

INVITATION FOR BID

IFB STPD 15-001-C

Statement of Work, Technical Requirements

FOR

CALNET 3

SUBCATEGORY 10.1

SATELLITE VOICE SERVICES

06/01/2018

Amendment #2

Issued by:

STATE OF CALIFORNIA

California Department of Technology

Statewide Technology Procurement Division

PO Box 1810

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Disclaimer: The original PDF 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.

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10.1 OVERVIEW

10.1.1 OVERVIEW OF TECHNICAL REQUIREMENTS

The CALNET 3 Contract provides a purchasing vehicle for a full suite of statewide satellite voice and low-speed data services to Executive Branch Agencies and local government entities.

This IFB STPD 15-001-C (IFB-C) Subcategory 10.1 is the State’s solicitation for satellite voice services. This Statement of Work (SOW) describes the CALNET 3 technical requirements necessary to support the CALNET 3 program.

10.1.1.1 Goals and Objectives

These technical requirements provide a single, comprehensive set of standards that will be maintained by each vendor awarded a Contract. It is the expectation that the pricing discounts provided under this procurement will be greater than the pricing discounts that any one (1) entity will be able to achieve as a standalone entity.

This IFB will be awarded to Bidders that meet the award criteria as described in IFB-C, Part 1, General Instructions, Section 4, *Bid Evaluation*. 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 office (CALNET 3 CMO).

10.1.1.2 Bidder Response Requirements

Throughout this SOW, Bidders are required to acknowledge acceptance of the requirements described herein by responding to 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 ”

Example B (for requirements that require confirmation that the bidder can meet or exceed the requirement and provide a product identifier):

	Feature Name	Description	Bidder Meets or Exceeds? Y N		Bidder’s Product Identifier
1					

CHECKING “NO” or “N” TO ANY REQUIREMENT WILL RESULT IN A MATERIAL DEVIATION AND DISQUALIFY BIDDER FROM CONTRACT AWARD.

10.1.1.3 Designation of Requirements

Unless otherwise noted, all Technical Requirements specified in this SOW are Mandatory and must be responded to by the Bidder, as identified in IFB C Part 1 General Instructions, Section 4.2.2.3, *Business and Technical Requirements (Pass/Fail)*. 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. 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.

All costs associated with services shall be included in the prices provided by the Bidder for the individual items included in the Cost Worksheets. Contractor will not bill for any item not listed in the Cost Worksheets.

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

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

10.1.1.4 Pacific Time Zone

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

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

10.1.2 SATELLITE VOICE SERVICES

For the purposes of this section, Satellite Voice Services is defined as two-way voice services via satellite, using handheld telephones or highly mobile voice equipment. The primary use is voice, but data services and embedded location services are also required.

Subsequently in this document, the terms "satellite phone(s)" and "phone(s)" will be used generically for satellite phones, handsets and instruments, unless specifically stated otherwise.

The structure of this IFB includes separate sections for Satellite Phone Service Plans and Satellite Phones and Terminals. Service Plans do not include equipment which shall be priced separately with the exception of rental services.

10.1.3 SATELLITE PHONE SERVICE PLANS

Contractor shall provide the Satellite Phone Plans and capabilities listed in Table 10.1.3.1 Basic Satellite Phone Plans assuming that the services will be bundled with one (1) or many satellite phones or terminals as identified in Section 10.1.4, SATELLITE PHONES AND TERMINALS.

10.1.3.1 Basic Satellite Phone Plans

Contractor shall provide the three (3) levels of service for all satellite phones listed below. All plans shall be month-to-month with no term commitments required. There shall be no charge for inbound calls from PSTN for Basic Satellite Phones. There shall be no international calling for any plan.

1. Pay-per-Use Plan - Users pay for each minute used.
2. 30 Minute Plan - 30 minutes per month, per phone.
3. Group Shared Plan - 150 minutes per month shared by all users in the plan. Additional phones may be added during the term and share the same minutes.

