ZAYO GROUP'S RESPONSE

TO

INVITATION FOR BID
IFB STPD 12-001-B

FOR

CALNET 3, Subcategory 4.2
SONET Point-to-Point Connectivity

Amendment #8

October 1, 2018

BY

STATE OF CALIFORNIA

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

VOLUME 2: Subcategory 4.2 SONET Point-to-Point Connectivity

Response to Unique Category Requirements

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Statement of Work (SOW) Submittals

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SOW TECHNICAL REQUIREMENTS

SUBCATEGORY 4.2 – SONET POINT-TO-POINT CONNECTIVITY

4.2.1 OVERVIEW

This Subcategory 4.2 IFB provides the State's solicitation for best value solutions for SONET point-to-point connectivity. This IFB describes the CALNET 3 technical requirements necessary to support the CALNET 3 program requirements.

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

4.2.1.1 BIDDER RESPONSE REQUIREMENTS

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

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

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

Or,

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

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

Description:"

4.2.1.2 DESIGNATION OF REQUIREMENTS

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

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

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

4.2.1.3 PACIFIC TIME ZONE

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

4.2.2 SYNCHRONOUS OPTICAL NETWORK (SONET)

Contractor shall provide Synchronous Optical Network (SONET) service for high bandwidth communication paths in a point-to-point configuration.

Bidders shall describe in detail the SONET service that will be deployed to satisfy this requirement for high bandwidth communication paths in a bi-directional and self-healing configuration.

Bidder understands the requirements in Section 4.2.2 and shall meet or exceed them? Yes__X__No_____

Description:

Zayo Group's SONET network is extensive and covers many western states including California. It is purpose built on newer technologies including DWDM (dense wavelength-division multiplexing) trunks using our Infinera or Ciena platforms as well as Cisco, Fuji and the older Northern Telecom optical carrier systems. The fiber pathways are primarily installed as Primary Optical Ground Wire (POGW) on the high voltage transmission towers in the electrical transmission grid. The fiber network is a repeating system, including add/drop locations that are in dedicated facilities located on the property of the electrical transmission providers. In some cases this includes federal installations. These are high security areas. We refer to these as "Huts" but they are more than that. They are small concrete buildings that provide a temperature and humidity controlled environment with UPS and power generation capacities.

The termination of the optics is in a larger facility we refer to as "Hubs" or "Switch Sites" and both are considered Central Offices (CO). In addition, these facilities are larger and act as primary interconnection points not only between our own backbone and other network providers. These hub sites are NEBS compliant facilities and have redundant support systems including environmental, power systems, UPS and are built to zone level earthquake standards.

All hubs are interconnected in a ring topology on a large geographic basis. The optical backbone transits the state of California along its north-south alignment with entry/exit points into Oregon and Nevada. The larger SONET ring travels through Nevada, Utah, Idaho, and Oregon and back to California on the North. This establishes a complete ring around California that is under one company's control and management.

The design of the backbone (or Long-haul) as well as the metro distribution networks have both UPSR (unidirectional path switched ring) and BSLR (bidirectional line switched ring) capabilities and have capabilities for primary and secondary electronics when and if desired as customer facing systems. All common systems are redundant and have secondary paths.

Current technology is deployed on Ciena Systems equipment and is very flexible in its delivery mechanisms.

4.2.2.1 SONET General Requirements

4.2.2.1.1 Standards Based Interfaces

The Contractor shall support commercially available optical interfaces and shall comply with ANSI, Telcordia, ITU, and IEEE Standards. Service handoffs for SONET shall be synchronous at OC-3, OC3-c (concatenated), OC-12, OC-12c, OC-48, and OC-48c. Asynchronous services at T1 and DS3 shall be carried over SONET in 51 Mbps Synchronous Transport Signal Level1 (STS/1) packages.

Bidders shall describe all of the commercially available optical interfaces that are supported by their solution.

Bidder understands the requirements in Section 4.2.2.1.1 and shall meet or exceed them? Yes __X__ No_____

Description:

Optical interfaces are OC-3, OC3-c (STM-1), OC-12-c, OC-12 (STM-4), OC-48-c, OC-48 1G SONET, OC-48 / STM-16 / 2.5G SONET, OC-192 / STM-64 / 10G SONET.

Additionally T1 and DS-3, DS-3C are available on all OC-3 systems and some OC-12 systems.

4.2.2.1.2 Packet Delivery

The monthly average packet delivery shall be greater than 99.9 percent throughput for each circuit. The monthly average percentage shall be derived from the total number of packets/cells/frames output at the network egress port divided by the total number of packets/cells/frames input at the ingress port within the subscribed rate, multiplied by 100.

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

4.2.2.1.3 Equipment and Environment

The Contractor shall provide and install all network terminating equipment (NTE) in State provided Telecommunication Closet MPOE locations utilizing State provided building entrance facilities. All Contractor Equipment shall adhere to the Telcordia Network Equipment Building System (NEBS).

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

4.2.2.2 SONET Point-to-Point Service (SPPS)

The Contractor shall provide Point-to-point SONET on a circuit-by-circuit basis using the Contractors interoffice SONET infrastructure.

Point-to-point channels shall provide high-speed synchronous optical fiber-based full duplex data transmission capabilities between two (2) points.

OC-3, OC-12, and OC-48 channels shall be able to connect:

1. Customer-designated premise to another Customer-designated premise, without add/drop multiplexing capability;
2. Customer-designated premise to a serving wire center where add/drop multiplexing and add/drop functions are performed; and,
3. IntraLATA and InterLATA connectivity where commercially available.

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

4.2.2.2.1 SPPS Data Transmission Channel Terminating Bit Rate

SPPS services shall provide optical data transmission with the following characteristics:

1. OC-3/OC-3c provides channels operating at the terminating bit rate of 155.52 Mbps
2. OC-12/OC-12c provides channels operating at the terminating bit rate of 622.08 Mbps
3. OC-48/OC-48c provides channels operating at the terminating bit rate of 2,488.32 Mbps
4. OC-192 provides channels operating at the terminating bit rate of 9,953.28 Mbps

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

4.2.2.2.2 SPPS Services and Features

The Contractor shall offer SPPS services and features detailed in Table 4.2.2.2.2.a.

