

INVITATION FOR BID

**IFB C4CVD18
FOR
CATEGORY 19
CALNET CELLULAR VOICE AND DATA SERVICES**

**SUBCATEGORY 19.1
CELLULAR BUSINESS SERVICES**

**STATEMENT OF WORK
TECHNICAL REQUIREMENTS**

December 21, 2018

Addendum 4

Issued by:

STATE OF CALIFORNIA

California Department of Technology

Statewide Technology Procurement

PO Box 1810

Rancho Cordova, CA 95741

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.

Amendment Log

Amendment #	Date	Amendment Description
Amendment 1	05/01/2020	<ul style="list-style-type: none">• Updated SOW with accepted unsolicited items in Tables 19.1.2.2.1.b, 19.1.2.2.2.b, 19.1.2.2.3.b, 19.1.2.2.4.b, 19.1.2.2.8.b and 19.1.5.2.b.• Revised Restrictions column in Tables 19.1.2.2.1b, 19.1.2.2.2.b, 19.1.2.2.3.b, 19.1.2.2.4.b and 19.1.5.2.b• Changed some Bidder's Descriptions and Feature Descriptions in Tables 19.1.2.2.2.b, 19.1.2.2.3.b, 19.1.2.2.4.b and 19.1.5.2.b.

SOW TECHNICAL REQUIREMENTS
SUBCATEGORY 19.1
CELLULAR BUSINESS SERVICES

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MASTER

SOW TECHNICAL REQUIREMENTS

SUBCATEGORY 19.1

CELLULAR BUSINESS SERVICES

19.1.1 OVERVIEW (M)

The California Department of Technology (CDT), Statewide Telecommunications Procurement (STP) is requesting proposals from responsive cellular vendors to provide cellular voice and data communication service plans, Equipment, and accessories.

This IFB C4CVD18 Subcategory 19 provides the State's solicitation for best value solutions for cellular voice and data services. This IFB C4CVD18 Subcategory 19.1 also describes the SOW Technical Requirements and SOW Business Requirements necessary to support the Cellular Business Services Requirements.

This IFB C4CVD18 will be awarded to the Bidders that meet the award criteria as described in IFB Part 1, Section 4, *Bid Evaluation*. The Cellular Business Services Contract(s) that result from the award of this IFB C4CVD18 will be managed by the CALNET Contract Management and Oversight (CALNET CMO).

19.1.1.1 BIDDER RESPONSE REQUIREMENTS (M)

Throughout this IFB C4CVD18, the Bidders are required to acknowledge acceptance of the Requirements described herein by responding to one (1) of the following:

1. 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,

2. Example B (for Requirements contained in Technical Feature and/or Service Tables):

Table 19.x.x.a – Feature and/or Service Name					
Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
				Y	N

19.1.1.2 DESIGNATION OF REQUIREMENTS (M)

All SOW Technical Requirements that are specified by the State in this IFB are Mandatory and must be responded to as identified in IFB C4CVD18 Part 1, Section 3.3.2.2, *SOW Mandatory Technical Requirements*, by the Bidder. Additionally, some Mandatory “(M)” Requirements are “Mandatory Scorable”, and are designated as “(M-S)”.

The Bidders have the option to offer unsolicited items in specific product tables allowing the Bidder to offer additional items that are not specified in the State’s Mandatory tables. Refer to IFB Part 1 C4CVD18, Section 3.3.2.3, *Unsolicited Offerings*, for additional instruction. The State will have the option of whether or not to include each unsolicited item in the Contract, based on the best interest of the State.

Costs associated with services shall be included in the prices provided by the Bidder for the individual items included in the Subcategory 19.1 Cost Worksheets. Items not specifically listed in the Subcategory 19.1 Cost Worksheets will not be billable by the Contractor. If unsolicited items include non-billable features described in the Mandatory Requirements of the IFB, the cost associated with the features shall not be included in the unsolicited item price.

Services and features included in the Subcategory 19.1 Cost Worksheets are those that the Bidder must provide. All Bidders must provide individual prices as indicated in the Subcategory 19.1 Cost Worksheets in the Bidder’s Final Proposal. Items submitted with no price will be considered as offered at no cost.

19.1.1.3 PACIFIC TIME ZONE (M)

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 No

19.1.1.4 U.S. Based Services Waiver (M)

The provisions detailed in the SOW Business Requirements, Section C.2.1.2, *United States Based Services*, will not apply to the following Sections.

1. 19.1.2.2.7 – International Unsolicited Cellular Services;
2. 19.1.2.2.8 – International Roaming; and,

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

19.1.2 SERVICE AND PLAN SPECIFICATIONS

19.1.2.1 VOICE AND DATA SERVICES (M)

The Contractor shall provide cellular voice and data services that include:

1. Network infrastructure that supports LTE or better primary network access;
2. The ability to access the Internet and Internet-based services;
3. A new Subscriber Identification Module (SIM) compatible with the Contractor's network at no additional cost;
4. Allowing compatible SIM unlocked phones on the Contractor's network; and,
5. Utilization notification. For all plans the Contractor shall notify the Customer when an End-User utilizes 90% or more of the Usage Threshold.

19.1.2.1.1 Usage Threshold Definition (M)

The MB/GB identified in the feature name of each service plan.

Example Table for Usage Threshold						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
1	Voice, Text and Data 2 GB (Usage Threshold) Service Plan	2 GB high speed Nationwide only voice, text and data usage for Smartphone devices				

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

19.1.2.2 STANDARDIZED SERVICE PLANS (M)

The Contractor shall provide all of the Standardized Service Plans described below.

1. Voice and Text Service Plan - includes voice calling and text messaging for Basic Phones as described in Section 19.1.2.2.1.
2. Voice, Text, and Data Service Plans - includes voice calling, text messaging, and data services for Smartphone devices as described in Section 19.1.2.2.2.

