INVITATION FOR BID

IFB C4DNCS19
Data Networks and Communications Services

CATEGORY 29 – CONVERGED VOIP

AT&T Enterprises, LLC.

Statement of Work

TECHNICAL REQUIREMENTS

September 14, 2020

BAFO

Issued by:

STATE OF CALIFORNIA

California Department of Technology Statewide Procurement

PO Box 1810

Rancho Cordova, CA 95741

AMENDMENT LOG

Amendment #	Date	Amendment Description
5	03/01/2021	Added Document Header Updated available Unsolicited services Table 22.2.3.b added new services
26	11/07/2025	Changed contractor name from AT&T Corp. to AT&T Enterprises, LLC. on Title Page Updated Header

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TECHNICAL REQUIREMENTS

CATEGORY 29 – Converged VoIP

29.1 OVERVIEW

This Category 29 IFB C4DNCS19 (IFB) provides the State's solicitation for best value solutions for Converged VoIP. This IFB also describes the technical requirements necessary to support the CALNET program requirements.

This IFB will be awarded to Bidders that meet the award criteria as described in IFB C4DNCS19 Part 1, Bid Evaluation. The CALNET Data Networks and Communications (DNCS) Contract(s) that result from the award of this IFB will be managed on a day-to-day basis by the CALNET Contractor Management Organization (CALNET CMO).

29.1.1 Bidder Response Requirements

Throughout this IFB, Bidders are required to acknowledge acceptance of the requirements described herein by responding to one of the following:

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

"Bidder understands this requirement and shall meet or exceed it? Yes**"**

Or,

2. Example B (for responses that require the Bidder to provide a description or written response to the requirement):

"Bidder understands this requirement and shall meet or exceed it? Yes"

Bidder's Description:

Or,

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

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1					Yes

29.1.2 Designation of Requirements

All Technical Requirements specified in this IFB are Mandatory and must be responded to as identified in IFB C4DNCS19 Part 1, SOW Mandatory Technical Requirements by the Bidder. Additionally, some Mandatory requirements are "Mandatory-Scorable" and are designated as "(M-S)".

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

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

29.1.3 Pacific Time Zone

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

29.2 CONVERGED VOICE OVER INTERNET PROTOCOL

29.2.1 Converged Voice over Internet Protocol Minimum Network Requirements

The Contractor shall provide a Voice over Internet Protocol (VoIP) solution that utilizes the Contractor's private network services available on another CALNET category.

Converged VoIP Topography Example:
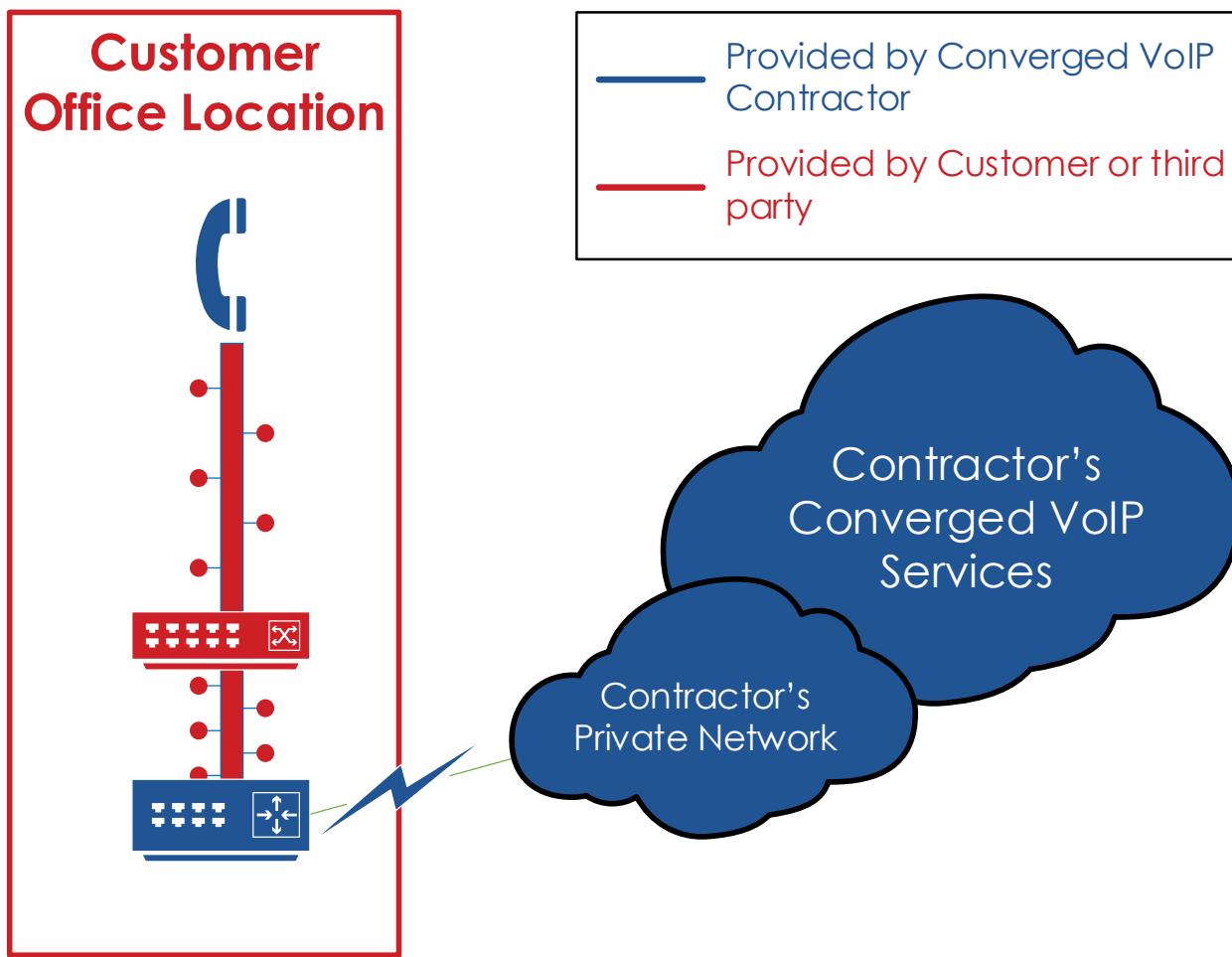
The VoIP network shall deliver business-class features that support standard business lines, Direct Inward Dial (DID) lines, gateway services to local Public Switched Telephone Networks (PSTNs), and least cost (monetary) routing.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.1.1 Converged VoIP Network Designs and Diagrams

The Bidder shall provide network designs and diagrams for the network and converged VoIP services.

The Bidder shall provide electronic drawings with their proposal. The electronic drawings shall be in .dwg, .dfx, .vsd, .pdf, or any mutually agreed format.

Network designs and diagrams shall include physical and logical representations of all critical network elements, including geographic locations, and detail how the Contractor's network(s) for each Service will address the following:

1. **Redundancy** – Having one or more circuits/systems deployed in case of failure of the main circuits/systems, and;

2. **Diversity** – Backbone network paths and infrastructure offered in such a way as to minimize the chance of a single point of failure.

The Contractor shall provide revisions upon CALNET CMO request.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.1.2 Public Switched Telephone Network Interoperability

The VoIP solution must be interoperable with the Public Switched Telephone Network (PSTN).

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.1.3 Number Portability

The Contractor must comply with the Local Number Portability (LNP) regulations set forth by the Federal Communications Commission (FCC).

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.1.5 Network Based

1. The Converged VoIP solution shall be network based with all call control components residing in the Contractor's network, including network gatekeepers and gateways.

Bidder understands this requirement and shall meet or exceed it? Yes

2. The Contractor shall not use State property for the deployment, collocation, or supplementation of the Contractor's network signaling and management, call control and setup, or access to other PSTN or VoIP network providers with the exception of equipment required to provide Site Survivability Network Failure as described in Section 29.2.5.1.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.1.6 Private VoIP Network (M)

The Contractor shall not allow voice traffic to route through the public internet. All voice traffic will traverse the Contractor's private network. If remote access is needed for mobility solutions, voice traffic may securely traverse the public internet to route back into the Contractor's private VoIP network.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.1.7 Open Architecture Based on Session Initiation Protocol

The Contractor's Converged VoIP solution shall be non-proprietary and utilize open architecture based on Session Initiation Protocol (SIP) standards.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.1.8 Directory Redundancy and Addressing

The Converged VoIP network shall include redundant network-based directory or gatekeeper functionality to prevent call set up failure. The network shall partition call addressing in such a manner that failure of gatekeepers will not result in a VoIP network failure for all Customers.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.1.9 Technical Measurement Metrics

The VoIP network shall meet the technical measurement metrics listed below.

1. Mean Opinion Score ITU-T P.800 – 3.6 or above (or equivalent industry standard measurement).

Bidder understands this requirement and shall meet or exceed it? Yes

2. Dial Tone Delay – Not to exceed 300 ms for any call.

Bidder understands this requirement and shall meet or exceed it? Yes

3. Call Setup Time – Not to exceed three seconds for any call.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.1.10 Standards Conformance

Bidders shall confirm that the Contractor's CALNET Converged VoIP services meet all applicable International Telecommunication Union (ITU-T) standards, International Engineering Task Force (IETF) standards and Request for Comments (RFC's).

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.1.11 Voice Compression

The VoIP network solution shall include voice compression that will:

1. Pass all applicable ITU test vectors.

Bidder understands this requirement and shall meet or exceed it? Yes

2. Support configurable packetization for maximum flexibility; and,

Bidder understands this requirement and shall meet or exceed it? Yes

3. Not degrade when all channels are active.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.1.12 Network Operations Center

The Contractor shall maintain a 24x7 Network Operations Center (NOC) that coordinates and manages all voice traffic.

Bidder understands this requirement and shall meet or exceed it? Yes

The Contractor shall be responsible for the following:

1. Fault management (trouble identification, isolation, and notification).

Bidder understands this requirement and shall meet or exceed it? Yes

2. Monitor network performance to identify capacity blockages and implement controls to optimize network health and performance.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.1.13 VoIP Security

The Contractor shall implement security measures that detect and prevent unauthorized access to the network for Denial of Service (DoS), Telephony Denial of Service (TDoS), and Man-in-the-Middle (MITM) attacks.

29.2.1.13.1 Physical Access

The Contractor shall comply with the physical security controls of NIST SP 800-53, ISO/IEC 27001, or equivalent standards.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.1.13.2 Network Security

The Contractor's network security solution shall incorporate the following features:

1. All core network equipment shall be in a hardened, secure facility.

Bidder understands this requirement and shall meet or exceed it? Yes

2. All unnecessary services shall be disabled or removed.

Bidder understands this requirement and shall meet or exceed it? Yes

3. Access control policies shall be used to deny suspicious traffic.

Bidder understands this requirement and shall meet or exceed it? Yes

4. Administrators shall be required to log into a central server to access any other server on the network.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.1.13.3 Client Authentication

1. The Contractor shall utilize the SIP Digest Authentication scheme to authenticate users.

Bidder understands this requirement and shall meet or exceed it? Yes

2. The Contractor shall set passwords on VoIP handsets before shipping.

Bidder understands this requirement and shall meet or exceed it? Yes

3. The Contractor shall disable Telnet to all VoIP handsets.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.1.14 Service Restoration

29.2.1.14.1 Telecommunications Service Priority Program

When Applicable, the Contractor shall comply with the Telecommunications Service Priority (TSP) program, an FCC mandate for prioritizing service requests by identifying those services critical to

National Security and Emergency Preparedness (NS/EP) comply with all California Public Utilities Commission (CPUC) and FCC requirements.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.2 Emergency Services

The Contractor shall comply with Federal Communications Commission (FCC) emergency service requirements, including Enhanced 911 (E911), Kari's Law, and the Ray Baum's Act, to identify the location of an originating station and route the call to the appropriate Public Safety Answering Point (PSAP).

Bidder understands the requirements and shall meet or exceed them? Yes

29.2.2.1 Enhanced 911 Database Updates

The Contractor shall be responsible for updating the E911 database when notified End-User equipment is moving to a new location with a different street address and Local Area Network.

Bidder understands the requirements and shall meet or exceed them? Yes

29.2.2.1.1 Dynamic Location Mapping

The Contractor shall provide Customers with a solution to map logical network attributes (e.g. port, subnet, VLAN, Wireless AP, etc.) to dispatchable locations. Dispatchable locations shall include the street address and additional information such as room number, floor number, or other information necessary to identify the location of the calling party.

The Bidder shall describe their Dynamic Location Mapping solution in the Bidder's Description. The Bidder's Description shall be no more than three pages and must include a technical description of the following items.

1. How the Bidder's solution will allow a Customer to configure dispatchable locations. This description should include the level of detail that can be configured in terms of dispatchable locations and network attributes.

2. How the Bidder's solution will provide a dispatchable location to the PSAP when an End-User dials 911.

Bidder understands the requirements and shall meet or exceed them? Yes

Bidder's Description:

The AT&T Emergency Response Service (ERS) provides the necessary tools to Customer administrators to enable them to configure dispatchable locations. The Dynamic Location Mapping solution supports both Static and Dynamic endpoints, as described below.

The AT&T Emergency Routing Service (ERS) is a secure, web-based service that ensures that your organization's 911 calls are routed to the appropriate Public Safety Answering Point (PSAP) based on the caller's location.

The 911 call taker is automatically presented with a caller's address, enhanced location details, and company name. Using a SIP or PSTN connection, ERS delivers a 911 call from your organization to the right PSAP with the caller's detailed location information—such as the caller's name, the floor they are on, and their office location.

The solution supports both Static and Dynamic endpoints, as described below.

Static Assignment (Layer 3):

1. The enterprise administrator will provision the Emergency Response Locations (ERL) and associated endpoints including the network maps (IP Addresses/extensions/DIDs/Basic Service Set Identifiers – BSSIDS) into the Emergency Routing Service (ERS) via the ERS Provisioning Server using the ERS Portal or ERS API. The level of granularity depends on the customer's requirements.

2. ERS matches provisioned records against Master Street Address Guide(MSAG) ALI Database for validation. These records are then stored in the ERS National ALI Database.

3. When the user makes a 9-1-1 call, the call is routed from the customer network's to AT&T's VoIP service via the SIP VoIP protocol. AT&T forwards the 9-1-1 call to the ERS 9-1-1 Call Server.

4. The ERS 9-1-1 Call Server retrieves the location of the caller from the ERS National ALI Database and routes the call to the ERS 9-1-1 Call Routing Network.

5. The ERS 9-1-1 Call Routing Network directs the call to the appropriate selective router, which then delivers the call to the local PSAP including the caller's phone number.

6. The PSAP retrieves the user's location record from the ERS National ALI Database using a connection through the Regional ALI Database.

7. If a 9-1-1 call is received from an end point that is not provisioned in the ERS, the call will be routed to the ECRC (Emergency Call Response Center), where U.S.-based Association of Public-Safety Communications Officials(APCO)-trained dispatchers will confirm the caller's location and transfer the call to the appropriate PSAP.

Without the benefit of fixed network infrastructure, off-site users pose a unique challenge. The organization's phone system has no way of knowing where that caller is, as there are no subnets, switches or access points to reference. When a user moves off-premises and starts up their softphone, a customizable disclaimer appears and informs the user that they need to update their location. Once the user has entered their address in the Location Manager interface, if they need to place a 911 call, their self-provisioned location will be used to determine the appropriate PSAP for call routing and will be sent along with the call, via the ERS network, to the PSAP call taker.

HTTP-Enabled Location Delivery(HELD) variant for Dynamic endpoints:

1. The enterprise administrator will provision the Emergency Response Locations (ERL) and associated endpoints including the network maps (IP Addresses/extensions/DIDs/BSSIDs) into the Emergency Routing Service (ERS) via the ERS Provisioning Server using the ERS Portal or ERS API. The level of granularity depends on the customer's requirements.

2. ERS matches provisioned records against MSAG ALI Database for validation. These records are then stored in the ERS National ALI Database.

3. When the endpoint signs in or when it moves location, it will query the cloud-based Location Information Server (LIS) for their location already provisioned by the enterprise administrator. The endpoint will need to be authenticated in the LIS, and provide either its IP Address or BSSID in a HELD request.

4. The Location Information Server will match up HELD request information to the information provisioned by the enterprise administrator.

5. The Location Information is returned back to the endpoint in Presence Information Data Format Location Object(PIDF-LO) format.

6. When the endpoint dials 9-1-1, it will send a SIP invite with location information in the PDIF-LO to AT&T. This information can be the civic address or a reference identifier for the address (location by Value or Reference).

7. AT&T will then send a SIP invite with the same PIDF-LO information towards the ERS 9-1-1 Call Server.

8. The ERS 9-1-1 Call Server retrieves the location of the caller from the ERS National ALI Database and routes the call to the ERS 9-1-1 Call Routing Network.

9. The ERS 9-1-1 Call Routing Network directs the call to the appropriate selective router, which then delivers the call to the local PSAP including the caller's phone number.

10. The PSAP retrieves the user's location record from the ERS National ALI Database using a connection through the Regional ALI Database.

11. If a 9-1-1 call is received from an end point that is not provisioned in the ERS, the call will be routed to the ECRC (Emergency Call Response Center), where U.S.-based APCO-trained dispatchers will confirm the caller's location and transfer the call to the appropriate PSAP.

To route emergency calls to the proper Public Safety Answering Point (PSAP), the ERS (Emergency Routing Service) must be able to recognize the caller's identity and determine their location based on the data provisioned in the ERS and the information received at call-time. The ERS serves as a provisioning and validation hub to store and manage the validity of each caller's identification and location data, which is then used to route 911 calls to the proper PSAP. In the routed 911 call, the ERS includes the caller's validated identification and location details. These details can be, civic address, phone number, floor, cubicle/room, subnets and IP address. 911 operators rely on this ERS data to dispatch the closest emergency responders to the caller's exact location.

ERS provides enhanced 911 coverage for nomadic emergency callers through an application called the 911 Location Manager. It is installed on the caller's workstations and enables them to self-report their current location; the latest location is in turn automatically updated in the ERS. It eliminates the need to manually update the caller's location in the ERS when they move from one location to another. This application connects to the ERS and leverages its address validation and call routing capabilities to route calls from nomadic emergency callers accurately. Successful deployment and usage depend on two main players: the ERS portal user and the nomadic emergency caller. The portal user performs configuration through the ERS portal whereas the nomadic emergency caller responds to and provides required information to the application.

29.2.2.1.2 Remote End-User Location Mapping

The Contractor may provide mobility solutions as part of their Converged VoIP service or as unsolicited items.

All mobility solutions provided by the Contractor shall automatically locate remote End-Users based on the most accurate location data available. Location data sources may include, but are not limited to, GPS, Wi-Fi, Bluetooth, and mobile networks.

In situations where location data is not available, the Contractor's solution shall require the End-User to immediately designate their physical location upon connecting to an unknown network.

The Bidder shall describe their Remote End-User Location Mapping solution in the Bidder's Description. The Bidder's Description shall be no more than three pages and must include a technical description of the following items.

1. How the Bidder's solution will determine the most accurate location data available. The Bidder must include device-specific detail if determining location varies across different types of devices.

2. How the Bidder's solution will require the End-User to immediately designate their physical location. The Bidder must demonstrate how End-Users are able to designate their physical location within the softphone application. Requiring an End-User to call in or use a separate portal to designate their location is not an acceptable solution.

3. Any other means used to pass the End-User's dispatchable location to the PSAP.

Bidder understands the requirements and shall meet or exceed them? Yes

Bidder's Description:

The ERS works in conjunction with the 911 Location Manager application to offer remote employees that work outside the network boundaries, the capability to report their current location themselves as they move.   It interacts with the corporate softphone installed on their workstation so that when they make a 9-1-1 call, their call is routed to the appropriate Public Safety Answering Point (PSAP) and emergency service personnel are able to retrieve details of their current location.

The application prompts the user for their physical location, or automatically determines the most accurate location data available, delivering the caller's location record to the appropriate PSAP, as described below.

1. When the users log in to their computer remotely, off premises, the 911 Location Manager prompts them for their location upon detecting changes in their network connectivity (IP/BSSID).

2. If the endpoint is on premises, Location Manager can be configured to match on-prem network and use network mappings already provided by the enterprise administrator, and not prompt for location.

3. ERS matches provisioned records against MSAG ALI Database for validation. These records are then stored in the ERS National ALI Database.

4. When the user makes a 9-1-1 call, the call is routed from the customer network to AT&T via the SIP VoIP and AT&T forwards the 9-1-1 call to the ERS 9-1-1 Call Server.

5. The ERS 9-1-1 Call Server retrieves the location of the caller from the ERS National ALI Database and routes the call to the ERS 9-1-1 Call Routing Network.

6. The ERS 9-1-1 Call Routing Network directs the call to the appropriate selective router, which then delivers the call to the local PSAP including the caller's phone number.

7. The PSAP retrieves the user's location record from the ERS National ALI Database using a connection through the Regional ALI Database.

8. If a 9-1-1 call is received from an end point that is not provisioned in the ERS, the call will be routed to the ECRC (Emergency Call Response Center), where U.S.-based APCO-trained dispatchers will confirm the caller's location and transfer the call to the appropriate PSAP.

To route emergency calls to the proper Public Safety Answering Point (PSAP), the ERS (Emergency Routing Service) must be able to recognize the caller's identity and determine their location based on the data provisioned in the ERS and the information received at call-time. The ERS serves as a provisioning and validation hub to store and manage the validity of each caller's identification and location data, which is then used to route 911 calls to the proper PSAP. In the routed 911 call, the ERS includes the caller's validated identification and location details. These details can be, civic address, phone number, floor,

cubicle/room, subnets and IP address. 911 operators rely on this ERS data to dispatch the closest emergency responders to the caller's exact location.

ERS provides enhanced 911 coverage for nomadic emergency callers through an application called the 911 Location Manager. It is installed on the caller's workstations and enables them to self-report their current location; the latest location is in turn automatically updated in the ERS. It eliminates the need to manually update the caller's location in the ERS when they move from one location to another. This application connects to the ERS and leverages its address validation and call routing capabilities to route calls from nomadic emergency callers accurately. Successful deployment and usage depend on two main players: the ERS portal user and the nomadic emergency caller. The portal user performs configuration through the ERS portal whereas the nomadic emergency caller responds to and provides required information to the application.

29.2.3 Converged VoIP Services

1. The Contractor shall provide Converged VoIP that will connect to a Customer's Local Area Network (LAN). This service will allow for the ordering and provisioning of hosted voice and data over a single VoIP network interface. This service shall be interoperable with and traverse successfully across the Customer's firewalls and security layers.

Bidder understands this requirement and shall meet or exceed it? Yes

2. The proposed design shall be network based where all major components reside at a central office or off-premises location. Bandwidth requirements shall be determined by the ITU compression mechanisms defined by the Contractor's network design.

Bidder understands this requirement and shall meet or exceed it? Yes

3. The handsets shall be provided by the Contractor as part of the service package and per-seat pricing structure but will connect directly to the Customer's LAN.

Bidder understands this requirement and shall meet or exceed it? Yes

4. The Converged VoIP service shall be charged on a per-seat basis. The Contractor's per-seat pricing structure shall include all handsets, network gatekeepers, gateways, call control components, labor

and materials to make the service fully operational on a Customer provided LAN.

Bidder understands this requirement and shall meet or exceed it? Yes

5. Converged VoIP service shall provide dial tone and full functionality of features to the on-site telephone.

Bidder understands this requirement and shall meet or exceed it? Yes

6. All LAN functionality, components, cabling, equipment, and remediation shall be the responsibility of the Customer and shall be acquired elsewhere.

Bidder understands this requirement and shall meet or exceed it? Yes

7. Any service provided by this Section shall only be used for Converged VoIP and shall not be used for LAN installations.

Bidder understands this requirement and shall meet or exceed it? Yes

8. The Converged VoIP service shall be provisioned in conjunction with the Contractor's private network services available on another CALNET category.

