

INVITATION FOR BID
IFB STPD 15-001-C
STATEMENT OF WORK,
BUSINESS REQUIREMENTS
FOR CALNET 3
SUBCATEGORIES 10.1 and 10.2
SATELLITE SERVICES

07/15/2016

Addendum 5

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C.1 OVERVIEW

This Section of IFB STPD 15-001-C (IFB-C) provides the State's solicitation for the Business Requirements associated with the Technical Requirements described in Subcategory 10.1 - Satellite Voice Services, and Subcategory 10.2 - Satellite Data Services.

The CALNET 3 Contract(s) that result from the award of this IFB will be managed on a day-to-day basis by CALNET 3 Contract Management and Oversight office (CALNET 3 CMO).

C.1.1 BIDDER RESPONSE REQUIREMENTS

Throughout this IFB, Bidders are required to acknowledge their understanding and acceptance of the requirements described herein by responding to the following question following each section:

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

C.1.2 DESIGNATION OF REQUIREMENTS

All Business Requirements specified in this IFB Section are Mandatory and must be responded to as identified in this IFB-C, Part 1 General Instructions, Section 3.4.2.5 by the Bidder. 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.

Costs associated with these Business Requirements shall be included in the prices provided by the Bidder for the individual items included in the Cost Worksheets. Items not listed in the Cost Worksheets will not be billable by the Contractor.

C.1.3 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_____

C.2 CALNET 3 PROGRAM REQUIREMENTS

C.2.1 CONTRACTOR RESPONSIBILITIES

1. Contractor shall:
 - a. Comply with the requirements defined in this IFB and subsequent Service Requests (SRs), including the Business Requirements and Technical Requirements detailed herein;
 - b. Comply with the rules and regulations of the Federal Communications Commission (FCC), the International Telecommunications Union (ITU), International Traffic in Arms regulations (ITAR), the California Public Utilities Commission (CPUC), and any other federal, state, or international organization with regulatory authority pertaining to the services and requirements of this IFB (See also PMAC General Provisions, Section 10 – *Compliance with Statutes and Regulations*);
 - c. Comply with the terms and conditions of its respective Contract(s);
 - d. Ensure that Key Personnel are in place and resources are available for Contract Conversion and/or upon receipt of first Service Request for IFB STPD 12-001-C Services, per the terms and conditions of the awarded Contract; and,
 - e. Accept full responsibility for all Contract requirements. This responsibility includes the conduct of Contractor, and its Subcontractors and Affiliates, in complying with the terms and conditions of the Contract.
 - f. Unless otherwise specified in this IFB, all Business Requirements shall be met and delivered by Contractor regardless of whether Subcontractors or Affiliates provide services to Customers. Contractors shall provide all reports, tools, procedures and other deliverables that incorporate all Subcontractor and Affiliate information and activity. All exceptions must be approved by CALNET 3 CMO in writing.
2. Contractor, and its Subcontractors and Affiliates, shall provide consultation to Customers in the planning, selection, application, and cost-effective use of Contract services; and,
3. Contractor shall comply with the State's policies for requirements in Provisioning Telecommunication Services as defined in the State's Telecommunications Management Manual (STMM), and CALNET 3 User Instructions.

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

C.2.1.1 Marketing Requirements

1. Contractors shall obtain CALNET 3 CMO's written approval of Contractor's CALNET 3 marketing materials prior to publication and/or release;
2. Contractors, Subcontractors or Affiliates shall not express or imply any association with CALNET 3 through their marketing nor shall they use the CALNET 3 brand without prior written approval from CALNET 3 CMO;
3. Contractor shall limit Contract marketing activities to the approved contracted services;
4. As part of its contractual obligation to assist Customers in business planning, Contractor may discuss technology application development or solutions with Customers. Contractor shall not present services that are NOT available on the Contract in a manner that implies to the Customer the service will be made contractually available. If Contractor is unsure of the status of proposed services it has submitted to CALNET 3 CMO for consideration, or is unsure if a service will qualify for inclusion on the Contract, Contractor will contact CALNET 3 CMO for clarification;
5. Contractor shall cease marketing or presenting non-contracted solutions or services to Customers as being potentially eligible for future Contract inclusion upon receiving written notification of service ineligibility by CALNET 3 CMO; and
6. Contractor's representatives shall be knowledgeable of Contract services and terms and conditions.

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

C.2.2 CONTRACT PROGRAM MANAGER (CPM) RESPONSIBILITIES

Contractor shall assign a Contract Program Manager (CPM) who will be available to the State throughout the Contract Term. The CPM shall ensure compliance with the Contract requirements.

The CPM shall be CALNET 3 CMO's primary point of contact and ensure Contractor provides compliant technical solutions, performs administrative functions, and performs reporting and Contract management functions as necessary to fulfill the requirements of this Contract. To comply with Contract requirements, CPM responsibilities shall include:

1. Ensure Contractor responds to CALNET 3 CMO's requests and/or directions regarding Contract and program oversight issues;

2. Respond through written communication within five (5) business days to CALNET 3 CMO's written requests;
3. Act as a point of escalation for all Contract and program oversight issues for CALNET 3 CMO;
4. Attend regularly scheduled CALNET 3 Executive Meetings and ad hoc meetings in order to address Contract compliance or Customer service issues. Contractor's remote attendance shall be at the CALNET CMO's discretion;
5. Ensure Contractor provides the State's CALNET 3 Contract Manager with written notice of regulatory changes that impact the Provisioning of Contract services and/or the administration of the Contract;
6. Ensure Contractor responds to CALNET 3 CMO's written requests for Contract-required and/or supplemental information ad hoc reports within 10 business days; and,
7. All other activities described within the Business Requirements.

Contractor must notify CALNET 3 CMO when a change to Contract Program Manager is made within five (5) business days of change.

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

C.2.3 CONTRACT BUSINESS RELATIONSHIPS

The State anticipates IFB STPD 15-001-C Contracts to support telecommunications and network services. The State anticipates services across CALNET 3 Categories or Subcategories will complement each other in service applications and require interoperability.

C.2.3.1 State and Contractor Business Relationships

The State is committed to working cooperatively with Contractors to establish a positive working relationship and an environment that facilitates communication, cooperation, and collaboration between Contractors and the State.

Contractor shall establish business relationships with other awarded Contractors to provide services within and between service Categories or Subcategories in support of telecommunications services.

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

C.2.3.2 Business Relationships with Other Providers

Contractor may subcontract with other providers for the Provisioning of specific Deliverables and services in Subcontractors' authorized facilities-based territories. This encourages the industry to work together in alliance arrangements to provide peer-to-peer services on a fully retail basis for the delivery of CALNET 3 Deliverables and services as described in this IFB.

For the purpose of managing the Contract as described in this IFB, Contractor shall act as the agent of its Subcontractors and Affiliates when dealing with the State on a daily basis. However, the State may work directly with Contractor's Subcontractors and Affiliates to expedite the resolution of specific Provisioning or trouble-related problems.

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

C.2.3.3 U.S. Personnel Location Access Restriction

Contractor management and/or administrative access to servers, the network, or network equipment directly associated with any CALNET 3 service shall only occur within the confines of the United States or U.S. Territories. Contractor personnel located at non-U.S. locations shall not be allowed access.

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

C.2.3.4 Continental United States (CONUS) Support Personnel Location

Contractor shall ensure that all direct technical and administrative support personnel assigned to CALNET 3 services must be located within the Continental United States (CONUS) or the District of Columbia.

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

C.2.3.5 Customer Proprietary Network Information (CPNI)

C.2.3.5.1 CPNI Compliance

Contractor shall comply with all CPNI rules under federal and State law to protect the confidentiality of Customer information. Contractors shall not have the right to share Customer information among Subcontractors or Affiliates without specific written consent from the authorized Customer representative or authorized CALNET 3 CMO agent. CPNI shall not be shared with unrelated third parties.

Upon CALNET 3 CMO request, Contractor shall provide a detailed description of their process for obtaining CPNI permission from the Customer.

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

C.2.3.5.2 CPNI Access

Contractor shall provide a secure process for granting permission to access any Contractor's CPNI-containing portals, websites, or databases.

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

C.2.4 PLANNING AND DESIGN SUPPORT

This Section describes Contractor support responsibilities related to Customer acquisition of telecommunications services as defined in this IFB. Contractor shall be responsible for the coordination and processing of all acquisitions for services provided by Subcontractors and Affiliates. The following is included as part of the service:

C.2.4.1 Planning

Contractor shall:

1. Perform planning coordination activities related to service implementation;
2. Review Customer requirements to recommend the appropriate service and implementation plan for successful service delivery;
3. Perform site surveys, when necessary, to ensure Customer's location is capable of supporting the type of service/feature being considered;
4. Perform any other Contractor-related task or process needed to ensure proper Provisioning of the service;
5. Comply with requirements in IFB C SOW Appendix C, *Special Terms and Conditions*, Section M Migration-Out;
6. Comply with the SLA installation intervals provided in the IFB-C SOW Technical Requirements: 10.1 Voice: Section 10.1.5.1 Provisioning; IFB-C SOW Technical Requirements: 10.2 Data: Section 10.2.4.4 Provisioning; and,
7. Define the necessary interface requirements for existing Customer Premise Equipment (CPE) to connect to the Contractor-provided services (if applicable) during initial ordering and implementation planning.

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

C.2.4.2 Design

Contractor shall:

1. Analyze Service Requests and determine Facility requirements;
2. Review Customer requirements to recommend the appropriate service;
3. Determine network interconnection requirements of Service Requests;
4. Determine required network management applications and interface requirements;
5. Develop and identify engineering, design and standards compliance issues that must be met for Contractor to utilize State and Customer assets;
6. Upon Customer request, provide the applicable electronic and hardcopy network or service delivery design and drawing; and
7. Provide Customer an electronic and hardcopy proposal for services identifying all components and costs in response to a Service Request.

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

C.3 SERVICE REQUESTS AND PURCHASE ORDERS

C.3.1 SERVICE AND EQUIPMENT ORDERING PROCESS

C.3.1.1 State Customer Standard Ordering Process

Contractor shall accept the following forms in accordance with the CALNET 3 User Instructions and STMM:

1. Equipment – State of California standard Purchasing Authority Purchase Order (PAPO) Form 65 (STD.65)
2. Service – State of California standard Telecommunications Service Request Form 20 (STD.20)

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

C.3.1.2 Notification of First Service Request or Purchase Order

Contractor shall notify the State's CALNET 3 Contract Manager within 24 hours of Contractor receipt of the first complete Service Request or Purchase Order for CALNET 3 services or equipment ordered under this IFB.

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

C.3.1.3 Authorization Guidelines and Liability for Non-Authorized Purchases

Contractor shall deliver satellite equipment and services to Customers in accordance with the Contract terms. Accordingly, Contractor shall provide equipment or services only upon the issuance and acceptance by Contractor of an authorized and properly executed purchase document and/or service order by Authorized Personnel.

For the purpose of CALNET 3 IFB-C, "Authorized Personnel" consist of State Authorized Telecommunications Representatives (ATRs) and Authorized Non-State Entities. Authorization is determined by the State Office of Technology Services, Statewide Telecommunications Network Division (OTech STND). The State maintains a current list of those authorized Entities.

