: CONTRACTOR'S LICENSE INFORMATION

(Installation Services Only)

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Exhibit 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Attachment to Exhibit 9

Additional Comments:

Various jurisdictions and agencies assess surcharges or fees for telephone-related services and programs, such as E911 and Telephone Relay Service (TRS), that telecommunications providers like Zayo Group must collect from their end user customers and remit to these organizations. There are also surcharges that telecommunications providers are permitted, but not required, to pass through to customers, such as the Federal Universal Service Fund. These are costs that Zayo Group must cover to stay in business. Zayo Group separately itemizes these surcharges and fees on customer invoices rather than include these amounts in higher rates for services. Lastly, competitive telecommunications providers are permitted to structure rates in a manner that fits their business priorities. Zayo Group has chosen to apply certain surcharges and fees depending on the types of services subscribed to by its end-user customers.

The applicable taxes, fees and surcharges assessed by the Federal Government, the State of California, and local government entities within the state (and passed through to Zayo Group's end users) vary by location and services delivered. Below represents the current scope of assessments that may impact the end user agency or other government entity receiving telecommunications services under the CALNET 3 contract*:

By jurisdictions within the state of California:

- County District Tax
- County Utility Users Tax
- Local Sales Tax
- Local Utility Users Tax
- State California High Cost Fund A
- State California Teleconnect Fund
- State E911
- State High Cost Fund Surcharge
- State P.U.C. Fee
- State Telecom Relay Service
- State Universal Lifeline Telephone Charge

By federal agencies:

- FCC Regulatory Fee
- Federal Excise Tax
- Federal Universal Fund Surcharge

*Note -- if an end user agency or government entity is exempt from a specific tax or fee, then the associated tax or fee would not apply. These exemptions vary by government entity and are not universally applied. To be exempt, the end user government entity must submit the applicable tax exemption certifications for each exemption.

The local taxes referenced in Appendix 9 apply to the City of Sacramento and the Sacramento County. The local Sales, Utility Users, and other district tax rates may vary within the 58 counties, 482 municipalities, and other taxing jurisdictions.

Zayo Group recognizes its obligation to administer its customer billing in accordance with the rules and guidelines set forth by tax authorities at all levels of government (i.e. federal, state, county and city). One of our operational/financial goals is to support this obligation to the fullest extent possible.

Zayo Group conducts internal reviews of its customer billing to insure that the Company is in compliance with tax rules and/or guidelines, and changes thereto. Any billing issues identified are then reviewed by internal tax experts and/or external tax consultants.

As is true for most all service providers, customer billing at Zayo Group is subject to review by various tax authorities, who also conduct formal audits on a periodic basis. These audits are specifically designed to assess the accuracy and comprehensiveness of our tax billing. If the audits identify any variances between the authority's rules and our practices Zayo Group amends its practices to achieve full compliance.

Zayo Group uses sophisticated operational support systems (OSS) including state-of-the-art billing and taxation software. The Company's significant financial investment in OSS bears witness to its commitment to deliver timely, accurate and comprehensive invoices to Zayo Group's customers. Zayo Group is confident that its systems generate tax billing that is compliant with industry standards and government regulations. Taxes collected from our customers are remitted to the appropriate tax authorities in a timely and comprehensive manner.

Federal Excise Tax

Exemptions

Federal, state, and local government. The tax does not apply to communication services provided to the government of the United States, the government of any state or its political subdivisions, the District of Columbia, or the United Nations. Treat an Indian tribal government as a state for the exemption from the communications tax only if the services involve the exercise of an essential tribal government function.

Source: http://www.irs.gov/publications/p510/ch04.html#en_US_201207_publink1000117133

Universal Service Charges

The Universal Service Fund (USF) provides support to promote access to telecommunications services at reasonable rates for those living in rural and high-cost areas, income-eligible consumers, rural health care facilities, and schools and libraries.

All telecommunications service providers and certain other providers of telecommunications must contribute to the federal USF based on a percentage of their interstate and international end-user telecommunications revenues. These companies include wireline phone companies, wireless phone companies, paging service companies, and certain Voice over Internet Protocol (VoIP) providers.

Some consumers may notice a "Universal Service" line item on their telephone bills. This line item appears when a company chooses to recover its USF contributions directly from its customers by billing them this charge. The FCC does not require this charge to be passed on to customers. Each company makes a business decision about whether and how to assess charges to recover its Universal Service costs. These charges usually appear as a percentage of the consumer's phone bill. Companies that choose to collect Universal Service fees from their customers cannot collect an amount that exceeds their contribution to the USF. They also cannot collect any fees from a Lifeline program participant.

Universal Service Fund General Management and Oversight

The Office of the Managing Director (OMD) provides direction to the Universal Service Administrative Company (USAC), which administers the federal Universal Service Fund (USF). In order to facilitate the efficient management and oversight of the USF program, the FCC entered into a Memorandum of Understanding (MOU) with USAC. This MOU is effective from September 9, 2008 through September 8, 2012. To the extent the FCC and USAC do not enter into a new MOU by the expiration date of the current MOU, per an amendment, the current MOU will extend to December 8, 2012 or the execution of a new MOU, whichever comes first.

Universal Service

Universal service is the principle that all Americans should have access to communications services. Universal service is also the name of a fund and the category of FCC programs and policies to implement this principle. Universal service is a cornerstone of the law that established the FCC, the Communications Act of 1934. Since that time, universal service policies have helped make telephone service ubiquitous, even in remote rural areas. Today, the FCC recognizes high-speed Internet as the 21st Century's essential communications technology, and is working to make broadband as ubiquitous as voice, while continuing to support voice service.

The Telecommunications Act of 1996 expanded the traditional goal of universal service to include increased access to both telecommunications and advanced services – such as high-speed Internet – for all consumers at just, reasonable and affordable rates. The Act established principles for universal service that specifically focused on increasing access to evolving services for consumers living in rural and insular areas, and for consumers with low-incomes. Additional principles called for increased access to high-speed Internet in the nation's schools, libraries and rural health care facilities. The FCC established four programs within the Universal Service Fund to implement the statute. The four programs are:

Connect America Fund (formally known as High-Cost Support) for rural areas
Lifeline (for low-income consumers), including initiatives to expand phone service for Native Americans
Schools and Libraries (E-rate)
Rural Health Care

The Universal Service Fund is paid for by contributions from telecommunications carriers, including wireline and wireless companies, and interconnected Voice over Internet Protocol (VoIP) providers, including cable companies that provide voice service, based on an assessment on their interstate and international end-user revenues. The Universal Service Administrative Company, or USAC, administers the four programs and collects monies for the Universal Service Fund under the direction of the FCC. The FCC's annual monitoring report tracks contributions and disbursements.

The FCC is reforming, streamlining, and modernizing all of its universal service programs to drive further investment in and access to 21st century broadband and voice services. These efforts are focused on targeting support for broadband expansion and adoption as well as improving efficiency and eliminating waste in the programs.

HISTORY OF UNIVERSAL SERVICE AND THE UNIVERSAL SERVICE FUND

The Federal Communications Commission was created by the Communications Act of 1934. Universal service was one of the core mandates of that legislation whose purpose included making "available…to all the people of the United States…a rapid, efficient, Nation-wide, and world-wide wire and radio communication service with adequate facilities at reasonable charges.

In 1934, telephone service was considered to be a "natural monopoly," a service best delivered by one company rather than two or more competitors. The U.S. government allowed AT&T, then the monopoly provider, to operate in a non-competitive environment in most areas of the country in exchange for the federal and state government regulation of price and service quality. In areas that AT&T did not serve, small companies, including cooperatives owned by residents of the local community, provided phone service. The concept of universal service evolved over the decades to mean the development of an infrastructure that provides telephone service to all consumers at a reasonable price. Funding for universal service came from a series of access charges that long distance carriers paid as intercarrier compensation (ICC) to local exchange companies for originating and terminating the long distance calls. Even after the breakup of AT&T in 1982, only interstate long distance companies were required to contribute funds towards universal service.

The Telecommunications Act of 1996 was the first major re-write of the Communications Act of 1934. It opened up local markets to competition, which changed the dynamics of the existing system of funding universal service. The 1996 Act explicitly adopted principles to guide universal service policy. These include to:

Promote the availability of quality services at just, reasonable and affordable rates for all consumers

Increase nationwide access to advanced telecommunications services

Advance the availability of such services to all consumers, including those in low income, rural, insular, and high cost areas, at rates that are reasonably comparable to those charged in urban areas

Increase access to telecommunications and advanced services in schools, libraries and rural health care facilities

Provide equitable and non-discriminatory contributions from all providers of telecommunications services to the fund supporting universal service programs

In addition, the Telecommunications Act of 1996 directed the FCC to formalize what services a company must provide in order to receive funds. For example, an eligible telecommunications company must be able to demonstrate its ability to remain functional in emergency situations. The Act also expanded the universe of companies required to pay into the fund from only interstate long-distance carriers to include all telecommunications carriers (regardless of whether they are wireline, wireless or satellite companies). The Telecommunications Act of 1996 led to the creation of the Universal Service Administrative Company, or USAC, an independent, not-for-profit corporation designated as the administrator of the federal Universal Service Fund by the FCC. The Act also called for the creation of a Federal-State Joint Board on Universal Service to make recommendations to implement the universal service provisions of the Act. This Joint Board is comprised of FCC Commissioners, State Utility Commissioners, and a consumer advocate representative.

The Universal Service Fund provides support through four programs:

High-Cost Support (now known as the Connect America Fund) provides support to certain qualifying telephone companies that serve high-cost areas, thereby ensuring that the residents of these regions have access to reasonably comparable service at rates reasonably comparable to urban areas

Low-Income Support, also called the Lifeline program, assists low-income customers by helping to pay for monthly telephone charges so that telephone service is more affordable

Schools and Libraries Support, also known as the "E-Rate," provides telecommunication services (e.g., local and long-distance calling, both fixed and mobile, high-speed data transmission lines), Internet access, and internal connections (the equipment that delivers these services to particular locations) to eligible schools and libraries

Rural Health Care Support allows rural health care providers to pay rates for telecommunications services similar to those of their urban counterparts, making telehealth services affordable, and also subsidizes Internet access

In early 2009, Congress directed the FCC to develop a National Broadband Plan to ensure every American has "access to broadband capability. The plan was released in March of 2010. The plan highlighted ways that the government could influence the broadband ecosystem including to "reform current universal service mechanisms to support the deployment of broadband and voice in high-cost areas; and ensure that low-income Americans can afford broadband; and in addition, support efforts to boost adoption and utilization."

Consistent with the National Broadband Plan, in February 2011, the FCC issued a Notice of Proposed Rulemaking to comprehensively reform and modernize the universal service High-Cost program and intercarrier compensation systems to ensure that robust affordable voice and broadband service, both fixed and mobile, are available to Americans throughout the nation. The rulemaking process was guided by four principles rooted in the Communications Act of 1934and the Telecommunications Act of 1996:

Modernize USF and ICC for Broadband. Modernize and refocus USF and ICC to make affordable broadband available to all Americans and accelerate the transition from circuit-switched to IP networks, with voice ultimately one of many applications running over fixed and mobile broadband networks

Fiscal Responsibility. Control the size of USF as it transitions to support broadband, including by reducing waste and inefficiency

Accountability. Require accountability from companies receiving support to ensure that public investments are used wisely to deliver intended results. Government must also be accountable for the administration of USF, including through clear goals and performance metrics for the program

Incentive-Based Policies. Transition to incentive-based policies that encourage technologies and services that maximize the value of scarce program resources and the benefits to all consumers

In October 2011, the Commission adopted its first rulemaking decision to implement these principles informally called the "USF/ICC Transformation Order." The Commission established the following goals:

Preserve and advance voice service
Ensure universal availability of voice and broadband to homes, businesses and community anchor institutions
Ensure the availability of mobile voice, and broadband where Americans live, work or travel
Ensure reasonably comparable rates for broadband and voice service
Minimize universal contribution burden on consumers and businesses

One of the key elements of the Order was to expand the public interest obligations for eligible telecommunication carriers to deploy infrastructure that can provide broadband service in addition to voice service. In addition, the Order created the "Connect America Fund" to replace all existing high-cost support mechanisms. One of the goals of the Connect America Fund is to extend broadband to those Americans that lack service today, while preserving voice service. Another one of the goals of the Connect America Fund is to help make advanced mobile services – including mobile voice and broadband – available in areas that would not otherwise have those services. Implementation of this goal will be through incentive-based, market driven policies such as phase one of the Mobility Fund which uses a competitive bidding process to help expand 3G and 4 G mobile wireless networks in areas where it would be cost effective to develop with a one-time investment from the Connect America Fund.

911

This charge is imposed by local governments to help pay for emergency services such as fire and rescue.

GENERAL INFORMATION

The California State Board of Equalization (BOE) administers the Emergency Telephone Users Surcharge Law (Revenue and Taxation Code section 41001 et seq.). The surcharge is imposed on amounts paid by every person in the state for intrastate telephone communication services and Voice over Internet Protocol (VoIP) services. The service supplier (or billing aggregator authorized by a service supplier) shall collect the surcharge from each service user and remit to the customer the amount of the surcharge

Regulatory Fees

Annual regulatory fees are mandated by Congress, pursuant to Section 9 of the Communications Act of 1934, as amended. Section 9 requires the Commission to collect regulatory fees to recover the regulatory costs associated with the its enforcement, policy and rulemaking, user information, and international activities

City of Sacramento

Utility User Tax

Utility providers at the rate of 7.5% of utility charges, and communications services providers at the rate of 7.0% of communications charges

State PUC fee

1. A fee, annually established by the California Public Utilities Commission (CPUC or Commission), is levied on all telecommunications carriers (carriers) providing services directly to customers or subscribers within California
2. Revenues collected from this fee fund the annual budget of the Commission for regulating telecommunications utilities
3. The amount of fees paid by each telecommunications carrier is determined by revenues subject to fees multiplied by a fee factor. Revenues that are subject to fees include all intrastate customer billings for telecommunications services net of uncollectibles and excluding:
    i. directory advertising and sales;
    ii. one-way paging;
    iii. terminal equipment sales; and
    iv. inter-carrier sales.

The fee factors are:
July 1, 1996 to 2006 = 0.11%
July 1, 2007 to Present = 0.18% or .0018

Preference/Incentive Exhibits

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Exhibit 10: BIDDING PREFERENCES AND INCENTIVES

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EXHIBIT 10, CONTINUED

Exhibit 11: STD 843 DVBE DECLARATIONS

A copy of the *DVBE Declarations*, Form STD 843 is provided on the next page.

