

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**

Addendum 5

January 3, 2019

Issued by:

STATE OF CALIFORNIA

California Department of Technology

Statewide Technology Procurement

PO Box 1810

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

Amendment Log

Amendment #	Date	Amendment Description
Amendment 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.
Amendment 6	05/01/2024	<ul style="list-style-type: none">• Updated Header with Amendment 6 content• Table 19.2.3.2.3.a, added service plan

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. 19.2.3.2.7 – 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
Ambulatory Health Care Services	621910	Ambulance Services
Justice, Public Order, and Safety Activities	922120	Police Protection
Justice, Public Order, and Safety Activities	922160	Fire Protection

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 Contactor 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 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: By the end of 2019, Verizon plans to provide measures related to identity credentialing and secure log in capabilities. The portal access is planned to have a single sign on method including user / password and second factor authentication. Verizon plans to leverage Identity Credential and Access Management (ICAM) to provide secure access. Verizon appreciates customer feedback and will make changes to the home page based on customer priorities.

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

Bidder's Description: By the end of 2019, the customer friendly user interface is planned to provide detailed view to congestion information and voice / data coverage maps. The capability to draw geofences around the incident area can be provided. The network status is planned to be showcased in a map view. Network outage information can be provided based on customer needs.

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: By the end of 2019, Verizon intends to provide detailed view of site outages and congestion conditions. The statistics related to call outages and network conditions can be included in the user portal.

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: By the end of 2019, situation awareness tools are planned to provide near real time data, and the ability to manage priority levels of users through Local Control are currently being planned for release. Verizon is leveraging the best in class partner ecosystem to deliver these solutions.

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: By the end of 2019, the Local Control user interface is planned to be designed to have the ability to create new incidents during emergencies. The qualified users can manage the emergency responders / users remotely in near real time. The incident management capabilities include incident category, status,

responders associated with the incident and geofencing around incident area. The ability to support multiple incident commanders can be added.

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: By the end of 2019, Local Control feature is planned to be designed to have the ability to change priorities of users based on the emergency situations. These priority changes can be performed by the incident commanders or authorized representatives. This capability shall be available through the portal. The elevation of user priority levels can be accomplished on an individual or by batches. This can be done based on user groups and roles using templates.

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: By the end of 2019, the user interface is planned to have a map-based visualization of the incident area. The portal is planned to provide network map and status for the geographical area where the incident has occurred. The ability to display voice and data coverage maps with an overlay of geographical information including latitude / longitude, assets, building, lakes, roads, highways and types of services available in the incident area can be added.

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: By the end of 2019, Verizon intends to work on situation awareness applications that allow data sharing capabilities. Verizon can provide the ability to display notification and generate alerts for the users in the incident area. Alerts can be generated if a user loses network access in the incident area.

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: Verizon always appreciates our customers feedback and will make changes to the home page based on customer priorities. By the end of 2019, Verizon will push out the new releases on a regular basis with automation in place through state of

the art tools. This will ensure that the customer has the latest version of the portal with all the enhancements

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

Bidder's Description: The portal can support the ability to uplift the priority settings for the user devices during an incident. Device management can be accomplished by using Verizon's Mobile Device Management solutions.

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: The portal provides the ability to view the users and devices associated with the incident. Network conditions can be monitored for effective management of the users

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

Bidder's Description: The alert generation process can be determined based on user type. The user can have the ability to select the extent of alerts needed based on their needs as a part of the incident management process.

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

Bidder's Description: The portal will provide comprehensive capabilities for viewing and monitoring devices during an incident. Any additional specific requirements can be added based on customer needs.

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

Bidder's Description: Verizon is committed to building a state of the art self-serve portal for First Responders and the respective crisis management teams. We will continue to solicit customer feedback and development enhancements as needed.

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

Bidder's Description: Verizon plans to leverage open standards to allow integration with other systems through API's. This capability will allow 3rd party applications to be integrated with Verizon's portal.

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: Verizon's My Business online resource is a self-service tool that enables your organization to manage your wireless accounts. Designated Users designated employees can purchase equipment, accessories and service using My Business' functionality. Additionally, Designated Users can view and pay your bills, create business structures, view select reports and maintain your account.

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	B

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: Upon CAL OES or in intervals requested as requested by the State, Verizon can provide reporting on the service measurements. Through drive testings and other reporting mechanisms, Verizon can report on dropped calls, blocked calls, data usage and network congestion conditions.