Table 4.2.2.2.2.a – SPPS Services and Features

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
1	**SPPS Local Loop Service (OC-3)**	Point–to-point service at OC-3 speed service provides point-to-point optical interconnection between the telephone company serving wire center (SWC) and the Customer premise. Customer is required to provide an add/drop multiplexer (ADM) that is compatible with the Contractor's central office ADM as described in the Technical Publication GR-253-CORE. Mileage charges apply if the two (2) end points are in different SWC nodes. Two (2) local loops are required.	**Y**		451001
	Bidder's Product Description: *At each Customer site or premise location Zayo Group will provide an optical patch panel with optical interface. Zayo Group expects a compatible SONET Add Drop Multiplexer (ADM) at the Customers site. The origin of the OC-3 will be located within a Zayo Group Central Office, serving wire center or contracted location for this purpose and is an add/drop system. All SONET ADM terminals (will comply with ANSI, Telcordia, ITU, and IEEE Standards. Mileage charges may apply if there are 2 SWC nodes.*				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
2	**SPPS Local Loop Service (OC-12)**	Point–to-point service at OC-12 speed service provides point-to-point optical interconnection between the telephone company serving wire center (SWC) and the Customer premise. Customer is required to provide an ADM that is compatible with the Contractor's central office ADM as described in the Technical Publication GR-253-CORE. Mileage charges apply if the two (2) end points are in different SWC nodes. Two (2) local loops are required.	**Y**		451002
	Bidder's Product Description: *At each Customer site or premise location Zayo Group will provide an optical patch panel with optical interface. Zayo Group expects a compatible SONET Add Drop Multiplexer (ADM) at the Customers site. The origin of the OC-12 will be located within a Zayo Group Central Office, serving wire center or contracted location for this purpose and is an add/drop system. All SONET ADM terminals will comply with ANSI, Telcordia, ITU, and IEEE Standards. Mileage charges may apply if there are 2 SWC nodes.*				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
3	**SPPS Local Loop Service (OC-48)**	Point–to-point service at OC-48 speed service provides point-to-point optical interconnection between the telephone company serving wire center (SWC) and the Customer premise. Customer is required to provide an ADM that is compatible with the Contractor's central office ADM as described in the Technical Publication GR-253-CORE. Mileage charges apply if the two (2) end points are in different SWC nodes. Two (2) local loops are required.	**Y**		451003
	Bidder's Product Description: *At each Customer site or premise location Zayo Group will provide an optical patch panel with optical interface. Zayo Group expects a compatible SONET Add Drop Multiplexer (ADM) at the Customers site. The origin of the OC-48 will be located within a Zayo Group Central Office, serving wire center or contracted location for this purpose and is an add/drop system. All SONET ADM terminals will comply with ANSI, Telcordia, ITU, and IEEE Standards. Mileage charges may apply if there are 2 SWC nodes.*				
4	**SPPS IntraLATA OC-3 Point-Point Circuit Mileage**	OC-3 Point-to-Point Service interoffice mileage for OC-3 circuits with the endpoints in different serving wire centers. Mileage is calculated using the vertical and horizontal (V&H) coordinate method.	**Y**		451004
	Bidder's Product Description: *Per mile of OC-3 Dedicated SONET Point-to-Point Service between serving wire centers calculated using V & H coordinates.*				
5	**SPPS IntraLATA OC-12 Point-Point Circuit Mileage**	OC-12 Point-to-Point Service interoffice mileage for OC-12 circuits with the endpoints in different serving wire centers. Mileage is calculated using the V&H coordinate method.	**Y**		451005
	Bidder's Product Description: *Per mile of OC-12 Dedicated SONET Point-to-Point Service between serving wire centers calculated using V & H coordinates.*				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
6	**SPPS IntraLATA OC-48 Point-Point Circuit Mileage**	OC-48 Point-to-Point Service interoffice mileage for OC-48 circuits with the endpoints in different serving wire centers. Mileage is calculated using the V&H coordinate method.	**Y**		451006
	Bidder's Product Description: *Per mile of OC-48 Dedicated SONET Point-to-Point Service between serving wire centers calculated using V & H coordinates.*				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
7	**SPPS InterLATA OC-3 Channel 1 – 100 miles**	SONET InterLATA service at OC-3/OC-3c point-to-point interoffice channel between InterLATA POPs at OC-3 speed. 1-100 miles	**Y**		451007
	Bidder's Product Description: *An OC-3c channel termination or termination facility will be provided in the Zayo Group Central Office, serving wire center or contracted locations for InterLATA Point-to-Point services between InterLATA POPS. This includes termination for both ends of the circuit up to 100 miles. All SONETADM terminals will comply with ANSI, Telcordia, ITU, and IEEE Standards.*				
8	**SPPS InterLATA OC-3 Channel 101 – 1200 miles**	SONET InterLATA service at OC-3/OC-3c point-to-point interoffice channel between InterLATA POPs at OC-3 speed. 101-1200 miles	**Y**		451008
	Bidder's Product Description: *An OC-3c channel termination or termination facility will be provided in the Zayo Group Central Office, serving wire center or contracted locations for InterLATA Point-to-Point services between InterLATA POPS. This includes termination for both ends of the circuits from 101 to 1200 miles. All SONETADM terminals will comply with ANSI, Telcordia, ITU, and IEEE Standards.*				
9	**SPPS InterLATA OC-3 Channel Over 1200 miles**	SONET InterLATA service at OC-3/OC-3c point-to-point interoffice channel between InterLATA POPs at OC-3 speed.	**Y**		451009
	Bidder's Product Description: *An OC-3c channel termination or termination facility will be provided in the Zayo Group Central Office, serving wire center or contracted locations for InterLATA Point-to-Point services between InterLATA POPS. This includes termination for both ends of the circuits over 1200 miles within the continental United States. All SONETADM terminals will comply with ANSI, Telcordia, ITU, and IEEE Standards.*				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
10	**SPPS InterLATA OC-3 Mileage**	Interoffice mileage for OC-3 circuits with the endpoints in different LATAs. Mileage is calculated using the V&H coordinate method.	**Y**		451010
	Bidder's Product Description: *An OC-3c per mile charge for circuits from the Zayo Group Central Office, serving wire center or contracted location for InterLATA Point-to-Point services between InterLATA POPS. This is V & H per mile charge between two ends points. All SONETADM terminals will comply with ANSI, Telcordia, ITU, and IEEE Standards.*				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
11	**SPPS InterLATA OC-12 Channel 1 – 100 miles**	SONET InterLATA service at OC-12/OC-12c point-to-point interoffice channel between InterLATA POPs at OC-12 speed. 1 – 100 miles	**Y**		451011
	Bidder's Product Description: *An OC-12c channel termination or termination facility will be provided in the Zayo Group Central Office, serving wire center or contracted locations for InterLATA Point-to-Point services between InterLATA POPS. This includes termination for both ends of the circuit up to 100 miles. All SONET ADM terminals will comply with ANSI, Telcordia, ITU, and IEEE Standards.*				
12	**SPPS InterLATA OC-12 Channel 101 – 1200 miles**	SONET InterLATA service at OC-12/OC-12c point-to-point interoffice channel between InterLATA POPs at OC-12 speed. 101 – 1200 miles	**Y**		451012
	Bidder's Product Description: *An OC-12c channel termination or termination facility will be provided in the Zayo Group Central Office, serving wire center or contracted locations for InterLATA Point-to-Point services between InterLATA POPS. This includes termination for both ends of the circuit from 101 to 1200 miles. All SONETADM terminals will comply with ANSI, Telcordia, ITU, and IEEE Standards.*				
13	**SPPS InterLATA OC-12 Channel Over 1200 miles**	SONET InterLATA service at OC-12/OC-12c point-to-point interoffice channel between InterLATA POPs at OC-12 speed. Over 1200 miles	**Y**		451013
	Bidder's Product Description: *An OC-12c channel termination or termination facility will be provided in the Zayo Group Central Office, serving wire center or contracted locations for InterLATA Point-to-Point services between InterLATA POPS. This includes termination for both ends of the circuit over 1200 miles within the continental United States. All SONET ADM terminals will comply with ANSI, Telcordia, ITU, and IEEE Standards.*				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
14	**SPPS InterLATA OC-12 Mileage**	Interoffice mileage for OC-12 circuits with the endpoints in different LATAs. Mileage is calculated using the V&H coordinate method.	**Y**		451014
	Bidder's Product Description: *An OC-12 per mile charge for circuits from the Zayo Group Central Office, serving wire center or contracted location for InterLATA Point-to-Point services between InterLATA POPS. This is V & H per mile charge is between two ends of a point to point circuit. All SONETADM terminals will comply with ANSI, Telcordia, ITU, and IEEE Standards.*				
15	**SPPS InterLATA OC-48 Channel**	SONET InterLATA service at OC-48. Point-to-point interoffice channel (IOC) between InterLATA POPs at OC-48 speed.	**Y**		451015
	Bidder's Product Description: *An OC-48 channel termination or termination facility will be provided in the Zayo Group Central Office, serving wire center or contracted locations for InterLATA Point-to-Point services between InterLATA POPS and include both ends of the circuit. All SONETADM terminals will comply with ANSI, Telcordia, ITU, and IEEE Standards.*				
16	**SPPS InterLATA OC-48 Mileage**	Interoffice mileage for OC-48 circuits with the endpoints in different LATAs. Mileage is calculated using the V&H coordinate method.	**Y**		451016
	Bidder's Product Description: *An OC-48 per mile charge for circuits from the Zayo Group Central Office, serving wire center or contracted location for InterLATA Point-to-Point services between InterLATA POPS. This is V & H per mile charge is between two ends of a point to point circuit. All SONETADM terminals will comply with ANSI, Telcordia, ITU, and IEEE Standards.*				

