

**FIRST 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**

**STATEMENT OF WORK  
SUPPLEMENTAL BUSINESS REQUIREMENTS**

**February 20, 2019**

**Addendum 6**

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STATE OF CALIFORNIA  
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SUBCATEGORY 19.2 SUPPLEMENTAL SOW BUSINESS REQUIREMENTS

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## SUBCATEGORY 19.2 SUPPLEMENTAL SOW BUSINESS REQUIREMENTS

### S.1 OVERVIEW (M)

This Section of IFB C4CVD18 provides the State's solicitation for the Supplemental SOW Business Requirements associated with the SOW Technical Requirements described in Subcategory 19.2, First Responder Cellular Services.

The Requirements provided in this Supplemental SOW Business Requirements are in addition to the Requirements provided in the SOW Business Requirements for Bidders responding to Subcategory 19.2. Only Bidders responding to Subcategory 19.2 are required to respond to these Supplemental SOW Business Requirements.

#### S.1.1 BIDDER RESPONSE REQUIREMENTS (M)

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

1. Example A (for Requirements that require confirmation that the Bidder understands and accepts the Requirement):

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

*Or,*

2. Example B (for Requirements that require a Bidder's description):

*Bidder understands the Requirements in the Section above and shall meet or exceed them? Yes \_\_\_\_\_ No \_\_\_\_\_*

#### S.1.2 DESIGNATION OF REQUIREMENTS (M)

All Supplemental SOW Business Requirements specified in this Section are Mandatory and must be responded to as identified in this IFB C4CVD18, Part 1, Section 3.3.2.1, *SOW Mandatory Business Requirements* and Section 3.3.2.2, *SOW Technical Requirements* by the Bidder. The Customers will have the option whether or not to order services or features included in the Contract.

Costs associated with these Supplemental SOW 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.

### S.1.3 FIRST RESPONDER PROGRAM MANAGER

The Contractor shall provide a Program Manager (PM) to Cal OES as a primary point of contact that will ensure the Contractor performs technical responsibilities and other contractual compliance commitments pertaining to the functionality or operations of the services. The Contractor must notify Cal OES when a change to the Program Manager is made within five (5) calendar days of change.

To comply with Contract Requirements, PM responsibilities shall include:

1. Ensuring the Contractor responds to Cal OES' requests and/or directions regarding Contract issues;
2. Responding through written communication within five (5) calendar days to Cal OES' written requests;
3. Acting as a point of escalation for all technical and operational issues;
4. Attending scheduled Cal OES meetings either in person or remotely in order to address all technical and operational issues. The Contractor's remote attendance shall be at Cal OES' discretion;
5. Ensuring the Contractor provides Cal OES with written notice of regulatory changes that impact the Provisioning of Contract services; and,

Upon Cal OES written requests, Contractor shall provide Contract-required and/or supplemental information within ten (10) calendar days.

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

### S.1.4 EMERGENCY ORDERS

In the event of an emergency (as defined in Public Contract Code Section 1102), the Contractor shall accept all orders from authorized PSEs during the emergency event.

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

### S.1.5 CUSTOMER VERIFICATION (M)

All Customers must be a qualified PSE as approved by Cal OES. It is the Contractor's responsibility to authenticate the PSE eligibility to utilize this Contract, and the Contractor shall restrict use solely to authorized users.

The Contractor shall verify the Customer's authority to order services by verifying the information contained in the CALNET Application Management Systems (CAMS) for each Service Request for:

1. State PSE Customers - identified as a Chief Agency Telecommunications Representative (CATR) or an Agency Telecommunications Representative (ATR); or,

2. Non-State PSE Customers - identified by a fully executed Authorization to Order (ATO); (IFB C4CVD18 Appendix D, Authorization to Order – Subcategory 19.2);

Or,

The Contractor shall verify the Customer's authority to order services by verifying the information with Cal OES for other users eligible to use this Contract not listed above in this Section.

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

#### S.1.6 LIABILITY FOR NON-AUTHORIZED PURCHASES (M)

The Contractor shall assume liability for costs incurred as a result of accepting an order from an unauthorized Customer.

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

#### S.1.7 EMERGENCY ORDER RECEIPT ACKNOWLEDGEMENT

The Contractor shall provide the Customer with an order acknowledgement within four (4) hours of receipt of PSE Service Request.

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

#### S.1.8 OUT OF STOCK NOTIFICATION - NON-EMERGENCY

The Contractor shall notify the PSE Customer if an item is out of stock within 24 hours after PSE Customer order is received.

The Contractor shall offer an equivalent 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 the same delivery timeframes of the original order and at no additional cost.

Under no circumstance is the Contractor to make unauthorized substitutions.

