

# **CenturyLink**

**IFB STPD 12-001-A, C3-A-12-10-TS-03**

**Amendment #1, Rev. May 8, 2014**

**CALNET 3, CATEGORY 1: VOICE AND DATA SERVICES**

**SUBCATEGORY 1.5 – TOLL-FREE CALLING**

## **Volume 2 – Response to Unique Subcategory Requirements**

### **SOW TECHNICAL REQUIREMENTS RESPONSE**

Issued by:

#### **STATE OF CALIFORNIA**

California Department of Technology  
Standard Technology Procurement Division  
PO Box 1810  
Rancho Cordova, CA 95741

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

**TABLE OF CONTENTS****SUBCATEGORY 1.5—TOLL-FREE CALLING**

<b>EXHIBIT 8: CONTRACTOR'S LICENSE INFORMATION .....</b>	<b>1</b>
<b>EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS.....</b>	<b>2</b>
<b>EXHIBIT 10: BIDDING PREFERENCES AND INCENTIVES .....</b>	<b>17</b>
<b>EXHIBIT 11: STD 843 DVBE DECLARATIONS.....</b>	<b>19</b>
EXHIBIT 11: STD 843 DVBE Northstar .....	20
EXHIBIT 11: STD 843 DVBE Veterans.....	21
<b>EXHIBIT 12: GSPD 05-105 BIDDER DECLARATION .....</b>	<b>22</b>
EXHIBIT 12: GSPD 05-105.....	23
<b>1.5.1 Overview .....</b>	<b>28</b>
1.5.1.1 Bidder Response Requirements .....	28
1.5.1.2 Designation of Requirements.....	28
1.5.1.3 Pacific Time Zone .....	29
<b>1.5.2 Toll-Free Services.....</b>	<b>29</b>
1.5.2.1 Toll-Free Basic Features.....	29
1.5.2.1.1 Point of Call Routing.....	29
1.5.2.1.2 Day-of-Week Routing .....	29
1.5.2.1.3 Holiday Routing .....	30
1.5.2.1.4 Time-of-Day (TOD) Routing .....	30
1.5.2.1.5 Alternate Routing.....	30
1.5.2.1.6 Percentage Distribution Routing.....	30
1.5.2.1.7 Area Code Routing .....	30
1.5.2.1.8 Area Code Selection.....	30
1.5.2.1.9 Area Code/Exchange Routing .....	31
1.5.2.1.0 Area Code/Exchange Selection .....	31
1.5.2.2 Direct Access Termination Features.....	31
1.5.2.2.1 Network Call Redirect (NCR) .....	31
1.5.2.2.2 Dialed Number Identification Service (DNIS) .....	31
1.5.2.2.3 Real-Time Automatic Number Identification (ANI) .....	31
1.5.2.3 TOLL-FREE NETWORK ACCESS TRANSPORT .....	32
1.5.2.3.1 Dedicated DS1 Access Transport .....	32
1.5.2.3.2 Dedicated DS3 Access Transport .....	32
1.5.2.3.3 ISDN PRI on DS1 Access Transport.....	32
1.5.2.4 Toll-Free Domestic Services .....	34
1.5.2.5 International Toll-Free Service.....	40
1.5.2.5.1 International Toll-Free Geographic Requirements .....	41
<b>1.5.3 Other Services .....</b>	<b>48</b>
1.5.3.1 Hourly Rates for Services .....	48
1.5.3.2 Extended Demarcation Wiring Services .....	48
1.5.3.3 Services Related Hourly Support.....	61
<b>1.5.4 Service Level Agreements (SLA).....</b>	<b>62</b>
1.5.4.1 Service Level Agreement Format .....	62
1.5.4.2 Technical Requirements Versus SLA Objectives .....	63
1.5.4.3 Two (2) Methods of Outage Reporting: Customer or Contractor.....	63
1.5.4.4 Contractor SLA Management Plan .....	63
1.5.4.5 Technical SLA General Requirements.....	64
1.5.4.6 Trouble Ticket Stop Clock Conditions.....	66
1.5.4.7 Technical Service Level Agreements.....	69
1.5.4.7.1 Availability (M-S).....	69

1.5.4.7.2	Catastrophic Outage 1 (CAT 1) (M-S).....	70
1.5.4.7.3	Catastrophic Outage 2 (CAT 2) (M-S).....	71
1.5.4.7.4	Catastrophic Outage 3 (CAT 3) (M-S).....	72
1.5.4.7.5	Excessive Outage (M-S) .....	73
1.5.4.7.6	Notification .....	74
1.5.4.7.7	Provisioning (M-S) .....	75
1.5.4.7.8	Time-To-Repair (TTR)—Toll-Free Domestic (M-S).....	77
1.5.4.7.9	Time to Repair (TTR)—Toll-Free Network Access Transport (M-S)	78
1.5.4.7.10	Unsolicited Service Enhancement SLAs .....	79
1.5.4.7.11	Proposed Unsolicited Offerings .....	79
1.5.4.7.12	Contract Amendment Service Enhancement SLAs .....	79

**EXHIBIT 8: CONTRACTOR'S LICENSE INFORMATION**  
(Installation Services Only)

For Subcategory: 1.5 Toll Free Voice Calling

Name of Bidder: Qwest Government Services, Inc., dba CenturyLink QGS

Bidder shall complete the applicable Contractor's license information below in accordance with the Contractor's State License Board, Department of Consumer Affairs. A Contractor's license of appropriate Class C-7, Low Voltage Systems Contractor, is required before any Bidder can contract business (e.g. submit a bid) which includes the installation of cable and wiring, and minor electrical modification. In addition, if structural modifications are required, a Class B, General Building Contractor, license is required. Licensee must be in the name of the firm or a Responsible Managing Employee. See IFB Section 2.3.6, Contractor's License.

**CONTRACTOR**

Class C-7 Low Voltage Systems License No: 987737

Licensee: Qwest Government Services Inc. dba CenturyLink QGS Expiration Date: 10/31/2015

Relationship of Licensee to Contractor: Subsidiary

**SUBCONTRACTOR 1**

Class C-7 Low Voltage Systems License No: 960794

Licensee: Northstar Technologies Expiration Date: 05/31/2015

Relationship of Licensee to Subcontractor: Subcontractor to CenturyLink

**SUBCONTRACTOR 2**

Class C-7 Low Voltage Systems and C-10 License No: 742661

Licensee: Veterans Communication Services, Inc Expiration Date: 11/31/2013

Relationship of Licensee to Subcontractor: Subcontractor to CenturyLink

(Use additional sheets if necessary.)

## EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies.

Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: Fee 1
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): CPUC
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): California LifeLine Program (ULTS)
- d) The citations in law, regulation or order: Cal. Pub. Util. Code §§ 871-884.5 ; CPUC General Order 153
- e) The URL identifying and providing citations in law or regulation: <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=puc&group=00001-01000&file=871-884.5> ; [http://docs.cpuc.ca.gov/WORD\\_PDF/GENERAL\\_ORDER/154648.pdf](http://docs.cpuc.ca.gov/WORD_PDF/GENERAL_ORDER/154648.pdf)
- f) The date the law, resolution or order was released: 1987
- g) The date the law, resolution or order becomes effective: Stats 1987 ch 163 § 2, effective July 16, 1987
- h) Purpose of the service tax, fee, surcharge or surcredit: California LifeLine provides discounted basic telephone (landline) services to eligible California households.
- i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.5
- j) Identify the CALNET 3 Service that is affected: Toll Free Voice Calling Services
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 1.150%
- l) Is the State exempt? (yes/no): No
- m) Additional comments as warranted: \_\_\_\_\_

Name of Bidder/Contractor contact person for follow up: Michael Smith

Phone number: (916) 463-6268

Email address: mike.smith1@centurylink.com

## EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies.

Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: Fee 2
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): CPUC
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): DDTP; designated as "CA Relay Service and Communications Device Fund"
- d) The citations in law, regulation or order: Cal. Pub. Util. Code §2881(a), (d)
- e) The URL identifying and providing citations in law or regulation: <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=puc&group=00001-01000&file=270-285>
- f) The date the law, resolution or order was released: 2011
- g) The date the law, resolution or order becomes effective: Stats 2011 ch 404 § 2 (AB 136), effective January 1, 2012
- h) Purpose of the service tax, fee, surcharge or surcredit: To fund The Deaf and Disabled Telecommunications Program (DDTP) that provides basic telephone service and telecommunications devices to deaf or hearing impaired consumers.
- i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.5
- j) Identify the CALNET 3 Service that is affected: Toll Free Voice Calling Services
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.200%
- l) Is the State exempt? (yes/no): No
- m) Additional comments as warranted: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Name of Bidder/Contractor contact person for follow up: Michael Smith

Phone number: (916) 463-6268

Email address: mike.smith1@centurylink.com

## EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies.

Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: Fee 3
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): CPUC
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): California High Cost Fund-A (CHCF-A)
- d) The citations in law, regulation or order: Cal. Pub. Util. Code §739.3(a), (c)
- e) The URL identifying and providing citations in law or regulation: <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=puc&group=00001-01000&file=727-758>
- f) The date the law, resolution or order was released: 2011
- g) The date the law, resolution or order becomes effective: Stats 2011 ch 695 § 4 (SB 3), effective September 1, 2011
- h) Purpose of the service tax, fee, surcharge or surcredit: Provide a source of supplemental revenue to 14 small local exchange carriers (LECs) for the purpose of minimizing any rate disparity of basic telephone services between rural and metropolitan areas.
- i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.5
- j) Identify the CALNET 3 Service that is affected: Toll Free Voice Calling Services
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.400%
- l) Is the State exempt? (yes/no): No
- m) Additional comments as warranted: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Name of Bidder/Contractor contact person for follow up: Michael Smith

Phone number: (916) 463-6268 Email address: mike.smith1@centurylink.com

## EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies.

Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: Fee 4
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): CPUC
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): California High Cost Fund-B (CHCF-B)
- d) The citations in law, regulation or order: Cal. Pub. Util. Code §739.3(a), (c)
- e) The URL identifying and providing citations in law or regulation: <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=puc&group=00001-01000&file=727-758>
- f) The date the law, resolution or order was released: 2011
- g) The date the law, resolution or order becomes effective: Stats 2011 ch 695 § 4 (SB 3), effective September 1, 2011
- h) Purpose of the service tax, fee, surcharge or surcredit: Provides subsidies to carriers of last resort (COLRs) for providing basic local telephone service to residential customers in high-cost areas.
- i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.5
- j) Identify the CALNET 3 Service that is affected: Toll Free Voice Calling Services
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.300%
- l) Is the State exempt? (yes/no): No
- m) Additional comments as warranted: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Name of Bidder/Contractor contact person for follow up: Michael Smith

Phone number: (916) 463-6268

Email address: mike.smith1@centurylink.com



## EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies.

Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: Fee 5
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): CPUC
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): California Teleconnect Fund (CTF)
- d) The citations in law, regulation or order: Cal. Pub. Util. Code §280(a), (c)
- e) The URL identifying and providing citations in law or regulation: <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=puc&group=00001-01000&file=270-285>
- f) The date the law, resolution or order was released: Decision 96-10-066 (11/25/1996) / 2008
- g) The date the law, resolution or order becomes effective: Stats 2008 ch 718 § 4 (SB 1437), effective January 1, 2009
- h) Purpose of the service tax, fee, surcharge or surcredit: The CTF program provides a 50% discount on select communications services to schools, libraries, hospitals and other non-profit organizations.
- i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.5
- j) Identify the CALNET 3 Service that is affected: Toll Free Voice Calling Services
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.5900%
- l) Is the State exempt? (yes/no): No
- a) Additional comments as warranted: \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Name of Bidder/Contractor contact person for follow up: Michael Smith

Phone number: (916) 463-6268 Email address: mike.smith1@centurylink.com

## EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies.

Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: Fee 6
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): CPUC
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): California Advanced Services Fund (CASF)
- d) The citations in law, regulation or order: Cal. Pub. Util. Code §701 , CPUC Decision 07-12-054
- e) The URL identifying and providing citations in law or regulation: <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=puc&group=00001-01000&file=701-716>  
[http://docs.cpuc.ca.gov/PUBLISHED/FINAL\\_DECISION/76947.htm](http://docs.cpuc.ca.gov/PUBLISHED/FINAL_DECISION/76947.htm)
- f) The date the law, resolution or order was released: 2007
- g) The date the law, resolution or order becomes effective: Decision 07-12-054 December 20, 2007
- h) Purpose of the service tax, fee, surcharge or surcredit: Assures widespread availability of high-quality telecommunications services to all Californians.
- i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.5
- j) Identify the CALNET 3 Service that is affected: Toll Free Voice Calling Services
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.140%
- l) Is the State exempt? (yes/no): No
- m) Additional comments as warranted: \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Name of Bidder/Contractor contact person for follow up: Michael Smith