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.	GOLD	Mobility VPN + Modules - NMSVZW-GOV-GOLD	X	

Bidder understands the Requirement and shall meet or exceed it? Yes X 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: *Verizon takes your organization's information security concerns seriously. We operate under a detailed, rigorous information security policy, and we maintain physical, electronic and procedural safeguards to protect the security of our internal systems. Policy and Governance is the cornerstone of any good security program, and Verizon has created enterprise-wide policies that conform to the ISO 27002.2005 and NIST standards for the protection of customer information. Verizon has created operational standards that reflect these corporate policies and has instituted a program to ensure adherence to the corporate policies.*

Verizon secures your information on our wireless network by:

- Employing strong user authentication technology to make certain that only authorized users and devices connect to our wireless network and systems.
- Implementing internal and external security procedures to guard our networks and applications against unauthorized access.
- Installing firewalls and intrusion detection sensors configured to notify IT staff in the event of an attack on the network.
- Monitoring our wireless networks around the clock at our Network Operation Centers.

- *Maintaining an active security patch management process to deploy updated software releases when reliable sources identify potential security vulnerabilities.*

We run 3GPP compliant wireless network infrastructure. Our 4G LTE network takes a layered approach to security.

The LTE access security is comprised of:

- *Secure storage – a device with credentials and secure data for accessing services provided by the mobile network.*
- *Mutual authentication – the network authenticates the user identity and the user equipment authenticates the network credentials.*
- *Root key length – 128-bit keys double the key strength and translate to requiring a significantly greater “level of effort” in attacking the algorithm.*
- *Security context – keys to encrypt signaling and user plane data are created for each data session.*
- *Integrity protection – integrity protection is used to verify the signaling has not been modified over the radio access interface and that the origin of signaling data is the one claimed.*

Airlink encryption – encryption is used to provide confidentiality, so that the user data or signaling cannot be overheard on the radio access interface.

We currently offer Voice Cypher for the State’s voice encryption needs and plan to launch NetMotion for the State’s data encryption needs in the first half of 2019.

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	S

Bidder understands the Requirement and shall meet or exceed it? Yes 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: Verizon will provide resources for training customers on the portal. This can be in form of training materials, webinar sessions and in-person meetings. The customer support team will be addressing customer questions to ensure that their needs are met.

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: QPP is available today through Verizon. The QPP parameters can be assigned based on user type and needs during the incident. The qualified user will have the ability to make changes remotely. Assignment of priority, ARP or access class can be modified from the portal. QPP can be effected from location, status map, outlined drawings or lists. The ability to to uplift users based on incident needs is planned to be available through Verizon's Local Control Portal by the end of 2019.

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: The qualified user can elevate the priority and set preemption of user groups by using the portal. The priority levels of the users can be remotely uplifted based on the incident needs.

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: Verizon offers extensive priority and preemption capabilities. These services can be administered through the portal. Here is a summary of our commercially available Public Safety Services related to QPP-Quality of Service, Priority and Preemption.

Priority

When disaster strikes and emergencies happen, wireless network traffic can spike causing potential delays in important communication.

Verizon has implemented 3GPP standards based network feature for quality of service (QoS) priority within its 4G LTE network that was recently made available to Public Safety agencies at no additional cost. Basically it works by providing public safety users "high priority access" by putting them in front of the line for voice and data services over commercial users during times of heavy network congestion.

Mobile Broadband Priority

Mobile Broadband Priority Service (MBP) provides public safety users priority service for data transmissions. During times of heavy commercial network congestion, MBP users will receive priority over commercial users. MBP enables access priority service for public safety officials using applications on a Smartphone or tablets, transmitting data from first responder vehicles or video from surveillance cameras. MBP is available at no additional charge to qualified public safety customers.

Wireless Priority Services (WPS)

Wireless Priority Services (WPS) is a White House-directed emergency phone service managed by the Department of Homeland Security's Office of Emergency Communications (OEC). WPS complies with the Federal Communications Commission (FCC) Second Report and Order, FCC 00-242, Establishment of Rules and Requirements for Priority Access Service. WPS provides priority network access for qualified government and industry subscribers that are pre-authorized by the Office of Emergency Communications (OEC) division of the Department of Homeland Security. Wireless Priority Service (WPS) creates a special top-level voice priority for wireless communications access that key agency personnel can use during a crisis, such as national security alerts and natural disasters. WPS lets these individuals receive a higher priority over any available facilities for wireless voice service, so agencies and organizations that provide critical infrastructure and emergency services during response and disaster recovery have the reliable communications they need to fulfill their missions.

Preemption

Preemption also provides extra assurance that public safety communications will continue to operate during the rare instances of increased network congestion

resulting from emergencies. Verizon automatically and temporarily reallocates network resources from commercial data/Internet users to first responders in the unlikely event network resources become congested. As part of the network access and registration process, first responders and public safety personnel are identified and given preemption designation. This helps to determine which users will receive allocated resources with preemption. Preemption is offered at no additional charge for qualified public safety customers.