The Contractor may offer additional unsolicited SPPS services and features in Table 4.2.2.2.2.b.

Table 4.2.2.2.2.b Unsolicited SPPS Services and Features

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

4.2.2.3 SPPS Geographic Requirements

Table 4.2.2.3.a provides a listing of cities in California. **Bidders shall indicate the geographic locations where Contractor will provide SPPS Local Loop, IntraLATA and InterLATA services in Table 4.2.2.3.a where Contractor's facilities are available. <u>All bandwidths must be available in the service locations identified by the Bidder.</u> By entering "X", the Bidder commits to provide service in that specific location.**

Table 4.2.2.3.a Bidder's SPPS Local Loop, IntraLATA and InterLATA Service Locations

	Service Location	SPPS Local Loop Service (Intra-office)	SPPS IntraLATA (Inter-office)	SPPS InterLATA (Inter-office)
1	Adelanto			
2	Agoura Hills			
3	Alameda			
4	Albany			
5	Alhambra			
6	Aliso Viejo			
7	Alturas			
8	Amador			
9	American Canyon			
10	Anaheim			
11	Anderson			

	Service Location	**SPPS Local Loop Service** (Intra-office)	**SPPS IntraLATA** (Inter-office)	**SPPS InterLATA** (Inter-office)
12	Angels Camp			
13	Antioch			
14	Apple Valley			
15	Arcadia			
16	Arcata			
17	Arroyo Grande			
18	Artesia			
19	Arvin			
20	Atascadero			
21	Atherton			
22	Atwater			
23	Auburn			
24	Avalon			
25	Avenal			
26	Azusa			
27	Bakersfield			
28	Baldwin Park			
29	Banning			
30	Barstow			
31	Beaumont			
32	Bell			
33	Bell Gardens			
34	Bellflower			
35	Belmont			
36	Belvedere			
37	Benicia			
38	Berkeley			
39	Beverly Hills			
40	Big Bear Lake			
41	Biggs			
42	Bishop			
43	Blue Lake			
44	Blythe			
45	Bradbury			

	Service Location	**SPPS Local Loop Service** (Intra-office)	**SPPS IntraLATA** (Inter-office)	**SPPS InterLATA** (Inter-office)
46	Brawley			
47	Brea			
48	Brentwood			
49	Brisbane			
50	Buellton			
51	Buena Park			
52	Burbank			
53	Burlingame			
54	Calabasas			
55	Calexico			
56	California City			
57	Calimesa			
58	Calipatria			
59	Calistoga			
60	Camarillo			
61	Campbell			
62	Canyon Lake			
63	Capitola			
64	Carlsbad			
65	Carmel-By-The-Sea			
66	Carpinteria			
67	Carson			
68	Cathedral City			
69	Ceres			
70	Cerritos			
71	Chico			
72	Chino			
73	Chino Hills			
74	Chowchilla			
75	Chula Vista			
76	Citrus Heights			
77	Claremont			
78	Clayton			
79	Clearlake			

	Service Location	**SPPS Local Loop Service** (Intra-office)	**SPPS IntraLATA** (Inter-office)	**SPPS InterLATA** (Inter-office)
80	Cloverdale			
81	Coachella			
82	Coalinga			
83	Colfax			
84	Colma			
85	Colton			
86	Colusa			
87	Commerce			
88	Compton			
89	Concord			
90	Corcoran			
91	Corning			
92	Corona			
93	Coronado			
94	Corte Madera			
95	Costa Mesa			
96	Cotati			
97	Covina			
98	Crescent City			
99	Cudahy			
100	Culver City			
101	Cupertino			
102	Cypress			
103	Daly City			
104	Dana Point			
105	Danville			
106	Davis			
107	Del Mar			
108	Del Rey Oaks			
109	Delano			
110	Desert Hot Springs			
111	Diamond Bar			
112	Dinuba			
113	Dixon			

	Service Location	**SPPS Local Loop Service** (Intra-office)	**SPPS IntraLATA** (Inter-office)	**SPPS InterLATA** (Inter-office)
114	Dorris			
115	Dos Palos			
116	Downey			
117	Duarte			
118	Dublin			
119	Dunsmuir			
120	East Palo Alto			
121	El Cajon			
122	El Centro			
123	El Cerrito			
124	El Monte			
125	El Paso De Robles			
126	El Segundo			
127	Elk Grove			
128	Emeryville			
129	Encinitas			
130	Escalon			
131	Escondido			
132	Etna			
133	Eureka			
134	Exeter			
135	Fairfax			
136	Fairfield			
137	Farmersville			
138	Ferndale			
139	Fillmore			
140	Firebaugh			
141	Folsom			
142	Fontana			
143	Fort Bragg			
144	Fort Jones			
145	Fortuna			
146	Foster City			
147	Fountain Valley			

	Service Location	**SPPS Local Loop Service** (Intra-office)	**SPPS IntraLATA** (Inter-office)	**SPPS InterLATA** (Inter-office)
148	Fowler			
149	Fremont			
150	Fresno			
151	Fullerton			
152	Galt			
153	Garden Grove			
154	Gardena			
155	Gilroy			
156	Glendale			
157	Glendora			
158	Goleta			
159	Gonzales			
160	Grand Terrace			
161	Grass Valley			
162	Greenfield			
163	Gridley			
164	Grover Beach			
165	Guadalupe			
166	Gustine			
167	Half Moon Bay			
168	Hanford			
169	Hawaiian Gardens			
170	Hawthorne			
171	Hayward			
172	Healdsburg			
173	Hemet			
174	Hercules			
175	Hermosa Beach			
176	Hesperia			
177	Hidden Hills			
178	Highland			
179	Hillsborough			
180	Hollister			
181	Holtville			