Phone number: (916) 463-6268 Email address: mike.smith1@centurylink.com

## EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies.

Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: Fee 7
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): CPUC
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): PUC User Fee
- d) The citations in law, regulation or order: Cal. Pub. Util. Code §§ 401, 404, 431
- e) The URL identifying and providing citations in law or regulation: <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=puc&group=00001-01000&file=401-410> <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=puc&group=00001-01000&file=431-435>
- f) The date the law, resolution or order was released: 2006
- g) The date the law, resolution or order becomes effective: Stats 2006 ch 700 § 1 (AB 2987), effective January 1, 2007
- h) Purpose of the service tax, fee, surcharge or surcredit: The purpose of this fee is to finance the Commission's annual operating budget.
- i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.5
- j) Identify the CALNET 3 Service that is affected: Toll Free Voice Calling Services
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.180%
- l) Is the State exempt? (yes/no): No
- m) Additional comments as warranted: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Name of Bidder/Contractor contact person for follow up: Michael Smith

Phone number: (916) 463-6268

Email address: mike.smith1@centurylink.com

## EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies.

Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: Fee 8
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): Board of Equalization
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Emergency Telephone Users (911) Surcharge
- d) The citations in law, regulation or order: Cal. Rev. & Tax. Code § 41020(a)
- e) The URL identifying and providing citations in law or regulation: <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=rtc&group=41001-42000&file=41020-41027>
- f) The date the law, resolution or order was released: 2008
- g) The date the law, resolution or order becomes effective: Stats 2008 ch 17 § 7 (SB 1040), effective May 21, 2008
- h) Purpose of the service tax, fee, surcharge or surcredit: This surcharge tax provides funding for Emergency Telephone Service (911) in California.
- i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.5
- j) Identify the CALNET 3 Service that is affected: Toll Free Voice Calling Services
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.500%
- l) Is the State exempt? (yes/no): No
- m) Additional comments as warranted: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Name of Bidder/Contractor contact person for follow up: Michael Smith

Phone number: (916) 463-6268

Email address: mike.smith1@centurylink.com

## EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies.

Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: Fee 9
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): BOE
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): State & Local Sales Tax
- d) The citations in law, regulation or order: Cal. Rev. & Tax Code Division 2, Parts 1 & 1.5
- e) The URL identifying and providing citations in law or regulation: <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=rtc&group=06001-07000&file=6001-6024> ; <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=rtc&group=07001-08000&file=7200-7212>
- f) The date the law, resolution or order was released: 1941/1955
- g) The date the law, resolution or order becomes effective: Stats 1941 ch 36 § 1, operative July 1, 1943 ; Stats 1955 ch 1311 § 1, operative April 1, 1956
- h) Purpose of the service tax, fee, surcharge or surcredit: Funds California's state and many special taxing jurisdictions (districts) for capital overlay projects and cost of public services.
- i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.5
- j) Identify the CALNET 3 Service that is affected: Toll Free Voice Calling Services
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 6.25% - 10.0%
- l) Is the State exempt? (yes/no): No
- m) Additional comments as warranted: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Name of Bidder/Contractor contact person for follow up: Michael Smith

Phone number: (916) 463-6268

Email address: mike.smith1@centurylink.com

## EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies.

Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: Fee 10
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): FCC
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Federal Universal Service Fee (USF)
- d) The citations in law, regulation or order: 47 U.S.C. §254; 47 C.F.R. §54.706(a)
- e) The URL identifying and providing citations in law or regulation:  
<http://www.gpo.gov/fdsys/pkg/USCODE-2011-title47/pdf/USCODE-2011-title47-chap5-subchapII-partII-sec254.pdf> ; <http://www.gpo.gov/fdsys/pkg/CFR-2012-title47-vol3/pdf/CFR-2012-title47-vol3-sec54-706.pdf>
- f) The date the law, resolution or order was released: 2002
- g) The date the law, resolution or order becomes effective: 67 FR 79532, Dec. 30, 2002
- h) Purpose of the service tax, fee, surcharge or surcredit: Funded by Telecommunications Service Providers to advance universal services for schools, rural health care providers/facilities, and libraries.
- i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.5
- j) Identify the CALNET 3 Service that is affected: Toll Free Voice Calling Services
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 16.000%
- l) Is the State exempt? (yes/no): No
- m) Additional comments as warranted: \_\_\_\_\_

Name of Bidder/Contractor contact person for follow up: Michael Smith

Phone number: (916) 463-6268

Email address: mike.smith1@centurylink.com

## EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies.

Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: Fee 11
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): FCC
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Telecommunications Relay Service (TRS)
- d) The citations in law, regulation or order: 47 U.S.C. §2225(d)(3)(B); 47 C.F.R. §64.604(c)(5)
- e) The URL identifying and providing citations in law or regulation:  
<http://www.gpo.gov/fdsys/pkg/USCODE-2011-title47/pdf/USCODE-2011-title47-chap5-subchapII-partI-sec225.pdf> ; <http://www.gpo.gov/fdsys/pkg/CFR-2012-title47-vol3/pdf/CFR-2012-title47-vol3-sec64-604.pdf>
- f) The date the law, resolution or order was released: 2000
- g) The date the law, resolution or order becomes effective: 65 FR 38436, June 21, 2000
- h) Purpose of the service tax, fee, surcharge or surcredit: Funds the Telecommunications Relay Service (TRS); a service that allows persons with hearing or speech disabilities to place and receive telephone calls.
- i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.5
- j) Identify the CALNET 3 Service that is affected: Toll Free Voice Calling Services
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 1.219%
- l) Is the State exempt? (yes/no): No
- m) Additional comments as warranted: \_\_\_\_\_

Name of Bidder/Contractor contact person for follow up: Michael Smith

Phone number: (916) 463-6268

Email address: mike.smith1@centurylink.com

## EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies.

Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: Fee 12
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): FCC
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Federal Regulatory Recovery
- d) The citations in law, regulation or order: 47 U.S.C. §159(a); FCC Order Release No. 12-116, 27 FCC Rcd 8390
- e) The URL identifying and providing citations in law or regulation:  
<http://www.gpo.gov/fdsys/pkg/USCODE-2011-title47/pdf/USCODE-2011-title47-chap5-subchapl-sec159.pdf>; [http://transition.fcc.gov/Daily\\_Releases/Daily\\_Business/2012/db0720/FCC-12-76A1.pdf](http://transition.fcc.gov/Daily_Releases/Daily_Business/2012/db0720/FCC-12-76A1.pdf)
- f) The date the law, resolution or order was released: 2012
- g) The date the law, resolution or order becomes effective: FCC Order Release No. 12-116, 27 FCC Rcd 8390, July 19, 2012
- h) Purpose of the service tax, fee, surcharge or surcredit: Annual regulatory fees collected by the FCC to recover regulatory costs associated with enforcement, policy and rulemaking, user information, and international activities.
- i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.5
- j) Identify the CALNET 3 Service that is affected: Toll Free Voice Calling Services
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.361%
- l) Is the State exempt? (yes/no): No
- m) Additional comments as warranted: \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Name of Bidder/Contractor contact person for follow up: Michael Smith

Phone number: (916) 463-6268

Email address: mike.smith1@centurylink.com



## EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies.

Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: Fee 13
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): FCC
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Property Tax Recovery
- d) The citations in law, regulation or order: Qwest Communications Rates & Services Schedule Interstate No. 3, p. 51.1
- e) The URL identifying and providing citations in law or regulation:  
[http://www.centurylink.com/tariffs/fcc\\_qcc\\_ixc\\_rss\\_no\\_3\\_part1.pdf](http://www.centurylink.com/tariffs/fcc_qcc_ixc_rss_no_3_part1.pdf)
- f) The date the law, resolution or order was released: \_\_\_\_\_
- g) The date the law, resolution or order becomes effective: \_\_\_\_\_
- h) Purpose of the service tax, fee, surcharge or surcredit: Recovery fee for amounts paid to various taxing jurisdictions
- i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.5
- j) Identify the CALNET 3 Service that is affected: Toll Free Voice Calling Services
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.660%
- l) Is the State exempt? (yes/no): No
- m) Additional comments as warranted: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Name of Bidder/Contractor contact person for follow up: Michael Smith

Phone number: (916) 463-6268 Email address: mike.smith1@centurylink.com

## EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies.

Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: Fee 14

b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): IRS

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Federal Excise Tax

d) The citations in law, regulation or order: § 4251-4253

e) The URL identifying and providing citations in law or regulation: <http://www.irs.gov/pub/irs-pdf/p510.pdf> ; [http://constitution All Customers Statewide. State of California is.org/uslaw/sal/047\\_itax.pdf](http://constitution.allcustomersstatewide.org/uslaw/sal/047_itax.pdf)

f) The date the law, resolution or order was released: 1898 and 1932

g) The date the law, resolution or order becomes effective: 1932

h) Purpose of the service tax, fee, surcharge or surcredit: Federal Telephone Excise Tax is imposed for amounts paid for communications services.

i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.5

j) Identify the CALNET 3 Service that is affected: Toll Free Voice Calling Services

k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.0%

l) Is the State exempt? (yes/no): Yes with certification.

m) Additional comments as warranted: \_\_\_\_\_

Name of Bidder/Contractor contact person for follow up: Michael Smith

Phone number: (916) 463-6268 Email address: mike.smith1@centurylink.com

## EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service that a tax, fee, surcharge and/or surcredit applies.

Attach additional pages as necessary.

Bidder/Contractor name: Qwest Government Services, Inc dba CenturyLink QGS

a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: Fee 16

b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.): Local Taxing Jurisdictions

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Communication Users' Tax

d) The citations in law, regulation or order: Varies by Locality

e) The URL identifying and providing citations in law or regulation: http://www.uutinfo.org/

f) The date the law, resolution or order was released: Varies by Locality

g) The date the law, resolution or order becomes effective: Varies by Locality

h) Purpose of the service tax, fee, surcharge or surcredit: \_\_\_\_\_

i) Identify the CALNET 3 Category/Subcategory that is affected: CALNET 3 Category 1 / Subcategory 1.5

j) Identify the CALNET 3 Service that is affected: Toll Free Voice Calling Services

k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0% - 10.0%

l) Is the State exempt? (yes/no): No

m) Additional comments as warranted: \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Name of Bidder/Contractor contact person for follow up: Michael Smith

Phone number: (916) 463-6268 Email address: mike.smith1@centurylink.com

**EXHIBIT 10: BIDDING PREFERENCES AND INCENTIVES**

(Page 1 of 2)

For 1.5 Toll Free Calling  
Subcategory: \_\_\_\_\_

ALL BIDDERS: COMPLETE ALL SECTIONS BELOW AND SUBMIT WITH YOUR PROPOSAL.

**1. SMALL BUSINESS PREFERENCE**

Bidder must check the appropriate box from the choices below.

- ☐ I am a DGS certified Small Business and claim the Small Business Preference. My DGS Small Business certification number is: \_\_\_\_\_.
- ☐ I have recently filed for DGS Small Business preference but have not yet received certification, but I am claiming the Small Business preference.
- ☐ I am not a DGS certified Small Business, but 25% or more of the revenue from the award will go to DGS certified Small Business Subcontractors performing a Commercially Useful Function and therefore I am claiming the preference.  
*Bidder must complete and submit Exhibit 11, GSPD-05-105 Bidder Declaration, indicating the percentage of the revenue that will be received by each DGS certified Small Business Subcontractor.*
- ☒ **I am not claiming the DGS Small Business preference.**

**2. DVBE INCENTIVE**

Bidder must check the appropriate box from the choices below.

- ☐ I am a DGS certified DVBE. A copy of my STD. form 843 is attached.
- ☐ I have recently filed for DGS DVBE certification, but have not yet received certification.
- ☒ **I am not a DGS certified DVBE, but a percentage of the revenue will be going to DGS certified DVBE Subcontractors performing a Commercially Useful Function, and therefore I am claiming the DVBE incentive.**  
***Bidder must submit a complete Exhibit 11, GSPD-05-105, Bidder Declaration, indicating the percentage of the revenue that will be received by each DGS certified DVBE Subcontractor. Bidder must also submit an Exhibit 10, STD 843 DVBE Declarations, for each DVBE Subcontractor, signed by the DVBE owner/manager.***
- ☐ I am not claiming the DVBE incentive.

**EXHIBIT 10: BIDDING PREFERENCES AND INCENTIVES (cont'd.)**

(Page 2 of 2)

**3. ADDITIONAL BIDDING PREFERENCES**

Bidder must check the appropriate box from the choices below.

- ☒ **I am not claiming the TACPA preference, the EZA preference, or the LAMBRA preference.**
- ☐ I am claiming the TACPA bidding preference.  
*Bidder must submit Exhibit 12, STD 830.*
- ☐ I am claiming the EZA bidding preference.  
*Bidder must submit Exhibit 13, STD 831.*
- ☐ I am claiming the LAMBRA bidding preference.  
*Bidder must submit Exhibit 14, STD 832.*

Name of Bidder: Qwest Government Services, Inc dba CenturyLink QGSSignature and Date: Michael J. Huth 9/9/13

## **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.



**EXHIBIT 11: STD 843 DVBE Northstar**

CALNET 3, Category 1 Voice and Data Services

Exhibit 11—STD-843

STATE OF CALIFORNIA – DEPARTMENT OF GENERAL SERVICES PROCUREMENT DIVISION

**DISABLED VETERAN BUSINESS ENTERPRISE DECLARATIONS**

STD 843 (Rev. 5/2006)

**Instructions:** The disabled veteran (DV) owner(s) and DV manager(s) of the Disabled Veteran Business Enterprise (DVBE) must complete this declaration when a DVBE contractor or subcontractor will provide materials, supplies, services or equipment [Military and Veterans Code Section 999.2]. Violations are misdemeanors and punishable by imprisonment or fine and violators are liable for civil penalties. All signatures are made under penalty of perjury.