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

#### S.1.9 UNFILLED ORDERS - NON-EMERGENCY

The Contractor shall inform the Customer in writing of the available date of unfilled and partial shipment orders within 24 hours of order acknowledgement. The PSE may accept the partial shipment if the delivery of the remaining goods are assured by the Contractor. Unfilled orders and partial shipments shall be indicated on the packing list.

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

S.1.10 SERVICE ACTIVATION NON-EMERGENCY

S.1.10.1 New Customer – New Equipment

The Contractor shall ship Equipment inactive and ready for activation within five (5) Business Days of receipt of PSE Service Request (delivery timeframe determined by the PSE Customer).

Activations that include number portability shall be completed at time of Customer request.

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

S.1.10.2 Existing Customer - Replacement/Upgrade Equipment

For existing Subscribers, the Contractor shall ship replacement Equipment inactive, unless specified otherwise on the purchase document within five (5) Business Days, of receipt of PSE Service Request (delivery timeframe determined by the PSE Customer). The Contractor shall comply with Customer requests for an activation period for new Equipment.

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

S.1.11 SERVICE ACTIVATION - EMERGENCY

Upon Contract Award, the Contractor shall describe the process that is required to activate service for emergency purposes. In the event of an emergency as defined in Public Contract Code Section 1102, the Contractor must provide the ability to activate In-Hand Equipment with service within four (4) hours after request from an authorized PSE.

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

S.1.12 DELIVERY TIMEFRAME - NON-EMERGENCY

The Contractor must complete delivery of in-stock products within the timeframe specified by the authorized PSE Customer at time of order, or within a maximum of three (3) Business Days.

For out of stock item refer to Section S.1.8, *Out of Stock Notification - Non-Emergency*.

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

**S.1.13 FREIGHT- DAMAGED OR DEFECTIVE ITEMS - NON-EMERGENCY**

The Contractor shall provide applicable credit and/or replacement for freight-damaged or defective items and replace the items within 24 hours after notification by the Customer. The Contractor will be responsible for the credit and or replacement of any freight-damaged or defective products at time of delivery. The Contractor shall not require the Customer to deal directly with the manufacturer. Additionally the Contractor shall provide the Customer with a prepaid return label or prepaid self-addressed container suitable for the item's return within five (5) Business Days of the Customer notification

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

**S.1.14 ITEMS SHIPPED IN ERROR**

The Customer will notify the Contractor of a Contractor's error in shipment.

The Contractor must accept returns of items shipped in error and credit the Customer as applicable.

Within 24 hours of an authorized PSE notification of error, the Contractor shall ship the correct item(s). Delivery of correct items will be at no cost to the Customer.

The Contractor shall provide the Customer with a prepaid return label or prepaid self-addressed container suitable for returning the item within 24 hours of Customer notification.

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

**S.1.15 MANAGED PROJECT WORK**

Managed Projects shall be initiated by the Contractor in situations where Provisioning and implementation of Subcategory 19.2 services exceed the requirements for routine provisioning service intervals. Managed Projects are either large, more complex in scope, or of a unique or specific nature.

Managed Projects include any of the following conditions:

1. Customer Service Requests exceeding 250 devices;
2. Major transition, migration/consolidation; and,
3. Specific implementation of service functionality, build out, construction, or network augmentation as mutually agreed upon by the Contractor and Cal OES.

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

#### S.1.15.1 Managed Project Work General Requirements

Upon determination that a Managed Project is required, the Contractor shall:

1. Assign a Project Manager to work and coordinate directly with the Customer or Cal OES. Cal OES may represent the State as the "Customer" for project conditions identified above in S.1.15;
2. Respond to the Customer to obtain additional preliminary information regarding the project within one (1) Business Day after receipt of the Customer service request;
3. Require the Contractor's Project Manager to meet with all stakeholders (e.g., Contractor, Customer) within five (5) Business Days of receipt of the Customer service request or notification of projects as listed above to clarify their understanding of the project scope and identify the information needed to establish due dates and a project schedule; and,
4. Provide a project "Scope of Work" to the Customer no more than ten (10) Business Days following receipt of Customer's approved service request or notification of projects as listed above. The Scope of Work shall include at a minimum:
  - a. General project summary;
  - b. Definition of each project task(s);
  - c. Project schedule of identified tasks or milestones with start and completion dates. Each project tasks or milestones date shall be mutually agreed upon by the Contractor and Customer. The schedule will also include a Contractor and Customer mutually agreed to completion date that indicates the end of the project;
  - d. Contractual service elements (planning, applicable design, engineering, testing, termination, installation and Customer Service End-User training);
  - e. Project deliverables with Contractor and Customer mutually agreed upon completion dates;
  - f. Acceptance criteria or process; and,
  - g. Customer required activity to prepare site for service installation.