Public Safety Private Core

Responder Private Core is a dedicated network core that Verizon offers at no charge to first responders and other qualified public safety customers.

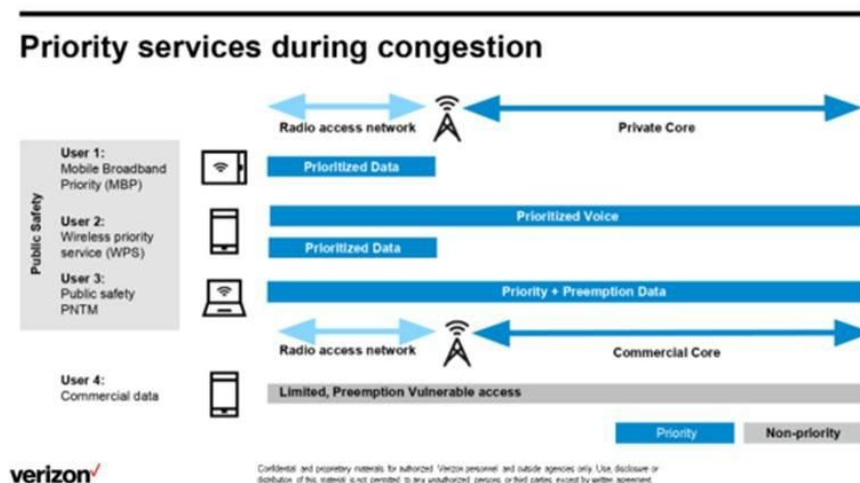
The private core segregates public safety data traffic from the Verizon commercial and consumer traffic while providing secure connectivity to remote applications. You still get the benefits of the LTE radio access network (RAN) features such as quality of service, priority and preemption.

First Responder Personal Devices

Additionally, Verizon offers plans for First Responder personal devices to ensure they can be connected with priority services. Validation is required for all volunteers and/or employees; active badge or signed affidavit from the agency.

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

Bidder's Description: Preemption provides prioritized access to network resources during times of network congestion. Verizon automatically reallocates network resources from commercial data/Internet users to first responders in the unlikely event network resources become congested. As part of the network access and registration process, first responders and public safety personnel are identified and given preemption designation. This helps to determine which users will receive allocated resources with preemption. Preemption is offered at no additional charge for qualified public safety customers.



Under the Federal Communications Commission’s definition of a first responder, only police, fire and EMS are considered primary users of a public safety dedicated network. Under the Department of Homeland Security definition - in an emergency situation - public works agencies would rise to primary user status. With regards to who establishes the priority, Verizon is considering various models and will work with State and Local officials on how best to implement

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: Verizon has introduced price plans that cater to varying needs of the customers. Price plans with no throttling are available for qualified first responders.

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

Bidder’s Description: Verizon services are built based on standards and protocols. Verizon believes in interoperability and the need to share data across networks. Verizon is committed to providing the neccessary information for maintaining QPP across different carriers.

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	CAFR50	4G PTT Plus Plan	X	

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: PSEs can use certain COAM equipment on the Verizon network. PSEs can request SIMs for qualified and Verizon compatible COAM equipment at no cost from Verizon. PSEs would submit a request to activate the SIM to allow the PSE to utilize the Verizon Network.

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.	BCA0001	Verizon Wireless In-Building Solution	X	

Bidder understands the Requirement and shall meet or exceed it? Yes X 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:

- 19.2.8.5.2, Contractor Network, Disaster or Catastrophic Outage Notification (M-S)
- 19.2.8.5.3, Contractor Maintenance Caused Outage Notification (M-S)
- 19.2.8.5.4, 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 X 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_ ___ 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	CAFR01	4G Basic Phone Plan	X	

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	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
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

19.2.3.2.2 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 X 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 X 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	CAFR02	4G 2 GB Flat Rate SPPlan.	X	
2	Voice, Text and Data 5 GB Service Plan	5 GB high speed Nationwide only voice, text and data usage for Smartphone devices	CAFR03	4G 5 GB Flat Rate SP Plan.	X	

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
3	Voice, Text and Data 10 GB Service Plan	10 GB high speed Nationwide only voice, text and data usage for Smartphone devices	CAFR04	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	CAFR05	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	CAFR06	4G 50 GB Flat Rate SP Plan.	X	
6	Voice, Text and Data Limitless Service Plan	Limitless Data with No Throughput Restrictions	SP UNL	PUBLIC SAFETY UNLIMITED SMARTPHONE PLAN	X	

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	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
5	FIELD FORCE MGR PRO AD FEATURE	CA0136	FIELD FORCE MGR PRO AD SFO: 76638