Contractor will accept orders and make changes to Customer accounts only from Authorized Personnel, and assumes liability for costs incurred by accepting a purchase from an unauthorized person.

When applicable, as part of its process for ensuring authorization, Contractor shall:

1. Refer to the CALNET Application and Management System (CAMS) to determine a Customer's authority to order services and equipment.
2. Validate all Non-State Customers have signed a CALNET 3 Authorization to Order (ATO) IFB-C Part 1, General Instructions, Attachment 4 approved by CALNET 3 CMO prior to Provisioning of services. Authorization is only valid for services identified in the ATO.

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

C.3.1.4 Service and Equipment Ordering Methods

Contractor shall provide Customers a toll-free telephone number for processing Service Requests and Purchase Orders, and fielding status inquiries.

Within 30 days of award, the Contractor must provide their order submission process to be used by Customers. The process must be compatible with the CALNET STMM and CALNET 3 IFB-C User instructions which require the use of the Form 20 and STD 65 from state Customers.

Process must include:

1. Regular order delivery method(s) (such as: phone, fax, online etc.),
2. Business days and office hours submissions are accepted,
3. Method(s) for Customers to obtain status on orders (such as: phone, email, online etc.),
4. Method of confirming receipt of order,
5. Toll free order lines for submissions and
6. Emergency order and status inquiry process.

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

C.3.1.5 Order Number

The Contractor shall provide a unique service order number for each Customer service request. No duplicate order numbers shall be issued.

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

C.3.1.6 Order Acknowledgement and Confirmation

Contractor shall provide a Customer with an order receipt acknowledgement of receipt of order.

Contractor shall provide Customer with an order confirmation notification within five (5) business days of receipt of completed Service Request. Order confirmation notification shall include Contractor's due date agreed to by Customer.

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

C.3.1.7 End-of-Life Provisioning Requirements

1. New Services and Equipment

Contractor shall not include as part of its proposed, specified, or initially employed solutions and services, any equipment or software that the manufacturer has announced as being manufacturer-discontinued.

2. Existing Services and Equipment

Contractor shall notify CALNET 3 CMO, within 30 business days of announcement, of all manufacturer and Contractor announcements regarding future equipment or software discontinuance and/or end of manufacturer or Contractor support. At CALNET 3 CMO's request, Contractor shall notify affected Customers of the same or equivalent announcements.

a. Services

When manufacturer discontinues a service (including equipment owned and operated by Contractor), Contractor shall either:

- i. Continue providing the service through the remainder of the Contract Term, or
- ii. Provide equivalent or better replacement service at no additional cost to the State or Customer. Proposed replacement service shall be approved by CALNET 3 CMO.

Contractors wishing to continue providing the original service (option "a.i", above) shall:

- i. Propose in writing to CALNET 3 CMO a plan to provide adequate support;

- ii. Propose in writing to CALNET 3 CMO a plan to ensure Customers receive service levels consistent with the requirements in the relevant SOW;
- iii. Receive in writing CALNET 3 CMO's approval of Contractor's request.

In responding to a Contractor's request, CALNET 3 CMO may require additional information. The determination of the adequacy of Contractor's request, and the approval, disapproval, or other response to the request shall be at CALNET 3 CMO's discretion.

b. Customer-Owned Equipment

When manufacturer discontinues Customer-Owned equipment, Contractor shall continue offering manufacturer support until such manufacturer support is discontinued, or the end of the Term of the Contract, whichever occurs last

CALNET 3 CMO has the option at any time to request from Contractor supporting evidence of compliance with these End-of-Life Provisioning requirements.

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

C.3.2 SERVICE ACTIVATION, TERMINATION, SUSPENSION AND ACCOUNT CHANGES FOR SUBCATAGORY 10.1 SATELLITE VOICE SERVICES (ONLY)

C.3.2.1 Service Changes – Existing Equipment Subcategory 10.1 Satellite Voice Services (Only)

Unless specified otherwise in the SOW Technical Requirements, Contractor shall activate, terminate, or suspend service, or make account changes on existing equipment and complete requested plan changes within 24 hours of notification in accordance with the provisions in Section C.3.1, *Service and Equipment Ordering Process*.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____
N/A _____

C.3.2.2 Service Activation – New Equipment Subcategory 10.1 Satellite Voice

Services (Only)

C.3.2.2.1 New Subscribers

For new Subscribers with Contractor-provided equipment, Contractor shall ship equipment activated, registered and ready for use.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____
N/A _____

C.3.2.2.2 Replacement/Upgrade Equipment

For existing Subscribers, Contractor shall ship replacement equipment inactive, unless specified otherwise on the purchase document. Contractors shall comply with Customer requests for an automatic activation period for new equipment.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____
N/A _____

C.3.2.3 Service Activation – Emergency Subcategory 10.1 Satellite Voice Services (Only)

Unless specified otherwise in the IFB-C SOW, Technical Requirements 10.1 Voice, in the event of an emergency (e.g., State emergency need during a disaster), Contractor must be able to activate equipment within four (4) hours or less after request from Authorized Personnel. Contractors shall act in accordance with PMAC General Provisions - Telecommunications, Section 65 – Need for Contractor Services Due to Emergency.

Within 30 days of Contract award, Contractor shall provide CALNET 3 CMO a plan that identifies the process that is required by Authorized Personnel to activate service for emergency purposes.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____
N/A _____

C.3.2.4 Temporary Suspension and Reactivation Subcategory 10.1 Satellite Voice

Services (Only)

Excluding rental equipment and unless specified otherwise in the IFB-C SOW, Technical Requirements 10.1 Voice, Contractor must temporarily suspend and/or reactivate lines within 24 hours of proper notification by Authorized Personnel. During periods of suspension, the line must not incur any charges and the satellite phone number must not change before, during, or after suspension. The maximum period of suspension will be six (6) months. For each full day of service suspension, Contractor shall extend the service plan term expiration date by one (1) full day.

Within sixty (60) calendar days of Contract award, Contractor shall provide CALNET 3 CMO a plan describing the process for requesting temporary service suspension and subsequent service reactivation.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____
N/A _____

C.3.2.5 Activation, Termination, and Suspension Charges Subcategory 10.1
Satellite Voice Services (Only)

Contractor shall not charge a change fee or extend any service plan contract term when a Subscriber changes service plans. Contractor shall not restrict the number of service plan changes that can be made.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____
N/A _____

C.3.2.6 Early Termination Charges Subcategory 10.1 Satellite Voice Services
(Only)

Contractor shall not charge to delete (disconnect) a CALNET 3 Service. Charges for services shall cease on the Customer-requested disconnect date.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____
N/A _____

C.3.2.7 Account Change/Termination Acknowledgement Subcategory 10.1 Satellite

Voice Services (Only)

Contractor shall provide the appropriate Authorized Personnel with an account change or termination acknowledgement within 24 hours of a change or termination request, unless specified otherwise in the IFB-C SOW Technical Requirements: 10.1 Voice.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____
N/A _____

C.3.3 EQUIPMENT DELIVERY AND ACCEPTANCE FOR SUBCATEGORY 10.1
SATELLITE VOICE SERVICES (ONLY)

C.3.3.1 Out of Stock Notification Subcategory 10.1 Satellite Voice Services (Only)

Contractor shall notify the Customer within one (1) business day after order acknowledgement if an item is out of stock. The Contractor shall provide an equivalent or better substitute, and the Customer shall have the option of accepting or cancelling the item from the order. If the Customer opts for substitution, the Contractor must provide the equipment to the Customer within 15 days of the order at no additional cost. Under no circumstance is Contractor to make unauthorized substitutions.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____
N/A _____

C.3.3.2 Shipment Confirmation Subcategory 10.1 Satellite Voice Services (Only)

Contractor must provide a shipment confirmation to the Customer the day of order shipment. The shipment confirmation must contain:

1. Phone number for new lines
2. Electronic serial number (ESN)
3. Date shipped
4. Tracking number
5. Account number
6. Subscriber name
7. Additional information mutually agreed upon the by the State and Contractor

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____
N/A _____

C.3.3.3 Delivery Cost Subcategory 10.1 Satellite Voice Services (Only)

All prices provided shall be F.O.B. Destination; freight prepaid by Contractor. Responsibility and liability for loss or damage for all orders shall remain with Contractor until final Customer inspection and acceptance, when all responsibility shall pass to the ordering organization, except the responsibility for latent defects, fraud, and Contractor's warranty obligations.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____
N/A _____

C.3.3.4 Delivery – Emergency Orders Subcategory 10.1 Satellite Voice Services (Only)

Contractor shall provide immediate delivery to Customers in an emergency situation. In these cases, Contractor shall provide expedited delivery (e.g., Overnight FedEx) or enable the Customer to schedule to pick up the equipment at a retail center, if available. Upon CALNET 3 CMO request, Contractor shall identify the process for requesting delivery for an emergency situation.

Contractor shall act in accordance with PMAC General Provisions - Telecommunications, Section 65 – Need for Contractor Services Due to Emergency.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____
N/A _____

C.3.3.5 Shipped Equipment – Packing Slip Subcategory 10.1 Satellite Voice Services (Only)

All shipped orders shall include a packing slip with:

1. Customer name, section or unit name, location (street address, building floor, and room numbers)
2. Contact/name of ordering person if different than the Customer's Authorized Personnel
3. Billing address
4. Ship to address
5. Contractor Order number
6. Agency Order number (purchase document number)
7. Description of items
8. Additional information required by the State

Packages containing multiple products shall be clearly labeled as such.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____
N/A _____

C.3.3.6 Unfilled Equipment Orders Subcategory 10.1 Satellite Voice Services (Only)

Contractor will inform the Customer of unfilled or partial shipments and the anticipated date of order completion within three (3) business days of contractor's receipt of Customers' order.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____
N/A _____

C.3.3.7 Damaged or Defective Items Subcategory 10.1 Satellite Voice Services (Only)

Contractor shall provide credit and/or replacement for freight-damaged or defective items. For items purchased under Subcategory 10.1, *Satellite Voice Services*, items shall be replaced within 48 hours after notification by the Customer. Contractor shall be responsible for the credit and/or replacement of any freight-damaged or defective products at time of delivery. Contractor shall not require the Customer to deal directly with the manufacturer. Contractor shall provide the Customer with a prepaid and self-addressed container suitable for the item's return.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____
N/A _____

C.3.3.8 Items Shipped in Error Subcategory 10.1 Satellite Voice Services (Only)

At the Customer's option, the Contractor shall comply with one (1) of the following:

1. Contractor must accept returns of items shipped in error and credit the Customer for the full amount. Contractor shall provide the Customer with a prepaid and self-addressed container suitable for returning the item.
2. Within 24hours of notification of error, the Contractor shall ship the correct items and provide the Customer with a prepaid and self-addressed container suitable for returning the item(s) shipped in error. If correct items are not available refer to Section C.3.3.1, Out of Stock Notification.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____
N/A _____

C.3.3.9 Restocking Policy Subcategory 10.1 Satellite Voice Services (Only)

Contractor shall not impose a restocking fee on the Customer if an item is returned due to damage, incorrect product shipped, or an order entry error by Contractor. Contractor shall not impose restocking fees on authorized purchaser for inventory that is returned and exchanged for other inventory. Restocking fees for all other reasons shall not exceed 10% of the Customer's purchase price for each returned item.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____
N/A _____

C.3.3.10 Delivery Time – Minimum Requirements Subcategory 10.1 Satellite Voice Services (Only)

Contractor shall complete delivery of in-stock products ordered under IFB-C SOW, Technical Requirements: 10.1, *Voice* within a maximum of seven (7) business days after order acknowledgement. For out of stock items refer to C.3.3.1, Out of Stock Notification.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____
N/A _____

C.3.4 EQUIPMENT REPAIRS, REPLACEMENT, WARRANTIES, AND
INSURANCE SUBCATEGORY 10.1 SATELLITE VOICE SERVICES (ONLY)

These requirements apply to IFB-C SOW, Technical Requirements: 10.1 Voice. Additional requirements, specific to each service type, may also be included in the respective SOW Technical Requirements sections.