3. Data Only Service Plans –Includes data services for data only devices such as tablets and mobile hotspots as described in Section 19.1.2.2.3.
4. Machine-to-Machine (M2M) Plans – Includes data only services for machine-to-machine (M2M) devices and/or Internet of Things (IoT) devices as described in Section 19.1.2.2.4.

The Bidder’s prices associated with these plans shall be detailed in the Cost Worksheets submitted with the Final Bid. The Cost Worksheets are provided as separate MS Excel files that list each Requirement that is to be priced by the Bidder as well as areas for the Bidder to offer unsolicited services and features.

The prices provided by the Bidder with their final Bid will be used to develop a Service Plan Catalog listing all of the Contractor’s services approved by the State that will be part of the Contract. Services not approved by the State will not be included in the Service Plan Catalog.

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

19.1.2.2.1 Voice and Text Service Plan for Basic Phones (M)

The Contractor shall provide the Voice and Text Service Plan for Basic Phones that includes the features described in Table 19.1.2.2.1.a including the following features:

1. Voice usage with no limits on the monthly minutes used;
2. SMS messages with no limits on the monthly number of texts used;
3. No overage charges shall apply;
4. Voicemail;
5. Voice over Long Term Evolution (VoLTE) with compatible Equipment;
6. Nationwide roaming for voice services;
7. Per line caller ID blocking;
8. Nationwide long distance;
9. Call forwarding; and,
10. Call waiting.

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

The Bidder shall offer the Voice and Text Service Plan for Basic Phones detailed in Table 19.1.2.2.1.a.

Table 19.1.2.2.1.a – Voice and Text Service Plan for Basic Phones						
	Feature Name	Feature Description	Product Identifier	Bidder’s Description	Bidder Meets or Exceeds?	
					Y	N

	Voice and Text Service Plan for Basic Phones	Voice and Text Service Plan for Basic Phones	CA1000	PS Unlimited Feature Phone	X	
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The Bidder may offer additional unsolicited Voice and Text Service Plan features in Table 19.1.2.2.1.b.

	Feature Name	Product Identifier	Bidder's Description
1	UNLBuy-up (Data)	CA1504	UNLBuy-up (Data) for Voice and Text Service Plan for Basic Phones
2	Call Forwarding (Unconditional)	CFW	Call Forwarding (Unconditional): Unconditional Call Forwarding is a hard forward on all incoming calls to terminate at another number other than your cellular phone. Charges will be applied when used on both Voice and Text Service Plans for Basic phones and/or Voice, Text, and Data Service Plans
3	Sprint 411 Directory Asst.	DA	Sprint 411 Directory Assistance is a Pay As You Go charge applies on a per use basis across all rate plans
4	MAC Airave Coverage	MACCOV	MAC Airave Coverage Enhances voice coverage for a range less than 3500 Sq Ft. Radius may be reduced by obstructions.
5	Premium VVM	VVMPREM	Premium VVM Visual Voicemail is an app that gives customers an easy way to access the text of a voicemail messages directly without having to listen to the message. Service can be added to both Voice and Text Service Plans for Basic phones and/or Voice, Text, and Data Service Plans.
6	SDC Plus	DCP1	SDC Plus Add on Sprint Direct Connect Plus is a portfolio of push-to-talk (PTT) phone services that put your workforce in instant communication with each other, support teams and headquarters. Service can be added to both Voice and Text Service Plans for Basic phones and/or Voice, Text, and Data Service Plans and/or Data Only Service Plan.
7	\$140 Chg AIRAVE Unit Not Rtrnd - BAN Level Fee	AIRFEE	One Time AIRAVE Equipment charge for non- return.
8	Invoice Reprint Fee(s) - BAN Level Fee	CPYFEE	Invoice Reprint Fee(s) – Account Level charge incurred if customer requests a secondary copy of the invoice reprinted.
9	Duplicate Invoice Fee - BAN Level Fee	DUPINV	Duplicate Invoice Level Charge applicable when the account is set up to receive 2 invoices, going to 2 separate addresses.
10	Reconnect from Suspension Fee - BAN Level Fee	RECONN	Reconnect from Suspension Fee will be charged automatically to any account that is reinstated from a non-paid disconnect (NPD) status, including accounts in a collection suspend status.

19.1.2.2.2 Voice, Text, and Data Service Plans (M)

The Contractor shall provide Voice, Text, and Data Service Plans that include the features described in Table 19.1.2.2.2.a including the following features:

1. Voice usage with no limits on the monthly minutes used;
2. SMS and MMS messages with no limits on the monthly number of texts used;

3. Data services shall not be deprioritized before the specified plan Usage Threshold;
4. No overage charges shall apply;
5. Visual Voicemail with compatible Equipment;
6. Nationwide roaming for voice and data services;
7. Tethering with compatible Equipment;
8. Wi-Fi calling with compatible Equipment;
9. VoLTE with compatible Equipment;
10. Per line caller ID blocking;
11. Nationwide long distance;
12. Call forwarding; and,
13. Call waiting.

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

The Bidder shall offer the Voice, Text and Data Service Plans detailed in Table 19.1.2.2.2.a.

Table 19.1.2.2.2.a – Voice, Text and Data Service Plans						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
1	Voice, Text and Data 2 GB Service Plan	2 GB high speed Nationwide only voice, text and data usage for Smartphone devices	CA2000	Sprint Plan for Unsubsidized Device Only 2 GB Smartphone Plan	X	
2	Voice, Text and Data 5 GB Service Plan	5 GB high speed Nationwide only voice, text and data usage for Smartphone devices	CA2001	Sprint Plan for Unsubsidized Device Only 5 GB Smartphone Plan	X	
3	Voice, Text and Data 10 GB Service Plan	10 GB high speed Nationwide only voice, text and data usage for Smartphone devices	CA2002	Sprint Plan for Unsubsidized Device Only 10 GB Smartphone Plan	X	
4	Voice, Text and Data 20 GB Service Plan	20 GB high speed Nationwide only voice, text and data usage for Smartphone devices	CA2003	Sprint Plan for Unsubsidized Device Only 20 GB Smartphone Plan	X	

Table 19.1.2.2.2.a – Voice, Text and Data Service Plans						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
5	Voice, Text and Data 50 GB Service Plan	50 GB high speed Nationwide only voice, text and data usage for Smartphone devices	CA2004	Sprint Plan for Unsubsidized Device Only 50 GB Smartphone Plan	X	

The Bidder may offer additional unsolicited Voice, Text, and Data Service Plan features in Table 19.1.2.2.2.b.