The form is also available as a fill and print PDF at:

http://www.documents.dgs.ca.gov/pd/poliproc/STD-843FillPrintFields.pdf

When completing this form, beneath the "Solicitation/Contract Number", write in the Subcategory that the form pertains to.

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DVBE DECLARATIONS
STD 843

Exhibit 12: GSPD 05-105 BIDDER DECLARATION

A copy of the *GSPD-05-105 Bidder Declaration* and its instructions, are provided on the next two pages. The form with its instructions is also available as a fill and print PDF at:

http://www.documents.dgs.ca.gov/pd/poliproc/Master-Biddeclar08-09.pdf

When completing this form, Bidders must write in the Subcategory beneath the "Solicitation Number".

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BIDDER DECLARATION

GSPD 05-105

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BIDDER DECLARATION

Instructions

Exhibit 13: STD 830 TACPA PREFERENCE REQUEST

A copy of the *STD 830 TACPA Preference Request* and its instructions, are provided on the next two pages. The form with its instructions is also available as a fill and print PDF at:

http://www.documents.dgs.ca.gov/osp/pdf/std830.pdf

When completing this form, Bidders must write in the Subcategory above the "Solicitation Number".

Zayo Group is not requesting a TACPA preference request.

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TACPA PREFERENCE REQUEST

STD 830

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TACPA PREFERENCE REQUEST INSTRUCTIONS

Exhibit 14: STD 831 EZA PREFERENCE REQUEST

A copy of the *STD 831 EZA Preference Request* and its instructions, are provided on the next two pages. The form with its instructions is also available as a fill and print PDF at:

http://www.documents.dgs.ca.gov/osp/pdf/std831.pdf

When completing this form, Bidders must write in the Subcategory above the "Solicitation Number".

Zayo Group is not requesting an EZA preference request.

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EZA PREFERENCE REQUEST

STD 831

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EZA PREFERENCE REQUEST

INSTRUCTIONS

Exhibit 15: STD 832 LAMBRA PREFERENCE REQUEST

A copy of the *STD 832 LAMBRA Preference Request* and its instructions, are provided on the next two pages. The form with its instructions is also available as a fill and print PDF at:

http://www.documents.dgs.ca.gov/osp/pdf/std832.pdf

When completing this form, Bidders must write in the Subcategory above the "Solicitation Number".

Zayo Group is not requesting a LAMBRA preference request.

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LAMBRA PREFERENCE REQUEST

STD 832

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LAMBRA PREFERENCE REQUEST INSTRUCTIONS

Statement of Work (SOW) Submittals

SOW Technical Requirements Response

SUBCATEGORY 1.3 – STANDALONE VOIP TELEPHONY

1.3.1 OVERVIEW

This Subcategory 1.3 IFB provides the State's solicitation for best value solutions for dedicated Voice over Internet Protocol (VoIP) services including services. This IFB also describes the CALNET 3 technical requirements necessary to support the CALNET 3 program requirements.

This IFB will be awarded to Bidders that meet the award criteria as described in IFB Section 4. The CALNET 3 Contract(s) that result from the award of this IFB will be managed on a day-to-day basis by the CALNET 3 Contract Management and Oversight (CALNET 3 CMO).

1.3.1.1 BIDDER RESPONSE REQUIREMENTS

Throughout this IFB, Bidders are required to acknowledge acceptance of the requirements described herein by responding to one (1) of the following:

Example A (for requirements that require confirmation that the Bidder understands and accepts the requirement):

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

Or,

Example B (for responses that require the Bidder to provide a description or written response to the requirement):

"*Bidder understands the requirements in Section XXX and shall meet or exceed them? Yes_____ No_____*

Description:"

1.3.1.2 DESIGNATION OF REQUIREMENTS

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

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

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

1.3.1.3 PACIFIC TIME ZONE

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

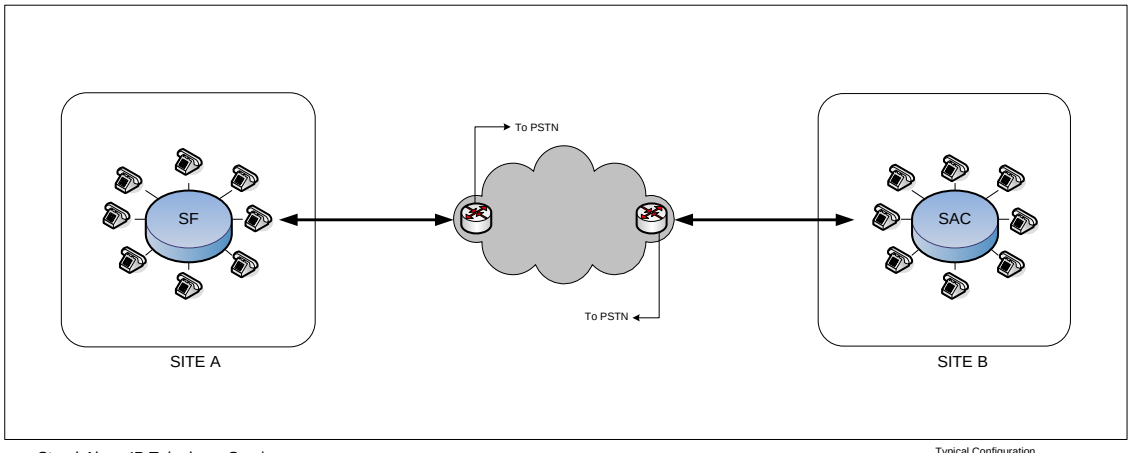
*Bidder understands the Requirement and shall meet or exceed it? Yes __**X***
No___

1.3.2 VOICE OVER INTERNET PROTOCOL (VOIP)

1.3.2.1 STANDALONE VOIP MINIMUM NETWORK REQUIREMENTS (M)

The Contractor shall provide a VoIP network in Standalone configurations. The VoIP network in a Standalone configuration will include the Local Area Network (LAN).

Standalone VoIP Topography Example:



The VoIP network shall deliver business-class features that support standard business lines, direct inward dial (DID) lines, gateway services to local Public Switched Telephone Networks (PSTNs), and least cost (monetary) routing.

Bidder understands the Requirement and shall meet or exceed it? Yes __X
No___

1.3.2.1.1 VoIP Response Requirements

The requirements in this section apply to, and shall support, Standalone VoIP services.

1.3.2.1.1.1 *VoIP Network Designs and Diagrams*

Bidders shall provide network designs and diagrams for the network and VoIP services listed under this Section 1.3.2.1, including 1.3.2.1.14 (Standalone VoIP Service).

Bidders shall provide two (2) hard copies and one (1) electronic copy with their proposal. Electronic drawings shall be in .dwg, .dfx, .vsd or any mutually agreed format. Hard copy drawings shall be provided in Standard D size.

Drawings must include a thorough presentation of how the Contractor's network(s) deployed for each service type will address the following:

1. Redundancy – Having one (1) or more circuits/systems deployed in case of failure of the main circuits/systems, and;
2. Diversity – Backbone network paths and infrastructure offered in such a way as to minimize the chance of a single point of failure.

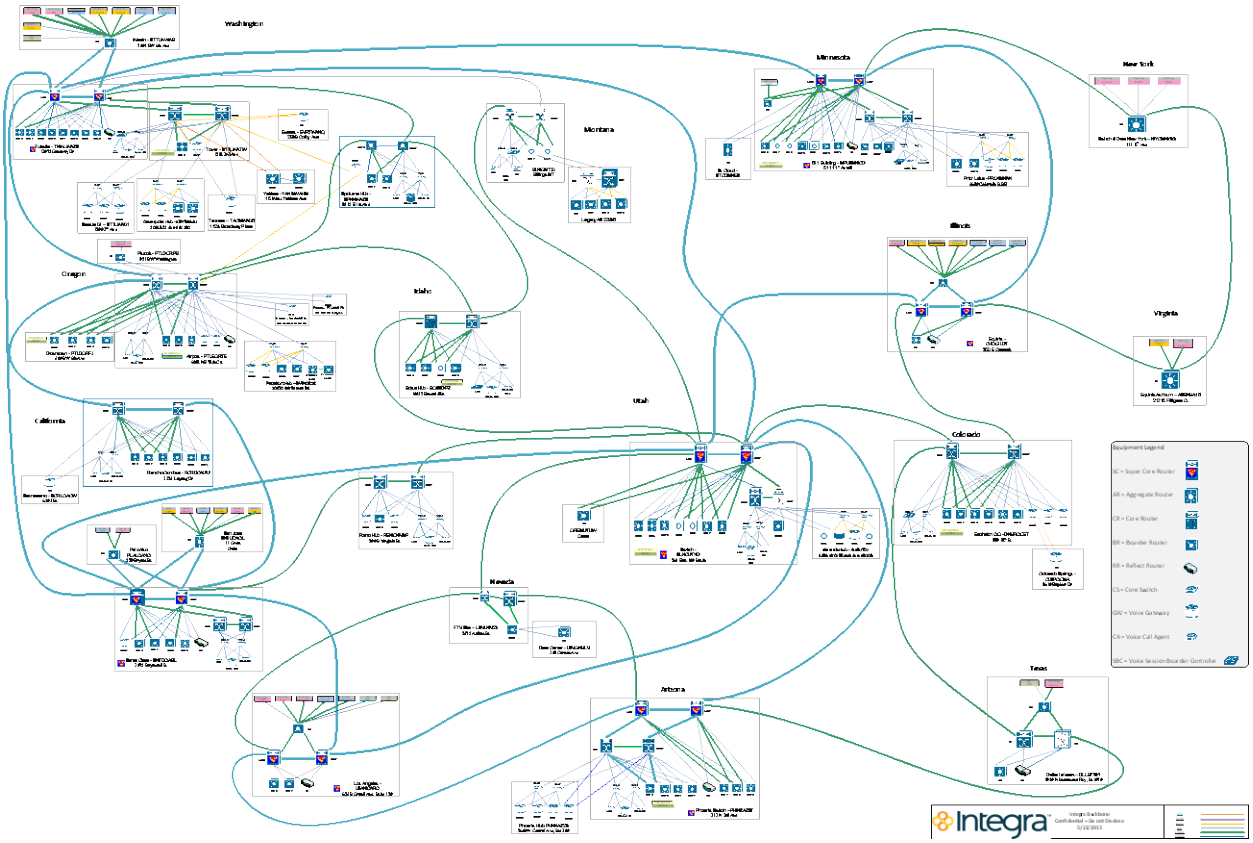
The Contractor shall provide revisions upon CALNET 3 CMO request.

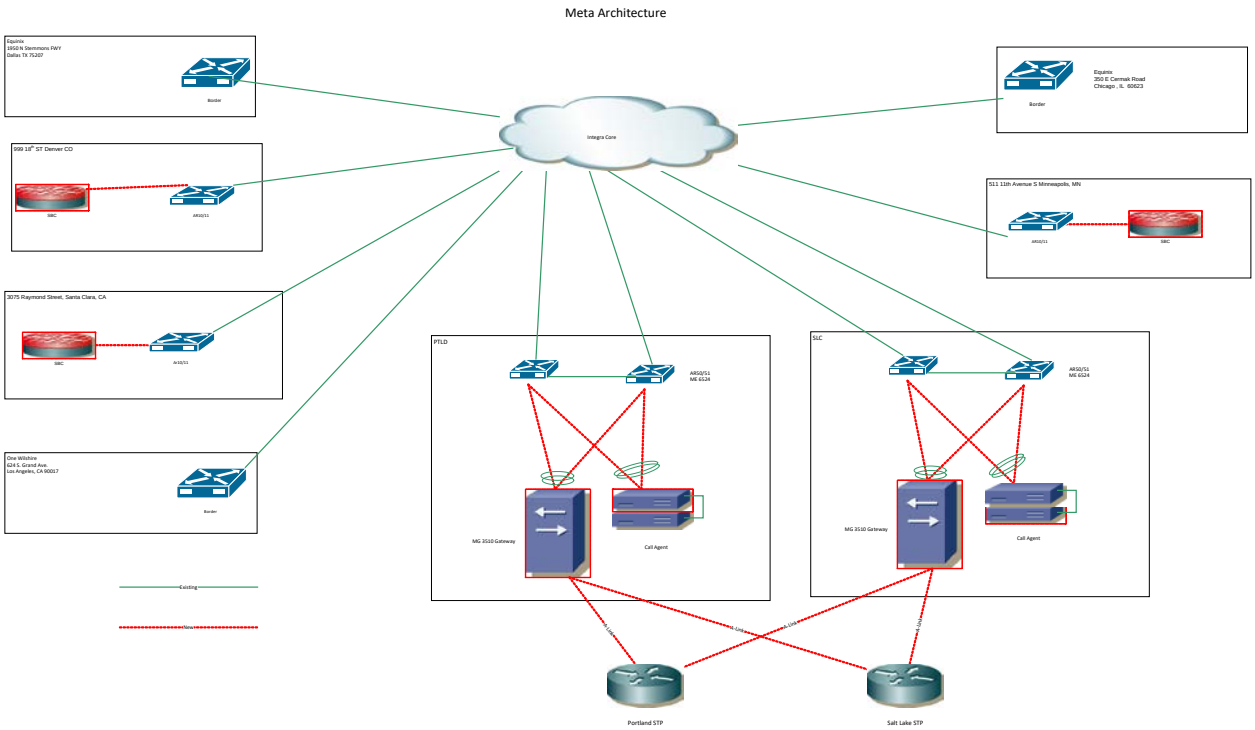
Drawings shall include both topology and logical representations of all critical network backbone elements to include but not be limited to the following:

1. Geographic location of equipment;
2. Type and capacity of equipment at each location including any backup systems;
3. Service type; and,
4. Unique identifier for each element.

Bidder understands the requirements in Section 1.3.2.1.1.1 and shall meet or exceed them? Yes __X__ No____

Embedded Soft Copy of Drawing (Optional):





1.3.2.1.1.2 ***Intentionally Deleted***

1.3.2.1.2 PSTN Interoperability

The VoIP solution shall be interoperable with the Public Switched Telephone Network (PSTN).

Bidder understands the Requirement and shall meet or exceed it? Yes __X__ No____

1.3.2.1.3 Number Portability

The Contractor shall comply with the local number portability regulations.