C.3.4.1 Replacement Parts for Repair Subcategory 10.1 Satellite Voice Services (Only)

Contractor shall use new standard parts or parts equal in performance to new parts in effecting repairs. Parts that have been replaced will become Contractor's property. Replacement parts installed become the State's property.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____
N/A _____

C.3.4.2 Equipment Warranty Subcategory 10.1 Satellite Voice Services (Only)

Contractor shall provide Customers with warranty information (terms and conditions, provider, etc.) for all equipment at the time of delivery. Contractor shall provide all warranty information to the CALNET 3 Contract Manager, upon request. No terms and conditions provided by contractor shall contradict or supersede any term and condition identified in this contract.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____
N/A _____

C.3.4.3 Equipment Covered Under Warranty – Replacement Subcategory 10.1 Satellite Voice Services (Only)

Contractor shall provide exact or equivalent replacements for equipment that is covered under warranty.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____
N/A _____

C.3.5 PRODUCT RECALL SUBCATEGORY 10.1 SATELLITE VOICE SERVICES (ONLY)

C.3.5.1 Product Recall Procedures Subcategory 10.1 Satellite Voice Services (Only)

Contractor shall notify the State's CALNET 3 CMO about any product recall within 10 business days of official notification by the Manufacturer of a product recall and will provide a plan on how Contractor will notify Subscribers, and identify the steps necessary to remediate issues.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____
N/A _____

C.3.5.2 Product Recall – Replacement Subcategory 10.1 Satellite Voice Services (Only)

If remedial action requires replacement of equipment, Contractor shall provide exact or equivalent replacement at no cost.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____
N/A _____

C.3.5.3 Product Recall Procedures – Subscribers Subcategory 10.1 Satellite Voice Services (Only)

Contractor shall notify affected Subscribers within 30 calendar days of official notification by the manufacturer of the product recall. Contractor shall facilitate the return of the recalled products to the manufacturer at no cost to the Customer.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____
N/A _____

C.4 PROBLEM MANAGEMENT

CALNET 3 CMO maintains a Customer advocate function involving provisioning and ongoing network service delivery CALNET 3 CMO's role as a Customer advocate can be invoked by the escalation process, Customer request, Contractor request, or as a result of service and process monitoring.

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

C.4.1 CUSTOMER SERVICE SUPPORT

1. Contractor Customer Service Support shall facilitate timely responses to Customer-reported service issues for all CALNET 3 Services identified in this IFB and/or escalation of any previously reported problems;
2. Contractor shall provide Customers with status on trouble resolution and the causes of network or individual Customer service outages, upon request;
3. Contractor shall provide Customers a toll-free help desk phone number used for service issues and trouble reporting available 24X365.
4. Contractor's CALNET 3 Customer trouble ticket content shall be provided to CALNET 3 CMO and Customers 24x365 upon request.

5. Contractor shall provide notification to CALNET 3 CMO within 60 minutes for significant and Catastrophic events as defined in the Catastrophic 2 and Catastrophic 3 SLAs (IFB-C SOW Technical Requirements: 10.2 Data: Section 10.2.4.2 and IFB-C SOW Technical Requirements: 10.2 Data: Section 10.2.4.3), and upon request, provide CALNET CMO status updates every 60 minutes, per Section C.4.2.2, Significant or Catastrophic Network Outage;
6. Contractor shall provide CALNET CMO support procedures for natural disaster events upon CALNET CMO request;
7. Upon CALNET 3 CMO request, the Contractor shall provide a detailed process describing the Contractor's typical trouble ticket life cycle as required by this IFB (how and when the ticket is initiated, prioritized, managed, monitored, updated, resolved, and closed).

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

C.4.2 NETWORK OUTAGE RESPONSE

C.4.2.1 Satellite Data Services

1. Contractor shall monitor the satellite bandwidth spectrum on a 24x365 basis and report possible outages to the CALNET 3 CMO at least 72 hours prior to the incident.
2. Contractor shall monitor the satellite bandwidth spectrum on a 24x365 basis and report to the CALNET 3 CMO suspected radio frequency interference problems within 60 minutes. Contractor shall use best efforts to resolve interference problems as quickly as possible.

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

C.4.2.2 Significant or Catastrophic Network Outage

In the event of a significant or Catastrophic Outage 2 (IFB-C SOW Technical Requirements: 10.2 Data: Section 10.2.4.2 and or Catastrophic Outage 3 (IFB-C SOW Technical Requirements: 10.2 Data: Section 10.2.4.3), Contractor shall keep CALNET 3 CMO and designated Key Stakeholders informed. Contractor shall:

1. Provide a mutually agreed upon method of notification to CALNET 3 CMO and designated Key Stakeholders 24x365 via voice mail, email, or text message.

2. Notify CALNET 3 CMO and designated Key Stakeholders of an initial significant, Catastrophic Outage 2 or Catastrophic Outage 3 within 60 minutes of known failure and provide updates as requested and upon resolution and final notification.
3. Take direction from CALNET 3 CMO to define “significant” network outages and establish criteria and conditions when notification should be disseminated.
4. Provide the following information with each notification when applicable and available:
 - a. Outage description;
 - b. Location (street/city/central office);
 - c. Time and date;
 - d. Root cause;
 - e. Type of service;
 - f. Estimated time of arrival;
 - g. Estimated time of restoration;
 - h. Number of CALNET 3 sites impacted;
 - i. Specific CALNET 3 Customers impacted (State and Non-State Entities);
 - j. Any known public safety issues or community isolations;
 - k. Restoration measures; and,
 - l. Time and date of restoration.
5. Provide an Executive Summary report within ten(10) business days of a request by CALNET 3 CMO. Report shall include:
 - a. High-level event summary;
 - b. Service types affected;
 - c. Number and location of sites impacted;
 - d. Customers impacted (State and Non-State Entities);
 - e. Timeline of events;
 - f. Explanation of outage issues; and,
 - g. Mitigation plan.

Contractor shall provide CALNET 3 CMO a detailed description of its “Network Outage Notification Process and Procedures” upon CALNET 3 CMO request. . The Network Outage Notification Process and Procedures require CALNET 3 CMO approval.

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

C.4.3 ESCALATION PROCESSES

C.4.3.1 CALNET 3 CMO Escalation Process

Upon CALNET 3 CMO request, Contractor shall provide a CALNET 3 CMO Escalation Process to be used for all Subcategories awarded to Contractor as a result of this IFB. The CALNET 3 CMO Escalation Process requires CALNET 3 CMO approval. The CALNET 3 CMO Escalation Process shall include the detailed process for escalating issues within Contractor’s organization. CALNET 3 CMO reserves the right to require changes to the Escalation Process prior to approval. The CALNET 3 CMO Escalation Process shall:

1. Include general procedures to be used by CALNET 3 CMO to escalate global Contract issues, service failures, or specific Customer issues within Contractor’s organization; and,
2. Include Contractor contact information of the individual(s) with increasing responsibility who will be available to resolve issues as they are escalated with in the Contractor’s organization. Please provide at least 3 levels (at least one (1) level higher than Customer escalation contacts). Contact information shall include title/responsibility, office number, cell number and email address.
3. Remain current and provided to the CALNET 3 CMO upon CALNET 3 CMO request, throughout the Contract Term.

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

C.4.3.2 Customer Escalation Process

Upon CALNET 3 CMO request, Contractor shall provide CALNET 3 CMO a Customer Escalation Process to be used for all Subcategories awarded to Contractor as a result of this IFB. The Customer Escalation Process requires CALNET 3 CMO approval. The Customer Escalation Process shall include the Customer process for escalating issues within Contractor’s organization. CALNET 3 CMO reserves the right to require changes to the Escalation Process prior to approval. The Customer Escalation Process shall:

1. Include procedures to be used by Customers to escalate issues within Contractor's organization;
2. Include Contractor contact information of the individuals with increasing responsibility who will be available to resolve issues as they are escalated within the Contractor's organization. Contractor shall provide at least 3 levels. Contact information shall include title/responsibility, office number, cell number, and email address; and,
3. Remain current and provided to the CALNET 3 CMO upon request, throughout the Contract Term.

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

C.4.4 TECHNICAL RESOURCES

Contractor shall provide technical resources in sufficient quantity to support the CALNET 3 contracted services, as agreed to by Contractor and CALNET 3 CMO.

Contractor's technical resources assigned to provide support to both CALNET 3 CMO and CALNET 3 Customers shall possess a thorough knowledge of:

1. Contractor's network design;
2. Network trends;
3. CALNET 3 Services;
4. Root causes of network failures;
5. Network monitoring tools;
6. Industry trends;
7. Capacity planning; and,
8. Network security.

In addition, Contractor technical resources shall understand the California Department of Technology's objectives, and possess experience to support the Business and Technical Requirements of the Customers.

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

C.5 DATA MANAGEMENT AND STANDARDIZATION

The purpose of this section is to standardize data throughout the CALNET 3 Contract and define the rules for referencing and reporting on the data. Contractor shall use the State-prescribed data standards as defined in this section. In defining the data criteria, the State seeks to establish a level of accuracy, consistency, reliability and completeness in CALNET 3 data. Contractor shall provide complete and accurate data. Contractor shall comply with the State data management and standardization requirements.

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

C.5.1 CCUSTOMER NAMING CONVENTIONS

CALNET 3 CMO will assign and maintain a list of CALNET 3 Customers and Customer Codes to be provided after contract award. Contractors shall use these Customer Names and Customer Codes on all service-provisioning documentation, tools, and reports, or as directed by CALNET 3 CMO. For any new Customers not listed on the Customer Naming Convention list, Contractor shall submit a request to CALNET 3 CMO.

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

C.5.2 REPORTING

The State seeks to move toward an automated, centralized, standardized, and secure method of CALNET 3 reporting. Contractors shall provide customized reports in addition to providing standardized reports outlined in Section C.5.5 SERVICE CATALOG DATA, C.8 MANAGEMENT AND OVERSIGHT REPORTS, and C.9.2 SERVICE LEVEL AGREEMENT (SLA) REPORTS of these Business Requirements. For the standardized reports, CALNET 3 CMO shall finalize and provide a Reporting Workbook to the Contractors after contract award. The Reporting Workbook will provide field names and definitions for each report and contain file specifications and formatting requirements. The Reporting Workbook shall be utilized by the Contractors when providing these standardized reports to CALNET 3 CMO. Contractor shall provide new standardized and customized reports or changes to existing reports as requested by CALNET 3 CMO, and at no cost to the state.