Table 19.1.2.2.2.b – Unsolicited Voice, Text and Data Service Plan Features			
	Feature Name	Product Identifier	Bidder's Description
1	Call Forwarding (Unconditional)	CFW	Call Forwarding (Unconditional): Unconditional Call Forwarding is a hard forward on all incoming calls to terminate at another number other than your cellular phone. Charges will be applied when used on both Voice and Text Service Plans for Basic phones and/or Voice, Text, and Data Service Plans
2	Sprint 411 Directory Asst.	DA	Sprint 411 Directory Assistance is a Pay As You Go charge applies on a per use basis across all rate plans
3	MAC Airave Coverage	MACCOV	MAC Airave Coverage Enhances voice coverage for a range less than 3500 Sq Ft. Radius may be reduced by obstructions.
4	Premium VVM	VVMPRE M	Premium VVM Visual Voicemail is an app that gives customers an easy way to access the text of a voicemail messages directly without having to listen to the message. Service can be added to both Voice and Text Service Plans for Basic phones and/or Voice, Text, and Data Service Plans.
5	SDC Plus	DCP1	SDC Plus Add on Sprint Direct Connect Plus is a portfolio of push-to-talk (PTT) phone services that put your workforce in instant communication with each other, support teams and headquarters. Service can be added to both Voice and Text Service Plans for Basic phones and/or Voice, Text, and Data Service Plans and/or Data Only Service Plan
6	\$140 Chg AIRAVE Unit Not Rtrnd - BAN Level Fee	AIRFEE	One Time AIRAVE Equipment charge for non- return.
7	Invoice Reprint Fee(s) - BAN Level Fee	CPYFEE	Invoice Reprint Fee(s) – Account Level charge incurred if customer requests a secondary copy of the invoice reprinted.
8	Duplicate Invoice Fee - BAN Level Fee	DUPINV	Duplicate Invoice Level Charge applicable when the account is set up to receive 2 invoices, going to 2 separate addresses.
9	Reconnect from Suspension Fee - BAN Level Fee	RECONN	Reconnect from Suspension Fee -Level Fee will be charged automatically to any account that is reinstated from a non-paid disconnect (NPD) status, including accounts in a collection suspend status.

19.1.2.2.3 Data Only Service Plans (M)

The Contractor shall provide Data Only Service Plans for data only devices that include the features described in Table 19.1.2.2.3.a including the following features:

1. Nationwide roaming for data services;
2. Data services shall not be deprioritized before the specified plan Usage Threshold;
3. No overage charges shall apply; and,
4. Tethering with compatible Equipment.

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

The Bidder shall offer the Data Only Service Plans detailed in Table 19.1.2.2.3.a.

Table 19.1.2.2.3.a – Data Only Service Plans						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
1	Data Only 2 GB Service Plan	2 GB high speed data usage for data only devices	CA3000	Tablet/Connection Card 2GB Plan - Unsubsidized	X	
2	Data Only 5 GB Service Plan	5 GB high speed data usage for data only devices	CA3001	Tablet/Connection Card 5GB Plan - Unsubsidized	X	
3	Data Only 10 GB Service Plan	10 GB high speed data usage for data only devices	CA3002	Tablet/Connection Card 10GB Plan - Unsubsidized	X	
4	Data Only 20 GB Service Plan	20 GB high speed data usage for data only devices	CA3003	Tablet/Connection Card 20GB Plan - Unsubsidized	X	
5	Data Only 50 GB Service Plan	50 GB high speed data usage for data only devices	CA3004	Tablet/Connection Card 50GB Plan - Unsubsidized	X	
6	Data Only 100 GB Service Plan	100 GB high speed data usage for data only devices	CA3005	Tablet/Connection Card 100GB Plan - Unsubsidized	X	

The Bidder may offer additional unsolicited Data Only Service Plan features in Table 19.1.2.2.3.b.

Table 19.1.2.2.3.b – Unsolicited Data Only Service Plan Features			
	Feature Name	Product Identifier	Bidder's Description
1	Sprint Static IP	Static IP	Sprint Static IP A. If Customer purchases a Sprint data Business Plan, Sprint offers Public Static IP for an additional charge per IP address per month. Public Static IP is not available with Sprint Data Link, and may not be available for all deployments. More information is available by contacting Customer's Sprint Account Representative. B. Maintenance. In order to maintain the quality of Sprint Products and Services, Sprint will perform preventative maintenance and software updates to the Sprint Networks and Sprint 4G Network. (1) "Scheduled Maintenance" is performed for functions such as hardware and software upgrades and network optimization. Sprint will perform Scheduled Maintenance at times that are anticipated to minimize disruption of Customer's service and activity. Sprint will use commercially reasonable efforts to provide advance notice of all Scheduled Maintenance. (2) "Demand Maintenance" may occur as a result of unexpected events and is performed when Sprint network elements are in jeopardy. Sprint will perform Demand Maintenance at Sprint's discretion. Due to the nature of Demand Maintenance, prior notification may not be possible; however, Sprint will inform Customer when maintenance is complete.
2	SDC Plus	DCP1	SDC Plus Add on Sprint Direct Connect Plus is a portfolio of push-to-talk (PTT) phone services that put your workforce in instant communication with each other, support teams and headquarters. Service can be added to both Voice and Text Service Plans for Basic phones and/or Voice, Text, and Data Service Plans and/or Data Only Service Plan.
3	Invoice Reprint Fee(s) - BAN Level Fee	CPYFEE	Invoice Reprint Fee(s) – Account Level charge incurred if customer requests a secondary copy of the invoice reprinted
4	Duplicate Invoice Fee - BAN Level Fee	DUPINV	Duplicate Invoice Level Charge applicable when the account is set up to receive 2 invoices, going to 2 separate addresses.
5	Reconnect from Suspension Fee - BAN Level Fee	RECONN	Reconnect from Suspension Fee -Level Fee will be charged automatically to any account that is reinstated from a non-paid disconnect (NPD) status, including accounts in a collection suspend status
6	300 Text Message Add-On Plan	CA1506-300	300 Text Message Add-On Plan for units activated on the Sprint Tablet Plan
7	1000 Text Message Add-On Plan	CA1506-1000	1000 Text Message Add-On Plan for units activated on the Sprint Tablet Plan
8	Unlimited Text Message Add-On Plan	CA1506-UNL	Unlimited Text Message Add-On Plan for units activated on the Tablet Plan