	Service Location	**SPPS Local Loop Service** (Intra-office)	**SPPS IntraLATA** (Inter-office)	**SPPS InterLATA** (Inter-office)
182	Hughson			
183	Humboldt			
184	Huntington Beach			
185	Huntington Park			
186	Huron			
187	Imperial			
188	Imperial Beach			
189	Indian Wells			
190	Indio			
191	Industry			
192	Inglewood			
193	Inyo			
194	Ione			
195	Irvine			
196	Irwindale			
197	Isleton			
198	Jackson			
199	Kerman			
200	Kern			
201	King City			
202	Kings			
203	Kingsburg			
204	La Canada Flintridge			
205	La Habra			
206	La Habra Heights			
207	La Mesa			
208	La Mirada			
209	La Palma			
210	La Puente			
211	La Quinta			
212	La Verne			
213	Lafayette			

	Service Location	**SPPS Local Loop Service** (Intra-office)	**SPPS IntraLATA** (Inter-office)	**SPPS InterLATA** (Inter-office)
214	Laguna Beach			
215	Laguna Hills			
216	Laguna Niguel			
217	Laguna Woods			
218	Lake			
219	Lake Elsinore			
220	Lake Forest			
221	Lakeport			
222	Lakewood			
223	Lancaster			
224	Larkspur			
225	Lassen			
226	Lathrop			
227	Lawndale			
228	Lemon Grove			
229	Lemoore			
230	Lincoln			
231	Lindsay			
232	Live Oak			
233	Livermore			
234	Livingston			
235	Lodi			
236	Loma Linda			
237	Lomita			
238	Lompoc			
239	Long Beach			
240	Loomis			
241	Los Alamitos			
242	Los Altos			
243	Los Altos Hills			
244	Los Angeles			
245	Los Banos			
246	Los Gatos			
247	Loyalton			

	Service Location	**SPPS Local Loop Service** (Intra-office)	**SPPS IntraLATA** (Inter-office)	**SPPS InterLATA** (Inter-office)
248	Lynwood			
249	Madera			
250	Malibu			
251	Mammoth Lakes			
252	Manhattan Beach			
253	Manteca			
254	Maricopa			
255	Marina			
256	Martinez			
257	Marysville			
258	Maywood			
259	Mcfarland			
260	Mendota			
261	Menlo Park			
262	Merced			
263	Mill Valley			
264	Millbrae			
265	Milpitas			
266	Mission Viejo			
267	Modesto			
268	Monrovia			
269	Montague			
270	Montclair			
271	Monte Sereno			
272	Montebello			
273	Monterey			
274	Monterey Park			
275	Moorpark			
276	Moraga			
277	Moreno Valley			
278	Morgan Hill			
279	Morro Bay			
280	Mount Shasta			

	Service Location	**SPPS Local Loop Service** (Intra-office)	**SPPS IntraLATA** (Inter-office)	**SPPS InterLATA** (Inter-office)
281	Mountain View			
282	Murrieta			
283	Napa			
284	National City			
285	Needles			
286	Nevada City			
287	Newark			
288	Newman			
289	Newport Beach			
290	Norco			
291	Norwalk			
292	Novato			
293	Oakdale			
294	Oakland	**X**	**X**	**X**
295	Oakley			
296	Oceanside			
297	Ojai			
298	Ontario			
299	Orange			
300	Orange Cove			
301	Orinda			
302	Orland			
303	Oroville			
304	Oxnard			
305	Pacific Grove			
306	Pacifica			
307	Palm Desert			
308	Palm Springs			
309	Palmdale			
310	Palo Alto	**X**	**X**	**X**
311	Palos Verdes Estates			
312	Paradise			
313	Paramount			
314	Parlier			

	Service Location	**SPPS Local Loop Service** (Intra-office)	**SPPS IntraLATA** (Inter-office)	**SPPS InterLATA** (Inter-office)
315	Pasadena			
316	Patterson			
317	Perris			
318	Petaluma			
319	Pico Rivera			
320	Piedmont			
321	Pinole			
322	Pismo Beach			
323	Pittsburg			
324	Placentia			
325	Placerville			
326	Pleasant Hill			
327	Pleasanton			
328	Plymouth			
329	Point Arena			
330	Pomona			
331	Port Hueneme			
332	Porterville			
333	Portola			
334	Portola Valley			
335	Poway			
336	Rancho Cordova	**X**	**X**	**X**
337	Rancho Cucamonga			
338	Rancho Mirage			
339	Rancho Palos Verdes			
340	Rancho Santa Margarita			
341	Red Bluff			
342	Redding			
343	Redlands			
344	Redondo Beach			
345	Redwood City			
346	Reedley			

	Service Location	**SPPS Local Loop Service** (Intra-office)	**SPPS IntraLATA** (Inter-office)	**SPPS InterLATA** (Inter-office)
347	Rialto			
348	Richmond			
349	Ridgecrest			
350	Rio Dell			
351	Rio Vista			
352	Ripon			
353	Riverbank			
354	Riverside			
355	Rocklin			
356	Rohnert Park			
357	Rolling Hills			
358	Rolling Hills Estates			
359	Rosemead			
360	Roseville			
361	Ross			
362	Sacramento	**X**	**X**	**X**
363	Salinas			
364	San Anselmo			
365	San Bernardino			
366	San Bruno			
367	San Buenaventura			
368	San Carlos			
369	San Clemente			
370	San Diego			
371	San Dimas			
372	San Fernando			
373	San Francisco	**X**	**X**	**X**
374	San Gabriel			
375	San Jacinto			
376	San Joaquin			
377	San Jose	**X**	**X**	**X**
378	San Juan Bautista			

	Service Location	**SPPS Local Loop Service** (Intra-office)	**SPPS IntraLATA** (Inter-office)	**SPPS InterLATA** (Inter-office)
379	San Juan Capistrano			
380	San Leandro			
381	San Luis Obispo			
382	San Marcos			
383	San Marino			
384	San Mateo			
385	San Pablo			
386	San Rafael			
387	San Ramon			
388	Sand City			
389	Sanger			
390	Santa Ana			
391	Santa Barbara			
392	Santa Clara	**X**	**X**	**X**
393	Santa Clarita			
394	Santa Cruz			
395	Santa Fe Springs			
396	Santa Maria			
397	Santa Monica			
398	Santa Paula			
399	Santa Rosa			
400	Santee			
401	Saratoga			
402	Sausalito			
403	Scotts Valley			
404	Seal Beach			
405	Seaside			
406	Sebastopol			
407	Selma			
408	Shafter			
409	Shasta Lake			
410	Sierra Madre			
411	Signal Hill			

	Service Location	**SPPS Local Loop Service** (Intra-office)	**SPPS IntraLATA** (Inter-office)	**SPPS InterLATA** (Inter-office)
412	Simi Valley			
413	Solana Beach			
414	Soledad			
415	Solvang			
416	Sonoma			
417	Sonora			
418	South El Monte			
419	South Gate			
420	South Lake Tahoe			
421	South Pasadena			
422	South San Francisco			
423	St Helena			
424	Stanton			
425	Stockton			
426	Suisun City			
427	Sunnyvale			
428	Susanville			
429	Sutter Creek			
430	Taft			
431	Tehachapi			
432	Tehama			
433	Temecula			
434	Temple City			
435	Thousand Oaks			
436	Tiburon			
437	Torrance			
438	Tracy			
439	Trinidad			
440	Truckee			
441	Tulare			
442	Tulelake			
443	Turlock			