Bidder understands this requirement and shall meet or exceed it? Yes

9. Additional service or feature components required to comply with the requirements of this section shall be bundled into the service components identified.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.4 Converged VoIP Minimum Requirements

The Converged VoIP service shall include all equipment, hardware, software, training and ongoing administration, maintenance and upgrades in the per-seat pricing structure.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.4.1 Converged VoIP Equipment and Hardware

1. Unless otherwise noted in the detailed product listing below, the Contractor shall furnish and install all equipment and hardware required to deliver the service to the workstation handset excluding Customer LAN components.

Bidder understands this requirement and shall meet or exceed it? Yes

2. Horizontal closet racks, raceway, environmental components and AC electrical power will be acquired separately.

Bidder understands this requirement and shall meet or exceed it? Yes

3. Horizontal station cabling will be the responsibility of the Customer and will be acquired separately.

Bidder understands this requirement and shall meet or exceed it? Yes

4. All LAN functionality, components, cabling, and equipment shall be the responsibility of the Customer and shall be acquired separately.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.4.1.1 Converged VoIP Software

The Contractor shall provide all software and ongoing software patches or upgrades necessary to deliver the Converged VoIP service to the workstation handset.

Bidder understands this requirement and shall meet or exceed it? Yes

The Contractor shall provide all configuration and programming.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.4.1.2 Converged VoIP Administration

The Contractor shall perform all initial and ongoing administrative functions to deliver the Converged VoIP service to the workstation handset.

Bidder understands this requirement and shall meet or exceed it? Yes

The Contractor shall provide the Customer with the option to perform selected on-site administrative functions in lieu of the Contractor's obligation, at the sole discretion of the Customer.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.4.1.3 Converged VoIP Handset Power Supplies

The Contractor shall provide ancillary handset power supplies with the handset when requested by the Customer.

Bidder understands this requirement and shall meet or exceed it? Yes

The Contractor shall provide handsets that utilize PoE at the Customer's request.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.4.2 Converged VoIP Basic Feature Package

The Contractor shall provide a basic feature package for all handset configurations. The basic feature package shall include the call features described below.

1. 9XX Blocking – No calls to or from 9xx-xxx-xxxx will be processed.

Bidder understands this requirement and shall meet or exceed it? Yes

2. Auto Attendant – A service that automatically answers incoming calls within a predefined number of rings without assistance from a live attendant.

Bidder understands this requirement and shall meet or exceed it? Yes

3. Call Forward (Busy Don't Answer) – Allows an End-User to choose to reroute incoming calls to another specified telephone number. This shall be available for all incoming calls on a busy or ring-no-answer condition.

Bidder understands this requirement and shall meet or exceed it? Yes

4. Call Forward (All Calls) – Allows the End-User to choose to reroute all incoming calls to another specified telephone number. The feature shall have the capability to restrict call forwarding to internal, local or long distance numbers.

Bidder understands this requirement and shall meet or exceed it? Yes

5. Call Hold – Allows the called party to put a caller on hold and retrieve them from the hold state.

Bidder understands this requirement and shall meet or exceed it? Yes

6. Call Notify - Enables a subscriber to define criteria that causes certain incoming calls to initiate an email notification.

Bidder understands this requirement and shall meet or exceed it? Yes

7. Call Transfer – Allows an End-User to transfer any call in progress to another telephone number.

Bidder understands this requirement and shall meet or exceed it? Yes

8. Call Pickup – Allows an End-User to answer any calls directed to another station line within his or her own predefined call pickup group.

Bidder understands this requirement and shall meet or exceed it? Yes

9. Call Park – Allows a call to be parked at an End-User's number for retrieval by another End-User's line.

Bidder understands this requirement and shall meet or exceed it? Yes

10. Conference – Allows an End-User to establish a multiparty conference connection of a minimum of three conferees including themselves without attendant assistance.

Bidder understands this requirement and shall meet or exceed it? Yes

11. Call Waiting - When a second call is received while an End-User is engaged in a call, the End-User is informed via an audible tone.

Bidder understands this requirement and shall meet or exceed it? Yes

12. Caller ID – Phone number of the calling party is displayed on the terminal equipment.

Bidder understands this requirement and shall meet or exceed it? Yes

13. Conference Bridge – Allows callers from diverse locations/platforms to dial in to a specified telephone number to participate in a conference call.

Bidder understands this requirement and shall meet or exceed it? Yes

14. DID - Direct Inward Dial phone number including Single Line appearance.

Bidder understands this requirement and shall meet or exceed it? Yes.

15. Directory Phone Display – Directory of Customer's VoIP subscribers via the phone display.

Bidder understands this requirement and shall meet or exceed it? Yes

16. Extension Dialing – All on-net numbers can be reached by dialing the fewest number of digits, taking into account size of deployment, number contention, and E911 emergency requirements.

Bidder understands this requirement and shall meet or exceed it? Yes

17. Group Pickup – Allows an incoming call to be picked up from any one of a predefined group of phones.

Bidder understands this requirement and shall meet or exceed it? Yes

18. Hunt Groups – Route inbound calls to a predetermined sequence of telephone numbers until it is answered.

Bidder understands this requirement and shall meet or exceed it? Yes

19. Message Waiting Indicator – Visual indication on phone that a message is in queue for review.

Bidder understands this requirement and shall meet or exceed it? Yes

20. Multi-Line Appearance – Provide the ability for multiple line appearances on an End-User's phone.

Bidder understands this requirement and shall meet or exceed it? Yes

21. Redial – Allow an End-User to automatically originate a call to the last number dialed from the End-User's phone.

Bidder understands this requirement and shall meet or exceed it? Yes

22. Speed Dial – Allows abbreviated digit dialing capability on a per station basis.

Bidder understands this requirement and shall meet or exceed it? Yes

The Bidder shall identify any additional features available at no additional charge.

Bidder's Description:

The Converged Voice Service is a network-based, hosted Interconnected Voice over Internet Protocol (VoIP) solution that combines VoIP services with traditional TDM communications features and functionality. This solution offers full PBX functionality with several features that are included and listed below;

Authentication

Blind Call Transfer

Call Capacity Management

Call Intercept Group

Call Intercept User

Call Line ID Blocking

Call Line ID Blocking per Call

Call Return

Call Trace

Call Transfer with 3rd Party Consultation

Call Transfer with 3-Way Consultation

Calling Line ID Delivery

Calling Number Delivery

Cancel Call Waiting

Charge Number   Client Call Control

Configurable Calling Line ID

Configurable Extension Dialing

Configurable Feature Codes

Connected Line ID Presentation

Connected Line ID Restriction

Consultation Hold

Customer Ringback – Audio

Department Admin Layer

Direct Inward/Outward Dialing

Flash Call Hold

Forwarded Calling Plan

Group Resource Inventory Report

Hunt Groups

Incoming Calling Plan

LDAP Integration

Loudspeaker Paging

Outgoing Call Plan

Personalized Name and Greeting Recording

Printable Group Directory

SIP TCP

Third Party Voicemail Support

Transferred Calling Plan

Voice Portal

Voicemail

Web Portal Call Logs

29.2.4.3 Converged VoIP Handsets

The Contractor shall provide the Converged VoIP service in five specific handset configurations as defined below.

29.2.4.3.1 Standard Converged VoIP Handset Features

Standard Converged VoIP handsets shall include the following features:

1. Single line.

Bidder understands this requirement and shall meet or exceed it? Yes

2. LCD Display.

Bidder understands this requirement and shall meet or exceed it? Yes

3. Full Duplex Hands-Free Speakerphone.

Bidder understands this requirement and shall meet or exceed it? Yes

4. Visual message waiting indicator.

Bidder understands this requirement and shall meet or exceed it? Yes

5. Ring volume control.

Bidder understands this requirement and shall meet or exceed it? Yes

6. Minimum three programmable function keys or a soft key interface.

Bidder understands this requirement and shall meet or exceed it? Yes

7. Single Ethernet port.

Bidder understands this requirement and shall meet or exceed it? Yes

8. Lightweight Directory Access Protocol (LDAP) and/or Active Directory (AD) integration.

Bidder understands this requirement and shall meet or exceed it? Yes

9. Compliant with Section 508 of the Rehabilitation Act.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.4.3.2 Midrange Converged VoIP Handset Features

Midrange Converged VoIP handsets shall include the following features in addition to the standard Converged VoIP handset features described in Section 29.2.4.3.1:

1. Minimum three lines.

Bidder understands this requirement and shall meet or exceed it? Yes

2. Intercom feature.

Bidder understands this requirement and shall meet or exceed it? Yes

3. Two Ethernet Ports.

Bidder understands this requirement and shall meet or exceed it? Yes

4. End-User Configurable Contact Directory.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.4.3.3 Attendant Converged VoIP Handset Features

Attendant Converged VoIP handsets shall include the following features in addition to the midrange Converged VoIP handset features described in Section 29.2.4.3.2:

1. Minimum Six Lines.

Bidder understands this requirement and shall meet or exceed it? Yes

2. Expansion Module(s) Capability.

Bidder understands this requirement and shall meet or exceed it? Yes

Bidder understands this requirement and shall meet or exceed it? Yes

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.4.3.4 Standard Converged VoIP Conference Room Speakerphone Features and Functionality

Standard Converged VoIP conference room speakerphones shall include the following features:

1. Full duplex.

Bidder understands this requirement and shall meet or exceed it? Yes

2. Expansion microphone compatible.

Bidder understands this requirement and shall meet or exceed it? Yes

3. Ethernet connection.

Bidder understands this requirement and shall meet or exceed it? Yes

4. LCD display.

Bidder understands this requirement and shall meet or exceed it? Yes

5. LDAP and/or AD integration.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.4.3.5 Executive Converged VoIP Conference Room Speakerphone Features and Functionality

Executive Converged VoIP conference room speakerphones shall include the following features in addition to the standard Converged VoIP conference room speakerphone features described in Section 29.2.4.3.4:

1. Integration with video conferencing systems.

Bidder understands this requirement and shall meet or exceed it? Yes

2. Wideband audio.

Bidder understands this requirement and shall meet or exceed it? Yes

3. Multi-unit connectivity.

Bidder understands this requirement and shall meet or exceed it? Yes

4. Two expansion microphones included.

Bidder understands this requirement and shall meet or exceed it? Yes

Bidders shall provide the Converged VoIP Handset Service Packages described in Table 29.2.4.3.a.

Table 29.2.4.3.a – Converged VoIP Handset Service Packages

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
1	Standard Converged VoIP Handset Service Package	Service Package with Standard Converged VoIP Handset.		CV100	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
2	Midrange Converged VoIP Handset Service Package	Service Package with Midrange Converged VoIP Handset.		CV101	**Yes**
3	Attendant Converged VoIP Handset Service Package	Service Package with Attendant Converged VoIP Handset.		CV102	**Yes**
4	Standard Converged VoIP Conference Room Speakerphone	Service Package with Standard Conference Room Converged VoIP Speakerphone with no external speakers.		CV103	**Yes**
5	Executive Converged VoIP Conference Room Speakerphone	Service Package with Executive Conference Room Converged VoIP Speakerphone with two external speakers.		CV104	**Yes**

The Contractor may offer additional unsolicited Converged VoIP Handset Service Packages in Table 29.2.4.3.b.

Table 29.2.4.3.b – Unsolicited Converged VoIP Handset Service Packages

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	Converged VoIP Service User	CV105	Converged VoIP Service only. SIP phone to be ordered separately. Only to be procured with an AT&T CALNET VoIP Service.
2	Converged User Mobile Client	CV106	The AT&T Converged VoIP Package allows the ability to add client software to Mobile Device. This is an add on feature and requires the purchase of a Converged VoIP Seat Package.
3	Converged VoIP UM	CV107	Converged VoIP UM License only. This option does not include a handset.
4	AT&T CHCS Unified Communication (UC) Service	Multiple IDs (See Below)	
5	AT&T CHCS UC Voice Common	UC101	AT&T CHCS UC Voice Common includes voice and basic call processing as well as support for traditional analog phones. Generally used for common areas such as conference rooms,lobby areas, ATA's, Fax,Alarms.
6	AT&T CHCS UC Voice Named User	UC104	AT&T CHCS UC Voice Named User includes voice and basic call processing, SNR, voicemail (unified messaging or basic voicemail) for up to ten Endpoints registered to a single user (any combination of hard phones and Jabber clients).
7	AT&T UC Voice Handset and Device Services	Multiple IDs (See Below)	
8	CHCS UC Voice Common Basic Handset	UC105	10/100BASE-T Ethernet, PoE Class 1, supporting one line. For use with CHCS UC Voice Common.
9	CHCS UC Voice Common Standard Handset	UC106	10/100BASE-T Ethernet, PoE Class 1, supporting one line. For use with CHCS UC Voice Common.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
10	CHCS UC Voice Named User Basic Plus Handset	UC107	10/100/1000BASE-T Integral switch, PoE Class 1, (5) Programmable (line) keys, wall-mountable, grayscale display (backlit) widescreen
11	CHCS UC Voice Named User Wireless Handset	UC108	802.11 VoWLAN, (6) line Wireless handset
12	CHCS UC Voice Common Conference Room Handset	UC109	10/100/1000BASE-T, PoE Class 1, (1) Programmable (line) key.
13	CHCS UC Voice Named User Standard Plus Handset	UC110	10/100/1000BASE-T Integral switch, PoE Class 1, (5) Programmable (line) keys, wall-mountable, color display (backlit) widescreen
14	CHCS UC Voice Named User Standard Video Handset	UC111	10/100/1000BASE-T Integral switch, PoE Class 1, (5) Programmable (line) keys, wall-mountable, Bluetooth, color display (backlit) widescreen, Hig-def Video (720p)
15	CHCS UC Voice Named User Mid-Range Plus Handset	UC112	10/100/1000BASE-T Integral switch, PoE Class 1, (5) Programmable (line) keys, wall-mountable, Bluetooth, color display (backlit) widescreen, supports up to KEM (2)
16	CHCS UC Voice Named User Executive Handset	UC113	10/100/1000BASE-T Integral switch, PoE Class 1, (5) Programmable (line) keys, wall-mountable, Bluetooth, color display (backlit) widescreen, supports up to KEM (3)
17	CHCS UC Voice Named User Executive Video Handset	UC114	10/100/1000BASE-T Integral switch, PoE Class 1, (5) Programmable (line) keys, wall-mountable, Bluetooth, color display (backlit) widescreen, Hig-def Video (720p), supports up to KEM (3)
18	CHCS UC Voice Named User Handset Audio Key Expansion Module	UC115	Audio Key Expansion Module for use with CHCS UC Voice Named User Mid-Range Handset or CHCS UC Voice Named User Executive Handset

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
19	CHCS UC Voice Named User Video Handset Key Expansion Module	UC116	Video Key Expansion Module for 8865 CHCS UC Voice Named User Executive Video Handset
20	CHCS UC Voice Named User Handset Wall-Mount	UC117	Wall Mount for CHCS UC Voice Named User Basic Plus Handset, Named User Wireless Handset, Named User Standard Plus Handset, Named User Standard Video Handset, Named User Mid-Range Plus Handset, Named User Executive Handset, and Named User Executive Video Handset
21	CHCS UC Voice Named User Basic Handset	UC118	10/100BASE-T Ethernet switch, PoE Class 1, supporting one line, grayscale display
22	CHCS UC Voice Named User Standard Handset	UC119	10/100BASE-T Ethernet switch, PoE Class 1, supporting (2) lines, wall-mountable, grayscale display (white backlit)
23	CHCS UC Voice Named User Mid-Range Handset	UC120	10/100/1000 BASE-T Ethernet switch, PoE Class 1, supporting (4) lines, wall-mountable, grayscale display (white backlit)
24	CHCS UC Voice Named User Handset Wall-Mount	UC121	Wall Mount for CHCS UC Voice Named User Basic Handset, Named User Standard Handset, and Named User Mid-Range Handset
25	CHCS UC Voice Named User Analog Device	UC122	Analog Telephone Adapter, 10/100BASE-T Ethernet, (2) RJ11 FXS ports
26	AT&T CHCS UC Additional Services/Features	Multiple IDs (See Below)	
27	UC Auto Attendant Basic	UC123	UC Auto Attendant - 1- 4 Options

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
28	UC Auto Attendant Advanced	UC124	UC Auto Attendant - 5+ Options
29	UC PBX Integration Point Small	UC125	UC PBX Integration Point (PIP) - Up to 50
30	UC PBX Integration Point Large	UC126	UC PBX Integration Point (PIP) - 51+
31	UC PSTN Interconnection Charge (PIC) Small	UC127	UC PSTN Interconnection Charge (PIC) - Up to 50
32	UC PSTN Interconnection Charge (PIC) Large	UC128	UC PSTN Interconnection Charge (PIC) - 51+
33	UC Attendant Console - Advanced 1	UC129	UC Attendant Console - Advanced (Server Based) - 1 to 3 operators per console
34	UC Attendant Console - Advanced 2	UC130	UC Attendant Console - Advanced (Server Based) - 4 to 6 operators per console
35	UC Attendant Console - Advanced 3	UC131	UC Attendant Console - Advanced (Server Based) - 7 to 10 operators per console
36	UC Attendant Console - Advanced 4	UC132	UC Attendant Console - Advanced (Server Based) - 11 to 25 operators per console
37	UC Attendant Console - Advanced 5	UC133	UC Attendant Console - Advanced (Server Based) - 26 to 50 operators per console
38	UC Attendant Console - Standard	UC134	UC Attendant Console - Standard (Serverless)
39	UC Group Announcements Small	UC135	UC Group Announcements Basic & Advanced - Up to 50 endpoints

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
40	UC Group Announcements Large	UC136	UC Group Announcements Basic & Advanced - 51+ endpoints
41	Collaboration Edge Small	UC137	Supports 1-25 Users. Collaboration Edge enables supported Jabber clients that are not on the Customer's corporate network to connect to the CHCS Voice service using an encrypted Internet connection. The mobile and remote access feature enables the Jabber clients and fixed remote endpoints to connect to the CHCS Voice service without the use of a User initiated VPN connection. Collaboration Edge supports the following Jabber features: Instant Messaging and Presence, Voice and video calls, Jabber-based audio and video conferencing, Jabber Desktop sharing (Windows and Macintosh), Visual voicemail, Directory search (limited), Support for certain Cisco IP phones (with some feature limitations), Support for certain Cisco Video Endpoints (with some feature limitations), Collaboration Edge support for Cisco IP Phones and Video Endpoints requires Customer to use LDAP Integration with Microsoft Active Directory®. If Collaboration Edge is used in combination with LDAP integration, a collective maximum of 200 domains and subdomains may be used; however, Customer's SSL certificate may further limit the number of domains. Jabber feature availability could also be limited with Collaboration Edge. Any 911/E911 call from a device using Collaboration Edge (CE) access is not supported. Collaboration Edge (CE) does not support 911/E911 services.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
42	Collaboration Edge - Medium	UC138	Supports 26-50 Users. Collaboration Edge enables supported Jabber clients that are not on the Customer's corporate network to connect to the CHCS Voice service using an encrypted Internet connection. The mobile and remote access feature enables the Jabber clients and fixed remote endpoints to connect to the CHCS Voice service without the use of a User initiated VPN connection. Collaboration Edge supports the following Jabber features: Instant Messaging and Presence, Voice and video calls, Jabber-based audio and video conferencing, Jabber Desktop sharing (Windows and Macintosh), Visual voicemail, Directory search (limited), Support for certain Cisco IP phones (with some feature limitations), Support for certain Cisco Video Endpoints (with some feature limitations), Collaboration Edge support for Cisco IP Phones and Video Endpoints requires Customer to use LDAP Integration with Microsoft Active Directory®. If Collaboration Edge is used in combination with LDAP integration, a collective maximum of 200 domains and subdomains may be used; however, Customer's SSL certificate may further limit the number of domains. Jabber feature availability could also be limited with Collaboration Edge. Any 911/E911 call from a device using Collaboration Edge (CE) access is not supported. Collaboration Edge (CE) does not support 911/E911 services.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
43	Collaboration Edge - Large	UC139	Supports 51-100 Users. Collaboration Edge enables supported Jabber clients that are not on the Customer's corporate network to connect to the CHCS Voice service using an encrypted Internet connection. The mobile and remote access feature enables the Jabber clients and fixed remote endpoints to connect to the CHCS Voice service without the use of a User initiated VPN connection. Collaboration Edge supports the following Jabber features: Instant Messaging and Presence, Voice and video calls, Jabber-based audio and video conferencing, Jabber Desktop sharing (Windows and Macintosh), Visual voicemail, Directory search (limited), Support for certain Cisco IP phones (with some feature limitations), Support for certain Cisco Video Endpoints (with some feature limitations), Collaboration Edge support for Cisco IP Phones and Video Endpoints requires Customer to use LDAP Integration with Microsoft Active Directory®. If Collaboration Edge is used in combination with LDAP integration, a collective maximum of 200 domains and subdomains may be used; however, Customer's SSL certificate may further limit the number of domains. Jabber feature availability could also be limited with Collaboration Edge. Any 911/E911 call from a device using Collaboration Edge (CE) access is not supported. Collaboration Edge (CE) does not support 911/E911 services.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
44	Collaboration Edge - Extra Large	UC140	Supports 101-500 Users. Collaboration Edge enables supported Jabber clients that are not on the Customer's corporate network to connect to the CHCS Voice service using an encrypted Internet connection. The mobile and remote access feature enables the Jabber clients and fixed remote endpoints to connect to the CHCS Voice service without the use of a User initiated VPN connection. Collaboration Edge supports the following Jabber features: Instant Messaging and Presence, Voice and video calls, Jabber-based audio and video conferencing, Jabber Desktop sharing (Windows and Macintosh), Visual voicemail, Directory search (limited), Support for certain Cisco IP phones (with some feature limitations), Support for certain Cisco Video Endpoints (with some feature limitations), Collaboration Edge support for Cisco IP Phones and Video Endpoints requires Customer to use LDAP Integration with Microsoft Active Directory®. If Collaboration Edge is used in combination with LDAP integration, a collective maximum of 200 domains and subdomains may be used; however, Customer's SSL certificate may further limit the number of domains. Jabber feature availability could also be limited with Collaboration Edge. Any 911/E911 call from a device using Collaboration Edge (CE) access is not supported. Collaboration Edge (CE) does not support 911/E911 services.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
45	Collaboration Edge - Extra Large Plus	UC141	Supports 501-1000 Users. Collaboration Edge enables supported Jabber clients that are not on the Customer's corporate network to connect to the CHCS Voice service using an encrypted Internet connection. The mobile and remote access feature enables the Jabber clients and fixed remote endpoints to connect to the CHCS Voice service without the use of a User initiated VPN connection. Collaboration Edge supports the following Jabber features: Instant Messaging and Presence, Voice and video calls, Jabber-based audio and video conferencing, Jabber Desktop sharing (Windows and Macintosh), Visual voicemail, Directory search (limited), Support for certain Cisco IP phones (with some feature limitations), Support for certain Cisco Video Endpoints (with some feature limitations), Collaboration Edge support for Cisco IP Phones and Video Endpoints requires Customer to use LDAP Integration with Microsoft Active Directory®. If Collaboration Edge is used in combination with LDAP integration, a collective maximum of 200 domains and subdomains may be used; however, Customer's SSL certificate may further limit the number of domains. Jabber feature availability could also be limited with Collaboration Edge. Any 911/E911 call from a device using Collaboration Edge (CE) access is not supported. Collaboration Edge (CE) does not support 911/E911 services.
46	UC Esna Cloudlink for Cisco®	UC142	Esna Cloudlink is an pplication Server hosted in CHCS Services datacenter that enables Unified Messaging with AT&T Voicemail system, Click to Call, presence, Federation with Google Talk