19.1.2.2.4 Machine-to-Machine and Internet of Things Service Plans (M2MIoT Service Plans) (M)

The Contractor shall provide Machine-to-Machine and Internet of Things Service Plans that include the features described in Table 19.1.2.2.4.a as well as:

1. Nationwide roaming for data services;
2. All plans will be "shared" plans as defined by the Customer where data consumption can be shared among multiple End-Users; and,

3. Overage notification. The Contractor shall notify the Customer when the Customer incurs an M2MIoT usage overage in excess of 50% of the data subscription rate identified in the service plan for three consecutive months.

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

The Bidder shall offer the Machine-to-Machine and Internet of Things Service Plans detailed in Table 19.1.2.2.4.a.

Table 19.1.2.2.4.a – Machine-to-Machine and Internet of Things Service Plans						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
1	M2MIoT 1 MB Service Plan	1 MB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	CA5000	1 MB Sprint Data Rate Plan for Third Party M2M Services	X	
2	Overage Charge for M2MIoT 1 MB Service Plan	Per MB charge for usage over 1 MB	CA5000-O	Overage charge for additional data services usage above plan allowance	X	
3	M2MIoT 10 MB Service Plan	10 MB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	CA5001	10 MB Sprint Data Rate Plan for Third Party M2M Services	X	
4	Overage Charge for M2MIoT 10 MB Service Plan	Per MB charge for usage over 10 MB	CA5001-O	Overage charge for additional data services usage above plan	X	
5	M2MIoT 50 MB Service Plan	50 MB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	CA5002	50 MB Sprint Data Rate Plan for Third Party M2M Services	X	
6	Overage Charge for M2MIoT 50 MB Service Plan	Per MB charge for usage over 50 MB	CA5002-O	Overage charge for additional data services usage above plan	X	
7	M2MIoT 250 MB Service Plan	250 MB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	CA5003	250 MB Sprint Data Rate Plan for Third Party M2M Services	X	
8	Overage Charge for M2MIoT 250 MB Service Plan	Per MB charge for usage over 250 MB	CA5003-O	Overage charge for additional data services usage above plan allowance	X	

Table 19.1.2.2.4.a – Machine-to-Machine and Internet of Things Service Plans						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
9	M2MIoT 1 GB Service Plan	1 GB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	CA5004	1 GB Sprint Data Rate Plan for Third Party M2M Services	X	
10	Overage Charge for M2MIoT 1 GB Service Plan	Per MB charge for usage over 1 GB	CA5004-O	Overage charge for additional data services usage above plan	X	
11	M2MIoT 5 GB Service Plan	5 GB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	CA5005	5 GB Sprint Data Rate Plan for Third Party M2M Services	X	
12	Overage Charge for M2MIoT 5 GB Service Plan	Per MB charge for usage over 5 GB	CA5005-O	Overage charge for additional data services usage above plan	X	
13	M2MIoT 10 GB Service Plan	10 GB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	CA5006	10 GB Sprint Data Rate Plan for Third Party M2M Services	X	
14	Overage Charge for M2MIoT 10 GB Service Plan	Per MB charge for usage over 10 GB	CA5006-O	Overage charge for additional data services usage above plan	X	
15	M2MIoT 20 GB Service Plan	20 GB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	CA5007	20 GB Sprint Data Rate Plan for Third Party M2M Services	X	
16	Overage Charge for M2MIoT 20 GB Service Plan	Per MB charge for usage over 20 GB	CA5007-O	• Overage charge for additional data services usage above plan	X	

The Bidder may offer additional unsolicited Machine-to-Machine and Internet of Things Service plans or features in Table 19.1.2.2.4.b.

	Feature Name	Product Identifier	Bidder's Description
1	Sprint Static IP	Static IP	Sprint Static IP A. If Customer purchases a Sprint data Business Plan, Sprint offers Public Static IP for an additional charge per IP address per month. Public Static IP is not available with Sprint Data Link, and may not be available for all deployments. More information is available by contacting Customer's Sprint Account Representative. B. Maintenance. In order to maintain the quality of Sprint Products and Services, Sprint will perform preventative maintenance and software updates to the Sprint Networks and Sprint 4G Network. (1) "Scheduled Maintenance" is performed for functions such as hardware and software upgrades and network optimization. Sprint will perform Scheduled Maintenance at times that are anticipated to minimize disruption of Customer's service and activity. Sprint will use commercially reasonable efforts to provide advance notice of all Scheduled Maintenance. (2) "Demand Maintenance" may occur as a result of unexpected events and is performed when Sprint network elements are in jeopardy. Sprint will perform Demand Maintenance at Sprint's discretion. Due to the nature of Demand Maintenance, prior notification may not be possible; however, Sprint will inform Customer when maintenance is complete.
2	Data Link	DTLNK	Sprint Data Link is a private network established between the company network and Sprint wireless devices and improves how companies manage their mobile workforce and remote wireless devices. Sprint Data Link provides secure, high-speed wireless connection to the corporate enterprise WAN.
3	Invoice Reprint Fee(s) - BAN Level Fee	CPYFEE	Invoice Reprint Fee(s) – Account Level charge incurred if customer requests a secondary copy of the invoice reprinted.
4	Duplicate Invoice Fee - BAN Level Fee	DUPINV	Duplicate Invoice Level Charge applicable when the account is set up to receive 2 invoices, going to 2 separate addresses.
5	Reconnect from Suspension Fee - BAN Level Fee	RECONN	Reconnect from Suspension Fee -Level Fee will be charged automatically to any account that is reinstated from a non-paid disconnect (NPD) status, including accounts in a collection suspend status

