

INVITATION FOR BID

IFB C4CVD18

FOR

CATEGORY 19

CALNET CELLULAR VOICE AND DATA SERVICES

SUBCATEGORY 19.1

CELLULAR BUSINESS SERVICES

STATEMENT OF WORK

TECHNICAL REQUIREMENTS

December 21, 2018

Addendum 4

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
1	05/12/2020	<ul style="list-style-type: none">• Replaced INTENTIONAL BLANK PAGE with Amendment Log,• Deleted date and Addendum 4 from footer,• Added Verizon Wireless to header,• Deleted unsolicited items and empty rows, and• Changed some Bidder's Descriptions and Feature Descriptions.
4	<ul style="list-style-type: none">• 02/15/2023	<ul style="list-style-type: none">• Updated Header with Amendment 4 content• Table 19.1.2.2.2.b added Services• Table 19.1.2.2.3 added Services

SOW TECHNICAL REQUIREMENTS
SUBCATEGORY 19.1
CELLULAR BUSINESS SERVICES

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SOW TECHNICAL REQUIREMENTS

SUBCATEGORY 19.1

CELLULAR BUSINESS SERVICES

19.1.1 OVERVIEW (M)

The California Department of Technology (CDT), Statewide Telecommunications Procurement (STP) is requesting proposals from responsive cellular vendors to provide cellular voice and data communication service plans, Equipment, and accessories.

This IFB C4CVD18 Subcategory 19 provides the State’s solicitation for best value solutions for cellular voice and data services. This IFB C4CVD18 Subcategory 19.1 also describes the SOW Technical Requirements and SOW Business Requirements necessary to support the Cellular Business Services Requirements.

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

19.1.1.1 BIDDER RESPONSE REQUIREMENTS (M)

Throughout this IFB C4CVD18, the Bidders are 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 X No ”

Or,

2. Example B (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

19.1.1.2 DESIGNATION OF REQUIREMENTS (M)

All SOW Technical Requirements that are specified by the State in this IFB are Mandatory and must be responded to as identified in IFB C4CVD18 Part 1, Section 3.3.2.2, *SOW Mandatory Technical Requirements*, by the Bidder. Additionally, some Mandatory “(M)” Requirements are “Mandatory Scorable”, and are designated as “(M-S)”.

The Bidders have 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 Part 1 C4CVD18, Section 3.3.2.3, *Unsolicited Offerings*, for additional instruction. The State will have the option of whether or not to include each unsolicited item in the Contract, based on the best interest of the State.

Costs associated with services shall be included in the prices provided by the Bidder for the individual items included in the Subcategory 19.1 Cost Worksheets. Items not specifically listed in the Subcategory 19.1 Cost Worksheets will not be billable by the Contractor. If unsolicited items include non-billable features described in the Mandatory Requirements of the IFB, the cost associated with the features shall not be included in the unsolicited item price.

Services and features included in the Subcategory 19.1 Cost Worksheets are those that the Bidder must provide. All Bidders must provide individual prices as indicated in the Subcategory 19.1 Cost Worksheets in the Bidder’s Final Proposal. Items submitted with no price will be considered as offered at no cost.

19.1.1.3 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

19.1.1.4 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. 19.1.2.2.7 – International Unsolicited Cellular Services;
2. 19.1.2.2.8 – International Roaming; and,

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

19.1.2 SERVICE AND PLAN SPECIFICATIONS

19.1.2.1 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.

19.1.2.1.1 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 _____

19.1.2.2 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 19.1.2.2.1.
2. Voice, Text, and Data Service Plans - includes voice calling, text messaging, and data services for Smartphone devices as described in Section 19.1.2.2.2.
3. Data Only Service Plans –Includes data services for data only devices such as tablets and mobile hotspots as described in Section 19.1.2.2.3.
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 19.1.2.2.4.

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 their 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 _____

19.1.2.2.1 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 19.1.2.2.1.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 19.1.2.2.1.a.

Table 19.1.2.2.1.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	CA0001	4G Basic Phone Plan	X	

The Bidder may offer additional unsolicited Voice and Text Service Plan features in Table 19.1.2.2.1.b.