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
47	UC Esna iLink integration	UC143	Esna iLink integration integrates the service and adds an extension for certain web browsers.
48	UC Encryption in Transit	UC144	Adds an additional layer of encryption to the packets while in transit.
49	UC Call Recording and Monitoring	UC145	UC Call Recording and Monitoring
50	UC Call Recording Installation and Training - Up to 99 seats	UC146	UC Call Recording Installation and Training - Up to 99 seats
51	UC Call Recording Installation and Training - 100 to 249 seats	UC147	UC Call Recording Installation and Training - 100 to 249 seats
52	UC Call Recording Installation and Training - 250 to 499 seats	UC148	UC Call Recording Installation and Training - 250 to 499 seats
53	UC Call Recording Installation and Training - 500 to 999 seats	UC149	UC Call Recording Installation and Training - 500 to 999 seats
54	UC Call Recording Installation and Training - 1,000 to 2,499 seats	UC150	UC Call Recording Installation and Training - 1,000 to 2,499 seats
55	UC Call Recording Installation and Training - 2,500 to 5,000 seats	UC151	UC Call Recording Installation and Training - 2,500 to 5,000 seats

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
56	UC Call Recording Installation and Training - Supervisor Training	UC152	UC Call Recording Installation and Training - Supervisor Training
57	UC Call Recording Installation and Training - Admin Training	UC153	UC Call Recording Installation and Training - Admin Training
58	UC Managed Voice GW Bundle - Extra Small	UC154	UC Managed Voice GW Bundle - Extra Small Router
59	UC Managed Voice GW Bundle - Small	UC155	UC Managed Voice GW Bundle - Small Router
60	UC Managed Voice GW Bundle - Medium	UC156	UC Managed Voice GW Bundle - Medium Router
61	UC Managed Voice GW Bundle - Large	UC157	UC Managed Voice GW Bundle - Large Router
62	UC Managed Voice GW Bundle - Extra Large	UC158	UC Managed Voice GW Bundle - Extra Large Router
63	UC Managed Voice GW Prem Maint - Extra Small	UC159	UC Managed Voice GW Prem Maint - Extra Small Router
64	UC Managed Voice GW Prem Maint - Small	UC160	UC Managed Voice GW Prem Maint - Small Router
65	UC Managed Voice GW Prem Maint - Medium	UC161	UC Managed Voice GW Prem Maint - Medium Router

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
66	UC Managed Voice GW Prem Maint - Large	UC162	UC Managed Voice GW Prem Maint - Large Router
67	UC Managed Voice GW Prem Maint - Extra Large	UC163	UC Managed Voice GW Prem Maint - Extra Large Router
68	On Site Installation Fee - Group 3	UC164	On Site Installation Fee - UC Group 3
69	On Site Installation Fee - Group 4	UC165	On Site Installation Fee - UC Group 4
70	UC Advanced E911 Small	UC169	UC Advanced E911 - 500 to 5,000 devices
71	UC Advanced E911 Medium	UC170	UC Advanced E911 - 5,001 to 10,000 devices
72	UC Advanced E911 Large	UC171	UC Advanced E911 - 10,001+ devices
73	New Site Installation Fee per hour - Normal Business Hours	UC172	New Site Installation Fee per hour - Normal Business Hours
74	Project MACD Fee per hour - Normal Business Hours	UC173	Project MACD Fee per hour - Normal Business Hours

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
75	AT&T TAO Microsoft Direct Connect Service	Multiple IDs (See Below)	AT&T TAO Microsoft Direct Connect Service is a VoIP Service that integrates with Microsoft's Phone System License. It is an alternative to Microsoft Calling Plans and requires the customer has purchased Microsoft Phone System licenses separately. The service connects Microsoft Teams clients to AT&T's TAO datacenters through AVPN and/or over the internet. The service enables customers to leverage existing TAO IP Voice SBC's to provide and manage connections between client's Microsoft Teams and the PSTN. AT&T hosts, provides, and manages shared Microsoft Teams Certified SBCs and provides PSTN connectivity via IP Flex.
76	AT&T TAO Cloud VoIP Integration	TAO01	Cloud VoIP Integration is the integration per user to utilize TAO and Direct Route.
77	AT&T TAO Cloud VoIP Direct Connection	TAO02	Where Microsoft Calling Plan requires the customer to purchase for each user, AT&T TAO Cloud VoIP Direct Connection allows you to purchase the number of Concurrent Call Paths needed to be setup in the TAO environment based on the number of Concurrent Call Paths the customer anticipates they need to support the number of Microsoft Phone System Users they have purchased.
78	AT&T TAO Cloud Connect License	TAO03	AT&T TAO Cloud Connect License is the connection within the TAO environment that cross connects the AT&T Network to the Microsoft Direct Route connection.
79	4Mb TAO Connect Service	TAO04	TAO Bandwidth to Direct Route. Setup with redundant connections. Requires TAO Connect Service in Category 29.3.4.b. to ensure successful implementation.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
80	8Mb TAO Connect Service	TAO05	TAO Bandwidth to Direct Route. Setup with redundant connections. Requires TAO Connect Service in Category 29.3.4.b. to ensure successful implementation.
81	10Mb TAO Connect Service	TAO06	TAO Bandwidth to Direct Route. Setup with redundant connections. Requires TAO Connect Service in Category 29.3.4.b. to ensure successful implementation.
82	20Mb TAO Connect Service	TAO07	TAO Bandwidth to Direct Route. Setup with redundant connections. Requires TAO Connect Service in Category 29.3.4.b. to ensure successful implementation.
83	30Mb TAO Connect Service	TAO08	TAO Bandwidth to Direct Route. Setup with redundant connections. Requires TAO Connect Service in Category 29.3.4.b. to ensure successful implementation.
84	40Mb TAO Connect Service	TAO09	TAO Bandwidth to Direct Route. Setup with redundant connections. Requires TAO Connect Service in Category 29.3.4.b. to ensure successful implementation.
85	50Mb TAO Connect Service	TAO10	TAO Bandwidth to Direct Route. Setup with redundant connections. Requires TAO Connect Service in Category 29.3.4.b. to ensure successful implementation.
86	60Mb TAO Connect Service	TAO11	TAO Bandwidth to Direct Route. Setup with redundant connections. Requires TAO Connect Service in Category 29.3.4.b. to ensure successful implementation.
87	70Mb TAO Connect Service	TAO12	TAO Bandwidth to Direct Route. Setup with redundant connections. Requires TAO Connect Service in Category 29.3.4.b. to ensure successful implementation.
88	80Mb TAO Connect Service	TAO13	TAO Bandwidth to Direct Route. Setup with redundant connections. Requires TAO Connect Service in Category 29.3.4.b. to ensure successful implementation.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
89	90Mb TAO Connect Service	TAO14	TAO Bandwidth to Direct Route. Setup with redundant connections. Requires TAO Connect Service in Category 29.3.4.b. to ensure successful implementation.
90	100Mb TAO Connect Service	TAO15	TAO Bandwidth to Direct Route. Setup with redundant connections. Requires TAO Connect Service in Category 29.3.4.b. to ensure successful implementation.
91	200Mb TAO Connect Service	TAO16	TAO Bandwidth to Direct Route. Setup with redundant connections. Requires TAO Connect Service in Category 29.3.4.b. to ensure successful implementation.
92	300Mb TAO Connect Service	TAO17	TAO Bandwidth to Direct Route. Setup with redundant connections. Requires TAO Connect Service in Category 29.3.4.b. to ensure successful implementation.
93	400Mb TAO Connect Service	TAO18	TAO Bandwidth to Direct Route. Setup with redundant connections. Requires TAO Connect Service in Category 29.3.4.b. to ensure successful implementation.
94	500Mb TAO Connect Service	TAO19	TAO Bandwidth to Direct Route. Setup with redundant connections. Requires TAO Connect Service in Category 29.3.4.b. to ensure successful implementation.
95	600Mb TAO Connect Service	TAO20	TAO Bandwidth to Direct Route. Setup with redundant connections. Requires TAO Connect Service in Category 29.3.4.b. to ensure successful implementation.
96	700Mb TAO Connect Service	TAO21	TAO Bandwidth to Direct Route. Setup with redundant connections. Requires TAO Connect Service in Category 29.3.4.b. to ensure successful implementation.
97	800Mb TAO Connect Service	TAO22	TAO Bandwidth to Direct Route. Setup with redundant connections. Requires TAO Connect Service in Category 29.3.4.b. to ensure successful implementation.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
98	900Mb TAO Connect Service	TAO23	TAO Bandwidth to Direct Route. Setup with redundant connections. Requires TAO Connect Service in Category 29.3.4.b. to ensure successful implementation.
99	1000Mb TAO Connect Service	TAO24	TAO Bandwidth to Direct Route. Setup with redundant connections. Requires TAO Connect Service in Category 29.3.4.b. to ensure successful implementation.
100	Convertible headset multi mode	TAO25	Convertible headset multi mode for use with VoIP services.
101	USB Headset corded	TAO26	USB Headset with a cord for use with VoIP services.
102	USB Headset Over ear	TAO27	USB over the ear headset for use with VoIP Services.
103	TAO Connect Business Media Phone 400	TAO28	TAO Connect Certified Business Media Phone 400. PoE only. Ships without power supply
104	TAO Connect Phone Universal Power Supply	TAO29	TAO Connect Phone Universal Power Supply. 1-pack, 5V, 3A
105	TAO Connect Business Media Phone 500	TAO30	TAO Connect Business Media Phone 500. PoE only. Ships without power supply
106	TAO Connect Business Media Phone 600	TAO31	TAO Connect Business Media Phone 600. PoE only. Ships without power supply
107	TAO Connect Multimedia Conference Standard	TAO32	TAO Connect All-in-one 4K Video Conf/Collab/Wireless Multimedia Conference Device.
108	TAO Connect Multimedia Conference Advanced	TAO33	TAO Connect All-in-one 4K Video Conf/Collab/Wireless Wall Mount Capable Multimedia Conference Device.
109	TAO Connect Multimedia Conference Premium	TAO34	TAO Connect 4k Codec-Wireless Presentation System Multimedia Conference Device.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
110	TAO Connect Conference Touch Control	TAO35	Touch control for use with TAO Connect Multimedia Conference Standard, Advanced or Premium Devices. Requires PoE network connection or optional external power injector.
111	TAO Connect Conference Phone	TAO36	TAO Connect IP conference phone with built-in Wi-Fi. PoE only. Includes 7.6m/25ft Ethernet cable and Setup Sheet. POWER KIT NOT INCLUDED.
112	AT&T Teams Direct Route User Profile	MSF01	User Profile Includes: 1. 3000 minutes US Domestic (inbound/outbound) per "pooled" user per month. 2. Microsoft Teams Direct Route Peering setup 3. Number Porting or New Number per user 4. AT&T Monitoring and Management Support. 5. E911 Emergency Services. 6. Access via Internet included 6. Cloud HA Pair SBC and SIP Trunk included. User Setup includes: Integration into the core with one cutover event, associated Project Management and Engineering support.
113	AT&T Teams PBX Integration	MSF02	Configuration and setup of cloud SBC and SIP Trunk with Customer Existing PBX.
114	AT&T Teams Network Cross Connection	MSF03	Provides network cross connection for customer provided MPLS or SDWAN network connection into the AT&T cloud data center.
115	AT&T Teams Additional Tenant	MSF04	Additional Microsoft Teams Tenant including GCC High configuration support. Establishes Peering Between AT&T SBC and Customer Provided additional Teams Tenant. Primary Tenant configuration included with AT&T Teams Direct Route User Profile.
116	AT&T Teams Analog Gateway Management	MSF05	Monitoring and Management of analog gateways. Pricing does not include the gateway itself.
117	Avaya Cloud Service (ACS) Devices	Multiple (See Below)	

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
118	ACS DAAS J139 IP Phone	ACS01	Multiple line phone with four red/green feature indicators * Ethernet cable not included * No intercom feature. For use with DAAS Basic, Core, or Power User.
119	ACS DAAS J159 IP Phone	ACS02	Multiple line phone with four red/green feature indicators on primary screen and four pages of six red/green feature indicators on secondary screen plus fixed feature buttons for Hold, Transfer, Conference, and Redial * Ethernet cable not included
120	ACS DAAS J169 IP Phone No Pwr Sup	ACS03	Multiple line phone with eight red/green feature indicators Ethernet cable not included
121	ACS DAAS J179 IP Phone No Pwr Sup	ACS04	Multiple line phone with Large color display and integrated feature indicators Ethernet cable not included
122	ACS Attendant Handset DAAS J169 IP Phone No Pwr Sup	ACS05	Attendant Console - Basic Power over Ethernet Class 1, 802.3az, optional 5v AC-DC Ethernet cable not included
123	ACS Attendant Handset DAAS J179 IP Phone No Pwr Sup	ACS06	Attendant Console - Basic Ethernet cable not included
124	ACS DAAS B179 Subscription	ACS07	The B179 Conference Phone is a flexible SIP-based conference phone and is ideal for large conference rooms
125	ACS DAAS B189 Conference Phone	ACS08	The B189 Conference Phone is a flexible SIP-based conference with large touchscreen display and is ideal for large conference rooms.
126	ACS DAAS B199 SIP Conference Phone	ACS09	The B199 Conference Phone is a flexible SIP-based conference and is ideal for very large conference rooms by connecting B199 units together in a daisy-chain.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
127	ACS DAAS AV VNTG K165	ACS10	The Vantage K165 is a multi-media desktop SIP device with large color touch screen display that allows for voice, chat, and collaboration through one touch connections.
128	ACS DAAS AV VNTG K175	ACS11	The Vantage K175 is a multi-media desktop SIP device with large color touch screen display that allows for voice, chat, and collaboration through one touch connections. The K175 includes an integrated camera for video.
129	Avaya Cloud Service (ACS) Services/Features	Multiple (See Below)	
130	ACS Secure Cloud Basic User	ACS12	Avaya OneCloud Secure is a private cloud service designed with U.S. government security requirements in mind. Avaya complies with U.S. Federal security requirements by maintaining an Authority to Operate (ATO) at FedRAMP Moderate level. Avaya is directly listed on the FedRAMP web site (marketplace.fedramp.gov) as FedRAMP Moderate Software as a Service (SaaS). In addition to FedRAMP Moderate, the solution is HIPAA complaint and can meet the requirements of FERPA.
131	ACS Secure Cloud Core User	ACS13	The Core bundle builds on top of the Basic bundle, adding in Advanced Messaging and other Unified Communications capabilities such as IM / Presence, EC500-twinning with a desktop or mobile soft client, and Avaya Client integration which supports Microsoft integration.
132	ACS Secure Cloud Power User	ACS14	The Power bundle builds on top of the Core UC bundle and adding in audio, web, and video collaboration.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
133	ACS NG911 Service	ACS15	The Avaya Next Generation Emergency 911 (NG911) service is an add-on to Avaya OneCloud™ Secure Service priced incrementally. NG911 is a mandatory quote and addition for every UC and CC named seat and soft client user to address US legislation: Kari's Law and Ray Baum Act.
134	ACS NG911 Service Setup	ACS16	Set up fee for NG911 Service
135	ACS Basic User	ACS17	Avaya Cloud Service - Basic User
136	ACS Core User	ACS18	Avaya Cloud Service - Core User
137	ACS Power User	ACS19	Avaya Cloud Service - Power User
138	ACSWebBased Attendant Console	ACS20	Delivers full suite of Attendant Console (AC) business line features on an AC compatible IP phone with appropriate set of business feature bundles.

29.2.4.4 Converged VoIP Site Survey

The Contractor shall provide site survey, design, and implementation of Converged VoIP services which shall be included in the nonrecurring per seat pricing structure.

The Contractor shall perform an assessment of the environment to identify all required components and tasks needed for implementation of this service.

The completed Converged VoIP site survey shall identify the steps required to facilitate a successful implementation of the Converged VoIP services. Upon completion of the survey, the Contractor shall provide the Customer a copy of the completed Converged site survey. The survey shall identify potential deficiencies found at the location and the necessary steps required to correct them so that the Customer can order and implement Converged VoIP services.

The Contractor shall confirm existing cabling and provide the Customer with a list of all cabling requirements that must be met.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.4.5 Converged VoIP Network LAN Assessment

The Contractor shall perform a network LAN Assessment, at no charge. The LAN Assessment shall identify any issues related to the following:

1. Health of the network;
2. Bandwidth;
3. Power;
4. Firewall; and,
5. E911.

Bidder understands this requirement and shall meet or exceed it? Yes

The Contractor shall perform a network VoIP LAN Assessment for Customer locations to determine the readiness of the network infrastructure to support Converged VoIP traffic. The VoIP LAN Assessment shall identify network and equipment impairments that would cause VoIP to fail.

Bidder understands this requirement and shall meet or exceed it? Yes

The Contractor shall measure network infrastructure performance by electronically passing the amount of simulated traffic expected under a VoIP implementation and measuring network infrastructure performance under the increased traffic load.

Bidder understands this requirement and shall meet or exceed it? Yes

The Contractor shall provide a corrective action plan that identifies any corrective actions required by the Customer for the Customer's LAN to support the Converged VoIP service.

Bidder understands this requirement and shall meet or exceed it? Yes

The Contractor shall receive written confirmation from the Customer that the specifically identified corrective actions have been completed. The Contractor shall perform any additional LAN Assessments to identify corrective actions required to insure proper operation of the service.

Bidder understands this requirement and shall meet or exceed it? Yes

The Contractor shall provide an option for retesting the LAN as described within this Section.

Bidder understands this requirement and shall meet or exceed it? Yes

The Contractor shall develop a Scope of Work (SOW) for each location as described in the SOW Business Requirements, Section G.8, Contracted Service Project Work Section.

Bidder understands this requirement and shall meet or exceed it? Yes

This Converged VoIP LAN Assessment service shall only be used for the purposes of determining the Customer's site readiness for provisioning of the Contractor's Converged VoIP services under this Contract.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.4.6 Converged VoIP Site Design

The Contractor shall complete site designs that include engineering and documentation of all components required for proper implementation of the Standalone VoIP services. These site designs will occur after a Customer has placed an order for Standalone VoIP services, but before implementation.

Bidder understands this requirement and shall meet or exceed it? Yes

The Contractor shall provide diagram(s) to the Customer that detail the Converged VoIP design for each location and shall include:

1. Customer Premise Equipment.

Bidder understands this requirement and shall meet or exceed it? Yes

2. VoIP transport bandwidth.

Bidder understands this requirement and shall meet or exceed it? Yes

3. Number of simultaneous calls to meet a P.01 Grade of Service.

Bidder understands this requirement and shall meet or exceed it? Yes

4. Proposed CODECs.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.4.7 Converged VoIP Site Implementation

The Contractor shall install all on-site equipment at the Customer location implementing a Converged VoIP service. The installation will commence after Customer approval following completion of the Site Survey, and network Design phase.

Bidder understands this requirement and shall meet or exceed it? Yes

The Contractor shall install all equipment, hardware, and cabling required to deliver the end-to-end service to the workstation handset, excluding LAN components.

Bidder understands this requirement and shall meet or exceed it? Yes

The Contractor shall test the complete system including all phones and associated equipment. The Contractor shall provide written test results to assist the Customer in determination of the final acceptance.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.4.8 Converged VoIP Account Codes

The Contractor's system shall allow the Customer to utilize Account Codes, which enable the tracking of calls made outside of the location by prompting End-Users for an Account Code.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.4.9 Converged VoIP Authorization Codes

The Contractor's system shall allow the Customer to utilize Authorization Codes. This feature allows Customers to enable a prompt for an Authorization Code when making calls outside of the location. When utilized, calls will not connect without a valid Authorization Code.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.5 Additional Converged VoIP Services and Features

The Contractor shall provide the additional Converged VoIP services and features described below.

29.2.5.1 Converged VoIP Site Survivability Network Failure

The Contractor shall provide Converged VoIP Site Survivability in the event of a network failure. The Contractor's Site Survivability options shall maintain station-to-station calling functionality for all handsets on premises. The Contractor's Site Survivability options shall be configured to allow the number of concurrent calls to outside lines specified by the Feature Descriptions in Table 29.2.5.a.

The Contractor shall include the backup circuit or wireless connection in their Site Survivability options.

Bidder understands this requirement and shall meet or exceed it? Yes

Failure of a Customer to select this option does not release the Contractor from its SLA obligations as described in the Availability SLAs Section, 29.4.8.1.

Bidder understands this requirement and shall meet or exceed it? Yes

Site Survivability Network Failure is for backup purposes only. The Contractor shall not promote, design or offer this service as a standalone primary service and it shall only be used in conjunction with the Converged VoIP Service. Connections to the PSTN shall only be used in the event of Converged VoIP Service failure.

Bidder understands this requirement and shall meet or exceed it? Yes

The Contractor shall only route traffic originating from the locally served Customer of record.

Bidder understands this requirement and shall meet or exceed it? Yes

The Converged VoIP Site Survivability Network Failure solution shall provide automatic alarm notification by electronic means to the CALNET CMO whenever traffic is routed through the site survivability option.

Bidder understands this requirement and shall meet or exceed it? Yes

This service is exempt from the provisions of the Network Based Section, 29.2.1.5.

Bidder understands this requirement and shall meet or exceed it? Yes

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Any additional Bidder proposed unsolicited site survivability solutions must conform to these requirements and will fall under the SLA's established in the Service Level Agreements Section.

Bidder understands this requirement and shall meet or exceed it? Yes

Bidder's Description:

Site Survivability Option provides continuity of AT&T Converged VoIP service in the event of a failure of a customer's connectivity to the AT&T network by routing calls over the Public Switched Telephone Network (PSTN), or other diverse network call path. This service is offered as an optional feature. This functionality is provided by an AT&T-managed device installed on the customer site between the managed router and the LAN switch.

29.2.5.2 Converged VoIP Network LAN Assessment Retest

If required, the Contractor shall perform a network LAN Assessment Retest in accordance with the provisions of the Converged VoIP Network LAN Assessment Section, 29.3.3.5 to validate corrective actions have been completed that allow for proper operation of the service.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.5.3 Converged VoIP Block of 20 Additional Direct Inward Dialing Number Reservation

The Contractor shall provide an option that allows the Customer to purchase an additional block of 20 DID numbers. This option will be used to reserve additional blocks of DID numbers for future requirements (20 per block). The charge shall only apply for the reservation of the block of numbers. This charge shall be terminated upon utilization of all 20 reserved DID numbers.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.5.4 Converged VoIP Web Based Attendant Console

The Contractor shall provide a Converged VoIP web-based Attendant Console that enables an Attendant (e.g., receptionist) to monitor a configurable set of End-Users at the same location as the Attendant. The Attendant Console shall graphically display End-User's status (busy, idle, do not disturb), as well as detailed call information. The Attendant Console

window shall allow the attendant to perform click-to-transfer or click-to-dial.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.5.5 Converged VoIP Additional Line Appearance

The Contractor shall provide additional line appearances for multi-line phones.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.5.6 Converged VoIP Analog Support

The Contractor shall provide analog device support services.

The Contractor shall furnish, install and support all equipment for proper operation of the Customer analog device.

Bidder understands this requirement and shall meet or exceed it? Yes

Contractor shall offer the Converged VoIP service features detailed in Table 29.2.5.a.