**SECTION 1**Name of certified DVBE: Northstar Technologies DVBE Ref. Number: 0031357Description (materials/supplies/services/equipment proposed): Structured Cabling & WiringSolicitation/Contract Number: IFB STPD 12-001-A SCPRS Ref. Number: \_\_\_\_\_  
Subcategories 1.2, 1.3, 1.4, 1.5 (FOR STATE USE ONLY)**SECTION 2****APPLIES TO ALL DVBEs. Check only one box in Section 2 and provide original signatures.**

- ☒ I (we) declare that the DVBE is not a broker or agent, as defined in Military and Veterans Code Section 999.2 (b), of materials, supplies, services or equipment listed above. Also, complete Section 3 below if renting equipment.
- ☐ Pursuant to Military and Veterans Code Section 999.2 (f), I (we) declare that the DVBE is a broker or agent for the principal(s) listed below or on an attached sheet(s). (Pursuant to Military and Veterans Code 999.2 (e), State funds expended for equipment rented from equipment brokers pursuant to contracts awarded under this section shall not be credited toward the 3-percent DVBE participation goal.)

All DV owners and managers of the DVBE (attach additional pages with sufficient signature blocks for each person to sign):

Clark D Crumer  3/20/13  
 (Printed Name of DV Owner/Manager) (Signature of DV Owner/Manager) (Date Signed)

 \_\_\_\_\_  
 (Printed Name of DV Owner/Manager) (Signature of DV Owner/Manager) (Date Signed)
Firm/Principal for whom the DVBE is acting as a broker or agent: Northstar Technologies  
 (If more than one firm, list on extra sheets.) (Print or Type Name)Firm/Principal Phone: 925-292-0602 Address: 183 Anna Maria st. Livermore, CA 94550**SECTION 3****APPLIES TO ALL DVBEs THAT RENT EQUIPMENT AND DECLARE THE DVBE IS NOT A BROKER.**

- ☒ Pursuant to Military and Veterans Code Section 999.2 (c), (d) and (g), I am (we are) the DV(s) with at least 51% ownership of the DVBE, or a DV manager(s) of the DVBE. The DVBE maintains certification requirements in accordance with Military and Veterans Code Section 999 et. seq.
- ☒ The undersigned owner(s) own(s) at least 51% of the quantity and value of each piece of equipment that will be rented for use in the contract identified above. I (we), the DV owners of the equipment, have submitted to the administering agency my (our) personal federal tax return(s) at time of certification and annually thereafter as defined in Military and Veterans Code 999.2, subsections (c) and (g). Failure by the disabled veteran equipment owner(s) to submit their personal federal tax return(s) to the administering agency as defined in Military and Veterans Code 999.2, subsections (c) and (g), will result in the DVBE being deemed an equipment broker.

Disabled Veteran Owner(s) of the DVBE (attach additional pages with signature blocks for each person to sign):

Clark D Crumer  3/20/13  
 (Printed Name) (Signature) (Date Signed)

183 Anna Maria st. Livermore, CA 94550 925-292-0602 36-4512395  
 (Address of Owner) (Telephone) (Tax Identification Number of Owner)

Disabled Veteran Manager(s) of the DVBE (attach additional pages with sufficient signature blocks for each person to sign):

Clark D Crumer  3/20/13  
 (Printed Name of DV Manager) (Signature of DV Manager) (Date Signed)
Page 1 of 1


SFA# 50870287\_3/NSP# 41846\_3  
IFB STPD 12-001-A

1

September 12, 2013

Data contained on this page is subject to the restrictions on the title page of this proposal.

**EXHIBIT 11: STD 843 DVBE Veterans**

CALNET 3, Category 1 Voice and Data Services

Exhibit 11—STD-843

STATE OF CALIFORNIA – DEPARTMENT OF GENERAL SERVICES PROCUREMENT DIVISION

**DISABLED VETERAN BUSINESS ENTERPRISE DECLARATIONS**

STD. 843 (Rev. 5/2006)

**Instructions:** The disabled veteran (DV) owner(s) and DV manager(s) of the Disabled Veteran Business Enterprise (DVBE) must complete this declaration when a DVBE contractor or subcontractor will provide materials, supplies, services or equipment [Military and Veterans Code Section 999.2]. Violations are misdemeanors and punishable by imprisonment or fine and violators are liable for civil penalties. All signatures are made under penalty of perjury.

**SECTION 1**

Name of certified DVBE: Veterans Communication Services, Inc. DVBE Ref. Number: 16998

Description (materials/supplies/services/equipment proposed): materials/ services



Solicitation/Contract Number: IFB STPD 12-001-A SCPRS Ref. Number: \_\_\_\_\_

Subcategories 1.2, 1.3, 1.4, 1.5 (FOR STATE USE ONLY)

**SECTION 2****APPLIES TO ALL DVBEs. Check only one box in Section 2 and provide original signatures.**

- ☒ I (we) declare that the DVBE is not a broker or agent, as defined in Military and Veterans Code Section 999.2 (b), of materials, supplies, services or equipment listed above. Also, complete Section 3 below if renting equipment.
- ☐ Pursuant to Military and Veterans Code Section 999.2 (f), I (we) declare that the DVBE is a broker or agent for the principal(s) listed below or on an attached sheet(s). (Pursuant to Military and Veterans Code 999.2 (e), State funds expended for equipment rented from equipment brokers pursuant to contracts awarded under this section shall not be credited toward the 3-percent DVBE participation goal.)

All DV owners and managers of the DVBE (attach additional pages with sufficient signature blocks for each person to sign):

George Boyer		3/26/13
(Printed Name of DV Owner/Manager)	(Signature of DV Owner/Manager)	(Date Signed)
Mark Montgomery		3/26/13
(Printed Name of DV Owner/Manager)	(Signature of DV Owner/Manager)	(Date Signed)

Firm/Principal for whom the DVBE is acting as a broker or agent: \_\_\_\_\_

(If more than one firm, list on extra sheets.) (Print or Type Name)

Firm/Principal Phone: (909) 974-1800 Address: 350 S. Miliken Ave ,Suite T Ontario,CA. 91761

**SECTION 3****APPLIES TO ALL DVBEs THAT RENT EQUIPMENT AND DECLARE THE DVBE IS NOT A BROKER.**

- ☐ Pursuant to Military and Veterans Code Section 999.2 (c), (d) and (g), I am (we are) the DV(s) with at least 51% ownership of the DVBE, or a DV manager(s) of the DVBE. The DVBE maintains certification requirements in accordance with Military and Veterans Code Section 999 et. seq.
- ☐ The undersigned owner(s) own(s) at least 51% of the quantity and value of each piece of equipment that will be rented for use in the contract identified above. I (we), the DV owners of the equipment, have submitted to the administering agency my (our) personal federal tax return(s) at time of certification and annually thereafter as defined in *Military and Veterans Code 999.2, subsections (c) and (g)*. Failure by the disabled veteran equipment owner(s) to submit their personal federal tax return(s) to the administering agency as defined in *Military and Veterans Code 999.2, subsections (c) and (g)*, will result in the DVBE being deemed an equipment broker.

Disabled Veteran Owner(s) of the DVBE (attach additional pages with signature blocks for each person to sign):

_____	_____	_____
(Printed Name)	(Signature)	(Date Signed)
_____	_____	_____
(Address of Owner)	(Telephone)	(Tax Identification Number of Owner)

Disabled Veteran Manager(s) of the DVBE (attach additional pages with sufficient signature blocks for each person to sign):

_____	_____	_____
(Printed Name of DV Manager)	(Signature of DV Manager)	(Date Signed)

SFA# 50870287\_3/NSP# 41846\_3  
 IFB STPD 12-001-A

1

Page \_\_\_\_ of \_\_\_\_  
 September 12, 2013





## **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”.

**EXHIBIT 12: GSPD 05-105**

Solicitation Number **IFB-STPD-12-001-A**  
Subcategories 1.2, 1.3, 1.4, and 1.5

State of California—Department of General Services, Procurement Division  
GSFD-05-105 (REV 08/09)

## BIDDER DECLARATION

### 1. Prime bidder information (Review attached Bidder Declaration Instructions prior to completion of this form):

- a.** Identify current California certification(s) (MB, SB, NVSA, DVBE): ☒ or None ☒ (If "None," go to Item #2)
- b.** Will subcontractors be used for this contract? Yes ☐ No ☐ (If yes, indicate the distinct element of work your firm will perform in this contract e.g., list the proposed products produced by your firm, state if your firm owns the transportation vehicles that will deliver the products to the State, identify which solicited services your firm will perform, etc.). Use additional sheets, as necessary.

- c.** If you are a California certified DVBE:
- (1) Are you a broker or agent? Yes ☐ No ☐
- (2) If the contract includes equipment rental, does your company own at least 51% of the equipment provided in this contract (quantity and value)? Yes ☐ No ☐ N/A ☐

### 2. If no subcontractors will be used, skip to certification below. Otherwise, list all subcontractors for this contract. (Attach additional pages if necessary):

Subcontractor Name, Contact Person, Phone Number & Fax Number	Subcontractor Address & Email Address	CA Certification (MB, SB, NVSA, DVBE or None)	Work performed or goods provided for this contract	Corresponding % of bid price	Good Standing?	51% Rental?
Hughes Networks Systems LLC Ned Kazor Phone: 301-601-7308 Fax: 301-428-7012	11717 Exploration Lane Germantown, MD 20876 Ned.Kazor@hughes.com	None	Satellite MPLS access	1%	<input checked="" type="checkbox"/>	NA
Pinnacle Telecommunications Inc. Zack Faltermier Phone: 919-625-8467	6205 S. Walnut Street Loomis, CA 95650 zfalltermier@pinnacle-telecom.com	None	Cabling/Hourly Support/ Break Fix/Site Survey, Special Construction	1%	<input checked="" type="checkbox"/>	NA
SpeedPin Randy Myers Phone: 619-738-4338 Fax: 619-401-9134	1044 Pioneer Way Suite E EL Cajon, CA 92020 randy@speedypin.com	None	Calling Cards	1%	<input checked="" type="checkbox"/>	NA

**CERTIFICATION: By signing the bid response, I certify under penalty of perjury that the information provided is true and correct.**

Page 2 of 5

Solicitation Number **IFB-STPD-12-001-A**  
 Subcategories 1.2, 1.3, 1.4, and 1.5

 State of California—Department of General Services, Procurement Division  
 GSFD-05-105 (REV 08/09)

## BIDDER DECLARATION

### 1. Prime bidder information (Review attached Bidder Declaration Instructions prior to completion of this form):

- a. Identify current California certification(s) (MB, SB, NVSA, DVBE): ☒ or None ☒ (If "None," go to Item #2)
- b. Will subcontractors be used for this contract? Yes ☐ No ☐ (If yes, indicate the distinct element of work your firm will perform in this contract e.g., list the proposed products produced by your firm, state if your firm owns the transportation vehicles that will deliver the products to the State, identify which solicited services your firm will perform, etc.). Use additional sheets, as necessary.

- c. If you are a California certified DVBE: (1) Are you a broker or agent? Yes ☐ No ☐  
 (2) If the contract includes equipment rental, does your company own at least 51% of the equipment provided in this contract (quantity and value)? Yes ☐ No ☐ N/A ☐

### 2. If no subcontractors will be used, skip to certification below. Otherwise, list all subcontractors for this contract. (Attach additional pages if necessary):

Subcontractor Name, Contact Person, Phone Number & Fax Number	Subcontractor Address & Email Address	CA Certification (MB, SB, NVSA, DVBE or None)	Work performed or goods provided for this contract	Corresponding % of bid price	Good Standing?	51% Rental?
Vital Network Systems Craig Raymond Phone: 281-456-4868 Fax: 713-822-1691	14520 McCormick Drive Tampa, Florida 33626 craig.raymond@vital-nr.com	None	Managed Broadband (DSL, Cable, Wireless)	1%	<input checked="" type="checkbox"/>	NA
Telecom Designs David Bessler Phone: 707-303-8250 Fax: 707-303-8252	1850 Northpoint Parkway Santa Rosa, CA 95407 david.bessler@telecomdesigns.com	None	Cabling/Hourly Support/ Break Fix/Site Survey, Special Construction	1%	<input checked="" type="checkbox"/>	NA
NWN Inc. Terry Joslin Phone: 916-837-2131 Fax: 916-837-2200	9745 Business Park Drive Sacramento, CA 95827 mnieleann@nwnit.com www.nwnit.com	None	MPLS/VPN Router Management/ Maintenance 4-hour response	1%	<input checked="" type="checkbox"/>	NA

**CERTIFICATION:** By signing the bid response, I certify under penalty of perjury that the information provided is true and correct.