Table 19.1.2.2.1.b – Unsolicited Voice and Text Service Plan for Basic Phones Features			
	Feature Name	Product Identifier	Bidder's Description
1	PTT+ LAND MOBILE RADIO FEATURE	CA0113	PTT+ LAND MOBILE RADIO SFO: 85280
2	FIELD FORCE MGR LTD FEATURE	CA0114	FIELD FORCE MGR LTD SFO: 76721

Table 19.1.2.2.1.b – Unsolicited Voice and Text Service Plan for Basic Phones Features			
	Feature Name	Product Identifier	Bidder's Description
3	FIELD FORCE MGR BAS FEATURE	CA0115	FIELD FORCE MGR BAS SFO: 76722
4	FIELD FORCE MGR PRO FEATURE	CA0116	FIELD FORCE MGR PRO SFO: 76723
5	PTT PLUS BASIC 4G ENTERPRISE FEATURE	CA0118	PTT PLUS BASIC 4G ENTERPRISE SFO: 80598

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

The Contractor shall provide Voice, Text, and Data Service Plans that include the features described in Table 19.1.2.2.2.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;
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

The Bidder shall offer the Voice, Text and Data Service Plans detailed in Table 19.1.2.2.2.a.

Table 19.1.2.2.2.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	CA0002	4G 2 GB Flat Rate SP Plan.	X	
2	Voice, Text and Data 5 GB Service Plan	5 GB high speed Nationwide only voice, text and data usage for Smartphone devices	CA0003	4G 5 GB Flat Rate SP Plan.	X	
3	Voice, Text and Data 10 GB Service Plan	10 GB high speed Nationwide only voice, text and data usage for Smartphone devices	CA0004	4G 10 GB Flat Rate SP Plan.	X	
4	Voice, Text and Data 20 GB Service Plan	20 GB high speed Nationwide only voice, text and data usage for Smartphone devices	CA0005	4G 20 GB Flat Rate SP Plan.	X	
5	Voice, Text and Data 50 GB Service Plan	50 GB high speed Nationwide only voice, text and data usage for Smartphone devices	CA0006	4G 50 GB Flat Rate SP Plan.	X	

The Bidder may offer additional unsolicited Voice, Text, and Data Service Plan features in Table 19.1.2.2.2.b.

Table 19.1.2.2.2.b – Unsolicited Voice, Text and Data Service Plan Features			
	Feature Name	Product Identifier	Bidder's Description
1	PTT+ LAND MOBILE RADIO FEATURE	CA0113	PTT+ LAND MOBILE RADIO SFO: 85280
2	PTT PLUS 4G ENTERPRISE FEATURE	CA0122	PTT PLUS 4G ENTERPRISE SFO: 80590
3	FIELD FORCE MGR LTD AD FEATURE	CA0134	FIELD FORCE MGR LTD AD SFO: 76636
4	FIELD FORCE MGR BAS AD FEATURE	CA0135	FIELD FORCE MGR BAS AD SFO: 76637

Table 19.1.2.2.b – Unsolicited Voice, Text and Data Service Plan Features			
	Feature Name	Product Identifier	Bidder's Description
5	FIELD FORCE MGR PRO AD FEATURE	CA0136	FIELD FORCE MGR PRO AD SFO: 76638
6	NATIONWIDE UNLIMITED MIN&MSG+EMAIL&DATA	CA0137	CUSTOM 4G VERIZON UNLIMITED SMARTPHONE PLAN FOR PUBLIC SECTOR PPID: 13656
7	CUSTOM BUSINESS UNLIMITED MINS&DATA+CAN&MEX	CA0138	UNLIMITED PLAN FOR SMARTPHONE - DOMESTIC, CANADA AND MEXICO PPID: 99719
8	<u>5G BUSINESS ULTRA WIDEBAND FEATURE</u>	<u>CA0141</u>	<u>5G ULTRA WIDEBAND ACCESS SPO: 1545</u>

19.1.2.2.3 Data Only Service Plans (M)

The Contractor shall provide Data Only Service Plans for data only devices that include the features described in Table 19.1.2.2.3.a including the following features:

1. Nationwide roaming for data services;
2. Data services shall not be deprioritized before the specified plan Usage Threshold;
3. No overage charges shall apply; and,
4. Tethering with compatible Equipment.