Table 29.2.5.a – Converged VoIP Service Features

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
1	Converged VoIP Small Site Survivability Network Failure	Site survivability option for a site with 100 Desktop Handsets and 15 concurrent calls to outside lines.	Backup Connection subject to availability of facilities.	CV108	Yes
2	Converged VoIP Medium Site Survivability Network Failure	Site Survivability option for a site with 500 Desktop Handsets and 75 concurrent calls to outside lines.	Backup Connection subject to availability of facilities.	CV109	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
3	Converged VoIP Large Site Survivability Network Failure	Site Survivability option for a site with 1000 Desktop Handsets and 150 concurrent calls to outside lines.	Backup Connection subject to availability of facilities.	CV110	**Yes**
4	Converged VoIP Network LAN Assessment Retest	Additional test beyond the initial LAN Assessment test as identified in the Converged VoIP Network LAN Assessment Section.		SCRT1	**Yes**
5	Converged VoIP Block of 20 Additional Direct Inward Dialing Number Reservation	Block of 20 DID numbers held in reservation.		CV111	**Yes**
6	Converged VoIP Web-Based Attendant Console	Enables an End-User (e.g., receptionist) to monitor a configurable set of End-Users		CV112	**Yes**
7	Converged VoIP Additional Line Appearance	Additional line appearances for multi-line handsets.		CV113	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
8	Converged VoIP Analog Support	Analog device support	Analog device support. Quantities are based on each analog device/port supported.	CV114	**Yes**

The Contractor may offer additional unsolicited Converged VoIP service features in Table 29.2.5.b.

Table 29.2.5.b – Unsolicited Converged VoIP Service Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	Converged VoIP Business Trunk Group SIP trunking only	CV115	Enables ability to tie into another premise based system, whether that be a call center application, PBX, or other system. SIP trunking only - no Converged VoIP PBX Service. To be used in conjunction with Converged VoIP Basic Trunk User. Only to be procured with an AT&T CALNET VoIP Service.
2	Converged VoIP Basic Trunk User	CV116	To be used in conjunction with Converged VoIP Business Trunk Group SIP trunking only. This serves as the ability to enable the users from the other system to have access to the VoIP solution. Only to be procured with an AT&T CALNET VoIP Service.
3	Converged VoIP Encrypted Endpoint	CV117	Encrypted Endpoint encrypts the traffic from the VoIP Endpoint through the network. Only to be procured with an AT&T CALNET VoIP Service.
4	Converged VoIP Emergency Routing Service (ERS)	CV118	Emergency Routing Service (ERS) service adds the ability to get more granular with the E911 details. May be ordered as an add on feature for CALNET approved VoIP services.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
5	Converged VoIP Call-Recording	CV119	Converged VoIP Call-Recording enables the ability to record calls. Only to be procured with an AT&T CALNET VoIP Service.
6	Converged VoIP Executive Auto Attendant	CV120	Executive Auto Attendant that works with AT&T VoIP Services. Only to be procured with an AT&T CALNET VoIP Service.
7	Converged VoIP Receptionist Enterprise	CV123	Converged VoIP Reception Enterprise. Only to be procured with an AT&T CALNET VoIP Service.
8	SIP Calling Plans	Multiple ID's (See Below)	AT&T IP Flexible Reach is an integrated access, network service that provides the elements necessary to voice-enable a customer's IP service. Local, US Long Distance and International calling is supported on AT&T Managed Internet Service (MIS) or AT&T Virtual Private Network (AVPN). IP Flexible Reach is available with either AT&T Managed router option (MIS) or AT&T VPN (AVPN) with client managed routers. IP Flexible Reach is supported with the following access choices: (1) MIS transport at all speeds T1 and above are supported, including Ethernet and MLPPP; (2) AVPN transport, PPP, MLPPP and Ethernet. IP Flexible Reach on MIS Managed Router requires the Class of Service (COS) option. IP Flexible Reach on AVPN with client managed router. AVPN must be conditioned with appropriate COS. Outbound voice and fax calling is

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			supported between: • US VoIP-enabled locations (On-net) • PSTN connected locations (Off-net) Inbound service from the PSTN is supported with Calling Plans B or C. Definitions: • On-net is defined as calling between customer locations that have an AT&T Business VoIP product. • Off-net is defined as calling from AT&T IP Flexible Reach customer sites to any U.S. or non-U.S. location not equipped with the Flexible Reach service. There are three categories of Off-net calling: Local, Long Distance and International. o Local inbound and outbound calling using AT&T's Business VoIP Local Footprint with full local service feature/functionality including: new telephone number assignments, local number portability, Direct Inward Dialing (DID) and Direct Outward Dialing (DOD), E911, Directory Listing, Directory Assistance, originating 8YY, Operator Assistance, Blocking options and more. o Off-net Long Distance calling via AT&T's network-based hop-off gateways, which are connected to the PSTN for calling termination to any location o Off-net International calling from AT&T's network-based hop-off gateways provides International per minute calling AT&T IP Flexible Reach supports voice

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			traffic, originated from the customer own CPE based telephony platform (e.g. key system or PBX) or the PSTN, that is converted to data packets, allowing customers to use their MIS or AVPN connection for data, voice and fax traffic. Customers choose the calling capacity they require in units of Concurrent Calls, which are similar to simultaneous calls and can be engineered using standard voice traffic tools or by using the customer's existing voice channel capacity, providing a flexible solution for any enterprise from large to small. AT&T IP Flexible Reach Service supports traditional key systems, TDM PBXs, and AT&T certified IP PBXs, IP PBX clusters and SBCs (Session Border Controllers).

The AT&T IP Toll-Free Service (AT&T IPTF) provides inbound toll-free service. AT&T IPTF requires that a Customer order Calling Plan G. Calling Plan G is used with IPFlex Plan A, B, or C. In conjunction with toll-free numbers ordered under AT&T IPTF Service, Customer must order at least one Toll-Free Advanced Feature to be associated with these numbers. IP Toll Free in bound usage is Calling Plan G. |
| 9 | SIP Calling Plan A | FLXCPC | Unlimited Local Calling (inbound/outbound) with unlimited off-net long distance calling (United States). The plan shall include a rate for off-net international and shall not include any other rates. There shall be no charges for on-net calling. |

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
10	SIP Calling Plan B	FLXCPB	Unlimited local calling with off-net long distance (Unites State) usage. The plan shall include a rate for off-net long distance (United State) and a rate for off-net international and shall not include any other rates. There shall be no charges for on-net calling.
11	US Off-Net Calling for Calling Plan B	IPONDOM	Domestic Off-Net calling for Calling Plan B Customers
12	SIP Calling Plan C	FLXCPA	Unlimited off-net long distance calling (United States) with no local calling. There shall be no rates associated with this plan. There shall be no charges for on-net calling.
13	SIP Calling Plan D	CLPLNG	United States Inbound toll-free calling. The plan shall contain a rate for United States inbound toll-free calling and shall not include any other rates.
14	Inbound Toll Free Calling Rate for Calling Plan D	VIREUS	Inbound Toll-Free calling for SIP Calling Plan D Customers. Inbound Intrastate-IntraLATA.
15	AT&T IP Flexible Reach Enhanced Features Package	IPTFEF	AT&T IP Flexible Reach Enhanced Features Package-includes: Telephone Number User features • Anonymous Call Rejection • Call Transfer • Call Forwarding • Sequential Ringing • Simultaneous Ringing • Selective Call Acceptance • Selective Call Rejection • Max DID Policing Trunk Call Routing Features • Percent Allocation • Linear • Round Robin • Most Idle Customer Portal

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
16	IP Toll Free - Redirect w Forwarding up to 5,000	IPTFRD1	IP Toll Free - IP Redirect with Data Forwarding 0 - 5,000. Enables forwarding of Dialed Number, CPN and selected IP InfoPack data from the Redirecting Party location to the Target Party location. Customer must subscribe to IP InfoPack in order to enable forwarding of any of the data fields under that feature.
17	IP Toll Free - Redirect w Forwarding 5,001-10,000	IPTFRD2	IP Toll Free - IP Redirect with Data Forwarding 5,001 - 10,000. Enables forwarding of Dialed Number, CPN and selected IP InfoPack data from the Redirecting Party location to the Target Party location. Customer must subscribe to IP InfoPack in order to enable forwarding of any of the data fields under that feature.
18	IP Toll Free -Redirect w Forwarding over 10,001	IPTFRD3	IP Toll Free - IP Redirect with Data Forwarding 10,001+ Enables forwarding of Dialed Number, CPN and selected IP InfoPack data from the Redirecting Party location to the Target Party location. Customer must subscribe to IP InfoPack in order to enable forwarding of any of the data fields under that feature.
19	IP Toll Free - Redirect w/out Forwarding up to 5,000	IPTF1	IP Toll Free - IP Redirect without Data Forwarding 0 - 5,000. Enables pre-answer transfer of a call to a Target Party.
20	IP Toll Free - Redirect w/out Forwarding 5,001-10,000	IPTF2	IP Toll Free - IP Redirect without Data Forwarding 5,001 - 10,000. Enables pre-answer transfer of a call to a Target Party.
21	IP Toll Free - Redirect w/out Forwarding over 10,001	IPTF3	IP Toll Free - IP Redirect / Redirect without Data Forwarding 10,001+ Enables pre-answer transfer of a call to a Target Party.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
22	IP Toll Free - Redirect Setup	IPTFRS	IP Toll Free - IP Redirect Set Up
23	IP Toll Free - InfoPack	IPTFI	IP Toll Free - IP InfoPack without Mobile Caller Information Delivery. Display of call information to the party receiving the call, including any or all of the following fields: - Billing Number (BN) - Calling Party Number (CPN) - Originating Line Information (OLI) - User to User Information (UUI) - Original Called Number (OCN) - Redirecting Number (RN) - Redirecting Information (RI) CPE must be certified with Narrowband Signaling Syntax (NSS) to order and use: Original Called Number, Redirecting Number, & Redirecting Information. IP InfoPack may be ordered as a standalone feature on any AT&T IPTF termination, and does not require IP Courtesy Transfer or IP Redirect. Delivery of the data fields above is dependent upon (a) the termination being subscribed to the specific field, (b) the information being present on the incoming call record and (c) the ability of the CPE to support it. This information may not be available on calls originating from a location outside the US.
24	IP Toll Free - InfoPack Setup	IPTFIS	IP Toll Free - IP InfoPack Set up
25	IP Toll Free - Site Setup	IPTFS	IP Toll Free - Site Setup
26	IP Toll Free - Courtesy Transfer	IPTFT	IP Toll Free - IP Courtesy Transfer Post-answer, blind transfer capability that

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			enables Customer to transfer the caller to the Target Party. Important This feature should not be provisioned on the same terminations that also have traditional Transfer Connect. (Transfer Connect is a traditional Toll-Free Advanced Feature.)
27	IP Toll Free - Courtesy Transfer Non-8YY	IPTFTO	IP Toll Free - IP Courtesy Transfer to Non-8YY Off-Net
28	Converged VoIP Off-Net Toll-Free	VIRRUS	Allows a Customer to receive off-net toll-free calls from the 50 United States, the District Of Columbia, the Virgin Islands, and Puerto Rico. Inbound Intrastate-IntraLATA.
29	Emergency Routing Service (ERS) License	ERS01	The Emergency Routing Service (ERS) is a secure, web-based service that ensures that your organization's 911 calls are routed to the appropriate Public Safety Answering Point (PSAP). May be ordered as an add on feature for CALNET approved VoIP services.
30	Location Manager Endpoint (Tier 0-1000)	ERS02	Nomadic User 911 Location Services. May be ordered as an add on feature for CALNET approved VoIP services.
31	Location Manager Endpoint (Tier 1001-2500)	ERS03	Nomadic User 911 Location Services. May be ordered as an add on feature for CALNET approved VoIP services.
32	Location Manager Endpoint (Tier 2501-5000)	ERS04	Nomadic User 911 Location Services. May be ordered as an add on feature for CALNET approved VoIP services.
33	Location Manager Endpoint (Tier 5000+)	ERS05	Nomadic User 911 Location Services. May be ordered as an add on feature for CALNET approved VoIP services.
34	ERS Connectivity - VPN Tunnel (Pair)	ERS06	Secure access for maintaining ERS database. May be ordered as an add on feature for CALNET approved VoIP services.
35	ERS Account Set Up Fee	ERS07	Emergency Routing Service enterprise set up fee for use. May be ordered as

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			an add on feature for CALNET approved VoIP services.
36	Location Manager Setup Fee	ERS08	Location Manager Service enterprise set up fee for use. May be ordered as an add on feature for CALNET approved VoIP services.
37	Professional Implementation Hourly Rate	ERS09	Custom Implementation rate. May be ordered as an add on feature for CALNET approved VoIP services.
38	Professional Implementation Package - 30 Hours	ERS10	Custom Service and support package. May be ordered as an add on feature for CALNET approved VoIP services.
39	Professional Implementation Package - 40 Hours	ERS11	Custom Service and support package. May be ordered as an add on feature for CALNET approved VoIP services.
40	Professional Implementation Package - 60 Hours	ERS12	Custom Service and support package. May be ordered as an add on feature for CALNET approved VoIP services.
41	Professional Implementation Package - 100 Hours	ERS13	Custom Service and support package. May be ordered as an add on feature for CALNET approved VoIP services.
42	911 Response Center Call Fees (unprovisioned calls)	ERS14	Cared for 911 calls that are not provisioned on the ERS System. May be ordered as an add on feature for CALNET approved VoIP services.
43	EGW Virtual Pair	ERS15	Premise EGW deployment model. May be ordered as an add on feature for CALNET approved VoIP services.
44	EGW Virtual Additional 2500 Endpoints License	ERS16	License option for premise EGW System. May be ordered as an add on feature for CALNET approved VoIP services.
45	Desk Alert for EGW	ERS17	Customer Onsite Security or Response Team integration for emergency calls.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			May be ordered as an add on feature for CALNET approved VoIP services.
46	EGW Virtual Pair Annual Maintenance	ERS18	Support for Premise EGW Solutions. May be ordered as an add on feature for CALNET approved VoIP services.
47	EGW Virtual Additional License Annual Maintenance	ERS19	License Support. May be ordered as an add on feature for CALNET approved VoIP services.
48	EGW Managed Services Integration Fee	ERS20	Services for Premise EGW Solutions. May be ordered as an add on feature for CALNET approved VoIP services.
49	EGW Managed Services Monthly Fee for base EGW	ERS21	Monthly fee for EGW Managed Service Solutions. May be ordered as an add on feature for CALNET approved VoIP services.
50	EGW 2500 Endpoints License Monthly Managed Services	ERS22	Monthly fee for EGW Endpoints Managed Service Solutions. May be ordered as an add on feature for CALNET approved VoIP services.
51	VoIP Anaylitics	ERS23	VoIP performance monitor. May be ordered as an add on feature for CALNET approved VoIP services.
52	Managed ATS Video Conferencing Service - Executive Basic	MATSB	Managed ATS Video Conferencing Service - Executive Basic full bundle includes CODEC, Camera, Microphone, Remote Control, Planning and Design, Management & 8x5 Maintenance. OFE Display
53	Managed ATS Video Conferencing Service - Executive Enhanced	MATSE	Managed ATS Video Conferencing Service Executive Enhanced full bundle includes CODEC, Camera, Microphone, Touch Panel Control, Planning and Design, Management & 8x5 Maintenance. OFE Display
54	Managed ATS Video Conferencing Service - Small Room	MATSS	Managed ATS Video Conferencing Service Small Room full bundle includes CODEC, Camera, Microphone, Touch Control, Planning and Design, Management & 8x5

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Maintenance. Dual Display Capable. OFE Display(s)
55	Managed ATS Video Conferencing Service - Medium Room	MATSM	Managed ATS Video Conferencing Service Medium Room full bundle includes CODEC, Camera, Microphone, Touch Control, Planning and Design, Management & 8x5 Maintenance. Dual Display Capable. OFE Display(s)
56	Managed ATS Video Conferencing Service - Large Room	MATSL	Managed ATS Video Conferencing Service Large Room full bundle includes CODEC, Dual Cameras, Microphones, Touch Control, Planning and Design, Management & 8x5 Maintenance. Dual Display Capable. OFE Display(s)
57	Managed ATS Video Conferencing Service - All-in-one Single Display	MAIOD	Managed ATS Video Conferencing Service All-in-one Single Display full bundle includes CODEC, Camera, Microphones, Touch Control, Large Display, Stand, Planning and Design, Management & 8x5 Maintenance.
58	Managed ATS Video Conferencing Service - Small Display Option	MSD	Managed ATS Video Conferencing Service - 55" Display option with mounting hardware, Management & 8x5 Maintenance
59	Managed ATS Video Conferencing Service - Medium Display Option	MMD	Managed ATS Video Conferencing Service - 65" Display option with mounting hardware, Management & 8x5 Maintenance
60	Managed ATS Video Conferencing Service - Large Display Option	MLD	Managed ATS Video Conferencing Service - 75" Display option with mounting hardware, Management & 8x5 Maintenance
61	Managed ATS Video Conferencing Service - Expansion Microphone	MMICE	Managed ATS Video Conferencing Service - Tabletop Expansion Microphone for Video Conferencing System, Management & 8x5 Maintenance

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
62	Multimedia Notification Services	MMNS	Personnel Notification Services.
63	Multimedia Notification Onboarding	MMNO	Personnel Notification Services Set up.
64	Mobile Notification	MONOT	Personnel Notification mobile integration.
65	IP Phone Notification	IPNOT	Personnel Notification VoIP integration.
66	AT&T Managed Power over Ethernet(PoE) Switches	Multiple (See Below)	
67	AT&T Managed PoE Switch Small	POE01	8 Port PoE Switch. Includes power cord. Requires AT&T Professional installation.
68	AT&T Managed PoE Switch Medium	POE02	24 Port PoE Switch. Includes power cord. Requires AT&T Professional installation.
69	AT&T Managed PoE Switch Large	POE03	24 Port PoE Switch. Includes dual power supply and power plugs. Requires AT&T Professional installation.

29.2.6 Converged VoIP Calling Requirements

29.2.6.1 Converged VoIP On-Net Calling

The Contractor shall provide a Converged VoIP service that provides unlimited on-net calling for both domestic and international calls at no additional charge. On-net calling is defined as calling from a Converged VoIP Customer Site that uses the Contractor's VoIP network and terminates at another of the Contractor's Converged VoIP site. If the Contractor offers SIP Trunking, Standalone VoIP, or Cloud-Hosted VoIP Services under another CALNET contract, Converged VoIP calls terminating at such a site shall be considered on-net.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.6.2 Converged VoIP Off-Net Calling

The Contactor shall provide off-net calling at no additional charge. The Converged VoIP service will route call traffic off the VoIP network within the 50 United States, the District of Columbia, the Virgin Islands, and Puerto Rico. This will be accomplished using network based PSTN gateways.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.6.3 Converged VoIP Off-Net Toll-Free Services

The Contractor shall provide Converged VoIP off-net toll-free services that shall only be provided by the Converged VoIP Contractor and not by a third party. This service shall only be utilized in conjunction with the awarded Contractor's Converged VoIP service. The Converged VoIP Off-Net Toll-Free service allows Customers to receive off-net toll-free calls from the 50 United States, the District of Columbia, the U.S. Virgin Islands, and Puerto Rico.

Bidder understands this requirement and shall meet or exceed it? Yes

Contractor shall offer the Converged VoIP Off-Net Toll-Free service detailed in Table 29.2.6.3.a.

Table 29.2.6.3.a – Converged VoIP Off-Net Toll-Free

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
1	Converged VoIP Off-Net Toll-Free	Allows a Customer to receive off-net toll-free calls from the 50 United States, the District Of Columbia, the Virgin Islands, and Puerto Rico.		VIRRUS	**Yes**

The Contractor may offer additional Converged VoIP Off-Net Toll-Free features in Table 29.2.6.3.b.

Table 29.2.6.3.b – Unsolicited Converged VoIP Off-Net Toll-Free Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations

29.2.6.4 Converged International Off-Net Calling

The Contractor shall provide Converged VoIP International Off-Net Calling to the countries listed in Table 29.2.6.4.a. The Bidder's rates as provided in the Category Cost Worksheets shall be based on time of day ("Peak Time" or "Off–Peak Time"). Peak Time is between 8:00 a.m. and 4:59 p.m., Monday through Friday based on the time at the CALNET caller's location. Off-Peak time is for all calls where Peak Time rates do not apply.

Bidder understands this requirement and shall meet or exceed it? Yes

All usage shall be billed in accordance with the SOW Business Requirements Section G.6.1 (Billing and Invoicing Requirements) except Mexico which shall be billed in 60 second increments with a 60 second minimum.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.6.4.1 International Mobile Termination Charges (IMTC)

The Contractor shall provide the ability to terminate international calls on wireless devices. The Contractor shall charge International Mobile Termination Charge (IMTC) as an additional per minute rate that is applied to international calls (direct dial business or credit card calls) originating in the U.S. and terminating in certain countries to either wireless communications devices or to a portable telephone number where a forwarding, tracking or other type of location service is used.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.6.4.2 U.S. Based Services Waiver

The provisions detailed in General Provisions – eVAQ, Section 92, (U.S. Based Services) will not apply to Contractor's International Long Distance Calling services.

Bidder understands this requirement and shall meet or exceed it? Yes

The Contractor shall offer the Converged VoIP International Peak Time Off-Net Calling configurations detailed in Table 29.2.6.4.a.

Table 29.2.6.4.a – Converged VoIP International Peak Time Off-Net Calling

Line Item	Country	Bidder meets or exceeds?	Product Identifier
1	Brazil:	Yes	IPIPBZ
2	Canada:	Yes	IPIPCAN
3	China:	Yes	IPIPCH
4	France:	Yes	IPIPFR
5	Germany:	Yes	IPIPGER
6	Israel:	Yes	IPIPIS
7	Italy:	Yes	IPIPIT
8	Japan:	Yes	IPIPJP
9	Korea:	Yes	IPIPSK
10	Mexico:	Yes	IPIPMX
11	Spain:	Yes	IPIPSP
12	Switzerland:	Yes	IPIPSW
13	United Kingdom:	Yes	IPIPUK

Bidder may offer the Converged VoIP International Peak Time Off-Net Calling to unsolicited countries listed in Table 29.2.6.4.b.