 Page **3** of **5**

Solicitation Number **IFB-STPD-12-001-A**  
 Subcategories 1.2, 1.3, 1.4, and 1.5

 State of California—Department of General Services, Procurement Division  
 GSPD-05-105 (REV 08/09)

### BIDDER DECLARATION

#### 1. Prime bidder information (Review attached Bidder Declaration Instructions prior to completion of this form):

- a.** Identify current California certification(s) (MB, SB, NVSA, DVBE):            or None ☒ (If "None," go to Item #2)
- b.** Will subcontractors be used for this contract? Yes ☐ No ☐ (If yes, indicate the distinct element of work your firm will perform in this contract e.g., list the proposed products produced by your firm, state if your firm owns the transportation vehicles that will deliver the products to the State, identify which solicited services your firm will perform, etc.). Use additional sheets, as necessary.

- c.** If you are a California certified DVBE: (1) Are you a broker or agent? Yes ☐ No ☐  
 (2) If the contract includes equipment rental, does your company own at least 51% of the equipment provided in this contract (quantity and value)? Yes ☐ No ☐ N/A ☐

#### 2. If no subcontractors will be used, skip to certification below. Otherwise, list all subcontractors for this contract. (Attach additional pages if necessary):

Subcontractor Name, Contact Person, Phone Number & Fax Number	Subcontractor Address & Email Address	CA Certification (MB, SB, NVSA, DVBE or None)	Work performed or goods provided for this contract	Corresponding % of bid price	Good Standing?	51% Rental?
TailWind Voice and Data, Inc. Adam Burke Phone: 763-677-4005 Fax: 763-677-4010	15350 25th Avenue N Plymouth, MN 55447 ctlsupport@tailwindvoiceanddata.com	None	Demarc extensions	1%	<input checked="" type="checkbox"/>	NA
				0%	<input checked="" type="checkbox"/>	
				0%	<input checked="" type="checkbox"/>	

**CERTIFICATION: By signing the bid response, I certify under penalty of perjury that the information provided is true and correct.**

Page 4 of 5



## BIDDER DECLARATION INSTRUCTIONS

### All prime bidders (the firm submitting the bid) must complete the Bidder Declaration.

**1.a.** Identify all current certifications issued by the State of California. If the prime bidder has no California certification(s), check the line labeled "None" and proceed to Item #2. If the prime bidder possesses one or more of the following certifications, enter the applicable certification(s) on the line:

- Microbusiness (MB)
- Small Business (SB)
- Nonprofit Veteran Service Agency (NWSA)
- Disabled Veteran Business Enterprise (DVBSE)

**1.b.** Mark either "Yes" or "No" to identify whether subcontractors will be used for the contract. If the response is "No," proceed to Item #1.c. If "Yes," enter on the line the distinct element of work contained in the contract to be performed or the goods to be provided by the prime bidder. Do not include goods or services to be provided by subcontractors.

Bidders certified as MB, SB, NWSA, and/or DVBSE must provide a commercially useful function as defined in Military and Veterans Code Section 999 for DVBSEs and Government Code Section 14837(d)(4)(A) for small/microbusinesses.

Bids must propose that certified bidders provide a commercially useful function for the resulting contract or the bid will be deemed non-responsive and rejected by the State. For questions regarding the solicitation, contact the procurement official identified in the solicitation.

**Note: A subcontractor is any person, firm, corporation, or organization contracting to perform part of the prime's contract.**

**1.c.** This item is only to be completed by businesses certified by California as a DVBSE.

(1) Declare whether the prime bidder is a broker or agent by marking either "Yes" or "No." The Military and Veterans Code Section 999.2 (b) defines "broker" or "agent" as a certified DVBSE contractor or subcontractor that does not have title, possession, control, and risk of loss of materials, supplies, services, or equipment provided to an awarding department, unless one or more of the disabled veteran owners has at least 51-percent ownership of the quantity and value of the materials, supplies, services, and of each piece of equipment provided under the contract.

(2) If bidding rental equipment, mark either "Yes" or "No" to identify if the prime bidder owns at least 51% of the equipment provided (quantity and value). If not bidding rental equipment, mark "N/A" for "not applicable."

**2.** If no subcontractors are proposed, do not complete the table. Read the certification at the bottom of the form and complete "Page \_\_\_\_ of \_\_\_\_" on the form.

If subcontractors will be used, complete the table listing all subcontractors. If necessary, attach additional pages and complete the "Page \_\_\_\_ of \_\_\_\_" accordingly.

### 2. (continued) Column Labels

**Subcontractor Name, Contact Person, Phone Number & Fax Number**—List each element for all subcontractors.

**Subcontractor Address & Email Address**—Enter the address and if available, an Email address.

**CA Certification (MB, SB, NWSA, DVBSE or None)**—If the subcontractor possesses a current State of California certification(s), verify on this website ([www.eprocure.pd.dgs.ca.gov](http://www.eprocure.pd.dgs.ca.gov)).

**Work performed or goods provided for this contract**—Identify the distinct element of work contained in the contract to be performed or the goods to be provided by each subcontractor. Certified subcontractors must provide a commercially useful function for the contract. (See paragraph 1.b above for code citations regarding the definition of commercially useful function.) If a certified subcontractor is further subcontracting a greater portion of the work or goods provided for the resulting contract than would be expected by normal industry practices, attach a separate sheet of paper explaining the situation.

**Corresponding % of bid price**—Enter the corresponding percentage of the total bid price for the goods and/or services to be provided by each subcontractor. Do not enter a dollar amount.

**Good Standing?**—Provide a response for each subcontractor listed. Enter either "Yes" or "No" to indicate that the prime bidder has verified that the subcontractor(s) is in good standing for all of the following:

- Possesses valid license(s) for any license(s) or permits required by the solicitation or by law
- If a corporation, the company is qualified to do business in California and designated by the State of California Secretary of State to be in good standing
- Possesses valid State of California certification(s) if claiming MB, SB, NWSA, and/or DVBSE status

**51% Rental?**—This pertains to the applicability of rental equipment. Based on the following parameters, enter either "N/A" (not applicable), "Yes" or "No" for each subcontractor listed.

- Enter "N/A" if the:
- Subcontractor is NOT a DVBSE (regardless of whether or not rental equipment is provided by the subcontractor) or
  - Subcontractor is NOT providing rental equipment (regardless of whether or not subcontractor is a DVBSE)

Enter "Yes" if the subcontractor is a California certified DVBSE providing rental equipment and the subcontractor owns at least 51% of the rental equipment (quantity and value) it will be providing for the contract.

Enter "No" if the subcontractor is a California certified DVBSE providing rental equipment but the subcontractor does NOT own at least 51% of the rental equipment (quantity and value) it will be providing.

Read the certification at the bottom of the page and complete the "Page \_\_\_\_ of \_\_\_\_" accordingly.

## TECHNICAL REQUIREMENTS

### SUBCATEGORY 1.5 – TOLL-FREE CALLING

#### 1.5 TOLL FREE CALLING

##### 1.5.1 Overview

This Subcategory 1.1 IFB provides the State's solicitation for best value solutions for toll-free domestic and international calling services. This IFB also describes the CALNET 3 technical requirements necessary to support the CALNET 3 program requirements.

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

##### 1.5.1.1 Bidder Response Requirements

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

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

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

Or,

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

*"Bidder understands the requirements in Section xxx and shall meet or exceed them? Yes\_\_\_\_\_ No\_\_\_\_\_"*

*Description:"*

##### 1.5.1.2 Designation of Requirements

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

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

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

### 1.5.1.3 Pacific Time Zone

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

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No       

## 1.5.2 Toll-Free Services

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

### 1.5.2.1 Toll-Free Basic Features

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

#### 1.5.2.1.1 Point of Call Routing

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

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No       

#### 1.5.2.1.2 Day-of-Week Routing

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

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No



**1.5.2.1.3 Holiday Routing**

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

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No       

**1.5.2.1.4 Time-of-Day (TOD) Routing**

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

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No       

**1.5.2.1.5 Alternate Routing**

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

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No       

**1.5.2.1.6 Percentage Distribution Routing**

Routing based on a percentage of traffic to predefined locations.

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No       

**1.5.2.1.7 Area Code Routing**

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

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No       

**1.5.2.1.8 Area Code Selection**

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

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No

**1.5.2.1.9 Area Code/Exchange Routing**

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

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No       

**1.5.2.1.0 Area Code/Exchange Selection**

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

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No       

**1.5.2.2 Direct Access Termination Features**

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

**1.5.2.2.1 Network Call Redirect (NCR)**

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

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No       

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

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

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No       

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

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

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No

### 1.5.2.3 TOLL-FREE NETWORK ACCESS TRANSPORT

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

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No       

#### 1.5.2.3.1 Dedicated DS1 Access Transport

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

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No       

#### 1.5.2.3.2 Dedicated DS3 Access Transport

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

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No       

#### 1.5.2.3.3 ISDN PRI on DS1 Access Transport

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

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No       

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

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	<b>Dedicated Access Transport DS1</b>	Dedicated Transport at DS1 speed or equivalent up to 1.544 Mbps or 24 channels, each at 64 Mbps	Y		<b>QTF50269</b>
	<b>Bidder's Product Description:</b>				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y      N		Bidder's Product Identifier
	<i>CenturyLink provides Dedicated Transport at DS1 speed or equivalent up to 1.544 Mbps or 24 channels, each at 64 Kbps. As an option without additional cost, CenturyLink can provide ISDN signaling DS1 transport to support phone systems that require Facilities Associated Signaling (FAS) or Non-Facilities Associated Signaling( NFAS) configurations.</i>				
2	Dedicated Access Transport DS3	Dedicated Transport at DS3 speed or equivalent up to 45 Mbps on a single circuit or split the circuit into 28 DS1 channels or 672 DS0 channels.	Y		QTF50270
	<b>Bidder's Product Description:</b> <i>CenturyLink will provide Dedicated Transport at DS3 speed or equivalent up to 45 Mbps on a single circuit, or split the circuit into 28 DS1 channels or 672 DS0 channels. The State will be required to provide standard multiplexing equipment to support termination of DS3 services.</i> <i>CenturyLink Dedicated Long Distance/Toll Free services provide access to our national long distance/toll free network via on-net CenturyLink-owned and operated facilities or CenturyLink-provided local loop circuits acquired through local access agreements to access the last mile connection between the customer location and CenturyLink facilities.</i>				
3	Primary Rate Interface (PRI) Transport on DS1	DS1 access Transport in an ISDN Primary Rate Interface (PRI) configuration to support 23 B channels and one (1) D channel	Y		QTF50271
	<b>Bidder's Product Description:</b> <i>CenturyLink provides DS1 access Transport in an ISDN Primary Rate Interface (PRI) configuration to support 23 B channels and one (1) D channel to support dedicated long distance and or toll free services.</i>				

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

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

	Feature Name	Feature Description	Bidder's Product Identifier
1	<b>Transport – TSP</b>	<i>Telecommunications Service Priority (TSP) Program</i>	<b>QTF50380</b>
	<b>Bidder's Product Description:</b> <i>CenturyLink TSP services are ordered in conjunction with the local access transport service. TSP services cannot be ordered as a standalone service. TSP service is provided on an end-to-end basis so that the entire circuit is provided by CenturyLink (the interexchange portion and CenturyLink provided local access) so the whole circuit is included in the TSP designation as required by the FCC and CA PUC. TSP fees are charged by the local access provider</i>		

	Feature Name	Feature Description	Bidder's Product Identifier
	<i>and considered a pass-through fee from the local access provider directly to the State. CenturyLink does not add additional cost to TSP fees.</i>		

#### 1.5.2.4 Toll-Free Domestic Services

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

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

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	<b>Basic Coverage - California Dedicated Access</b>	Allows a Customer to receive toll-free calls from anywhere in the State of California on a dedicated line.	Y		<b>QTF50272</b>
<b>Bidder's Product Description:</b> <i>CenturyLink provides technologically advanced Toll-Free service solutions that allow State customers to receive dedicated toll-free calls from anywhere within the State of California.</i>					
2	<b>Basic Coverage -California Switched Access</b>	Allows a Customer to receive toll-free calls from anywhere in the State of California on a switched line.	Y		<b>QTF50273</b>
<b>Bidder's Product Description:</b> <i>CenturyLink provides technologically advanced Toll-Free service solutions that allow State customers to receive switched toll-free calls from anywhere within the State of California.</i>					
3	<b>Extended Call Coverage – U.S. Dedicated Access</b>	Allows a Customer to receive toll-free calls from the 50 United States, the District of Columbia, the Virgin Islands, and Puerto Rico on a dedicated line.	Y		<b>QTF50274</b>
<b>Bidder's Product Description:</b> <i>CenturyLink provides technologically advanced Toll-Free service solutions that allow State customers to receive toll-free calls from the 50 United States, the District of Columbia, the Virgin Islands, and Puerto Rico on a dedicated line.</i>					
4	<b>International Extended Call Coverage – U.S. Switched Access</b>	Allows a Customer to receive international toll-free calls on dedicated access circuits located in the U.S. Does not include toll-free calling from Canada, Mexico and the non-US Virgin Islands.	Y		<b>QTF50275</b>