19.1.2.2.5 Video Streaming Quality (M-S)

The Bidder shall provide video streaming for the Voice, Text and Data Service Plans (Section 19.1.2.2.2) and the Data Only Service Plans (Section 19.1.2.2.3). The Bidder shall indicate the video streaming quality they commit to provide in Table 19.1.2.2.5.

Service Plan	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S, or P)
Voice, Text and Data Service Plans (19.1.2.2.2)	480p	720p	1080p	S
Data Only Service Plans (19.1.2.2.3)	480p	720p	1080p	S

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

19.1.2.2.6 Tethering Throughput (M-S)

Tethering is the sharing of a mobile device’s data connection with other devices via WIFI, Bluetooth or physical cable (example: USB). The Contractor shall provide Tethering for the Voice, Text and Data Service Plans (Section 19.1.2.2.2) and the Data Only Service Plans (Section 19.1.2.2.3).

The Bidder shall indicate the Tethering throughput speeds they commit to provide in Table 19.1.2.2.6.

Table 19.1.2.2.6 – Tethering Throughput				
Service Plan	Basic (B)	Standard (S)	Premier (P)	Bidder’s Objective Commitment (B, S, or P)
Voice, Text and Data Service Plans (19.1.2.2.2)	3G	4G	Unrestricted	P
Data Only Service Plans (19.1.2.2.3)	3G	4G	Unrestricted	P

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

19.1.2.2.7 Domestic to International Calling and Messaging Services

The Bidder may offer international cellular service that allows for calls originating in the United States to complete to a mobile or land line phone in Table 19.1.2.2.7.

The Bidder may offer text messaging services that provide international outbound and inbound messaging as identified in the Bidder’s Product Identification Codes in columns (b) and (c).

By providing a Product Identification Code in Table 19.1.2.2.7, the Bidder is committing to provide service to that country and will provide the per-minute rate or per-message rate in Cost Worksheets 19.1.2.2.7.a, 19.1.2.2.7.b and 19.1.2.2.7.c.

Table 19.1.2.2.7 – Domestic to International Calling and Messaging Services				
	Country, Countries, Regions, or Groupings	Bidder's Product Identification Codes		
		(a) Outbound Voice per Minute	(b) SMS Send/ Receive per Message	(c) MMS Send/ Receive per Message

MASTER

1	Group 1 AMERICAN SAMOA AUSTRALIA AUSTRIA BANGLADESH BELGIUM BERMUDA BHUTAN BRAZIL BRUNEI CAMBODIA CANADA CHILE CHINA COLOMBIA COSTA RICA CYPRUS CZECH REPUBLIC DENMARK FAROE ISLANDS FRANCE FRENCH GUIANA GERMANY GIBRALTAR GREECE GREENLAND GUADELOUPE HONG KONG HUNGARY ICELAND INDIA INDONESIA INTL NETWORKS IRELAND ISRAEL ITALY JAPAN KOREA (SOUTH) KUWAIT LUXEMBOURG MALAYSIA MALTA REPUBLIC MARTINIQUE MEXICO MONGOLIA NETHERLANDS NEW ZEALAND NORTHERN MARIANAS NORWAY PAKISTAN PANAMA PARAGUAY PERU POLAND PORTUGAL REUNION ISLAND ROMANIA SAN MARINO SINGAPORE SLOVAKIA SPAIN	INTL Voice LD G1	INTL Text G1	
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Table 19.1.2.2.7 – Domestic to International Calling and Messaging Services				
	Country, Countries, Regions, or Groupings	Bidder's Product Identification Codes		
		(a) Outbound Voice per Minute	(b) SMS Send/ Receive per Message	(c) MMS Send/ Receive per Message
	SWEDEN SWITZERLAND TAIWAN THAILAND UNITED KINGDOM VENEZUELA			
2	Group 2 ANDORRA ANGOLA ARGENTINA BAHAMAS BAHRAIN BULGARIA DOMINICAN REPUBLIC EGYPT EL SALVADOR GUATEMALA KAZAKHSTAN LAOS LIECHTENSTEIN MACAU NETHERLANDS ANTILLES NIGERIA PHILIPPINES RUSSIA SAUDI ARABIA SINT MAARTEN TURKEY URUGUAY UZBEKISTAN VIETNAM	INTL Voice LD G2	INTL Text G2	

Table 19.1.2.2.7 – Domestic to International Calling and Messaging Services				
	Country, Countries, Regions, or Groupings	Bidder's Product Identification Codes		
		(a) Outbound Voice per Minute	(b) SMS Send/ Receive per Message	(c) MMS Send/ Receive per Message
3	Group 3 AFGHANISTAN ARUBA BOLIVIA BOTSWANA CAYMAN ISLANDS ECUADOR GUYANA HONDURAS IRAN IRAQ JORDAN KENYA KYRGYZSTAN LEBANON MAURITIUS MOZAMBIQUE NAMIBIA NEPAL NICARAGUA PALE AUTH QATAR SOUTH AFRICA SRI LANKA SUDAN SWAZILAND SYRIA TAJIKISTAN TRINIDAD/TOBAGO TURKMENISTAN UNITED ARAB EMIRATES YEMEN REP	INTL Voice LD G3	INTL Text G3	