Table 29.2.6.4.b – Unsolicited Converged VoIP International Peak Time Off-Net Calling

Line Item	Country	Product Identifier
1	IP Intl Off-Net Peak - Afghanistan	IPIPAFG
2	IP Intl Off-Net Peak - Albania	IPIPALB
3	IP Intl Off-Net Peak - Algeria	IPIPALG
4	IP Intl Off-Net Peak - American Samoa	IPIPAMS
5	IP Intl Off-Net Peak - Andorra	IPIPAND
6	IP Intl Off-Net Peak - Angola	IPIPAGL
7	IP Intl Off-Net Peak - Anguilla	IPIPAGU
8	IP Intl Off-Net Peak - Antarctica (Casey)	IPIPANC
9	IP Intl Off-Net Peak - Antarctica (Scott)	IPIPANS
10	IP Intl Off-Net Peak - Antigua and Barbuda	IPIPANT
11	IP Intl Off-Net Peak - Argentina	IPIPARG
12	IP Intl Off-Net Peak - Armenia	IPIPARM
13	IP Intl Off-Net Peak - Aruba	IPIPARU
14	IP Intl Off-Net Peak - Australia	IPIPAST
15	IP Intl Off-Net Peak - Austria	IPIPAUS
16	IP Intl Off-Net Peak - Azerbaijan	IPIPAZE
17	IP Intl Off-Net Peak - Bahamas	IPIPBAH
18	IP Intl Off-Net Peak - Bahrain	IPIPBHR
19	IP Intl Off-Net Peak - Bangladesh	IPIPBAN
20	IP Intl Off-Net Peak - Barbados	IPIPBAR
21	IP Intl Off-Net Peak - Belarus	IPIPBLR
22	IP Intl Off-Net Peak - Belgium	IPIPBLG
23	IP Intl Off-Net Peak - Belize	IPIPBLZ
24	IP Intl Off-Net Peak - Benin	IPIPBEN
25	IP Intl Off-Net Peak - Bermuda	IPIPBER
26	IP Intl Off-Net Peak - Bhutan	IPIPBHU
27	IP Intl Off-Net Peak - Bolivia	IPIPBLV
28	IP Intl Off-Net Peak - Bosnia and Herzegovina	IPIPBOL

Line Item	Country	Product Identifier
29	IP Intl Off-Net Peak - Botswana	IPIPBOS
30	IP Intl Off-Net Peak - British Virgin Islands	IPIPBVI
31	IP Intl Off-Net Peak - Brunei	IPIPBRU
32	IP Intl Off-Net Peak - Bulgaria	IPIPBUL
33	IP Intl Off-Net Peak - Burkina Faso	IPIPBKF
34	IP Intl Off-Net Peak - Burundi	IPIPBUR
35	IP Intl Off-Net Peak - Cambodia	IPIPCAM
36	IP Intl Off-Net Peak - Cameroon	IPIPCMR
37	IP Intl Off-Net Peak - Cape Verde	IPIPCAP
38	IP Intl Off-Net Peak - Cayman Islands	IPIPCAY
39	IP Intl Off-Net Peak - Central African Republic	IPIPCEN
40	IP Intl Off-Net Peak - Chad	IPIPCHA
41	IP Intl Off-Net Peak - Chile	IPIPCHI
42	IIP Intl Off-Net Peak - Christmas Island	IPIPCHR
43	IP Intl Off-Net Peak - Cocos Island	IPIPCOC
44	IP Intl Off-Net Peak - Colombia	IPIPCOL
45	IP Intl Off-Net Peak - Comoros	IPIPCOM
46	IP Intl Off-Net Peak - Congo Republic.	IPIPCOZ
47	IP Intl Off-Net Peak - Cook Islands	IPIPCOO
48	IP Intl Off-Net Peak - Costa Rica	IPIPCOS
49	IP Intl Off-Net Peak - Croatia	IPIPCRO
50	IP Intl Off-Net Peak - Cuba	IPIPCUB
51	IP Intl Off-Net Peak - Cyprus	IPIPCYP
52	IP Intl Off-Net Peak - Czech Republic	IPIPCZE
53	IP Intl Off-Net Peak - Denmark	IPIPDEN

Line Item	Country	Product Identifier
54	IP Intl Off-Net Peak - Diego Garcia	IPIPDIE
55	IP Intl Off-Net Peak - Djibouti	IPIPDJI
56	IP Intl Off-Net Peak - Dominica	IPIPDMC
57	IP Intl Off-Net Peak - Dominican Republic	IPIPDMR
58	IP Intl Off-Net Peak - East Timor	IPIPEAS
59	IP Intl Off-Net Peak - Ecuador	IPIPECU
60	IP Intl Off-Net Peak - Egypt	IPIPEGY
61	IP Intl Off-Net Peak - El Salvador	IPIPELS
62	IP Intl Off-Net Peak - Equatorial Guinea	IPIPEQU
63	IP Intl Off-Net Peak - Eritrea	IPIPERI
64	IP Intl Off-Net Peak - Estonia	IPIPEST
65	IP Intl Off-Net Peak - Ethiopia	IPIPETH
66	IP Intl Off-Net Peak - Faroe Islands	IPIPFAL
67	IP Intl Off-Net Peak - Falkland Islands	IPIPFAE
68	IP Intl Off-Net Peak - Federated States of Micronesia	IPIPMIC
69	IP Intl Off-Net Peak - Fiji	IPIPFIN
70	IP Intl Off-Net Peak - French Polynesia	IPIPFIJ
71	IP Intl Off-Net Peak - French Antilles (Martinique)	IPIPFRE
72	IP Intl Off-Net Peak - French Guiana	IPIPFRG
73	IP Intl Off-Net Peak - French Polynesia	IPIPFP
74	IP Intl Off-Net Peak - Gabon	IPIPGAB
75	IP Intl Off-Net Peak - Gambia	IPIPGAM
76	IP Intl Off-Net Peak - Georgia	IPIPGEO
77	IP Intl Off-Net Peak - Ghana	IPIPGHA
78	IP Intl Off-Net Peak - Gibraltar	IPIPGIB
79	IP Intl Off-Net Peak - Greece	IPIPGRE
80	IP Intl Off-Net Peak - Greenland	IPIPGRL

Line Item	Country	Product Identifier
81	IP Intl Off-Net Peak - Grenada	IPIPGND
82	IP Intl Off-Net Peak - Guadeloupe	IPIPGDL
83	IP Intl Off-Net Peak - Guantanamo	IPIPGNT
84	IP Intl Off-Net Peak - Guatemala	IPIPGTM
85	IP Intl Off-Net Peak - Guinea	IPIPGPR
86	IP Intl Off-Net Peak - Guinea-Bissau	IPIPGNB
87	IP Intl Off-Net Peak - Guyana	IPIPGUY
88	IP Intl Off-Net Peak - Haiti	IPIPHAI
89	IP Intl Off-Net Peak - Honduras	IPIPHND
90	IP Intl Off-Net Peak - Hong Kong	IPIPHKG
91	IP Intl Off-Net Peak - Hungary	IPIPHUN
92	IP Intl Off-Net Peak - Iceland	IPIPICE
93	IP Intl Off-Net Peak - India	IPIPIN
94	IP Intl Off-Net Peak - Indonesia	IPIPIDN
95	IP Intl Off-Net Peak - Iran	IPIPIRN
96	IP Intl Off-Net Peak - Iraq	IPIPIRQ
97	IP Intl Off-Net Peak - Ireland	IPIPIRE
98	IP Intl Off-Net Peak - Ivory Coast	IPIPIVO
99	IP Intl Off-Net Peak - Jamaica	IPIPJAM
100	IP Intl Off-Net Peak - Jordan	IPIPJOR
101	IP Intl Off-Net Peak - Kazakhstan	IPIPKAZ
102	IP Intl Off-Net Peak - Kenya	IPIPKEN
103	IP Intl Off-Net Peak - Kiribati	IPIPKIR
104	IP Intl Off-Net Peak - Korea, Democratic Peoples Rep.	IPIPKRN
105	IP Intl Off-Net Peak - Kuwait	IPIPKUW
106	IP Intl Off-Net Peak - Kyrgyzstan	IPIPKYR
107	IP Intl Off-Net Peak - Laos	IPIPLAO
108	IP Intl Off-Net Peak - Latvia	IPIPLAT
109	IP Intl Off-Net Peak - Lebanon	IPIPLEB
110	IP Intl Off-Net Peak - Lesotho	IPIPLES
111	IP Intl Off-Net Peak - Liberia	IPIPLBR

Line Item	Country	Product Identifier
112	IP Intl Off-Net Peak - Libya	IPIPLBY
113	IP Intl Off-Net Peak - Liechtenstein	IPIPLIE
114	IP Intl Off-Net Peak - Lithuania	IPIPLIT
115	IP Intl Off-Net Peak - Luxembourg	IPIPLUX
116	IP Intl Off-Net Peak - Macao	IPIPMAC
117	IP Intl Off-Net Peak - Macedonia	IPIPMCD
118	IP Intl Off-Net Peak - Madagascar	IPIPMAD
119	IP Intl Off-Net Peak - Malawi	IPIPMLW
120	IP Intl Off-Net Peak - Malaysia	IPIPMLY
121	IP Intl Off-Net Peak - Maldives	IPIPMLD
122	IP Intl Off-Net Peak - Mali	IPIPMAL
123	IP Intl Off-Net Peak - Malta	IPIPMLT
124	IP Intl Off-Net Peak - Marshall Islands	IPIPMAR
125	IP Intl Off-Net Peak - Mauritania	IPIPMRT
126	IIP Intl Off-Net Peak - Mauritius	IPIPMAU
127	IP Intl Off-Net Peak - Mayotte	IPIPMAY
128	IP Intl Off-Net Peak - Moldova	IPIPMOL
129	IP Intl Off-Net Peak - Monaco	IPIPMNC
130	IP Intl Off-Net Peak - Mongolia	IPIPMGP
131	IP Intl Off-Net Peak - Montenegro	IPIPMON
132	IP Intl Off-Net Peak - Montserrat	IPIPMST
133	IP Intl Off-Net Peak - Morocco	IPIPMOR
134	IP Intl Off-Net Peak - Mozambique	IPIPMOZ
135	IP Intl Off-Net Peak - Myanmar	IPIPMYA
136	IP Intl Off-Net Peak - Namibia	IPIPNAM
137	IP Intl Off-Net Peak - Nauru	IPIPNAU
138	IP Intl Off-Net Peak - Nepal	IPIPNEP
139	IP Intl Off-Net Peak - Netherlands	IPIPNTA
140	IP Intl Off-Net Peak - New Caledonia	IPIPNCD

Line Item	Country	Product Identifier
141	IP Intl Off-Net Peak - New Zealand	IPIPNZD
142	IP Intl Off-Net Peak - Nicaragua	IPIPNIC
143	IP Intl Off-Net Peak - Niger	IPIPNGR
144	IP Intl Off-Net Peak - Nigeria	IPIPNIG
145	IP Intl Off-Net Peak - Niue	IPIPNIU
146	IP Intl Off-Net Peak - Norfolk Island	IPIPNFK
147	IP Intl Off-Net Peak - Norway	IPIPNOR
148	IP Intl Off-Net Peak - Oman	IPIPOMA
149	IP Intl Off-Net Peak - Pakistan	IPIPPAK
150	IP Intl Off-Net Peak - Palau	IPIPPAL
151	IP Intl Off-Net Peak - Panama	IPIPPAN
152	IP Intl Off-Net Peak - Papua New Guinea	IPIPPAP
153	IP Intl Off-Net Peak - Paraguay	IPIPPAR
154	IP Intl Off-Net Peak - Peru	IPIPPER
155	IP Intl Off-Net Peak - Philippines	IPIPPHI
156	IP Intl Off-Net Peak - Poland	IPIPPOL
157	IP Intl Off-Net Peak - Portugal	IPIPPOR
158	IP Intl Off-Net Peak - Qatar	IPIPQAT
159	IP Intl Off-Net Peak - Reunion	IPIPREU
160	IP Intl Off-Net Peak - Romania	IPIPROM
161	IP Intl Off-Net Peak - Russia	IPIPRUS
162	IP Intl Off-Net Peak - Rwanda	IPIPRWA
163	IP Intl Off-Net Peak - Saint Helena	IPIPSTH
164	IP Intl Off-Net Peak - Saint Kitts	IPIPSTK
165	IP Intl Off-Net Peak - Saint Lucia	IPIPSTL
166	IP Intl Off-Net Peak - Saint Pierre and Miquelon	IPIPSTP
167	IP Intl Off-Net Peak - Saint Vincent and The Grenadines	IPIPSTV
168	IP Intl Off-Net Peak - San Marino	IPIPSAN
169	IP Intl Off-Net Peak - Sao Tome and Principe	IPIPSAO

Line Item	Country	Product Identifier
170	IP Intl Off-Net Peak - Saudi Arabia	IPIPSAU
171	IP Intl Off-Net Peak - Senegal	IPIPSEN
172	IP Intl Off-Net Peak - Serbia	IPIPSBA
173	IP Intl Off-Net Peak - Seychelles	IPIPSEY
174	IP Intl Off-Net Peak - Sierra Leone	IPIPSIE
175	IP Intl Off-Net Peak - Singapore	IPIPSIN
176	IP Intl Off-Net Peak - Slovakia	IPIPSVK
177	IP Intl Off-Net Peak - Slovenia	IPIPSVN
178	IP Intl Off-Net Peak - Solomon Islands	IPIPSOL
179	IP Intl Off-Net Peak - Somalia	IPIPSOM
180	IP Intl Off-Net Peak - South Africa	IPIPSOU
181	IP Intl Off-Net Peak - Sri Lanka	IPIPSRI
182	IP Intl Off-Net Peak - Sudan	IPIPSUD
183	IP Intl Off-Net Peak - Suriname	IPIPSUR
184	IP Intl Off-Net Peak - Swaziland	IPIPSWA
185	IP Intl Off-Net Peak - Sweden	IPIPSWE
186	IP Intl Off-Net Peak - Syria	IPIPSYR
187	IP Intl Off-Net Peak - Taiwan	IPIPTAI
188	IP Intl Off-Net Peak - Tajikistan	IPIPTAJ
189	IP Intl Off-Net Peak - Tanzania	IPIPTAN
190	IP Intl Off-Net Peak - Thailand	IPIPTHA
191	IP Intl Off-Net Peak - Togo	IPIPTOG
192	IP Intl Off-Net Peak - Tonga	IPIPTON
193	IP Intl Off-Net Peak - Trinidad and Tobago	IPIPTRI
194	IP Intl Off-Net Peak - Turkmenistan	IPIPTKM
195	IP Intl Off-Net Peak - Tunisia	IPIPTUN
196	IP Intl Off-Net Peak - Turkey	IPIPTRK
197	IP Intl Off-Net Peak - Turks and Caicos Islands	IPIPTKC
198	IP Intl Off-Net Peak - Tuvalu	IPIPTUV
199	IP Intl Off-Net Peak - Uganda	IPIPUGA

Line Item	Country	Product Identifier
200	IP Intl Off-Net Peak - Ukraine	IPIPUKR
201	IP Intl Off-Net Peak - United Arab Emirates	IPIPUAE
202	IP Intl Off-Net Peak - Uruguay	IPIPURU
203	IP Intl Off-Net Peak - Uzbekistan	IPIPUZB
204	IP Intl Off-Net Peak - Vanuatu	IPIPVAN
205	IP Intl Off-Net Peak - Vatican City	IPIPVAT
206	IP Intl Off-Net Peak - Venezuela	IPIPVEN
207	IP Intl Off-Net Peak - Vietnam	IPIPVIE
208	IP Intl Off-Net Peak - Wallis and Fortuna Islands	IPIPWAL
209	IP Intl Off-Net Peak - Western Samoa	IPIPWSM
210	IP Intl Off-Net Peak - Yemen	IPIPYEM
211	IP Intl Off-Net Peak - Zambia	IPIPZAM
212	IP Intl Off-Net Peak - Zimbabwe	IPIPZIM

The Contractor shall offer the Converged VoIP International Off-Peak Off-Net Calling configurations detailed in Table 29.2.6.4.c.

Table 29.2.6.4.c – Converged VoIP International Off-Peak Off-Net Calling

Line Item	Country	Bidder meets or exceeds?	Product Identifier
1	Brazil:	Yes	IPIOBZ
2	Canada:	Yes	IPIOCAN
3	China:	Yes	IPIOCH
4	France:	Yes	IPIOFR
5	Germany:	Yes	IPIOGER
6	Israel:	Yes	IPIOIS
7	Italy:	Yes	IPIOIT

Line Item	Country	Bidder meets or exceeds?	Product Identifier
8	Japan:	Yes	IPIOJP
9	Korea:	Yes	IPIOSK
10	Mexico:	Yes	IPIOMX
11	Spain:	Yes	IPIOSP
12	Switzerland:	Yes	IPIOSW
13	United Kingdom:	Yes	IPIOUK

Bidder may offer the Converged VoIP International Off-Peak Off-Net Calling to unsolicited countries listed in Table 29.2.6.4.d.

Table 29.2.6.4.d – Unsolicited Converged VoIP International Off-Peak Off-Net Calling

Line Item	Country	Product Identifier
1	IP Intl Off-Net Off Peak - Afghanistan	IPIOAFG
2	IP Intl Off-Net Off Peak - Albania	IPIOALB
3	IP Intl Off-Net Off Peak - Algeria	IPIOALG
4	IP Intl Off-Net Off Peak - American Samoa	IPIOAMS
5	IP Intl Off-Net Off Peak - Andorra	IPIOAND
6	IP Intl Off-Net Off Peak - Angola	IPIOAGL
7	IP Intl Off-Net Off Peak - Anguilla	IPIOAGU
8	IP Intl Off-Net Off Peak - Antarctica (Casey)	IPIOANC
9	IP Intl Off-Net Off Peak - Antarctica (Scott)	IPIOANS
10	IP Intl Off-Net Off Peak - Antigua and Barbuda	IPIOANT
11	IP Intl Off-Net Off Peak - Argentina	IPIOARG
12	IP Intl Off-Net Off Peak - Armenia	IPIOARM
13	IP Intl Off-Net Off Peak - Aruba	IPIOARU
14	IP Intl Off-Net Off Peak - Australia	IPIOAST
15	IP Intl Off-Net Off Peak - Austria	IPIOAUS
16	IP Intl Off-Net Off Peak - Azerbaijan	IPIOAZE

Line Item	Country	Product Identifier
17	IP Intl Off-Net Off Peak - Bahamas	IPIOBAH
18	IP Intl Off-Net Off Peak - Bahrain	IPIOBHR
19	IP Intl Off-Net Off Peak - Bangladesh	IPIOBAN
20	IP Intl Off-Net Off Peak - Barbados	IPIOBAR
21	IP Intl Off-Net Off Peak - Belarus	IPIOBLR
22	IP Intl Off-Net Off Peak - Belgium	IPIOBLG
23	IP Intl Off-Net Off Peak - Belize	IPIOBLZU
24	IP Intl Off-Net Off Peak - Benin	IPIOBEN
25	IP Intl Off-Net Off Peak - Bermuda	IPIOBER
26	IP Intl Off-Net Off Peak - Bhutan	IPIOBHU
27	IP Intl Off-Net Off Peak - Bolivia	IPIOBLV
28	IP Intl Off-Net Off Peak - Bosnia and Herzegovina	IPIOBOL
29	IP Intl Off-Net Off Peak - Botswana	IPIOBOS
30	IP Intl Off-Net Off Peak - British Virgin Islands	IPIOBVI
31	IP Intl Off-Net Off Peak - Brunei	IPIOBRU
32	IP Intl Off-Net Off Peak - Bulgaria	IPIOBUL
33	IP Intl Off-Net Off Peak - Burkina Faso	IPIOBKF
34	IP Intl Off-Net Off Peak - Burundi	IPIOBUR
35	IP Intl Off-Net Off Peak - Cambodia	IPIOCAM
36	IP Intl Off-Net Off Peak - Cameroon	IPIOCMR
37	IP Intl Off-Net Off Peak - Cape Verde	IPIOCAP
38	IP Intl Off-Net Off Peak - Cayman Islands	IPIOCAY
39	IP Intl Off-Net Off Peak - Central African Republic	IPIOCEN
40	IP Intl Off-Net Off Peak - Chad	IPIOCHA
41	IP Intl Off-Net Off Peak - Chile	IPIOCHI
42	IIP Intl Off-Net Off Peak - Christmas Island	IPIOCHR
43	IP Intl Off-Net Off Peak - Cocos Island	IPIOCOC
44	IP Intl Off-Net Off Peak - Colombia	IPIOCOL
45	IP Intl Off-Net Off Peak - Comoros	IPIOCOM
46	IP Intl Off-Net Off Peak - Congo Republic.	IPIOCOZ
47	IP Intl Off-Net Off Peak - Cook Islands	IPIOCOO
48	IP Intl Off-Net Off Peak - Costa Rica	IPIOCOS
49	IP Intl Off-Net Off Peak - Croatia	IPIOCRO
50	IP Intl Off-Net Off Peak - Cuba	IPIOCUB
51	IP Intl Off-Net Off Peak - Cyprus	IPIOCYP
52	IP Intl Off-Net Off Peak - Czech Republic	IPIOCZE

Line Item	Country	Product Identifier
53	IP Intl Off-Net Off Peak - Denmark	IPIODEN
54	IP Intl Off-Net Off Peak - Diego Garcia	IPIODIE
55	IP Intl Off-Net Off Peak - Djibouti	IPIODJI
56	IP Intl Off-Net Off Peak - Dominica	IPIODMC
57	IP Intl Off-Net Off Peak - Dominican Republic	IPIODMR
58	IP Intl Off-Net Off Peak - East Timor	IPIOEAS
59	IP Intl Off-Net Off Peak - Ecuador	IPIOECU
60	IP Intl Off-Net Off Peak - Egypt	IPIOEGY
61	IP Intl Off-Net Off Peak - El Salvador	IPIOELS
62	IP Intl Off-Net Off Peak - Equatorial Guinea	IPIOEQU
63	IP Intl Off-Net Off Peak - Eritrea	IPIOERI
64	IP Intl Off-Net Off Peak - Estonia	IPIOEST
65	IP Intl Off-Net Off Peak - Ethiopia	IPIOETH
66	IP Intl Off-Net Off Peak - Faroe Islands	IPIOFAL
67	IP Intl Off-Net Off Peak - Falkland Islands	IPIOFAE
68	IP Intl Off-Net Off Peak - Federated States of Micronesia	IPIOMIC
69	IP Intl Off-Net Off Peak - Fiji	IPIOFIJ
70	IP Intl Off-Net Off Peak - French Polynesia	IPIOFP
71	IP Intl Off-Net Off Peak - French Antilles	IPIOFRE
72	IP Intl Off-Net Off Peak - French Guiana	IPIOFRG
73	IP Intl Off-Net Off Peak - French Polynesia	IPIOFP
74	IP Intl Off-Net Off Peak - Gabon	IPIOGAB
75	IP Intl Off-Net Off Peak - Gambia	IPIOGAM
76	IP Intl Off-Net Off Peak - Georgia	IPIOGEO
77	IP Intl Off-Net Off Peak - Ghana	IPIOGHA
78	IP Intl Off-Net Off Peak - Gibraltar	IPIOGIB
79	IP Intl Off-Net Off Peak - Greece	IPIOGRE
80	IP Intl Off-Net Off Peak - Greenland	IPIOGRL
81	IP Intl Off-Net Off Peak - Grenada	IPIOGND
82	IP Intl Off-Net Off Peak - Guadeloupe	IPIOGDL
83	IP Intl Off-Net Off Peak - Guantanamo	IPIOGNT
84	IP Intl Off-Net Off Peak - Guatemala	IPIOGTM
85	IP Intl Off-Net Off Peak - Guinea	IPIOGPR
86	IP Intl Off-Net Off Peak - Guinea-Bissau	IPIOGNB
87	IP Intl Off-Net Off Peak - Guyana	IPIOGUY
88	IP Intl Off-Net Off Peak - Haiti	IPIOHAI
89	IP Intl Off-Net Off Peak - Honduras	IPIOHND

Line Item	Country	Product Identifier
90	IP Intl Off-Net Off Peak - Hong Kong	IPIOHKG
91	IP Intl Off-Net Off Peak - Hungary	IPIOHUN
92	IP Intl Off-Net Off Peak - Iceland	IPIOICE
93	IP Intl Off-Net Off Peak - India	IPIOIN
94	IP Intl Off-Net Off Peak - Indonesia	IPIOIDN
95	IP Intl Off-Net Off Peak - Iran	IPIOIRN
96	IP Intl Off-Net Off Peak - Iraq	IPIOIRQ
97	IP Intl Off-Net Off Peak - Ireland	IPIOIRE
98	IP Intl Off-Net Off Peak - Ivory Coast	IPIOIVO
99	IP Intl Off-Net Off Peak - Jamaica	IPIOJAM
100	IP Intl Off-Net Off Peak - Jordan	IPIOJOR
101	IP Intl Off-Net Off Peak - Kazakhstan	IPIOKAZ
102	IP Intl Off-Net Off Peak - Kenya	IPIOKEN
103	IP Intl Off-Net Off Peak - Kiribati	IPIOKIR
104	IP Intl Off-Net Off Peak - Korea, Democratic Peoples Rep.	IPIOKRN
105	IP Intl Off-Net Off Peak - Kuwait	IPIOKUW
106	IP Intl Off-Net Off Peak - Kyrgyzstan	IPIOKYR
107	IP Intl Off-Net Off Peak - Laos	IPIOLAO
108	IP Intl Off-Net Off Peak - Latvia	IPIOLAT
109	IP Intl Off-Net Off Peak - Lebanon	IPIOLEB
110	IP Intl Off-Net Off Peak - Lesotho	IPIOLES
111	IP Intl Off-Net Off Peak - Liberia	IPIOLBR
112	IP Intl Off-Net Off Peak - Libya	IPIOLBY
113	IP Intl Off-Net Off Peak - Liechtenstein	IPIOLIE
114	IP Intl Off-Net Off Peak - Lithuania	IPIOLIT
115	IP Intl Off-Net Off Peak - Luxembourg	IPIOLUX
116	IP Intl Off-Net Off Peak - Macao	IPIOMAC
117	IP Intl Off-Net Off Peak - Macedonia	IPIOMCD
118	IP Intl Off-Net Off Peak - Madagascar	IPIOMAD
119	IP Intl Off-Net Off Peak - Malawi	IPIOMLW
120	IP Intl Off-Net Off Peak - Malaysia	IPIOMLY
121	IP Intl Off-Net Off Peak - Maldives	IPIOMLD
122	IP Intl Off-Net Off Peak - Mali	IPIOMAL
123	IP Intl Off-Net Off Peak - Malta	IPIOMLT
124	IP Intl Off-Net Off Peak - Marshall Islands	IPIOMAR
125	IP Intl Off-Net Off Peak - Mauritania	IPIOMRT
126	IIP Intl Off-Net Off Peak - Mauritius	IPIOMAU
127	IP Intl Off-Net Off Peak - Mayotte	IPIOMAY
128	IP Intl Off-Net Off Peak - Moldova	IPIOMOL