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

The Bidder shall offer the Data Only Service Plans detailed in Table 19.1.2.2.3.a.

Table 19.1.2.2.3.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	CA0007	4G 2 GB Flat Rate Data Plan	X	
2	Data Only 5 GB Service Plan	5 GB high speed data usage for data only devices	CA0008	4G 5 GB Flat Rate Data Plan	X	
3	Data Only 10 GB Service Plan	10 GB high speed data usage for data only devices	CA0009	4G 10 GB Flat Rate Data Plan	X	

Table 19.1.2.2.3.a – Data Only Service Plans						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
4	Data Only 20 GB Service Plan	20 GB high speed data usage for data only devices	CA0010	4G 20 GB Flat Rate Data Plan	X	
5	Data Only 50 GB Service Plan	50 GB high speed data usage for data only devices	CA0011	4G 50 GB Flat Rate Data Plan	X	
6	Data Only 100 GB Service Plan	100 GB high speed data usage for data only devices	CA0012	4G 100 GB Flat Rate Data Plan	X	
7	<u>Business Unlimited Plus Data Device Plan</u>	<u>Unlimited Data Device Plan for 5G or 4G mobile broadband data device.</u>	<u>CA0139</u>	<u>4G and 5G Ultra Wideband Data Allowance including Mobile Hotspot</u>		
8	<u>Business Unlimited Tablet Pro Plan</u>	<u>Unlimited Data Tablet Plan for 5G or 4G HD tablet device</u>	<u>CA0140</u>	<u>4G or 5G Ultra Wideband Unlimited Data Allowance including Mobile Hotspot. Includes US, Canada and Mexico for voice, messaging and data</u>		

The Bidder may offer additional unsolicited Data Only Service Plan features in Table 19.1.2.2.3.b.

Table 19.1.2.2.3.b – Unsolicited Data Only Service Plan Features			
	Feature Name	Product Identifier	Bidder's Description
1	FIELD FORCE MGR LTD AD FEATURE	CA0134	FIELD FORCE MGR LTD AD SFO: 76636
2	FIELD FORCE MGR BAS AD FEATURE	CA0135	FIELD FORCE MGR BAS AD SFO: 76637
3	FIELD FORCE MGR PRO AD FEATURE	CA0136	FIELD FORCE MGR PRO AD SFO: 76638

19.1.2.2.4 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 that include the features described in Table 19.1.2.2.4.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 M2M IoT 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 19.1.2.2.4.a.

Table 19.1.2.2.4.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
1	M2M IoT 1 MB Service Plan	1 MB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	CA0013	4G 1 MB M2M Plan	X	
2	Overage Charge for M2M IoT 1 MB Service Plan	Per MB charge for usage over 1 MB	OCA0013	4G 1 MB M2M Plan Overage	X	
3	M2M IoT 10 MB Service Plan	10 MB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	CA0014	4G 10 MB M2M Plan	X	
4	Overage Charge for M2M IoT 10 MB Service Plan	Per MB charge for usage over 10 MB	OCA0014	4G 10 MB M2M Plan Overage	X	
5	M2M IoT 50 MB Service Plan	50 MB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	CA0015	4G 50 MB M2M Plan	X	
6	Overage Charge for M2M IoT 50 MB Service Plan	Per MB charge for usage over 50 MB	OCA0015	4G 50 MB M2M Plan Overage	X	
7	M2M IoT 250 MB Service Plan	250 MB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	CA0016	4G 250 MB M2M Plan	X	