Table 19.1.2.2.7 – Domestic to International Calling and Messaging Services				
	Country, Countries, Regions, or Groupings	Bidder's Product Identification Codes		
		(a) Outbound Voice per Minute	(b) SMS Send/ Receive per Message	(c) MMS Send/ Receive per Message
4	Group 4 ALGERIA ANGUILLA ANTIGUA/BARBUDA ARMENIA AZERBAIJAN BARBADOS BELIZE BOSNIA/HERZEGOVINA BVI (TORTOLA) CAPE VERDE ISLANDS CROATIA DOMINICA ERITREA ESTONIA ETHIOPIA FIJI FINLAND FRENCH POLYNESIA GEORGIA GHANA GRENADA HAITI JAMAICA LATVIA LIBYA MACEDONIA MARSHALL ISLANDS MOLDOVA MONACO MONTSERRAT MOROCCO MYANMAR (BURMA) NEW CALEDONIA NIGER OMAN PALAU RWANDA SERBIA ST KITTS/NEVIS ST LUCIA ST VINCENT/GRENADINE SURINAME TOGO TURKS/CAICOS UKRAINE WALLIS/FUTUNA ISLAND ZIMBABWE	INTL Voice LD G4	INTL Text G4	

Table 19.1.2.2.7 – Domestic to International Calling and Messaging Services				
	Country, Countries, Regions, or Groupings	Bidder's Product Identification Codes		
		(a) Outbound Voice per Minute	(b) SMS Send/ Receive per Message	(c) MMS Send/ Receive per Message
5	Group 5 ALBANIA BELARUS BENIN BURKINA FASO BURUNDI CAMEROON CENTRAL AFRICAN REP COMOROS CONGO CONGO DEM REP(ZAIRE) DJIBOUTI EAST TIMOR EQUATORIAL GUINEA GABON GAMBIA GUINEA GUINEA-BISSAU IVORY COAST LESOTHO LIBERIA LITHUANIA MALAWI MALI MICRONESIA MONTENEGRO SENEGAL SIERRA LEONE SLOVENIA SOMALIA SOUTH SUDAN ST PIERRE/MIQUELON TANZANIA UGANDA ZAMBIA	INTL Voice LD G5	INTL Text G5	
6	Group 6 CHAD COOK ISLANDS CUBA MADAGASCAR MAURITANIA SEYCHELLES SOLOMON ISLANDS TUNISIA WESTERN SAMOA	INTL Voice LD G6	INTL Text G6	

Table 19.1.2.2.7 – Domestic to International Calling and Messaging Services				
	Country, Countries, Regions, or Groupings	Bidder's Product Identification Codes		
		(a) Outbound Voice per Minute	(b) SMS Send/ Receive per Message	(c) MMS Send/ Receive per Message
7	Group 7 DIEGO GARCIA MALDIVES REPUBLIC PAPUA NEW GUINEA TOKELAU TONGA VANUATU	INTL Voice LD G7	INTL Text G7	
8	Group 8 FALKLAND ISLANDS INTERNATIONAL NTWRK KIRIBATI NAURU NIUE ISLAND SAO TOME/PRINCIPE TUVALU	INTL Voice LD G8	INTL Text G8	
9	Group 9 ASCENSION ISLAND AUSTRALIAN TERR INMARSAT SNAC ST HELENA	INTL Voice LD G9	INTL Text G9	
10	Group 10 GLOBAL MOBILE	INTL Voice LD G10	INTL Text G10	

19.1.2.2.8 International Roaming (M)

The Contractor shall provide international cellular service that allows for calls, text messages and data while roaming in a foreign country. The Contractor shall maintain a list of countries where this service is available.

This service shall include:

1. Voice usage with no limits on the minutes used;
2. SMS and MMS messaging with no limits on the number of texts used;
3. Data services with usage limits aligned to the specified plan Usage Threshold;
4. No overage charges shall apply;
5. Allows for Tethering with compatible Equipment;
6. Per line caller ID blocking;
7. Call forwarding; and
8. Call Waiting.

The Bidder shall provide Product Identification Codes in Table 19.1.2.2.8.a for the daily services.

Table 19.1.2.2.8.a - International Roaming		
	Country	Bidder's Product Identification Code for Daily Services
1	Canada and Mexico	INTL Roaming C&M
2	All countries on the Contractor's maintained list	INTL Roaming ALL

The Bidder may offer additional International voice, text and data roaming services and/or features for usage originating outside of the United States in Table 19.1.2.2.8.b.

Table 19.1.2.2.8.b – Unsolicited International Voice, Text or Data Services or Features for International Roaming			
	Feature Name	Product Identifier	Bidder's Description

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

19.1.2.2.9 Suspended Service Plan (M)

The Contractor must suspend and reactivate lines within one (1) Business Day of notification by the Customer. The cellular number must not change during suspension. The maximum period of suspension will be six (6) months.

The Bidder shall offer the Suspended Service Plan detailed in Table 19.1.2.2.9.a.

Table 19.1.2.2.9 – Suspended Service Plan						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds? Y N	
1	Suspended Service Plan	Customer initiated temporary suspension.	CA7500	SPRINT SEASONAL STANDBY PLAN	X	

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

19.1.2.3 CUSTOMIZED SERVICE PLANS (CSP) (M)

The Contractor may provide Customized Service Plans (CSP). CSPs may be existing Contractor plans or developed on an individual case basis. CSPs may include additional discounts to Equipment and services described in this IFB and/or additional provisions from those of the Standard Service Plans described in Section 19.1.2.2.

1. The Customized Service Plan will be identified as “CSP” in the Catalog with no dollar value identified.
2. The Contractor shall propose CSP pricing directly to the Customers.
3. CSP commitments shall not extend beyond the Term of this Contract, including any extension period(s).
4. The Contractor shall provide the Customer with a Scope of Work for the CSP.
5. The Contractor shall inform the Customer’s if refurbished or used devices will be provided with the CSP.
6. CSPs must adhere to all CPUC, FCC and other appropriate regulatory guidelines as applicable.
7. In the event that a Customer elects to terminate a CSP for reasons other than (1) a Contractor default, or (2) circumstances outside the Customer’s reasonable control, such Customer shall be liable to the Contractor for any unrecovered amortized capital costs for Equipment originally identified in the CSP Scope of Work documentation.
8. CSPs may also include technical attributes that address special or unique Customer needs.