Line Item	Country	Product Identifier
129	IP Intl Off-Net Off Peak - Monaco	IPIOMNC
130	IP Intl Off-Net Off Peak - Mongolia	IPIOMGP
131	IP Intl Off-Net Off Peak - Montenegro	IPIOMON
132	IP Intl Off-Net Off Peak - Montserrat	IPIOMST
133	IP Intl Off-Net Off Peak - Morocco	IPIOMOR
134	IP Intl Off-Net Off Peak - Mozambique	IPIOMOZ
135	IP Intl Off-Net Off Peak - Myanmar	IPIOMYA
136	IP Intl Off-Net Off Peak - Namibia	IPIONAM
137	IP Intl Off-Net Off Peak - Nauru	IPIONAU
138	IP Intl Off-Net Off Peak - Nepal	IPIONEP
139	IP Intl Off-Net Off Peak - Netherlands	IPIONTA
140	IP Intl Off-Net Off Peak - New Caledonia	IPIONCD
141	IP Intl Off-Net Off Peak - New Zealand	IPIONZD
142	IP Intl Off-Net Off Peak - Nicaragua	IPIONIC
143	IP Intl Off-Net Off Peak - Niger	IPIONGR
144	IP Intl Off-Net Off Peak - Nigeria	IPIONIG
145	IP Intl Off-Net Off Peak - Niue	IPIONIU
146	IP Intl Off-Net Off Peak - Norfolk Island	IPIONFK
147	IP Intl Off-Net Off Peak - Norway	IPIONOR
148	IP Intl Off-Net Off Peak - Oman	IPIOOMA
149	IP Intl Off-Net Off Peak - Pakistan	IPIOPAK
150	IP Intl Off-Net Off Peak - Palau	IPIOPAL
151	IP Intl Off-Net Off Peak - Panama	IPIOPAN
152	IP Intl Off-Net Off Peak - Papua New Guinea	IPIOPAP
153	IP Intl Off-Net Off Peak - Paraguay	IPIOPAR
154	IP Intl Off-Net Off Peak - Peru	IPIOPER
155	IP Intl Off-Net Off Peak - Philippines	IPIOPHI
156	IP Intl Off-Net Off Peak - Poland	IPIOPOL
157	IP Intl Off-Net Off Peak - Portugal	IPIOPOR
158	IP Intl Off-Net Off Peak - Qatar	IPIOQAT
159	IP Intl Off-Net Off Peak - Reunion	IPIOREU
160	IP Intl Off-Net Off Peak - Romania	IPIOROM
161	IP Intl Off-Net Off Peak - Russia	IPIORUS
162	IP Intl Off-Net Off Peak - Rwanda	IPIORWA
163	IP Intl Off-Net Off Peak - Saint Helena	IPIOSTH
164	IP Intl Off-Net Off Peak - Saint Kitts	IPIOSTK
165	IP Intl Off-Net Off Peak - Saint Lucia	IPIOSTL
166	IP Intl Off-Net Off Peak - Saint Pierre and Miquelon	IPIOSTP

Line Item	Country	Product Identifier
167	IP Intl Off-Net Off Peak - Saint Vincent and The Grenadines	IPIOSTV
168	IP Intl Off-Net Off Peak - San Marino	IPIOSAN
169	IP Intl Off-Net Off Peak - Sao Tome and Principe	IPIOSAO
170	IP Intl Off-Net Off Peak - Saudi Arabia	IPIOSAU
171	IP Intl Off-Net Off Peak - Senegal	IPIOSEN
172	IP Intl Off-Net Off Peak - Serbia	IPIOSBA
173	IP Intl Off-Net Off Peak - Seychelles	IPIOSEY
174	IP Intl Off-Net Off Peak - Sierra Leone	IPIOSIE
175	IP Intl Off-Net Off Peak - Singapore	IPIOSIN
176	IP Intl Off-Net Off Peak - Slovakia	IPIOSVK
177	IP Intl Off-Net Off Peak - Slovenia	IPIOSVN
178	IP Intl Off-Net Off Peak - Solomon Islands	IPIOSOL
179	IP Intl Off-Net Off Peak - Somalia	IPIOSOM
180	IP Intl Off-Net Off Peak - South Africa	IPIOSOU
181	IP Intl Off-Net Off Peak - Sri Lanka	IPIOSRI
182	IP Intl Off-Net Off Peak - Sudan	IPIOSUD
183	IP Intl Off-Net Off Peak - Suriname	IPIOSUR
184	IP Intl Off-Net Off Peak - Swaziland	IPIOSWA
185	IP Intl Off-Net Off Peak - Sweden	IPIOSWE
186	IP Intl Off-Net Off Peak - Syria	IPIOSYR
187	IP Intl Off-Net Off Peak - Taiwan	IPIOTAI
188	IP Intl Off-Net Off Peak - Tajikistan	IPIOTAJ
189	IP Intl Off-Net Off Peak - Tanzania	IPIOTAN
190	IP Intl Off-Net Off Peak - Thailand	IPIOTHA
191	IP Intl Off-Net Off Peak - Togo	IPIOTOG
192	IP Intl Off-Net Off Peak - Tonga	IPIOTON
193	IP Intl Off-Net Off Peak - Trinidad and Tobago	IPIOTRI
194	IP Intl Off-Net Off Peak - Turkmenistan	IPIOTKM
195	IP Intl Off-Net Off Peak - Tunisia	IPIOTUN
196	IP Intl Off-Net Off Peak - Turkey	IPIOTRK
197	IP Intl Off-Net Off Peak - Turks and Caicos Islands	IPIOTKC
198	IP Intl Off-Net Off Peak - Tuvalu	IPIOTUV
199	IP Intl Off-Net Off Peak - Uganda	IPIOUGA
200	IP Intl Off-Net Off Peak - Ukraine	IPIOUKR
201	IP Intl Off-Net Off Peak - United Arab Emirates	IPIOUAE

Line Item	Country	Product Identifier
202	IP Intl Off-Net Off Peak - Uruguay	IPIOURU
203	IP Intl Off-Net Off Peak - Uzbekistan	IPIOUZB
204	IP Intl Off-Net Off Peak - Vanuatu	IPIOVAN
205	IP Intl Off-Net Off Peak - Vatican City	IPIOVAT
206	IP Intl Off-Net Off Peak - Venezuela	IPIOVEN
207	IP Intl Off-Net Off Peak - Vietnam	IPIOVIE
208	IP Intl Off-Net Off Peak - Wallis and Fortuna Islands	IPIOWAL
209	IP Intl Off-Net Off Peak - Western Samoa	IPIOWSM
210	IP Intl Off-Net Off Peak - Yemen	IPIOYEM
211	IP Intl Off-Net Off Peak - Zambia	IPIOZAM
212	IP Intl Off-Net Off Peak - Zimbabwe	IPIOZIM

The Contractor shall offer the Converged VoIP International IMTC Off-Net Calling configurations detailed in Table 29.2.6.4.e.

Table 29.2.6.4.e – Converged VoIP International IMTC Off-Net Calling

Line Item	Country	Bidder meets or exceeds?	Product Identifier
1	Brazil:	Yes	IPIMBZ
2	Canada:	Yes	IPIMCAN
3	China:	Yes	IPIMCH
4	France:	Yes	IPIMFR
5	Germany:	Yes	IPIMGER
6	Israel:	Yes	IPIMIS
7	Italy:	Yes	IPIMIT
8	Japan:	Yes	IPIMJP
9	Korea:	Yes	IPIMSK
10	Mexico:	Yes	IPIMMX
11	Spain:	Yes	IPIMSP

Line Item	Country	Bidder meets or exceeds?	Product Identifier
12	Switzerland:	Yes	IPIMSW
13	United Kingdom:	Yes	IPIMUK

Bidder may offer the Converged VoIP International IMTC Off-Net Calling to unsolicited countries listed in Table 29.2.6.4.f.

Table 29.2.6.4.f – Unsolicited Converged VoIP International IMTC Off-Net Calling

Line Item	Country	Product Identifier
1	Intl Mobile Term - Afghanistan	IPIMAFG
2	Intl Mobile Term - Albania	IPIMALB
3	Intl Mobile Term - Algeria	IPIMALG
4	Intl Mobile Term - American Samoa	IPIMAMS
5	Intl Mobile Term - Andorra	IPIMAND
6	Intl Mobile Term - Angola	IPIMAGL
7	Intl Mobile Term - Anguilla	IPIMAGU
8	Intl Mobile Term - Antigua and Barbuda	IPIMANT
9	Intl Mobile Term - Argentina	IPIMARG
10	Intl Mobile Term - Armenia	IPIMARM
11	Intl Mobile Term - Aruba	IPIMARU
12	Intl Mobile Term - Australia	IPIMAST
13	Intl Mobile Term - Austria	IPIMAUS
14	Intl Mobile Term - Azerbaijan	IPIMAZE
15	Intl Mobile Term - Bahamas	IPIMBAH
16	Intl Mobile Term - Bahrain	IPIMBHR
17	Intl Mobile Term - Bangladesh	IPIMBAN
18	Intl Mobile Term - Barbados	IPIMBAR
19	Intl Mobile Term - Belarus	IPIMBLR
20	Intl Mobile Term - Belgium	IPIMBLG
21	Intl Mobile Term - Belize	IPIMBLZ
22	Intl Mobile Term - Benin	IPIMBEN
23	Intl Mobile Term - Bermuda	IPIMBER
24	Intl Mobile Term - Bolivia	IPIMBLV

Line Item	Country	Product Identifier
25	Intl Mobile Term - Bosnia and Herzegovina	IPIMBOL
26	Intl Mobile Term - Botswana	IPIMBOS
27	Intl Mobile Term - British Virgin Islands	IPIMBVI
28	Intl Mobile Term - Brunei	IPIMBRU
29	Intl Mobile Term - Bulgaria	IPIMBUL
30	Intl Mobile Term - Burkina Faso	IPIMBKF
31	Intl Mobile Term - Cambodia	IPIMCAM
32	Intl Mobile Term - Cameroon	IPIMCMR
33	Intl Mobile Term - Cape Verde	IPIMCAP
34	Intl Mobile Term - Cayman Islands	IPIMCAY
35	Intl Mobile Term - Chile	IPIMCHI
36	Intl Mobile Term - Christmas Island	IPIMCHR
37	Intl Mobile Term - Cocos Island	IPIMCOC
38	Intl Mobile Term - Colombia	IPIMCOL
39	Intl Mobile Term - Comoros	IPIMCOM
40	Intl Mobile Term - Congo Republic	IPIMCOZ
41	Intl Mobile Term - Congo (Zaire), Democratic Rep.	IPIMCON
42	Intl Mobile Term - Costa Rica	IPIMCOS
43	Intl Mobile Term - Croatia	IPIMCRO
44	Intl Mobile Term - Cyprus	IPIMCYP
45	Intl Mobile Term - Czech Republic	IPIMCZE
46	Intl Mobile Term - Denmark	IPIMDEN
47	Intl Mobile Term - Djibouti	IPIMDJI
48	Intl Mobile Term - Dominica	IPIMDMC
49	Intl Mobile Term - Dominican Republic	IPIMDMR
50	Intl Mobile Term - East Timor	IPIMEAS
51	Intl Mobile Term - Ecuador	IPIMECU
52	Intl Mobile Term - Egypt	IPIMEGY
53	Intl Mobile Term - El Salvador	IPIMELS
54	Intl Mobile Term - Equatorial Guinea	IPIMEQU
55	Intl Mobile Term - Eritrea	IPIMERI

Line Item	Country	Product Identifier
56	Intl Mobile Term - Estonia	IPIMEST
57	Intl Mobile Term - Ethiopia	IPIMETH
58	Intl Mobile Term - Fiji	IPIMFIJ
59	Intl Mobile Term - Finland	IPIMFIN
60	Intl Mobile Term - French Antilles	IPIMFRE
61	Intl Mobile Term - French Guiana	IPIMFRG
62	Intl Mobile Term - French Polynesia	IPIMFP
63	Intl Mobile Term - Gabon	IPIMGAB
64	Intl Mobile Term - Gambia	IPIMGAM
65	Intl Mobile Term - Georgia	IPIMGEO
66	Intl Mobile Term - Ghana	IPIMGHA
67	Intl Mobile Term - Gibraltar	IPIMGIB
68	Intl Mobile Term - Greece	IPIMGRE
69	Intl Mobile Term - Greenland	IPIMGRL
70	Intl Mobile Term - Grenada	IPIMGND
71	Intl Mobile Term - Guadeloupe	IPIMGDL
72	Intl Mobile Term - Guatemala	IPIMGTM
73	Intl Mobile Term - Guinea	IPIMGPR
74	Intl Mobile Term - Haiti	IPIMHAI
75	Intl Mobile Term - Honduras	IPIMHND
76	Intl Mobile Term - Hong Kong	IPIMHKG
77	Intl Mobile Term - Hungary	IPIMHUN
78	Intl Mobile Term - Iceland	IPIMICE
79	Intl Mobile Term - India	IPIMIN
80	Intl Mobile Term - Indonesia	IPIMIDN
81	Intl Mobile Term - Iran	IPIMIRN
82	Intl Mobile Term - Iraq	IPIMIRQ
83	Intl Mobile Term - Ireland	IPIMIRE
84	Intl Mobile Term - Ivory Coast	IPIMIVO
85	Intl Mobile Term - Jamaica	IPIMJAM
86	Intl Mobile Term - Jordan	IPIMJOR
87	IIntl Mobile Term - Kazakhstan	IPIMKAZ
88	Intl Mobile Term - Kenya	IPIMKEN
89	Intl Mobile Term - Kuwait	IPIMKUW
90	Intl Mobile Term - Kyrgyzstan	IPIMKYR
91	Intl Mobile Term - Laos	IPIMLAO

Line Item	Country	Product Identifier
92	Intl Mobile Term - Latvia	IPIMLAT
93	Intl Mobile Term - Lebanon	IPIMLEB
94	Intl Mobile Term - Lesotho	IPIMLES
95	Intl Mobile Term - Liberia	IPIMLBR
96	Intl Mobile Term - Libya	IPIMLBY
97	Intl Mobile Term - Liechtenstein	IPIMLIE
98	Intl Mobile Term - Lithuania	IPIMLIT
99	Intl Mobile Term - Luxembourg	IPIMLUX
100	Intl Mobile Term - Macao	IPIMMAC
101	Intl Mobile Term - Macedonia	IPIMMCD
102	Intl Mobile Term - Madagascar	IPIMMAD
103	Intl Mobile Term - Malawi	IPIMMLW
104	Intl Mobile Term - Malaysia	IPIMMLY
105	Intl Mobile Term - Mali	IPIMMAL
106	Intl Mobile Term - Malta	IPIMMLT
107	Intl Mobile Term - Mauritania	IPIMMRT
108	Intl Mobile Term - Mauritius	IPIMMAU
109	Intl Mobile Term - Mayotte	IPIMMAY
110	Intl Mobile Term - Moldova	IPIMMOL
111	Intl Mobile Term - Monaco	IPIMMNC
112	Intl Mobile Term - Mongolia	IPIMMGP
113	Intl Mobile Term - Montenegro	IPIMMON
114	Intl Mobile Term - Montserrat	IPIMMST
115	Intl Mobile Term - Morocco	IPIMMOR
116	Intl Mobile Term - Mozambique	IPIMMOZ
117	Intl Mobile Term - Myanmar	IPIMMYA
118	Intl Mobile Term - Namibia	IPIMNAM
119	Intl Mobile Term - Nepal	IPIMNEP
120	Intl Mobile Term - Netherlands	IPIMNTA
121	Intl Mobile Term - New Zealand	IPIMNZD
122	Intl Mobile Term - Nicaragua	IPIMNIC
123	Intl Mobile Term - Nigeria	IPIMNIG
124	Intl Mobile Term - Norway	IPIMNOR
125	Intl Mobile Term - Oman	IPIMOMA
126	Intl Mobile Term - Pakistan	IPIMPAK
127	Intl Mobile Term - Panama	IPIMPAN

Line Item	Country	Product Identifier
128	Intl Mobile Term - Paraguay	IPIMPAR
129	Intl Mobile Term - Peru	IPIMPER
130	Intl Mobile Term - Philippines	IPIMPHI
131	Intl Mobile Term - Poland	IPIMPOL
132	Intl Mobile Term - Portugal	IPIMPOR
133	Intl Mobile Term - Qatar	IPIMQAT
134	Intl Mobile Term - Reunion	IPIMREU
135	Intl Mobile Term - Romania	IPIMROM
136	Intl Mobile Term - Russia	IPIMRUS
137	Intl Mobile Term - Rwanda	IPIMRWA
138	Intl Mobile Term - Saint Kitts	IPIMSTK
139	Intl Mobile Term - Saint Lucia	IPIMSTL
140	Intl Mobile Term - Saint Pierre and Miquelon	IPIMSTP
141	Intl Mobile Term - Saint Vincent and The Grenadines	IPIMSTV
142	Intl Mobile Term - Saudi Arabia	IPIMSAU
143	Intl Mobile Term - Senegal	IPIMSEN
144	Intl Mobile Term - Serbia	IPIMSBA
145	Intl Mobile Term - Sierra Leone	IPIMSIE
146	Intl Mobile Term - Singapore	IPIMSIN
147	Intl Mobile Term - Slovakia	IPIMSVK
148	Intl Mobile Term - Slovenia	IPIMSVN
149	Intl Mobile Term - Somalia	IPIMSOM
150	Intl Mobile Term - South Africa	IPIMSOU
151	Intl Mobile Term - Sri Lanka	IPIMSRI
152	Intl Mobile Term - Sudan	IPIMSUD
153	Intl Mobile Term - Suriname	IPIMSUR
154	Intl Mobile Term - Swaziland	IPIMSWA
155	Intl Mobile Term - Sweden	IPIMSWE
156	Intl Mobile Term - Syria	IPIMSYR
157	Intl Mobile Term - Taiwan	IPIMTAI
158	Intl Mobile Term - Tanzania	IPIMTAN
159	Intl Mobile Term - Thailand	IPIMTHA
160	Intl Mobile Term - Tonga	IPIMTON
161	Intl Mobile Term - Trinidad and Tobago	IPIMTRI
162	Intl Mobile Term - Tunisia	IPIMTUN
163	Intl Mobile Term - Turkey	IPIMTRK

Line Item	Country	Product Identifier
164	Intl Mobile Term - Turks and Caicos Islands	IPIMTKC
165	Intl Mobile Term - Uganda	IPIMUGA
166	Intl Mobile Term - Ukraine	IPIMUKR
167	Intl Mobile Term - United Arab Emirates	IPIMUAE
168	Intl Mobile Term - Uruguay	IPIMURU
169	Intl Mobile Term - Uzbekistan	IPIMUZB
170	Intl Mobile Term - Vatican City	IPIMVAT
171	Intl Mobile Term - Venezuela	IPIMVEN
172	Intl Mobile Term - Vietnam	IPIMVIE
173	Intl Mobile Term - Western Samoa	IPIMWSM
174	Intl Mobile Term - Yemen	IPIMYEM
175	Intl Mobile Term - Zambia	IPIMZAM
176	Intl Mobile Term - Zimbabwe	IPIMZIM

29.2.7 Converged VoIP Voice Mail Services

The Contractor shall provide Converged VoIP Voice Mail services that are interoperable and work with the Converged VoIP service. The Converged Voice Mail service shall allow callers to leave a message for End-Users to retrieve later.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.7.1 Converged VoIP Voice Mail Service Features

Contractors shall provide the Converged VoIP Voice Mail services feature requirements as listed below.

1. A variety of message lengths with a minimum message length of at least two minutes.

Bidder understands this requirement and shall meet or exceed it? Yes

2. Message review, including skip back or ahead.

Bidder understands this requirement and shall meet or exceed it? Yes

3. Message saving and erasing.

Bidder understands this requirement and shall meet or exceed it? Yes

4. Erased message retrieval before call is ended.

Bidder understands this requirement and shall meet or exceed it? Yes

5. Messaging forwarding to another voice mailbox in the system with the ability to append additional comments.

Bidder understands this requirement and shall meet or exceed it? Yes.

6. Password protection.

Bidder understands this requirement and shall meet or exceed it? Yes

7. Personalized greetings (both permanent and temporary).

Bidder understands this requirement and shall meet or exceed it? Yes

8. Message waiting indicator signal received at workstation within one minute.

Bidder understands this requirement and shall meet or exceed it? Yes

9. Remote access capability from any telephone location on or off net.

Bidder understands this requirement and shall meet or exceed it? Yes

10. Creation of Group Distribution Lists - Allow an administrator to define voice mail distribution lists to forward and reply to an individual or to a group of predefined recipients.

Bidder understands this requirement and shall meet or exceed it? Yes

11. Web based End-User administration software.

Bidder understands this requirement and shall meet or exceed it? Yes

12. Ability to integrate with Unified Messaging applications with no hardware modification.

Bidder understands this requirement and shall meet or exceed it? Yes

Table 29.2.7.a – Converged VoIP Voice Mail Services and Features

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
1	Converged VoIP Voice Mail Service	Converged VoIP Voice Mail Service with the minimum feature requirements.	Requires Converged VoIP Handset Package.	CVVM	**Yes**

The Contractor may offer additional unsolicited Converged VoIP Voice Mail features in Table 29.2.7.b.

Table 29.2.7.b – Unsolicited Converged VoIP Voice Mail Services and Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1			
2			
3			

29.2.8 Converged VoIP and Voice Mail Geographic Requirements

29.2.8.1 Converged VoIP and Voice Mail Specific Service Areas

The Contractor shall provide Converged VoIP and VoIP Voice Mail services in the cities specified below. The servicing area is defined as within the city limits for each location identified.

1. Sacramento;
2. Oakland;
3. San Francisco;
4. Los Angeles;
5. San Diego; and,
6. San Jose.

Bidder understands this requirement and shall meet or exceed it? Yes

29.2.8.2 Additional Commercially Available Areas

The Contractor shall provide Converged VoIP and VoIP Voice Mail services where services are currently commercially available.

Bidder understands this requirement and shall meet or exceed it? Yes

Bidder may identify additional locations where their Converged VoIP and VoIP Voice Mail Services are currently commercially available in Table 29.2.8.2.

If Bidder is unable to identify all service areas within Table 29.2.8.2, Bidder shall provide additional information in the form of a coverage map that includes unincorporated areas.