Bidder understands the Requirement and shall meet or exceed it? Yes __X__ No____

1.3.2.1.4 E9-1-1 Database Updates

The Contractor shall comply with FCC emergency service requirements including E9-1-1 services to identify the location of an originating station and route the call to the appropriate Public Safety Answering Point (PSAP).

The Contractor shall be responsible for updating the E911 database when End-User equipment is moved to a location with a different street address.

Bidders shall describe the method(s) they propose to satisfy this requirement and identify any conditions that the Customer must comply with.

Bidder understands the requirements in Section 1.3.2.1.4 and shall meet or exceed them? Yes __X__ No____

Description:

Zayo Group provides 911 and E911 (Enhanced 911) call services that route end-users' emergency calls to the regional Selective Router, which acts as a tandem serving multiple answering points, and/or directly to the designated PSAP (Public Safety Answering Point) by dialing 911. Zayo Group's 911/E911 trunks interconnect its central office switches with the 911/E911 network, and on to the selective routers and/or serving PSAPs. Zayo Group provides access to emergency services for all line-side and trunk-side services for 911 call routing and maintains associated E911 database information. The E911 functionality allows emergency calls from different telephone numbers to be routed to the serving PSAP on the basis of the specific ANI (Automatic Number Identification) of the telephone used to place the call.

The E911 database provides the PSAP with the name and street address of the calling party. In turn, by way of ALI (Automatic Line identification) functionality, the subsequent E911 data exchange identifies and forwards the originating caller address and related information to a designated PSAP. Zayo Group implements E911 data exchange standards with the serving E911 database administrators and the 911/E911 network as established by NENA (National Emergency Number Association).

Zayo Group maintains one emergency response location in the E911 database per trunk group (i.e., a billing or main telephone number) for trunking services (i.e., ISDN/PRI or SIP) and one telephone number per line-side service, and maintains this information within the E911 database. If more than one emergency response location, per trunk group is required, such as for a PBX (Private Branch Exchange) station number, a PS/ALI (Private Switch Automatic/Location Identifier) solution must be implemented. Zayo Group refers PS/ALI requests to 3rd party providers.

1.3.2.1.5 Network Based

The system shall be network based with all call control components residing in the Contractor's network including network gatekeepers and network gateways.

The Contractor shall not be permitted to use State property for the deployment, collocation or supplementation of the Contractors' network signaling and management, call control and setup, or access to other PSTN or VoIP network providers.

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.2.1.6 Private VoIP Network (M)

No voice traffic will be routed through the public Internet. All voice traffic will traverse the Contractor's private VoIP network.

Bidder understands the Requirement and shall meet or exceed it? Yes ___X No____

1.3.2.1.7 SIP Based Open Architecture

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

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.2.1.8 Directory Redundancy and Addressing

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

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

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.2.1.9 Technical Measurement Metrics

The VoIP network shall meet the technical measurement metrics listed below.

Table 1.3.2.1.9 Technical Measurement Metrics

	Metric	Bidder Meets or Exceeds? Y	N
1	Mean Opinion Score ITU P.800 – 3.6 or above (or equivalent industry standard measurement)	Y	
2	Dial Tone Delay – Not to exceed 300 ms for any call	Y	
3	Call Setup Time – Not to exceed three (3) seconds for any call	Y	

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.2.1.10 Standards Conformance

The VoIP Network and associated services shall conform to the Standards described in Table 1.3.2.1.10 as applicable.

Table 1.3.2.1.10 VoIP Standards

	Standard	Bidder Meets or Exceeds? Y	N
1	IETF RFC 3261 SIP (Session Initiation Protocol) and all subsequent RFC's	Y	
2	IETF RFC 2132 for DHCP 4703, 6355	Y	
3	IETF RFC's 2916 ENUM, 2806, 6116, 6117	Y	
4	IPv4	Y	
5	IPv6 when and where offered commercially by the Contractor	Y	
6	IETF RFC 1349 ToS, 2474, 2475 DiffServ 3260	Y	
7	ITU-T E.164	Y	
8	ITU G.165/G.168 and subsequent standards for echo cancellation	Y	
9	ITU-T G.711, G.723.x, G.726, G.728, or G.729.x	Y	
10	ITU-T H.248.1 (MEGACO), H.323, H.350 when and where offered commercially by the Contractor	Y	
11	ITU-T P.800 series of Standards for telephone transmission quality. ITU-T P.910	Y	
12	ITU-T T.30, T.37 and T.38, Group III fax	Y	

	Standard	Bidder Meets or Exceeds? Y	N
13	Media Gateway Control Protocol (MGCP) IETF RFC 3435 when and where offered commercially by the Contractor	Y	
14	IETF RFC 3550 Real-Time Transport Protocol (RTP) 5506, 5761, 6015, 6222	Y	
15	IETF RFC 2205 Resource Reservation Protocol (RSVP) 2750, 4495, 5946, 6437	Y	
16	IETF RFC 768 User Datagram Protocol (UDP)	Y	

1.3.2.1.11 Voice Compression

The VoIP network shall include Voice Compression that will:

1. Pass all applicable ITU test vectors;
2. Support configurable packetization for maximum flexibility; and,
3. Not degrade when all channels are active.

Bidders shall list the voice compression CODEC(s) that will be used with the VoIP network.

Bidder understands the requirements in Section 1.3.2.1.11 and shall meet or exceed them? Yes __X__ No____

Description:

Zayo Group deploys VoIP systems with G.729 voice codecs enabled for standard deployments. G.711 can be enabled in special circumstances but it does not enjoy the network bandwidth efficiency that G.729 provides while still maintaining a high Mean Opinion Score.

1.3.2.1.12 Network Operations Center

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

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

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

Bidder understands the Requirement and shall meet or exceed it? Yes __X__ No____

1.3.2.1.13 VoIP Security

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

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

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

Bidder understands the Requirement and shall meet or exceed it? Yes __X__ No____

1.3.2.1.13.1 ***Physical Access***

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

Bidder understands the Requirement and shall meet or exceed it? Yes __X__ No____

1.3.2.1.13.2 ***Network Security***

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

1. The Contractor's VoIP Network equipment locations shall use carrier grade platforms;
2. All network equipment shall be in a hardened, secure facility;
3. All unnecessary services shall be disabled or removed;

4. Access control policies shall be used to deny suspicious traffic;
5. Core servers shall be accessed through an authentication server;
6. Administrators shall be required to log into a central server to access any other server on the network; and,
7. Proxy servers shall be protected by redundant firewalls which include features such as:
    a. Network attack detection;
    b. DoS and Distributed Denial of Service (DDOS) protections;
    c. Transmission Control Protocol (TCP) reassembly for fragmented packet protection;
    d. Malformed packet protections;
    e. Deep inspection firewall;
    f. Protocol anomaly; and,
    g. Stateful protocol signatures.

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.2.1.13.3 ***Client Authentication***

The Contractor shall provide SIP Digest Authentication for Customer VoIP handsets.

The Contractor shall set passwords on VoIP handsets before they are shipped.

Telnet shall be disabled to the VoIP handsets.

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.2.1.14 Service Restoration

1.3.2.1.14.1 *Telecommunications Service Priority (TSP) Program*

The Contractor shall comply with the Telecommunications Service Priority (TSP) Program, a Federal Communications Commission (FCC) mandate for prioritizing service requests by identifying those services critical to National Security and Emergency Preparedness (NS/EP) and be in compliance with all CPUC and FCC Requirements.

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.2.1.14.2 *Network Disaster/Operational Recovery*

Public safety agencies, major data centers, agencies with supporting roles during disaster or emergency operations, and agencies with significant roles in post-disaster recovery have mission-critical needs to maintain network availability during disasters or emergencies.

It is essential that service be restored as soon as possible, and the services most critical to State operations remain operational during efforts to achieve full service recovery.

The Contractor shall implement processes that will assure the continuity of services for critical operations, producing the greatest benefit from remaining limited resources and achieving a systematic and orderly migration toward the resumption of all contracted services.

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.2.2 STANDALONE VOIP SERVICE

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

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

Standalone VoIP service shall provide dial tone and full functionality of features to the Customer's handset.

Bidders shall describe the Standalone VoIP network architecture, components and services that will be deployed to provide a VoIP solution for the application described.

Bidder understands the requirements in Section 1.3.2.2 and shall meet or exceed them? Yes __X__ No____

Description:

Zayo Group hosted voice services HVS is configured to work across the MPLS data network as a converged VoIP service. All systems that make up the MPLS network are structured to seamlessly support Standalone voice and VoIP services as priority traffic with full interoperability. MPLS access with QoS enabled and managed is required and included.

Hosted Voice Service is a central office based service with media gateways and border controllers located in our California PoP's and connected to the IP backbone via link aggregation groups. There are multiple connections from the SBC's to the core of the backbone.

Zayo Group has chosen Metaswitch (a division of Data Connection Ltd.) as the provider of our digital VoIP switches, media gateways and call agents. All Metaswitch's are connected to the network by dual Acme Packet 4500 SBC's which also act as SIP Proxies. The Metaswitch is composed of a Class-5 (switch) Call Feature Server (CFS) and an Extended Application Server (EAS). The EAS runs VMware which services all extended services offerings including web based portals. The EAS provides self-management portals including the station feature controls as well as administration management.

The Metaswitch has GR-303 trunks to traditional class-5 TDM switches for seamless connections to the legacy PSTN. A-links also connect to the SBC's for SIP to SS7 conversion. Zayo Group owns and operates two STP's (Switch Transfer Points) and a complete SS7 network.

In the Zayo Group provided separate voice LAN, we will provide a site gateway capable of providing voice as described in the States request. This gateway will properly prioritize VoIP packets marked as voice (EF) by the individual telephone instruments. Zayo Group provides a full catalog of VoIP handsets as part of the service.

There is total transparency between the hosted voice network and all other VoIP and traditional TDM voice services. No additional charges will apply as described in the SIP calling plans.

All systems and hardware necessary to support the handsets are included in the per seat price and includes a local power supply if required.

Hosted voice service has a full set of user and system features available as detailed in other sections of this document.

1.3.2.2.1 Standalone VoIP Minimum Requirements

The Standalone VoIP service shall include all equipment, hardware, software, training and ongoing administration, maintenance and upgrades in the "per seat per month" cost. These requirements are described below.

Bidder understands the Requirement and shall meet or exceed it? Yes __X__ No____

1.3.2.2.1.1 ***Standalone VoIP Equipment and Hardware***

Unless otherwise noted in the detailed product listing below, the Contractor shall furnish and install all equipment and hardware required to deliver the service to the workstation handset including switches, routers, wire management, cross-connects, patch and device cords, and the workstation handset.

Horizontal closet racks, raceway, environmental components and AC electrical power will be acquired through other procurement vehicles.

Bidder understands the Requirement and shall meet or exceed it? Yes __X__ No____

1.3.2.2.1.2 ***Horizontal Cabling***

Contractor shall provide two (2) per seat pricing options per handset configuration.

1. Handset option that includes horizontal cabling in accordance with Section 1.3.2.2.5 (Horizontal Wiring Option for Standalone VoIP); and
2. Handset option that excludes horizontal cabling and utilizes Customer's horizontal cabling.

Bidder understands the Requirement and shall meet or exceed it? Yes __X__ No____

1.3.2.2.1.3 ***Standalone VoIP Software***

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

Contractor shall provide all configuration and programming.

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.2.2.1.4 ***Standalone VoIP Administration***

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

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

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.2.2.1.5 ***Standalone VoIP Maintenance***

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

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.2.2.1.6 ***Standalone VoIP Power over Ethernet***

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

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.2.2.1.7 ***Standalone VoIP Class of Service (CoS)***

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

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

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.2.2.2 Interoperability of Standalone VoIP with Other CALNET 3 Technologies

In the event at Contractor is awarded a CALNET 3 Contract for Converged VoIP services and SIP Trunking services (Subcategory 1.2), this Standalone VoIP service shall be interoperable with the other two (2) services and the State shall not incur any changes for calls between these two (2) services.

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.2.2.3 Standalone VoIP Basic Feature Package

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

Table 1.3.2.2.3 Standalone VoIP Basic Feature Package

	Standalone VoIP Basic Call Package Features	Bidder Meets or Exceeds? Y	N
1	**900 Blocking** – No calls from 900-xxx-xxxx will be processed to any subscribers	Y	
2	**Auto Attendant** – A service that automatically answers incoming calls within a predefined number of rings without assistance from a live attendant. It prompts callers with a series of choices and actions to perform. Based on selected action, the caller may listen to a recorded announcement, leave a message, place a call, activate another voice service or be routed to a particular service. Customers with Administrative authority shall have the ability to perform Auto Attendant configuration and modifications through a web interface.	Y	
3	**Call Forward – Busy Don't Answer** – Allows a station End-User to choose to reroute incoming calls to another specified telephone number. This shall be available for all incoming calls on a busy or ring-no-answer condition.	Y	
4	**Call Forward – All Calls** – Allows the station End-User to choose to reroute all incoming calls to another specified telephone number. The feature shall have the capability to restrict call forwarding to internal, local or long distance numbers	Y	

	Standalone VoIP Basic Call Package Features	Bidder Meets or Exceeds? Y	N
5	**Call Hold** – Allows the called party to put a caller on hold and retrieve them from the hold state	Y	
6	**Call Notify -** Enables a subscriber to define criteria that causes certain incoming calls to initiate an e-mail notification.	Y	
7	**Call Transfer** – Allows a station End-User to transfer any call in progress to another telephone number without the assistance of an operator	Y	
8	**Call Pickup** – Allows a subscriber to answer any calls directed to another station line within his or her own predefined call pickup group	Y	
9	**Call Park** – Allows a call to be parked at a subscriber's number for retrieval by another subscriber line. The capability shall be administered on an individual station basis according to the subscribing Agencies needs	Y	
10	**Conference** – Allows a voice station End-User to establish a multiparty conference connection of a minimum of three (3) conferees including themselves without attendant assistance. **(Indicate the maximum number of parties that can be conferenced)**	Y	
11	**Call Waiting -** When a second call is received while a subscriber is engaged in a call, the subscriber is informed via an audible tone.	Y	
12	**Caller ID** – Telephone number of the calling party is displayed on the terminal equipment	Y	
13	**Class of Service** - The CoS configured on the transport required for the proper operation of the service.	Y	
14	**Conference Bridge** – Allows callers from diverse locations/platforms to dial in to a specified telephone number to participate in a conference call	Y	
15	**DID**- Direct inward dial phone number including Single Line appearance.	Y	
16	**Directory Phone Display** – Directory of Customer's VoIP subscribers via the phone display	Y	
17	**Four-digit Extension Dialing** – All 'on-net' numbers can be reached by dialing the 4-digit extension from 'on-net' phones	Y	
18	**Group Pickup** – Allows an incoming call to be picked up from any one (1) of a predefined group of phones	Y	
19	**Hunt Groups** – Route inbound calls to a predetermined sequence of telephone numbers until it is answered	Y	
20	**Message Waiting Indicator** – Visual indication on phone that a message is in queue for review	Y	
21	**Multi-Line Appearance** – Provide the ability for multiple line appearances on a subscriber's phone	Y	

	Standalone VoIP Basic Call Package Features	Bidder Meets or Exceeds? Y	N
22	**Redial** – Allow a station End-User to automatically originate a call to the last number dialed from the station End-User's phone	Y	
23	**Speed Dial** – Allows abbreviated digit dialing capability on a per station basis	Y	

Bidders shall identify any additional features available at no additional charge.

