

INVITATION FOR BID

IFB C4CVD18

FOR

CATEGORY 19

CALNET CELLULAR VOICE AND DATA SERVICES

SUBCATEGORY 19.2

CALNET FIRST RESPONDER CELLULAR SERVICES

**STATEMENT OF WORK
TECHNICAL REQUIREMENTS**

January 3, 2019

Addendum 5

Issued by:

STATE OF CALIFORNIA

California Department of Technology

Statewide Technology Procurement

PO Box 1810

Rancho Cordova, CA 95741

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

Amendment Log

Amendment #	Date	Amendment Description
Amendment 1	05/01/2020	<ul style="list-style-type: none">• Updated SOW with accepted unsolicited items in Tables 19.1.2.2.2.b, 19.1.2.2.3.b, and 19.1.2.2.4.b.• Updated Product Identifiers in Tables 19.1.2.2.1.a, 19.1.2.2.2.1, and 19.1.2.2.3.a.
Amendment 3	06/10/2021	<ul style="list-style-type: none">• Updated Product ID's throughout
Amendment 4	12/10/2021	<ul style="list-style-type: none">• Table 19.2.3.2.2.b - Added new product offerings• Added Table 19.2.3.2.4.c - with new product offerings

SOW TECHNICAL REQUIREMENTS

SUBCATEGORY 19.2 – CALNET FIRST RESPONDER CELLULAR SERVICES

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SOW TECHNICAL REQUIREMENTS

SUBCATEGORY 19.2 – CALNET CELLULAR FIRST RESPONDER NETWORK

19.2.1 OVERVIEW

The California Department of Technology (CDT), Statewide Telecommunications Procurement (STP) is requesting proposals from responsive cellular vendors to provide Cellular Broadband Services that support segregation of mission-critical voice and data, and associated ancillary services and Equipment for use by Public Safety Entities (PSEs).

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

19.2.1.1 BIDDER RESPONSE REQUIREMENTS

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_____”

Bidder’s Description”

Or,

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

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

19.2.1.2 DESIGNATION OF REQUIREMENTS

All SOW Technical Requirements that are specified by the State in this IFB C4CVD18 are Mandatory and must be responded to as identified in IFB C4CVD18 Part 1, Section 3.3.2.1, *SOW Mandatory Business Requirements*, by the Bidder. Additionally, some Mandatory “(M)” 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.

The Bidder has the option to offer unsolicited items in specific product tables allowing the Bidder to offer additional items that are not specified in the State’s Mandatory tables. Refer to IFB C4CVD18 Part 1, Section 3.3.2.3, *Unsolicited Offerings*, for additional instruction.

Costs associated with services shall be included in the prices provided by the Bidder for the individual items included in the Subcategory 19.2 Cost Worksheets. Items not listed in the Subcategory 19.2 Cost Worksheets will not be billable by the Contractor. If additional unsolicited items include the features described in this IFB C4CVD18 and are not included as billable in the Subcategory 19.2 Cost Worksheets, the cost associated with the features shall not be included in the unsolicited price.

Services and features included in the Subcategory 19.2 Cost Worksheets are those that the Bidder must provide. The Bidders must provide individual prices as indicated in the Subcategory 19.2 Cost Worksheets in the Bidder’s Final Proposal. Items submitted with no price will be considered as offered at no cost.

19.2.1.3 PACIFIC TIME ZONE (M)

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

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

19.2.1.4 U.S. Based Services Waiver (M)

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

1. **Error! Reference source not found.** – International Unsolicited Cellular Services;
2. 19.2.3.2.8– International Roaming; and,

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

19.2.2 TECHNICAL SPECIFICATIONS

The technical specifications contained in this Section define minimum Requirements for PSEs use of cellular services that provide segregation of mission-critical voice and data on the Contractor’s network enabling priority and preemption functionality. Services provided by the Contractor shall meet all Requirements of this IFB C4CVD18.

19.2.2.1 ELIGIBILITY (M)

PSEs eligible to use the services on this Contract may be classified by North American Industry Classification System (NAICS) codes approved by Cal OES and the CALNET CMO. The Contractors shall list all NAICS codes or PSEs that represent the industries the Contractor will provide services to.

Table 19.2.2.1.a The Contractor's List of Proposed NAICS Codes/PSE

Sector	NAICS Code/PSE	Subsector
Utilities	221111	Hydroelectric Power Generation
Utilities	221112	Fossil Fuel Electric Power Generation
Utilities	221113	Nuclear Electric Power Generation
Utilities	221114	Solar Electric Power Generation
Utilities	221115	Wind Electric Power Generation
Utilities	221116	Geothermal Electric Power Generation
Utilities	221117	Biomass Electric Power Generation
Utilities	221118	Other Electric Power Generation
Utilities	221121	Electric Bulk Power Transmission and Control
Utilities	221122	Electric Power Distribution
Utilities	221310	Water Supply and Irrigation Systems
Utilities	221320	Sewage Treatment Facilities
Construction	237110	Water and Sewer Line and Related Structures Construction
Construction	237130	Power & Communications Line & Related Structures Construction
Construction	237310	Highway, Street and Bridge Construction)
Construction	237990	Other Heavy and Civil Engineering Construction
Construction	238210	Electrical Contractors and Other Wiring Installation Contractors
Manufacturing	334290	Other Communications Equipment Manufacturing
Transportation and Warehousing	481111	Scheduled Passenger Air Transportation
Transportation and Warehousing	482111	Line Haul Railroads
Transportation and Warehousing	482112	Short Line Railroads
Transportation and Warehousing	483113	Coastal and Great Lakes Freight Transportation
Transportation and Warehousing	483114	Coastal and Great Lakes Passenger Transportation

Sector	NAICS Code/PSE	Subsector
Transportation and Warehousing	483211	Inland Water Freight Transportation
Transportation and Warehousing	483212	Inland Water Passenger Transportation
Transportation and Warehousing	484110	General Freight Trucking, Local
Transportation and Warehousing	484220	Specialized Freight (except Used Goods), Trucking, Local
Transportation and Warehousing	484230	Specialized Freight (except Used Goods), Trucking, Long Distance
Transportation and Warehousing	485111	Mixed Mode Transit Systems
Transportation and Warehousing	485112	Commuter Rail Systems
Transportation and Warehousing	485113	Bus and Other Motor Vehicle Transit Systems
Transportation and Warehousing	485210	Interurban and Rural Bus Transportation
Transportation and Warehousing	485410	School & Employee Bus Transportation
Transportation and Warehousing	486210	Pipeline Transportation of Natural Gas
Transportation and Warehousing	488111	Air Traffic Control
Transportation and Warehousing	488119	Other Airport Operations
Transportation and Warehousing	488190	Other Support Activities for Air Transportation
Transportation and Warehousing	488210	Support Activities for Rail Transportation
Transportation and Warehousing	488490	Other Support Activities for Road Transportation
Information	517311	Wired Telecommunications Carriers
Information	517312	Wireless Telecommunications Carriers (except Satellite)
Professional, Scientific and Technical Services	541350	Building Inspection Services
Professional, Scientific and Technical Services	541360	Geophysical Surveying & Mapping Services
Professional, Scientific and Technical Services	541370	Survey & Mapping (except Geophysical) Services
Professional, Scientific and Technical Services	541512	Computer Systems Design Services
Professional, Scientific and Technical Services	541620	Environmental Consulting Services

Sector	NAICS Code/PSE	Subsector
Professional, Scientific and Technical Services	541620	Environmental Consulting Services
Professional, Scientific and Technical Services	541690	Other Scientific and Technical Consulting Services
Administrative and Support and Waste Management and Remediation Services	561612	Security Guards and Patrol Services
Administrative and Support and Waste Management and Remediation Services	561621	Security Systems Services (except Locksmiths)
Administrative and Support and Waste Management and Remediation Services	561990	All Other Support Services
Administrative and Support and Waste Management and Remediation Services	562111	Solid Waste Collection
Administrative and Support and Waste Management and Remediation Services	562112	Hazardous Waste Collection
Administrative and Support and Waste Management and Remediation Services	562119	Other Waste Collection
Administrative and Support and Waste Management and Remediation Services	562211	Hazardous Waste Treatment and Disposal
Administrative and Support and Waste Management and Remediation Services	562212	Solid Waste Landfill
Administrative and Support and Waste Management and Remediation Services	562213	Solid Waste Combustors & Incinerators
Administrative and Support and Waste Management and Remediation Services	562219	Other Nonhazardous Waste Treatment and Disposal
Administrative and Support and Waste Management and Remediation Services	562910	Remediation Services
Administrative and Support and Waste Management and Remediation Services	562920	Materials Recovery Facilities
Administrative and Support and Waste Management and Remediation Services	562998	All other Miscellaneous Waste Management Services
Health Care and Social Assistance	621112	Offices of Physicians, Mental Health Specialists
Health Care and Social Assistance	621493	FreeStanding Ambulatory Surgical and Emergency Centers

Sector	NAICS Code/PSE	Subsector
Health Care and Social Assistance	621910	(Ambulance Safety Services)
Health Care and Social Assistance	622110	General Medical and Surgical Hospitals
Health Care and Social Assistance	624230	Emergency and Other Relief Services
Other Services (except Public Administration)	811310	Commercial and Industrial Machinery and Equipment (except Automotive and Electronic) Repair and Maintenance
Public Administration	922110	Courts
Public Administration	922120	(Police Protection)
Public Administration	922130	Legal Counsel and Prosecution
Public Administration	922140	Correctional Institutions
Public Administration	922150	Parole Offices and Probation Offices
Public Administration	922160	(Fire Protection)
Public Administration	922190	Other Justice, Public Order, and Safety Activities
Public Administration	923120	Administration of Public Health Programs
Public Administration	924110	Administration of Air & Water Resource & Solid Waste Management Programs
Public Administration	926130	Regulation and Administration of Communications, Electric, Gas, and Other Utilities
Public Administration	928110	National Security

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

19.2.2.2 ELIGIBILITY LIST (M)

An eligibility list of approved NAICS codes and PSEs shall be provided and maintained by Cal OES upon Contract Award. The Contractor shall not accept orders from any PSE unless such Entity is eligible as defined on the list of accepted NAICS codes or obtains written approval from Cal OES. The State reserves the right to update or modify the list of eligible PSEs at any time.

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

19.2.2.3 APPLICATION INTEROPERABILITY (M)

The Contractor shall ensure that applications it develops for PSEs will be interoperable with all carriers or other systems. The Contractor's network shall not impede interoperability of any application between carriers and third party system/service providers. Applications that are part of this Contract shall be standards-based and promote interoperability. The Contractor shall not include applications that require access to core portions of the Contractor's network that are not accessible by all carriers in order to ensure an open standards-based approach to facilitate interoperability between jurisdictions and disciplines at all levels of government.

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

19.2.2.4 SUBSCRIBER IDENTIFICATION MODULE (SIM) CARD (M)

A SIM Card is an integrated circuit used to identify and authenticate End-Users on mobile devices. The Bidder's available SIM Card formats may include Mini-SIM, Micro-SIM, and Nano-SIM.

The Contractor shall provide one (1) SIM Card to each End-User, as required, at no cost.

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

19.2.2.4.1 SIM Unlock (M)

The Contractor shall SIM unlock the Customer owned equipment upon a Customer request when applicable.

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

19.2.2.4.2 Universal Integrated Circuit (UICC) Card Support (M)

The Contractor shall support associated Universal Integrated Circuit Card (UICC) and embedded UICC features and options, including the ability to home and, if applicable, roam on to multiple networks while prioritizing them appropriately without requiring PSE's to replace End-User equipment.

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

19.2.2.5 PUBLIC SAFETY VALIDATION (M)

The CALNET CMO, Cal OES and the Contractor shall develop standards and procedures for validation of PSEs and personnel before agencies can purchase services on this Contract.