	Service Location	**SPPS Local Loop Service** (Intra-office)	**SPPS IntraLATA** (Inter-office)	**SPPS InterLATA** (Inter-office)
444	Tustin			
445	Twentynine Palms			
446	Ukiah			
447	Union City			
448	Upland			
449	Vacaville			
450	Vallejo			
451	Vernon			
452	Victorville			
453	Villa Park			
454	Visalia			
455	Vista			
456	Walnut			
457	Walnut Creek			
458	Wasco			
459	Waterford			
460	Watsonville			
461	Weed			
462	West Covina			
463	West Hollywood			
464	West Los Angeles			
465	West Sacramento	**X**	**X**	**X**
466	Westlake Village			
467	Westminster			
468	Westmorland			
469	Wheatland			
470	Whittier			
471	Williams			
472	Willits			
473	Willows			
474	Windsor			
475	Winters			

	Service Location	**SPPS Local Loop Service** (Intra-office)	**SPPS IntraLATA** (Inter-office)	**SPPS InterLATA** (Inter-office)
476	Woodlake			
477	Woodland			
478	Woodside			
479	Yorba Linda			
480	Yountville			
481	Yreka			
482	Yuba City			
483	Yucaipa			
484	Yucca Valley			

Bidders shall identify any additional geographic locations where Contractor will provide SPPS services in Table 4.2.2.3.b.

If Bidder is unable to identify all service areas within Table 4.2.2.3.a, Bidder shall provide additional information in the form of a coverage map that includes unincorporated areas.

Table 4.2.2.3.b Bidder's Unsolicited SPPS Service Areas

	Service Location	**SPPS Local Loop Service**		**SPPS IntraLATA**		**SPPS InterLATA**	
		Yes	**No**	**Yes**	**No**	**Yes**	**No**
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

4.2.3 SONET NETWORK DISASTER/OPERATIONAL RECOVERY

4.2.3.1 TELECOMMUNICATIONS SERVICE PRIORITY (TSP) PROGRAM

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

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

4.2.3.2 DATA NETWORK DISASTER/OPERATIONAL RECOVERY

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

Contractor shall restore service as soon as possible. It is essential that the services most critical to State operations remain operational during efforts to achieve full service recovery.

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

4.2.4 OTHER SERVICES

4.2.4.1 HOURLY RATES FOR SERVICES

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

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

4.2.4.2 EXTENDED DEMARCATION WIRING SERVICES

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

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

Extended Demarc wiring is limited to the following:

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

The Contractor shall provide installations in accordance with the timeframes identified for the services that this cabling will support, and shall be subject to the SLAs detailed in Section 4.2.5.8.7 (Provisioning SLAs) associated with that service.

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

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

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

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

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

*Bidder understands the Requirement and shall meet or exceed it? Yes__**X**__ No_____*

The Contractor shall offer the wiring services for extended demarcation detailed in Table 4.2.4.2.a.

Table 4.2.4.2.a Extended Demarcation Wiring Services

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
1	**Extended Demarcation – Copper four-Pair – Regular Hours**	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet of four-pair cable and an RJ48s or equivalent jack.	**Y**		452001
	Bidder's Product Description: *The extension of any copper 4 pair category 5 or 5E facility from the Customers MPOE to any point up to 300 feet in the customers provided conduit or wiring space as defined in 4.2.4.2. The service will include cable, attachments, jumpers and connectors including the proper RJ 48 jacks or equivalent. Work shall conform to the State Telecommunications Management Manual Facilities Management Chapter, Uniform Building Cabling/Wiring standards.* *This element is for such services performed Monday through Friday from 8:00AM to 4:59PM (PST or PDT), excepting State of California Holidays.*				
2	**Extended Demarcation – Copper four-Pair – Overtime Hours**	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet of four-pair cable and an RJ48s or equivalent jack.	**Y**		452002
	Bidder's Product Description: *The extension of any copper 4 pair category 5 or 5E facility from the Customers MPOE to any point up to 300 feet in the customers provided conduit or wiring space as defined in 4.2.4.2. The service will include cable, attachments, jumpers and connectors including the proper RJ 48 jacks or equivalent. Work shall conform to the State Telecommunications Management Manual Facilities Management Chapter, Uniform Building Cabling/Wiring standards.* *This element is for such services performed Monday through Friday from 5:00PM to 7:59AM (PST or PDT) and all day Saturday, excepting State of California Holidays.*				
3	**Extended Demarcation – Copper four-Pair – Sunday and Holiday Hours**	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet of four-pair cable and an RJ48s or equivalent jack.	**Y**		452003

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
	Bidder's Product Description: *The extension of any copper 4 pair category 5 or 5E facility from the Customers MPOE to any point up to 300 feet in the customers provided conduit or wiring space as defined in 4.2.4.2. The service will include cable, attachments, jumpers and connectors including the proper RJ 48 jacks or equivalent. Work shall conform to the State Telecommunications Management Manual Facilities Management Chapter, Uniform Building Cabling/Wiring standards.* *This element is for such services performed anytime on Sunday or California State Holidays.*				
4	**Extended Demarcation – Copper 25 Pair – Regular Hours**	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet or less of Category 5 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	**Y**		452004
	Bidder's Product Description: *The extension of any copper 25 pair category 5 or 5E facility from the Customers MPOE to the point of utilization, up to 300 feet in the customers provided conduit or wiring space as defined in 4.2.4.2. The service will include cable, attachments, Ten (10) 3 meter jumpers and connectors including one (1) patch panel and mounting hardware at the (IDF) and one(1) 24-port patch panel at the MPOE. The installation will be tested, labeled and documented. Work shall conform to the State Telecommunications Management Manual Facilities Management Chapter, Uniform Building Cabling/Wiring standards.* *This element is for such services performed Monday through Friday from 8:00AM to 4:59PM (PST or PDT), excepting State of California Holidays.*				
5	**Extended Demarcation – Copper 25 Pair – Overtime Hours**	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet or less of Category 5 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	**Y**		452005

