

**INVITATION FOR BID**  
**IFB C4CVD18**  
**FOR**  
**CATEGORY 19**  
**CALNET CELLULAR VOICE AND DATA SERVICES**  
**SUBCATEGORY 19.1 CELLULAR BUSINESS SERVICES**  
**SUBCATEGORY 19.2 FIRST RESPONDERS CELLULAR SERVICES**

**APPENDIX A**  
**GLOSSARY**

**October 29, 2018**

**Addendum 1**

Issued by:  
**STATE OF CALIFORNIA**  
California Department of Technology  
Statewide Technology Procurement  
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Disclaimer: The original PDF version and any subsequent addendums of the IFB released by the Procurement Official of this Bid remain the official version. In the event of any inconsistency between the Bidder's versions, articles, attachments, specifications or provisions which constitute the Contract, the official State version of the IFB in its entirety shall take precedence.

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## APPENDIX A – GLOSSARY

The following words and phrases, when used in the IFB, Statement of Work (SOW) or the Contract, shall have the indicated meanings. (Terms capitalized within a particular definition are defined elsewhere within the IFB, Statement of Work or the Contract.)

**“24x7x365”** shall mean 24 hours per day, 7 days a week 365 days a year.

**“3G”** shall mean the 3<sup>rd</sup> generation of mobile communications as defined by the International Mobile Telecommunications Union (ITU) in the IMT-2000 specifications.

**“4G”** shall mean the 4<sup>th</sup> generation of mobile communications as defined by the International Mobile Telecommunications (ITU) in the IMT-Advanced specifications.

**“ACCEPTANCE DATE”** shall mean the date specified in the Statement of Work by which the State must have fully functional services.

**“ADJUSTMENTS”** shall mean credits or debits on an account or invoice to correct previous billing, including Service Level Agreements (SLAs) credits.

**“AFFILIATE”** shall mean any Entity, employees, directors, partners, joint venture participants, parent corporations, subsidiaries, or any other person that, directly or indirectly, controls, is controlled by, or is under common control of the Contractor, whether through ownership of more than fifty percent (50%) of the voting securities, by contract, managing authority or otherwise.

**“BAN”** shall mean a unique Billing Account Number used to designate a Customer.

**“BID”** shall mean an offer made in response to the IFB to perform a contract for services and/or features described in the IFB in accordance with the terms and conditions provided in the Contract.

**“BIDDER”** shall mean a supplier who submits a Bid to the State in response to the IFB.

**“BTN”** shall mean a specific Billing Telephone Number recorded by the switch on a Call Detail Record identifying the party to be billed for the call.

**“BUSINESS DAY”** shall mean 7:00 a.m. to 6:00 p.m. Pacific Time, Monday through Friday, excluding State observed holidays.

**“CALL DETAIL RECORD”** shall mean usage information related to a telephone call or communication session. This information identifies the origination and destination address of the call, time of day the call was connected, added toll charges through other networks, and duration of the call.

**“CALNET CMO”** shall mean the CALNET Contract Management and Oversight office.

**“CAT”** shall mean a type of Catastrophic Outage.

**“CATEGORY”** shall mean the CALNET Category number from which the Service has been procured. This is not the procurement contract number.

**“COMMERCIALLY AVAILABLE AREA”** shall mean the geographic area in which the Contractor currently offers or provides the specific service to the public or any government organization.

**“CONTRACT”** shall mean the State of California Standard Agreement, the SOW and the Bidder’s Proposal to the IFB together incorporating all attachments thereto (including any terms and conditions), documents incorporated therein by reference, any purchase order, and all regulatory filings made pursuant thereto for the applicable services. The term “Contract” shall have the same meaning as “Agreement” and “IFB C4CVD18” and the terms shall be used interchangeably.

**“CONTRACT AWARD”** shall mean the award of the Contract resulting from IFB C4CVD18.

**“CONTRACT TERM”** shall mean the time span beginning with the Contract Award and ending with the termination of the Contract, including Contract extensions when executed by the State.

**“CONTRACTOR”** shall have the meaning given in Section 1, Definitions, of the General Provisions - CALNET.

**“CONTRACTOR CODE”** shall mean the unique identifier for the Contractor as provided by CALNET CMO.

**“CONVERSION”** shall mean Transition and Migration as described herein.

**“CUSTOMER”** shall mean any authorized Entity (or PSE in Subcategory 19.2) that is utilizing services and/or features from the Contract.

**“CUSTOMER ACCEPTANCE”** shall mean acknowledgement by the authorized Customer that the service is one-hundred percent (100%) operational for use as documented by the Customer or the Contractor. If there is a discrepancy between the Customer’s acceptance date and the Contractor’s acceptance date, the Customer’s acceptance date shall prevail.

**“CUSTOMER CODE”** shall mean the unique code for each Customer that is up to six (6) characters long.

**“CUSTOMER IDENTIFIERS”** (or “CUSTOMER ID”) shall mean the unique identifier for the Customer as provided by the CALNET CMO.