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

19.2.2.6 USER NOTIFICATIONS (M)

The Contractor shall provide an interface that can be used to monitor the broadband services in order to support operational needs and provide situational awareness. The long term goal is to develop a web or cloud based User Portal solution, however due to the software development process the following milestone shall be supported:

Within 90 days of Contract Award, the Contractor shall:

1. Provide access to PSE account information at the Department Level for all users that have subscribed to the service for that Department. Security measures are required to prevent viewing of information by unauthorized parties.
2. Provide Ad hoc reporting that can be used to determine the overall health of the network to facilitate situational awareness needed to support mutual aid, emergency management and to coordinate emergency response for a specific geographic area.
3. Provide outage notifications during periods when the State Operations Center or the County / City Emergency Operations Center is activated. Cal OES will provide notification to the Contractor supplied email when either the State Operations Center or City / County Emergency Operations Center is activated. The Contractor shall send notifications to authorized users as determined by Cal OES that shall include, but not limited to, site outages, date and recovery time of outages, blocking, backhaul outages, lost call percentage, and aggregate data usage.
4. Provide a process that provides authorized Department representatives and Cal OES with the ability to request uplift and set priority of PSEs both through manual input and batch data file input.
5. Provide critical and/or tactical information of geographic specific information (e.g., incident status, internal alerts, and situational awareness data) regarding network health of a geographic area through an adhoc reporting feature.
6. Provide data that users can subscribe to, including network alerts, and basic situational awareness of recent nationwide and local incidents.
7. Provide a service, or access to a service that facilitates Broadband Services Control and Device Management.
8. The Bidder shall describe:
 - a. How affected agencies will receive ongoing, timely alerts when an outage impacts them without receiving unnecessary alerts until final resolution.
 - b. Any additional reporting features that can be supported to supplement operational needs and provide situational awareness.

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

19.2.2.7 USER PORTAL DEVELOPMENT PLAN (M)

Within six (6) months of Contract Award, the Contractor shall submit a User Portal Development Plan that includes milestones and a timeline to develop a public safety home page/User Portal that will be used to provide an interface for notifications, outages, services, and device management for the PSEs and the Customers. The Contractor shall work with Cal OES to ensure the User Portal meets PSE needs and implement Identity, Credential, and Access Management (ICAM). The User Portal Development Plan must describe in detail how the Contractor will develop and support the functions listed in Section 19.2.2.7.1.

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

19.2.2.7.1 User Portal Functionality (M)

The Bidder shall describe their ability to accommodate the functions listed below at time of Bid submission and identify extent to which Cal OES will be involved in future development plans. Bidder shall include high level milestones and a timeline that identifies functionality implementation. The Requirement is to describe the Bidder's approach for the following functions.

1. User Portal shall be accessible via secure login. Security measures are required to prevent viewing of information by unauthorized parties.

Bidder's Description: In the first 6 months of the contract, T-Mobile will present Cal OES with a plan to develop a portal in which incident information currently shared by the OES through email, may be centralized for easier access and communication by OES. T-Mobile may leverage its current end user portal or develop a separate portal. The portal provided will require access via a secure login and include security measures to provide access to authorized parties. Timeline for implementation is 48 months or earlier from time of Cal OES approval of T-Mobile's Portal Development Plan.

2. Interface to display outage maps, coverage status, and other key elements.

Bidder's Description: T-Mobile, and Cal OES will collaborate in the implementation of portal plan including all development stages. This portal will include information regarding outage maps and coverage status; however, areas of certain T-Mobile proprietary information may not be shared. It is T-Mobiles intent to centralize information shared through email regarding network outage, estimated mean time to resolution, and recovery efforts being made by T-Mobile during disasters and certified states of emergency. CAL OES receives this information today through email, and T-Mobile will develop a plan to share this same information being sent, in once centralized portal location. Timeline for implementation is 48 months

or earlier from time of Cal OES approval of T-Mobile's Portal Development Plan.

3. Interface to display current status of the wireless network, including but not limited to site outages, date and recovery time of outages, blocking, backhaul outages, and lost call percentage, aggregate data usage, upload and download speeds.

Bidder's Description: In T-Mobile's sole discretion, State declared emergencies, or in other emergency requests from OES, T-Mobile will develop a plan to integrate notifications through a portal which may include information on network performance in impacted areas, site outages, recovery times, and the potential of network speed performance relating to recovery camps, or key areas of emergency performance. Timeline for implementation is 48 months or earlier from time of Cal OES approval of T-Mobile's Portal Development Plan.

4. Interface that provides authorized Department representatives and Cal OES with the ability to monitor the overall health of the network to facilitate situational awareness needed to support mutual aid, emergency management and to coordinate emergency response.

Bidder's Description: The information provided in the portal plan, will be designed to communicate situational awareness and mutual aid to emergency personnel in emergency situations to promote public safety and recovery. T-Mobile currently communicates this information through email, and T-Mobile's plan is to centralize this into one portal location simplifying OES' ability to access such information. Timeline for implementation is 48 months or earlier from time of Cal OES approval of T-Mobile's Portal Development Plan.

5. Interface that provides a method to build an incident and assign any registered PSE to that incident both through manual input and batch data file input.

Bidder's Description: T-Mobile will include in the portal a path to T-Mobile support for any registered PSE to build an incident both thru manual input and batch data file input. Timeline for implementation is 48 months or earlier from time of Cal OES approval of T-Mobile's Portal Development Plan.

6. Interface that provides authorized Department representatives with validation by authorized representatives or Cal OES with the ability to request uplift and set priority of PSEs both through manual input and batch data file input.

Bidder's Description: T-Mobile will provide an email link in the portal in which Cal OES can communicate with authorized T-Mobile

personnel to gain access to T-Mobiles government liable first responder product and service offering. T-Mobile's current end user portal allows authorized users to change rate plans. Timeline for implementation is 48 months or earlier from time of Cal OES approval of T-Mobile's Portal Development Plan.

7. Interface that can display critical and/or tactical information of geographic specific information (e.g., incident status, internal alerts, and situational awareness data).

Bidder's Description: In T-Mobile's sole discretion, State declared emergencies, or in other emergency requests from OES, T-Mobile will communicate situational awareness data that complies with Federal and state privacy laws (for example, handling of CPNI), and does not expose T-Mobile proprietary information. Timeline for implementation is 48 months or earlier from time of Cal OES approval of T-Mobile's Portal Development Plan.

8. Interface that allows authorized users to request data that users can subscribe to, including network, alerts, and basic situational awareness of recent nationwide and local incidents.

Bidder's Description: This is available today through email, and SMS alert, and this service will continue to be available through SMS and email. T-Mobile will provide a method thru the portal to allow authorized users to register for these alerts. Timeline for implementation is 48 months or earlier from time of Cal OES approval of T-Mobile's Portal Development Plan.

9. Interface that ensures that the PSE home page meets the needs of public safety agencies and users and how agency/user feedback will be incorporated into new releases of the PSE home page.

Bidder's Description: T-Mobile welcomes Cal OES feedback to work toward the best experience possible for OES, and first responders that remains within T-Mobile's confidentiality and security policies. T-Mobile will engage with Cal OES for feedback during the development of the formal portal development plan and provide a method for collection of ongoing agency/user feedback for potential incorporation into new releases of the PSE home page.

10. Interface that supports Broadband Services Control and Device Management.

Bidder's Description: T-Mobile currently provides the State of California this tool, through the Inseego portal, giving OES, and the State of California hyperlink email communication to T-Mobile's Government Team of Experts regarding plan changes, and service

offerings, or equipment ordering. This level of customer care and support will continue to be available.

11. Interface that provides the ability for communications unit personnel in NIMS / ICS structure to view and monitor devices assigned to an incident.

Bidder's Description: Timeline for implementation is 96 months or earlier from time of final negotiated and approved by Cal OES plan. Multiple fee based services are available for use on first responder devices that would allow for an earlier implementation. MDM(Mobile Device Management) solutions are another method of tracking. Cost of these solutions would be the responsibility of the PSE organizations. A link to these solutions could potentially be linked to the T-Mobile or PSE portals, which would potentially allow for a more timely implementation.

- a. How affected agencies will receive ongoing, timely alerts when an outage impacts them without receiving unnecessary alerts until final resolution.

Bidder's Description: T-Mobile will leverage its existing email notification service to provide this information. This service is currently available, and until such time that the portal allows for end user registration, T-Mobile will work with Cal OES to register appropriate end users. Technology is available today, and timeline is ongoing.

- b. Any limitations on the viewing and monitoring of devices assigned to an incident.

Bidder's Description: T-Mobile is currently investigating this capability, and will provide if available. Timeline for implementation is 96 months or earlier from time of Cal OES approval of T-Mobile's Portal Development Plan.. T-Mobile will help facilitate with Cal OES discussions on MDM and device tracking solutions for potential consideration by Cal OES and PSE organizations. Timeline for this facilitation would be immediate upon award, and at the discretion of Cal OES.

- c. Any additional reporting features that can be supported to supplement operational needs and provide situational awareness.

Bidder's Description: T-Mobile will work with Cal OES to develop in a commercially reasonable manner additional reporting features within the portal to supplement operational needs and provide situational awareness.

- d. How the User Portal could be integrated with User Portals supported by other Contractors.

Bidder's Description: This will most likely require integration on part of Cal OES, but could be links to each Contractors portal on an internal Cal OES site. T-Mobile will use commercial reasonable efforts to include features in the plan to build a portal that could be integrated with other user portals supported by other contractors, provided these interfaces meet Federal and state privacy requirements and T-Mobile privacy and security policies.

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

19.2.2.8 REMOTE PROVISIONING (M)

The Contractor shall ensure devices operate with a comprehensive device management system to allow remote Provisioning and control.

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

19.2.2.9 PSE ECOSYSTEM PRESENCE (M)

The Contractor shall describe their approach to providing users with the ability to purchase Equipment and services throughout the State.

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

Bidder's Description: Authorized account users may purchase Equipment and services through the State of California through a Government Account Manager, Government Team of Experts or through our Self-service portal. Account administrators have access to a self-sufficient website which is fully functional on Government standard-issue hardware and software.

T-Mobile's Government Device Management system provides a wide range of functions including an online shopping cart, purchase order management, account maintenance, and robust usage and billing reporting. All online shopping and reporting features reflect current and applicable contract terminology (CLINs, etc.) and pricing.

19.2.2.10 BROADBAND SERVICE AVAILABILITY (M)

The Contractor shall provide cellular broadband service with a guaranteed availability with a minimum of 99% within the Contractor's LTE Network at an unobstructed street level (excluding environmental factors such as terrain/concrete structures, etc.). The Bidder shall indicate the level they commit to by identifying the percentage availability and the reporting metric level in Table 19.2.2.10 below.

Table 19.2.2.10 – Broadband Service Availability				
Commitment	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S, P)
Committed Availability	99%	99.9%	99.99%	B
Reporting Metric	State Level	Regional Level	Department Level	P

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

19.2.2.11 SERVICE MEASUREMENT AND REPORTING PROCESS (M)

The Contractor shall provide service measurement and reporting to PSE, CALNET program and Cal OES as requested. The service measurement shall incorporate the Contractor's network coverage footprint at an unobstructed street level (excluding environmental factors such as terrain/concrete structures, etc). The Bidder shall describe their measurement processes and reporting intervals for the following:

1. Service availability;
2. Dropped Calls;
3. Performance in a congested network environment; and,
4. Data usage per PSE.

Bidder understands the Requirements in the Section and shall meet or exceed them? Yes No

Bidder's Description: T-Mobile will collect usage data at the end of each reporting period through a series of database queries. This data will be sorted, analyzed, and formatted in MS Excel before it is sent to PSE, CALNET program and Cal OES. In the event that a jurisdiction requires the use of an on-line portal, then the usage data will be uploaded, and the Excel version will be kept as backup. The frequency will be dependent upon the separate reporting requirements of each jurisdiction (15, 30, 45 days after period end date).