Customized Service Plans will be identified in the Catalog with no dollar value identified.

The Bidder shall provide a Product Identifier for a Customized Service Plan as detailed in Table 19.1.2.3.

Table 19.1.2.3 – Customized Service Plans						
	Feature Name	Feature Description	Product Identifier	Bidder’s Description	Bidder Meets or Exceeds?	
					Y	N
1	Customized Service Plans	Customer negotiated service plan.	CA20000		X	

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

19.1.2.4 SERVICE WITH CUSTOMER OWNED AND MAINTAINED (COAM) EQUIPMENT (M)

The Contractor shall provide the service plans described in Section 19.1.2, *Service and Plan Specifications*, to End-Users who choose to use the Customer Owned and Maintained (COAM) Equipment that is compatible with the Contractor's network. The Contractor shall include new SIM compatible with the Contractor's network at no additional cost.

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

19.1.2.4.1 SIM Unlock (M)

The Contractor shall SIM unlock COAM equipment upon the Customer request under the following conditions:

1. Equipment has been paid for in full;
2. The Customer has had Service for a minimum of two (2) billing cycles; and
3. There are no outstanding charges on the End-User's account.

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

19.1.2.5 CELLULAR BUILDING AMPLIFICATION SERVICE (M)

The Contractor shall provide the option for Cellular Building Amplification Services in buildings where Customer cellular services are being provided. The service will amplify cellular signals with a signal booster and evenly distribute the amplified signals throughout the building. Providing this service shall be at the sole discretion of the Contractor.

The Contractor shall provide this service under the following conditions:

1. The Customer has existing cellular service provided by the Contractor;
2. The Customer requests a survey to determine the viability for the Contractor to improve service;
3. It is determined by the Contractor that cellular coverage is inadequate and the Contractor can provide an improvement in cellular service; and,
4. The Customer agrees to solution and orders service.

All costs for design, engineering and installation of Equipment shall be provided to the Customer at no price.

Cellular Building Amplification Service will be identified in the Catalog with no dollar value identified.

The Bidder shall provide a Product Identifier for Cellular Building Amplification Services as detailed in Table 19.1.2.5.

Table 19.1.2.5 – Cellular Building Amplification Services						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
1	Cellular Building Amplification Services	Amplifies cellular signals with a signal booster and evenly distribute the amplified signals throughout the building.	CA8500	Cellular Building Amplification will be provided at the Contractor's sole discretion.	X	

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

19.1.3 CUSTOMER WEB BASED EQUIPMENT CATALOG (M)

No more than 30 days after Contract Award, the Contractor shall provide a Customer Web Based Equipment Catalog of Equipment and Accessories as identified in Section 19.1.4, Equipment.

The Customer Web Based Equipment Catalog shall display pricing that includes the percentage discount off the manufacturer's suggested retail price.

Modification to the Equipment and Accessories contained in this catalog are not subject to the amendment process. The Contractor may update, change or modify the Equipment and Accessories offerings contained in the Customer Web Based Equipment Catalog at any time as needed without approval or consent. The Contractor's committed discount percentage from manufacturer's list price as identified in the Web Based Equipment Catalog cannot decrease.

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

19.1.3.1 Pricing Format (M)

The Contractor shall provide a Web Based Catalog that will display pricing information in the following format:

1. Standardized Service Plans. All Standardized Service Plans shall display pricing that includes the monthly Standardized Service Plan price with the SAAF; and,
2. Equipment. All Equipment shall display pricing that includes the percentage discount off the manufacturer's suggested retail price.

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

19.1.3.2 Contractor Updates (M)

The Contractor may update the Customer Web Based Equipment Catalog as needed for the following items:

1. Equipment;

2. Accessories; and,
3. Coverage Maps.

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

19.1.4 EQUIPMENT (M)

The Contractor shall provide Equipment as defined under the following categories:

1. Basic Mobile Phone as described in Section 19.1.4.1;
2. Smartphone as described in Section 19.1.4.2;
3. Mobile Hotspot Device as described in Section 19.1.4.3;
4. Tablet as described in Section 19.1.4.4; and,
5. Accessories as described in Section 19.1.4.5.

The Bidder shall provide a percentage discount off manufacturer's list prices for all Equipment as described in IFB C4CVD18 Part 1, Section 3.3.2.6.2, *Equipment Discount Percentage – Mandatory*.

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

19.1.4.1 BASIC MOBILE PHONE (M)

A Basic Phone is a portable telephone capable of transmitting voice calls and SMS text messages over a cellular network while the user is stationary or moving within a defined coverage area.

The Contractor must provide Basic Mobile Phone(s) that include, at a minimum:

1. Mute functionality;
2. Vibrate alert for incoming phone calls and messages;
3. Ring alert for incoming phone calls and messages;
4. Caller ID capable;
5. Short Messaging Service (SMS) (i.e., text messaging);
6. Bluetooth capability; and,
7. Firmware, system, and application updates via Over the Air (OTA), e.g., security patches and other application/system updates.

The Bidder must include all accessories and user manuals included with the device as provided from the manufacturer (e.g., A/C charging adapter, headphones, and data transfer cable).

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

19.1.4.2 SMARTPHONE (M)

A Smartphone is a handheld personal computer capable of transmitting voice calls, SMS/MMS text messages, and internet data over a cellular network while the user is stationary or moving within a defined coverage area.

The Contractor must provide Smartphone(s) that include, at a minimum:

1. Ability to sync with email, contact/address, and calendar platforms (e.g., Office365);
2. Mute functionality;
3. Transmit and receive data while conducting a voice session;
4. Vibrate alert for incoming phone calls and messages;
5. Ring alert for incoming phone calls and messages;
6. Caller ID capable;
7. Short Messaging Service (SMS) and Multimedia Messaging Service (MMS) (i.e., text messaging);
8. Bluetooth capability;
9. Remote suspend/resume/wipe capable;
10. Tethering capable; and,
11. Firmware, system, and application updates via Over the Air (OTA), i.e., security patches and other application/system updates (as available).