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	CAFR07	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	CAFR08	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	CAFR09	4G 10 GB Flat Rate Data Plan	X	
4	Data Only 20 GB Service Plan	20 GB high speed data usage for data only devices	CAFR10	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	CAFR11	4G 50 GB Flat Rate Data Plan	X	

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	CAFR12	4G 100 GB Flat Rate Data Plan	X	
7	Data Only Limitless Service Plan	Limitless Data with No Throughput Restrictions	MBB UNL	PUBLIC SAFETY UNLIMITED MOBILE BROADBAND PLAN	X	
8	5G Ultra Wideband MBB Unlimited Primary Access Plan	4G/5G UWB Mobile Broadband Unlimited Primary Access Plan	CAFR21	Public Safety 4G/5G UWB Mobile Broadband Unlimited Primary Access Plan w/Mobile Broadband Priority and Preemption, 5G router installed in mobile vehicle units		

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	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

19.2.3.2.4 Machine-to-Machine and Internet of Things Service Plans (M2M/IoT Service Plans) (M)

The Contractor shall provide Machine-to-Machine and Internet of Things Service Plans (M2M/IoT 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 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 19.2.3.2.4.a.

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
1	M2M IoT 1 MB Service Plan	1 MB High Speed Nationwide Only Data Usage specific to M2M IoT devices.	CAFR13	4G 1 MB M2M Plan	X	
2	Overage Charge for M2M IoT 1 MB Service Plan	Per MB charge for usage over 1 MB	OCAFR13	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.	CAFR14	4G 10 MB M2M Plan	X	
4	Overage Charge for M2M IoT 10 MB Service Plan	Per MB charge for usage over 10 MB	OCAFR14	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.	CAFR15	4G 50 MB M2M Plan	X	
6	Overage Charge for M2M IoT 50 MB Service Plan	Per MB charge for usage over 50 MB	OCAFR15	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.	CAFR16	4G 250 MB M2M Plan	X	
8	Overage Charge for M2M IoT 250 MB Service Plan	Per MB charge for usage over 250 MB	OCAFR16	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.	CAFR17	4G 1 GB M2M Plan	X	
10	Overage Charge for M2M IoT 1 GB Service Plan	Per MB charge for usage over 1 GB	OCAFR17	4G 1 GB M2M Plan Overage	X	

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
11	M2MIoT 5 GB Service Plan	5 GB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	CAFR18	4G 5 GB M2M Plan	X	
12	Overage Charge for M2MIoT 5 GB Service Plan	Per MB charge for usage over 5 GB	OCAFR18	4G 5 GB M2M Plan Overage	X	
13	M2MIoT 10 GB Service Plan	10 GB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	CAFR19	4G 10 GB M2M Plan	X	
14	Overage Charge for M2MIoT 10 GB Service Plan	Per MB charge for usage over 10 GB	OCAFR19	4G 10 GB M2M Plan Overage	X	
15	M2MIoT 20 GB Service Plan	20 GB High Speed Nationwide Only Data Usage specific to M2MIoT devices.	CAFR20	4G 20 GB M2M Plan	X	
16	Overage Charge for M2MIoT 20 GB Service Plan	Per MB charge for usage over 20 GB	OCAFR20	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 19.2.3.2.4.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			
2			

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	S
Data Only Service Plans (19.2.3.2.3)	3G	4G	Unrestricted	S

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				

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	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 19.2.3.2.8.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			
2			

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 – 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.	S	Suspend without Billing	X	

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

Bidder understands the Requirement and shall meet or exceed it? Yes X 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 X 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 X 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 X 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%	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 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.	CA0905	Priority Overnight/ Next Business Day 5 devices	X	

Table 19.2.5.7.a – Expedite Fees						
	Feature Name	Feature Description	Product Identifier	Bidder's Description	Bidder Meets or Exceeds? Y N	
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.	CA0910	Priority Overnight/Next Business Day 10 devices	X	
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.	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 19.2.5, <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 19.2.5.7.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 X 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 X 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 X 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 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 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>					
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 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 X 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.											
<p>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.</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>											
Objective (s): The objective notification time shall be:											
	<table border="1"> <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>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

19.2.8.5.4 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.											
<p>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.</p> <p>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.</p>											
Objective (s): The objective restoration time shall be:											
<table border="1"> <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>Restoral</td> <td>≤ 24 Hours</td> <td>≤12 Hours</td> <td>≤ 4 Hours</td> <td>B</td> </tr> </tbody> </table>			Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)	Restoral	≤ 24 Hours	≤12 Hours	≤ 4 Hours	B
	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)							
Restoral	≤ 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 X 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>
	Monthly Aggregated Measurements: N/A

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