- 1) **Service Availability:** Measures the % of time the network is available for all customers to utilize
 - a. Calculated: % of Available Time / Total Time. (Network based metric)
- 2) **Dropped Calls:** Measures the % of calls that customers drop on the network
 - a. Calculated: Voice Drop Call Rate (%) = # of Drop Calls / Total Calls (Network based metric)
- 3) **Congestion:** Measures the % of congested areas in a network where customers may experience voice/data issues during periods of high network load
 - a. Calculated: % of locations where Users & Resource Utilization exceed capacity triggers (Network based metric)
- 4) **Data Usage per PSE:** Measures the total data payload (Upload(UL) & Download (DL)) that a customer utilizes on the network

a. *Calculated: Sum of UL & DL Data Payload (Individual customer-based metric) / Time Period*

19.2.2.12 SERVICE RESTORATION START TIME (M)

The Contractor shall initiate service restoration activities within two (2) hours for any impaired service from the time of the outage identification to start of restoration activities. Restoration activities start when the Contractor dedicates resources to restoration.

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

19.2.2.13 CRIMINAL JUSTICE INFORMATION SERVICES (CJIS) COMPLIANCE SOLUTION (M)

Within 120 days of implementation of CALNET services or a mutually agreed upon date between Cal OES and the Contractor, the Contractor shall provide a solution that ensures the Contractor’s Network does not prohibit agency certification for all applications that access Department of Justice (DOJ) information are Criminal Justice Information Services (CJIS) and California Law Enforcement Telecommunications System (CLETS) compliant or provide ancillary Equipment needed to achieve CJIS and CLETS compliance.

The Bidder shall offer the CJIS compliance solution detailed in Table 19.2.2.13.a.

Table 19.2.2.13.a – CJIS Compliance Solution						
	Feature Name	Feature Description	Product Identifier	Bidder’s Description	Bidder Meets or Exceeds?	
					Y	N
1	CJIS/CLETS Compliance Solution	Solution that provides for end-to-end encryption to achieve CJIS/CLETS compliance.	CJIS/CL ETS Compliance	T-Mobile to offer CJIS Compliance Solution Public and Private Static IP Service	Y	

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

19.2.2.14 CYBERSECURITY (M)

The Contractor shall deploy standards based security measures to ensure that PSE’s data is protected using industry best practices to ensure data privacy, and operational security of PSE’s data.

The Contractor shall provide cybersecurity solutions using the extensive set of industry standards and best practices identified by FCC TAB RMTR, and 3GPP specifications (TS23.401, TS33.102, TS33.210, TS33.310, TS33.401, and TS33.402).

The Contractor shall describe their ability to meet 3GPP requirements at time of bid submission. The Contractor shall provide a general timeline for future development plans to meet 3GPP standards.

The Contractor shall provide encryption capabilities to support federal, state, and local public safety users. Protective measures will need to be applied end-to-end across the enterprise environment and will include securing End-User’s Equipment (UE), applications running on UE, the RAN, and the Core network.

Bidder understands the Requirements in the Section and shall meet or exceed them?
Yes X No _____

Bidder’s Description T-Mobile operates a state-of-the-art Security Operations Center (SoC) which employs a variety of leading edge security tools and best practices to ensure the operational security of the T-Mobile’s network infrastructure and it’s connected systems. T-Mobile has implemented highly secure Network Security design, implementation, and operational standards, which include a variety of leading edge technologies and best-practice methodologies. T-Mobile’s policy meets or exceeds US regulatory and compliance requirements. T-Mobile implements appropriate levels of traffic and data encryption relative to the classification of the data being protected, and has a stringent process to review new, existing, outdated, and compromised encryption methodologies.

19.2.2.15 NETWORK THROUGHPUT (M-S)

The Contractor shall support minimum downlink and uplink speeds as indicated in Table 19.2.2.15 Network Throughput below within the Contractor’s LTE Network at an unobstructed street level (excluding environmental factors such as terrain/concrete structures, etc), for any service that is utilizing the Contractor’s service to support data needs, even if the data is voice, video, text, or other forms of media. The Bidder shall indicate the level they commit to by identifying their level of guaranteed Network Throughput speed in Table 19.2.2.15 below.

Table 19.2.2.15 – Network Throughput Guaranteed Speeds				
	Basic (B)	Standard (S)	Premier (P)	Bidder’s Objective Commitment (B, S, P)
Guaranteed Network Throughput	756 Kbps downlink and 256 Kbps uplink	3 MBps downlink and 1 MBps uplink	6 MBps downlink and 2 MBps uplink	P

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

19.2.2.16 TECHNOLOGY INTERFACE (M)

The Contractor shall provide support for emerging Internet Protocol-based 9-1-1 system “Next Generation 9-1-1” or “NG9-1-1”, services (to the extent to which interfaces are defined and implemented within California) and support for most interfaces associated with any LTE/Land Mobile Radio (LMR) integration plan such as Inter RF Subsystem Interfaces (ISSI) within 180 days of Cal OES notification or a mutually agreed upon date between Cal OES and Contractor.

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

19.2.2.17 NETWORK PERFORMANCE (M-S)

The Contractor shall support 4G LTE coverage with a minimum of 90% confidence at -122 dBm within the Contractor’s LTE Network at an unobstructed street level (excluding environmental factors such as terrain/concrete structures/etc.). The Bidder shall indicate the confidence level it commits to by identifying the Network Performance Confidence Level percentage and the committed Network Performance Receive Level in Table 19.2.2.17 below.

Table 19.2.2.17 – Network Performance				
	Basic (B)	Standard (S)	Premier (P)	Bidder’s Objective Commitment (B, S, P)
Confidence Level	90%	93%	95%	P
Receive Level	-122 dBm	-120 dBm	-119 dBm	P

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

19.2.2.18 TRAINING (M)

The Contractor shall provide training to PSEs. At a minimum, the training shall include:

1. Device operation;
2. Using the Applications Store (App Store);
3. PSE Agency Home Page;
4. User Portal;
5. Service Provisioning and billing;
6. Identity, Credential, and Access Management (ICAM) administration;
7. Trouble ticketing and escalation;
8. Reporting and network monitoring; and,

9. Installation of mobile and fixed mounted UEs and supporting systems, including recommended part numbers and placement of antennas for mobile apparatus.

The Bidder shall describe how the training will include the minimum Requirements above as well as:

1. Information about training type, such as group leader-led, in-person/in-store, webinar, or video;
2. Availability; and,
3. Source.

Bidder understands the Requirements in the Section above and shall meet or exceed them? Yes X No _____

Bidder's Description: Your dedicated T-Mobile Service Account Manager ("SAM") will work with you to develop a customized implementation plan. Training needs will be identified based on your user population.

The SAM will coordinate the efforts of the support staff and lead training initiatives for your authorized users. Welcome documentation, Frequently Asked Questions, and solution-specific documentation will be provided. Users requiring device troubleshooting or who have questions about their service should contact Government Team of Experts or visit www.t-mobile.com for assistance.

From tips and troubleshooting to server management and network updates, T-Mobile offers ongoing training for teams within your business.

Administrative Training

- *Account and Billing Reconciliation*
- *I-Billing Training*
- *T-Mobile Business Center*
- *T-Mobile Government Portal*
- *T-Mobile Business Allowance*
- *Account Management Techniques*
- *Troubleshooting*
- *Escalations*

End User Training

- *Device Training*
- *Tips and Tricks*
- *Application Training*
- *Troubleshooting*

Marketing Training

- *Solutions for Businesses and Individuals*
- *Customizing Materials and Websites*

Technical and IT Training

- *Device Solutions*
- *Network Updates*
- *Application Support*
- *Server Management*
- *Road Shows and Events*

19.2.2.19 QUALITY OF SERVICE, PRIORITY, AND PREEMPTION (M)

For the responses below Bidder shall describe their ability to meet the requirement as of bid submission date and identify future development plans, including a general timeline tied to functionality.

1. The Bidder shall describe how its solution will allow the assignment of Quality of Service, Priority, and Preemption (QPP) parameters to user profiles using the standard service control parameters defined by 3GPP and the Internet Engineering Task Force, including Access Class, Quality Class Indicator (QCI), Allocation and Retention Priority (ARP), and Differentiated Service (Diff Serve), when calls originate on the Contractor's network.

Bidder's Description: T-Mobile will provide a prioritized emergency response service utilizing its entire US network. Specifically, public safety agencies will have access to the entirety of the RAN ("Radio Access Network") and T-Mobile's IMS ("Internet Multimedia Subsystem") Core, enabled by a priority Quality of Service ("QoS") protocol. Public safety agencies will have access to the complete device catalog on multiple frequencies as our QoS solution is managed at the network level across all currently frequencies of the network. T-Mobile will continue to support the iOS and Android marketplaces. The 3GPP method by which our emergency response subscribers will be locked into the highest QoS class is using QCI.

2. The Bidder shall describe their ability to uplift users based on incident needs and describe how the Contractor will uplift the Customers that are not utilizing the Contract.

Bidder's Description: T-Mobile reserves the right to bar public access to the voice services during time of congestion as the result of a first responder event. This capability allows for voice transmission for WPS subscribers in the method described in the Section 19.2.2.19 Description #3. T-Mobile will allow emergency responders access to priority Voice and Data offerings across the full breadth of the RAN and network assets. T-Mobile will provide first responders priority access through WPS and our emergency response offering. Our first responder subscribers will be locked

into the highest QoS class (using QCI) for their device type. T-Mobile's Public Safety rate plans will provide access to all radio frequencies- Bands 2, 4, 66, 5, 12 and 71. As T-Mobile expands network holdings through M&A, FCC auctions, and Spectrum Swaps the list of radio frequencies will expand. Furthermore, deployment of new technologies including but not limited to LAA, Carrier Aggregation, and FD-MIMO will be available to emergency responders included within the emergency response offering.

CALNET customers utilizing 19.2 First Responder Rate plans are locked into the highest QoS level, thus no uplift is required. CALNET customers not utilizing these rate plans can request a rate plan change (authorized users on the account) through T-Mobile 7x24 Customer/Technical Support for immediate upgrade, or via their T-Mobile Self Service Portal. T-Mobile's First Responder Rate Plans will be available through multiple Government Contracts for customers not on the CALNET contracts, or to qualified PSE's under the terms of the CALNET Contract.

3. The Bidder shall list all priority levels and how they interrelate with commercial traffic, methodology for uplift of PSEs and if any costs are associated with uplift capabilities.

Bidder's Description: Priority Levels reference: WIRELESS PRIORITY SERVICE As to how this priority level interrelates to commercial traffic, DHS dictates the levels of priority and assigns the priority during application for WPS to be provisioned to an individual line of service. Our emergency response service provides uplift for PSEs as described in Section 19.2.2.19 Description #1 above. We do not levy costs to organizations with PSEs for these services.

T-Mobile does not levy costs to organizations with PSEs for these services. As all T-Mobile First Responder Rate Plans are always on our highest QoS class, there is no need for uplift. The cost for PSEs moved from non-First Responder rate plans to First Responder rate plans is the delta between the 2 rate plans.

T-Mobile has 4 Priority Levels:

1. QCI 1 – Most T-Mobile Rate plans + First Responder Plans – During times of congestion, First Responder Plans remain prioritized, while all other are deprioritized and moved as necessary.
2. QCI 2 – T-Mobile Metro Prepaid Plans
3. QCI 3 – Tethering
4. QCI 4 – Deprioritized traffic

4. The Bidder shall describe how preemption works on its network.

Bidder's Description: Disablement of general public calling is not possible as WPS is structured today under DHS definitions (linked above). T-Mobile does have the capability to automatically bar access by regular users in congested cell site situations, including those situations which may arise during emergency response events. We effectively can call upon a pre-empted experience in the case of congestion on cell sectors. In those instances, the T-Mobile network will automatically reduce load from public use by temporary barring calls. It is important to note that during the 2017 Hurricane season Operational reporting revealed that

none of T-Mobile sites' radio resources ever became congested for voice bearers to the point where a "triggered" ban of general users was necessary. We believe this is because even with recent rapid subscriber growth, T-Mobile continues to have the highest spectrum capacity per subscriber in the US Wireless industry.