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y      N		Bidder's Product Identifier
	Bidder's Product Description: <i>CenturyLink provides technologically advanced Toll-Free service solutions that allow State customers to receive switched toll-free calls from the 50 United States, and all US Territories</i>				
5	Call Transfer	Allows the called party to transfer a call to another location or to give control of the call back to the caller to make additional call routing selections.	Y		QTF50278
	Bidder's Product Description: <i>CenturyLink calls this feature Transfer and Release (TnR). TnR is a network-based, toll-free feature that allows callers to be transferred to other locations during the same call. By initiating TnR, the 8XX call is transferred to other location or agent. The called party has three options to transfer the call to another party.</i> <i>1. Blind—allows Agent A to transfer the call to Agent B without an announcement</i> <i>Consult—allows /Agent A to consult with Agent B prior to transferring the calling party (during the consult mode, the calling party stays on hold)</i> <i>2. Conference—allows all parties (A, B and calling) to conference prior to transferring the calling party to Termination/Agent B</i>  <i>Music on hold (MOH) is provided with TnR. For transfers you may select:</i> <i>1. CenturyLink-provided MOH</i> <i>2. Voice recording (e.g., Please hold while your call is transferred)</i> <i>3. Your own MOH</i>  <i>Benefits of TnR:</i> <ul style="list-style-type: none"><li><i>Increases efficiency by quickly transferring the calling party to the appropriate agent or location</i></li><li><i>Seamless transfer of information through 2- or 3-way conferencing</i></li><li><i>ANI and DNIS pass through delivery for service continuity</i></li><li><i>Reduced transport costs through released lines and reduced port usage</i></li></ul>				
6	Customized Agent Announcement	Provides a customized message to the called party before the caller is connected, alerting the called party with certain information about the caller (e.g. account number, ANI).	Y		QTF50279
	Bidder's Product Description: <i>CenturyLink provides Customized Agent Announcements with our standard delivery of ANI and DNIS for toll free services. We will work with State customers to identify additional features for inbound caller party information.</i>				
7	Message Announcement	The caller hears a pre-recorded promotional or informational message prior	Y		QTF50280

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
		to, during, or after the call is routed to the caller-selected destination.			
	<b>Bidder's Product Description:</b> <i>CenturyLink provides message announcements via our on-net system that front ends toll free calls to allow the selected destination to hear a pre-recorded message prior to, during or after the call is routed. Included within the service State customers can upload professionally recorded audio files, or record their own announcements using the phone.</i>				
8	<b>Courtesy Response</b>	Allows calls to be answered with a recorded message. Calls are answered in the toll-free network and do not terminate at a customer location.	Y		<b>QTF50281</b>
	<b>Bidder's Product Description:</b> <i>CenturyLink provides Courtesy Response via our on-net system that front ends toll free calls to allow the selected destination to hear a pre-recorded message and NOT terminate into the customer's location.</i> <i>CenturyLink's "Courtesy Response" has all of the advantages of a cloud-based solution including operation on a highly available and scalable platform with geographic redundancy and 24x7x365 support.</i> <i>The State can also assign, upload professionally recorded audio files, or record their own announcements using the phone.</i>				
9	<b>Courtesy Transfer</b>	Allows the agent to transfer a caller to another toll-free number or POTS line without remaining on the call. The toll-free number or POTS line can be in the same building or another location.	Y		<b>QTF50282</b>
	<b>Bidder's Product Description:</b> <i>CenturyLink calls this feature Fast Transfer and Release (FTnR). FTnR is a network-based, toll-free feature that allows a caller to be transferred to other locations during the same call. By initiating FTnR, the 8XX call is transferred to another location or agent. We require FTnR to be provisioned to a DMS SPM module within our toll free network.</i> <i>To support Call Transfer, the called party has three options to transfer the call to another party:</i> <ol style="list-style-type: none"> <li><i>1. Blind—allows Agent A to transfer the call to Agent B without an announcement</i></li> <li><i>2. Consult—allows Agent A to consult with Agent B prior to transferring the calling party (during the consult mode, the calling party stays on hold)</i></li> <li><i>3. Conference—allows all parties (A, B and calling) to conference prior to transferring the calling party to Agent B</i></li> </ol>				
10	<b>Conference and Transfer</b>	Allows an agent to consult with the target party prior to adding the caller to a three-way conference. Following the conference, the caller may remain connected to the agent or target party.	Y		<b>QTF50283</b>



	Feature Name	Feature Description	Bidder Meets or Exceeds? Y      N		Bidder's Product Identifier
	<b>Bidder's Product Description:</b> <i>CenturyLink calls this feature Fast Transfer and Release (FTnR). FTnR is a network-based, toll-free feature that allows the caller to be transferred to other locations during the same call. By initiating FTnR, the 8XX call is transferred to other location or agent. We require FTnR to be provisioned to a DMS SPM module within our toll free network.</i> <i>To support Call Transfer, the called party has three options to transfer the call to another party.</i> <i>1. Blind—allows Agent A to transfer the call to Agent B without an announcement</i> <i>2. Consult—allows Agent A to consult with Agent B prior to transferring the calling party (during the consult mode, the calling party stays on hold)</i> <i>3. Conference—allows all parties (A, B and calling) to conference prior to transferring the calling party to Agent B</i>				
11	Consult and Transfer	Allows the agent to transfer a caller to another toll-free number or POTS line while remaining on the call until ringing is heard or the call is answered at which point the transferring agent is dropped.	Y		QTF50284
	<b>Bidder's Product Description:</b> <i>CenturyLink calls this feature Fast Transfer and Release (FTnR). FTnR is a network-based, toll-free feature that allows the caller to be transferred to other locations during the same call. By initiating FTnR, the 8XX call is transferred to other location or agent. We require FTnR to be provisioned to a DMS SPM module within our toll free network.</i> <i>To support Call Transfer, the called party has three options to transfer the call to another party.</i> <i>1. Blind—allows Agent A to transfer the call to Agent B without an announcement</i> <i>2. Consult—allows Agent A to consult with Agent B prior to transferring the calling party (during the consult mode, the calling party stays on hold)</i> <i>3. Conference—allows all parties (A, B and calling) to conference prior to transferring the calling party to Agent B</i>				

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

Table 1.5.2.4.b Unsolicited Toll-Free Domestic Service Features

	Feature Name	Feature Description	Bidder's Product Identifier
1	<b>BRNA</b>	<b>Busy Ring-No-Answer</b>	<b>QTF50300</b>



	Feature Name	Feature Description	Bidder's Product Identifier
	<b>Bidder's Product Description:</b> <i>CenturyLink provides failover on both busy and no-answer from a terminating location to a defined alternate destination.</i>		
	<i>DTMF menu and database routing</i>	<i>DTMF menu and database routing hosted network integrated, voice menu routing platform including monthly maintenance.</i>	<i>QTF50301</i>
2	<b>Bidder's Product Description:</b> <i>CenturyLink DTMF menu and database routing is a hosted, network integrated, voice menu routing platform. As part of the CenturyLink Toll Free service suite, DTMF menu and database routing has all of the advantages of a cloud-based solution including operation on a highly available and scalable platform with geographic redundancy, 24x7x365 support and no upfront capital expenditure.</i> <i>DTMF menu and database routing allows State customers to develop voice menus using an intuitive GUI that includes options for press or say prompting and call routing to live agents, premise systems, or other hosted Contact Center applications. Customers can also assign and change transfer-to numbers for routing, upload professionally recorded audio files, or record their own announcements using the phone. DTMF menu and database routing is a superior option for customers who need to build multiple applications and publish changes quickly to their production environment.</i>  <b>Benefits</b> <ul style="list-style-type: none"> <li><i>DTMF menu and database routing is very easy to set up and maintain</i></li> <li><i>DTMF menu and database routing is tied to the CenturyLink Toll-Free service offering</i></li> <li><i>You maintain control and make updates on the web or over the phone</i></li> <li><i>You can potentially reduce administrative overhead while providing better service</i></li> <li><i>There is no need for you to wait for change orders—it is instantaneous.</i></li> </ul> <i>DTMF menu and database routing is</i> <ul style="list-style-type: none"> <li><i>Simple—the Web-based tool makes it easy to set up and change menu options, record messages over the phone or upload prerecorded files</i></li> <li><i>Robust—up to nine menu options per level and nine menu levels deep</i></li> <li><i>Scalable—no limit on the number of available ports</i></li> <li><i>Cost efficient—requires no upfront capital expenditure; pay-per-use approach</i></li> <li><i>Fast—gives user full control and instant deployment of changes.</i></li> </ul>		
3	<i>DTMF menu and database routing - Install Fee</i>	<i>DTMF menu and database routing hosted network install fee.</i>	<i>QTF50302</i>
	<b>Bidder's Product Description:</b> <i>One time install fee for DTMF menu and database routing per toll free number.</i>		

	Feature Name	Feature Description	Bidder's Product Identifier
4	<i>DTMF menu and database routing - Per Call</i>	<i>DTMF menu and database routing hosted network integrated, voice menu routing platform per call.</i>	<i>QTF50303</i>
	<b>Bidder's Product Description:</b> <i>This is a per call rate to connect toll free calls into the CenturyLink DTMF menu and database routing network.</i>		
5	<i>Speech recognition menu and database monitoring</i>	<i>Speech recognition menu and database monitoring hosted network integrated, speech recognition menu and database monitoring.</i>	<i>QTF50304</i>
	<b>Bidder's Product Description:</b> <i>CenturyLink Speech recognition menu and database monitoring is a hosted, network integrated, voice menu routing platform. As part of the CenturyLink Toll Free service suite, Speech recognition menu and database monitoring has all of the advantages of a cloud-based solution including operation on a highly available and scalable platform with geographic redundancy , 24x7x365 support and no upfront capital expenditure.</i>  <i>Speech recognition menu and database monitoring allows State customers to develop voice menus using an intuitive GUI that includes options for press or say prompting and call routing to live agents, premise systems, or other hosted Contact Center applications. Customers can also assign and change transfer-to numbers for routing, upload professionally recorded audio files, or record their own announcements using the phone. Speech recognition menu and database monitoring is a superior option for customers who need to build multiple applications and publish changes quickly to their production environment.</i>  <b>Benefits</b> <ul style="list-style-type: none"> <li><i>Speech recognition menu and database monitoring is very easy to set up and maintain</i></li> <li><i>Speech recognition menu and database monitoring is tied to the CenturyLink Toll-Free service offering</i></li> <li><i>You maintain control and make updates on the web or over the phone</i></li> <li><i>You can potentially reduce administrative overhead while providing better service</i></li> <li><i>There's no need for you to wait for change orders—it's instantaneous.</i></li> </ul> <i>Speech recognition menu and database monitoring is</i> <ul style="list-style-type: none"> <li><i>Simple—the Web-based tool makes it easy to set up and change menu options, record messages over the phone or upload prerecorded files</i></li> <li><i>Robust—up to nine menu options per level and nine menu levels deep</i></li> <li><i>Scalable—no limit on the number of available ports</i></li> <li><i>Cost efficient—requires no upfront capital expenditure; pay-per-use approach</i></li> <li><i>Fast—gives user full control and instant deployment of changes.</i></li> </ul>		

	Feature Name	Feature Description	Bidder's Product Identifier
6	<i>Speech recognition menu and database monitoring - Install Fee</i>	<i>Speech recognition menu and database monitoring hosted network integrated, Speech recognition menu and database monitoring – install fee</i>	<i>QTF50305</i>
	<b>Bidder's Product Description:</b> <i>One time install fee for Speech recognition menu and database monitoring per toll free number.</i>		
7	<i>Speech recognition menu and database monitoring per call</i>	<i>Speech recognition menu and database monitoring hosted network integrated, Speech recognition menu and database monitoring per call.</i>	<i>QTF50306</i>
	<b>Bidder's Product Description:</b> <i>This is a per call rate to connect toll free calls into the CenturyLink Speech recognition menu and database monitoring network.</i>		
8	<i>Enhanced Reporting</i>	<i>Enhanced reporting install fee.</i>	<i>QTF50307</i>
	<b>Bidder's Product Description:</b> <i>Enhanced reporting install fee. This is an additional fee to setup enhanced reporting for EZ-Route services. The fee is charged per toll-free number for each EZ-Route deployment.</i>		

#### 1.5.2.5 International Toll-Free Service

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

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

- 1. International Day-of-Week Routing**—Allows Customer to route calls to different locations based on the day of the week. Day-of-Week Routing automatically routes calls to a Customer defined location or termination on selected days of the week.
- 2. International Holiday Routing**—Enables the Customer to designate different routing for prearranged days of the year. It can be scheduled up to 13 months in advance and is stored in the network.