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

C.5.2.1 File Upload Process

CALNET 3 CMO and bidder shall finalize details and instructions for delivery of CALNET 3 reports upon IFB-C award. Upon request by CALNET 3 CMO, Contractor shall provide CALNET 3 reports to CALNET 3 CMO through CD or other media.

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

C.5.2.2 File Labeling Convention

Unless requested otherwise within this IFB or by CALNET 3 CMO, Contractor shall use the following File Labeling Convention on all reports for electronic transfer:

Cc_ctg_sub_**filename**mmddyyyy.extt

Where:

cc = Contractor Code (as defined in the Reporting Workbook and provided to each Contractor after award)

ctg = Category (as defined in Reporting Workbook)

sub = Subcategory (as defined in the Reporting Workbook)
(use the last digit of the Subcategory number. If no Subcategory, enter "0")

filename = **Filename** (as defined in the Reporting Workbook and file specifications)

mmddyyyy = File Creation Date (as defined in the Reporting Workbook)

.extt = Three (3) to five (5) character file extension identifying the file

format as follows:

.txt – delimited text file

.xlsx – Microsoft Excel file

.accdb – Microsoft Access file

Example: 01_1_6_C3MSRVBILL01312013.txt

(01 = Contractor Code, 1 = Category, 6 = Subcategory, C3MSRVBILL = Filename, 01312013 = File Creation Date, txt = file extension)

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

C.5.2.3 Reporting Formats

Unless requested otherwise by CALNET 3 CMO, Contractor shall meet the following requirements:

1. CALNET 3 reports that are provided as text files shall be formatted as delimited text files with all data fields delimited by pipes ("|");
2. CALNET 3 reports that are not provided as text files shall be formatted in MS Excel or MS Access, as defined and requested by CALNET 3 CMO;
3. The first record of each report shall be a required header record that labels the columns using data-field naming conventions as detailed in the Reporting Workbook.

4. A summary record may be required as the last record of each report as defined within the individual report specifications;
5. Data records shall be required in all reports and shall immediately follow the header record. The formatting of data records shall be defined within the individual report specifications;
6. Data fields within reports that are not applicable to the Service Type and Feature Name being reported shall be left blank but shall still contain a delimited placeholder;
7. Unless otherwise detailed within these Business Requirements, all data fields for each data record of report shall be defined within the file specifications for that report as part of the reporting workbook, which shall be finalized and provided after award.
8. All report formats shall be approved by the CALNET 3 CMO and no changes shall be made to the data fields, format or headings without prior written consent of CALNET 3 CMO; and,
9. CALNET 3 CMO reserves the right to make changes to the file formats requested for reports.

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

C.5.3 DATA RETENTION

All CALNET 3 reports and data provided by Contractor shall be retained and maintained by the Contractor in a secure environment for the periods identified in the PMAC General Provisions – Telecommunications, Section 44, *Examination and Audit*, unless requested otherwise.

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

C.5.4 DATA ACCURACY AND ACCOUNTABILITY

For all CALNET 3 data provided by Contractor, including data provided by Subcontractors and Affiliates, Contractor shall meet all data accuracy and accountability requirements as defined below.

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

C.5.4.1 Data Accuracy

Contractor shall provide accurate data to CALNET 3 CMO prior to providing or publishing:

1. Service/Product catalogs;
2. Reports; and,
3. Ad-hoc data and reports requested by CALNET 3 CMO.

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

C.5.4.2 Data Completeness

Contractor shall provide complete data to CALNET 3 CMO prior to providing or publishing:

1. Service/product catalogs;
2. Reports; and,
3. Ad-hoc data and reports requested by CALNET 3 CMO.

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

C.5.5 SERVICE CATALOG DATA

For each awarded Category/Subcategory, Contractor shall provide two (2) text files to CALNET 3 CMO that captures Service Catalog data. The two (2) text files combined make up the information contained in each Service Catalog. The first text file (C3SRVCATA1) shall contain the high level CALNET 3 Service description information as contained in Catalog A. The second text file (C3SRVCATA2) shall contain all product features and pricing-related information as contained in Catalog A. The information contained in the Service Catalog text files shall align with this IFB and Catalog A, and shall include both Catalog A and Catalog B pricing.

Contractor shall provide Service Catalog data as follows:

1. Initial Service Catalog text files shall be provided within 30 calendar days of IFB STPD 15-001-C Contract award. These initial text files will include all Service Catalog data and represent the complete Service Catalog; and,

2. The Contractor shall update Service Catalog information as directed by the CALNET 3 CMO. Within 30 calendar days of the effective date of any amendment, the Contractor shall provide any updates to the Service Catalog as newly generated Service Catalog text files. These amended files shall contain all catalog information including updates from the approved amendment.

The Initial Service Catalog text files and the amended Catalog text files shall follow detailed file specifications as defined within the Reporting Workbook. (Please see IFB-C Part 1 General Instructions: Attachment 9 – IFB-C Sample Reporting Workbook for an example.)

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

C.6 BILLING AND INVOICING

C.6.1 BILLING AND INVOICING REQUIREMENTS

Contractor's invoices shall reference the Contract Number and provide a breakdown and explanation of all charges as specified throughout this Billing and Invoicing section. Payments to the Contractor will only be issued for receipt of valid and approved invoices.

Contractor shall provide a unique Product Identifier for each Service and Feature Name to appear on Customer invoices as identified in Catalog A.

Contractor shall integrate Affiliates' and Subcontractors' billing data into Contractor's consolidated Billing and Invoicing application, creating one (1) inclusive invoice to the Customer. With the coordination and consolidation of invoices, Contractor, and its Affiliates and Subcontractors, will establish processes and procedures to avoid errors.

The Contractor shall:

1. Provide the ability for the CALNET 3 CMO and its customers to invoice accounts separately or by grouping specified accounts into a Master/Parent invoice.
2. Generate monthly invoices to Customers that are accurate and provide sufficient data for the Customer to validate and reconcile in a timely manner;
3. Distribute invoice(s) to authorized Customers within 15 business days of the end of the monthly billing cycle;
4. Use the Customer Naming Conventions described in Section C.5.1, CUSTOMER NAMING CONVENTIONS
5. Allow new fields to be added if business needs dictate;
6. Compute charges for a fraction of a calendar month at a rate of 1/30 of the applicable total monthly charge for each day the service was provided;

7. Invoice all per-minute, usage-based services for the first minute in whole minutes or less thereafter (rounding out to four (4) decimals, e.g. 0.0000);
8. Charge for all other usage as specifically described in the Technical Requirements;
9. Ensure the accuracy of necessary invoice modifications within 60 business days of the signing of a Contract amendment;
10. Post and identify adjustments on invoices (i.e. credits, debits, SLAs) and provide applicable cross referencing information (e.g., Trouble Ticket number) and/or Product Identifier to correct previous month(s) billing;
11. Clearly Identify late payment charges on the invoice and upon request provide proof that the late payment charge is valid;
12. Not bill for, and the Customer shall not be responsible for, usage charges that are a result of the failure of Contractor's system to disconnect after a caller hangs up, as applicable.

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

C.6.1.1 Invoice Requirements - Master/Parent

When invoicing as Master/Parent, invoices must be received by the Customers monthly. Contractor must work with each Customer on setting the Monthly Billing Cycle date. Master/Parent invoices must include individual account invoice for verification purposes.

Invoicing modifications shall be made when mutually agreed upon by the CALNET 3 CMO and the customer.

Individual customers may require different or additional elements to meet organizational guidelines. Each invoice must contain at a minimum the following elements:

1. Contractors name, address and telephone number
2. Invoice period
3. Contract Number
4. Remittance Address
5. Parent Account number, if applicable
6. Billing Account Number
7. Cost Center - alphanumeric field designated by the ATR for internal audit control, if applicable
8. Customer Name and Code - 5-digit number assigned by CALNET 3 CMO

9. Plan Name
10. Monthly service charges broken down into the following elements (below), and grouped by cost center
11. Itemized charges - monthly service, feature, and airtime. Long distance roaming data, etc., when applicable
12. Adjustments
13. Total service charges
14. Taxes and Surcharges shall be itemized separately and added to each invoice as applicable
15. Total charges
16. Totals - total for each cost center (if multiples are used on the same order) and total charges for ordering organization. The bottom of each invoice will have a total for all orders, a total for all credits and amount due.

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

C.6.1.2 Invoicing - Individual Account Service

When invoicing by Individual Account, invoices shall be received by the Customers monthly. The Contractor must work with each Customer to establish a Monthly Billing Cycle date.

Invoicing modifications shall be made when mutually agreed upon by the CALNET 3 CMO and the customer.

Individual customers may require different or additional elements to meet organizational guidelines. Each invoice must contain at a minimum the following elements:

1. Contractors name, address and telephone number
2. Invoice period
3. Contract Number
4. Contractors Remittance Address
5. Parent Account number, if applicable
6. Billing Account Number

7. Cost Center - alphanumeric field designated by the ATR for internal audit control, if applicable
8. Customer Name and Code - 5-digit number assigned by CALNET 3 CMO
9. Plan Name
10. Monthly service charges broken down into the following elements (below), and grouped by cost center
11. Itemized charges - monthly service, feature, airtime, long distance and roaming data, etc., when applicable
12. Adjustments
13. Total service charges
14. Taxes and Surcharges shall be itemized separately and added to each invoice as applicable
15. Total charges
16. Totals - total for each cost center (if multiples are used on the same order) and total charges for ordering organization. The bottom of each invoice shall have a total for all orders, a total for all credits and amount due.

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

C.6.1.3 Invoice Requirements - Equipment

The Contractor shall generate an equipment invoice, which must be delivered to the billing address as specified on the purchase document within 30 days of order acknowledgement receipt. Equipment invoices must be separate from service invoices.

Invoicing modifications shall be made when mutually agreed upon by the CALNET 3 CMO and the customer.

Individual customers may require additional elements to meet departmental guidelines, which shall be provided at no extra cost. Each invoice must contain a minimum of the following elements:

1. Contractor name, address and telephone number
2. Invoice period
3. Contract Number

4. Contractors Remittance Address
5. Parent Account number, if applicable
6. Billing Account Number
7. Cost Center- alphanumeric field designated by the ATR for internal audit control, if applicable
8. Customer Name and Code - 5-digit number assigned by CALNET 3 CMO
9. Order date
10. Unit product details, manufacturer, model number, description, etc.
11. Product cost details - detailed product cost breakdown by line item; product cost to State as identified in Catalog B
12. Taxes and Surcharges shall be itemized separately and added to each invoice as applicable
13. Quantity
14. Ordering method
15. Ship to address

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

C.6.1.4 Invoicing Requirements – CAL-Card

CAL-Card invoices shall be processed separately. The CAL-Card invoice must itemize charges, and show a balance of zero dollars (\$.00) to reflect credit card payment.

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

C.6.1.5 Credits – Services

The Contractor shall issue a credit for Services, which shall appear on the Customers monthly invoice as a separate line item within 2 (two) billing cycles.