T-Mobile does not have the ability to preempt data, and has no immediate plans to offer such services.

5. The Bidder shall describe if throttling of content occurs, what triggers content throttling, and how throttling affects a user with an elevated priority level.

Bidder's Description: There is no content throttling on emergency response services, therefore CALNET and its PSEs should not anticipate throttling for subscribers on our emergency response service. T-Mobile's emergency response service is a truly unlimited solution designed for PSEs. We have two years' experience supporting unlimited data services, as T-Mobile was the first national carrier to introduce unlimited data in 2017 with T-MobileONE. T-Mobile will suspend the Mobile Internet Fair Use policy for emergency response subscribers.

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

19.2.2.20 QUALITY OF SERVICE, PRIORITY, AND PREEMPTION BETWEEN CARRIER NETWORKS (M)

The Bidder shall describe its ability to maintain QPP between carrier networks.

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

Bidder's Description: T-Mobile US maintains roaming agreements with major network operators and small regional carriers. First Responders will be able to utilize SMS/MMS/RCS, iMessage, WhatsApp, and other over the top communication applications with users across NPSBNs.

19.2.2.21 PUSH-TO-TALK SOLUTION (M)

The Contractor shall implement a Push-to-Talk (PTT) services over LTE on the Contractor's network.

Minimal Requirements of PTT include: Minimal features that must be supported are the following:

1. Transcoding support for Adaptive Multi-Rate Wideband (AMR-WB) and Improved Multi-Band Excitation (IMBE)/Advanced Multi-Band Excitation (AMBE)
2. Advanced Encryption Standard for voice and signaling
3. PSAP dispatch console interface and integration

4. Group Call Setup/Teardown
5. Subscriber Unit (SU) Call Setup/Teardown
6. PTT Voice services for Group and SU Calls
7. Roaming Services
8. Subscriber Management and SU Authentication

The Bidder shall offer the Push-to-Talk Solution detailed in Table 19.2.2.21.

Table 19.2.2.21 –Push-to-Talk Solution						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
1	PTT Solution	Push-to-Talk service over LTE	ESChat	<ul style="list-style-type: none"> • Encrypted Push-to-Talk • GPS Location for Enhanced Situational Awareness • Secure Group Messaging • Advanced LMR Integration 	Y	

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

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

The Contractor shall provide the service plans described in Section 19.2.3, *Service and Plan Specifications*, to End-Users who choose to use the Customer Owned and Maintained (COAM) Equipment that is compatible with the Contractor's network. The Contractor shall include new SIM compatible with the Contractor's network at no additional cost.

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

19.2.2.23 CUSTOMER OWNED AND MAINTAINED EQUIPMENT INTEGRATION (M)

The Bidder shall describe how it will provide the ability for PSEs to utilize COAM Equipment and will describe how COAM Equipment will be integrated into the broadband service.

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

Bidder's Description: Bring Your Own Device ("BYOD") is the emerging workplace trend in which employees supply and use their own devices at work. Enterprises need to find a cost-effective means of seamlessly providing employee access to their corporate information and applications. The end user's device would need to be both unlocked, compatible with T-Mobile's network. Once that is confirmed, a T-Mobile SIM can be entered into the device so it will connect with our network.

T-Mobile can be your trusted advisor throughout the development of your mobility management program by means of third-party service providers. T-Mobile has partnered with experts to help support and help guide you as you navigate the complexities of creating a BYOD program. Our Account Team would love to meet with you to evaluate the needs of your organization and decide if a BYOD program is the right path for you.

19.2.2.24 CELLULAR BUILDING AMPLIFICATION SERVICE (M)

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

The Contractor shall provide this service under the following conditions:

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

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

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

The Bidder shall provide a Product Identifier for Cellular Building Amplification Services as detailed in Table 19.2.2.24

Table 19.2.2.24 – Cellular Building Amplification Services						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
1	Cellular Building Amplification Services	Amplifies cellular signals with a signal booster and evenly distribute the amplified signals throughout the building.	TMO In-Building	T-Mobile, at its sole discretion, will provide in-building signal augmentation as appropriate and as agreed upon with the Customer.	Y	

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

19.2.2.25 ROOT CAUSE ANALYSIS DELIVERABLES (M)

The Contractor shall provide Cal OES a root cause analysis within fifteen (15) calendar days for each occurrence of events identified in SLA sections below:

- 19.2.8.5.1, Contractor Network Outage Notification During SOC/EOC Activation (M-S)
- 19.2.8.5.2, Contractor Maintenance Caused Outage Notification (M-S)
- 19.2.8.5.4, Contractor Cellular Site Failure (M-S)

The Contractor's Root Cause Analysis should include a plan to mitigate future events. The Contractor shall review the plan with Cal OES.

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

19.2.3 SERVICE AND PLAN SPECIFICATIONS (M)

The Contractor shall provide the Cellular Voice and Data Service Plans described below. The Bidder's costs associated with these plans shall be detailed in the Subcategory 19.2 Cost Worksheets submitted with the Final Bid. The Subcategory 19.2 Cost Worksheets are provided as separate MS Excel files that list each Requirement that is to be priced by the Bidder as well as areas for the Bidder to offer unsolicited services, features and Equipment.

The costs provided by the Bidder with its final Bid will be used to develop a Service Plan Catalog listing all of the Contractor's services approved by the State that will be part of the Contract. Services not approved by the State will not be included in the Service Plan Catalog. All changes to the Service Plan Catalog after Contract Award shall be accomplished in accordance with the State's Contract amendment process as described in the eVAQ Section 43, *Contract Modification*.

19.2.3.1 VOICE AND DATA SERVICES (M)

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

1. Network infrastructure that supports LTE or better primary network access;

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

19.2.3.1.1 Usage Threshold Definition (M)

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

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

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

19.2.3.2 STANDARDIZED SERVICE PLANS (M)

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

1. Voice and Text Service Plan - includes voice calling and text messaging for Basic Phones as described in Section 19.2.3.2.1.
2. Voice, Text, and Data Service Plans - includes voice calling, text messaging, and data services for Smartphone devices as described in Section 19.2.3.2.2.
3. Data Only Service Plans – includes data services for data only devices such as tablets and mobile hotspots as described in Section 19.2.3.2.3.
4. Machine-to-Machine (M2M) Plans – includes data only services for machine-to-machine (M2M) devices and/or Internet of Things (IoT) devices as described in Section 19.2.3.2.4.

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

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

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

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

The Contractor shall provide the Voice and Text Service Plan for Basic Phones that includes the features described in Table 19.2.3.2.1.a including the following features:

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

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

The Bidder shall offer the Voice and Text Service Plan for Basic Phones detailed in Table 19.2.3.2.1.a.

Table 19.2.3.2.1.a – Voice and Text Service Plan for Basic Phones						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
	Voice and Text Service Plan for Basic Phones	Voice and Text Service Plan for Basic Phones	GCNTT	<ul style="list-style-type: none"> • SC Talk & Text Single Line • Unlimited voice • Unlimited text • Simple Global • Stateside International Unlimited text 	Y	

The Bidder may offer additional unsolicited Voice and Text Service Plan features in Table 19.2.3.2.1.b.

Table 19.2.3.2.1.b – Unsolicited Voice and Text Service Plan for Basic Phones Features			
	Feature Name	Product Identifier	Bidder's Description
1			
2			

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

The Contractor shall provide Voice, Text, and Data Service Plans that include the features described in Table 19.2.3.2.2.a including the following features:

1. Voice usage with no limits on the monthly minutes used;
2. SMS and MMS messages with no limits on the monthly number of texts used;
3. Data services shall not be deprioritized before the specified plan Usage Threshold, if a threshold is identified;
4. No overage charges shall apply;
5. Visual Voicemail with compatible Equipment;
6. Nationwide roaming for voice and data services;
7. Tethering with compatible Equipment;
8. Wi-Fi calling with compatible Equipment;
9. VoLTE with compatible Equipment;
10. Per line caller ID blocking;
11. Nationwide long distance;
12. Call forwarding; and,
13. Call waiting.

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

19.2.3.2.2.1 Limitless Plan

Any use of the term “limitless” in any price model will be interpreted to mean that all data, regardless of priority level, has an unlimited usage per month.

The Contractor shall provide monthly service plans that provide cellular service with the following functionality:

1. No limitation on the amount of data (GB) uploaded and downloaded.
2. No Contractor implemented network controls limiting the throughput (bps) of the data used by public safety-oriented applications and public safety communications.
3. No deprioritization where data throughput prioritization shall remain at the same level (Class) provisioned for public safety-oriented applications and public safety communications.

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

The Bidder shall offer the Voice, Text and Data Service Plans detailed in Table 19.2.3.2.2.a.

Table 19.2.3.2.2.a – Voice, Text and Data Service Plans						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
1	Voice, Text and Data 2 GB Service Plan	2 GB high speed Nationwide only voice, text and data usage for Smartphone devices	GOVLDF R+ GFR2DATA	<ul style="list-style-type: none"> Gov First Responder TT 2GB HS Data Unlimited voice Unlimited text Unlimited data with 2GB high-speed data Smartphone Mobile Hotspot. Speeds slow at GB allotment Simple Global Mobile without Borders WPS Required/Provided 	Y	
2	Voice, Text and Data 5 GB Service Plan	5 GB high speed Nationwide only voice, text and data usage for Smartphone devices	GOVLDF R+ GFR6DATA	<ul style="list-style-type: none"> Gov First Responder TT 6GB HS Data Unlimited voice Unlimited text Unlimited data with 6 GB high-speed data Smartphone Mobile Hotspot. Speeds slow at GB allotment Simple Global Mobile without Border WPS Required/Provided 	Y	
3	Voice, Text and Data 10 GB Service Plan	10 GB high speed Nationwide only voice, text and data usage for Smartphone devices	GOVFRUN+ GOVFR11HS	<ul style="list-style-type: none"> Gov First Responder TT Unlimited HS Data Unlimited voice Unlimited text Unlimited high-speed smartphone data Unlimited Smartphone Mobile Hotspot with 11GB 4G LTE, Balance at 512KB Unlimited domestic data roaming Gogo in-flight 1 hour (unlimited flights) Simple Global Mobile without Borders 	Y	

Table 19.2.3.2.2.a – Voice, Text and Data Service Plans						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
				<ul style="list-style-type: none"> WPS Required/Provided 		
4	Voice, Text and Data 20 GB Service Plan	20 GB high speed Nationwide only voice, text and data usage for Smartphone devices	GOVFRU N+ GOVFR11 HS	<ul style="list-style-type: none"> Gov First Responder TT Unlimited HS Data Unlimited voice Unlimited text Unlimited high-speed smartphone data Unlimited Smartphone Mobile Hotspot with 11GB 4G LTE, Balance at 512KB Unlimited domestic data roaming Gogo in-flight 1 hour (unlimited flights) Simple Global Mobile without Borders WPS Required/Provided 	Y	
5	Voice, Text and Data 50 GB Service Plan	50 GB high speed Nationwide only voice, text and data usage for Smartphone devices	GOVFRU N + GOVFR11 HS	<ul style="list-style-type: none"> Gov First Responder TT Unlimited HS Data Unlimited voice Unlimited text Unlimited high-speed smartphone data Unlimited Smartphone Mobile Hotspot with 11GB 4G LTE, Balance at 512KB Unlimited domestic data roaming Gogo in-flight 1 hour (unlimited flights) Simple Global Mobile without Borders WPS Required/Provided 	Y	
6	Voice, Text and Data Limitless Service Plan	Limitless Data with No Throughput Restrictions	GOVFRU N+ GOVFR11 HS	<ul style="list-style-type: none"> Gov First Responder TT Unlimited HS Data Unlimited voice Unlimited text Unlimited high-speed smartphone data 	Y	

Table 19.2.3.2.2.a – Voice, Text and Data Service Plans						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
				<ul style="list-style-type: none"> • Unlimited Smartphone Mobile Hotspot with 11GB 4G LTE, Balance at 512KB • Unlimited domestic data roaming • Gogo in-flight 1 hour (unlimited flights) • Simple Global • Mobile without Borders • WPS Required/Provided 		

The Bidder may offer additional unsolicited Voice, Text, and Data Service Plan features in Table 19.2.3.2.2.b.