**“CUSTOMER NAME”** Shall mean the Customer name as identified and provided by the CALNET CMO.

**“DELIVERABLES”** shall have the meaning given it in Section 1, Definitions, of the General Provisions - CALNET.

**“DELIVERY DATES”** shall mean the standard interval and negotiated dates specified by the State or the Customer for the delivery of services and/or features by the Contractor.

**“DUE DATE”** shall mean the actual date the Contractor and the Customer mutually agree service order will be completed in accordance with Provisioning SLA sections in each Subcategory SOW Technical Requirements solicitation.

**“END-USER”** shall mean an individual within an Entity that is receiving services and/or features provided under the Contract.

**“ENTITY”** (or “ENTITIES”) shall mean a tax supported public organization(s) empowered to expend public funds to purchase services and/or features from the Contract.

**“EQUIPMENT”** shall mean any device, hardware or component used to provide functionality of the service.

**“FEATURE NAME”** shall mean the Feature Name in the Statement of Work, the Catalog A, and the Cost Worksheets.

**“FORM 20”** shall mean the State’s Form 20 (also referred to as STD. 20 or Form STD. 20).

**“IFB”** shall have the meaning given in Section 1, Definitions, of the General Provisions - CALNET.

**“IN-HAND”** shall mean the device is in the End-User’s physical possession.

**“INDIVIDUAL PRICE REDUCTIONS”** or **“IPR”** shall mean the reduction in the pricing of services provided to an individual Customer pursuant to the methodology described in the IFB.

**“INVOICE DATE”** shall mean the date the invoice was issued by the Contractor.

**“PRODUCT IDENTIFIER”** or **“PRODUCT ID”** shall mean a unique Contractor-defined code specific to the service (plan, Equipment, or accessory) as included in the Service Catalogs. If a bundled set of features are offered together at a single price as an Unsolicited Item, a unique Product ID shall be assigned to represent the bundle.

**“PROVISIONING”** shall mean the act of the Contractor providing new service or service moves, adds, changes, and deletes.

**“PSE USER”** shall mean Primary Users and/or Extended Primary Users.

**“REQUIREMENT”** shall mean the business, technical, and administrative specifications and Deliverables established by the State throughout the IFB.

**“RESTORAL”** shall mean the return of the service to the original, normal, fully functional, or unimpaired condition.

**“SCOPE OF WORK”** shall mean description of work as mutually agreed upon by the Contractor and the Customer that is included as an attachment to Service Requests.

**“SERVICE MONTH”** shall mean the calendar month the service, Equipment and/or feature is provided or moved, added, changed, or deleted.

**“SERVICE REQUEST”** shall mean the document used to order (also includes moves, adds, changes or deletes) CALNET Cellular Services such as a Form 20, STD. 65 or other Entity authorized procurement document.

**“SIM Card”** (Subscriber Identification Module) shall mean an integrated circuit used to identify and authenticate subscribers on mobile devices.

**“SLA”** shall mean the name of Service Level Agreement. The Contractor shall provide the SLA name as it appears in the Subcategory solicitation when the trouble ticket failure qualified for and Contractor applied rights and remedies under the named SLA.

**“SLA APPLIED”** shall mean a "Yes" or "No" indicating if individual Provisioning SLA applies.

**“SLA REPORT PERIOD”** shall mean the month and year the SLA is reported.

**“SR DATE”** shall mean the date the Service Request for the service/feature move, add, change, or delete was submitted.

**“SR NUMBER”** shall mean the Entity’s Service Request number as provided on the Telecommunications Service Request.

**“STATE”** shall have the meaning given it in Section 1, Definitions, of the General Provisions – CALNET.

**“STATEMENT OF WORK” or “SOW”** shall mean the Requirements contained in the CALNET Cellular Services solicitation documentation (i.e. IFB) and the Bidder’s response to meet the program Requirements in the solicitation as stated/offered in the Bidder’s proposal.

**“SUBCONTRACTOR”** shall mean any party that is contracting with the Contractor to perform/provide services and/or features on behalf of the Contractor.

**“TERM”** shall have the meaning given it in Section 85, Offer; Term, of the General Provisions - CALNET.

**“TOTAL MONTHLY RECURRING CHARGE” or “TMRC”** shall mean the monthly recurring charges for the transport and service including all feature charges that comprise the total monthly reoccurring cost per service.

**“TOTAL SLA CREDITS”** shall mean the total amount being credited to the Customer.

**“TRANSITION”** shall mean as described in the SOW Business Requirements, Section C.9.1.1

**“TRANSITION-IN PLAN”** shall mean as described in the SOW Business Requirements, section C.9.1.2

**“USAGE CHARGES”** shall mean charges for services that are billed on a per-use basis linked to a Product Identifier.

**“WTN”** shall mean the Working Telephone Number or End-User telephone number.