Table 19.1.2.2.4.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
8	Overage Charge for M2M IoT 250 MB Service Plan	Per MB charge for usage over 250 MB	OCA0016	4G 250 MB M2M Plan Overage	X	
9	M2M IoT 1 GB Service Plan	1 GB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	CA0017	4G 1 GB M2M Plan	X	
10	Overage Charge for M2M IoT 1 GB Service Plan	Per MB charge for usage over 1 GB	OCA0017	4G 1 GB M2M Plan Overage	X	
11	M2M IoT 5 GB Service Plan	5 GB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	CA0018	4G 5 GB M2M Plan	X	
12	Overage Charge for M2M IoT 5 GB Service Plan	Per MB charge for usage over 5 GB	OCA0018	4G 5 GB M2M Plan Overage	X	
13	M2M IoT 10 GB Service Plan	10 GB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	CA0019	4G 10 GB M2M Plan	X	
14	Overage Charge for M2M IoT 10 GB Service Plan	Per MB charge for usage over 10 GB	OCA0019	4G 10 GB M2M Plan Overage	X	
15	M2M IoT 20 GB Service Plan	20 GB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	CA0020	4G 20 GB M2M Plan	X	
16	Overage Charge for M2M IoT 20 GB Service Plan	Per MB charge for usage over 20 GB	OCA0020	4G 20 GB M2M Plan Overage	X	

The Bidder may offer additional unsolicited Machine-to-Machine and Internet of Things Service plans or features in Table 19.1.2.2.4.b.

Table 19.1.2.2.4.b – Unsolicited Machine-to-Machine and Internet of Things Service Plans or Features			
	Feature Name	Product Identifier	Bidder's Description
1			
2			

19.1.2.2.5 Video Streaming Quality (M-S)

The Bidder shall provide video streaming for the Voice, Text and Data Service Plans (Section 19.1.2.2.2) and the Data Only Service Plans (Section 19.1.2.2.3). The Bidder shall indicate the video streaming quality they commit to provide in Table 19.1.2.2.5.

Table 19.1.2.2.5 – Video Streaming Quality				
Service Plan	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S, or P)
Voice, Text and Data Service Plans (19.1.2.2.2)	480p	720p	1080p	B
Data Only Service Plans (19.1.2.2.3)	480p	720p	1080p	B

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

19.1.2.2.6 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 19.1.2.2.2) and the Data Only Service Plans (Section 19.1.2.2.3).

The Bidder shall indicate the Tethering throughput speeds they commit to provide in Table 19.1.2.2.6.

Table 19.1.2.2.6 – Tethering Throughput				
Service Plan	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S, or P)
Voice, Text and Data Service Plans (19.1.2.2.2)	3G	4G	Unrestricted	S
Data Only Service Plans (19.1.2.2.3)	3G	4G	Unrestricted	S

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

19.1.2.2.7 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 19.1.2.2.7.

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 19.1.2.2.7, the Bidder is committing to provide service to that country and will provide the per-minute rate or per-message rate in Cost Worksheets 19.1.2.2.7.a, 19.1.2.2.7.b and 19.1.2.2.7.c.

Table 19.1.2.2.7 – Domestic to International Calling and Messaging Services				
	Country, Countries, Regions, or Groupings	Bidder's Product Identification Codes		
		(a) Outbound Voice per Minute	(b) SMS Send/ Receive per Message	(c) MMS Send/ Receive per Message
1				
2				

19.1.2.2.8 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 19.1.2.2.8.a for the daily services.

Table 19.1.2.2.8.a - International Roaming		
	Country	Bidder's Product Identification Code for Daily Services
1	Canada and Mexico	0/
2	All countries on the Contractor's maintained list	/10

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 19.1.2.2.8.b.

Table 19.1.2.2.8.b – Unsolicited International Voice, Text or Data Services or Features for International Roaming			
	Feature Name	Product Identifier	Bidder's Description
1			
2			

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

19.1.2.2.9 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 19.1.2.2.9.a.

Table 19.1.2.2.9 – Suspended Service Plan						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds?	
					Y	N
1	Suspended Service Plan	Customer initiated temporary suspension.	S	Suspend without Billing	X	

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

19.1.2.3 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 19.1.2.2.

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 Term of this Contract, including any extension period(s).
4. The Contractor shall provide the Customer with a Scope of Work for the CSP.
5. The Contractor shall inform the Customer’s 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 19.1.2.3.