Table 19.2.3.2.2.b – Unsolicited Voice, Text and Data Service Plan Features			
	Feature Name	Product Identifier	Bidder's Description
1	Gov First Responder 21GB Hotspot	GOVFR21 HS	<ul style="list-style-type: none"> • Gov First Responder plan add-on Feature • Unlimited 4G LTE device data • Unlimited Smartphone Mobile Hotspot with 21GB 4G LTE speeds. • Unlimited HD video streaming • Mobile Without Borders device data in Mexico & Canada • 2x faster data speeds in 210+ Simple Global countries (Up to 256KB) • Unlimited Gogo Inflight Wi-Fi (unlimited flights/sessions) • Name ID • Voicemail to text • WPS Required/Provided

Table 19.2.3.2.2.b – Unsolicited Voice, Text and Data Service Plan Features			
	Feature Name	Product Identifier	Bidder's Description
2	Gov First Responder 31GB Hotspot	GOVFR31 HS	<ul style="list-style-type: none"> Gov First Responder plan add-on Feature Unlimited 4G LTE device data Unlimited Smartphone Mobile Hotspot with 31GB 4G LTE speeds. Unlimited HD video streaming Mobile Without Borders device data in Mexico & Canada 2x faster data speeds in 210+ Simple Global countries (Up to 256KB) Unlimited Gogo Inflight Wi-Fi (unlimited flights/sessions) Name ID Voicemail to text WPS Required/Provided
3	Wireless Priority Services	TMOWPS	<ul style="list-style-type: none"> T-Mobile will subscribe Authorized First Responder users through US Department of Homeland Security on behalf of customer Once Subscribed, Always On No Access Code Required
4	T-Mobile Government First Responder L1 w/Device Subsidy	GFRSUB1 + GOVFR11 HS	<ul style="list-style-type: none"> Unlimited Talk, Text, and Unlimited 4G LTE High Speed Data Device Subsidy 11GB 4G LTE Mobile Hotspot, Unlimited 3G Mobile Hotspot Simple Global, Mobile Without Borders and Stateside International Optimized Video Streaming 480p, GoGo inflight 1 hour per flight, unlimited flights and Unlimited Domestic Roaming. <p>*T-Mobile One Plus Subsidy Rate Plan Devices are subsidized. T-Mobile requires a device return clause if a line is cancelled before 20 months. T-Mobile One Plus Subsidy Phones are eligible for upgrades every 20 months. Only one subsidy per line per 20 months.</p>

Table 19.2.3.2.2.b – Unsolicited Voice, Text and Data Service Plan Features			
	Feature Name	Product Identifier	Bidder's Description
5	T-Mobile Government First Responder L2 w/Device Subsidy	GFRSUB2 + GOVFR11 HS	<ul style="list-style-type: none"> • Unlimited Talk, Text, and Unlimited 4G LTE High Speed Data • Device Subsidy • 11GB 4G LTE Mobile Hotspot, Unlimited 3G Mobile Hotspot • Simple Global, Mobile Without Borders and Stateside International • Optimized Video Streaming 480p, GoGo inflight 1 hour per flight, unlimited flights and Unlimited Domestic Roaming. <p>T-Mobile requires a device return clause if a line is cancelled before 20 months. T-Mobile One Plus Subsidy Phones are eligible for upgrades every 20 months) Only one subsidy per line per 20 months.</p>
6	T-Mobile Government First Responder L3 w/Device Subsidy	GFRSUB3 + GOVFR11 HS	<ul style="list-style-type: none"> • Unlimited Talk, Text, and Unlimited 4G LTE High Speed Data • Device Subsidy • 11GB 4G LTE Mobile Hotspot, Unlimited 3G Mobile Hotspot • Simple Global, Mobile Without Borders and Stateside International • Optimized Video Streaming 480p, GoGo inflight 1 hour per flight, unlimited flights and Unlimited Domestic Roaming. <p>T-Mobile requires a device return clause if a line is cancelled before 20 months. T-Mobile One Plus Subsidy Phones are eligible for upgrades every 20 months) Only one subsidy per line per 20 months.</p>
7	Smarsh Messaging Archiving	ZUCCAR CIV	The Message Archiving from Smarsh solution allows SMS, MMS and RCS messages and sent by specific T-Mobile GSM lines to be archived in the Message Archiving from Smarsh solution

19.2.3.2.3 Data Only Service Plans (M)

The Contractor shall provide Data Only Service Plans for data only devices that include the features described in Table 19.2.3.2.3.a including the following features:

1. Nationwide roaming for data services;
2. Data services shall not be deprioritized before the specified plan Usage Threshold, if a threshold is identified;

3. No overage charges shall apply; and,
4. Tethering with compatible Equipment.

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

19.2.3.2.3.1 Limitless Plan

Any use of the term “limitless” in any price model will be interpreted to mean that all data, regardless of priority level, has an unlimited usage per month.

The Contractor shall provide monthly service plans that provide cellular service with the following functionality:

1. No limitation on the amount of data (GB) uploaded and downloaded.
2. No Contractor implemented network controls limiting the throughput (bps) of the data used by public safety-oriented applications and public safety communications.
3. No deprioritization where data throughput prioritization shall remain at the same level (Class) provisioned for public safety-oriented applications and public safety communications.

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

The Bidder shall offer the Data Only Service Plans detailed in Table 19.2.3.2.3.a.

Table 19.2.3.2.3.a – Data Only Service Plans						
	Feature Name	Feature Description	Product Identifier	Bidder’s Description	Bidder Meets or Exceeds?	
					Y	N
1	Data Only 2 GB Service Plan	2 GB high speed data usage for data only devices	ZNAMI2GB	<ul style="list-style-type: none"> • SC 2GB High-speed MI • Unlimited data with 2GB high-speed • Unlimited domestic messaging • Domestic data roaming • Simple Global • Mobile Without Borders 	Y	
2	Data Only 5 GB Service Plan	5 GB high speed data usage for data only devices	ZNAMI6GB	<ul style="list-style-type: none"> • SC 6GB High-speed MI • Unlimited data with 6GB high-speed • Unlimited domestic messaging 	Y	

Table 19.2.3.2.3.a – Data Only Service Plans						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
				<ul style="list-style-type: none"> • Domestic data roaming • Simple Global • Mobile Without Borders 		
3	Data Only 10 GB Service Plan	10 GB high speed data usage for data only devices	GOVHSFR	<ul style="list-style-type: none"> • Gov First Responder Unlimited High Speed MI • Unlimited high-speed data • Unlimited domestic messaging • Domestic data roaming • Simple Global • Mobile Without Borders 	Y	
4	Data Only 20 GB Service Plan	20 GB high speed data usage for data only devices	GOVHSFR	<ul style="list-style-type: none"> • Gov First Responder Unlimited High Speed MI • Unlimited high-speed data • Unlimited domestic messaging • Domestic data roaming • Simple Global • Mobile Without Borders 	Y	
5	Data Only 50 GB Service Plan	50 GB high speed data usage for data only devices	GOVHSFR	<ul style="list-style-type: none"> • Gov First Responder Unlimited High Speed MI • Unlimited high-speed data • Unlimited domestic messaging • Domestic data roaming • Simple Global • Mobile Without Borders 	Y	

Table 19.2.3.2.3.a – Data Only Service Plans						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
6	Data Only 100 GB Service Plan	100 GB high speed data usage for data only devices	GOVHSFR	<ul style="list-style-type: none"> Gov First Responder Unlimited High Speed MI Unlimited high-speed data Unlimited domestic messaging Domestic data roaming Simple Global Mobile Without Borders 	Y	
7	Data Only Limitless Service Plan	Limitless Data with No Throughput Restrictions	GOVHSFR	<ul style="list-style-type: none"> Gov First Responder Unlimited High Speed MI Unlimited high-speed data Unlimited domestic messaging Domestic data roaming Simple Global Mobile Without Borders 	Y	

The Bidder may offer additional unsolicited Data Only Service Plan features in Table 19.2.3.2.3.b.

Table 19.2.3.2.3.b – Unsolicited Data Only Service Plan Features			
	Feature Name	Product Identifier	Bidder's Description
1	Government First Responder Unlimited MI for Tablets w/11GB Hotspot	GOVFRTB11	<ul style="list-style-type: none"> Unlimited 4G LTE device data for tablets only; not for laptops, mobile hotspots, routers, or other devices for wi-fi support of multiple units 11GB of 4G LTE Smartphone Mobile Hotspot (reduced to 3G after bucket is used) Simple Global Optimized video streaming at 480p Stateside International Unlimited texting Mobile Without Borders Domestic data roaming

	Feature Name	Product Identifier	Bidder's Description
2	Government First Responder Unlimited MI for Tablets w/21GB Hotspot	GOVFRTB21	<ul style="list-style-type: none"> • Unlimited 4G LTE device data for tablets only; not for laptops, mobile hotspots, routers, or other devices for wi-fi support of multiple units • 21GB 4G LTE mobile hotspot • Unlimited 3G mobile hotspot after 20GB (up to 600kbps) • Unlimited HD streaming passes • Simple Global • Mobile Without Borders • Unlimited domestic data roaming
3	Public Static IP	TMO SIPPUB	Public Static IP
4	Private Static IP	TMOSIPPRI	Private Static IP

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

The Contractor shall provide Machine-to-Machine and Internet of Things Service Plans (M2MIoT Service Plans) that include the features described in Table 19.2.3.2.4.a as well as:

1. Nationwide roaming for data services;
2. All plans will be “shared” plans as defined by the Customer where data consumption can be shared among multiple End-Users; and,
3. Overage notification. The Contractor shall notify the Customer when the Customer incurs an M2MIoT usage overage in excess of 50% of the data subscription rate identified in the service plan for three consecutive months.

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

The Bidder shall offer the Machine-to-Machine and Internet of Things Service Plans detailed in Table 19.2.3.2.4.a.

	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
1	M2MIoT 1 MB Service Plan	1 MB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	IoT 1MB	1 MB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	Y	

Table 19.2.3.2.4.a – Machine-to-Machine and Internet of Things Service Plans						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
2	Overage Charge for M2MIoT 1 MB Service Plan	Per MB charge for usage over 1 MB	IoT1MBO ver	Per MB charge for usage over 1 MB	Y	
3	M2MIoT 10 MB Service Plan	10 MB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	IoT 10MB	10 MB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	Y	
4	Overage Charge for M2MIoT 10 MB Service Plan	Per MB charge for usage over 10 MB	IoT10MB Over	Per MB charge for usage over 10 MB	Y	
5	M2MIoT 50 MB Service Plan	50 MB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	IoT 50MB	50 MB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	Y	
6	Overage Charge for M2MIoT 50 MB Service Plan	Per MB charge for usage over 50 MB	IoT50MB Over	Per MB charge for usage over 50 MB	Y	
7	M2MIoT 250 MB Service Plan	250 MB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	IoT 250MB	250 MB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	Y	
8	Overage Charge for M2MIoT 250 MB Service Plan	Per MB charge for usage over 250 MB	IoT250M BOver	Per MB charge for usage over 250 MB	Y	
9	M2MIoT 1 GB Service Plan	1 GB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	IoT 1GB	1 GB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	Y	
10	Overage Charge for M2MIoT 1 GB Service Plan	Per MB charge for usage over 1 GB	IoT1GBO ver	Per MB charge for usage over 1 GB	Y	
11	M2MIoT 5 GB Service Plan	5 GB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	IoT 5GB	5 GB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	Y	

Table 19.2.3.2.4.a – Machine-to-Machine and Internet of Things Service Plans						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
12	Overage Charge for M2M IoT 5 GB Service Plan	Per MB charge for usage over 5 GB	IoT5GBO ver	Per MB charge for usage over 5 GB	Y	
13	M2M IoT 10 GB Service Plan	10 GB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	IoT 10GB	10 GB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	Y	
14	Overage Charge for M2M IoT 10 GB Service Plan	Per MB charge for usage over 10 GB	IoT10GB Over	Per MB charge for usage over 10 GB	Y	
15	M2M IoT 20 GB Service Plan	20 GB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	IoT 20GB	20 GB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	Y	
16	Overage Charge for M2M IoT 20 GB Service Plan	Per MB charge for usage over 20 GB	IoT20GB Over	Per MB charge for usage over 20 GB	Y	

The Bidder may offer additional unsolicited Machine-to-Machine and Internet of Things Service plans or features in Table 19.2.3.2.4.b.