Bidder understands this requirement and shall meet or exceed it? Yes

Table 29.2.8.2 – Additional Bidder's Converged VoIP and VoIP Voice Mail Services Commercially Available Areas

Line Item	Service Location	Converged VoIP	VoIP Voice Mail
1	Agoura Hills	Yes	Yes
2	Alameda	Yes	Yes
3	Albany	Yes	Yes
4	Alhambra	Yes	Yes
5	Aliso Viejo	Yes	Yes
6	American Canyon	Yes	Yes
7	Anaheim	Yes	Yes
8	Anderson	Yes	Yes
9	Antioch	Yes	Yes
10	Arcadia	Yes	Yes
11	Arcata	Yes	Yes
12	Arroyo Grande	Yes	Yes
13	Arvin	Yes	Yes
14	Atascadero	Yes	Yes
15	Atherton	Yes	Yes
16	Atwater	Yes	Yes
17	Auburn	Yes	Yes

Line Item	Service Location	Converged VoIP	VoIP Voice Mail
18	Avalon	Yes	Yes
19	Avenal	Yes	Yes
20	Bakersfield	Yes	Yes
21	Baldwin Park	Yes	Yes
22	Bell	Yes	Yes
23	Bellflower	Yes	Yes
24	Belmont	Yes	Yes
25	Belvedere	Yes	Yes
26	Benicia	Yes	Yes
27	Berkeley	Yes	Yes
28	Beverly Hills	Yes	Yes
29	Biggs	Yes	Yes
30	Blue Lake	Yes	Yes
31	Brawley	Yes	Yes
32	Brea	Yes	Yes
33	Brentwood	Yes	Yes
34	Brisbane	Yes	Yes
35	Buena Park	Yes	Yes
36	Burbank	Yes	Yes
37	Burlingame	Yes	Yes
38	Calabasas	Yes	Yes

Line Item	Service Location	Converged VoIP	VoIP Voice Mail
39	Calexico	Yes	Yes
40	Calipatria	Yes	Yes
41	Calistoga	Yes	Yes
42	Camarillo	Yes	Yes
43	Campbell	Yes	Yes
44	Capitola	Yes	Yes
45	Carlsbad	Yes	Yes
46	Carmel-By-The-Sea	Yes	Yes
47	Carson	Yes	Yes
48	Ceres	Yes	Yes
49	Chico	Yes	Yes
50	Chino	Yes	Yes
51	Chowchilla	Yes	Yes
52	Chula Vista	Yes	Yes
53	Citrus Heights	Yes	Yes
54	Claremont	Yes	Yes
55	Clayton	Yes	Yes
56	Clearlake	Yes	Yes
57	Cloverdale	Yes	Yes
58	Coalinga	Yes	Yes
59	Colma	Yes	Yes

Line Item	Service Location	Converged VoIP	VoIP Voice Mail
60	Colton	Yes	Yes
61	Commerce	Yes	Yes
62	Compton	Yes	Yes
63	Concord	Yes	Yes
64	Corning	Yes	Yes
65	Corona	Yes	Yes
66	Coronado	Yes	Yes
67	Corte Madera	Yes	Yes
68	Costa Mesa	Yes	Yes
69	Cotati	Yes	Yes
70	Cudahy	Yes	Yes
71	Culver City	Yes	Yes
72	Cupertino	Yes	Yes
73	Cypress	Yes	Yes
74	Daly City	Yes	Yes
75	Dana Point	Yes	Yes
76	Danville	Yes	Yes
77	Davis	Yes	Yes
78	Del Mar	Yes	Yes
79	Del Rey Oaks	Yes	Yes
80	Delano	Yes	Yes

Line Item	Service Location	Converged VoIP	VoIP Voice Mail
81	Diamond Bar	Yes	Yes
82	Dinuba	Yes	Yes
83	Dixon	Yes	Yes
84	Downey	Yes	Yes
85	Dublin	Yes	Yes
86	Dunsmuir	Yes	Yes
87	East Palo Alto	Yes	Yes
88	El Cajon	Yes	Yes
89	El Centro	Yes	Yes
90	El Cerrito	Yes	Yes
91	El Monte	Yes	Yes
92	El Paso De Robles	Yes	Yes
93	El Segundo	Yes	Yes
94	Elk Grove	Yes	Yes
95	Emeryville	Yes	Yes
96	Encinitas	Yes	Yes
97	Escalon	Yes	Yes
98	Escondido	Yes	Yes
99	Eureka	Yes	Yes
100	Fairfax	Yes	Yes
101	Fairfield	Yes	Yes

Line Item	Service Location	Converged VoIP	VoIP Voice Mail
102	Farmersville	Yes	Yes
103	Fillmore	Yes	Yes
104	Firebaugh	Yes	Yes
105	Folsom	Yes	Yes
106	Fontana	Yes	Yes
107	Fort Bragg	Yes	Yes
108	Fortuna	Yes	Yes
109	Foster City	Yes	Yes
110	Fountain Valley	Yes	Yes
111	Fremont	Yes	Yes
112	Fresno	Yes	Yes
113	Fullerton	Yes	Yes
114	Galt	Yes	Yes
115	Garden Grove	Yes	Yes
116	Gardena	Yes	Yes
117	Gilroy	Yes	Yes
118	Glendale	Yes	Yes
119	Glendora	Yes	Yes
120	Gonzales	Yes	Yes
121	Grand Terrace	Yes	Yes
122	Grass Valley	Yes	Yes

Line Item	Service Location	Converged VoIP	VoIP Voice Mail
123	Greenfield	Yes	Yes
124	Gridley	Yes	Yes
125	Grover Beach	Yes	Yes
126	Gustine	Yes	Yes
127	Half Moon Bay	Yes	Yes
128	Hanford	Yes	Yes
129	Hawthorne	Yes	Yes
130	Hayward	Yes	Yes
131	Healdsburg	Yes	Yes
132	Hercules	Yes	Yes
133	Hermosa Beach	Yes	Yes
134	Hidden Hills	Yes	Yes
135	Highland	Yes	Yes
136	Hillsborough	Yes	Yes
137	Hollister	Yes	Yes
138	Holtville	Yes	Yes
139	Hughson	Yes	Yes
140	Huntington Beach	Yes	Yes
141	Huntington Park	Yes	Yes
142	Huron	Yes	Yes
143	Imperial	Yes	Yes

Line Item	Service Location	Converged VoIP	VoIP Voice Mail
144	Imperial Beach	Yes	Yes
145	Inglewood	Yes	Yes
146	Ione	Yes	Yes
147	Irvine	Yes	Yes
148	Jackson	Yes	Yes
149	King City	Yes	Yes
150	Kingsburg	Yes	Yes
151	La Canada Flintridge	Yes	Yes
152	La Habra	Yes	Yes
153	La Mesa	Yes	Yes
154	La Mirada	Yes	Yes
155	La Puente	Yes	Yes
156	Lafayette	Yes	Yes
157	Laguna Beach	Yes	Yes
158	Laguna Hills	Yes	Yes
159	Laguna Niguel	Yes	Yes
160	Laguna Woods	Yes	Yes
161	Lake Elsinore	Yes	Yes
162	Lake Forest	Yes	Yes
163	Lakeport	Yes	Yes
164	Lakewood	Yes	Yes

Line Item	Service Location	Converged VoIP	VoIP Voice Mail
165	Lancaster	Yes	Yes
166	Larkspur	Yes	Yes
167	Lemon Grove	Yes	Yes
168	Lemoore	Yes	Yes
169	Lincoln	Yes	Yes
170	Live Oak	Yes	Yes
171	Livermore	Yes	Yes
172	Livingston	Yes	Yes
173	Lodi	Yes	Yes
174	Lomita	Yes	Yes
175	Long Beach	Yes	Yes
176	Loomis	Yes	Yes
177	Los Alamitos	Yes	Yes
178	Los Altos	Yes	Yes
179	Los Altos Hills	Yes	Yes
180	Los Angeles	Yes	Yes
181	Los Banos	Yes	Yes
182	Los Gatos	Yes	Yes
183	Loyalton	Yes	Yes
184	Lynwood	Yes	Yes
185	Madera	Yes	Yes

Line Item	Service Location	Converged VoIP	VoIP Voice Mail
186	Manhattan Beach	Yes	Yes
187	Marina	Yes	Yes
188	Martinez	Yes	Yes
189	Marysville	Yes	Yes
190	Maywood	Yes	Yes
191	Mendota	Yes	Yes
192	Menlo Park	Yes	Yes
193	Merced	Yes	Yes
194	Mill Valley	Yes	Yes
195	Millbrae	Yes	Yes
196	Milpitas	Yes	Yes
197	Mission Viejo	Yes	Yes
198	Modesto	Yes	Yes
199	Monrovia	Yes	Yes
200	Montague	Yes	Yes
201	Montclair	Yes	Yes
202	Montebello	Yes	Yes
203	Monterey	Yes	Yes
204	Monterey Park	Yes	Yes
205	Moorpark	Yes	Yes
206	Moraga	Yes	Yes

Line Item	Service Location	Converged VoIP	VoIP Voice Mail
207	Morgan Hill	Yes	Yes
208	Morro Bay	Yes	Yes
209	Mount Shasta	Yes	Yes
210	Mountain View	Yes	Yes
211	Napa	Yes	Yes
212	National City	Yes	Yes
213	Nevada City	Yes	Yes
214	Newark	Yes	Yes
215	Newman	Yes	Yes
216	Newport Beach	Yes	Yes
217	Norco	Yes	Yes
218	Norwalk	Yes	Yes
219	Novato	Yes	Yes
220	Oakdale	Yes	Yes
221	Oakland	Yes	Yes
222	Oakley	Yes	Yes
223	Oceanside	Yes	Yes
224	Ojai	Yes	Yes
225	Ontario	Yes	Yes
226	Orange	Yes	Yes
227	Orange Cove	Yes	Yes

Line Item	Service Location	Converged VoIP	VoIP Voice Mail
228	Orinda	Yes	Yes
229	Orland	Yes	Yes
230	Oroville	Yes	Yes
231	Oxnard	Yes	Yes
232	Pacific Grove	Yes	Yes
233	Pacifica	Yes	Yes
234	Palmdale	Yes	Yes
235	Palo Alto	Yes	Yes
236	Paradise	Yes	Yes
237	Paramount	Yes	Yes
238	Parlier	Yes	Yes
239	Pasadena	Yes	Yes
240	Petaluma	Yes	Yes
241	Pico Rivera	Yes	Yes
242	Piedmont	Yes	Yes
243	Pinole	Yes	Yes
244	Pismo Beach	Yes	Yes
245	Pittsburg	Yes	Yes
246	Placentia	Yes	Yes
247	Placerville	Yes	Yes
248	Pleasant Hill	Yes	Yes

Line Item	Service Location	Converged VoIP	VoIP Voice Mail
249	Pleasanton	Yes	Yes
250	Plymouth	Yes	Yes
251	Point Arena	Yes	Yes
252	Pomona	Yes	Yes
253	Port Hueneme	Yes	Yes
254	Porterville	Yes	Yes
255	Portola	Yes	Yes
256	Portola Valley	Yes	Yes
257	Poway	Yes	Yes
258	Rancho Cordova	Yes	Yes
259	Rancho Cucamonga	Yes	Yes
260	Rancho Santa Margarita	Yes	Yes
261	Red Bluff	Yes	Yes
262	Redding	Yes	Yes
263	Redondo Beach	Yes	Yes
264	Redwood City	Yes	Yes
265	Rialto	Yes	Yes
266	Richmond	Yes	Yes
267	Rio Dell	Yes	Yes
268	Ripon	Yes	Yes
269	Riverbank	Yes	Yes

Line Item	Service Location	Converged VoIP	VoIP Voice Mail
270	Riverside	Yes	Yes
271	Rocklin	Yes	Yes
272	Rohnert Park	Yes	Yes
273	Rolling Hills	Yes	Yes
274	Rosemead	Yes	Yes
275	Roseville	Yes	Yes
276	Ross	Yes	Yes
277	Sacramento	Yes	Yes
278	Salinas	Yes	Yes
279	San Anselmo	Yes	Yes
280	San Bernardino	Yes	Yes
281	San Bruno	Yes	Yes
282	San Buenaventura	Yes	Yes
283	San Carlos	Yes	Yes
284	San Clemente	Yes	Yes
285	San Diego	Yes	Yes
286	San Fernando	Yes	Yes
287	San Francisco	Yes	Yes
288	San Gabriel	Yes	Yes
289	San Jose	Yes	Yes
290	San Juan Bautista	Yes	Yes

Line Item	Service Location	Converged VoIP	VoIP Voice Mail
291	San Juan Capistrano	Yes	Yes
292	San Leandro	Yes	Yes
293	San Luis Obispo	Yes	Yes
294	San Marcos	Yes	Yes
295	San Marino	Yes	Yes
296	San Mateo	Yes	Yes
297	San Pablo	Yes	Yes
298	San Rafael	Yes	Yes
299	San Ramon	Yes	Yes
300	Sand City	Yes	Yes
301	Santa Ana	Yes	Yes
302	Santa Clara	Yes	Yes
303	Santa Clarita	Yes	Yes
304	Santa Cruz	Yes	Yes
305	Santa Fe Springs	Yes	Yes
306	Santa Maria	Yes	Yes
307	Santa Monica	Yes	Yes
308	Santa Rosa	Yes	Yes
309	Santee	Yes	Yes
310	Saratoga	Yes	Yes
311	Sausalito	Yes	Yes

Line Item	Service Location	Converged VoIP	VoIP Voice Mail
312	Scotts Valley	Yes	Yes
313	Seaside	Yes	Yes
314	Sebastopol	Yes	Yes
315	Selma	Yes	Yes
316	Shafter	Yes	Yes
317	Shasta Lake	Yes	Yes
318	Simi Valley	Yes	Yes
319	Solana Beach	Yes	Yes
320	Soledad	Yes	Yes
321	Sonoma	Yes	Yes
322	Sonora	Yes	Yes
323	South El Monte	Yes	Yes
324	South Gate	Yes	Yes
325	South Lake Tahoe	Yes	Yes
326	South Pasadena	Yes	Yes
327	South San Francisco	Yes	Yes
328	Stanton	Yes	Yes
329	Stockton	Yes	Yes
330	Suisun City	Yes	Yes
331	Sunnyvale	Yes	Yes
332	Sutter Creek	Yes	Yes

Line Item	Service Location	Converged VoIP	VoIP Voice Mail
333	Tehachapi	Yes	Yes
334	Tehama	Yes	Yes
335	Temple City	Yes	Yes
336	Thousand Oaks	Yes	Yes
337	Tiburon	Yes	Yes
338	Torrance	Yes	Yes
339	Tracy	Yes	Yes
340	Trinidad	Yes	Yes
341	Truckee	Yes	Yes
342	Tulare	Yes	Yes
343	Turlock	Yes	Yes
344	Tustin	Yes	Yes
345	Ukiah	Yes	Yes
346	Union City	Yes	Yes
347	Upland	Yes	Yes
348	Vacaville	Yes	Yes
349	Vallejo	Yes	Yes
350	Vernon	Yes	Yes
351	Villa Park	Yes	Yes
352	Visalia	Yes	Yes
353	Vista	Yes	Yes

Line Item	Service Location	Converged VoIP	VoIP Voice Mail
354	Walnut Creek	Yes	Yes
355	Wasco	Yes	Yes
356	Waterford	Yes	Yes
357	Watsonville	Yes	Yes
358	Weed	Yes	Yes
359	West Covina	Yes	Yes
360	West Hollywood	Yes	Yes
361	West Los Angeles	Yes	Yes
362	West Sacramento	Yes	Yes
363	Westlake Village	Yes	Yes
364	Westminster	Yes	Yes
365	Westmorland	Yes	Yes
366	Wheatland	Yes	Yes
367	Whittier	Yes	Yes
368	Willits	Yes	Yes
369	Willows	Yes	Yes
370	Windsor	Yes	Yes
371	Winters	Yes	Yes
372	Woodlake	Yes	Yes
373	Woodland	Yes	Yes
374	Woodside	Yes	Yes

Line Item	Service Location	Converged VoIP	VoIP Voice Mail
375	Yorba Linda	Yes	Yes
376	Yountville	Yes	Yes
377	Yreka	Yes	Yes
378	Yuba City	Yes	Yes

29.3 OTHER SERVICES

29.3.1 Hourly Rates for Services

The hourly classifications of hours worked for services described in this Section will be as follows:

1. Regular Hours – Hours worked between 8:00AM and 4:59PM, Monday through Friday.

2. Overtime Hours – Hours worked between 5:00PM and 7:59AM, Monday through Friday and all day Saturday.

3. Sunday and Holiday Hours – Any hours worked on Sunday or State of California holidays.

When coordinated scheduling for projects between the State and the Contractor occurs, the State and the Contractor may mutually agree that hours worked between 5:00PM and 7:59AM, Monday through Friday and all day Saturday and any hours worked on Sunday or State of California holidays can be classified as Regular Hours in accordance with the State of California Department of Industrial Relations.

Bidder understands this Requirement and shall meet or exceed it? Yes

29.3.2 Services Related Infrastructure (SRI)

The Contractor shall offer infrastructure service as defined below.

29.3.2.1 Extended Demarcation Wiring Services

The Contractor shall provide Extended Demarcation (Extended Demarc) wiring to support the services covered by this IFB Category for all of the Customer occupied buildings where services under this Contract are being

offered. Extended Demarc wiring includes wire/cable related activities required to extend the demarcation point to the Customer defined termination location or cross-connect point from the Contractor's Minimum Point of Entry (MPOE).

Bidder understands this Requirement and shall meet or exceed it? Yes

Extended Demarc wiring shall include the necessary wire/cable, connectors, jumpers, panel, and jack. Extended Demarc wiring shall also include associated trouble shooting, testing and labeling. Extended Demarc wiring is limited to the following:

1. Installation of cabling for extending services from the MPOE location to the Customer's point of utilization;

2. Installation of cross-connects or rearrangement of existing jumpers;

3. Identification and testing of existing cabling beyond the MPOE to the Customer's Equipment location; and,

4. Installation intervals shall be in accordance with the timeframes identified for the services that this cabling will support, and shall be subject to the SLAs associated with that service.

Bidder understands this Requirement and shall meet or exceed it? Yes

The Contractor shall not be required to complete Extended Demarc wiring from the MPOE to the extended Demarc location if:

1. The wire/cable pathway is blocked, and cannot be cleared without significant effort or damage to the Customer site;

2. The wire/cable pathway is in an asbestos or other environment hazardous to the Contractor's personnel, or where such work would be hazardous to the public or to the Customer's staff; or,

3. Upon written release provided by either the Customer or by the CALNET Program.

The Bidder shall provide a price in the Cost Worksheets for all labor and materials required for Extended Demarc wiring necessary to complete the provisioning of one Demarc extension as described herein. The Bidder shall provide one price for each media identified.

Wiring will be installed according to industry Standards and cabling recommendations published in the State Telecommunications

Management Manual (STMM), Facilities Management Chapter, and Uniform Building Cabling/Wiring current at the time of this IFB and as periodically updated by the CALNET Program. Additionally, all wiring installation and maintenance activities will be in accordance with all applicable EIA/TIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

Bidder understands this Requirement and shall meet or exceed it? Yes

Bidder shall provide the Extended Demarcation Wiring Services described in Table 29.3.2.1

Table 29.3.2.1 – Extended Demarcation Wiring Services

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
1	Extended Demarcation -Copper – Regular Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet of four-pair cable and an RJ48 or equivalent jack.	The copper demarcation point extension is up to 300 feet. Extended termination wiring will include the necessary four-pair cable and an RJ48 or equivalent jack. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during regular hours.	EDCR	**Yes**
2	Extended Demarcation -Copper – Overtime Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization	The copper demarcation point extension is up to 300 feet. Extended termination wiring	EDCO	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
		from a copper trunk or trunking equipment. Includes 300 feet of four-pair cable and an RJ48 or equivalent jack.	will include the necessary four-pair cable and an RJ48 or equivalent jack. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during overtime hours.		
3	Extended Demarcation -Copper – Sunday and Holiday Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet of four-pair cable and an RJ48 or equivalent jack.	The copper demarcation point extension is up to 300 feet. Extended termination wiring will include the necessary four-pair cable and an RJ48 or equivalent jack. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during Sunday and Holiday hours.	EDCH	**Yes**
4	Extended Demarcation -Copper 25 Pair – Regular Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization	The copper demarcation point extension is limited to 300 feet or less of one Category 5e 25-	EDC25R	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
		from a copper trunk or trunking equipment. Includes 300 feet or less of Category 5 25-pair CMP cable, one patch panel and mounting hardware. Ten Category 5e, three meter jumpers; one 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	pair CMP UTP cable with new 24-port Category 5e panels. Ten (10) Category 5e, three- (3) meter jumpers, one (1) 24-port panel to be provided in the MPOE and IDF for all circuits being extended. Associated troubleshooting, testing, and labeling are included. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during regular hours.		
5	Extended Demarcation -Copper 25 Pair – Overtime Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet or less of Category 5 25-	The copper demarcation point extension is limited to 300 feet or less of one Category 5e 25-pair CMP UTP cable with new 24-port Category 5e panels. Ten (10) Category 5e , three (3) meter	EDC25O	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
		pair CMP cable, one patch panel and mounting hardware. Ten Category 5e, three meter jumpers; one 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	jumpers, one (1) 24-port panel to be provided in the MPOE and IDF for all circuits being extended. Associated troubleshooting, testing, and labeling are included. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during overtime hours.		
6	Extended Demarcation -Copper 25 Pair – Sunday and Holiday Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet or less of Category 5 25-pair CMP cable, one patch panel and mounting hardware. Ten Category 5e, three meter	The copper demarcation point extension is limited to 300 feet or less of one Category 5e 25-pair CMP UTP cable with new 24-port Category 5e panels. Ten (10) Category 5e, three- (3) meter jumpers, one (1) 24-port panel to be provided in the MPOE and IDF for all circuits being extended.	EDC25H	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
		jumpers; one 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	Associated troubleshooting, testing, and labeling are included. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during Sunday and Holiday hours.		
7	Extended Demarcation - Optical Fiber Link – Regular Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a fiber trunk or trunking equipment, Strand count required to provision one/each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two SC-SC duplex patch cords for	The optical demarcation point extension is limited to 1,000 feet or less of (1) 62.5/125 or 50/125-micron, two-strand OFNP fiber drop cable with adapters, connectors, and two SC-SC duplex patch cords for each single circuit extension. Associated troubleshooting, testing, and labeling are included. To provide this service, AT&T assumes customer has adequate	EDOR	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
		each single circuit extension. Includes associated troubleshooting, testing and labeling.	pathways. The labor rate is for work performed during regular hours.		
8	Extended Demarcation - Optical Fiber Link – Overtime Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a fiber trunk or trunking equipment, Strand count required to provision one/each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	The optical demarcation point extension is limited to 1,000 feet or less of (1) 62.5/125 or 50/125-micron, two-strand OFNP fiber drop cable with adapters, connectors, and two SC-SC duplex patch cords for each single circuit extension. Associated troubleshooting, testing, and labeling are included. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during overtime hours.	EDOO	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
9	Extended Demarcation - Optical Fiber Link – Sunday and Holiday Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a fiber trunk or trunking equipment, Strand count required to provision one/each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	The optical demarcation point extension is limited to 1,000 feet or less of (1) 62.5/125 or 50/125-micron, two-strand OFNP fiber drop cable with adapters, connectors, and two SC-SC duplex patch cords for each single circuit extension. Associated troubleshooting, testing, and labeling are included. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during Sunday and Holiday hours.	EDOH	**Yes**

29.3.2.2 Unsolicited Services Related Infrastructure

Bidder may offer additional unsolicited Services Related Infrastructure in Table 29.3.2.2.

Table 29.3.2.2 – Unsolicited Services Related Infrastructure

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations

29.3.3 Services Related Hourly Support

The Contractor shall provide labor for the diagnosis and/or repair of services listed in this Contract and all costs for repair are the responsibility of the service provider unless it is specifically determined that the cause of service failure is outside the scope of the Contractors responsibilities. Work performed under this Section is authorized only for situations where the Contractor has dispatched personnel to diagnose a service problem that is discovered to be caused by factors outside the responsibility of the Contractor or no trouble is found.