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
	Bidder's Product Description: *The extension of any copper 25 pair category 5 or 5E facility from the Customers MPOE to the point of utilization, up to 300 feet in the customers provided conduit or wiring space as defined in 4.2.4.2. The service will include cable, attachments, Ten (10) 3 meter jumpers and connectors including one (1) patch panel and mounting hardware at the (IDF) and one(1) 24-port patch panel at the MPOE. The installation will be tested, labeled and documented. Work shall conform to the State Telecommunications Management Manual Facilities Management Chapter, Uniform Building Cabling/Wiring standards.* *This element is for such services performed Monday through Friday from 5:00PM to 7:59AM (PST or PDT) and all day Saturday, excepting State of California Holidays.*				
6	**Extended Demarcation – Copper 25 Pair – Sunday and Holiday Hours**	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet or less of Category 5 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	**Y**		452006
	Bidder's Product Description: *The extension of any copper 25 pair category 5 or 5E facility from the Customers MPOE to the point of utilization, up to 300 feet in the customers provided conduit or wiring space as defined in 4.2.4.2. The service will include cable, attachments, Ten (10) 3 meter jumpers and connectors including one (1) patch panel and mounting hardware at the (IDF) and one(1) 24-port patch panel at the MPOE. The installation will be tested, labeled and documented. Work shall conform to the State Telecommunications Management Manual Facilities Management Chapter, Uniform Building Cabling/Wiring standards.* *This element is for such services performed anytime on Sunday or California State Holidays.*				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
7	**Extended Demarcation – Optical Fiber Link – Regular Hours**	Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment as described above with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	**Y**		452007
	Bidder's Product Description: *The extension of one (1) each 62.5/125 – or 50/125 – micron, <u>two-strand</u> CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling. This facility is from the Customers MPOE to the point of utilization, up to 1000 feet in the customers provided conduit or wiring space as defined in 4.2.4.2. Work shall conform to the State Telecommunications Management Manual Facilities Management Chapter, Uniform Building Cabling/Wiring standards.* *This element is for such services performed Monday through Friday from 8:00AM to 4:59PM (PST or PDT), excepting State of California Holidays.*				
8	**Extended Demarcation – Optical Fiber Link – Overtime Hours**	Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment as described above with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	**Y**		452008
	Bidder's Product Description: *The extension of one (1) each 62.5/125 – or 50/125 – micron, <u>two-strand</u> CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling. This facility is from the Customers MPOE to the point of utilization, up to 1000 feet in the customers provided conduit or wiring space as defined in 4.2.4.2. Work shall conform to the State Telecommunications Management Manual Facilities Management Chapter, Uniform Building Cabling/Wiring standards.* *This element is for such services performed Monday through Friday from 5:00PM to 7:59AM (PST or PDT) and all day Saturday, excepting State of California Holidays.*				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
9	**Extended Demarcation – Optical Fiber Link – Sunday and Holiday Hours**	Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment as described above with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	**Y**		452009
	Bidder's Product Description: *The extension of one (1) each 62.5/125 – or 50/125 – micron, <u>two-strand</u> CMP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling. This facility is from the Customers MPOE to the point of utilization, up to 1000 feet in the customers provided conduit or wiring space as defined in 4.2.4.2. Work shall conform to the State Telecommunications Management Manual Facilities Management Chapter, Uniform Building Cabling/Wiring standards.* *This element is for such services performed anytime on Sunday or California State Holidays.*			

The Contractor may offer additional unsolicited extended demarcation wiring services in Table 4.2.4.2.b.

Table 4.2.4.2.b Unsolicited Extended Demarcation Wiring Services

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

4.2.4.3 SERVICES RELATED HOURLY SUPPORT

The Contractor shall provide labor for the diagnosis and/or repair of services listed in this Contract and all costs for repair are the responsibility of the service provider unless it is specifically determined that the cause of service failure is outside the scope of the Contractors responsibilities. Work performed under this Section 4.2.4.3 is authorized only for situations where the Contractor has dispatched personnel to diagnose a service problem that is discovered to be caused by factors outside the responsibility of the Contractor or no trouble is found.

In Cost Worksheet 4.2.4.3, the Contractor shall provide a fixed hourly rate schedule for the labor classifications required to diagnose and/or repair the contracted services. The rates identified shall only be used for the diagnosis and/or repair of contracted services and no materials shall be included in the rates. The total amount of labor hours permitted to be performed is ten (10) hours per dispatch/occurrence.

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

The Contractor shall offer emergency restoration services as detailed in Table 4.2.4.3.

Table 4.2.4.3 Services Related Hourly Support

	Labor Classification Name	Classification Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
1	**Field Service Repair Technician Regular Hours**	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET 3 service problem that turns out to be caused by factors outside the responsibility of the Contractor.	**Y**		453001
	Bidder's Product Description: *One hour of service as labor performed by a properly trained field service technician familiar with the suppliers network service components, cabling and systems. This element is for such services performed Monday through Friday from 8:00AM to 4:59PM (PST or PDT), excepting State of California Holidays.*				
2	**Field Service Repair Technician Overtime Hours**	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET 3 service problem that turns out to be caused by factors outside the responsibility of the Contractor.	**Y**		453002
	Bidder's Product Description: *One hour of service as labor performed by a properly trained field service technician familiar with the suppliers network service components, cabling and systems. This element is for such services performed Monday through Friday from 5:00PM to 7:59AM (PST or PDT) and all day Saturday, excepting State of California Holidays.*				

3	**Field Service Repair Technician Sunday and Holiday Hours**	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET 3 service problem that turns out to be caused by factors outside the responsibility of the Contractor.	**Y**		453003
	Bidder's Product Description: *One hour of service as labor performed by a properly trained field service technician familiar with the suppliers network service components, cabling and systems. This element is for such services performed anytime on Sunday or California State Holidays.*				

4.2.5 SERVICE LEVEL AGREEMENTS (SLA)

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

4.2.5.1 SERVICE LEVEL AGREEMENT FORMAT

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

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

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

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

4.2.5.2 TECHNICAL REQUIREMENTS VERSUS SLA OBJECTIVES

Sections 4.2.2 (SONET), 4.2.3 (SONET Network Disaster/Operational Recovery) and 4.2.4 (Other Services) define the technical requirements for each service. These requirements are the minimum parameters each Bidder must meet in order to qualify for Contract award. Upon Contract award the committed technical requirements will be maintained throughout the remainder of the Contract.

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

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

4.2.5.3 TWO METHODS OF OUTAGE REPORTING: CUSTOMER OR CONTRACTOR

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

The first method of outage reporting results from a Customer reporting service trouble to the Contractor's Customer Service Center via phone call or opening of a trouble ticket using the on-line Trouble Ticket Reporting Tool (IFB STPD 12-001-B Business Requirements Section B.9.4).

The second method of outage reporting occurs when the Contractor opens a trouble ticket as a result of network/system alarm or other method of service failure identification. In each instance the Contractor shall open a trouble ticket using the Trouble Ticket Reporting Tool (IFB STPD 12-001-B Business Requirements Section B.9.4) and monitor and report to Customer until service is restored.

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

4.2.5.4 BIDDER RESPONSE TO SERVICE LEVEL AGREEMENTS

Many of the Service Level Agreements described below include multiple objective levels – Basic, Standard and Premier. Bidders shall indicate one (1) specific objective level they are committing to for each service in space provided in the "Objective" section of each SLA description.

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

4.2.5.5 CONTRACTOR SLA MANAGEMENT PLAN

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

1. Contractor SLA Manager and supporting staff responsibilities;

2. Contractor's process for measuring objectives for each SLA. The process shall explain how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include source of data and define the points of measurement within the system, application, or network;
3. Creation and delivery of SLA Reports (IFB STPD 12-001-B Business Requirements Section B.9.5). The Contractor shall include a sample report in accordance with IFB STPD 12-001-B Business Requirements Section B.9.5 (SLA Reports) for the following: SLA Service Performance Report (Section IFB STPD 12-001-B Business Requirements Section B.9.5.1), SLA Provisioning Report (Section IFB STPD 12-001-B Business Requirements Section B.9.5.2), and SLA Catastrophic Outage Reports (Section IFB STPD 12-001-B Business Requirements Section). The Contractor shall commit to a monthly due date. The reports shall be provided to the CALNET 3 CMO via the Private Oversight Website (IFB STPD 12-001-B Business Requirements Section B.9.2);
4. SLA invoicing credit and refund process;
5. Contractor SLA problem resolution process for SLA management and SLA reporting. The Contractor shall provide a separate process for Customers and CALNET 3 CMO; and,
6. Contractor SLA Manager to manage all SLA compliance and reporting. The Contractor shall include SLA Manager contact information for SLA inquiries and issue resolution for Customer and CALNET 3 CMO.