Table 19.2.3.2.4b – Unsolicited Machine-to-Machine and Internet of Things Service Plans or Features			
	Feature Name	Product Identifier	Bidder's Description
1	Machine to Machine 128kbps	ZM2M128K	<ul style="list-style-type: none"> • Unlimited data • Voice barred • SMS barred • Unlimited domestic data roaming
2	Machine to Machine 128kbps with Text	ZM2M128KT	<ul style="list-style-type: none"> • Unlimited data • Voice barred • 500 SMS (When the bucket is used, no more SMS can be sent.) • 200mb domestic data roaming

Table 19.2.3.2.4b – Unsolicited Machine-to-Machine and Internet of Things Service Plans or Features

	Feature Name	Product Identifier	Bidder's Description
3	Machine to Machine 512kbps with Text	ZM2M512KT	<ul style="list-style-type: none"> • Unlimited data • Voice barred • 500 SMS (When the bucket is used, no more SMS can be sent.) • 200mb domestic data roaming
4	IoT 5MB Annual	IoT5MBAAnnual	5MB of data
5	Overage Charge for IoT 5MB Annual	IoT5MBAAnnual Over	Per MB charge for usage over 5MB
6	IoT Unlimited Annual	IoTUnlAnnual	Unlimited data 64kbps with no overage charges
7	NB-IoT Annual	NBIoTAnnual	12MB of data over 12 months
8	M2MIoT Dormant SIM Bank	M2MIoT Dormant SIM	SIM Bank (Dormant SIM MRC)
9	M2MIoT SMS Options	M2MIoT SMS Option	Domestic SMS
10	M2MIoT Voice Options	M2MIoT Voice Option	Voice
11	M2MIoT North America Roaming	M2MIoT NA Roaming	North America Roaming upon request

19.2.3.2.4.c - Control Center Solution Machine to Machine and Internet of Things Service Plans

1	Control Center 1MB Service Plan	Plan 1	1MB Pooled IOT Plan. Data specific to Control Center Solution and pools with like Plans
2	Overage Charge for Control Center 1MB Plan	Plan 1 Overages	Per MB charge for usage over 1 MB
3	Control Center 10MB Service Plan	Plan 2	10 MB Pooled IOT Plan. Data specific to Control Center solution and pools with like Plans.
4	Overage Charge for Control Center 10MB Plan	Plan 2 Overages	Per MB charge for usage over 10 MB
5	Control Center 250 MB Service Plan	Plan 3	250 MB Pooled IOT Plan. Data specific to Control Center solution and pools with like Plans
6	Overage Charge for Control Center 250 MB Plan	Plan 3 Overages	Per MB charge for usage over 250 MB
7	Control Center 500 MB Service Plan	Plan 4	500 MB Pooled IOT Plan. Data specific to Control Center solution and pools with like Plans
8	Overage Charge for Control Center 500 MB Plan	Plan 4 Overages	Per MB charge for usage over 500 MB

19.2.3.2.4.c - Control Center Solution Machine to Machine and Internet of Things Service Plans			
9	Control Center 1 GB Service Plan	Plan 5	1 GB Pooled IOT Plan. Data specific to Control Center solution and pools with like Plans
10	Overage Charge for Control Center 1GB Plan	Plan 5 Overages	Per MB charge for usage over 1 GB
11	Control Center 2 GB Service Plan	Plan 6	2 GB Pooled IOT Plan. Data specific to Control Center solution and pools with like Plans
12	Overage Charge for Control Center 2GB Plan	Plan 6 Overages	Per MB charge for usage over 2 GB
13	Control Center 5 GB Service Plan	Plan 7	5 GB Pooled IOT Plan. Data specific to Control Center solution and pools with like Plans
14	Overage Charge for Control Center 5GB Plan	Plan 7 Overages	Per MB charge for usage over 5 GB
15	Control Center 10 GB Service Plan	Plan 8	10 GB Pooled IOT Plan. Data specific to Control Center solution and pools with like Plans
16	Overage Charge for Control Center 10GB Plan	Plan 8 Overages	Per MB charge for usage over 10 GB
17	Control Center 25 GB Service Plan	Plan 9	25 GB Pooled IOT Plan. Data specific to Control Center solution and pools with like Plans
18	Overage Charge for Control Center 25GB Plan	Plan 9 Overages	Per MB charge for usage over 25 GB
19	Control Center 50 GB Service Plan	Plan 10	50 GB Pooled IOT Plan. Data specific to Control Center solution and pools with like Plans
20	Overage Charge for Control Center 50GB Plan	Plan 10 Overages	Per MB charge for usage over 50 GB
21	Control Center 75 GB Service Plan	Plan 11	75 GB Pooled IOT Plan. Data specific to Control Center solution and pools with like Plans
22	Overage Charge for Control Center 75GB Plan	Plan 11 Overages	Per MB charge for usage over 75 GB
23	Control Center 100 GB Service Plan	Plan 12	100 GB Pooled IOT Plan. Data specific to Control Center solution and pools with like Plans
24	Overage Charge for Control Center 100GB Plan	Plan 12 Overages	Per MB charge for usage over 100 GB

19.2.3.2.5 Video Streaming Quality (M-S)

The Bidder shall provide video streaming for the Voice, Text and Data Service Plans (Section 19.2.3.2.2) and the Data Only Service Plans (Section 19.2.3.2.3). The Bidder shall indicate the video streaming quality it commits to provide in Table 19.2.3.2.5

Table 19.2.3.2.5 – Video Streaming Quality				
Service Plan	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S, P)
Voice, Text and Data Service Plans (19.2.3.2.2)	480p	720p	1080p	B
Data Only Service Plans (19.2.3.2.3)	480p	720p	1080p	B

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

19.2.3.2.6 Tethering Throughput (M-S)

Tethering is the sharing of a mobile device's data connection with other devices via WIFI, Bluetooth or physical cable (example: USB). The Contractor shall provide Tethering for the Voice, Text and Data Service Plans (Section 19.2.3.2.2) and the Data Only Service Plans (Section 19.2.3.2.3).

The Bidder shall indicate the Tethering throughput speeds they commit to provide in Table 19.2.3.2.6.

Table 19.2.3.2.6– Tethering Throughput				
Service Plan	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S, P)
Voice, Text and Data Service Plans (19.2.3.2.2)	3G	4G	Unrestricted	B
Data Only Service Plans (19.2.3.2.3)	3G	4G	Unrestricted	B

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

19.2.3.2.7 Domestic to International Calling and Messaging Services

The Bidder may offer international cellular service that allows for calls originating in the United States to complete to a mobile or land line phone in Table 19.2.3.2.7.

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

By providing a Product Identification Code in Table 19.2.3.2.7 the Bidder is committing to provide service to that country and will provide the per-minute rate or per-message rate in Cost Worksheets 19.2.3.2.7.a, 19.2.3.2.7.b and 19.2.3.2.7.c.

Table 19.2.3.2.7 – Domestic to International Calling and Messaging Services				
	Country, Countries, Regions, or Groupings	Bidder's Product Identifiers		
		(a) Outbound Voice per Minute	(b) SMS Send/ Receive per Message	(c) MMS Send/ Receive per Message
1				
2				

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

19.2.3.2.8 International Roaming (M)

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

This service shall include:

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

The Bidder shall provide Product Identification Codes in Table 19.2.3.2.8.a for the daily services.

Table 19.2.3.2.8.a - International Roaming		
	Country	Bidder's Product Identifiers for Daily Services
1	Canada and Mexico	Mobile Without Borders
2	All countries on the Contractor's maintained list	SGPASS24

The Bidder may offer additional International voice, text and data roaming services and/or features for usage originating outside of the United States in Table 19.2.3.2.8.b.

Table 19.2.3.2.8.b – Unsolicited International Voice, Text or Data Services or Features for International Roaming			
	Feature Name	Product Identifier	Bidder’s Description
1	Stateside International Calling	ZINTMOB15	From the United States, make unlimited calls to landlines in 70+ countries, mobile lines in 30+ countries, plus unlimited texting to virtually anywhere, along with discounted rates to additional countries.
2	Global Plus	ZGLOBAL1	<ul style="list-style-type: none"> • Unlimited Simple Global to Simple Global calling • Unlimited data & texting in 210+ countries and destinations • 5GB high-speed, international tethering in a Simple Global country • Unlimited 4G LTE high-speed data while roaming in a Simple Global country • Unlimited Stateside International talk and text
3	Flat Rate Unlimited	BZTIINBL4	<ul style="list-style-type: none"> • Unlimited Domestic & International voice (Simple Global and non-Simple Global countries) • Domestic & International SMS (pulled from available bucket) • International long distance • Roaming usage alerts

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

19.2.3.2.9 Suspended Service Plan (M)

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

The Bidder shall offer the Suspended Service Plan detailed in Table 19.2.3.2.9.a.

Table 19.2.3.2.9.a – Suspended Service Plan						
	Feature Name	Feature Description	Bidder's CALNET Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
1	Suspended Service Plan	Customer initiated temporary suspension.	TMO Suspend Service	Voluntary suspension for up to (6) months during each (12) month period. System limitations will automatically reactivate lines after each 90-day suspension. Lines need to be re-suspended after 90 days if desired suspension is greater than 90 days.	Y	

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

19.2.3.3 CUSTOMIZED SERVICE PLANS (CSP) (M)

The Contractor may provide Customized Service Plans (CSP). CSPs may be existing Contractor plans or developed on an individual case basis. CSPs may include additional discounts to Equipment and services described in this IFB and/or additional provisions from those of the Standard Service Plans described in Section 19.2.3.2.

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

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

The Bidder shall provide a Product Identifier for a Customized Service Plan as detailed in Table 19.2.3.3.a.

Table 19.2.3.3.a– Customized Service Plans						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
1	Customized Service Plans	Customer negotiated service plan.	TMO Custom	Custom service plans as agreed upon.	Y	

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

19.2.4 CUSTOMER WEB BASED EQUIPMENT CATALOG (M)

The Contractor shall provide a Customer Web Based Equipment Catalog of Equipment and Accessories.

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

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

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

19.2.4.1 PRICING FORMAT (M)

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

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

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

19.2.4.2 CONTRACTOR UPDATES (M)

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

1. Equipment;
2. Accessories; and
3. Coverage Maps.

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

19.2.5 EQUIPMENT (M)

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

1. Basic Mobile Phone as described in Section 19.2.5.1;
2. Smartphone as described in Section 19.2.5.2;
3. Mobile Hotspot Device as described in Section 19.2.5.3;
4. Tablet as described in Section 19.2.5.4; and,
5. Accessories as described in Section 19.2.5.5.

The Bidder may propose unsolicited Equipment in Section 19.2.6, Unsolicited Items.

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

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

19.2.5.1 BASIC MOBILE PHONE (M)

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

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

1. Mute functionality;
2. Vibrate alert for incoming phone calls and messages;
3. Ring alert for incoming phone calls and messages;
4. Caller ID;
5. Call blocking;
6. Busy or No Answer Condition;
7. Short Messaging Service (SMS) (i.e., text messaging);
8. Bluetooth capability; and,
9. Firmware, system, and application updates via Over the Air (OTA), e.g., security patches and other application/system updates.