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

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No       

#### **1.5.2.5.1 International Toll-Free Geographic Requirements**

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

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

	Feature Name	Feature Description	Country	Bidder Meets or Exceeds?		Bidder's Product Identifier
				Y	N	
1	International Toll-Free Calling –all countries – Switched Access	International Toll-Free calls that originate on a switched network access circuit	Brazil:	Y		QTFS0BZ5
			Canada:	Y		QTFS0CA1
			China:	Y		QTFS0CN5
			France:	Y		QTFS0FR5
			Germany:	Y		QTFS0DE5
			Israel:	Y		QTFS0IL5
			Italy:	Y		QTFS0IT5
			Japan:	Y		QTFS0JP5
			Korea:	Y		QTFS0KR5
			Mexico:	Y		QTFS0MX7
			Spain:	Y		QTFS0SP5
			Switzerland:	Y		QTFS0CH5
			United Kingdom:	Y		QTFS0GB5
			Bidder's Product Description: CenturyLink International Toll Free (ITFS) service provide customers the capability to originate toll-free calls from the 13 Countries listed above in addition to more than 50 countries around the world.			
2	International Toll-Free Calling –all countries – Dedicated Access	International Toll-Free calls that originate on a switched network access circuit	Brazil:	Y		QTFD0BZ5
			Canada:	Y		QTFD0CA1
			China:	Y		QTFD0CN5
			France:	Y		QTFD0FR5
			Germany:	Y		QTFD0DE5
			Israel:	Y		QTFD0IL5
			Italy:	Y		QTFD0IT5
			Japan:	Y		QTFD0JP5
			Korea:	Y		QTFD0KR5
			Mexico:	Y		QTFS0MX7
			Spain:	Y		QTFD0SP5
			Switzerland:	Y		QTFD0CH5
			United Kingdom:	Y		QTFD0GB5
			Bidder's Product Description: CenturyLink International Toll Free (ITFS) service provide customers the capability to originate toll-free calls from the 13 Countries listed above in addition to more than 50 countries around the world.			

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

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

	Feature Name	Bidder Meets or Exceeds?		Bidder's Product Identifier
		Y	N	
1	Anguilla	Y		QTFS0AI5
2	Argentina	Y		QTFS0AR5
3	Australia	Y		QTFS0AU5
4	Bahamas	Y		QTFS0BS5
5	Barbados	Y		QTFS0BB5
6	Belgium	Y		QTFS0BE5
7	Bermuda	Y		QTFS0BM5
8	British Virgin Islands	Y		QTFS0VG5
9	Canary Islands	Y		QTFS0IC5
10	Cayman Islands	Y		QTFS0KY5
11	Chile	Y		QTFS0CL5
12	Colombia	Y		QTFS0CO5
13	Corsica	Y		QTFS0CS5
14	Costa Rica	Y		QTFS0CR5
15	Cyprus	Y		QTFS0CY5
16	Czech Republic	Y		QTFS0CZ5
17	Denmark	Y		QTFS0DK5
18	Dominica	Y		QTFS0DM5
19	Dominican Republic	Y		QTFS0DO5
20	Finland	Y		QTFS0FI5
21	Greece	Y		QTFS0GR5
22	Grenada	Y		QTFS0GD5
23	Guam	Y		QTFS0GU5
24	Honduras	Y		QTFS0HN5
25	Hong Kong	Y		QTFS0HK5
26	Hungary	Y		QTFS0HU5
27	India	Y		QTFS0IN5
28	Indonesia	Y		QTFS0ID5

	Feature Name	Bidder Meets or Exceeds?		Bidder's Product Identifier
		Y	N	
29	Ireland	Y		QTFS0IE5
30	Ireland (Northern)	Y		QTFS0RI5
31	Jamaica	Y		QTFS0JM5
32	Liechtenstein	Y		QTFS0LI5
33	Luxembourg	Y		QTFS0LU5
34	Macau	Y		QTFS0MO5
35	Malaysia	Y		QTFS0MY5
36	Monaco	Y		QTFS0MC5
37	Montserrat	Y		QTFS0MS5
38	Netherlands	Y		QTFS0NL5
39	Nevis	Y		QTFS0NV5
40	New Zealand	Y		QTFS0NZ5
41	Nicaragua	Y		QTFS0NI5
42	Norway	Y		QTFS0NO5
43	Panama	Y		QTFS0PA5
44	Peru	Y		QTFS0PE5
45	Philippines	Y		QTFS0PH5
46	Poland	Y		QTFS0PL5
47	Portugal	Y		QTFS0PT5
48	Puerto Rico	Y		QTFS0PR5
49	Saint Kitts/Nevis	Y		QTFS0KN5
50	Saint Lucia	Y		QTFS0LC5
51	Saint Vincent and The Grenadines	Y		QTFS0VC5
52	San Marino	Y		QTFS0SM5
53	Scotland	Y		QTFS0HI5
54	Saipan (CMNI)	Y		QTFS0MP5
55	Singapore	Y		QTFS0SG5
56	South Africa	Y		QTFS0ZA5
57	Sweden	Y		QTFS0SE5
58	Taiwan	Y		QTFS0TW5
59	Thailand	Y		QTFS0TH5
60	Trinidad/Tobago	Y		QTFS0TT5



	Feature Name	Bidder Meets or Exceeds?		Bidder's Product Identifier
		Y	N	
61	Turks & Caicos	Y		QTFS0TC5
62	United Arab Emirates	Y		QTFS0AE5
63	Uruguay	Y		QTFS0UY5
64	US Virgin Islands	Y		QTFS0VI5
65	Vatican City	Y		QTFS0VA5
66	Venezuela	Y		QTFS0VE5

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

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

	Country	Bidder Meets or Exceeds?		Bidder's Product ID
		Y	N	
1	Anguilla	Y		QTFD0AI5
2	Argentina	Y		QTFD0AR5
3	Australia	Y		QTFD0AU5
4	Bahamas	Y		QTFD0BS5
5	Barbados	Y		QTFD0BB5
6	Belgium	Y		QTFD0BE5
7	Bermuda	Y		QTFD0BM5
8	British Virgin Islands	Y		QTFD0VG5
9	Canary Islands	Y		QTFD0IC5
10	Cayman Islands	Y		QTFD0KY5
11	Chile	Y		QTFD0CL5
12	Colombia	Y		QTFD0CO5
13	Corsica	Y		QTFD0CS5
14	Costa Rica	Y		QTFD0CR5
15	Cyprus	Y		QTFD0CY5
16	Czech Republic	Y		QTFD0CZ5
17	Denmark	Y		QTFD0DK5
18	Dominica	Y		QTFD0DM5
19	Dominican Republic	Y		QTFD0DO5

	Country	Bidder Meets or Exceeds?		Bidder's Product ID
		Y	N	
20	Finland	Y		<a href="#">QTFD0FI5</a>
21	Greece	Y		<a href="#">QTFD0GR5</a>
22	Grenada	Y		<a href="#">QTFD0GD5</a>
23	Guam	Y		<a href="#">QTFD0GU5</a>
24	Honduras	Y		<a href="#">QTFD0HN5</a>
25	Hong Kong	Y		<a href="#">QTFD0HK5</a>
26	Hungary	Y		<a href="#">QTFD0HU5</a>
27	India	Y		<a href="#">QTFD0IN5</a>
28	Indonesia	Y		<a href="#">QTFD0ID5</a>
29	Ireland	Y		<a href="#">QTFD0IE5</a>
30	Ireland (Northern)	Y		<a href="#">QTFD0RI5</a>
31	Jamaica	Y		<a href="#">QTFD0JM5</a>
32	Liechtenstein	Y		<a href="#">QTFD0LI5</a>
33	Luxembourg	Y		<a href="#">QTFD0LU5</a>
34	Macau	Y		<a href="#">QTFD0MO5</a>
35	Malaysia	Y		<a href="#">QTFD0MY5</a>
36	Monaco	Y		<a href="#">QTFD0MC5</a>
37	Montserrat	Y		<a href="#">QTFD0MS5</a>
38	Netherlands	Y		<a href="#">QTFD0NL5</a>
39	Nevis	Y		<a href="#">QTFD0NV5</a>
40	New Zealand	Y		<a href="#">QTFD0NZ5</a>
41	Nicaragua	Y		<a href="#">QTFD0NI5</a>
42	Norway	Y		<a href="#">QTFD0NO5</a>
43	Panama	Y		<a href="#">QTFD0PA5</a>
44	Peru	Y		<a href="#">QTFD0PE5</a>
45	Philippines	Y		<a href="#">QTFD0PH5</a>
46	Poland	Y		<a href="#">QTFD0PL5</a>
47	Portugal	Y		<a href="#">QTFD0PT5</a>
48	Puerto Rico	Y		<a href="#">QTFD0PR5</a>
49	Saint Kitts/Nevis	Y		<a href="#">QTFD0KN5</a>
50	Saint Lucia	Y		<a href="#">QTFD0LC5</a>
51	Saint Vincent and The Grenadines	Y		<a href="#">QTFD0VC5</a>

	Country	Bidder Meets or Exceeds?		Bidder's Product ID
		Y	N	
52	San Marino	Y		QTFD0SM5
53	Scotland	Y		QTFD0HI5
54	Siapan (CMNI)	Y		QTFD0MP5
55	Singapore	Y		QTFD0SG5
56	South Africa	Y		QTFD0ZA5
57	Sweden	Y		QTFD0SE5
58	Taiwan	Y		QTFD0TW5
59	Thailand	Y		QTFD0TH5
60	Trinidad/Tobago	Y		QTFD0TT5
61	Turks & Caicos	Y		QTFD0TC5
62	United Arab Emirates	Y		QTFD0AE5
63	Uruguay	Y		QTFD0UY5
64	US Virgin Islands	Y		QTFD0VI5
65	Vatican City	Y		QTFD0VA5
66	Venezuela	Y		QTFD0VE5

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

**Table 1.5.2.5.1.d Unsolicited International Toll-Free Features**

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

### **1.5.3 Other Services**

#### **1.5.3.1 Hourly Rates for Services**

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

1. Regular Hours – Hours worked between 8:00AM and 4:59PM, Monday through Friday.
2. Overtime Hours – Hours worked between 5:00PM and 7:59AM, Monday through Friday and all day Saturday.
3. Sunday and Holiday Hours – Any hours worked on Sunday or State of California holidays.

#### **1.5.3.2 Extended Demarcation Wiring Services**

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

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

Extended Demarc wiring is limited to the following:

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

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

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

1. The wire/cable pathway is blocked and cannot be cleared in less than 20 minutes or if the Contractor would cause damage to the Customer site or existing cabling in clearing the pathway;

2. The wire/cable pathway is in an asbestos environment or other environment hazardous to the Contractor's personnel, or where such work would be hazardous to the public or to the Customer's staff; or,
3. Written release of the responsibility to provide the Extended Demarc is provided by either the Customer or by CALNET 3 CMO.

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

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

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

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No       

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

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

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	<b>Extended Demarcation – Copper four-Pair – Regular Hours</b>	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet of four-pair cable and an RJ48s or equivalent jack.	Y		<b>QTF50371</b>
	<b>Bidder's Product Description:</b> <i>CenturyLink Demarcation Extension - Copper 4 pair. Meets the CALNET 3 feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.</i>				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
	<p><b>Standard CenturyLink assumptions: "Standard Wiring Environment" for Structure Cabling for Demarc Extension:</b> All work will be performed during normal local business hours: 8:00 AM to 4:59 PM, Monday through Friday. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included.</p> <p><b>Standard Exclusions:</b> Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable.</p>				
	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		QTF50372
2	<b>Bidder's Product Description:</b>				
	<p><b>CenturyLink Demarcation Extension - Copper 4 pair Overtime hours. Meets the CALNET 3 feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.</b></p> <p><b>Standard CenturyLink assumptions: "Standard Wiring Environment" for Structure Cabling for Demarc Extension:</b> All work will be performed during overtime hours is beyond the standard description in 1.5.3.2.a #2. Overtime hours begin at 5:00PM and end at 7:59 AM Monday through Friday and in force until the work is completed or it is agreed to by both parties to return and complete the work at a later date. All work performed on Saturday's is rated as overtime hours. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and</p>				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y      N		Bidder's Product Identifier
	<i>accessible in instance. Patch cords are included. If Permits are required they will be included.</i>  <i>Standard Exclusions: Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable.</i>				
	<b>Extended Demarcation – Copper four-Pair – Sunday and Holiday Hours</b>	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet of four-pair cable and an RJ48s or equivalent jack.	<b>Y</b>		<b>QTF50373</b>
3	<b>Bidder's Product Description:</b>  <i>CenturyLink Demarcation Extension - Copper 4 pair Overtime hours. Meets the CALNET 3 feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.</i>  <i>Standard CenturyLink assumptions: "Standard Wiring Environment" for Structure Cabling for Demarc Extension: All work will be performed during Sunday and Holiday hours is in force until the work is completed or it is agreed to by both parties to return and complete the work at a later date. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included.</i>  <i>Standard Exclusions: Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable.</i>				



	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
4	<b>Extended Demarcation – Copper 25 Pair – Regular Hours</b>	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet or less of Category 5 25-pair CPM cable, one (1) patch panels and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	Y		<a href="#">QTF50374</a>
	<b>Bidder's Product Description:</b> <i>CenturyLink Demarcation Extension - Copper 25 pair. Meets the CALNET 3 feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.</i> <i>Standard CenturyLink assumptions: "Standard Wiring Environment" for Structure Cabling for Demarc Extension: All work will be performed during normal local business hours: 8:00 AM to 4:59 PM, Monday through Friday, at a mutually agreed upon date unless otherwise specified and agreed to by both parties. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included.</i> <i>Standard Exclusions: Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable.</i>				
5	<b>Extended Demarcation – Copper 25 Pair – Overtime Hours</b>	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet or less of Category 5 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port	Y		<a href="#">QTF50375</a>