Bidder understands the requirements in Section 1.3.2.2.3 and shall meet or exceed them? Yes __X__ No____

Description:

There are no additional features at no cost.

1.3.2.2.4 Standalone VoIP Handsets

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

1.3.2.2.4.1 ***Standard Standalone VoIP Handset Features***

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

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.2.2.4.2 *Midrange Standalone VoIP Handset Features*

Standard Standalone VoIP handset features plus:

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

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.2.2.4.3 *Executive Standalone VoIP Handsets Features*

Midrange Standalone VoIP handset features plus:

1. Minimum four (4) lines; and,
2. Two-Port 10/100/1000 Mbps Port.

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.2.2.4.4 *Attendant Standalone VoIP Handsets Features and Functionality*

Executive Standalone VoIP handset features plus:

1. Minimum Six (6) Lines;
2. Expansion Module(s) Capability;
3. Capability for call recording function; and
4. XML API functionality.

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.2.2.4.5 *Standalone VoIP Standard Conference Room Speakerphone Features and Functionality*

1. IEEE 802.3af functionality;
2. IEEE 1329 full duplex standards;
3. RFC 3261 & companion RFCs (SIP);
4. IEEE 802.1 p/Q tagging;

5. Expansion microphone compatible;
6. Audio compression standards: G.711, G.729, G.722;
7. Ethernet 10/100Mbps connection;
8. Visual Time display;
9. Lightweight Directory Access Protocol LDAP corporate directory integration; and,
10. Layer 3 Type of Service (ToS) and Differentiated Services Code Point (DSCP)

Bidder understands the Requirement and shall meet or exceed it? Yes __X__ No____

1.3.2.2.4.6 ***Standalone VoIP Executive Conference Room Speakerphone Features and Functionality***

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

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

Bidder understands the Requirement and shall meet or exceed it? Yes __X__ No____

1.3.2.2.5 Horizontal Wiring Option for Standalone VoIP

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

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

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

Station wiring shall include all necessary components as listed below:

1. Wire/cable;
2. Connectors;
3. Patch Panels;
4. Jacks;
5. Wire/cable support structure required within drop tile ceilings; and,
6. Labeling.

The Contractor shall not be required to complete station cabling if:

1. The wire/cable pathway is blocked and cannot be cleared without significant effort or damage to the Customer site; and,
2. The wire/cable pathway is in asbestos or other environment hazardous to the Contractor's personnel, or where such work would be hazardous to the public or to the Customer's staff.

Wiring shall be installed according to industry standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, Uniform Building Cabling/Wiring, current at the time of this solicitation and as periodically updated by CALNET 3 CMO.

All wiring installation and maintenance activities will be in accordance with all applicable ANSI/TIA/EIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

Bidders shall provide the Standalone VoIP Handset Service Packages described in Table 1.3.2.2.4.a

Table 1.3.2.2.4.a Standalone VoIP Handset Service Packages

	Feature Name	Feature Description	Bidder Meets or Exceeds Y	Bidder Meets or Exceeds N	Bidder's Product Identifier
1	**Standard Standalone VoIP Handset Service Package Without Station Cabling**	Service Package with Standard Standalone VoIP Handset as described in 1.3.2.2.4.1 above where station cabling is provided by the Customer and the Basic Feature Package as described in 1.3.2.2.3.	**Y**		151001
	Bidder's Product Description: *Zayo Group offers the Polycom Sound Point 650 and/or the VVX 500 to meet the specifications and features noted in 1.3.2.2.4.1 and 1.3.2.2.3.* *The Sound Point 650 has 4 programmable soft keys and 6 programmable hard keys as a single line handset. The VVX 500 has 12 soft keys that can be programed as features or line appearances. Both handsets meet all requirements of 1.3.2.2.4.1*				
2	**Standard Standalone VoIP Handset Service Package With Station Cabling**	Service Package with Standard Standalone VoIP Handset Service Package as described in 1.3.2.2.4.1 above where station cabling is installed by the Contractor and the Basic Feature Package as described in 1.3.2.2.3.	**Y**		151002
	Bidder's Product Description: *Zayo Group offers the Polycom Sound Point 650 and/or the VVX 500 to meet the specifications and features noted in 1.3.2.2.4.1 and 1.3.2.2.3.* *The Sound Point 650 has 4 programmable soft keys and 6 programmable hard keys as a single line handset. The VVX 500 has 12 soft keys that can be programed as features or line appearances. Both handsets meet all requirements of 1.3.2.2.4.1* *Up to 300 feet of Cat5 or Cat5E horizontal cable and the RJ48 if required will be provided.*				

	Feature Name	Feature Description	Bidder Meets or Exceeds Y	Bidder Meets or Exceeds N	Bidder's Product Identifier
3	**Midrange Standalone VoIP Handset Service Package Without Station Cabling**	Service Package with Midrange Standalone VoIP Handset Service Package as described in 1.3.2.2.4.2 above where station cabling is provided by the Customer and the Basic Feature Package as described in 1.3.2.2.3.	**Y**		151003
	Bidder's Product Description: *Zayo Group offers the Polycom VVX 500 to meet the specifications and features notes in 1.3.2.2.4.2 and 1.3.2.2.3.* *The VVX 500 has 12 soft keys that can be programed as features or line appearances. Both handsets meet all requirements of 1.3.2.2.4.2*				
4	**Midrange Standalone VoIP Handset Service Package With Station Cabling**	Service Package with Midrange Standalone VoIP Handset Service Package as described in 1.3.2.2.4.2 where station cabling is installed by the Contractor and the Basic Feature Package as described in 1.3.2.2.3.	**Y**		151004
	Bidder's Product Description: *Zayo Group offers the Polycom VVX 500 to meet the specifications and features notes in 1.3.2.2.4.2 and 1.3.2.2.3.* *The VVX 500 has 12 soft keys that can be programed as features or line appearances. This handset meet all requirements of 1.3.2.2.4.2* *Up to 300 feet of Cat5 or Cat5E horizontal cable and the RJ48 if required will be provided.*				
5	**Executive Standalone VoIP Handset Service Package Without Station Cabling**	Service Package with Executive Standalone VoIP Handset Service Package as described in 1.3.2.2.4.3 where station cabling is provided by the Customer and the Basic Feature Package as described in 1.3.2.2.3.	**Y**		151005

	Feature Name	Feature Description	Bidder Meets or Exceeds Y	Bidder Meets or Exceeds N	Bidder's Product Identifier
	Bidder's Product Description: *Zayo Group offers the Polycom VV X500 to fit the specifications and features notes in 1.3.2.2.4.3 and 1.3.2.2.3.* *The VVX 500 has 12 soft keys that can be programed as features or line appearances. It has two 10/100/1000base-T network interfaces.*				
6	**Executive Standalone VoIP Handset Service Package With Station Cabling**	Service Package with Executive Standalone VoIP Handset Service Package as described in 1.3.2.2.4.3 where station cabling is installed by the Contractor and the Basic Feature Package as described in 1.3.2.2.3.	**Y**		151006
	Bidder's Product Description: *Zayo Group offers the Polycom VV X500 to fit the specifications and features notes in 1.3.2.2.4.3 and 1.3.2.2.3.* *The VVX 500 has 12 soft keys that can be programed as features or line appearances. It has two 10/100/1000base-T network interfaces.* *Up to 300 feet of Cat5 or Cat5E horizontal cable and the RJ48 if required will be provided.*				
7	**Attendant Standalone VoIP Handset Service Package Without Station Cabling**	Service Package with Attendant Standalone VoIP Handset Service Package as described in 1.3.2.2.4.4 where station cabling is provided by the Customer and the Basic Feature Package as described in 1.3.2.2.3.	**Y**		151007
	Bidder's Product Description: *Zayo Group will provide the Polycom VVX 500 with up to 3 VVX expansion Modules (monochrome) or alternately, Sound Point 650 or 670 with a maximum of 3 expansion modules (monochrome) display per handset. Both configurations meet specifications 1.3.2.2.4.4.*				

	Feature Name	Feature Description	Bidder Meets or Exceeds Y	Bidder Meets or Exceeds N	Bidder's Product Identifier
8	**Attendant Standalone VoIP Handset Service Package With Station Cabling**	Service Package with Attendant Standalone VoIP Handset Service Package as described in 1.3.2.2.4.4 where station cabling is installed by the Contractor and the Basic Feature Package as described in 1.3.2.2.3.	**Y**		151008
	Bidder's Product Description: *Zayo Group will provide the Polycom VVX 500 with up to 3 VVX expansion Modules (monochrome) or alternately, Sound Point 650 or 670 with a maximum of 3 expansion modules (monochrome) display per handset. Both configurations meet specifications 1.3.2.2.4.4.* *Up to 300 feet of Cat5 or Cat5E horizontal cable and the RJ48 if required will be provided.*				
9	**Standalone VoIP Standard Conference Room Speakerphone Service Package with Station Cabling**	Service Package with Standalone VoIP conference phone Service Package with no external speakers as described in 1.3.2.2.4.5 where station cabling is provided by the Contractor and the Basic Feature Package as described in 1.3.2.2.3.	**Y**		151009
	Bidder's Product Description: *Zayo Group offers a Polycom Sound Station IP 7000 converged VOIP SIP-Based IP Conference Phone that meets all specifications of 1.3.2.2.4.5.* *Up to 300 feet of Cat5 or Cat5E horizontal cable and the RJ48 if required will be provided.*				
10	**Standalone VoIP Standard Conference Room Speakerphone Service Package without Station Cabling**	Service Package with Standalone VoIP conference phone Service Package with no external speakers as described in 1.3.2.2.4.5 where station cabling is provided by the Customer and the Basic Feature Package as described in 1.3.2.2.3.	**Y**		151010

	Feature Name	Feature Description	Bidder Meets or Exceeds Y	Bidder Meets or Exceeds N	Bidder's Product Identifier
	Bidder's Product Description: *Zayo Group offers a Polycom Sound Station IP 7000 converged VOIP SIP-Based IP Conference Phone that meets all specifications of 1.3.2.2.4.5.*				
11	**Standalone VoIP Executive Conference Room Speakerphone Service Package with Station Cabling**	Service Package with Standalone VoIP conference phone Service Package with two (2) external speakers as described in 1.3.2.2.4.6 where station cabling is provided by the Contractor and the Basic Feature Package as described in 1.3.2.2.3.	**Y**		151011
	Bidder's Product Description: *Zayo Group offers a Polycom Sound Station IP 7000 converged VOIP SIP-Based IP Conference Phone and two external expansion microphones that meets all specifications of 1.3.2.2.4.6.* *Up to 300 feet of Cat5 or Cat5E horizontal cable and the RJ48 if required will be provided.*				
12	**Standalone VoIP Executive Conference Room Speakerphone Service Package without Station Cabling**	Service Package with Standalone VoIP conference phone Service Package with two (2) external speakers as described in 1.3.2.2.4.6 where station cabling is provided by the Customer and the Basic Feature Package as described in 1.3.2.2.3.	**Y**		151012
	Bidder's Product Description: *Zayo Group offers a Polycom Sound Station IP 7000 converged VOIP SIP-Based IP Conference Phone and two external expansion microphones that meets all specifications of 1.3.2.2.4.6.*				

The Contractor may offer additional unsolicited Standalone VoIP Handset Service Packages in Table 1.3.2.2.4.b.

Table 1.3.2.2.4.b Unsolicited VoIP Features

	Feature Name	Feature Description	Bidder's Product Identifier

1.3.2.2.6 Standalone VoIP Site Survey

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

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

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

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

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

The Customer may elect to correct any station cabling problems identified by the Contactor and request a retest. The Contractor shall provide an option for retesting the Customer's existing station cabling as described in Section 1.3.2.3.2 (Standalone VoIP Customer Station Cabling Retest).

Bidder understands the requirements Section 1.3.2.2.6 *and shall meet or exceed them? Yes __X__ No____*

Description:

As part of the project management and implementation service included with the Zayo Group voice product, site surveys will be conducted. Zayo Group will inspect the existing cable plant to determine its capability to support HVS. Zayo Group will provide the Customer a written report indicating any corrections required to bring the LAN cabling and infrastructure into compliance with the (HVS) design. This includes the ability of the existing network to carry VoIP traffic, wiring compatibility, bandwidth recommendations, and power requirements including power over Ethernet requirements, Firewall and or gateway requirements and E911 management.

Cabling requirements for VoIP services are to identify where Cat5 twisted pair cable is capable of carrying VoIP traffic and does not exceed 100 meters in length from any switch port that services the cable or is otherwise impeded. The survey will also identify required upgrades needed to support HVS. RJ48 plugs and jacks will be checked for 568B wiring unless otherwise required. Test probes will be connected to the LAN cables at both ends to validate the cables capability and will noted in the site survey report as to whether it needs upgrading or is sufficient for installation.

Zayo Group understands that the Customer may wish to use existing cable if that cable meets the criteria above. Optionally, Zayo Group can provide cablings as outlined in this response. Once the Customer has met the design requirements, installation can proceed.

1.3.2.2.7 Standalone VoIP Site Design

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

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

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

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

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

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.2.2.8 Standalone VoIP Site Implementation

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

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

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

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.2.2.9 Standalone VoIP Account Codes

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

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.2.2.10 Standalone VoIP Authorization Codes

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

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.2.3 Additional Standalone VoIP Services and Features

The Contractor shall provide the additional Standalone VoIP services and features described below.