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

Table 10.1.3.1 Basic Satellite Phone Plans

<i>Table 10.1.3.1 Basic Satellite Phone Plans</i>					
	Feature Name	Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
1	Iridium Basic Pay-per-Use Plan	Per phone charge for the Pay-per-Use Plan. Iridium network.	X		YMIRI
2	Iridium Basic Pay-per-Use Plan – Usage	Per minute charge for Pay-per-Use Plan usage. Iridium network.	X		YAIRI
3	Iridium Basic 30 Minute Plan	30 minutes per month, per phone. Iridium network.	X		YMIRI30
4	Iridium Basic 30 Minute Plan – Overage Minutes	Per minute charge for minutes used over 30 each month. Iridium network.	X		YAIRI30X
5	Iridium Basic Group 150 Minute Shared Plan	150 minutes per month shared by all users in the plan. Additional phones may be added during the term and share the same minutes at no additional activation or provisioning charges. Iridium network.	X		YMIRI150

<i>Table 10.1.3.1 Basic Satellite Phone Plans</i>					
	Feature Name	Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
6	Iridium Basic Group 150 Minute Shared Plan – Overage Minutes	Per minute charge for minutes used over 150 each month. Iridium network.	X		YAIR150X
7	Iridium Basic Text Messaging	Per message rate for SMS texting.	X		YAIRISMS
8	Iridium Basic Voice Mail	Monthly fixed fee per user for voice mail service.	X		YAIRVM
9	Basic Calls to Other Satellite Networks	Per minute charge for calls made to other Satellite networks. This usage will not be counted against the 30 Minute Plan or the Group Shared Plan.	X		YAIRIOSN
10	Inmarsat Basic Pay-per-Use Plan	Per phone charge for the Pay-per-Use Plan. Inmarsat network.	X		YMINM
11	Inmarsat Basic Pay-per-Use Plan – Usage	Per minute charge for Pay-per-Use Plan usage. Inmarsat network.	X		YAINM
12	Inmarsat 30 Minute Plan	30 minutes per month, per phone. Inmarsat network.	X		YMINM30
13	Inmarsat Basic 30 Minute Plan – Overage Minutes	Per minute charge for minutes used over 30 each month. Inmarsat network.	X		YAINM30X
14	Inmarsat Basic Group 150 Minute Shared Plan	150 minutes per month shared by all users in the plan. Additional phones may be added during the term and share the same minutes at no additional activation or provisioning charges. Inmarsat network.	X		YMINM150

<i>Table 10.1.3.1 Basic Satellite Phone Plans</i>					
	Feature Name	Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
15	Inmarsat Basic Group 150 Minute Shared Plan – Overage Minutes	Per minute charge for minutes used over 150 each month. Inmarsat network.	X		YAINM150X
16	Inmarsat Basic Text Messaging	Per message rate for SMS texting.	X		YAINMSMS
17	Inmarsat Basic Voice Mail	Monthly fixed fee per user for voice mail service.	X		YAINMVM
18	Basic Satellite Phone Rental - Daily	Daily rental of satellite phones with additional per minute charges. Rental must be delivered to the customer within 48 hours of order and quantities up to 10 per order. If additional lead time for rental is required, vendor is to notify the State within 24 hours of order. In State emergencies where additional quantities are required, the vendor may have up to 96 hours to fulfill the rental order.	X		YRINMD
19	Basic Satellite Phone Rental - Weekly	Weekly rental of satellite phones with additional per minute charges. Rental must be delivered to the customer within 48 hours of order and quantities up to 10 per order. If additional lead time for rental is required, vendor is to notify the State within 24 hours of order. In State emergencies where additional quantities are required, the vendor may have up to 96 hours to fulfill the rental order.	X		YRINMW

<i>Table 10.1.3.1 Basic Satellite Phone Plans</i>					
	Feature Name	Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
20	Basic Satellite Phone Rental - Monthly	Monthly rental of satellite phones with additional per minute charges. Rental must be delivered to the customer within 48 hours of order and quantities up to 10 per order. If additional lead time for rental is required, vendor is to notify the State within 24 hours of order. In State emergencies where additional quantities are required, the vendor may have up to 96 hours to fulfill the rental order.	X		YRINMM

10.1.3.2 MSAT G2 Plans

Contractor shall provide the following MSAT G2 Plans:

1. Pay-per-Use Plan - minutes used per month, per phone;
2. 30 Minute Plan - 30 minutes per month, per phone, with rollover minutes (minutes that go unused from month-to-month that can be used up to one (1) year), per phone;
3. Group Shared Plan - 150 minutes per month shared by all users in the plan, with rollover minutes (minutes that go unused from month-to-month that can be used up to one (1) year). Additional phones may be added during the Term and share the same minutes.