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
		patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.			
	<p><b>Bidder's Product Description:</b></p> <p><i>CenturyLink Demarcation Extension - Copper 25 pair Overtime hours. Meets the CALNET 3 feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.</i></p> <p><i>Standard CenturyLink assumptions: "Standard Wiring Environment" for Structure Cabling for Demarc Extension: All work will be performed during overtime hours is beyond the standard description in 1.5.3.2.a #2. Overtime hours begin at 5:00PM and end at 7:59 AM Monday through Friday and in force until the work is completed or it is agreed to by both parties to return and complete the work at a later date. All work performed on Saturday's is rated as overtime hours. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included.</i></p> <p><i>Standard Exclusions: Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable.</i></p>				
6	<b>Extended Demarcation – Copper 25 Pair – Sunday and Holiday Hours</b>	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet or less of Category 5 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes	Y		<b>QTF50376</b>

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
		associated troubleshooting, testing, and labeling.			
	<b>Bidder's Product Description:</b> <i>CenturyLink Demarcation Extension - Copper 25 pair Sunday and Holiday Hours. Meets the CALNET 3 feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.</i>  <i>Standard CenturyLink assumptions: "Standard Wiring Environment" for Structure Cabling for Demarc Extension: All work will be performed during Sunday and Holiday hours is in force until the work is completed or it is agreed to by both parties to return and complete the work at a later date. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included.</i> <i>Standard Exclusions: Fire stopping;; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable.</i>				
7	<b>Extended Demarcation – Optical Fiber Link – Regular Hours</b>	Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment as described above with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	Y		<b>QTF50377</b>
	<b>Bidder's Product Description:</b> <i>CenturyLink Demarcation Extension – Optical Fiber Link. Meets the CALNET 3 feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.</i>				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y      N		Bidder's Product Identifier
	<p><b>Standard CenturyLink assumptions: "Standard Wiring Environment" for Structure Cabling for Demarc Extension:</b> All work will be performed during normal local business hours: 8:00 AM to 4:59 PM, Monday through Friday, at a mutually agreed upon date unless otherwise specified and agreed to by both parties. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included.</p> <p><b>Standard Exclusions:</b> Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable.</p>				
	Extended Demarcation – Optical Fiber Link – Overtime Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment as described above with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	Y		QTF50378
8	<p><b>Bidder's Product Description:</b></p> <p><b>CenturyLink Demarcation Extension – Optical Fiber Link Overtime hours.</b> Meets the CALNET 3 feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.</p> <p><b>Standard CenturyLink assumptions: "Standard Wiring Environment" for Structure Cabling for Demarc Extension:</b> All work will be performed during overtime hours is beyond the standard description in 1.5.3.2.a #2. Overtime hours begin at 5:00 PM and end at 7:59AM Monday through Friday and in force until the work is completed or it is agreed to by both parties to return and complete the work at a later date. All work performed on Saturday's is rated as overtime hours. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces,</p>				

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
		<p><i>such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included.</i></p> <p><i>Standard Exclusions: Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable.</i></p>			
	<b>Extended Demarcation – Optical Fiber Link – Sunday and Holiday Hours</b>	Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment as described above with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	Y		QTF50379
9		<p><b>Bidder's Product Description:</b></p> <p><i>CenturyLink Demarcation Extension – Optical Fiber Link Sunday and Holiday Hours. Meets the CALNET 3 feature description in addition to the following CenturyLink standard for this work. All work performed complies with EIA/TIA, BICSI, and ITU-T recommended standards.</i></p> <p><i>Standard CenturyLink assumptions: "Standard Wiring Environment" for Structure Cabling for Demarc Extension: All work will be performed during Sunday and Holiday hours is in force until the work is completed or it is agreed to by both parties to return and complete the work at a later date. Plenum cable is included. A suitable pathway is provided for any inaccessible spaces, such as sheetrock ceilings or enclosed walls. Existing conduit is to be free and clear, readily accessible and suitable for the proposed work. Access to the MPOE shall not be obstructed. All work to be performed in an environment free of hazardous and/or regulated materials. Plywood backboards are furnished and installed by others. All Demarc extension or structured cabling will be performed in a continuous, uninterrupted effort. Grounding system provided by others and accessible in instance. Patch cords are included. If Permits are required they will be included.</i></p>			

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
		Standard Exclusions: Fire stopping; core drilling; sleeving through a fire wall; installation of conduit; use of mechanical lifts, including but not limited to man lifts; scissors lifts or scaffolding; removal and/or replacement of interlocking ceiling tiles (definition of interlocking ceiling tiles does not include standard drop ceiling tiles); wire mold; surface mount raceway; power/communication poles (exclusion is for furnishing and installation poles and the exclusion does not apply to the placement of cabling in existing customer poles); installing or painting of plywood backboards; demolition or remediation of existing cables. No cutting sheet rock for installation of back boxes or box eliminators and no running of exterior cable.			

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

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

	Feature Name	Feature Description	Bidder's Product Identifier
1	<i>Eight Pin</i>	<i>Eight Pin Connecting Device</i>	<i>QTF50450</i>
	Bidder's Product Description: <i>Eight-pin connecting device; holds one 2-wire or 4-wire circuit (non-registered)</i>		
2	<i>Converter</i>	<i>Convert to 2 Modular Jacks</i>	<i>QTF50451</i>
	Bidder's Product Description: <i>Converts one modular jack to two modular jacks.</i>		
3	<i>Data Jack</i>	<i>Data Jack – Max 8 Lines</i>	<i>QTF50452</i>
	Bidder's Product Description: <i>Data jack—multiple mounting arrangement (maximum 8 lines).</i>		
4	<i>50-Pin</i>	<i>50-Pin, Max 8 Jacks</i>	<i>QTF50453</i>
	Bidder's Product Description: <i>50-pin miniature ribbon connector to connect a maximum of eight jacks to customer's data equipment.</i>		
5	<i>Data Jack-16</i>	<i>Data Jack – Up to 16 Data Jacks</i>	<i>QTF50454</i>
	Bidder's Product Description: <i>Data jack—multiple line data jack (maximum eight lines). Each mounting cabinet supports a maximum of 16 data jacks.</i>		



	Feature Name	Feature Description	Bidder's Product Identifier
6	<i>Data Jack - 4by8</i>	<i>Data Jack – up to four 8-lines data jacks</i>	<i>QTF50455</i>
	Bidder's Product Description: <i>Data jack—multiple line data jack with rack mounting for up to four 8-line multiple data jacks.</i>		
7	<i>Weatherproof</i>	<i>Weatherproof housing</i>	<i>QTF50456</i>
	Bidder's Product Description: <i>Weatherproof housing for RJ11C and RJ14C.</i>		
8	<i>Mini Modular Jack</i>	<i>Single line, four wire</i>	<i>QTF50457</i>
	Bidder's Product Description: <i>Single line four-wire T/R - T1/R1 E/M, SB/SG, eight-pos mini-modular jack.</i>		
9	<i>Wall Mount RJ11C</i>	<i>RJ11C wall mount.</i>	<i>QTF50460</i>
	Bidder's Product Description: <i>RJ11C wall mount.</i>		
10	<i>Wall mount RJ14C</i>	<i>RJ14C wall mount.</i>	<i>QTF50462</i>
	Bidder's Product Description: <i>RJ14C wall mount.</i>		
11	<i>Modular Jack</i>	<i>Modular jack with a sliding cover</i>	<i>QTF50463</i>
	Bidder's Product Description: <i>Sixth position modular jack with a sliding cover to facilitate testing or each line. Holds up to two 2-wire circuits.</i>		
12	<i>Single two-wire T/R</i>	<i>Single two-wire T/R with make-busy leads</i>	<i>QTF50466</i>
	Bidder's Product Description: <i>Single two-wire T/R with make-busy leads, bridged connection, six-position hardware.</i>		
13	<i>Universal Data jack.</i>	<i>Universal data jack.</i>	<i>QTF50469</i>
	Bidder's Product Description: <i>Universal data jack.</i>		



	Feature Name	Feature Description	Bidder's Product Identifier
14	<i>Programmed Data Jack</i>	<i>Programmed Data Jack for Dial-up</i>	<i>QTF50470</i>
	Bidder's Product Description: <i>Programmed data jack. Dial-up, not for T-1s.</i>		
15	<i>1.544-Mbps Bridged Connection</i>	<i>1.544-Mbps bridged connection, eight-position hardware</i>	<i>QTF50471</i>
	Bidder's Product Description: <i>Single-line four-wire, 1.544-Mbps bridged connection, eight-position hardware; digital data/GDT/ADN.</i>		
16	<i>Eight-position Jack</i>	<i>Eight-position jack to connect terminal equipment for single line</i>	<i>QTF50472</i>
	Bidder's Product Description: <i>Eight-position jack to connect terminal equipment for single line. Holds one 4-wire circuit.</i>		
17	<i>Eight-position Ribbon Jack</i>	<i>Eight-position ribbon jack to connect up to 12 lines of terminal equipment.</i>	<i>QTF50473</i>
	Bidder's Product Description: <i>Eight-position ribbon jack to connect up to 12 lines of terminal equipment.</i>		
18	<i>Eight-position Jack – 1.544</i>	<i>Eight-position jack to connect terminal equipment for single line 1.544.</i>	<i>QTF50474</i>
	Bidder's Product Description: <i>Eight-position jack to connect terminal equipment for single line 1.544.</i>		
19	<i>Standard Mini-Jack</i>	<i>Standard miniature jack for bridged connections.</i>	<i>QTF50475</i>
	Bidder's Product Description: <i>Standard miniature jack for bridged connections.</i>		
20	<i>Data Jack-2 Wire</i>	<i>Data jack two-wire, switched data services 56 - single line.</i>	<i>QTF50476</i>
	Bidder's Product Description: <i>Data jack two-wire, switched data services 56 - single line.</i>		

	Feature Name	Feature Description	Bidder's Product Identifier
21	<i>Data Jack-4 Wire</i>	<i>Data jack four-wire, switched data services 56 - multiple lines.</i>	<i>QTF50477</i>
	Bidder's Product Description: <i>Data jack four-wire, switched data services 56 - multiple lines.</i>		
22	<i>Standard 50-pin</i>	<i>Standard 50-pin miniature ribbon connector jack for bridged connections.</i>	<i>QTF50478</i>
	Bidder's Product Description: <i>Standard 50-pin miniature ribbon connector jack for bridged connections.</i>		
23	<i>Line Circuit Card</i>	<i>line circuit card for use with RJ26X.</i>	<i>QTF50479</i>
	Bidder's Product Description: <i>Used with Data Exchange Service; line circuit card for use with RJ26X.</i>		
24	<i>Multiple-Line universal data jack</i>	<i>Used with Data Exchange Service; multiple-line universal data jack; eight lines maximum, common equipment.</i>	<i>QTF50480</i>
	Bidder's Product Description: <i>Used with Data Exchange Service; multiple-line universal data jack; eight lines maximum, common equipment.</i>		
25	<i>Adaptor Cord</i>	<i>Adaptor cord for RJ26X</i>	<i>QTF50481</i>
	Bidder's Product Description: <i>Adaptor cord for RJ26X. Requires RJ26X.</i>		
26	<i>1.544-Mbps Bridged Connection (12by4)</i>	<i>Up to 12 lines, four-wire, 1.544-Mbps bridged connection, 50-position hardware.</i>	<i>QTF50482</i>
	Bidder's Product Description: <i>Up to 12 lines, four-wire, 1.544-Mbps bridged connection, 50-position hardware.</i>		
27	<i>1.544-Mbps Bridged Connection (8by4)</i>	<i>Up to eight lines, four-wire, 1.544-Mbps bridged connection, 50-position hardware.</i>	<i>QTF50483</i>
	Bidder's Product Description: <i>Up to eight lines, four-wire, 1.544-Mbps bridged connection, 50-position hardware.</i>		

### 1.5.3.3 Services Related Hourly Support

The Contractor shall provide labor for the diagnosis and/or repair of services listed in this Contract and all costs for repair are the responsibility of the service provider unless it is specifically determined that the cause of service failure is outside the scope of the Contractor's responsibilities. Work performed under this Section 1.5.3.3 is authorized only for situations where the Contractor has dispatched personnel to diagnose a service problem that is discovered to be caused by factors outside the responsibility of the Contractor or no trouble is found.

In Subcategory Cost Worksheet 1.5.3.3, the Contractor shall provide a fixed hourly rate schedule for the labor classifications required to diagnose and/or repair the contracted services. The rates identified shall only be used for the diagnosis and/or repair of contracted services and no materials shall be included in the rates. The total amount of labor hours permitted to be performed is ten (10) hours per dispatch/occurrence.