1.3.2.3.1 Standalone VoIP Site Survivability Network Failure

The Contractor shall provide an option for Standalone VoIP site survivability in the event of a network failure. Site Survivability Network Failure is an option where, in the event of a network failure, calling functionality is maintained for all handsets on premise. The installation of an on premise gateway to connect to the PSTN is an acceptable solution.

Failure of a Customer to select this option does not release the Contractor from its SLA obligations as described in Section 1.3.5.8.1 (Availability SLAs).

This solution is for backup purposes only. The Contractor shall not promote, design or offer this service as a standard primary service and it shall only be used in conjunction with the Standalone VoIP Service. Connections to the PSTN shall only be used in the event of Standalone VoIP Service failure.

The Contractor shall only route traffic originating from the locally served Customer of record. No other traffic is permitted.

The Standalone VoIP Site Survivability Network Failure solution shall provide automatic alarm notification by electronic means to the CALNET 3 CMO whenever traffic is routed through the gateway to the PSTN via locally connected circuits.

This service is exempt from the provisions of Section 1.3.2.1.5 (Network Based).

Bidders shall describe the Network Failure Site Survivability solution that will be deployed to satisfy this requirement.

Any additional Bidder proposed unsolicited local gateway site survivability solutions must conform to these requirements and will fall under the SLA's established in Section 1.3.5 (Service Level Agreements).

Bidder understands the requirements Section 1.3.2.3.1 and shall meet or exceed them? Yes __X__ No____

Description:

For Zayo Group's hosted voice service, as an option, an additional premise-based PSTN Gateway will be installed to provide an alternative path for calls to take should there be a network failure. The gateway can except 2 wire PSTN loops and provide a survivable path for callers to use in the event of network failure.

Network telemetry provides alarms and reports network anomalies to the Network Control Center. The alarm will be acted upon by our Network Control Center. If the alarm indicates a circuit failure, an alarm notification will be sent to the customer as detailed below.

Zayo Group's hosted voice product, as an optional PSTN gateway, that can be installed at the MPOP to provide an alternative path for calls to take should there be a network failure. The gateway can except up to ten (10) 2 wire PSTN loops and provide a survivable path for callers to use in the event of network failure.

Alarm notification service, well sense the lack of connectivity and issue an alarm notification. The alarm will be acted upon by our Network Control Center.

Zayo Group Automatic Alarm Notification:

Zayo Group will provide Network Notification Service (NNS) which is a proactive customer-specific circuit monitoring and notification service. Notification will be provided by electronics means to one or all of the following:

- *CALNET 3 CMO / Customer of record Email address (es) as stored in our customer contact database.*
- *CALNET 3 CMO / Customer of record SMS text message to the SMS portal as stored in our customer contact database.*

Upon detection of a network failure, Zayo Group's Network Operations Center generates a proactive ticket after validating the event and determining it to be service affecting within 15 minutes of alarm notification.

Once the ticket is created, status updates are sent to the customer notification list (above) via the NNS response profile on a timed basis (hourly, ½ hour, ¼ hour as customer requests) as well as when a change-of-state occurs and new information is available.

Trouble ticket status is also available via the Zayo Group Customer Care website (Tranzact). At the conclusion of the event, a final all-clear message is sent.

1.3.2.3.2 Standalone VoIP Customer Station Cabling Retest

If required, Contractor shall perform a Customer station cabling retest to validate corrective actions have been completed that allow for proper operation of the service.

Bidder understands the Requirement and shall meet or exceed it? Yes ___X No____

1.3.2.3.3 Standalone VoIP Block of 20 Additional Direct Inward Dialing (DID) Number Reservation

Contractor shall provide an option to purchase an additional block of 20 DID numbers. This block will be used to reserve additional blocks of DID numbers for future requirements (20 per block). This charge shall only apply for the reservation of the block of numbers. Upon utilization of all 20 DIDs, this charge shall be terminated.

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.2.3.4 Standalone VoIP Web Based Attendant Console

Contractor shall provide a Standalone VoIP web-based Attendant Console that enables a subscriber (e.g., receptionist) to monitor a configurable set of subscribers at the same location as the Attendant. The Attendant Console shall graphically display subscribers' status (busy, idle, do not disturb), as well as detailed call information. The Attendant Console window shall allow the attendant to perform click-to-transfer or click-to-dial.

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.2.3.5 Standalone VoIP Additional Line Appearance

The Contractor shall provide additional line appearances for multi-line telephones.

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.2.3.6 Standalone VoIP Analog and Facsimile Support

The Contractor shall provide analog device or facsimile support services that will:

1. Provide Auto Detection of voice or fax;
2. Provide Facsimile over TCP/IP; and,
3. Provide Fax Messaging.

The network will automatically detect a voice or fax call and use the correct compression code.

The Contractor shall furnish, install and support all equipment for proper operation of the Customer analog device.

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.2.3.7 Standalone VoIP Equipment Rack

The Contractor shall furnish and install one (1) standard 19" 2-post equipment rack. Installation will be in accordance with all applicable UBC, ANSI/TIA/EIA, CEA, IEC, BICSI, and ITU-T recommended standards current at the time of installation.

The equipment rack installation shall include all seismic bracing, raceway, ladder racking and grounding to insure proper functionality of the Standalone VoIP service

Rack may be floor or wall mounted. Rack height may vary up to 84 inches at the discretion of the Customer.

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

Contractor shall offer the Standalone VoIP service features detailed in Table 1.3.2.3.a.

Table 1.3.2.3.a Standalone VoIP Features

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
1	**Standalone VoIP Site Survivability Network Failure**	Site Survivability option	**Y**		152001
	Bidder's Product Description *Zayo Group will provide an option to replace the premise based router (Site gateway) with a more sophisticated unit that is capable of monitoring the access link and should it fail, this enhanced router will terminate up to 10 concurrent outgoing calls to the PSTN. Upon failure detection of the access link, our hub based gateway will sense the access link failure and re-direct all incoming calls to the customer specified targets. The hub based media call agent will signal our fault management system and report the failure of the access link to our network control center for restoral action.*				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
2	**Standalone VoIP Customer Station Cabling Retest**	Additional test beyond the initial cabling test as identified in Section (1.3.2.3.2) Standalone VoIP Customer Station Cabling Retest)	**Y**		152002
	Bidder's Product Description *These assessments includes validation of the inside wiremap, as well as inside wire testing that certifies cable grading, attenuation, electrical loop resistance and impedance.* *In a re-test, a fully comprehensive physical plant assessment is performed to validate all aspects of service delivery from the point of outside facility demarcation, to the end VoIP telephony device supported and maintained by Zayo Group. These assessments includes validation of the inside wiremap relevant to the Zayo Group supported VoIP telephony services design, as well as inside wire testing that certifies cable grading, attenuation, electrical loop resistance, and impedance.*				
3	**Standalone VoIP block of 20 Additional Direct Inward Dialing (DID) Number Reservation**	Block of 20 DID numbers held in reservation.	**Y**		152003
	Bidder's Product Description: *Zayo Group's Hosted Voice Service supports reserved telephone number blocks in increments of 20. Total percent of reserved vs. active telephone numbers are managed and supported by Zayo Group in conformance with FCC Code of Federal Regulations (CFR) for reserved and aging number requirements.*				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
4	**Standalone VoIP Web-Based Attendant Console**	Enables a subscriber (e.g., receptionist) to monitor a configurable set of subscribers	**Y**		152004
	Bidder's Product Description: *The VoIP Web-Based Attendant Console (called PhoneEasy IP Console) incorporates a reliable and telephony grade PC-based attendant console, including LED's for simulated Busy Lamps. The IP Console supports user defined workgroups, multiple internal, external, or emergency directories, and full line state monitoring of active calls within a defined workgroup. Full call parking, call forwarding, and traditional transfer and release functions are supported from within the IP Console user interface.*				
5	**Standalone VoIP Additional Line Appearance**	Additional line appearances for multi-line handsets.	**Y**		152005
	Bidder's Product Description: *Additional line appearances can be configured to the maximum supported by a given IP handsets as described in section 1.2.3.2.4 at no additional charge. These lines can be configured to support more than one call at a time for one or more telephone numbers assigned to that telephone handset. Line appearances can be shared to allow a phone to view the current status of a line between multiple phones (to provide Key System Emulation). This feature is sometimes called Shared Call Appearance, Bridged Line Appearance or Bridged Call Appearance.*				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
6	**Standalone VoIP Analog and Facsimile Support**	Analog device or facsimile support	**Y**		152006
	Bidder's Product Description: *Zayo Group's Hosted Voice manages fax transmission via native SIP. Fax calls will be negotiated using T.38 when available otherwise, negotiated at G.711 (default) when T.38 is not available. There is no limit to the number of simultaneous T.38 fax calls as long as customer has adequate bandwidth.*				
7	**Standalone VoIP Equipment Rack**	Standard 19" 2-post equipment rack and installation	**Y**		152007
	Bidder's Product Description: *Zayo Group will supply a floor mounted 19" wide equipment rack with mounting holes on both sides of the vertical posts and will supply mounting ears and attachment screws. The rack will be grounded to the nearest site common ground that is within 100 feet of the rack.*				

The Contractor may offer additional unsolicited Standalone VoIP features in Table 1.3.2.3.b.

Table 1.3.2.3.b Unsolicited Standalone VoIP Features

	Feature Name	Feature Description	Bidder's Product Identifier
1	*Standalone VoIP Equipment Cabinet*	*Enclosed equipment cabinet with doors*	152008
	Bidder's Product Description: *Zayo Group will supply a floor mounted 23" wide equipment cabinet with mounting holes on both sides of the vertical posts for either 19" or 23" mounting widths. Zayo Group will supply mounting ears and attachment screws. The cabinet will be grounded to the nearest site common ground that is within 100 feet of the rack and have a latching door on both the front and back.*		
3			
	Bidder's Product Description:		

1.3.2.4 Standalone VoIP Calling Features and Functionality

Bidders shall provide the Standalone VoIP features and functionality described below.

1.3.2.4.1 Standalone VoIP On-Net Calling

The Contractor shall provide a Standalone VoIP service that provide unlimited on-net calling for both domestic and international calls at no additional charge. On-net calling is defined as calling from a Standalone VoIP Customer Site that uses the Contractors VoIP network and terminates at another Standalone VoIP site. If the Contractor offers Converged VoIP or SIP Trunking under another CALNET contract, Standalone VoIP calls terminating at such a site shall be considered on-net.

Bidder understands the Requirement and shall meet or exceed it? Yes __X__ No____

1.3.2.4.2 Standalone VoIP Off-Net Calling

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

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.2.4.3 On-Net Enterprise Calling

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

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.2.4.4 Standalone VoIP Off-Net Toll-Free Services

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

Table 1.3.2.4.4.a, Standalone VoIP Off-Net Toll Free Services

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
1	**Standalone VoIP Off-Net Toll-Free**	Allows Customers to make and receive off-net toll-free calls from the United States, District of Columbia, U.S. Virgin Islands and Puerto Rico.	**Y**		153001
	Bidder's Product Description: *This is functionally part of the standard service offering of Hosted Voice Services.*				

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

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

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

1.3.2.4.5 Standalone International Off-Net Calling

The Contractor shall provide Standalone VoIP international off-net calling to the countries listed in Table 1.3.2.4.5 and at the rate identified in accordance with Subcategory 2.4 (Long Distance International Calling Configurations). Bidder's rates as provided in the Subcategory Cost Worksheets shall be based on time of day ("Peak Time" or "Off–Peak Time"). Peak Time is between 8:00 a.m. and 4:59 p.m., Monday through Friday based on the time at the CALNET caller's location. Off-Peak time is for all calls where Peak Time rates do not apply.

All usage shall be billed in accordance with the Business Requirements Section A.5.1 (Billing and Invoicing Requirements #11) except Mexico which shall be billed in 60 second increments with a 60 second minimum.

Note: If the Bidder charges the same rate for both Peak Time and Off-Peak time, Bidder may use the same Product Identifier for both products.

Bidder understands the requirement and shall meet or exceed it? Yes __X No____

1.3.2.4.5.1 *International Mobile Termination Charges (IMTC)*

Contractor shall provide the ability to terminate international calls on wireless devices. Contractor shall charge International Mobile Termination Charge (IMTC) as an additional per minute rate that is applied to international calls (direct dial business or credit card calls) originating in the U.S. and terminating in certain countries to either wireless communications devices including mobile telephones, pagers, personal computers, and personal digital assistants, or to a portable telephone number where a forwarding, tracking or other type of location service is used.

Bidder understands the requirement and shall meet or exceed it? Yes __X No____

1.3.2.4.5.2 *U.S. Based Services Waiver*

The provisions detailed in Section A.2.4.4 (U.S. Based Services) will not apply to Contractor's International Long Distance Calling services.

Bidder understands the requirement and shall meet or exceed it? Yes __X No____

The Contractor shall offer the Standalone VoIP Off-Net International Long Distance Calling configurations detailed in Table 1.3.2.4.5.a.

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

	Country	Bidders Meets or Exceeds? Y	N	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
1	Brazil:	Y		154001	154301	154601
2	Canada:	Y		154002	154302	154602
3	China:	Y		154003	154303	154603
4	France:	Y		154004	154304	154604
5	Germany:	Y		154005	154305	154605
6	Israel:	Y		154006	154306	154606
7	Italy:	Y		154007	154307	154607
8	Japan:	Y		154008	154308	154608
9	Korea:	Y		154009	154309	154609

	Country	Bidders Meets or Exceeds? Y	N	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
10	Mexico:	Y		154010	154310	154610
11	Spain:	Y		154011	154311	154611
12	Switzerland:	Y		154012	154312	154612
13	United Kingdom:	Y		154013	154313	154613

Bidders may offer Standalone VoIP Off-Net International Long Distance Calling configurations to unsolicited countries in Table 1.3.2.4.5.b.