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

C.6.1.6 Credits – Equipment

The Contractor shall issue a credit for equipment, which shall appear on the Customers monthly invoice as a separate line item within 2 (two) billing cycles.

Invoicing modifications shall be made when mutually agreed upon by the CALNET 3 CMO and the customer.

A credit memo will be sent to the Customer by the Contractor and shall contain the following information:

1. Credit issue date
2. Customers Order Number
3. Billing Account Number
4. Invoice number and date
5. Credit Reason
6. Credit amount issued

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

C.6.1.7 Legend

Contractor shall provide a table, chart, or similar, listing and explaining the acronyms, symbols or codes featured within the invoice.

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

C.6.1.8 Remittance Slip

The Contractor shall generate a Remittance Slip, which must be delivered to the billing address as specified on the purchase document.

Invoicing modifications shall be made when mutually agreed upon by the CALNET 3 CMO and the customer.

Each Remittance Slip shall contain a minimum of the following elements:

1. BAN;
2. Customer Name;
3. Contract Number;

4. Invoice Number;
5. Invoice Date;
6. Previous charges – the amount of last bill, payments, adjustments and unpaid balance to equal the Current Charges;
7. Payment;
8. Adjustments;
9. Current charges;
10. Total Amount Due; and
11. Invoice/Payment due date;
12. Remittance Address

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

C.6.2 INVOICE DELIVERY METHODS

Contractor shall provide invoicing as identified below.

1. Web-based or E-mail (Paperless) – secure password protected; and,
2. Paper – double sided print required.

Contractor shall issue a paper Remittance Slip free of charge for payment processing.

Contractor may provide other means of electronic data with no additional cost to the State or Customers (e.g., text files), when mutually agreed upon.

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

C.6.2.1 Web-Based or E-mail (Paperless) Invoicing Delivery Options

Contractor shall offer Paperless Invoicing Delivery Options, which shall be accessed through a web-based application that allows Customers to view and print CALNET 3 invoices and detail or E-mailed to customer in a PDF format..

Customers may request:

1. To receive no paper invoices, invoicing detail, or remittance slips (Customers choose to print them or receive via E-mail).
2. To receive paper remittance slips (while invoices and invoicing detail remain online or via E-mail). Contractor shall provide paper remittance slips via the United States Post Office.

Contractor shall:

1. Provide complete instructions for web-based or E-mail (paperless) invoicing delivery options to CALNET 3 CMO within 60 calendar days of IFB STPD 15-001-C Contract award, and to Customers prior to implementation;
2. Establish a monthly invoice email notification, which is delivered to the Customers' identified email addresses;
3. Include access link on the email notification directing Customers to their online invoice for viewing and printing and/or contact information if the invoice is only available via E-mail;
4. Provide the ability for an authorized Customer to identify additional employees email addresses, allowing multiple notifications for a single BAN; and,
5. Waive late payment charges if related to delivery failure of the paperless invoicing delivery options.

The web-based or E-mailed paperless invoicing delivery options will not change the required Invoice Delivery Methods in Section C.6.2.1 and are not in effect or to be implemented unless specifically requested by the Customer.

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

C.6.3 INVOICING SUPPORT

The Contractor shall designate a primary Customer Service Representative (CSR), not the standard customer service support offered to the public) for the CALNET 3 CMO and each Customer. The CSR shall be available for activating and terminating services, making changes to accounts, answering questions and assisting in problem resolution. The CALNET 3 CMO may request a substitute CSR if the person assigned is unsatisfactory, as determined by the State.

The Contractor shall provide:

1. Invoice Support to Customers. Problem resolution or status update must be provided within 48 hours of initial notification;
2. A toll-free support phone number as a single point of contact;

3. Investigation and resolution of invoicing errors when they are identified;
4. Staff resources with the necessary skill levels to support invoicing services;
5. Invoice support from 8:00 a.m. to 5:00 p.m., Monday through Friday;
6. Invoice support from location(s) within the United States, and;
7. Written notification to CALNET 3 CMO for any variations (e.g., temporary Product Identifiers, tax errors, incorrect billing of Product Identifiers) that may affect the Customer's invoices. Notification shall be provided through email within five (5) business days of identification.

Invoicing modifications shall be made when mutually agreed upon by the CALNET 3 CMO and the customer.

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

C.6.4 BILLING DISPUTES AND ADJUSTMENTS

Should the State or any Customer dispute, in good faith, any portion of the invoiced amount due, the Customer shall notify Contractor in writing of the nature and basis of the dispute as soon as possible. In the event the dispute is not resolved prior to the invoice due date, the Customer may deduct the disputed amount from the amount due. No late payment charges shall apply to the disputed amount. All parties agree to use their best efforts to resolve disputes in a timely manner.

Contractor shall resolve billing disputes by issuing adjustments for the full amount or shall provide acceptable evidence that the disputed amount should not be adjusted.

Adjustments shall be posted on the next applicable invoice from date of resolution.

Escalation for dispute resolution will be directed to CALNET 3 CMO if either party deems necessary.

Unresolved Billing Disputes exceeding one (1) year shall remove the Contractor's rights to back billing.

Contractor shall provide an Open Disputes Report to CALNET 3 CMO within 15 business days in an MS Excel 2007 or later document with columns listing the age of the dispute in calendar days (31-45), (46-60), (61-90), (90+), rows with dispute value ranges (0-\$5,000), (\$5,000-\$15,000), (\$15,000-\$25,000), (25,000-\$50,000), (over \$50,000), and with each row containing the following: By IFB, Category, Customer, Quantity of open disputes and value of open disputes. The Open Disputes Report is only required upon CALNET 3 CMO request.

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

C.6.5 BACK BILLING AND BILLING CREDITS

Contractor shall be limited to no more than 12 previous months of back billing on all services, products and features ordered under the Contract.

Contractor shall provide Customer billing credits for up to three (3) years from the time of invoice billing date for any invoicing errors requiring a credit adjustment. Contractor shall issue credit adjustment within 30–60 calendar days of CALNET 3 CMO or Customer notification.

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

C.6.6 SYSTEMIC INVOICING ERRORS

Contractor shall provide a corrective action plan within 30 business days of the identified invoice discrepancy. Contractor shall correct systemic invoicing errors within 60 calendar days of the identified invoice discrepancy unless otherwise agreed upon by CALNET 3 CMO. Contractor shall provide CALNET 3 CMO a list of affected Customers, dates of occurrence, resolution, and timeframes to implement resolutions and preventive measures.

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

C.6.7 INVOICING REFUND

Contractor shall initiate and provide a refund when there is a credit on a closed account. Customers shall not be responsible for refund initiation and the refund is to be reflected on the BAN or as agreed upon by both parties.

Refund checks shall be issued to Customer within 60 calendar days of the date of account closure.

Refund checks shall be reflected in the Adjustments section of the invoice for tracking purposes. Refund checks will include the associated BTN and Customer's Service Request/Order number when applicable.

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

C.6.8 SERVICE TAXES, FEES, SURCHARGES, AND SURCREDITS

Contractor shall provide CALNET 3 CMO with valid exemption certificate(s) for CALNET 3 CMO to complete on behalf of the State as identified in IFB-C SOW Appendix C, Special Terms and Conditions, Section U, *Service Taxes, Fees, Surcharges, and Surcredits* within 30 calendar days of IFB STPD 15-001-C Contract award.

Contractor shall provide to CALNET 3 CMO, periodically upon request, an itemized detailed report of all service taxes, fees and surcharges that are included in its monthly invoices or subset of invoices as agreed upon by Contractor and CALNET 3 CMO.

Contractor shall respond to CALNET 3 CMO within 15 business days from original contact date in regard to inquiries associated with Service Taxes, Fees, Surcharges and Surcredits.

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

C.6.8.1 Service Taxes, Fees, Surcharges and Surcredits Submission and Updates

Contractor shall submit all applicable Exhibit 9s to CALNET 3 CMO no later than 30 calendar days after Contract award. Additionally, Contractor shall submit additional Exhibit 9s to CALNET 3 CMO within 30 calendar days after the release or notification of any new law, resolution or order that imposes or allows any new service tax, fee, surcharge and surcredit that Contractor intends to recover from the Customers, in accordance with IFB-C SOW Appendix C, Special Terms and Conditions, Section U, *Service Taxes, Fees, Surcharges and Surcredits*.

Unless otherwise required by law, the State of California is exempt from Federal excise taxes. The State will only pay for any State or local sales or use taxes on the services rendered or goods supplied to the State pursuant to this Contract.

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

C.6.8.2 Service Taxes, Fees, Surcharges and Surcredits Report

Contractor shall provide a report to the CALNET 3 CMO with the specifications described below:

1. File Name: C3QTAXTABL;
2. File Frequency: Quarterly, on the first Business Day of each January, April, July and October. The first report is due within 60 calendar days of IFB STPD 15-001-C Contract award;

3. The report format shall be provided as identified below in an MS Excel 2007 or later document; and,
4. Provide updated report quarterly to CALNET 3 CMO in the following format or as determined by the State:

Table C.6.8.2 Service Taxes, Fees, Surcharges and Surcredits Report

Service Type (includes features)	Regulatory or Jurisdictional Entity (e.g., FCC, CPUC, BOE, IRS, etc.)	Name of Tax, Fee or Surcharge	Description	Current Rate and URL identifying the current rate**	Effective Date	Purpose of the Tax, Fee or Surcharge	Notes and Comments	State Exempt: Yes or No
Basic Satellite Phone Plans *	CPUC *	California Universal Lifeline Telephone Service Surcharge (ULTS) *	Service Surcharge (ULTS) *	1.15% * URL**	05/01/2011 *	To provide low-income households with discounted local telephone service *		

* The contents in the second row are provided for example only.

** Regulatory or Jurisdictional Entity URL that indicates current rate.

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

C.6.9 INVOICING FRAUD

Contractor shall perform Fraud Detection, Monitoring and Prevention Services that are consistent with industry common best practices on a 24x365 basis to reduce the State's vulnerability to fraudulent activities.

For the purpose of this Contract, Fraud is considered the theft of services for deliberate misuse of voice or data networks by perpetrators whose intention is to secure an unfair or unlawful gain. CALNET 3 Customers will not be responsible for costs of services associated with the failure of a Contractor to secure its network.

If Contractor detects fraudulent activities, Contractor shall block service or implement other safeguards to mitigate fraudulent activity but shall not disconnect service without approval by the Customer.

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

C.6.9.1 Fraud Prevention

If the ATR identifies any fraudulent activity, then the Contractor upon request shall immediately suspend the service.

Within 60 calendar days of IFB STPD 15-001-C Contract award the Contractor shall:

1. Describe the policy on liability for fraudulent calls. How liability is determined and what amounts, if any the State will be liable for during a fraudulent call period.
2. Describe any other policies and procedures related to fraud detection and prevention, including conditions and expected State responsibilities.

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

C.6.10 EXAMINATION AND AUDITS

CALNET 3 CMO may audit any Customer's invoice for rate compliance and accuracy. Contractor shall provide access to billing information and provide a copy of any Customer's bill and supporting detail in a mutually agreed upon electronic format upon CALNET 3 CMO request without Customer's prior authorization.