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

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

19.2.5.2 SMARTPHONE (M)

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

Contractor must provide Smartphone(s) that include the following functionality:

1. Ability to sync with email, contact/address, and calendar platforms (e.g. Office365);
2. Mute functionality;
3. Transmit and receive data while conducting a voice session;
4. Vibrate alert for incoming phone calls and messages;
5. Ring alert for incoming phone calls and messages;
6. Caller ID;
7. Call blocking;
8. Busy or No Answer Condition;
9. Short Messaging Service (SMS) and Multimedia Messaging Service (MMS) (i.e., text messaging);
10. Bluetooth capability;
11. Remote suspend/resume;
12. Tethering and mobile hotspot; and,
13. Firmware, system, and application updates via Over the Air (OTA), i.e. security patches and other application/system updates (as available).

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

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

19.2.5.3 MOBILE HOTSPOT DEVICE (M)

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

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

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

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

19.2.5.4 TABLETS WITH SIM CARDS (M)

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

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

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

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

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

19.2.5.5 ACCESSORIES (M)

Equipment accessories are defined as any hardware that is not integral to the operation of Equipment. The Contractor may only provide Accessories in conjunction with CALNET Equipment and Service Plans. The Contractor Accessories may include, but are not limited to the following:

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

All accessories must be provided new.

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

19.2.5.6 EQUIPMENT FINANCING (M-S)

The Bidder shall provide financing for the Equipment listed above. The Bidder shall indicate the interest rate it commits to charge the Customers in Table 19.2.5.6 for the Equipment described above.

Table 19.2.5.6 – Equipment Financing				
Term	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S, P)
12 Months	>3% or not available	.01% - 3.00%	0.00%	B
24 Months	>3% or not available	.01% - 3.00%	0.00%	P

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

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

19.2.5.7 EXPEDITE FEES (M)

The Contractor shall provide expedite shipping on all devices described in Section 19.2.5, *Equipment*, within the one (1) Business Day of receipt of the expedite request from the Customer.

The Bidder shall offer the Expedite Fee options detailed in Table 19.2.5.7.a.

Table 19.2.5.7.a – Expedite Fees						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
1	Expedite Fee for up to 5 devices	Expedite fee for shipping up to 5 devices described in Section 19.2.5, <i>Equipment</i> per grouping.	Express Shipping up to 5	Express Overnight shipping available. Clients are advised to submit overnight orders for processing by 12PM PT.	Y	
2	Expedite Fee for up to 10 devices	Expedite fee for shipping up to 10 devices described in Section 19.2.5, <i>Equipment</i> per grouping.	Express Shipping up to 10	Express Overnight shipping available. Clients are advised to submit overnight orders for processing by 12PM PT.	Y	

Table 19.2.5.7.a – Expedite Fees						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
3	Expedite Fee for up to 25 devices	Expedite fee for shipping up to 25 devices described in Section 19.2.5, <i>Equipment</i> per grouping.	Express Shipping up to 25	Express Overnight shipping available. Clients are advised to submit overnight orders for processing by 12PM PT.	Y	
4	Expedite Fee for up to 50 devices	Expedite fee for shipping up to 50 devices described in Section 19.2.5, <i>Equipment</i> per grouping.	Express Shipping up to 50	Express Overnight shipping available. Clients are advised to submit overnight orders for processing by 12PM PT.	Y	

The Bidder may list and describe Unsolicited Expedite Fees it is offering in Table 19.2.5.7.b.

Table 19.2.5.7.b – Unsolicited Expedite Fees			
	Expedite Fee Name	Product Identifier	Bidder's Description
1			
2			

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

19.2.5.8 EQUIPMENT AVAILABILITY (M)

The Contractor shall provide a comprehensive list of devices available to End-Users. The list shall specify device manufacturer, model number, device type (smartphone, USB modem, etc.), and Contractor's availability of model in quantities.

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

19.2.6 UNSOLICITED ITEMS (M)

19.2.6.1 UNSOLICITED ANCILLARY SERVICES AND FEATURES AND EQUIPMENT

The Bidder may offer ancillary services, features and Equipment that may be used in conjunction with the First Responder Cellular services in Table 19.2.6 below.

Table 19.2.6.1 – Unsolicited Ancillary Services, Features and Equipment			
	Service or Feature Name	Product Identifier	Bidder's Description
1			
2			

19.2.7 SERVICE COVERAGE

19.2.7.1 COVERAGE MAPS (M)

The Contractor shall provide the following information upon Contract Award:

1. Local (California) Voice and Data Coverage:

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

2. Nationwide Voice & Data Coverage:

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

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

19.2.7.2 SERVICE COVERAGE CONTINUITY (M)

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

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

19.2.7.3 COVERAGE UPDATES (M)

The Contractor shall provide updated coverage maps on a quarterly basis by the 15th day of the month following the end of a quarter (if coverage has been enhanced during the quarter) or as requested by the CALNET CMO.

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

19.2.7.4 PLANNED SERVICE OUTAGES (M)

The Contractor must notify the CALNET CMO and the affected Customers at least one (1) Business Day in advance of any planned service outages and/or scheduled maintenance that may impact service coverage or quality. This notification must include impacted coverage areas and an estimated duration of the outage.

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

19.2.7.5 SIGNIFICANT OR CATASTROPHIC NETWORK OUTAGE NOTIFICATION (M)

In the event of a significant or Catastrophic Cellular Network Outage, the Contractor shall provide notification to Cal OES within 120 minutes of reported or identified outage. The Contractor shall provide the following details:

1. Discovery date and time of the outage;
2. Type and description of outage;
3. Affected geographic areas (county, city, etc.);
4. Estimated time to repair, if known;
5. A telephone number for a live representative from the Contractor;
6. Estimated timeframe for additional updates; and,
7. Any other relevant information.

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

19.2.8 SERVICE LEVEL AGREEMENTS (SLA)

The Contractor shall provide Service Level Agreements (SLAs) as defined below. The intent of this Section 19.2.8 is to provide the Customers, Cal OES, the CALNET CMO and the Contractor with Requirements that define and assist in the management of the SLAs. This Section 19.2.8 includes the SLA formats, general Requirements, and the Technical SLAs for the services identified in this Subcategory 19.2 solicitation.

19.2.8.1 SERVICE LEVEL AGREEMENT FORMAT (M)

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 Contract Term:

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 will be listed in each SLA;
5. Objective(s) – Defines the SLA performance goal/parameters;
6. Rights and Remedies
 - a. Per Occurrence: Rights and remedies are paid on a per event basis during the bill cycle;
 - 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; and,

- c. Root Cause Analysis Deliverable(s): Remediation efforts to mitigate future failures shall be provided to Cal OES within the individual timelines identified in each SLA.

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 No

19.2.8.2 OUTAGE REPORTING METHODS (M)

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

The first method of outage reporting results from a Customer reporting service trouble to the Contractor via phone call or opening of a trouble ticket.

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.

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

19.2.8.3 RESPONSE TO SERVICE LEVEL AGREEMENTS (M)

Many of the Service Level Agreements (SLAs) described below include multiple objective levels – Basic, Standard and Premier. The Bidder 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 No

19.2.8.4 TECHNICAL SLA GENERAL REQUIREMENTS (M)

The Contractor shall adhere to the following general Requirements which apply to all CALNET First Responder Cellular Services (CALFRCS) Technical SLAs (Section 19.2.8.5, *Technical Service Level Agreements*):

1. The total SLA rights and remedies for any given month shall not exceed the sum of 100 percent (100%) of the Total Monthly Recurring Charge (TMRC).
2. If a 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 CALFRCS 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 Subcategory is listed in the SLA,

- then all services under that 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. To the extent that the 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 the CALNET CMO for possible inclusion via amendments;
 7. The election by the CALNET CMO of any SLA remedy covered by this Contract shall not exclude or limit the CALNET CMO's or any of the Customer's rights and remedies otherwise available within the Contract or at law or equity;
 8. 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;
 9. The Customer Escalation Process (SOW Business Requirements Section C.7.3) and/or the CALNET CMO Escalation Process (SOW Business Requirements Section C.7.3.1) shall be considered an additional right and remedy if the Contractor fails to resolve service issues within the SLA objective(s);
 10. Trouble reporting and restoration shall be provided 24x7x365 for CALFRCS services;
 11. SLAs apply 24x7x365 unless SLA specifies an exception;
 12. The Contractor's invoices shall clearly cross reference the SLA credit to the service BTN in accordance with SOW Business Requirements Section C.5, #14, Billing and Invoicing;
 13. The Contractor shall provide a CALFRCS SLA Manager responsible for CALFRCS SLA compliance. The SLA Manager shall attend regular meetings and be available upon request to address the CALNET CMO SLA oversight, report issues, and problem resolution concerns. The CALFRCS SLA Manager shall also coordinate SLA support for the Customer's SLA inquiries and issue resolution;
 14. The Contractor shall provide the Customer and the CALNET CMO support for SLA inquiries and issue resolution;
 15. Any SLAs and remedies negotiated between the Contractor and third party service provider shall be passed through to the CALFRCS Customer; and,
 16. For SLA application, the Contractor shall provide an email address to Cal OES for activation notifications of the State Operation Center or a County/City Emergency Operations Center.

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

19.2.8.5 TECHNICAL SERVICE LEVEL AGREEMENTS (M)

The Contractor shall provide and manage the Technical SLAs identified in Sections 19.2.8.5.1 through 19.2.8.5.7.

19.2.8.5.1 Contractor Network Outage Notification During SOC/EOC Activation (M-S)

SLA Name: Contractor Network Outage Notification During SOC/EOC Activation					
Definition: The Contractor shall provide notification to Cal OES of any Subcategory 19.2 service impacting event during a period when the Cal OES has activated the State Operations Center or the County/City Emergency Operations Center for a disaster or catastrophic event and Cal OES has provided email notification to the Contractor. A Subcategory 19.2 service impacting event shall include any maintenance caused outage extending beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be excluded.					
Measurement Process: The Outage Duration begins when Cal OES provides email notification to the Contractor that the State Operations Center or the County/City Emergency Operations Center has been activated. The SLA duration will end upon Contractor notification that restoral activities for the Subcategory 19.2 service impacting event have begun.					
Objective (s): The objective notification time shall be:					
		Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
	Notification	≤ 2 Hours	≤ 1 Hour	≤ 30 Minutes	B
Rights and Remedies	<p>Per Occurrence:</p> <p>An agency CATR/ATR or other Cal OES authorized user representative must request financial remedies directly from the Contractor for each End-User's service affected by the Contractor's Subcategory 19.2 service impacting event when SLAs apply.</p> <p>SLA remedies require the End-User to demonstrate that operational impact occurred during the activation of the State Operations Center and/or the County/City Emergency Operations Center.</p> <p>The Customer must provide the Contractor the Cal OES incident number for the disaster or catastrophic event.</p> <p>The Customer must provide the Computer Aided Dispatch record number which includes a time stamp as evidence that the End-User's service was interrupted during the same time period and within the vicinity as the Contractor's Subcategory 19.2 service impacting event.</p> <p>The Customer shall be entitled to a twenty percent (20%) credit of the TMRC if sufficient evidence is provided.</p> <p>Credits shall not exceed the TMRC for failures in any given month.</p>				