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

	Country	Bidders Meets or Exceeds? Y	N	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
1	Tier 1 – Other International Termination Locations	Y		154014	154314	154614
2	Tier 2 – Other International Termination Locations	Y		154015	154315	154615
3						
4						
5						
6						
7						
8						
9						
10						

1.3.2.5 STANDALONE VoIP VOICE MAIL SERVICES

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

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

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

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

Table 1.3.2.5.a Standalone VoIP Voice Mail Service Features

Standalone VoIP Basic Call Package Features		Bidder Meets or Exceeds? Y	N
1	Minimum message length will be at least two (2) minutes each	**Y**	
2	Message review, including skip back or ahead	**Y**	
3	Message saving and erasing	**Y**	
4	Erased message retrieval before call is ended	**Y**	
5	Messaging forwarding to another voice mailbox in the system with the ability to append additional comments	**Y**	
6	Message sending	**Y**	
7	Password protection	**Y**	
8	Personalized greetings (both permanent and temporary)	**Y**	
9	Message waiting indicator signal received at workstation within one (1) minute	**Y**	
10	Remote access capability from any telephone location on or off net	**Y**	
11	Creation of Group Distribution Lists - Allow an administrator to define voice mail distribution lists to forward and reply to an individual or to a group of predefined recipients	**Y**	
12	Web based End-User administration software	**Y**	
13	Ability to integrate with Unified Messaging applications with no hardware modification	**Y**	

Bidder understands the requirements in Section 1.3.2.5 and shall meet or exceed them? Yes __X__ No____

Description:

There are no additional features that are offered at no charge.

Contractor shall offer the Standalone VoIP Voice Mail services and features detailed in Table 1.3.2.5.b.

Table 1.3.2.5.b – Standalone VoIP Voice Mail Services and Features

	Feature	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Unique Identifier
1	**Standalone VoIP Voice Mail**	VoIP Voice Mail Service with the minimum feature requirements as listed in Table 1.3.2.5.a	**Y**		155001
	Bidder's Product Description: *Zayo Group's voice mail platform satisfies the requirements outlined in Table 1.3.2.5.a. Platform variations are implemented specific to the solution required. Our Platform is capable of all features described above.*				

The Contractor may offer additional unsolicited Standalone VoIP Voice Mail features in Table 1.3.2.5.c.

Table 1.3.2.5.c, Unsolicited Standalone VoIP Voice Mail Features

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

1.3.2.6 STANDALONE VOIP AND VOICE MAIL GEOGRAPHIC REQUIREMENTS

1.3.2.6.1 Standalone VoIP and Voice Mail Specific Service Areas

The Contractor shall provide Standalone VoIP and VoIP Voice Mail services in the cities specified below. Serving area is defined as within the city limits for each location identified.

1. Sacramento;
2. Oakland;
3. San Francisco;
4. Los Angeles;
5. San Diego; and,
6. San Jose.

Bidder understands the requirement and shall meet or exceed it? Yes __X No____

1.3.2.6.2 Additional Commercially Available Areas

The Contractor shall provide Standalone VoIP and VoIP Voice Mail services where services are commercially available at the time of bid submission.

Bidder understands the requirement and shall meet or exceed it? Yes __X No____

Table 1.3.2.6.2.a Bidder's Standalone VoIP and VoIP Voice Mail

Services Commercially Available Areas

Bidder shall identify the locations where their Standalone VoIP and VoIP Voice Mail Services are commercially available at the time of bid submission in Table 1.3.2.6.2.a. Bidders shall indicate the locations where the Contractor provides Standalone VoIP and VoIP Voice Mail service. By answering "Yes", the Bidder commits to provide service in that specific location. Bidders shall answer "No" for all locations where service will not be available.

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

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
27	Bakersfield		N		N
28	Baldwin Park		N		N
29	Banning		N		N
30	Barstow		N		N
31	Beaumont		N		N
32	Bell		N		N
33	Bell Gardens		N		N
34	Bellflower		N		N
35	Belmont		N		N
36	Belvedere		N		N
37	Benicia		N		N
38	Berkeley		N		N
39	Beverly Hills		N		N
40	Big Bear Lake		N		N
41	Biggs		N		N
42	Bishop		N		N
43	Blue Lake		N		N
44	Blythe		N		N
45	Bradbury		N		N
46	Brawley		N		N
47	Brea		N		N
48	Brentwood		N		N
49	Brisbane		N		N
50	Buellton		N		N
51	Buena Park		N		N
52	Burbank		N		N
53	Burlingame		N		N
54	Calabasas		N		N
55	Calexico		N		N
56	California City		N		N
57	Calimesa		N		N
58	Calipatria		N		N
59	Calistoga		N		N

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
60	Camarillo		N		N
61	Campbell		N		N
62	Canyon Lake		N		N
63	Capitola		N		N
64	Carlsbad		N		N
65	Carmel-By-The-Sea		N		N
66	Carpinteria		N		N
67	Carson		N		N
68	Cathedral City		N		N
69	Ceres		N		N
70	Cerritos		N		N
71	Chico		N		N
72	Chino		N		N
73	Chino Hills		N		N
74	Chowchilla		N		N
75	Chula Vista		N		N
76	Citrus Heights	Y		Y	Y
77	Claremont		N		N
78	Clayton		N		N
79	Clearlake		N		N
80	Cloverdale		N		N
81	Coachella		N		N
82	Coalinga		N		N
83	Colfax		N		N
84	Colma		N		N
85	Colton		N		N
86	Colusa		N		N
87	Commerce		N		N
88	Compton		N		N
89	Concord		N		N
90	Corcoran		N		N
91	Corning		N		N
92	Corona		N		N

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

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

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

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

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

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

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

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

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

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

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

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
453	Villa Park		N		N
454	Visalia		N		N
455	Vista		N		N
456	Walnut		N		N
457	Walnut Creek		N		N
458	Wasco		N		N
459	Waterford		N		N
460	Watsonville		N		N
461	Weed		N		N
462	West Covina		N		N
463	West Hollywood		N		N
464	West Los Angeles		N		N
465	West Sacramento	Y		Y	
466	Westlake Village		N		N
467	Westminster		N		N
468	Westmorland		N		N
469	Wheatland		N		N
470	Whittier		N		N
471	Williams		N		N
472	Willits		N		N
473	Willows		N		N
474	Windsor		N		N
475	Winters		N		N
476	Woodlake		N		N
477	Woodland		N		N
478	Woodside		N		N
479	Yorba Linda		N		N
480	Yountville		N		N
481	Yreka		N		N
482	Yuba City		N		N
483	Yucaipa		N		N
484	Yucca Valley		N		N

Bidder may identify additional locations where their Standalone VoIP and VoIP Voice Mail Services are currently commercially available in Table 1.3.2.6.2.b.

If Bidder is unable to identify all service areas within Table 1.3.2.6.2.a, Bidder shall provide additional information in the form of a coverage map that includes unincorporated areas.

Table 1.3.2.6.2.b Additional Bidder's Standalone VoIP and VoIP Voice Mail Services Commercially Available Areas

Service Location	Standalone IP		VoIP Voice Mail	
	Yes	No	Yes	No

1.3.2.7 AUDIO CONFERENCING

The Contractor shall provide Audio Conferencing which shall consist of a multiple port, reserved and reservation less, conferencing bridge.

Basic Audio Conferencing shall include the following:

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

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

Contractor shall support Toll-Free Dial-in and Caller Paid Dial-in conferencing services.

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

Contractor shall provide gateway services to support calls through the PSTN.

Bidder understands the requirements in Section 1.3.2.7 and shall meet or exceed them? Yes __X__ No____

Description:

Zayo Group understands the requirements of the basic audio conferencing features as shown above and will comply.

1.3.2.7.1 Audio Conferencing Features

Contractor shall offer the Audio Conferencing features detailed in Table 1.3.2.7.1.a

Table 1.3.2.7.1.a, Audio Conferencing Service and Features

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
1	**Caller Paid Dial-in Reservation-less Service**	Also known as "Meet-Me" service, participants dial a pre-established number and access code to join the conference call.	**Y**		156001
	Bidder's Product Description: *Zayo Group's ConferenceNow product features a meet me service where subscribers have their own pre-established number and access code (both moderator and participant code) to join a conference call. This access is available whenever the subscriber requires them.*				
2	**Toll-Free Dial-in Reservation-less Service**	Also known as "Meet-Me" service, participants dial a pre-established toll-free number and access code to join the conference call.	**Y**		156002
	Bidder's Product Description: *Zayo Group's ConferenceNow product features a meet me service where subscribers have their own pre-established toll free number and access code (both moderator and participant code) to join a conference call. This access is available whenever the subscriber requires them.*				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
3	**Caller Paid Dial-in Reserved Service**	Host reserves a conference session in advance and receives a temporary dial-in number and access code. Participants dial the number and enter the access code to join the call.	**Y**		156003
	Bidder's Product Description: *Zayo Group's Conferencing service includes the ability to have standing reservations and the ability to reserve a temporary dial- in number and access code. Participants dial the number and enter the access code to join the call.*				
4	**Toll-Free Dial-in Reserved Service**	Host reserves a conference session in advance and receives a temporary toll-free dial-in number and access code. Participants dial the toll-free number and enter the access code to join the call.	**Y**		156004
	Bidder's Product Description: *Zayo Group's Conferencing service includes the ability to have standing reservations and the ability to reserve a temporary toll-free dial- in number and access code. Participants dial the number and enter the access code to join the call.*				
5	**Operator-Dialed Service**	An operator sets up the conference call by placing calls to each of the participants.	**Y**		156005
	Bidder's Product Description: *Zayo Group's Conferencing product includes full operator support. It has a dial-out feature where operators can place calls to each of the participants on a predetermined list.*				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
6	**Operator-Assisted Dial-in Service**	Participants dial in to the conference number and the operator screens the callers for information such as password, name or location.	**Y**		156006
	Bidder's Product Description: *Zayo Group's Conferencing product includes full operator support which includes the ability for the operator to screen all callers/participants and accept the caller's information, including name, password, or location before joining the call.*				
7	**Recording Service**	The capability to record to various media including CD, audiocassette or the Digitized Replay option below.	**Y**		156007
	Bidder's Product Description: *Zayo Group's Conferencing product includes the ability to obtain a recorded copy of the conference on the media of choice, including CD, audiocassette or Digitized replay.*				
8	**Digitized Replay**	A user can listen to a conference call at their convenience by dialing an access number/code. During replay the caller can control the session utilizing telephone keypad entries.	**Y**		156008
	Bidder's Product Description: *Zayo Group's Conferencing product includes the ability to obtain a recorded copy of the conference as a digitized replay. Digitized replay is available within one hour of the completed call and can be accessed via telephone or web based interface.*				
9	**Transcription**	Contractor provided transcribing a conference call	**Y**		156009
	Bidder's Product Description: *Zayo Group Conferencing includes a full transcription service. Transcription has a processing time based on the length of the call to be transcribed.*				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
10	Language Interpretation/ Translation	Real-time interpretation and translation services	Y		156010
	Bidder's Product Description: *Zayo Group Conferencing includes real-time, live interpretation and/or translation services. This service is set up in advance by schedule and includes the following languages.* • *English* • *Japanese* • *Spanish* • *German* • *French* • *Italian* • *Russian* • *Portuguese* • *Korean* • *Arabic* • *Chinese*				
11	Security List Screening	Host specifies a list of participants who may dial into the conference call. Conference Attendant screens callers against the list.	Y		156011
	Bidder's Product Description: *Participant list is an available feature of Zayo Group Conferencing as part of our Event Conferencing offer, our conference operators utilize the supplied list to screen callers against the list and validate authorized attendance.*				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
12	Participant List	Conference Attendant captures up to three (3) caller attributes and distributes a list of conference participants to the host immediately following the call.	Y		156012
	Bidder's Product Description: *Zayo Group Conferencing's Event Conferencing includes the ability for the operator to provide a complete report of the conference at the conclusion of the call, reporting on the attributes of choice such as name, location, calling number, entry time, exit time and distributes the list of participants to the host.*				

The Contractor may offer additional unsolicited Audio Conferencing features in Table 1.3.2.7.1.b.

Table 1.3.2.7.1.b Unsolicited Audio Conferencing Features

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

1.3.3 OTHER SERVICES

1.3.3.1 HOURLY RATES FOR SERVICES

The hourly classifications of hours worked for services described in this section will be as follows:

1. Regular Hours – Hours worked between 8:00AM and 4:59PM, Monday through Friday.
2. Overtime Hours – Hours worked between 5:00PM and 7:59AM, Monday through Friday and all day Saturday.

3. Sunday and Holiday Hours – Any hours worked on Sunday or State of California holidays.

1.3.3.2 EXTENDED DEMARCATION WIRING SERVICES

The Contractor shall provide Extended Demarcation (Extended Demarc) wiring to support the services covered by this IFB for all Customer occupied buildings where services under this Contract are being offered. Extended Demarc wiring includes wiring and cable related activities required to extend the service demarcation point to the Customer defined termination location or cross-connect point from the Contractor's Minimum Point of Entry (MPOE).

Extended Demarc wiring shall include all necessary hardware including wire and/or cable, connectors, jumpers, patch panels, minor materials and jacks. Extended Demarc wiring shall also include all necessary labor required to complete the provisioning of service including installation, testing, trouble shooting, labeling and documentation.

Extended Demarc wiring is limited to the following:

1. Installation of cabling for extending services from the MPOE location to the Customer's point of utilization;
2. Installation of cross-connects or rearrangement of existing jumpers;
3. Identification and testing of existing cabling beyond the MPOE to the Customer's equipment location; and,
4. Testing, trouble shooting, labeling and completing documentation.

The Contractor shall provide installations in accordance with the timeframes identified for the services that this cabling will support, and shall be subject to the SLAs detailed in Section 1.3.5.8.10 (Provisioning SLAs) associated with that service.

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

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

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

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

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

Bidder understands the Requirement and shall meet or exceed it? Yes ___X No____

The Contractor shall offer the wiring services for extended demarcation detailed in Table 1.3.3.2.a.