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No       

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

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

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	Field Service Repair Technician Regular Hours	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET 3 service problem that turns out to be caused by factors outside the responsibility of the Contractor.	Y		QTF50264
<b>Bidder's Product Description:</b> <i>CenturyLink provides a 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 CenturyLink.</i>					
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		QTF50265
<b>Bidder's Product Description:</b> <i>CenturyLink provides a field technician properly trained to an expert level for the service being dispatched to diagnose a CALNET 3 service problem that turns out to be caused by factors outside the responsibility of CenturyLink.</i>					

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
3	<b>Field Service Repair Technician Sunday and Holiday Hours</b>	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET 3 service problem that turns out to be caused by factors outside the responsibility of the Contractor.	Y		<b>QTF50266</b>
	<b>Bidder's Product Description:</b> <i>CenturyLink provides a 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 CenturyLink.</i>				

### 1.5.4 Service Level Agreements (SLA)

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

#### 1.5.4.1 Service Level Agreement Format

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

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

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

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No       

#### 1.5.4.2 Technical Requirements Versus SLA Objectives

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

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

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No       

#### 1.5.4.3 Two (2) Methods of Outage Reporting: Customer or Contractor

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

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

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

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No       

#### 1.5.4.4 Contractor SLA Management Plan

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

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

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No       

#### **1.5.4.5 Technical SLA General Requirements**

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

1. With the exception of Provisioning SLA (Section 1.5.4.7.7), the total SLA rights and remedies for any given month shall not exceed the sum of 100 percent of the Total Monthly Recurring Charges (TMRC). Services with usage charges shall apply the Average Daily Usage Charge (ADUC) in addition to any applicable TMRC rights and remedies;
2. If a circuit or service fails to meet one (1) or more of the performance objectives, only the SLA with the largest monthly Rights and Remedies will be credited to the Customer, per event;
3. The Contractor shall apply CALNET 3 SLAs and remedies for services provided by Subcontractors and/or Affiliates;
4. The Definition, Measurement Process, Objectives, and Rights and Remedies shall apply to all services identified in each SLA. Exceptions must be otherwise stated in the SLA;
5. TMRC rights and remedies shall include the service, option(s), and feature(s) charges;

6. The Contractor shall proactively and continuously monitor and measure all SLAs objectives;
7. The Contractor shall proactively credit all rights and remedies to the Customer within 60 days of the trouble resolution date on the trouble ticket or within 60 days of the Due Date on the Service Request for the Provisioning SLA (Section 1.5.4.7.7);
8. To the extent that Contractor offers additional SLAs, or SLAs with more advantageous rights and/or remedies for same or similar services offered through tariffs, online service guides, or other similarly situated government contracts (Federal, State, County, City), the State will be entitled to the same rights and/or remedies therein. The Contractor shall present SLAs to the CALNET 3 CMO for possible inclusion via amendments;
9. The Contractor shall apply CALNET 3 SLAs and remedies to services provided in geographic areas which the Contractor is required to provide service;
10. The election by CALNET 3 CMO of any SLA remedy covered by this Contract shall not exclude or limit CALNET 3 CMO's or any Customer's rights and remedies otherwise available within the Contract or at law or equity;
11. The Contractor shall apply rights and remedies when a service fails to meet the SLA objective even when backup or protected services provide Customer with continuation of services;
12. The Contractor shall act as the single point of contact in coordinating all entities to meet the State's needs for provisioning, maintenance, restoration and resolution of service issues or that of their Subcontractors and/or Affiliates under this Contract;
13. The Customer Escalation Process (IFB-A Business Requirements Section A.3.4.2) and/or the CALNET 3 CMO Escalation Process (IFB-A Business Requirements Section A.3.4.1) shall be considered an additional right and remedy if the Contractor fails to resolve service issues within the SLA objective(s);
14. Trouble reporting and restoration shall be provided 24x365 for CALNET 3 services.
15. SLAs apply 24x365 unless SLA specifies an exception;
16. Contractor invoices shall clearly cross reference the SLA credit to the service Circuit ID in accordance with IFB-A Business Requirements Section A.5.1 (Billing and Invoicing Requirements #14);
17. The Contractor shall provide a CALNET 3 SLA Manager responsible for CALNET 3 SLA compliance. The SLA Manager shall attend regular meetings and be available upon request to address CALNET 3 CMO SLA oversight, report issues, and problem resolution concerns. The CALNET 3 SLA Manager shall also coordinate SLA support for Customer SLA inquiries and issue resolution;
18. The Contractor shall provide Customer and CALNET 3 CMO support for SLA inquiries and issue resolution; and,



19. Any SLAs and remedies negotiated between Contractor and third party service provider in territories closed to competition shall be passed through to the CALNET 3 Customer.

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No       

#### 1.5.4.6 Trouble Ticket Stop Clock Conditions

Only the following conditions will be allowed to stop the trouble ticket Outage Duration for CALNET 3 Contractor trouble tickets. The Contractor shall document the trouble ticket Outage Duration using the Stop Clock Condition (SCC) listed in Table 1.5.4.6 and include start and stop time stamps in the Contractor's Trouble Ticket Reporting Tool (IFB-A Business Requirements Section A.9.4) for each application of an SCC.

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

**Table 1.5.4.6. Stop Clock Conditions (SCC)**

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

#	Stop Clock Condition (SCC)	SCC Definition
5	<b>POWER</b>	Trouble caused by a power problem outside of the responsibility of the Contractor.
6	<b>FACILITIES</b>	Lack of building entrance Facilities or conduit structure that are the End-User's responsibility to provide.
7	<b>ACCESS</b>	<p>Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following:</p> <ul style="list-style-type: none"> <li>a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative;</li> <li>b. Site contact refuses access to technician who displays proper identification;</li> <li>c. Customer provides incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify End-User of the improper contact information and takes steps to obtain the correct information ; or,</li> <li>d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem.</li> </ul> <p>If it is determined later that the cause of the problem was not at the site in question, then the Access SCC shall not apply.</p>
8	<b>STAFF</b>	Any problem or delay to the extent caused by End-User's staff that prevents or delays Contractor's resolution of the problem. In such event, Contractor shall make a timely request to End-User staff to correct the problem or delay and document in trouble ticket.
9	<b>APPLICATION</b>	End-User software applications that interfere with repair of the trouble.
10	<b>CPE</b>	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	<b>NO RESPONSE</b>	Failure of the trouble ticket originator or responsible End-User to return a call from Contractor's technician for on-line close-out of trouble tickets after the Service has been restored as long as Contractor can provide documentation in the trouble ticket substantiating the communication from Contractor's technician.
12	<b>MAINTENANCE</b>	An outage directly related to any properly performed scheduled maintenance or upgrade scheduled for CALNET 3 service. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs shall apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to the Maintenance SCC.

#	Stop Clock Condition (SCC)	SCC Definition
13	<b>THIRD PARTY</b>	Any problem or delay caused by a third party not under the control of Contractor, not preventable by Contractor, including, at a minimum, cable cuts not caused by the Contractor. Contractor's Subcontractors 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	<b>FORCE MAJEURE</b>	Force Majeure events, as defined in the PMAC General Provisions - Telecommunications, Section 28 (Force Majeure).

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No

### 1.5.4.7 Technical Service Level Agreements

#### 1.5.4.7.1 Availability (M-S)

<b>SLA Name:</b> Availability				
<b>Definition:</b> The percentage of time a CALNET 3 service is fully functional and available for use each calendar month.				
<b>Measurement Process:</b> The monthly Availability Percentage shall be based on the accumulative total of all Unavailable Time derived from all trouble tickets closed, for the affected Circuit ID (as defined in the Data Dictionary), per calendar month. The monthly Availability Percentage equals the Scheduled Uptime per month less Unavailable Time per month divided by Scheduled Uptime per month multiplied by 100. Scheduled Uptime is 24 x number of days in the month. All Unavailable Time applied to other SLAs, which results in a remedy, will be excluded from the monthly accumulated total.				
<b>Service(s):</b>				
Toll-Free Network Access Transport (Section 1.5.2.3)				
<b>Objective(s):</b>				
				Bidder's Objective Commitment (B, S or P)
Service	Basic (B)	Standard (S)	Premier (P)	
DS1	≥ 99.2%	≥ 99.5%	≥ 99.8%	<b>S</b>
DS3	≥ 99.7%	≥ 99.8%	≥ 99.9%	<b>S</b>
ISDN PRI	≥ 99.2%	≥ 99.5%	≥ 99.8%	<b>S</b>
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> N/A			
	<b>Monthly Aggregated Measurements:</b> First month the service fails to meet the committed SLA objective shall result in a 15 percent rebate of the TMRC. The second consecutive month the service fails to meet the committed SLA objective shall result in a 30 percent rebate of TMRC. Each additional consecutive month the service fails to meet the committed SLA objective shall result in a 50 percent rebate of the TMRC.			

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No

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

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

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No

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

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

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No

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

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

Bidder understands the Requirement and shall meet or exceed it?

Yes Y No



### 1.5.4.7.5 Excessive Outage (M-S)

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

*Bidder understands the Requirement and shall meet or exceed it?*

Yes   **Y**   No

#### 1.5.4.7.6 Notification

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

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No

### 1.5.4.7.7 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 Service Request. The Contractor shall meet the committed interval dates or due date negotiated with the Customer. If the Customer agrees to a negotiated due date, the negotiated due date supersedes the committed interval. At the Customer's discretion, if the scope of the Service Request meets the Coordinated or Managed Project criteria, negotiated due dates will be established and documented in the Project Timeline per IFB-A Business Requirements Section A.6 (Contracted Service Project Work).

Provisioning SLAs have two (2) objectives:

1. Individual Service Request; and
2. Successful Install Monthly Percentage by Service Type

**Measurement Process:**

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

**Objective 2: Successful Install Monthly Percentage per Service Type:** The Contractor shall sum all individual Service Requests per service, as listed below, meeting the objective in the measurement period (per month) and divide by the sum of all individual Service Requests due per service in the measurement period and multiply by 100 to equal the percentage of Service Requests installed on time. The Contractor must exceed the objective below in order to avoid the rights and remedies.

Service (Features must be installed in conjunction with the service except when listed below)	Committed Interval Calendar Days	Coordinated/Managed Project
Dedicated DS1 Access Transport (1.5.2.3.1)	30	Coordinated/Managed Project
Dedicated DS3 Access Transport (1.5.2.3.2)	45	Coordinated/Managed Project
ISDN PRI on DS1 Access Transport (1.5.2.3.3)	30	Coordinated/Managed Project
Toll-Free Domestic Services (1.5.2.3.4)	10	Coordinated/Managed Project

**Objective(s):**

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

Objective 2: Successful Install Monthly Percentage per Service:

Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Toll-Free Domestic Services	N/A	≥ 90%	≥ 95%	<b>S</b>
Dedicated DS1 Access Transport	N/A	≥ 90%	≥ 95%	<b>S</b>
Dedicated DS3 Access Transport	N/A	≥ 90%	≥ 95%	<b>S</b>
ISDN PRI on DS1 Access Transport	N/A	≥ 90%	≥ 95%	<b>S</b>

**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 invoice type) that did not complete within the committed objective 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 Y No

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

<b>SLA Name:</b> Time to Repair (TTR) – Toll-Free Domestic											
<b>Definition:</b> A service outage that remains unresolved for more than the committed objective level.											
<b>Measurement Process:</b> This SLA is based on trouble ticket Unavailable Time per service (Circuit ID). The service shall be considered unavailable during the time the trouble ticket is recorded as open until restoration of the service, minus SCC. If customer reports a service failure is unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time. This SLA is applied per occurrence.											
<b>Service(s):</b>											
Toll-Free Domestic Services (1.5.2.4)											
<b>Objective(s):</b> The Unavailable Time objective shall not exceed: <table border="1" data-bbox="544 808 1250 1033"> <thead> <tr> <th>Service</th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidder's Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td>Toll-Free Domestic Services</td> <td>10 hours</td> <td>6 hours</td> <td>N/A</td> <td><b>S</b></td> </tr> </tbody> </table>		Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)	Toll-Free Domestic Services	10 hours	6 hours	N/A	<b>S</b>
Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)							
Toll-Free Domestic Services	10 hours	6 hours	N/A	<b>S</b>							
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> Four (4) Business Days of any applicable ADUC										
	<b>Monthly Aggregated Measurements:</b> N/A										

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No

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

<b>SLA Name:</b> Time to Repair (TTR)—Toll-Free Network Access Transport											
<b>Definition:</b> A service outage that remains unresolved for more than the committed objective level.											
<b>Measurement Process:</b> This SLA is based on trouble ticket Unavailable Time. The circuit or service is unusable during the time the trouble ticket is recorded as open until restoration of the service, minus SCC. If Customer reports a service failure is unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time. This SLA is applied per occurrence.											
<b>Service(s):</b>											
Toll-Free Network Access Transport (1.5.2.3)											
<b>Objective(s):</b>											
The Unavailable Time objective shall not exceed:											
<table border="1"> <thead> <tr> <th>Service</th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidder's Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td>Toll-Free Network Access Transport</td> <td>6 hours</td> <td>4 hours</td> <td>N/A</td> <td><b>S</b></td> </tr> </tbody> </table>		Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)	Toll-Free Network Access Transport	6 hours	4 hours	N/A	<b>S</b>
Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)							
Toll-Free Network Access Transport	6 hours	4 hours	N/A	<b>S</b>							
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> 25 percent of the TMRC, per occurrence, for each service (Circuit ID) out of service for a period greater than the committed objective level.										
	<b>Monthly Aggregated Measurements:</b> N/A										

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No

**1.5.4.7.10 Unsolicited Service Enhancement SLAs**

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

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No       

**1.5.4.7.11 Proposed Unsolicited Offerings**

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

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No       

**1.5.4.7.12 Contract Amendment Service Enhancement SLAs**

All Contract amendment service enhancements shall be considered a feature of the service, therefore included as such under the SLAs as defined in this Section 1.5.4.7.

*Bidder understands the Requirement and shall meet or exceed it?*

Yes Y No