Each plan shall include talk group/radio dispatch functionality.

Bidder understands the requirement and shall meet or exceed it? Yes *No*

<i>Table 10.1.3.2 MSAT G2 Plans</i>					
	Feature Name	Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
1	MSAT G2 Pay-per-Use Plan	Per user charge for the MSAT G2 Pay-per-Use Plan.	X		YMMSA

<i>Table 10.1.3.2 MSAT G2 Plans</i>					
	Feature Name	Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
2	MSAT G2 Pay-per-Use Plan – Usage	Per minute charge for MSAT G2 Pay-per-Use usage.	X		YAMSA
3	MSAT G2 Pay-per-Use Plan – Open Talk Group	Non-recurring charge for the creation of a Radio Talk Group to connect specified radios.	X		YMMSATGO
4	MSAT G2 Pay-per-Use Plan – Private Talk Group	Monthly and one time charge for the creation of a Private Talk Group to connect specified radios to utilize the Radio Dispatch function.	X		YMMSATGP
5	MSAT G2 30 Minute Plan	30 minutes per month, per phone, with rollover minutes (minutes that go unused from month-to-month that can be used up to one (1) year), per phone.	X		YMMSA30
6	MSAT G2 30 Minute Plan – Overage Minutes	Per minute charge for over 30 minutes per month MSAT G2 phone usage.	X		YAMSA30X
7	MSAT G2 30 Minute Plan – Open Talk Group	Non-recurring charge for the creation of a Radio Dispatch Function to connect specified radios.	X		YMMSA30TGO
8	MSAT G2 30 Minute Plan – Private Talk Group	Monthly and one time charge for a Private Radio Dispatch Function.	X		YMMSA30TGP

<i>Table 10.1.3.2 MSAT G2 Plans</i>					
	Feature Name	Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
9	MSAT G2 150 Minute Group Shared Plan	150 minutes per month shared by all users in the plan, with rollover minutes (minutes that go unused from month-to-month that can be used up to one (1) year). Additional phones may be added during the Term and share the same minutes at no additional activation or provisioning charges.	X		YMMSA150
10	MSAT G2 150 Minute Group Shared Plan – Open Talk Group	Non-recurring charge for a Radio Dispatch Function.	X		YMMSA150TGO
11	MSAT G2 150 Minute Group Shared Plan – Private Talk Group	Monthly and one time charge for a Private Radio Dispatch Function.	X		YMMSA150TGP
12	MSAT G2 150 Minute Group Shared Plan – Overage Minutes	Per minute charge for over 150 minutes per month MSAT G2 phone usage.	X		YAMSA150X
13	MSAT G2 Pay-per-Use Plan – Usage – Inbound calling from PSTN	Per minute charge for MSAT G2 Pay-per-Use usage – Inbound calling from PSTN.	X		YAMSAPSTN

<i>Table 10.1.3.2 MSAT G2 Plans</i>					
	Feature Name	Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
14	MSAT G2 Phone Rental - Daily	Daily rental of MSAT G2 phones with additional per-minute charges. Rental must be delivered to the customer within 48 hours of order and quantities up to 10 per order. If additional lead time for rental is required, vendor is to notify the State within 24 hours of order. In State emergencies where additional quantities are required, the vendor may have up to 96 hours to fulfill the rental order.	X		YRMSAD
15	MSAT G2 Phone Rental - Weekly	Weekly rental of MSAT G2 phones with additional per-minute charges. Rental must be delivered to the customer within 48 hours of order and quantities up to 10 per order. If additional lead time for rental is required, vendor is to notify the State within 24 hours of order. In State emergencies where additional quantities are required, the vendor may have up to 96 hours to fulfill the rental order.	X		YRMSAW

<i>Table 10.1.3.2 MSAT G2 Plans</i>					
	Feature Name	Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
16	MSAT G2 Phone Rental - Monthly	Monthly rental of MSAT G2 phones with additional per-minute charges. Rental must be delivered to the customer within 48 hours of order and quantities up to 10 per order. If additional lead time for rental is required, vendor is to notify the State within 24 hours of order. In State emergencies where additional quantities are required, the vendor may have up to 96 hours to fulfill the rental order.	X		YRMSAM

10.1.3.3 Broadband Global Area Network (BGAN) Service Plans

BGAN terminals are the size of a laptop and must be positioned towards the satellite. They support connections to phones and computers via Ethernet cable or a Wi-Fi connection.