Table 1.3.3.2.a, Extended Demarcation Wiring Services

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
1	**Extended Demarcation – Copper four-Pair – Regular Hours**	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet of four-pair cable and an RJ48s or equivalent jack.	**Y**		157001
	Bidder's Product Description: *The extension of any copper 4 pair category 5 or 5E facility from the Customers MPOE to any point horizontally up to 300 feet in the customers provided conduit or wiring space as defined in 1.2.8.2. The service will include cable, attachments, jumpers and connectors including the proper RJ 48 jacks or equivalent. Work shall conform to the State Telecommunications Management Manual Facilities Management Chapter, Uniform Building Cabling/Wiring standards.* *This element is for such services performed Monday through Friday from 8:00AM to 4:59PM (PST or PDT), except for State of California Holidays.*				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
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.	**Y**		157002
	Bidder's Product Description: *The extension of any copper 4 pair category 5 or 5E facility from the Customers MPOE to any point horizontally up to 300 feet in the customers provided conduit or wiring space as defined in 1.2.8.2. The service will include cable, attachments, jumpers and connectors including the proper RJ 48 jacks or equivalent. Work shall conform to the State Telecommunications Management Manual Facilities Management Chapter, Uniform Building Cabling/Wiring standards.* *This element is for such services performed Monday through Friday from 5:00PM to 7:59AM (PST or PDT) and all day Saturday, except for State of California Holidays.*				
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.	**Y**		157003
	Bidder's Product Description: *The extension of any copper 4 pair category 5 or 5E facility from the Customers MPOE to any point horizontally up to 300 feet in the customers provided conduit or wiring space as defined in 1.2.8.2. The service will include cable, attachments, jumpers and connectors including the proper RJ 48 jacks or equivalent. Work shall conform to the State Telecommunications Management Manual Facilities Management Chapter, Uniform Building Cabling/Wiring standards.* *This element is for such services performed anytime on Sunday or State of California holidays.*				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
	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 IDF for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	**Y**		157004
4	Bidder's Product Description: *The extension of any copper 25 pair category 5 or 5E facility from the Customers MPOE to the point of utilization, horizontally up to 300 feet in the customers provided conduit or wiring space as defined in 1.2.8.2. The service will include cable, attachments, Ten (10) 3 meter jumpers and connectors including one (1) patch panel and mounting hardware at the (IDF) and one(1) 24-port patch panel at the MPOE. The installation will be tested, labeled and documented. Work shall conform to the State Telecommunications Management Manual Facilities Management Chapter, Uniform Building Cabling/Wiring standards.* *This element is for such services performed Monday through Friday from 8:00AM to 4:59PM (PST or PDT), except for State of California Holidays.*			

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
	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 IDF for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	**Y**		157005
5	Bidder's Product Description: *The extension of any copper 25 pair category 5 or 5E facility from the Customers MPOE to the point of utilization, horizontally up to 300 feet in the customers provided conduit or wiring space as defined in 1.2.8.2. The service will include cable, attachments, Ten (10) 3 meter jumpers and connectors including one (1) patch panel and mounting hardware at the (IDF) and one(1) 24-port patch panel at the MPOE. The installation will be tested, labeled and documented. Work shall conform to the State Telecommunications Management Manual Facilities Management Chapter, Uniform Building Cabling/Wiring standards.* *This element is for such services performed Monday through Friday from 5:00PM to 7:59AM (PST or PDT) and all day Saturday, except for State of California Holidays.*			

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
	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 IDF for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	**Y**		157006
6	Bidder's Product Description: *The extension of any copper 25 pair category 5 or 5E facility from the Customers MPOE to the point of utilization, horizontally up to 300 feet in the customers provided conduit or wiring space as defined in 1.2.8.2. The service will include cable, attachments, Ten (10) 3 meter jumpers and connectors including one (1) patch panel and mounting hardware at the (IDF) and one(1) 24-port patch panel at the MPOE. The installation will be tested, labeled and documented. Work shall conform to the State Telecommunications Management Manual Facilities Management Chapter, Uniform Building Cabling/Wiring standards.* *This element is for such services performed anytime on Sunday or State of California holidays.*			

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
	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-each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	**Y**		157007
7	Bidder's Product Description: *The extension of one (1) each 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. This facility is from the Customers MPOE to the point of utilization, horizontally up to 1000 feet in the customers provided conduit or wiring space as defined in 1.2.8.2. Work shall conform to the State Telecommunications Management Manual Facilities Management Chapter, Uniform Building Cabling/Wiring standards.* *This element is for such services performed Monday through Friday from 8:00AM to 4:59PM (PST or PDT), except for State of California Holidays.*			

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
	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-each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	**Y**		157008
8	Bidder's Product Description: *The extension of one (1) each 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. This facility is from the Customers MPOE to the point of utilization, horizontally up to 1000 feet in the customers provided conduit or wiring space as defined in 1.2.8.2. Work shall conform to the State Telecommunications Management Manual Facilities Management Chapter, Uniform Building Cabling/Wiring standards.* *This element is for such services performed Monday through Friday from 5:00PM to 7:59AM (PST or PDT) and all day Saturday, except for State of California Holidays.*			

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
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-each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	Y		157009
	Bidder's Product Description: *The extension of one (1) each 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. This facility is from the Customers MPOE to the point of utilization, horizontally up to 1000 feet in the customers provided conduit or wiring space as defined in 1.2.8.2. Work shall conform to the State Telecommunications Management Manual Facilities Management Chapter, Uniform Building Cabling/Wiring standards. This element is for such services performed anytime on Sunday or State of California holidays.*				

The Contractor may offer additional unsolicited Extended Demarcation Wiring Services in Table 1.3.3.2.b.

Table 1.3.3.2.b Unsolicited Extended Demarcation Wiring Services

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

1.3.3.3 SERVICES RELATED HOURLY SUPPORT

The Contractor shall provide labor for the diagnosis and/or repair of services listed in this Contract and all costs for repair are the responsibility of the service provider unless it is specifically determined that the cause of service failure is outside the scope of the Contractors responsibilities. Work performed under this Section 1.3.3.3 is authorized only for situations where the Contractor has dispatched personnel to diagnose a service problem that is discovered to be caused by factors outside the responsibility of the Contractor or no trouble is found.

In Subcategory Cost Worksheet 1.3.3.3, the Contractor shall provide a fixed hourly rate schedule for the labor classifications required to diagnose and/or repair the contracted services. The rates identified shall only be used for the diagnosis and/or repair of contracted services and no materials shall be included in the rates. The total amount of labor hours permitted to be performed is ten (10) hours per dispatch/occurrence.

Bidder understands the requirements in Section 1.3.3.3 and shall meet or exceed them? Yes __X__ No____

Description:

The Contractor shall offer Services Related Hourly Support as detailed in Table 1.3.3.3.

Table 1.3.3.3 Services Related Hourly Support

	Labor Classification Name	Classification Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
1	**Field Service Repair Technician Regular Hours**	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET 3 service problem that turns out to be caused by factors outside the responsibility of the Contractor.	Y		158001
	Bidder's Product Description: *One hour of service as labor performed by a properly trained field service technician familiar with the suppliers network service components, cabling and systems. This element is for such services performed Monday through Friday from 8:00AM to 4:59PM (PST or PDT), except for State of California Holidays.*				

2	**Field Service Repair Technician Overtime Hours**	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET 3 service problem that turns out to be caused by factors outside the responsibility of the Contractor.	**Y**		158002
	Bidder's Product Description: *One hour of service as labor performed by a properly trained field service technician familiar with the suppliers network service components, cabling and systems. This element is for such services performed Monday through Friday from 5:00PM to 7:59AM (PST or PDT) and all day Saturday, except for State of California Holidays.*				
3	**Field Service Repair Technician Sunday and Holiday Hours**	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET 3 service problem that turns out to be caused by factors outside the responsibility of the Contractor.	**Y**		158003
	Bidder's Product Description: *One hour of service as labor performed by a properly trained field service technician familiar with the suppliers network service components, cabling and systems. This element is for such services performed anytime on Sunday or State of California holidays.*				

1.3.4 DATA NETWORK MONITORING APPLICATION (DNMA)

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

1. Dynamic GUI views that show the relationship between devices providing data network services;
2. Alarm indicators for adversely effected network components;
3. Immediate real-time network availability, throughput, congestion, utilization, and error statistics through inquiry responses;
4. Historical network availability, throughput, congestion, error statistics shall be available for a rolling six (6) month period;
5. Notification or indicators when components are in an administrative/maintenance status;
6. Real-time event log showing network activity;

7. Views shall be partitioned by Customer and Customers will have access only to their department's network components and information. The level of access shall be determined by the Customer department management or Customer administrators;
8. The Contractor shall provide CALNET 3 CMO with an authorization level that provides access to all CALNET Customer network components and information. The Contractor shall provide single sign-on access to view any Customer network;
9. This tool shall provide the capability to run customized reports for the six (6) months of stored data;
10. The statistical information shall be in a data extractable format; and,
11. Contractor shall provide standard and customized reports as determined by CALNET 3 CMO.

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Bidder understands the Requirement and shall meet or exceed it? Yes ___X No____

1.3.5 SERVICE LEVEL AGREEMENTS (SLA)

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

1.3.5.1 SERVICE LEVEL AGREEMENT FORMAT

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

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

b. Monthly Aggregated Measurements: Rights and remedies are paid once during the bill cycle based on an aggregate of events over a defined period of time

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

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.5.2 TECHNICAL REQUIREMENTS VERSUS SLA OBJECTIVES

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

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

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.5.3 TWO METHODS OF OUTAGE REPORTING: CUSTOMER OR CONTRACTOR (M)

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

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

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

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.5.4 BIDDER RESPONSE TO SERVICE LEVEL AGREEMENTS

Many of the Service Level Agreements described below include multiple objective levels – Basic, Standard and Premier. Bidders shall indicate the specific objective level they are committing to for each service in space provided in the "Objective" section of each SLA description.

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.5.5 CONTRACTOR SLA MANAGEMENT PLAN (M)

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

1. Contractor SLA Manager and supporting staff responsibilities;
2. Contractor's process for measuring objectives for each SLA. The process shall explain how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include source of data and define the points of measurement within the system, application, or network;
3. Creation and delivery of SLA Reports (IFB-A Business Requirements Section A.9.5). The Contractor shall include a sample report in accordance to Service Level Agreement Reports (IFB-A Business Requirements Section A.9.5) for the following: SLA Service Performance Report (IFB-A Business Requirements Section A.9.5.1), SLA Provisioning Report (IFB-A Business Requirements Section A.9.5.2), and SLA Catastrophic Outage Reports (IFB-A Business Requirements Section A.9.5.3). The Contractor shall commit to a monthly due date. The reports shall be provided to the CALNET 3 CMO via the Private Oversight Website (IFB-A Business Requirements Section A.9.2);
4. SLA invoicing credit and refund process;
5. Contractor SLA problem resolution process for SLA management and SLA reporting. The Contractor shall provide a separate process for Customers and CALNET 3 CMO; and,
6. Contractor SLA Manager to manage all SLA compliance and reporting. The Contractor shall include SLA Manager contact information for SLA inquiries and issue resolution for Customer and CALNET 3 CMO.

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.5.6 TECHNICAL SLA GENERAL REQUIREMENTS

The Contractor shall adhere to the following general requirements which apply to all CALNET 3 Technical SLAs (Section 1.3.5.8):

1. With the exception of Provisioning SLA (Section 1.3.5.8.10), the total SLA rights and remedies for any given month shall not exceed the sum of 100 percent of the Total Monthly Recurring Charges (TMRC). Services with usage charges shall apply the Average Daily Usage Charge (ADUC) in addition to any applicable TMRC rights and remedies;
2. If a circuit or service fails to meet one (1) or more of the performance objectives, only the SLA with the largest monthly Rights and Remedies will be credited to the Customer, per event;
3. The Contractor shall apply CALNET 3 SLAs and remedies for services provided by Subcontractors; and/or Affiliates..
4. The Definition, Measurement Process, Objectives, and Rights and Remedies shall apply to all services identified in each SLA. If a Category or Subcategory is listed in the SLA, then all services under that Category or Subcategory are covered under the SLA. Exceptions must be otherwise stated in the SLA;
5. TMRC rights and remedies shall include the service, option(s), and feature(s) charges;
6. The Contractor shall proactively and continuously monitor and measure all SLAs objectives;
7. The Contractor shall proactively credit all rights and remedies to the Customer within 60 days of the trouble resolution date on the trouble ticket or within 60 days of the Due Date on the Service Request for the Provisioning SLA (Section 1.3.5.8.10);
8. To the extent that Contractor offers additional SLAs, or SLAs with more advantages rights and/or remedies for same or similar services offered through tariffs, online service guides, or other similarly situated government contracts (Federal, State, County, City), the State will be entitled to the same rights and/or remedies therein. The Contractor shall present the SLAs to CALNET 3 CMO for possible inclusion via amendments;
9. The Contractor shall apply CALNET 3 SLAs and remedies to services provided in geographic areas which the Contractor is required to provide service;
10. The election by CALNET 3 CMO of any SLA remedy covered by this Contract shall not exclude or limit CALNET 3 CMO's or any Customer's rights and remedies otherwise available within the Contract or at law or equity;
11. The Contractor shall apply rights and remedies when a service fails to meet the SLA objective even when backup or protected services provide Customer with continuation of services;

12. The Contractor shall act as the single point of contact in coordinating all entities to meet the State's needs for provisioning, maintenance, restoration and resolution of service issues or that of their Subcontractors, Affiliates, or resellers under this Contract;
13. The Customer Escalation Process (IFB-A Business Requirements Section A.3.4.2) and/or the CALNET 3 CMO Escalation Process (IFB-A Business Requirements Section A.3.4.1) shall be considered an additional right and remedy if the Contractor fails to resolve service issues within the SLA objective(s);
14. Trouble reporting and restoration shall be provided 24x365 for CALNET 3 services;
15. SLAs apply 24x365 unless SLA specifies an exception;
16. Contractor invoices shall clearly cross reference the SLA credit to the service Circuit ID in accordance with IFB-A Business Requirements Section A.5.1 (Billing and Invoicing Requirements, #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 __X__ No____

1.3.5.7 TROUBLE TICKET STOP CLOCK CONDITIONS

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

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

Table 1.3.5.7 – Stop Clock Conditions (SCC)

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

#	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: **a.** Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative; **b.** Site contact refuses access to technician who displays proper identification; **c.** Customer provides incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify End-User of the improper contact information and takes reasonable steps to obtain the correct information; or, **d.** Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem. 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.
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.

#	Stop Clock Condition (SCC)	SCC Definition
13	**THIRD PARTY**	Any problem or delay caused by a third party not under the control of Contractor, not preventable by Contractor, including, at a minimum, cable cuts not caused by the Contractor. Contractor's Subcontractors and Affiliates, shall be deemed to be under the control of Contractor with respect to the equipment, services, or Facilities to be provided under this Contract.
14	**FORCE MAJEURE**	Force Majeure events, as defined in the PMAC General Provisions - Telecommunications, Section 28 (Force Majeure).