Contractor shall provide billing records within 30 calendar days of receipt of request from CALNET 3 CMO. Refer to PMAC General Provisions – Telecommunications, Section 44, *Examination and Audit* for additional requirements.

Under certain and special conditions, Contractor shall provide State auditing and/or investigative agencies (i.e., Bureau of State Audits, Department of Justice, court orders, or other law enforcement agencies) with copies of billing records without Customer authorization for audit purposes at no cost to the State or Customer.

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

C.6.11 ADMINISTRATIVE FEE

Contractor shall, on behalf of CALNET 3 CMO, bill and collect an Administrative Fee as determined by CALNET 3 CMO for all services, products, equipment or features ordered under this Contract. This Administrative Fee shall be included within the amount charged to those Customers obtaining service from the Contract. CALNET 3 CMO may consider applying percentages and/or flat rates (or a combination thereof) to services as alternative methods with the final determination made by CALNET 3 CMO. Refer to PMAC General Provisions – Telecommunications, Section 69, *Administrative Fee*, for additional requirements.

Contractor shall:

1. Incorporate Administrative Fee rates to all Contractor services as identified by CALNET 3 CMO to establish Customer rates within 30 calendar days of IFB STPD 15-001-C Contract award.
2. Per PMAC General Provisions – Telecommunications, Section 69, Administrative Fee, paragraph a, Contractor shall remit a check or electronic funds transfer notification as payment to the California Department of Technology based on the Administrative Fees billed to Customers, The payment shall be remitted at no additional cost to the State.
3. Administrative Fee checks or electronic funds transfer shall be remitted to “California Department of Technology” and shall be identified as “CALNET Administrative Fees”. Additional information and instructions will be provided after contract award.
4. Adjustments to Administrative Fee monies shall be included and documented as an Adjustment on subsequent reports including those identified in Section C.8 MANAGEMENT AND OVERSIGHT REPORTS.
5. The Contractor shall submit the report in addition to the Administrative Fee to the State Contract Administrator for all purchases providing the following information:

1	CALNET 3 Contract Number
2	Category
3	Subcategory
4	Contractor Name
5	Date of Remittance
6	Calendar Quarter Number
7	Total Purchase Order Amount
8	Total Dollars for the quarter
9	Administrative Fee Dollar Amount

Payment of the administrative fee by Contractor is due irrespective of status of payments on orders from users to Contractor.

A report is due even when there is no activity. Any report that does not follow the required format or that excludes information will be deemed incomplete. Failure to submit reports and fees on a timely basis shall constitute grounds for suspension of this agreement. Reports and fee delivery will be in accordance with the following schedule.

Calendar Quarter 1	JUL 1 to SEP 30	Due Date OCT 31
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Calendar Quarter 2	OCT 1 to DEC 31	Due Date JAN 31
Calendar Quarter 3	JAN 1 to MAR 31	Due Date APR 30
Calendar Quarter 4	APR 1 to JUN 30	Due Date JUL 31

Within 60 calendar days of IFB STPD 15-001-C Contract award, Contractor shall document and provide CALNET 3 CMO with its processes for collecting, remitting, and reporting the Administrative Fee.

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

C.7 INDIVIDUAL PRICING REDUCTIONS (IPR)

C.7.1 IPR GENERAL PROVISIONS

Contractor may enter into price negotiations with CALNET 3 Customers. These price negotiations allow Contractor to reduce prices: (a) on one (1) or more service(s); (b) for one (1) or more Customers at a time; and/or (c) by geographic area or location(s). CALNET 3 allows for three (3) different Individual Price Reduction (IPR) scenarios: Standard IPR, Duration IPR, and Non-Exemption IPR.

The following general provisions apply to all IPRs:

1. Contractor shall submit to CALNET 3 CMO an electronic copy of an MS Excel document consisting of an analysis of current Contract pricing and proposed IPR pricing;
2. The following information and the data fields shall appear as columns on the MS Excel document in the order specified below:
 - a. Category;
 - b. Subcategory;
 - c. Feature Name;
 - d. Product Identifier;
 - e. Customer NRC;
 - f. Proposed IPR Customer NRC;
 - g. IPR Percentage Discount for NRC;
 - h. Customer MRC;
 - i. Proposed IPR Customer MRC;
 - j. IPR Percentage Discount for MRC;
 - k. Term IPR Y/N;
 - l. Term IPR Competitor's Price NRC; and,

- m. Term IPR Competitor's Price MRC.
3. CALNET 3 CMO has final approval authority for all IPRs. An IPR shall not be implemented until approved in writing by CALNET 3 CMO. An IPR becomes effective on the date that it is approved by CALNET 3 CMO, unless otherwise noted for a future date in the IPR Notification (IPRN) document;
 4. Within 10 business days of a Customer's agreement to an IPR, Contractor shall submit the IPR on an IPRN document to CALNET 3 CMO for written approval;
 5. No additional service taxes, fees, surcharges or surcredits will be allowed except as described in Section C.6.8.2, *Service Taxes, Fees, Surcharges, and Surcredits* and IFB-C SOW Appendix C, Special Terms and Conditions – Telecommunications, Section U, Service Taxes, Fees, Surcharges, and Surcredits;
 6. Once an IPRN is approved by CALNET 3 CMO, Contractor shall not cancel or increase pricing for any service listed in the IPRN;
 7. All IPRs shall be subject to examination and audit pursuant to PMAC General Provisions – Telecommunications, Section 44, Examination and Audit;
 8. The IPRN and information regarding the approved IPR service rate(s) shall be subject to the California Public Records Act; and,
 9. Implementation of an approved IPR does not require reduction of Contracted rate(s) for service(s), pursuant to IFB-C SOW Appendix C, Special Terms and Conditions, Section J, Most Favored Nation Status, and PMAC General Provisions – Telecommunications, Section 30, Additional Rights. However, if Contracted rate(s) are reduced below the IPR rate(s) for such service(s), the reduced Contracted rate(s) shall automatically apply to the IPR, but the term commitments shall remain in place for Duration IPRs and Non-Exempt IPRs.

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

C.7.2 STANDARD IPRs

The following provisions apply to Standard IPRs:

1. The Contractor shall be allowed to reduce one (1) or more Contracted service prices for a Customer for the Term of the Contract;
2. IPRs shall be for reduced service pricing only. All other Contract terms and conditions, including Service Level Agreements, will remain unchanged;
3. Customer may cancel any or all services(s) subject to the Standard IPR without penalty; and,

4. The Standard IPR Service rate(s) shall continue in effect from the date of IPR approval by CALNET 3 CMO through the remainder of the Term of the Contract unless terminated earlier by Customer or CALNET 3 CMO in accordance with the terms and conditions of the Contract, or if IFB STPD 15-001-C Section C.7.1 IPR GENERAL PROVISIONS, #9 applies.

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

C.7.3 DURATION IPRs

The following provisions apply to Duration IPRs:

1. The Contractor may offer Individual Price Reductions that require term commitments;
2. Acceptance of any solicitation or offer from the Contractor shall be at the sole discretion of the Customer;
3. Duration IPRs shall be for reduced service pricing and term commitment only. All other Contract terms and conditions, including Service Level Agreements, will remain unchanged;
4. The duration of a Duration IPR shall not exceed the Term of the awarded IFB STPD 15-001-C Contract; and,
5. If a Customer elects to terminate Service(s) subject to Duration IPR Pricing for reasons other than (1) a Contractor default, or (2) circumstances outside such Customer's reasonable control, such Customer shall be liable to Contractor for an early termination charge. This charge shall be calculated based on the following: (a) monthly difference in the original Contract rate and the Duration IPR rate multiplied by the number of months the service was used under the Duration IPR; (b) 10% of the original Contract Rate multiplied by the number of months used under the Duration IPR; and (c) any unrecovered nonrecurring charges owed to Contractor on the date of termination.
6. Duration IPR's shall not exceed a three (3) year term. A new IPR may be considered upon expiration of the term.

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

C.7.4 NON-EXEMPTION IPRs

The following provisions apply to Non-Exemption IPRs:

1. In response to non-CALNET 3 Contracted vendors' proposals presented to Customers, and in accordance with the CALNET 3 CMO exemption process, CALNET 3 Contractors shall be given the opportunity to provide Individual Price Reductions that require term commitments;
2. A minimum of three (3) CALNET 3 Contractors, unless otherwise directed by CALNET 3 CMO, shall be given the opportunity to respond. Contractors may be selected at the discretion of the Customer or under the direction of the CALNET 3 CMO;
3. IPRs shall be for reduced service pricing and term commitment only. All other Contract terms and conditions, including Service Level Agreements, will remain unchanged;
4. The duration of a Non-Exemption IPR shall not exceed the term of the Contract;
5. The Contractor shall provide a completed Non-Exemption IPR response to the Customer or CALNET 3 CMO within 15 business days of the Customer's or CALNET 3 CMO's Non-Exemption IPR request to Contractor. If Contractor's response is to not provide a Non-Exemption IPR, Contractor must submit a formal declaration stating that Contractor will not provide a Non-Exemption IPR; and,
6. If a Customer elects to terminate service(s) subject to Non-Exemption IPR Pricing for reasons other than (1) a Contractor default, or (2) circumstances outside such Customer's reasonable control, such Customer shall be liable to Contractor for an early termination charge. This charge shall be calculated based on the following: a) monthly difference in the original Contract rate and the Non-Exemption IPR rate multiplied by the number of months the service was used under the Non-Exemption IPR; b) plus, 10% of the original Contract Rate multiplied by the number of months used under the Non-Exemption IPR; and c) any unrecovered nonrecurring charges owed to Contractor on the date of termination.

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

C.8 MANAGEMENT AND OVERSIGHT REPORTS

1. Contractor shall provide Management and Oversight reports to the CALNET 3 CMO that allows the CALNET 3 CMO to perform the following Management and Oversight functions:
 - a. Administrative Fee identification and validation;
 - b. Product/service rate identification and validation;
 - c. Monitor Contractor's charges to Customers;

- d. Service taxes, fees, surcharges, and surcredits identification and validation;
 - e. Refunds and Adjustments identification and validation;
 - f. Gather usage statistics on products/services;
 - g. Develop products/services expenditure reports;
 - h. Develop ad hoc reports for management and Customers;
 - i. Compile statistics on products/services from a high level to a detail level;
 - j. Develop trend reports for products/services; and,
 - k. Monitor DVBE and SB dollars expended.
2. Contractor shall provide all Management and Oversight reports using the Data Management and Standardization requirements defined in Section C.5, DATA MANAGEMENT AND STANDARDIZATION;
 3. Contractor shall provide the Management and Oversight reports within 60 calendar days of receipt of the Contractor's first Service Request related to this IFB;
 4. Contractor shall provide monthly CALNET 3 Management and Oversight reports to CALNET 3 CMO within 15 calendar days of the end of each calendar month;
 5. Contractor shall provide Management and Oversight reports to CALNET 3 CMO even when there is no activity for the reporting period.
 6. Contractor shall provide ad hoc/customized reports on a regular basis to the State as reporting needs change, if requested by CALNET 3 CMO, and at no cost to the State;
 7. Contractor shall ensure Management and Oversight reports include all services provided under this CALNET 3 Subcategory relative to that reporting period;
 8. Contractors who are awarded both CALNET 3 Subcategories 10.1 and 10.2 may be allowed to comingle their required report data for these 2 Subcategories upon approval by the CALNET 3 CMO. Approval may be modified or rescinded by the CALNET 3 CMO;
 9. Data on all Management and Oversight reports shall include data from Subcontractors and Affiliates relative to that reporting period;
 10. Contractors shall identify non-contracted items on Management and Oversight reports by flagging the "CALNET 3" column (field) as "N" for those reports that contain the "CALNET 3" field;
 11. Contractor shall update Management and Oversight reports to align with any changes made to the application of Administrative Fee charges on Contracted services. This shall be done at the request of CALNET 3 CMO, and CALNET 3 CMO must approve all changes;
 12. Contractor shall populate the "Special Pricing" column with "ICB" or "IPR", when applicable, on all Management and Oversight reports;

13. Contractor shall correct and resubmit all Management and Oversight reports as necessary to ensure accuracy and compliance with the requirements of this C.8, MANAGEMENT AND OVERSIGHT REPORTS;
14. Contractor shall receive approval from CALNET 3 CMO prior to implementing changes to the format of Management and Oversight reports; and,
15. CALNET 3 CMO reserves the right to make changes to the data fields and formats requested in reports.