The Contractor must include all accessories and user manuals included with the device as provided from the manufacturer (e.g., A/C charging adapter, headphones, and data transfer cable).

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

19.1.4.3 MOBILE HOTSPOT DEVICE (M)

A Mobile Hotspot Device is a type of modem that provides access to the internet via a broadband connection while the user is stationary or moving within a defined coverage area.

The Contractor must provide at least one Mobile Hotspot Device that includes, at a minimum, a USB, Wi-Fi, or Ethernet interface.

The Contractor must include all accessories and user manuals included with the device as provided from the manufacturer (e.g., A/C charging adapter, data transfer cable).

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

19.1.4.4 TABLETS WITH SIM CARDS (M)

A Tablet is a mobile device with a touch screen display and mobile operating system that accesses cellular data services using a SIM Card. Tablets shall only be provisioned in conjunction with a CALNET Data Service Plan.

The Contractor must provide Tablet(s) that include, at a minimum:

1. Only Tablets that have the ability to access the cellular network through SIM Card activation;
2. Ability to sync with email, contact/address, and calendar platforms (e.g., Office365);
3. Bluetooth capability;
4. Tethering; and,
5. Firmware, system, and application updates via Over the Air (OTA), e.g., security patches and other application/system updates (as available).

The Contractor must include all accessories and user manuals with the device as provided from the manufacturer (e.g., A/C charging adapter, headphones, and data transfer cable).

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

19.1.4.5 ACCESSORIES (M)

Equipment accessories are defined as any hardware that is not integral to the operation of Equipment.

The Contractor must provide Accessories that may include, but are not limited to the following:

1. Cell phone batteries;
2. Cell phone chargers;
3. Cell phone hands-free devices;
4. Cell phone cases;
5. Cell phone covers;
6. Cell phone screen protectors;
7. Cell phone data cables;
8. ADA/Assistive cell phone devices and accessories;
9. Bluetooth headsets; and,
10. Cell phone car kits

All accessories must be provided new.

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

19.1.5 EQUIPMENT RELATED SERVICES

19.1.5.1 EQUIPMENT FINANCING (M-S)

The Bidder shall provide financing for the Equipment listed above. The Bidder shall indicate the interest rate they commit to charge the Customers in Table 19.1.5 for the Equipment described above.

Term	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S, or P)
12 Months	>3% or not available	.01% - 3.00%	0.00%	P
24 Months	>3% or not available	.01% - 3.00%	0.00%	P

If the Customer elects to terminate the order, the Customer shall pay the Contractor all unrecovered amortized nonrecurring charges owed on the date of termination.

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

19.1.5.2 EXPEDITE FEES (M)

The Contractor shall provide expedite shipping on all devices described in Section 19.1.4, *Equipment*, within the one (1) Business Day of receipt of the expedite request from the Customer.

The Bidder shall offer the Expedite Fee options detailed in Table 19.1.5.2.a.

	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
1	Expedite Fee for up to 5 devices	Expedite fee for shipping up to 5 devices described in Section 19.1.4, <i>Equipment</i> per grouping.	CA11000	Based on 10:30AM Next Day AIR. Actual charge will be based on # of units and requested delivery time [Next Day Savers (delivery next day by COB) or Next Day Air (delivery next day by 1030AM, if available)].	X	

Table 19.1.5.2.a – Expedite Fees						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
2	Expedite Fee for up to 10 devices	Expedite fee for shipping up to 10 devices described in Section 19.1.4, <i>Equipment</i> per grouping.	CA11001	Based on 10:30AM Next Day AIR. Actual charge will be based on # of units and requested delivery time [Next Day Savers (delivery next day by COB) or Next Day Air (delivery next day by 1030AM, if available)].	X	
3	Expedite Fee for up to 25 devices	Expedite fee for shipping up to 25 devices described in Section 19.1.4, <i>Equipment</i> per grouping.	CA11002	Based on 10:30AM Next Day AIR. Actual charge will be based on # of units and requested delivery time [Next Day Savers (delivery next day by COB) or Next Day Air (delivery next day by 1030AM, if available)].	X	
4	Expedite Fee for up to 50 devices	Expedite fee for shipping up to 50 devices described in Section 19.1.4, <i>Equipment</i> per grouping.	CA11003	Based on 10:30AM Next Day AIR for each box of 25. Actual charge will be based on # of units and requested delivery time [Next Day Savers (delivery next day by COB) or Next Day Air (delivery next day by 1030AM, if available)].	X	

The Bidder may list and describe Unsolicited Expedite Fees it is offering in Table 19.1.5.2.b.

Table 19.1.5.2.b – Unsolicited Expedite Fees		
Expedite Fee Name	Product Identifier	Bidder's Description

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

19.1.6 SERVICE COVERAGE

19.1.6.1 COVERAGE MAPS (M)

The Contractor shall provide the following information upon Contract Award:

- Local (California) Voice and Data Coverage:

Detailed In-Network voice and data coverage maps for California, with an overlay of counties and major highways including types of services available (e.g., 3G, LTE).

2. Nationwide Voice & Data Coverage:

Detailed In-Network voice and data nationwide coverage maps including types of services available (e.g., 3G, LTE). Nationwide is defined as the contiguous United States, Alaska, Hawaii, Puerto Rico, and the US Virgin Islands.

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

19.1.6.2 SERVICE COVERAGE CONTINUITY

The Contractor shall notify customers when the Contractor's geographic coverage is modified greater than 10% during the Contract Term.

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

19.1.6.3 COVERAGE UPDATES (M)

The Contractor shall provide updated coverage maps on a quarterly basis by the 15th day of the month following the end of a quarter or as requested by the CALNET CMO.

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