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

#### S.1.15.2 Managed Project Minimum Reporting Requirements

1. Contractor shall develop, maintain, and update all project documents, and distribute to the Customer.

2. Contractor's Project Manager shall provide the Customer status reports that are updated at intervals agreed upon between the Customer and the Contractor. The status reports shall include at a minimum:
  - a. Project Name;
  - b. Status of major milestones; and,
  - c. An updated project schedule that clearly depicts progress to date.

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

**S.1.16 CONTRACT PROGRAM MANAGEMENT PERFORMANCE**

The following Subcategory 19.2 contract program management performance deficiencies and charges shall be applied in accordance to Business Requirements Section C.2.3, *Contract Program Management Performance*.

Table S.1.16 below describes the deficiency and charges for Contractor's performance.

<b>Table S.1.16, Contract Program Management Performance Deficiencies and Charges</b>		
	<b>Deficiency</b>	<b>Charges</b>
1.	Contractor fails to perform the technical responsibilities and contractual compliance commitments defined in First Responder Program Manager (Section S.1.3)	Up to \$500 per Service Request. Charges shall occur on a single per Service Request basis and shall not incur as a per monthly charge. If a Service and/or Equipment has been identified and is in the cure process, no additional instances shall result in additional charges.
2.	Contractor fails to meet the Managed Project scheduled tasks, milestones, deliverables, or project completion dates as negotiated by the Customer (Section S.1.15.1 item 4).	Up to \$5,000 per missed completion date and \$500 per day thereafter until the Contractor is compliant with the mutually agreed to completion date.

<b>Table S.1.16, Contract Program Management Performance Deficiencies and Charges</b>		
	<b>Deficiency</b>	<b>Charges</b>
3.	Contractor sells services or equipment to an entity not authorized by the State. (Section S.1.5 Customer Verification). This performance deficiency will not apply to eligible PSEs procuring Subcategory 19.2 services and equipment in response to an emergency event (as defined in Public Contract Code Section 1102) prior to completing all authorizing documents (Appendix D, Authorization to Order for Subcategory 19.2).	Up to \$500 per Service Request. Charges shall occur on a single per Service Request basis and shall not incur as a per monthly charge.

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

**S.1.17 CUSTOMER SUPPORT AVAILABILITY**

Customer support shall be available 24x7x365 for PSE and their Authorized Users. Support staff must respond to any Customer service request within four (4) hours of notice.

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

**S.1.18 TROUBLE TICKET REPORTING PROCESS**

Within 30 calendar days of Contract Award, the 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. The process shall include:

1. How the Customer reports an issue and opens a trouble ticket;
2. How the Customer shall inquire about status of service issues;
3. Toll-free number for Customers to report issues 24x7x365, except for established maintenance windows; and,
4. How the 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 the 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 the Customer requests a different format.

The Contractor shall be responsible for partitioning all CALNET service issues by Customer. The 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 CALNET CMO access to view all Customer trouble tickets.

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

**S.1.19 SERVICE LEVEL AGREEMENT (SLA) REPORTS**

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

The Contractor shall provide an electronic copy of SLA Reports in Microsoft Excel or as text files, as directed by CALNET CMO, on a quarterly basis. The CALNET CMO shall approve all final report formats and no changes shall be made to the data fields, format or headings without prior written consent of CALNET CMO. The data fields listed in Section S.1.20, *SLA Credit Report Fields* shall follow the format and definitions as specified below. The Contractor shall make SLA Report data 100% accessible to CALNET CMO for a minimum of one (1) year.

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

The SLA Credit Report shall include all credits for Subcategory 19.2 for failure to meet the committed objective for applicable SLA.

The report shall follow detailed format and file specifications as identified below.

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

**S.1.20 SLA CREDIT REPORT FIELDS**

<b>Table S.1.20 SLA Credit Report Fields</b>				
Field Order	Data Field Name	Pop	Max Field Length	Data Type and Format
1	Reporting Period	R	21	Text Ex: 04/01/2018 - 04/30/2018
2	Contractor ID	R	10	Text Varies, 10 char max

Table S.1.20 SLA Credit Report Fields				
Field Order	Data Field Name	Pop	Max Field Length	Data Type and Format
3	SR Number	A	100	Varies, 100 char max
4	Service ID	R	100	Text Varies, 100 char max
5	WTN	R	10	Telephone Number (XXX) XXX-XXXX
6	Customer Code	R	6	Numeric <XXXXXX> Where <XXXXXX> is a Number and leading zeros are not required
7	Customer Name	R	250	Text Varies, 250 char max
8	SLA	R	100	Text Varies, 100 char max
9	Total SLA Credits	R	20, 2	Numeric (M, D) Where <M> is the maximum number of digits (20) And <D> is the maximum number of digits to the right of the decimal point (2).

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

S.1.21 SLA INVOICE ADJUSTMENTS

The Contractor shall post and identify Adjustments on invoices (i.e. credits, debits, or SLAs). Provide applicable cross referencing information and/or Product Identifier to correct previous month(s) billing.

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