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.5.8 TECHNICAL SERVICE LEVEL AGREEMENTS

1.3.5.8.1 Availability (M-S)

SLA Name: Availability

Definition: The percentage of time a CALNET service is fully functional and available for use each calendar month.

Measurement Process: The monthly Availability Percentage shall be based on the accumulative total of all Unavailable Time derived from all trouble tickets closed, for the affected Circuit ID (as defined in the Data Dictionary), per calendar month. The monthly Availability Percentage equals the Scheduled Uptime per month less Unavailable Time per month divided by Scheduled Uptime per month multiplied by 100. Scheduled Uptime is 24 x number of days in the month. All Unavailable Time applied to other SLAs, which results in a remedy, will be excluded from the monthly accumulated total.

Service(s):

- Standalone VoIP Handset Service Packages (Table 1.3.2.2.4)
- Standalone VoIP Voice Mail Service (1.3.2.5)
- Audio Conferencing (1.3.2.7)

Objective(s):

Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Standalone VoIP Handset Service Packages	≥ 98.9%	≥ 99.2%	≥ 99.5%	**P**
Standalone VoIP Voice Mail Service	≥ 98.9%	≥ 99.2%	≥ 99.5%	**P**
Audio Conferencing	≥ 98.9%	≥ 99.2%	≥ 99.5%	**P**

Rights and Remedies

Per Occurrence: *N/A*

Monthly Aggregated Measurements:
First month the service fails to meet the committed SLA objective shall result in a 15 percent rebate of the TMRC and two (2) Business Days of the ADUC, when usage applies.

The second consecutive month the service fails to meet the committed SLA objective shall result in a 30 percent rebate of TMRC and two (2) Business Days of the ADUC, when usage applies.

Each additional consecutive month the service fails to meet the committed SLA objective shall result in a 50 percent rebate of the TMRC, and two (2) Business Days of the ADUC, when usage applies.

Bidder understands the Requirement and shall meet or exceed it? Yes __X__ No____

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

SLA Name: Catastrophic Outage 1 (CAT 1)

Definition: The total loss of service at a single address based on a common cause resulting in the failure of one (1) or more of the following:

- Failure of two (2) or more service types, or
- Failure of 50 or more End-User Standalone VoIP Handset Service Packages or Standalone VoIP Service (seat)

Measurement Process: The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by a Customer, or the Contractor, whichever occurs first. The Contractor shall open a trouble ticket(s) for each service affected by the common cause. Each End-User service is deemed out of service from the first notification until the Contractor determines the End-User service (Circuit ID) is restored, minus SCC. Any service reported by Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

Service(s):

Standalone VoIP Service (1.3.2.2)	Standalone VoIP Voice Mail Service (1.3.2.5)

Objective (s):
The objective restoral time shall be:

Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Standalone VoIP Service	≤ 3 hours	≤ 2 hours	≤ 1 hour	**S**
Standalone VoIP Voice Mail Service	≤ 3 hours	≤ 2 hours	≤ 1 hour	**S**

Rights and Remedies	**Per Occurrence:** 100 percent of the TMRC for each End-User service not meeting the committed objective for each CAT 1 fault
	Monthly Aggregated Measurements: N/A

Bidder understands the Requirement and shall meet or exceed it? Yes __X__ No____

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

SLA Name: Catastrophic Outage 2 (CAT 2)

Definition:

- Any service affecting failure in the Contractor's (or Subcontractor's or Affiliate's) edge network equipment.

Measurement Process: The Outage Duration begins when a network alarm is received by the Contractor from the outage-causing event or the opening of a trouble ticket by the Customer, or Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall compile a list for each End-User service affected by the common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User service (Circuit ID) basis from information recorded from the network equipment/system or Customer reported trouble ticket. Each End-User service (Circuit ID) is deemed out of service from the first notification until the Contractor determines the End-User service is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

Service(s):

Standalone VoIP Handset Service Packages (Table 1.3.2.2.4)	Audio Conferencing (1.3.2.7)
Standalone VoIP Voice Mail Service (1.3.2.5)	

Objective (s):
The objective restoral time shall be:

Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Standalone VoIP Handset Service Packages	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	**S**
Audio Conferencing	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	**S**
Standalone VoIP Voice Mail	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	**S**

Rights and Remedies	**Per Occurrence:** 100 percent of the TMRC and ten (10) Business Days of the ADUC (when applicable) for each End-User service not meeting the committed objective for each CAT 2 fault.
	Monthly Aggregated Measurements: N/A

Bidder understands the Requirement and shall meet or exceed it? Yes __X__ No____

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

SLA Name: Catastrophic Outage 3 (CAT 3)

Definition: The total loss of more than one (1) CALNET 3 service type in a central office, or the loss of any service type on a system wide basis

Measurement Process: The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the Customer, or Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall open a trouble ticket and compile a list of each End-User service (Circuit ID) affected by the common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User service (Circuit ID) basis from information recorded from the network switches or trouble ticket. Each End-User service (Circuit ID) is deemed out of service from the first notification until the Contractor determines End-User service is restored. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

Service(s):

Standalone VoIP Handset Service Packages (Table 1.3.2.2.4)	Audio Conferencing (1.3.2.7)
Standalone VoIP Voice Mail Service (1.3.2.5)	

Objective (s):
The objective restoral time shall be:

Service	**Basic (B)**	**Standard (S)**	**Premier (P)**	**Bidder's Objective Commitment (B or P)**
Standalone VoIP Handset Service Packages	≤ 30 minutes	N/A	≤ 15 minutes	**B**
Audio Conferencing	≤ 30 minutes	N/A	≤ 15 minutes	**B**
Standalone VoIP Voice Mail Service	≤ 30 minutes	N/A	≤ 15 minutes	**B**

Rights and Remedies	**Per Occurrence:** 100 percent of the TMRC and ten (10) Business Days of the ADUC (when applicable) for each End-User service not meeting the committed objective for each Cat 3 fault.
	Monthly Aggregated Measurements: N/A

Bidder understands the Requirement and shall meet or exceed it? Yes __X__ No____

1.3.5.8.5 VoIP Delay - One-Way Transmission (M-S)

SLA Name: Delay – One-Way Transmission

Definition: Average one-way transfer delay measured from the Contractor to Customer handoff to the remote Contractor to Customer handoff.

Measurement Process: End-User/Customer is responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the Customer suspects the VoIP Delay is not meeting the committed level. The problem requires timely verification, consistent with industry Standards by the Contractor. Tickets opened as VoIP Delay One-Way Transmission SLA shall not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable.
This measurement includes the local loop transport under the control of the Contractor and any local loops acquired from a third party by the Contractor.

Service(s):

Standalone VoIP Handset Service Packages (Table 1.3.2.2.4)	

Objective (s):

Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Standalone VoIP Handset Service Packages	≤ 170 ms	≤ 130 ms	≤ 90 ms	**P**

Rights and Remedies

Per Occurrence: N/A

Monthly Aggregated Measurements:
25 percent of TMRC per occurrence for the reported service.

The second month service fails to meet the committed SLA objectives shall result in a 35 percent rebate of TMRC.

Each additional consecutive month service fails to meet the committed SLA objective shall result in a 50 percent rebate of the TMRC.

Bidder understands the Requirement and shall meet or exceed it? Yes __X__ No____

1.3.5.8.6 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):

Standalone VoIP Handset Service Packages (Table 1.3.2.2.4)	Audio Conferencing (1.3.2.7)
Standalone VoIP Voice Mail Service (1.3.2.5)	

Objective (s):
The Unavailable Time objective shall not exceed:

Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Standalone VoIP Handset Service Packages	16 hours	12 hours	8 hours	**S**
Standalone VoIP Voice Mail Service	16 hours	12 hours	8 hours	**S**
Audio Conferencing	16 hours	12 hours	8 hours	**S**

Rights and Remedies	**Per Occurrence:** 100 percent of the TMRC and ten (10) days of the ADUC (when applicable) per occurrence 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 __X__ No____

1.3.5.8.7 Jitter (M-S)

SLA Name: Jitter

Definition: Variations in transfer delay measured from the Contractor to Customer handoff to the remote Contractor to Customer handoff.

Measurement Process: End-User/Customer is responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the Jitter exceeds the committed level. The problem requires timely verification, consistent with industry Standards, by the Contractor. Tickets identified as a jitter issue shall not count in availability or Time-to-Repair measurements unless and until the End-User reports service as unusable for its intended uses. This measurement includes the local loop transport under the control of the Contractor and any local loops acquired from a third party by the Contractor.

Service(s):

Standalone VoIP Handset Service Packages (Table 1.3.2.2.4)	

Objective (s):

Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or S)
Standalone VoIP Handset Service Packages	≤ 30 ms	≤ 15ms	N/A	**S**

Rights and Remedies

Per Occurrence: 25 percent of TMRC per occurrence for the reported service.

Second month service fails to meet the objectives SLA objectives shall result in a 35 percent rebate of TMRC.

Each additional consecutive month service fails to meet the committed SLA objective shall result in a 50 percent rebate of the TMRC.

Monthly Aggregated Measurements: N/A

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.5.8.8 Notification

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

1.3.5.8.9 Packet Loss (M-S)

SLA Name: Packet Loss

Definition: A measurement of lost or dropped packets travelling across the Contractor's, Subcontractor's or Affiliate's, network. Packet loss is measured from Contractor's handoff to the Customer at each end of the data channel (measured port to port).

Measurement Process: End-User/Customer is responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the data loss exceeds the committed level. The problem requires timely verification, consistent with industry Standards, by the Contractor. Tickets identified as a packet delivery rate issue shall not count in availability or Time-to-Repair measurements unless and until the End-User reports service as unusable for its intended uses.

This measurement includes the local loop transport under the control of the Contractor and any local loops acquired from a third party by the Contractor.

Service(s):

Standalone VoIP Handset Service Packages (Table 1.3.2.2.4)	

Objective (s):

Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Standalone VoIP Handset Service Packages	≤ .75% packet loss	≤ .5% packet loss	≤ .25% packet loss	**P**

Rights and Remedies

Per Occurrence: 25 percent of TMRC per occurrence for the reported service.

Next consecutive month to fail to meet the committed SLA objectives shall result in a 35 percent rebate of TMRC.

Each additional consecutive month to fail to meet the committed SLA objective shall result in a 50 percent rebate of the TMRC.

Monthly Aggregated Measurements: N/A

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.5.8.10 Provisioning (M-S)

SLA Name: Provisioning

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

Provisioning SLAs have two (2) objectives:

1. Individual Service Request; and
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. 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 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 Days	Coordinated/Managed Project Option
Standalone VoIP Service (1.3.2.1.14)	35	Coordinated/Managed Project
VoIP Voice Mail Services (1.3.2.5)	30	Coordinated/Managed Project
Audio Conferencing (1.3.2.7)	10	Coordinated/Managed Project

Objective (s):

1. Objective 1: Individual Service Request: Service installed on or before the committed interval or negotiated due date.
2. Objective 2: Successful Install Monthly Percentage per Service:

Service	Basic (B) (Calendar Days)	Standard (S) (Calendar Days)	Premier (P) (Calendar Days)	Bidder's Objective Commitment (B, S or P)
Standalone VoIP Handset Service Packages	N/A	≥ 90%	≥ 95%	**S**
Standalone VoIP Voice Mail Service	N/A	≥ 90%	≥ 95%	**S**
Audio Conferencing	N/A	≥ 90%	≥ 95%	**S**

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

Bidder understands the Requirement and shall meet or exceed it? Yes __X__ No____

1.3.5.8.11 Time to Repair (TTR) (M-S)

SLA Name: Time to Repair (TTR)

Definition: A service outage 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 recorded as open until restoration of the service, minus SCC. If Customer reports a service failure is unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time. This SLA is applied per occurrence.

Service(s):

Standalone VoIP Handset Service Packages (Table 1.3.2.2.4)	Audio Conferencing (1.3.2.7)
Standalone VoIP Voice Mail Services (1.3.2.5)	

Objective (s):
The Unavailable Time objective shall not exceed:

Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or S)
Standalone VoIP Handset Service Packages	8 hours	4 hours	N/A	**S**
Standalone VoIP Voice Mail Services	6 hours	4 hours	N/A	**S**
Audio Conferencing	6 hours	4 hours	N/A	**S**

Rights and Remedies	**Per Occurrence:** 25 percent of the TMRC and three (3) Business Days ADUC, when applicable, per occurrence for each service (Circuit ID) out of service for a period greater than the committed objective level.
	Monthly Aggregated Measurements: N/A

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

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

SLA Name: Excessive Usage of Site Survivability Network Failure Service

Definition: The usage of Site Survivability Network Failure Service shall not exceed the objective commitment identified below in a month, per site.

Measurement Process: The monthly usage duration shall be based on the accumulated total of all service activation events during a given month. A service usage event shall begin from alarm or activation of service and ending when a Site Survivability Network Failure Service resumes to a standby state and no traffic traverses the PSTN on the back-up circuit.

Objective (s) applied to the following Services:

- Standalone VoIP Site Survivability Network Failure

Objective(s):

Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Standalone VoIP Site Survivability Network Failure	240 hours	120 hours	72 hours	**S**

Rights and Remedies

Per Occurrence: N/A

Monthly Aggregated Measurements:
First month the service fails to meet the committed SLA objective shall result in a 15 percent rebate of the TMRC and two (2) Business Days of the ADUC of all usage charges as a result of the activation of the Site Survivability Network Failure Service.

The second consecutive month the service fails to meet the committed SLA objective shall result in a 30 percent rebate of TMRC and five (5) Business Days of ADUC of all usage charges as a result of the activation of Site Survivability Network Failure Service.

Each additional consecutive month the service fails to meet the Committed SLA objective shall result in a 50 percent rebate of the TMRC, and ten (10) Business Days of the ADUC of all usage charges as a result of the activation of Site Survivability Network Failure Service.

Bidder understands the Requirement and shall meet or exceed it? Yes __X__ No____

1.3.5.8.13 Unsolicited Service Enhancement SLAs

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

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.5.8.14 Proposed Unsolicited Offerings

The Contractor shall provide SLAs as defined in SLA Section 1.3.5 for each unsolicited offering determined by the CALNET 3 CMO not to be a feature of a service or a component of an unbundled service identified in the technical requirements. SLA tables shall be amended after Contract award to include all new unsolicited services.

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____

1.3.5.8.15 Contract Amendment Service Enhancement SLAs

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

Bidder understands the Requirement and shall meet or exceed it? Yes __X No____