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

C.8.1 MOVES, ADDS, CHANGES AND DELETES REPORT

Contractor shall provide a monthly reporting of all CALNET 3 Service Request (Purchase Order) activity to CALNET 3 CMO. The report should include all services and features that have been moved, added, changed, or deleted during the Service Month being reported. This report shall contain all Service Request activity that has been completed during the Service Month.

The report shall follow detailed format and file specifications as defined within the Reporting Workbook.

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

C.8.2 INVENTORY OF SERVICES REPORT

Contractor shall provide a monthly inventory of all CALNET 3 Services to CALNET 3 CMO. This report shall include each Customer's contracted services and features and report to the Product ID level pricing information and current quantities, as well as location information if applicable. Usage shall be reporting separately on the SERVICE USAGE REPORT, C.8.3. The report shall represent a snapshot of the total inventory on the last day of the Service Month being reported.

The report shall follow detailed format and file specifications as defined within the Reporting Workbook.

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

C.8.3 SERVICE USAGE REPORT SUBCATEGORY 10.1 SATELLITE VOICE SERVICES (ONLY)

Contractor shall provide a consolidated monthly Service Usage Report to CALNET 3 CMO. This report shall include each Customer's contracted services and voice usage statistics. The report shall represent the total usage for the Service Month being reported.

The report shall follow detailed format and file specifications as defined within the Reporting Workbook.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____ N/A _____

C.8.4 SERVICES BILLED REPORT

Contractor shall provide a monthly reporting of Contractor's billed CALNET 3 Services to CALNET 3 CMO. The report shall provide monthly billing detail for all Product IDs, including both services and features. The report shall contain all feature components for the service listed as individual data records directly under the service, and shall include data for the Service Month being reported. Each change in the MRC shall be reported on a new record. When back billing for services or features appear on this report, each Service Month being billed shall be reported on a separate data record. Partial months of service with prorated charges shall be reported on a separate data record. Charges for all Service Taxes, Fees, Surcharges and Surcredits shall be summarized and totaled in the Total Tax column.

The report shall follow detailed file specifications as defined within the Reporting Workbook.

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

C.8.5 ADMINISTRATIVE FEE BY SERVICES REPORT

Contractor shall provide an Administrative Fee by Services report to CALNET 3 CMO on a monthly basis. The report shall provide a list of all Product IDs and shall populate the applicable Admin Fee to each Product ID and include Administrative Fee billing-related information for those services for the Reporting Month. Only services that are CALNET 3 contracted items (i.e. CALNET 3 flag = "Y") shall be included on this report. The report shall follow detailed format and file specifications as defined within the Reporting Workbook.

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

C.8.6 TROUBLE TICKET AND PROVISIONING/SLA FISCAL REPORT

Contractor shall provide a Trouble Ticket and Provisioning/SLA Fiscal report on a monthly basis to CALNET 3 CMO for SLA compliance oversight. The report shall include only those trouble tickets and Service Requests resulting in SLA credits or refunds and list all services that were associated with each SLA credit or refund. The Contractor shall report all SLA rights and remedies (credits and refunds) to the CALNET 3 CMO within 90 calendar days of trouble restoration or Service Request completion.

The report shall follow detailed format and file specifications as defined within the Reporting Workbook.

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

C.8.7 CUSTOMER REPORTS FOR SUBCATEGORY 10.1 SATELLITE VOICE SERVICES (ONLY)

C.8.7.1 SERVICES OPTIMIZATION USAGE REPORT FOR SUBCATEGORY 10.1 SATELLITE VOICE SERVICES (ONLY)

Contractor shall provide a quarterly optimization report for each Customer using their CALNET 3 Services by the fifteenth (15th) day of the first month of the new quarter. If requested, this report shall also be provided to CALNET 3 CMO as stated above. This report shall identify whether the current Customer's plan is most cost effective or if the Customer should move to a higher or lower plan based on their previous quarter of usage activity.

Further detail, including specific report specifications may be defined and included within the Reporting Workbook.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____ N/A_____

C.8.7.2 SERVICES ITEMIZED USAGE REPORT FOR SUBCATEGORY 10.1 SATELLITE VOICE SERVICES (ONLY)

Contractor shall provide a monthly Customer Service usage report to the Customer, upon request. This report shall include full itemized call details, including all billing related information, for all active services the Customer has purchase with the Contractor. The detailed call information should include, call dates, call numbers, call time, plan cost, charges, and all other charges and fees, including any overage cost accrued during the billing period.

Further detail, including specific report specifications may be defined and included within the Reporting Workbook.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____
N/A _____

C.8.8 DVBE ANNUAL FISCAL REPORT

If Contractor is exercising Disabled Veteran Business Enterprise (DVBE) incentives, Contractor shall provide an annual DVBE Fiscal report to Department of Technology . Contractor shall provide the report to Department of Technology within 15 calendar days of the last calendar day of the reporting Fiscal Year.

The report shall follow detailed format and file specifications as defined within the Reporting Workbook.

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

C.8.9 SMALL BUSINESS (SB) ANNUAL FISCAL REPORT

If Bidder has committed to achieving Small Business (SB) participation goals, Contractor shall provide an annual Small Business Fiscal report to Department of Technology. Contractor shall provide the report to Department of Technology within 15 calendar days of the last calendar day of the reporting Fiscal Year.

The report shall follow detailed format and file specifications as defined within the Reporting Workbook.

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

C.9 MANAGEMENT TOOLS AND REPORTS

Contractor shall provide management tools and reports to CALNET 3 CMO and CALNET 3 Customers.

1. Unless otherwise indicated by the State in this IFB, all of Contractor's management tools and reports data shall use data management and standardization requirements as detailed Section C.5, DATA MANAGEMENT AND STANDARDIZATION; and,
2. Contractors who are awarded more than one (1) CALNET 3 Category or Subcategory may be allowed to comingle their required report data upon approval by CALNET 3 CMO. Approval may be modified or rescinded by CALNET 3 CMO.

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

C.9.1 TROUBLE TICKET REPORTING PROCESS

Contractor shall provide CALNET CMO with a process describing how the customer reports service issues and opens trouble tickets for the services provided by the Contractor. If the Contractor provides an online trouble ticket reporting tool then details should be included in the process. Process should include:

1. How Customer reports an issue and opens a trouble ticket
2. How Customer inquiries about status of service issue
3. Toll free number for Customers to report issues 24X365, except for established maintenance windows.
4. How Contractor will provide each Customer department access to the complete trouble ticket data for 12 months after the trouble ticket has been closed. When requested by Customer or CALNET CMO, the Contractor has up to ten (10) days to provide trouble ticket data to requestor. Data shall be provided as a report unless Customer requests a different format. The trouble ticket data will include information required to validate service level agreements including documenting stop clock conditions, outage duration and unavailable time as defined in this IFB.

The Contractor shall be responsible for partitioning all CALNET 3 service issues by Customer. Customers shall have access only to their department's trouble tickets. The level of access shall be determined by the Customer department management.

The contractor shall provide the Customer and CALNET CMO the information identified in C.9.1.1 to validate the Contractor has accurately applied service level agreements in accordance to the technical requirements.

Contractor shall provide CALNET 3 CMO access to view all CALNET 3 Customer department trouble tickets upon request. Contractor shall provide CALNET CMO access to complete Customer trouble ticket data detail within 24 hours of request. Access to Contractor's trouble ticket tool and customer ticket data is acceptable.

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

C.9.1.1 Trouble Ticket Minimum Information Requirements

The Contractor's trouble ticket system shall collect and provide Customers and CALNET 3 CMO access to the following data (adherence to the Reporting Workbook "data type" and "format" requirement is optional):

1. Contractor Ticket Number;
2. Customer Name;
3. Circuit ID;
4. Service Type;
5. Status (e.g., open, closed, hold or canceled);
6. Ticket Open Date;
7. Ticket Open Time;
8. Ticket Closed Date;
9. Ticket Closed Time;
10. Customer Service Address 1 (A);
11. Customer Service Address 2 (A);
12. Customer Service City (A);
13. Customer Service State (A);
14. Customer Service Zip Code (A);
15. Reported Trouble;
16. Outage Cause;
17. Restore Date;
18. Restore Time;
19. Restoral Activity Performed;
20. Stop Clock Condition (SCC); and,
21. SCC Minutes (time stamp in ticket).

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

C.9.2 SERVICE LEVEL AGREEMENT (SLA) REPORTS

Contractor shall provide CALNET 3 CMO with data necessary to perform SLA compliance oversight in the form of SLA reports. Contractor shall provide reports and address the SLA reports issues in accordance with the Service Level Agreements detailed in the Technical Requirements of this IFB.

Contractor shall provide an electronic copy of SLA Reports in Microsoft Excel or as text files, as directed by CALNET 3 CMO, on the monthly mutually agreed upon due date. All final report formats shall be approved by CALNET 3 CMO and no changes shall be made to the data fields, format or headings without prior written consent of CALNET 3 CMO. The following data fields shall follow the format and definitions as specified by Reporting Workbook. Contractor shall make SLA Report data 100% accessible to CALNET 3 CMO for a minimum of one (1) year.

Contractor shall provide network statistics or other applicable data to be used by CALNET 3 CMO to validate catastrophic outage SLA compliance, upon CALNET 3 CMO request.

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

C.9.2.1 SLA Service Performance Report Subcategory 10.2 Satellite Data Services (Only)

The single SLA report shall include all trouble tickets within 60 calendar days of the trouble ticket service restoral date, and shall be provided to CALNET 3 CMO. Excluding subcategory 10.1 Satellite Voice Services, the report shall list all trouble tickets with a service restoral date occurring within the reported month, including tickets not qualifying for rebate, except as identified in #3 below. The SLA Report shall include trouble tickets for all services in the Subcategories awarded to Contractor as a result of this IFB.