Contractor shall provide BGAN services capable of supporting Internet, voice, fax, ISDN, SMS messaging and streaming services. All data plans shall include Internet access in the monthly price.

Contractor shall provide BGAN Services as described in Table 10.1.3.3 BGAN Service Plans:

1. BGAN Pay-per-Use;
2. BGAN 100MB data and 30 Minute Phone Plan;
3. BGAN 20 SIM Group Shared Phone Plan;
4. BGAN Midlevel 20 SIM Group Shared Plan.

Bidder understands the requirement and shall meet or exceed it? Yes X No

10.1.3.4 BGAN Features

Contractor shall provide the following BGAN features:

1. Roaming within the State of California
2. Voicemail;
3. Call history logging;
4. Activation; and,
5. USA +1 number for phone.

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

Table 10.1.3.3 BGAN Service Plans

<i>Table 10.1.3.3 BGAN Service Plans</i>					
	Feature Name	Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
1	BGAN Terminal Service	Monthly and one time charge for BGAN terminal service.	X		YMBGA
2	BGAN Terminal Standby Service	Monthly and one time charge for standby when BGAN terminal is not activated. The one time standby fee is applied at the time of suspension. There shall be no cost to reactivate a suspended unit.	X		YMBGASB
3	BGAN Pay-per-Use - Voice	Per minute charge for BGAN calls except the first 30 minutes for terminals that are subscribed to the BGAN 30 Minute Plan.	X		YABGA
4	BGAN Pay-per-Use - Data	Per megabyte charge for BGAN Pay-per-Use data.	X		YABGAMB
5	BGAN Pay-per-Use Plan Usage - SMS	Per message charge for BGAN pay-per-use SMS.	X		YABGASMS
6	BGAN Voice Mail	Monthly fixed fee per user for voice mail service.	X		YMBGAVM

<i>Table 10.1.3.3 BGAN Service Plans</i>					
	Feature Name	Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
7	BGAN Fax	Per fax charge to send or receive fax with user provided fax machine attached to the BGAN terminal.	X		YMBGAFX
8	BGAN Public Static Internet Protocol (IP) Address	Publicly routable static IP address to connected devices.	X		YMBGAFIP
9	BGAN Calls to Other Satellite Networks	Per minute charge for calls made to other Satellite networks. This usage will not be counted against the 30 Minute Plan or the Group Shared Plan.	X		YABGAOSN
10	BGAN 100 MB Data and 30 Minute Voice Plan	100 MB of data and 30 minutes of voice per month, per phone, with rollover minutes (minutes that go unused from month-to-month that can be used up to one (1) year), per phone.	X		YMBGA100
11	BGAN 100 MB Data and 30 Minute Voice Plan – Overage Data Rate	Charge for data usage over 100 MB in any month.	X		YABGA100DX
12	BGAN 100 MB Data and 30 Minute Voice Plan – Overage Voice Rate	Charge for voice usage over 30 minutes in any month.	X		YABGA100VX
13	BGAN Low-Level 20 SIM Group Shared Plan (includes 189 MB of usage)	Per phone charge to belong to the 20 User Group Shared Plan.	X		YMBGAL20

<i>Table 10.1.3.3 BGAN Service Plans</i>					
	Feature Name	Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
14	BGAN Mid- Level 20 SIM Group Shared Plan (includes 999 MB of usage)	Per phone charge to belong to the Midlevel 20 User Group Shared Plan.	X		YMBGAM20
15	BGAN 20 SIM Shared Plan – Overage Data Rate	Charge for data usage over the maximum included in either the Low-Level or Mid-level Shared Plan.	X		YABGA20DX
16	BGAN Terminal Rental - Daily	Daily rental of BGAN Terminals with additional per minute charges. Rental must be delivered to the customer within 48 hours of order and quantities up to 10 per order. If additional lead time for rental is required, vendor is to notify the State within 24 hours of order. In State emergencies where additional quantities are required, the vendor may have up to 96 hours to fulfill the rental order.	X		YRBGAD