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

19.2.8.5.2 Contractor Statewide Network Outage Notification (M-S)

SLA Name: Contractor Statewide Network Outage Notification											
<p>Definition: The Contractor shall provide notification to Cal OES of any Subcategory 19.2 service impacting event within the Contractor’s Cellular Network that results in a total loss of cellular voice and/or data service to End-User’s service on a system wide basis throughout the State of California that impacts End-User’s ability to support operational needs during an emergency response. Each emergency response must be entered into the Computer Aided Dispatch system as an incident.</p> <p>A Subcategory 19.2 service impacting event shall include any maintenance caused outage extending beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be excluded.</p>											
<p>Measurement Process: The Outage Duration begins with a Contractor’s network alarm, trouble ticket opened by the Contractor or by a Customer for Subcategory 19.2 service impacting issues which occur during the operational period and within the vicinity of the outage and documented in the Computer Aided Dispatch record number.</p> <p>The SLA duration will end upon Contractor notification to Cal OES that restoral activities have begun for Subcategory 19.2 service impacting event.</p> <p>The Contractor shall provide CALNET CMO the method of how this SLA shall be measured by the Contractor and the process of identifying all impacted Customers within sixty (60) calendar days of Contract Award.</p>											
<p>Objective (s): The objective notification time shall be:</p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th></th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidder’s Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td>Notification</td> <td>≤ 2 Hours</td> <td>≤ 1 Hour</td> <td>≤ 30 Minutes</td> <td>B</td> </tr> </tbody> </table>			Basic (B)	Standard (S)	Premier (P)	Bidder’s Objective Commitment (B, S or P)	Notification	≤ 2 Hours	≤ 1 Hour	≤ 30 Minutes	B
	Basic (B)	Standard (S)	Premier (P)	Bidder’s Objective Commitment (B, S or P)							
Notification	≤ 2 Hours	≤ 1 Hour	≤ 30 Minutes	B							
Rights and Remedies	<p>Per Occurrence:</p> <p>An agency CATR/ATR, or other Cal OES authorized user representative must request financial remedies directly from the Contractor for each End-User’s service affected by a Contractor Network Outage.</p> <p>SLA remedies require the End-User to demonstrate that operational impact occurred during the activation of the State Operations Center and/or the County/City Emergency Operations Center.</p> <p>The Customer must provide the Computer Aided Dispatch record number which includes a time stamp as evidence that the End-User’s service was interrupted during the same time period and vicinity as the Contractor’s Subcategory 19.2 service impacting event.</p> <p>The Customer shall be entitled to a twenty percent (20%) credit of the TMRC if sufficient evidence is provided.</p> <p>Credits shall not exceed the TMRC for failures in any given month.</p>										

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

19.2.8.5.3 Contractor Maintenance Caused Outage Notification (M-S)

SLA Name: Contractor Maintenance Caused Outage Notification					
Definition: The Contractor shall provide notification to Cal OES for any service impacting event within the Contractor’s Cellular Network caused by Contractor Maintenance that results in a loss of cellular voice and/or data service to End-User’s service. SLAs shall apply for any maintenance caused outage beyond the scheduled maintenance period. SLAs shall apply for any service outages occurring during a scheduled maintenance or upgrade period that are not caused by the scheduled maintenance. This SLA excludes Contractor’s intrusive testing that may occur during the scheduled maintenance window.					
Measurement Process: The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event and the opening of a trouble ticket by a Customer, or the Contractor. The SLA duration will end upon Contractor notification to Cal OES that restoral activities have begun for Subcategory 19.2 service impacting event The Contractor shall provide CALNET CMO the method of how this SLA shall be measured by the Contractor and the process of identifying all impacted Customers within sixty (60) calendar days of Contract Award.					
Objective (s): The objective notification time shall be:					
		Basic (B)	Standard (S)	Premier (P)	Bidder’s Objective Commitment (B, S or P)
	Notification	≤ 2 Hours	≤ 1 Hour	≤ 30 Minutes	B
Rights and Remedies	<p>Per Occurrence: An agency CATR/ATR, or other Cal OES authorized user representative must request financial remedies directly from the Contractor for each End-User’s service affected by a Contractor Network Outage. The Customer must provide the Computer Aided Dispatch record number which includes a time stamp as evidence that the End-User’s service was interrupted during the same time period and vicinity as the Contractor’s Subcategory 19.2 service impacting event. The Customer shall be entitled to a twenty percent (20%) credit of the TMRC if sufficient evidence is provided. Credits shall not exceed the TMRC for failures in any given month.</p>				

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

19.2.8.5.4 Contractor Cellular Site Failure (M-S)

SLA Name: Contractor Cellular Site Failure											
Definition: The interruption of Subcategory 19.2 services caused by any Macro or Micro Cellular Site failure that lasts longer than the committed SLA objective, during a period when Cal OES has activated the State Operations Center or the County/City Emergency Operations Center and Cal OES has provided email notification to the Contractor.											
Measurement Process: The outage duration begins when Cal OES provides email notification to the Contractor that the State Operations Center or the County/City Emergency Operations Center has been activated. The SLA duration will end upon restoration of services for the Subcategory 19.2 service impacting event. This SLA excludes durations in which the Contractor is not allowed access to the site due to emergency conditions. The Contractor shall exercise all reasonable efforts to restore services and shall commence restoration when emergency conditions permit.											
Objective (s): The objective restoration time shall be:											
<table border="1" style="margin: auto; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;"></th> <th style="width: 15%;">Basic (B)</th> <th style="width: 15%;">Standard (S)</th> <th style="width: 15%;">Premier (P)</th> <th style="width: 15%;">Bidder's Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Restoration</td> <td style="text-align: center;">≤ 24 Hours</td> <td style="text-align: center;">≤ 12 Hours</td> <td style="text-align: center;">≤ 4 Hours</td> <td style="text-align: center;">B</td> </tr> </tbody> </table>			Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)	Restoration	≤ 24 Hours	≤ 12 Hours	≤ 4 Hours	B
	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)							
Restoration	≤ 24 Hours	≤ 12 Hours	≤ 4 Hours	B							
Rights and Remedies	<p>Per Occurrence:</p> <p>An agency CATR/ATR or other Cal OES authorized user representative must request financial remedies directly from the Contractor for each End-User's service affected by the Contractor's Subcategory 19.2 service impacting event when SLAs apply.</p> <p>SLA remedies require the End-User to demonstrate that operational impact occurred during the activation of the State Operations Center and/or the County/City Emergency Operations Center.</p> <p>The Customer must provide the Contractor the Cal OES incident number.</p> <p>The Customer must provide the Computer Aided Dispatch record which includes a time stamp as evidence that the End-User's service was interrupted during the same time period and within the vicinity as the Contractor's Subcategory 19.2 service impacting event.</p> <p>The Customer shall be entitled to a twenty percent (20%) credit of the TMRC if sufficient evidence is provided.</p> <p>Credits shall not exceed the TMRC for failures in any given month.</p>										

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

19.2.8.5.5 User Portal Development Plan (M)

SLA Name: User Portal Development Plan	
Definition: The Contractor shall provide a User Portal Development Plan as detailed in Section 19.2.2.7 within six (6) months of Contract Award.	
Measurement Process: Within six (6) months from time of Contract Award until the Contractor submits the User Portal Development Plan to Cal OES. This objective excludes timeframes for review and mutual approval.	
Objective (s): The Contractor shall submit the User Portal Development Plan within six (6) months of Contract Award.	
Rights and Remedies	Per Occurrence: For failure to submit User Portal Development Plan on time, the Contractor shall pay CDT liquidated damages in the amount of \$5,000.00 per additional day, until the Contractor submits User Portal Development Plan to Cal OES. The Contractor shall pay remedies to CDT within thirty (30) calendar days of CDT's notification of assessment of liquidated damages.
	Monthly Aggregated Measurements: N/A

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

19.2.8.5.6 User Portal Development Implementation (M)

SLA Name: User Portal Development Implementation	
Definition: The Contractor shall complete all requirements and deliverables by the negotiated dates as defined in the User Portal Development Plan, Section 19.2.2.7.	
Measurement Process: Each milestone shall be considered fully implemented upon Cal OES acceptance of the final requirements and deliverables on or before the negotiated due date(s).	
Objective (s): The Contractor shall fully implement each milestone by the negotiated due date(s).	
Rights and Remedies	Per Occurrence: For each “milestone” not fully implemented on time, the Contractor shall pay CDT in the amount of \$1,000.00 per milestone, not to exceed \$7,000.00 for the entire plan. The Contractor shall pay CDT an additional \$1,000.00 per late milestone every thirty (30) calendar days until the milestone has been fully implemented. The Contractor shall pay remedies to CDT within thirty (30) calendar days of CDT’s notification(s).
	Monthly Aggregated Measurements: N/A

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

19.2.8.5.7 Provisioning (M)

SLA Name: Provisioning	
Definition: The Contractor's failure to complete the Provisioning and activation of new services and changes by the established time interval.	
<p>Measurement Process: The Contractor shall meet the time interval for each individual Service Request in accordance to the Contract Sections identified below or as negotiated between the Customer and the Contractor in writing. The Contractor shall proactively monitor, identify, and credit the Customer for each occurrence when the Contractor fails to meet the objective.</p> <p>Provisioning SLAs have two (2) objectives: Objective 1 – Existing Service and Equipment; and, Objective 2 – New Services and Equipment.</p>	
<p>Objective (s):</p> <p>Objective 1: Existing Services as indicated below: Emergency Reactivation – within four (4) hours of request by PSE Non-Emergency Reactivation – within 24 hours of request by PSE Suspension – within 24 hours of request by PSE Termination – within 24 hours of request by PSE Replacement/Upgrade Equipment – within five (5) Business Days of receipt of PSE order for in-stock devices (device to be shipped inactive, unless PSE requests activation prior to shipment)</p> <p>Objective 2: New Services as indicated below: Service Activation Emergency – within four (4) hours Service Activation Non-Emergency – within five (5) Business Days of receipt of PSE order (delivered to PSE – ready for use) Delivery Time Non-Emergency – delivered within five (5) Business Days of PSE order for in-stock devices</p>	
Rights and Remedies	<p>Per Occurrence: Per Occurrence/Individual Service Requests/PSE Order: For missed service plan activations, changes or replacements/upgrades, the Contractor shall credit 100 percent (100%) of the Customers monthly plan rate for one month.</p> <p>For Equipment the Contractor shall credit ten percent (10%) of the Non-recurring Cost to purchase the Equipment. Remedies shall be credited to the Customer within sixty (60) calendar days of the missed Due Date.</p>
	<p>Monthly Aggregated Measurements: N/A</p>

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

19.2.8.6 UNSOLICITED SERVICE ENHANCEMENT SLA(S) (M)

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 19.2.8.

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

19.2.8.7 PROPOSED UNSOLICITED OFFERINGS (M)

The Contractor shall provide SLAs as defined in Section 19.2.8, *Service Level Agreements*, for each unsolicited offering determined by the CALNET CMO not to be a feature of a service or a component of an unbundled service identified in the SOW 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 No

19.2.8.8 CONTRACT AMENDMENT SERVICE ENHANCEMENT SLAS (M)

All Contract amendment service enhancements shall be considered a feature of the service, therefore included as such under the SLAs as defined in Section 19.2.8.5.

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

19.2.8.9 ACCEPTANCE OF SLA LANGUAGE FOR UNSOLICITED SERVICES (M)

After award, the CALNET CMO will determine, for the purpose of applying SLAs, if a Bidder's unsolicited line item is a "service" or a feature of a Mandatory service. Upon determination by the CALNET CMO, the Contractor shall update the existing SLAs with the CALNET CMO approved modifications for the SLAs in this Section 19.2.8. Changes may include addition of service names, addition of objectives if current objectives do not apply, and Provisioning intervals.

The Contractor shall add the unsolicited services, as determined by CALNET CMO, to the "Service(s)" component of the SLA. If an unsolicited item, or group of unsolicited items, is determined to be a "service" the Contractor will honor the objective commitment made for the Mandatory service. If an SLA requires additional objectives or Provisioning intervals, then the CALNET CMO and the Contractor shall negotiate the objective and/or interval. If the CALNET CMO and the Contractor cannot mutually agree to an objective or interval, then the item and or group of items under the service shall be considered a feature of the Mandatory service and therefore shall be included as such under the SLA's as defined in each Subcategory.

All unsolicited service features shall be included as such under the SLAs as defined for each service in each SLA. If the CALNET CMO determines additional objectives or Provisioning intervals are required for the unsolicited feature, then the CALNET CMO and the Contractor shall negotiate the objective or Provisioning interval.

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