Contractor's SLA Service Performance Report shall:

1. Include all CALNET 3 trouble tickets in which service was restored or issues resolved within the same reporting month; and,
2. Identify all trouble tickets qualifying for SLA rights and remedies and identify the appropriate Technical SLA in accordance with the IFB C Technical Requirements SLAs.
3. Catastrophic Outage 1, Catastrophic Outage 2, Catastrophic Outage 3 and Provisioning SLAs shall not be included in this report.

The report shall follow detailed format and file specifications as defined within the Reporting Workbook.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____
N/A _____

C.9.2.2 SLA Provisioning Report

Contractor shall provide the SLA Provisioning Report each month via email to CALNET 3 CMO, and include all Service Requests completed in the previous month for CALNET 3 Services.

Contractor's report shall indicate if the Provisioning objectives were not met in accordance with the IFB STPD 15-001-C Technical Requirements Provisioning SLAs. The Provisioning rights and remedies percentage will be identified by Contractor as 0%, 50% or 100% credit/refund, depending on Contractor's ability to meet the SLA objective.

The SLA Provisioning Report shall include all Service Requests for all Categories and Subcategories awarded to Contractor as a result of this IFB. Contractor shall ensure no duplicate Service Requests are reported in the same month or across multiple months.

The report shall follow detailed format and file specifications as defined within the Reporting Workbook.

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

C.9.2.3 SLA Catastrophic Outage Report Subcategory 10.2 Satellite Data Services (Only)

Upon IFB STPD 15-001-C Contract award, and excluding subcategory 10.1 Satellite Voice Services, Contractor shall provide Catastrophic Outage Reports on a per-occurrence basis. A Catastrophic Outage Report shall be provided to CALNET 3 CMO within 60 calendar days of the restoral date for each Catastrophic Outage. The Catastrophic Outage Report shall show all fields listed below in one (1) row. The report shall follow detailed format and file specifications as defined within the Reporting Workbook.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____
N/A _____

C.10 Conversion

Conversion includes Transition-In and Migration-Out scenarios. To the extent the Contractor deems appropriate, or as otherwise requested by the State, the Contractor shall design the Conversion Plans to use a phased-conversion strategy. The Contractor agrees to cooperate fully with the State and other Contractor(s) with planning, coordination, and implementation during all Conversion phases. The Contractor shall provide plans that will assure the State that all services will be transitioned or migrated in a timely and efficient manner.

The Contractor shall, at the Contractor's expense, implement the Conversion Plans, provide all Contractor labor resources necessary to implement the Conversion plans and perform all tasks in accordance with the approved Conversion plan schedules. The Contractor shall minimize disruption of service and any period when the State is subject to charges from more than one (1) contract, unless at the documented request of the Customer.

The Contractor shall not implement any Conversion Plans without CALNET 3 CMO prior approval and oversight coordination.

Conversion shall be Transition-In or Migration-Out as defined below.

Transition-In applies to Contractors who currently provide the same or significantly similar satellite services to Customers qualified to use the CALNET 3 contracts. Transition applies only to current non-CALNET 3 satellite service for non-exempt state Customers who are required to use CALNET or state-exempt and non-state Customers who elect to move services to CALNET 3. The Contractor shall complete Transition-In to CALNET 3 with-in six (6) months of receiving a request from Customer to transition services. There shall be no Non-Recurring Charges to the CALNET CMO or Customers for Transition-In.

Migration-Out

Contractor shall comply with IFB-C SOW Appendix C, Special Terms and Conditions – Section N, *Migration-Out*, and the following Business Requirements. There shall be no additional cost to the CALNET 3 CMO or Customers for Migration-Out.

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

C.10.1 TRANSITION-IN

C.10.1.1 General Requirements

Contractor shall provide Customer the option to maintain their existing voice phone numbers when moving from the Contractor's existing contract to CALNET 3. All exceptions must be approved by the CALNET CMO.

The Contractor shall coordinate and communicate with CALNET 3 CMO and Customers throughout all phases of the Transition-In.

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

C.10.1.2 Transition-In Plan Requirements

Upon CALNET 3 CMO request, Contractors with transitioning services shall submit a Transition-In Plan to CALNET 3 CMO explaining how the Contractor intends to transition existing Customer services to CALNET 3 services. The State recognizes that Customer business needs, operational requirements, and/or service complexities as well as CALNET 3 CMO oversight authority may impact Transition planning and schedules.

The CALNET 3 CMO reserves the right to modify the Transition-In Plan when it is deemed in the best interest or benefit of the State or authorized Customers of the Contract.

The Contractor's Transition-In Plan shall include the following information and describe in detail:

1. How the Contractor will work with Customers to minimize End-User impact or service interruption during Transition;
2. Steps the incumbent Contractor will take if an unscheduled service interruption occurs during the Transition of services;
3. Proposed Transition schedule that ensures timely Transition of all contracted services and invoicing;
4. How the Contractor's Transition plan and schedule considers:
 - a) Customer (State and local);
 - b) Customer location;
 - c) Impact on State, Customers, business and operational requirements;
 - d) Service type/Category or Subcategory/technology;
 - e) Coordination and tasks due to Service complexity;
 - f) Interoperability requirements/considerations;
 - g) Service quantity considerations;
 - h) Customer special business requirements; and,
 - i) Public safety considerations.
5. The process for coordination and communicating the Transition-In plan with the CALNET 3 CMO and Customers throughout all phases of the transition;
6. The processes, procedures, and timeliness necessary to resolve billing discrepancies and reconciling billing invoices;
7. Transition tasks dependent on State and/or Customer data or resources;
8. Industry standard project management methodology will be used throughout the Transition process; and,
9. A list of services to be transitioned to CALNET 3. The list shall:
 - a) Specify the quantity of services to be transitioned by service type;
 - b) Identify which services require a "rate Conversion only" Transition; and,

The bidder shall use industry accepted project management methodology throughout the Transition process.

This Section (C10.1.2) is applicable only to Contractors with Customer and services that qualify for transition. Other Bidders are not required to respond to this requirement. See IFB-C Part 1 General Instructions: Section 4.2.4.3, Business and Technical Requirements (Pass/Fail).

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

C.10.1.3 Transition-In Status Report

Upon commencement of the Transition-In Plan, the Contractor shall provide the CALNET 3 CMO a weekly Transition-In Status Report that includes all Customers to be transitioned.

The Contractor shall provide Transition-In Status Reports in Microsoft Excel or as text files as directed by CALNET 3 CMO.

The report shall follow detailed format and file specifications as defined within the Reporting Workbook.

This Section (C.10.1.3) is applicable only to Contractors with Customer and services that qualify for transition. Other Bidders are not required to respond to this requirement. See IFB-C Part 1 General Instructions: Section 4.2.4.3, Business and Technical Requirements (Pass/Fail).

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

C.10.2 MIGRATION-OUT

C.10.2.1 General Requirements

Contractor shall comply with IFB-C SOW Appendix C, Special Terms and Conditions – Telecommunications, Section N, Migration-Out, and the following Business Requirements. There shall be no additional cost to the CALNET 3 CMO or Customers for Migration-Out.

Contractor shall provide Customer the option to maintain their existing voice phone number when moving to the new contract. All exceptions must be approved by the CALNET 3 CMO.

The Contractor shall coordinate and communicate with CALNET 3 CMO and Customers throughout all phases of the Migration-Out.

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

C.10.2.2 Migration-Out Plan

Contractor shall provide CALNET 3 CMO a Migration-Out Plan within 30 calendar days of CALNET 3 CMO request. Contractor's Migration-Out Plan shall include how Contractor will move CALNET 3 services off the contract with sufficient detail for the State's review and approval.

The State acknowledges the level of difficulty in anticipating future Migration-Out and termination requirements without knowledge of proposed solutions. However, it is critical for the Contractor to acknowledge and commit to the responsibility and participation in the Migration-Out of services.

The State reserves the right to modify the Migration-Out Plan where it is deemed in the best interest or benefit of the State or authorized Customers of the Contract.

Contractor's Migration-Out Plan shall include and describe in detail:

1. Describe how migration-out will be accomplished in the least disruptive way to Customers and End-Users;
2. Contractor's understanding of its role and responsibility for Migration-Out;
3. Contractor's commitment to continue to provide services and Contract resources under the existing terms and conditions of the Contract during Migration-Out that includes any restrictions and/or limitations;
4. An action plan that demonstrates a commitment to work cooperatively with the State, Customers, and other Contractors in planning and coordinating the Migration-Out of services to the new contract;
5. Customer impact (e.g., business needs, complexity of service, services impacted by special programs, etc.);
6. Strategy for migration of Contractor services to new Contract services;
7. Strategy and commitment to work with Customers, CALNET 3 CMO, and other Contractors to establish emergency or fallback processes and procedures;
8. Identification of tasks dependent upon State data or resources;
9. Structure and organization to support Migration-Out of services;
10. Identification of all CALNET 3 Customers, service locations by street address and city, service type, circuit identification, and unique product identifier;
11. Plan for transparent Migration-Out of services to support the continued billing, collection, and remittance of Administrative Fees for services billed under the CALNET 3 Contract; and,
12. Use of industry-accepted project management methodology throughout the Migration-Out process.

13. Contractor's commitment and process for Customers to maintain their existing End-User telephone numbers.

Contractor shall not deem Migration-Out complete until the Customer services have been transitioned or disconnected and Contractor has billed Customers their final invoices and resolved all disputed charges.

Contractor shall implement the Migration-Out Plan and perform all tasks identified in the Migration-Out Plan in a timely manner to mitigate disruption in CALNET 3 Service from Contractor to the State or Customer. Contractor shall participate in meetings with the State, Customers, and alternate service provider(s) as reasonably required by the State in planning for a Conversion and implementing the Migration-Out Plan.

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

C.10.2.3 Migration-Out Status Report

Upon commencement of the Migration-Out Plan, Contractor shall provide CALNET 3 CMO a weekly Migration-Out Status Report which shall begin 60 calendar days prior to the physical or administrative migration of the first Customer site. The report shall include all Customers to be migrated.

After each individual service migration is completed and the migration status and the CALNET 3 billing account status both achieve 100% completion on the Migration-Out Status Report for two (2) consecutive weeks, the service line item may be deleted from the status report.

Contractor shall provide CALNET 3 CMO with Migration-Out Status Reports in Microsoft Excel or as text files, as directed by CALNET 3 CMO. All final report formats shall be approved by CALNET 3 CMO and no changes shall be made to the data fields, format or headings without prior written consent of CALNET 3 CMO.

The report shall follow detailed format and file specifications as defined within the Reporting Workbook.

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

C.11 SERVICES TECHNICAL EVALUATION AND DEMONSTRATION PROCESS

In the course of oversight, the State is required to examine key elements of the CALNET 3 Services to maintain current and long-term goals. This analysis is conducted to determine the reliability of the Services and takes into consideration issues such as redundancy, diversity, interoperability, scalability, and security. The evaluation and/or demonstration of contracted services will be at the sole discretion of CALNET 3 CMO.

All services proposed for addition to the Contract through the amendment process shall include a technical evaluation component. This requirement is limited to service amendments that are technical in nature and deemed by CALNET 3 CMO to require evaluation. If the State decides that further evaluation or demonstration is necessary, the proposed service will be removed from the amendment process and resubmitted for consideration upon completion of the evaluation and/or demonstration to the satisfaction of the State.

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