<i>Table 10.1.3.3 BGAN Service Plans</i>					
	Feature Name	Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
17	BGAN Terminal Rental - Weekly	Weekly rental of BGAN Terminals with additional per minute charges. Rental must be delivered to the customer within 48 hours of order and quantities up to 10 per order. If additional lead time for rental is required, vendor is to notify the State within 24 hours of order. In State emergencies where additional quantities are required, the vendor may have up to 96 hours to fulfill the rental order.	X		YRBGAW
18	BGAN Terminal Rental - Monthly	Monthly rental of BGAN Terminals with additional per minute charges. Rental must be delivered to the customer within 48 hours of order and quantities up to 10 per order. If additional lead time for rental is required, vendor is to notify the State within 24 hours of order. In State emergencies where additional quantities are required, the vendor may have up to 96 hours to fulfill the rental order.	X		YRBGAM

10.1.4 SATELLITE PHONES AND TERMINALS

10.1.4.1 Mandatory Satellite Phones and Terminals

All phones procured will be provisioned in conjunction with one (1) of the three (3) Satellite Phone Service Plans identified in Section 10.1.3.1, Basic Satellite Phone Plans, 10.1.3.2, MSAT

G2, or 10.1.3.3, Broadband Global Area Network (BGAN) Service Plans.

Contractor shall include all accessories bundled with the satellite phone, including AC chargers, DC car chargers, cases, holders, stands, cables, instruction manuals, and documentation. The following shall be included at no additional charge:

1. For all battery-powered phones and terminals, both AC and DC chargers shall be included. For direct AC-powered terminals, a standard U.S. power cord shall be included;
2. For phones with USB capability, a cable shall be included which allows the phone to be connected to a standard USB device port;
3. Any ancillary equipment needed for required functionality shall be included in the cost of the phone or terminal;
4. User's Guide, either printed or electronic media.

Contractor shall provide the following phones and terminals:

1. Iridium system phones:
 - a. Iridium 9555;
 - b. Iridium 9575;
 - c. Iridium 9575PTT.
2. Inmarsat system phones:
 - a. IsatPhone 2;
3. MSAT G2 system phones:
 - a. Hughes model 2100.
4. Inmarsat system BGAN Terminals, including the following Class 2 or Class 1 terminals:
 - a. Inmarsat Isat Hub;
 - b. Hughes 9202;
 - c. Hughes 9450;
 - d. Cobham 510;
 - e. Cobham 710.
5. Prices quoted shall include all components and items needed to operate the phones and terminals.
6. All satellite phones will be provided with phone numbers that are associated with the United States of America and not international numbers.
7. Replacements for discontinued phones shall be approved by the CALNET 3 CMO. Replacements shall be equal to or better than the functionality of the model being replaced.

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

Table 10.1.4.1 Mandatory Satellite Phones and Terminals

Table 10.1.4.1 Mandatory Satellite Phones and Terminals				
	Product Name	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
1	Iridium 9555	X		YSATIRI9555
2	Iridium 9575	X		YSATIRI9575
3	Iridium 9575PTT	X		YSATPTTIRI9575
4	IsatPhone 2	X		YSATISAPHPRO2
5	Hughes 2100	X		YSATMSAG2LM
6	Inmarsat Isat Hub	X		YSATISATHUB
7	Hughes 9202	X		YSATBGAHNS9202
8	Hughes 9450	X		YSATBGA9450
9	Cobham 510	X		YSATBGAEXP510
10	Cobham 710	X		YSATBGAEXP710

10.1.5 SERVICE LEVEL AGREEMENTS (SLAs)

Contractor shall provide Service Level Agreements (SLAs) as defined below.