*Bidder understands the Requirement and shall meet or exceed it? Yes__**X**__ No_____*

4.2.5.6 TECHNICAL SLA GENERAL REQUIREMENTS

The Contractor shall adhere to the following general requirements which apply to all CALNET 3 Technical SLAs (Section 4.2.5.8):

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

4. The Definition, Measurement Process, Objectives, and Rights and Remedies shall apply to all services identified in each SLA. If a Category or Subcategory is listed in the SLA, then all services under that Category or Subcategory are covered under the SLA. Exceptions must be otherwise stated in the SLA;
5. TMRC rights and remedies shall include the service, option(s), and feature(s) charges;
6. The Contractor shall proactively and continuously monitor and measure all Technical SLA objectives;
7. The Contractor shall proactively credit all rights and remedies to the Customer within 60 calendar days of the trouble resolution date on the trouble ticket or within 60 calendar days of the Due Date on the Service Request for the Provisioning SLA;
8. To the extent that Contractor offers additional SLAs, or SLAs with more advantageous rights and/or remedies for same or similar services offered through tariffs, online service guides, or other similarly situated government contracts (Federal, State, County, City), the State will be entitled to the same rights and/or remedies therein. The Contractor shall present the SLAs to CALNET 3 CMO for possible inclusion via amendments;
9. The Contractor shall apply CALNET 3 SLAs and remedies to services provided in geographic areas where the Contractor commits to provide service. Any SLAs and remedies negotiated between Contractor and Incumbent Local Exchange Carriers in territories closed to competition shall be passed through to the CALNET 3 Customer;
10. The election by CALNET 3 CMO of any SLA remedy covered by this Contract shall not exclude or limit CALNET 3 CMO's or any Customer's rights and remedies otherwise available within the Contract or at law or equity;
11. The Contractor shall apply rights and remedies when a service fails to meet the SLA objective even when backup or protected services provide Customer with continuation of services;
12. The Contractor shall act as the single point of contact in coordinating all entities to meet the State’s needs for provisioning, maintenance, restoration and resolution of service issues or that of their Subcontractors, Affiliates or resellers under this Contract;
13. The Customer Escalation Process (IFB STPD 12-001-B Business Requirements Section B.3.4.2) and/or the CALNET 3 CMO Escalation Process (IFB STPD 12-001-B Business Requirements Section B.3.4.1) shall be considered an additional right and remedy if the Contractor fails to resolve service issues within the SLA objective(s);
14. Trouble reporting and restoration shall be provided 24x365 for CALNET 3 services;

15. SLAs apply 24x365 unless SLA specifies an exception;
16. Contractor invoices shall clearly cross reference the SLA credit to the service Circuit ID in accordance with IFB STPD 12-001-B Business Requirements Section B.5.1 (Billing and Invoicing Requirements, #14);
17. The Contractor shall provide a CALNET 3 SLA Manager responsible for CALNET 3 SLA compliance. The SLA Manager shall attend regular meetings and be available upon request to address CALNET 3 CMO SLA oversight, report issues, and problem resolution concerns. The CALNET 3 SLA Manager shall also coordinate SLA support for Customer SLA inquiries and issue resolution;
18. The Contractor shall provide Customer and CALNET 3 CMO support for SLA inquiries and issue resolution; and,
19. Any SLAs and remedies negotiated between Contractor and third party service provider in territories closed to competition shall be passed through to the CALNET 3 Customer.

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

4.2.5.7 TROUBLE TICKET STOP CLOCK CONDITIONS

The following conditions shall be allowed to stop the trouble ticket Outage Duration for CALNET 3 Contractor trouble tickets. The Contractor shall document the trouble ticket Outage Duration using the Stop Clock Condition (SCC) listed in Table 4.2.5.7 and include start and stop time stamps in the Contractor's Trouble Ticket Reporting Tool (IFB STPD 12-001-B Business Requirements Section B.9.4) for each application of a SCC.

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

Stop Clock Conditions are limited to the conditions listed in Table 4.2.5.7.

Table 4.2.5.7 – Stop Clock Conditions (SCC)

#	Stop Clock Condition (SCC)	SCC Definition
1	**END-USER REQUEST**	Periods when a restoration or testing effort is delayed at the specific request of the End-User. The SCC shall exist during the period the Contractor was delayed, provided that the End-User's request is documented and time stamped in the Contractor's trouble ticket or Service Request system and shows efforts are made to contact the End-User during the applicable Stop Clock period.

#	Stop Clock Condition (SCC)	SCC Definition
2	**OBSERVATION**	Time after a service has been restored but End-User request ticket is kept open for observation. If the service is later determined by the End-User to not have been restored, the Stop Clock shall continue until the time the End-User notifies the Contractor that the Service has not been restored.
3	**END-USER NOT AVAILABLE**	Time after a service has been restored but End-User is not available to verify that the Service is working. If the service is later determined by the End-User to not have been restored, the Stop Clock shall apply only for the time period between Contractor's reasonable attempt to notify the End-User that Contractor believes the service has been restored and the time the End-User notifies the Contractor that the Service has not been restored.
4	**WIRING**	Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor or any of its Subcontractors or Affiliates. If it is later determined the wiring is not the cause of failure, the SCC shall not apply.
5	**POWER**	Trouble caused by a power problem outside of the responsibility of the Contractor.
6	**FACILITIES**	Lack of building entrance Facilities or conduit structure that are the End-User's responsibility to provide.
7	**ACCESS**	Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following: a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative; b. Site contact refuses access to technician who displays proper identification; c. Customer provides incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify End-User of the improper contact information and takes steps to obtain the correct information ; or, d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem. If it is determined later that the cause of the problem was not at the site in question, then the Access SCC shall not apply.
8	**STAFF**	Any problem or delay to the extent caused by End-User's staff that prevents or delays Contractor's resolution of the problem. In such event, Contractor shall make a timely request to End-User staff to correct the problem or delay and document in trouble ticket.
9	**APPLICATION**	End-User software applications that interfere with repair of the trouble.

#	Stop Clock Condition (SCC)	SCC Definition
10	**CPE**	Repair/replacement of Customer Premise Equipment (CPE) not provided by Contractor if the problem has been isolated to the CPE. If determined later that the CPE was not the cause of the service outage, the CPE SCC will not apply.
11	**NO RESPONSE**	Failure of the trouble ticket originator or responsible End-User to return a call from Contractor's technician for on-line close-out of trouble tickets after the Service has been restored as long as Contractor can provide documentation in the trouble ticket substantiating the communication from Contractor's technician.
12	**MAINTENANCE**	An outage directly related to any properly performed scheduled maintenance or upgrade scheduled for CALNET 3 service. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs shall apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to the Maintenance SCC.
13	**THIRD PARTY**	Any problem or delay caused by a third party not under the control of Contractor, not preventable by Contractor, including, at a minimum, cable cuts not caused by the Contractor. Contractor's Subcontractors and Affiliates shall be deemed to be under the control of Contractor with respect to the equipment, services, or Facilities to be provided under this Contract.
14	**FORCE MAJEURE**	Force Majeure events, as defined in the PMAC General Provisions - Telecommunications, Section 28 (Force Majeure).