Table 19.1.2.3 – 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.	CA0800	CALNET Non-standard: “Customer Name”	X	

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

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

The Contractor shall provide the service plans described in Section 19.1.2, *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

19.1.2.4.1 SIM Unlock (M)

The Contractor shall SIM unlock COAM equipment upon the Customer request under the following conditions:

1. Equipment has been paid for in full;
2. The Customer has had Service for a minimum of two (2) billing cycles; and
3. There are no outstanding charges on the End-User's account.

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

19.1.2.5 CELLULAR BUILDING AMPLIFICATION SERVICE (M)

The Contractor shall provide the option for Cellular Building Amplification Services in buildings where Customer cellular 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 19.1.2.5.

Table 19.1.2.5 – Cellular Building Amplification Services						
	Feature	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.	BCA0001	Verizon Wireless In-Building Solution	X	

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

19.1.3 CUSTOMER WEB BASED EQUIPMENT CATALOG (M)

No more than 30 days after Contract Award, the Contractor shall provide a Customer Web Based Equipment Catalog of Equipment and Accessories as identified in Section 19.1.4, Equipment.

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 X No _____

19.1.3.1 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 X No _____

19.1.3.2 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

19.1.4 EQUIPMENT (M)

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

1. Basic Mobile Phone as described in Section 19.1.4.1;
2. Smartphone as described in Section 19.1.4.2;
3. Mobile Hotspot Device as described in Section 19.1.4.3;
4. Tablet as described in Section 19.1.4.4; and,
5. Accessories as described in Section 19.1.4.5.

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

19.1.4.1 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 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 capable;
5. Short Messaging Service (SMS) (i.e., text messaging);
6. Bluetooth capability; and,
7. 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 user manuals included 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

19.1.4.2 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 user is stationary or moving within a defined coverage area.

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

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 capable;
7. Short Messaging Service (SMS) and Multimedia Messaging Service (MMS) (i.e., text messaging);
8. Bluetooth capability;
9. Remote suspend/resume/wipe capable;
10. Tethering capable; and,
11. 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 user manuals included 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_ X_____ No_____

19.1.4.3 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 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.

The Contractor must include all accessories and user manuals included 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_ X_____ No_____

19.1.4.4 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 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

19.1.4.5 ACCESSORIES (M)

Equipment accessories are defined as any hardware that is not integral to the operation of Equipment.

The Contractor must provide Accessories that 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

19.1.5 EQUIPMENT RELATED SERVICES

19.1.5.1 EQUIPMENT FINANCING (M-S)

The Bidder shall provide financing for the Equipment listed above. The Bidder shall indicate the interest rate they commit to charge the Customers in Table 19.1.5 for the Equipment described above.

Table 19.1.5 – Equipment Financing				
Term	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S, or P)
12 Months	>3% or not available	.01% - 3.00%	0.00%	B
24 Months	>3% or not available	.01% - 3.00%	0.00%	B

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 X No _____

19.1.5.2 EXPEDITE FEES (M)

The Contractor shall provide expedite shipping on all devices described in Section 19.1.4, *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 19.1.5.2.a.

Table 19.1.5.2.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 19.1.4, <i>Equipment</i> per grouping.	CA0905	Priority Overnight/Next Business Day 5 devices	X	
2	Expedite Fee for up to 10 devices	Expedite fee for shipping up to 10 devices described in Section 19.1.4, <i>Equipment</i> per grouping.	CA0910	Priority Overnight/Next Business Day 10 devices	X	

Table 19.1.5.2.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 19.1.4, <i>Equipment</i> per grouping.	CA0925	Priority Overnight/Next Business Day 25 devices	X	
4	Expedite Fee for up to 50 devices	Expedite fee for shipping up to 50 devices described in Section 19.1.4, <i>Equipment</i> per grouping.	CA0950	Priority Overnight/Next Business Day 50 devices	X	

The Bidder may list and describe Unsolicited Expedite Fees it is offering in Table 19.1.5.2.b.

Table 19.1.5.2.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 X No _____

19.1.6 SERVICE COVERAGE

19.1.6.1 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 X No _____

19.1.6.2 SERVICE COVERAGE CONTINUITY

The Contractor shall notify 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_ X_____ No_____

19.1.6.3 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 or as requested by the CALNET CMO.

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