1. Contractor shall proactively apply an invoice credit or refund when an SLA objective is not met. CALNET SLA Rights and Remedies do not require the Customer to submit a request for credit or refund;
2. Contractor shall apply CALNET 3 SLAs and remedies to all CALNET services ordered through the Contractor regardless of geographic area or service provider;
3. Total Monthly Cost of Service (TMCS) rights and remedies shall include the service, option(s), and feature(s) charges. Rights and remedies shall be assessed using TMCS;
4. Contractor shall proactively credit all rights and remedies to the Customer within 60 calendar days of the Customer and Contractor mutually agreed to due date on the Service Request Order Confirmation for the Provisioning SLA;

5. To the extent that Contractor offers additional SLAs, or SLAs with more advantageous rights and/or remedies for same or similar services offered through tariffs, online service guides, or other government contracts (Federal, State, County, City), the State will be entitled to the same SLA and remedies therein. Contractor shall present the SLAs to CALNET 3 CMO for possible inclusion via amendments within 120 days of CALNET 3 award and throughout the term of the contract. Adding additional SLAs will be at the CALNET 3 CMO's discretion;
6. 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;
7. Contractor shall act as the single point of contact in coordinating all entities to meet the State's needs for provisioning, maintenance, restoration and resolution of service issues or that of their Subcontractors, Affiliates or resellers under this Contract;
8. The Contractor shall provide trouble reporting and restoration 24x365 for CALNET 3 services;
9. Throughout the contract, any SLAs and remedies negotiated between Contractor and subcontractor, service provider, or reseller shall be passed through to the CALNET 3 Customer. The Contractor shall present such SLAs to CALNET CMO upon award or within 60 days of being agreed upon by Contractor and subcontractor, etc.

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

10.1.5.1 Provisioning

SLA Name: Provisioning	
<p>Definition: Provisioning shall include new services, moves, adds and changes completed by 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 Contractor's order confirmation notification or Contracted Service Project Work SOW in accordance with <u>IFB 15-001-C SOW Business Requirements: Section C.3.1.6 (Order Acknowledgement and Confirmation)</u>. 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.</p> <p>Provisioning SLAs have two (2) objectives:</p> <p>Objective 1: Individual Service Request; and</p> <p>Objective 2: Successful Install Monthly Percentage.</p>	
Measurement Process:	
<p><u>Objective 1: Individual Service Request:</u> Install intervals are based on the committed installation intervals established in this SLA or due dates negotiated between Customer and Contractor. This objective requires Contractor to meet the due date for each individual Service Request.</p> <p><u>Objective 2: Successful Install Monthly Percentage per service Type:</u> For IFB-C, the Contractor shall sum all individual Service Requests, meeting the objective in the measurement period (per month) and divide by the sum of all individual Service Requests due in the measurement period and multiply by 100 to equal the percentage of Service Requests installed on time. Contractor must meet or exceed the objective below in order to avoid the rights and remedies.</p>	
Service (Features must be installed in conjunction with the service except when listed below)	Committed Interval Calendar Days
Basic Satellite Phone Plans	45
Basic Satellite Phone Rental- Daily	Table 10.1.3.1 #16
Basic Satellite Phone Service-Weekly	Table 10.1.3.1 #17
Basic Satellite Phone Service-Monthly	Table 10.1.3.1 #18
MSAT G2 Plans	45
MSAT G2 Phone Rental- Daily	Table 10.1.3.2 #17
MSAT G2 Phone Rental-Weekly	Table 10.1.3.2 #18
MSAT G2 Phone Rental-Monthly	Table 10.1.3.2 #19
BGAN Plans and Terminal Service	45
BGAN Terminal Rental- Daily	Table 10.1.3.3. #16
BGAN Terminal Rental-Weekly	Table 10.1.3.3. #17
BGAN Terminal Rental-Monthly	Table 10.1.3.3 #18

SLA Name: Provisioning	
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 shall be \geq 95%.	
Rights and Remedies	Per Occurrence: Objective 1: Individual Service Requests: The contractor shall credit 50 percent of installation fee, or 50% of the monthly recurring cost for the first 30 days of service, whichever amount is greater.
	Monthly Aggregated Measurements: Objective 2: The Contractor shall credit 100% of the installation fee or 100% of the monthly recurring cost for the first 30 days of service, whichever amount is greater, for all Service Requests that did not complete on time during the month if the Successful Install Monthly Percentage is below the objective.

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