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

4.2.5.8 TECHNICAL SERVICE LEVEL AGREEMENTS

The Contractor shall provide and manage the following Technical SLAs.

4.2.5.8.1 Availability (M-S)

SLA Name: Availability

Definition: The percentage of time a CALNET 3 service is fully functional and available for use each calendar month.

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

Services:

SPPS	

Objective(s):

The objective shall be based on the access type:

	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
OCX	≥ 99.7%	≥ 99.8%	≥ 99.9%	***S***

Rights and Remedies

Per Occurrence: N/A

Monthly Aggregated Measurements:
First month the service fails to meet the committed SLA objective shall result in a 15 percent rebate of the TMRC.

The second consecutive month the service fails to meet the committed SLA objective shall result in a 30 percent rebate of TMRC.

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

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

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

SLA Name: Catastrophic Outage 1 (CAT 1)

Definition: Any SPPS service failure outside of the central office (or equivalent facility) that results in the total loss of service at a Customer site.

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

Service(s):

SPPS

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

	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
SPPS	≤ 3 hours	≤ 2 hours	≤ 1 hour	***S***

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

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

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

SLA Name: Catastrophic Outage 2 (CAT 2)

Definition:
A total failure of a service type in a central office (or equivalent facility), other than access, that results in a CALNET 3 service failure. Or, a backbone failure or failure of any part of the equipment associated with the backbone that causes a CALNET 3 service failure.

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

Service(s):

SPPS	

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

	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
SPPS	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	***S***

Rights and Remedies	**Per Occurrence:** 100 percent of the TMRC for each End-User service not meeting the committed objective for each CAT 2 fault
	Monthly Aggregated Measurements: N/A

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

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

SLA Name: Catastrophic Outage 3 (CAT 3)

Definition: The total loss of SPPS service on a system wide basis.

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

Service(s):

SPPS	

Objectives:

The objective restoral time shall be:

	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
SPPS	≤ 30 minutes	N/A	≤ 15 minutes	***B***

Rights and Remedies	**Per Occurrence:** 100 percent of the TMRC for each End-User service not meeting the committed objective for each CAT 3 fault.
	Monthly Aggregated Measurements: N/A

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

4.2.5.8.5 Excessive Outage (M-S)

SLA Name: Excessive Outage

Definition: A service failure that remains unresolved for more than the committed objective level.

Measurement Process: This SLA is based on trouble ticket Unavailable Time. The circuit or service is unusable during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If Customer reports a service failure as unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time.

Service(s):

SPPS	

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

	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
SPPS	16 hours	12 hours	8 hours	***S***

Rights and Remedies	**Per Occurrence:** 100 percent of the TMRC for each service (Circuit ID) out of service for a period greater than the committed objective level. Upon request from the Customer or the CALNET 3 CMO, the Contractor shall provide a briefing on the excessive outage restoration.
	Monthly Aggregated Measurements: N/A

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

4.2.5.8.6 Notification

SLA Name: Notification	
Definition: The Contractor notification to CALNET 3 CMO and designated stakeholders in the event of a CAT 2 or CAT 3 failure, Contractor, Subcontractor or Affiliate network event, terrorist activity, threat of natural disaster, or actual natural disaster which results in a significant loss of telecommunication services to CALNET 3 End-Users or has the potential to impact services in a general or statewide area. The State understands initial information regarding the nature of the outage may be limited.	
Measurement Process: The Contractor shall adhere to the Network Outage Response requirements (IFB STPD 12-001-B Business Requirements Section B.3.3) and notify the CALNET 3 CMO and designated stakeholders for all CAT 2 and CAT 3 Outages or for network outages resulting in a significant loss of service. Notification objectives will be based on the start time of the outage failure determined by the opening of a trouble ticket or network alarm, whichever occurs first. For events based on information such as terrorist activity or natural disaster, the Contractor shall notify CALNET 3 CMO and designated stakeholder when information is available.	
Service(s): All Services	
Objective (s): Within 60 minutes of the above mentioned failures' start time, the Contractor shall notify CALNET 3 CMO and designated stakeholders using a method defined in IFB STPD 12-001-B Business Requirements Section B.3.3 (Network Outage Response). At 60 minute intervals, updates shall be given on the above mentioned failures via the method defined in Section IFB STPD 12-001-B Business Requirements Section B.3.3 (Network Outage Response). This objective is the same for Basic, Standard and Premier commitments.	
Rights and Remedies	**Per Occurrence:** Senior Management Escalation
	Monthly Aggregated Measurements: N/A

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

4.2.5.8.7 Provisioning (M-S)

SLA Name: Provisioning

Definition: Provisioning shall include new services, moves, adds and changes completed by the Contractor on or before the due dates. The Provisioning SLA shall be based on committed installation intervals established in this SLA or due dates negotiated between Customer and Contractor documented on the Contractor's order confirmation notification or Contracted Service Project Work SOW in accordance with IFB STPD 12-001-B Business Requirements Section B.2.5.4 #7 (Provisioning and Implementation). The Contractor shall meet the committed interval dates or due date negotiated with the Customer. If the Customer agrees to a negotiated due date, the negotiated due date supersedes the committed interval. At the Customer's discretion, if the scope of the Service Request(s) meets the Coordinated or Managed Project criteria, negotiated due dates will be established and documented in the Project Schedule per IFB STPD 12-001-B Business Requirements Section B.6 (Contracted Service Project Work).

Provisioning SLAs have two (2) objectives:

Objective 1: Individual Service Request; and

Objective 2: Successful Install Monthly Percentage by Service Type.

Note: Provisioning timelines include extended demarcation wiring, when appropriate.

Measurement Process:

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

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

Service (Features must be installed in conjunction with the service except when listed below)	Committed Interval Calendar Days	Coordinated/Managed Project
SPPS	45	Coordinated/Managed Project

Objective (s):

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

Objective 2: Successful Install Monthly Percentage per Service:

	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (S or P)
SPPS	N/A	≥ 90%	≥ 95%	***S***

Rights and Remedies	**Per Occurrence:** Objective 1: Individual Service Requests: 50 percent of installation fee credited to Customer for any missed committed objective.

	Monthly Aggregated Measurements: Objective 2: 100 percent of the installation fee credited to Customer for all Service Requests (per service type) that did not complete on time during the month if the Successful Install Monthly Percentage is below the committed objective.

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

4.2.5.8.8 Unsolicited Service Enhancement SLAs

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

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

4.2.5.8.9 Proposed Unsolicited Offerings

The Contractor shall provide SLAs as defined in SLA Section 4.2.5 for each unsolicited offering determined by the CALNET 3 CMO not to be a feature of a service or a component of an unbundled service identified in the technical requirements. SLA tables shall be amended after Contract award to include all new unsolicited services.

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

4.2.5.8.10 Contract Amendment Service Enhancement SLAs

All Contract amendment service enhancements shall be considered a feature of the service, therefore included as such under the SLAs as defined in this Section 4.2.5.8.

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