Bidder understands this Requirement and shall meet or exceed it? Yes

In Cost Worksheet 29.3.3, the Contractor shall provide a fixed hourly rate schedule for the labor classifications required to diagnose and/or repair the contracted services. The rates identified shall only be used for the diagnosis and/or repair of contracted services and no materials shall be included in the rates. The total amount of labor hours permitted to be performed is ten hours per dispatch/occurrence.

Bidder understands this Requirement and shall meet or exceed it? Yes

The Contractor shall offer emergency restoration services as detailed in Table 29.3.3

Table 29.3.3 – Services Related Hourly Support

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
1	Field Service Repair Technician	Field technician properly trained to an expert level for the		MVV	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
	Regular Hours	service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.			
2	Field Service Repair Technician Overtime Hours	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.		MVVO	**Yes**
3	Field Service Repair Technician Sunday and Holiday Hours	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem		MVVH	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No
		that turns out to be caused by factors outside the responsibility of the Contractor.			

29.3.4 Migration Professional Services

The Contractor shall provide Professional Services that support the migration of Customer telephone services. This service is limited to efforts related to the migration from one CALNET service to another CALNET service. Some examples are assistance with Customer telephone data, number porting, site surveys, site audits, inventory, and record management.

The Contractor shall offer the Migration Professional Services detailed in Table 29.4.4.a

Table 29.3.4.a – Migration Professional Services

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's CALNET Product Identifier	Bidder Meets or Exceeds? Yes or No
1	Migration Technical Services Support I - Standard Regular Hours	Technical Services Support I for Central Office Exchange Migration only – Regular Hours		MTS01	**Yes**
2	Migration Technical Services Support I - Overtime Hours	Technical Services Support I for Central Office Exchange Migration only - Overtime Hours		MTS02	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's CALNET Product Identifier	Bidder Meets or Exceeds? Yes or No
3	Migration Technical Services Support I – Sunday and Holiday Hours	Technical Services Support I for Central Office Exchange Migration only – Sunday and Holiday Hours		MTS03	**Yes**
4	Migration Technical Services Support II - Regular Hours	Technical Services Support II for Central Office Exchange Migration only – Regular Hours		MTS04	**Yes**
5	Migration Technical Services Support II - Overtime Hours	Technical Services Support II for Central Office Exchange Migration only – Overtime Hours		MTS05	**Yes**
6	Migration Technical Services Support II – Sunday and Holiday Hours	Technical Services Support II for Central Office Exchange Migration only – Sunday and Holiday Hours		MTS06	**Yes**
7	Migration Network Engineer – Regular Hours	Network Engineer for Central Office Exchange Migration only – Regular Hours		MTS07	**Yes**
8	Migration Network	Network Engineer for		MTS08	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's CALNET Product Identifier	Bidder Meets or Exceeds? Yes or No
	Engineer – Overtime Hours	Central Office Exchange Migration only – Overtime Hours			
9	Migration Network Engineer – Sunday and Holiday Hours	Network Engineer for Central Office Exchange Migration only – Sunday and Holiday Hours		MTS09	**Yes**
10	Migration Professional Services - Senior Engineer – Regular Hours	Professional Services - Senior Engineer for Central Office Exchange Migration only – Regular Hours		MTS10	**Yes**
11	Migration Professional Services Principle Architect I – Regular Hours	Professional Services Principle Architect I for Central Office Exchange Migration only – Regular Hours		MTS11	**Yes**
12	Migration Professional Services - Principal Architect II – Regular Hours	Professional Services - Principal Architect II for Central Office Exchange Migration only – Regular Hours		MTS12	**Yes**

Bidder may offer additional unsolicited Migration Professional Services in Table 29.3.4.b

Table 29.3.4.b – Unsolicited Migration Professional Services

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	Microsoft VoIP integration - Regular Business Hours	MTS50	VoIP integration with MS Teams for existing systems or new services. Regular Business Hours
2	Microsoft VoIP integration - Overtime Hours	MTS51	VoIP integration with MS Teams for existing systems or new services. Outside normal business hours
3	Microsoft VoIP integration - Weekend and Holiday Hours	MTS52	VoIP integration with MS Teams for existing systems or new services. Weekend and Holiday.
4	TAO Connect Service	MTS53	Set up Fee for Cloud connect service for integration of TAO Cloud Peering Service
5	ACS Custom Application Support	ACS21	Performs support activities associated with custom application development, and deployment complex environments.
6	ACS Custom Application Deployment	ACS22	Responsible for remote integration and deployment.
7	ACS Project Management	ACS23	Responsible for the overall project plan, budget, structure, schedule and staffing requirements. Manages the integration of company products and/or systems at customer sites
8	ACS Custom Application QA Lead	ACS24	Responsible for the quality assurance plan of custom applications.
9	ACS Advanced Solutions Architect	ACS25	Performs and oversees the technical design of complex IT-based projects. Leads technical contributions on projects requiring multi-vendor technologies and large complex integrations.
10	ACS Strategic Consultant	ACS26	Provides business operations and/or analytical support required to define a technology solution and implementation strategies that meet a business need

29.4 SERVICE LEVEL AGREEMENTS (SLA)

The Contractor shall provide Service Level Agreements (SLAs) as defined below. The intent of this Section is to provide Customers, CALNET Program and the Contractor with requirements that define and assist in the management of the SLAs. This Section includes the SLA formats, general requirements, stop clock conditions, and the Technical SLAs for the services identified in this solicitation.

29.4.1 Service Level Agreement Format

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 Term of the Contract:

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 should include source of data and define the points of measurement within the system, application, or network;

4. Service(s) - All applicable services will be listed in each SLA;

5. Objective(s) – Defines the SLA performance goal/parameters; and,

6. Rights and Remedies

7. Per Occurrence: Rights and remedies are paid on a per event basis during the bill cycle; and,

8. 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.

The Contractor shall proactively apply a credit or refund when a 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 this Requirement and shall meet or exceed it? Yes

29.4.2 Technical Requirements versus SLA Objectives

Sections 29.2 (Converged VoIP) and 29.3 (Other Services) define the technical requirements for each service. These requirements are the minimum

parameters each Bidder must meet in order to qualify for Contract award. Upon Contract award the committed technical requirements will be maintained throughout the remainder of the Contract.

Committed SLA objectives are minimum parameters which the Contractor shall be held accountable for all rights and remedies throughout Contract Term.

Bidder understands this Requirement and shall meet or exceed it? Yes

29.4.3 Methods of Outage Reporting: Customer or Contractor

There are two methods in which CALNET service failures or quality of service issues may be reported and Contractor trouble tickets opened: Customer reported or Contractor reported.

The first method of outage reporting results from a Customer reporting service trouble to the Contractor's Customer Service Center via phone call or opening of a trouble ticket using the on-line Trouble Ticket Reporting Tool (SOW Business Requirements Section G.10.4, Trouble Ticket Reporting Tool (TTRT)).

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. In each instance the Contractor shall open a trouble ticket using the Trouble Ticket Reporting Tool (SOW Business Requirements Section G.10.4) and monitor and report to Customer until service is restored.

Bidder understands this Requirement and shall meet or exceed it? Yes

29.4.4 Bidder Response to Service Level Agreements

Many of the Service Level Agreements described below include multiple objective levels – Basic, Standard and Premier. Bidders shall indicate one specific objective level they are committing to for each service in space provided in the "Objective" Section of each SLA description.

Bidder understands this Requirement and shall meet or exceed it? Yes

29.4.5 Contractor SLA Management Plan

Within 90 calendar days of Contract award, the Contractor shall provide CALNET CMO with a detailed SLA Management Plan that describes how the Contractor will manage the Technical SLAs for services in this IFB. The SLA Management plan shall provide processes and procedures to be

implemented by the Contractor. The SLA Management Plan shall define the following:

1. Contractor SLA Manager and supporting staff responsibilities;

2. Contractor's process for measuring objectives for each SLA. The process shall explain 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 should include source of data and define the points of measurement within the system, application, or network;

3. Creation and delivery of SLA Reports (SOW Business Requirements Section G.10.5). The Contractor shall include a sample report in accordance with SOW Business Requirements Section G.10.5, SLA Reports for the following: SLA Service Performance Report (SOW Business Requirements Section G10.5.1), SLA Provisioning Report (SOW Business Requirements Section G.10.5.2), SLA Catastrophic Outage Reports (SOW Business Requirements Section G.10.5.3), and Trouble Ticket and Provisioning/SLA Credit Report (SOW Business Requirements Section G.10.5.4). The Contractor shall commit to a monthly due date. The reports shall be provided to the CALNET Program via the Private Oversight Website (SOW Business Requirements Section G.10.2);

4. SLA invoicing credit and refund process;

5. Contractor SLA problem resolution process for SLA management and SLA reporting. The Contractor shall provide a separate process for Customers and CALNET Program; and,

6. Contractor SLA Manager to manage all SLA compliance and reporting. The Contractor shall include SLA Manager contact information for SLA inquiries and issue resolution for Customer and CALNET Program.

Bidder understands this Requirement and shall meet or exceed it? Yes

29.4.6 Technical SLA General Requirements

The Contractor shall adhere to the following general requirements which apply to all CALNET Technical SLAs (Section 29.4.8):

1. With the exception of the Provisioning SLA (Section 29.4.8.10), the total SLA rights and remedies for any given month shall not exceed the sum of 100% of the Total Monthly Recurring Charges (TMRC). Services with usage charges shall apply the Average Daily Usage

Charge (ADUC) in addition to any applicable TMRC rights and remedies;

2. If a circuit or service fails to meet one 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 CALNET 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 Category or Subcategory is listed in the SLA, then all services under that Category or Subcategory are covered under the SLA. Exceptions must be otherwise stated in the SLA; and,

5. TMRC rights and remedies shall include the service, option(s), and feature(s) charges.

Bidder understands this requirement and shall meet or exceed it? Yes

6. The Contractor shall proactively and continuously monitor and measure all Technical SLA objectives.

Bidder understands this requirement and shall meet or exceed it? Yes

7. The Contractor shall proactively credit all rights and remedies to the Customer within 60 calendar days of the trouble resolution date on the trouble ticket or within 60 calendar days of the Due Date on the Service Request for the Provisioning SLA.

Bidder understands this requirement and shall meet or exceed it? Yes

8. To the extent that 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 CALNET Program for possible inclusion via amendments;

9. The Contractor shall apply CALNET DNCS SLAs and remedies to services provided in all areas the Contractor provides service and/or open to competition (as defined by the CPUC). Any SLAs and remedies negotiated between Contractor and Incumbent

Local Exchange Carriers in territories closed to competition shall be passed through to the CALNET DNCS Customer;

10. The election by CALNET Program of any SLA remedy covered by this Contract shall not exclude or limit CALNET Program or any Customer's rights and remedies otherwise available within the Contract or at law or equity;

11. The Contractor shall apply rights and remedies when a service fails to meet the SLA objective even when backup or protected services provide Customer with continuation of services;

12. 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;

13. The Customer Escalation Process and/or the CALNET CMO Escalation Process shall be considered an additional right and remedy if the Contractor fails to resolve service issues within the SLA objective(s);

14. Trouble reporting and restoration shall be provided 24x7 for CALNET services;

Bidder understands this requirement and shall meet or exceed it? Yes

15. SLAs apply 24x7 unless SLA specifies an exception;

16. Contractor invoices shall clearly cross reference the SLA credit to the service Circuit ID in accordance with SOW Business Requirements Section G.6 (Billing and Invoicing);

Bidder understands this requirement and shall meet or exceed it? Yes

17. The Contractor shall provide a CALNET DNCS SLA Manager responsible for CALNET DNCS SLA compliance. The SLA Manager shall attend regular meetings and be available upon request to address CALNET Program SLA oversight, report issues, and problem resolution concerns. The CALNET DNCS SLA Manager shall also

coordinate SLA support for Customer SLA inquiries and issue resolution;

18. The Contractor shall provide Customer and CALNET Program support for SLA inquiries and issue resolution; and,

19. Any SLAs and remedies negotiated between Contractor and third party service provider in territories closed to competition shall be passed through to the CALNET DNCS Customer.

Bidder understands the requirements and shall meet or exceed them? Yes

29.4.7 Trouble Ticket Stop Clock Conditions

Only the following conditions shall be allowed to stop the duration of the Service Level Agreements. The Contractor shall document durations using the Stop Clock Condition (SCC) listed in Table 29.4.7.a, which must include start and stop time stamps in the Contractor's Trouble Ticket Reporting Tool (SOW Business Requirements Section G.10.4) or Customer provisioning Service Request for each application of an SCC.

Bidder understands this requirement and shall meet or exceed it? Yes

The Contractor shall not consider "cleared while testing" or "no trouble found" as a SCC.

Bidder understands this requirement and shall meet or exceed it? Yes

Contractor observation timeframes, not requested by End-User, after incident resolution shall not be included in Outage Duration reporting.

Bidder understands this requirement and shall meet or exceed it? Yes

Note: The Glossary (SOW Appendix A) defines term "End-User" as the "individual within an Entity that is receiving services and/or features provided under the Contract."

Table 29.4.7.a – Stop Clock Conditions

Line Item	Stop Clock Condition (SCC)	SCC Definition
1	END-USER REQUEST	Periods when a restoration or testing effort is delayed at the specific request of the End-User. The SCC shall exist during the period the Contractor was delayed, provided that the End-User's request is documented and time stamped in the Contractor's trouble ticket or Service Request system and shows efforts are made to

Line Item	Stop Clock Condition (SCC)	SCC Definition
		contact the End-User during the applicable Stop Clock period.
2	OBSERVATION	Time after a service has been restored but End-User request ticket is kept open for observation. If the service is later determined by the End-User to not have been restored, the Stop Clock shall continue until the time the End-User notifies the Contractor that the Service has not been restored.
3	END-USER NOT AVAILABLE	Time after a service has been restored but End-User is not available to verify that the Service is working. If the service is later determined by the End-User to not have been restored, the Stop Clock shall apply only for the time period between Contractor's reasonable attempt to notify the End-User that Contractor believes the service has been restored and the time the End-User notifies the Contractor that the Service has not been restored.
4	WIRING	Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor or any of its Subcontractors or Affiliates. If it is later determined the wiring is not the cause of failure, the SCC shall not apply.
5	POWER	Trouble caused by a power problem outside of the responsibility of the Contractor.
6	CUSTOMER PROVISIONING DELAY	Delays to Provisioning caused by lack of Customer's building entrance Facilities, conduit structures that are the Customer's responsibilities or Extended demarcation wiring. If the Service Providing Contractor has been contracted by the Customer for extended demarcation, this SCC shall not apply to missed dates/times. The Customer Provisioning Delay SCC is restricted to Provisioning SLAs only.
7	ACCESS	Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following:

Line Item	Stop Clock Condition (SCC)	SCC Definition
		a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative; b. Site contact refuses access to technician who displays proper identification; c. Customer provides incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify End-User of the improper contact information and takes steps to obtain the correct information; or, d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem. If it is determined later that the cause of the problem was not at the site in question, then the Access SCC shall not apply.
8	STAFF	Any problem or delay to the extent caused by End-User's staff that prevents or delays Contractor's resolution of the problem. In such event, Contractor shall make a timely request to End-User staff to correct the problem or delay and document in trouble ticket.
9	APPLICATION	End-User software applications that interfere with repair of the trouble.
10	CPE	Repair/replacement of Customer Premise Equipment (CPE) not provided by Contractor if the problem has been isolated to the CPE. If determined later that the CPE was not the cause of the service outage, the CPE SCC will not apply.
11	NO RESPONSE	Failure of the trouble ticket originator or responsible End-User to return a call from Contractor's technician for on-line close of trouble tickets after the Service has been restored as long as Contractor can provide documentation in the

Line Item	Stop Clock Condition (SCC)	SCC Definition
		trouble ticket substantiating the communication from Contractor's technician.
12	MAINTENANCE	An outage directly related to any properly performed scheduled maintenance or upgrade scheduled for CALNET DNCS service. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs shall apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to the Maintenance SCC.
13	THIRD PARTY	Any problem or delay caused by a third party not under the control of Contractor, not preventable by Contractor, including, at a minimum, cable cuts not caused by the Contractor. Contractor's Subcontractors and Affiliates shall be deemed to be under the control of Contractor with respect to the equipment, services, or Facilities to be provided under this Contract.
14	FORCE MAJEURE	Force Majeure events, as defined in the eVAQ General Provisions - Telecommunications, Section 28 (Force Majeure).
15	CUSTOMER ENVIRONMENTAL	An outage directly caused by customer premise environmental conditions, which are outside the control and responsibility of the Contractor. This includes a non-secured location, excessive heat or lack of cooling. If determined later that the environmental conditions were not the cause of the service outage, or a result of the Contractor modifying Contractor provided equipment without Customer's approval, the Customer Environmental SCC will not apply.

Bidder understands the requirements and shall meet or exceed them? Yes

The Contractor shall provide and manage the following Technical SLAs.

29.4.8 Technical Service Level Agreements (SLAs)

29.4.8.1 Availability (M-S)

SLA Name: Availability

Definition:

The percentage of time a Converged VoIP service is fully functional and available for use each calendar month

Measurement Process:

The monthly Availability Percentage shall be based on the accumulative total of all Unavailable Time derived from all trouble tickets closed, for the individual affected service (per Circuit ID or Service ID), per calendar month. The monthly Availability Percentage equals the Scheduled Uptime per month less Unavailable Time per month divided by Scheduled Uptime per month multiplied by 100. Scheduled Uptime is based on 24 x number of days in the month. All Unavailable Time applied to other SLAs, which results in a remedy, will be excluded from the monthly accumulated total.

Services:

> Converged VoIP
> Converged VoIP Voice Mail
> AT&T CHCS UC Voice Service
> AT&T TAO Service
> AT&T Avaya Cloud Service
> AT&T SIP Calling Plans - IPFlex
> AT&T Managed ATS Video Conferencing Service
> AT&T Managed POE Switch

Objective:

The objective will be based on the service type identified in the table below:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Converged VoIP	≥ 98.9%	≥ 99.2%	≥ 99.5%	S
Converged VoIP Voice Mail	≥ 98.9%	≥ 99.2%	≥ 99.5%	S
AT&T CHCS UC Voice Service		≥ 99.2%		S
AT&T TAO Service		≥ 99.2%		S
AT&T Avaya Cloud Service		≥ 99.2%		S
AT&T SIP Calling Plans - IPFlex		≥ 99.2%		S
AT&T Managed ATS Video Conferencing Service		≥ 99.2%		S
AT&T Managed POE Switch		≥ 99.2%		S

Rights and Remedies:

1. Per Occurrence:

   - N/A

2. Monthly Aggregated Measurements:

   - First month to fail to meet the committed SLA objective shall result in a 15% credit or refund of the TMRC and two Business Days of the ADUC, when usage applies.
   - The second consecutive month to fail to meet the committed SLA objective shall result in a 30% credit or refund of TMRC and two Business Days of the ADUC, when usage applies.
   - Each additional consecutive month to fail to meet the committed SLA objective shall result in a 50% credit or refund of the TMRC and two Business Days of the ADUC, when usage applies.

Bidder understands this requirement and shall meet or exceed it? Yes

29.4.8.2 Catastrophic Outage 1 (CAT 1) (M-S)

SLA Name: Catastrophic Outage 1 (CAT 1)

Definition:

The total loss of service at a single address based on a common cause resulting in one or more of the following:

> Failure of two or more service types, or

Failure of 50 or more End-User VoIP service package or VoIP voice mail service (seat).

Measurement Process:

The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by a Customer, or the Contractor, whichever occurs first. The Contractor shall open a trouble ticket for each service (Circuit ID or Service ID) affected by the common cause. Each End-User service is deemed out of service from the first notification until the Contractor determines the End-User service (Circuit ID or Service ID) is restored minus SCC. Any service reported by a Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

Services:

> Converged VoIP
> VoIP Voice Mail
> AT&T CHCS UC Voice Service
> AT&T TAO Service
> AT&T Avaya Cloud Service
> AT&T SIP Calling Plans - IPFlex
> AT&T Managed ATS Video Conferencing Service
> AT&T Managed POE Switch

Objectives:

The objective restoral time will be:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Converged VoIP	≤ 3 hours	≤ 2 hours	≤ 1 hour	S
VoIP Voice Mail	≤ 3 hours	≤ 2 hours	≤ 1 hour	S
AT&T CHCS UC Voice Service		≤ 2 hours		S
AT&T TAO Service		≤ 2 hours		S
AT&T Avaya Cloud Service		≤ 2 hours		S
AT&T SIP Calling Plans – IP Flex		≤ 2 hours		S
AT&T Managed ATS Video Conferencing Service		≤ 2 hours		S
AT&T Managed POE Switch		≤ 2 hours		S

Rights and Remedies:

1. Per Occurrence:

   - 100% credit or refund of the TMRC and ten Business Days ADUC for each End-User service not meeting the committed objective for each CAT 1 fault.

2. Monthly Aggregated Measurements:

   - N/A

Bidder understands this requirement and shall meet or exceed it? Yes

29.4.8.3 Catastrophic Outage 2 (CAT 2) (M-S)

SLA Name: Catastrophic Outage 2 (CAT 2)

Definition:

Any service affecting failure in the Contractor's (or Subcontractor's or Affiliate's) network up to and including the Provider Edge (PE) equipment.

Measurement Process:

The Outage Duration begins when a network alarm is received by the Contractor from the outage-causing event or the opening of a trouble ticket by the Customer or Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall compile a list for each End-User service affected by the common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User service (Circuit ID or Service ID) basis from information recorded from the network equipment/system or a Customer reported trouble ticket. Each End-User service (Circuit ID or Service ID) is deemed out of service from the first notification until the Contractor determines the End-User service is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

Services:

> Converged VoIP
> Converged VoIP Voice Mail
> AT&T CHCS UC Voice Service
> AT&T TAO Service
> AT&T Avaya Cloud Service
> AT&T SIP Calling Plans - IPFlex
> AT&T Managed ATS Video Conferencing Service
> AT&T Managed POE Switch

Objectives:

The objective restoral time will be:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Converged VoIP	≤ 1 Hour	≤ 30 Minutes	≤ 15 Minutes	P
Converged VoIP Voice Mail	≤ 1 Hour	≤ 30 Minutes	≤ 15 Minutes	P
AT&T CHCS UC Voice Service			≤ 15 Minutes	P

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
AT&T TAO Service			≤ 15 Minutes	P
AT&T Avaya Cloud Service			≤ 15 Minutes	P
AT&T SIP Calling Plans - IPFlex			≤ 15 Minutes	P
AT&T Managed ATS Video Conferencing Service			≤ 15 Minutes	P
AT&T Managed POE Switch			≤ 15 Minutes	P

Rights and Remedies:

1. Per Occurrence:

   - 100% credit or refund of the TMRC and ten Business Days ADUC for each End-User service not meeting the committed objective for each CAT 2 fault.

2. Monthly Aggregated Measurements:

   - N/A

Bidder understands this requirement and shall meet or exceed it? Yes

29.4.8.4 Catastrophic Outage 3 (CAT 3) (M-S)

SLA Name: Catastrophic Outage 3 (CAT 3)

Definition:

The total loss of more than one CALNET DNCS service type in a central office, or the loss of any service type on a system wide basis.

Measurement Process:

The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the Customer or the Contractor, whichever occurs first. Upon

notification from the Customer or network alarm, the Contractor shall open a trouble ticket and compile a list for each End-User service (Circuit ID or Service ID) affected by the common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User service (Circuit ID or Service ID) basis from information recorded from the network equipment/system or trouble ticket. Each End-User service (Circuit ID or Service ID) is deemed out of service from the first notification until the Contractor determines the End-User service is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

Services:

        Converged VoIP
        Converged VoIP Voice Mail
        AT&T CHCS UC Voice Service
        AT&T TAO Service
        AT&T Avaya Cloud Service
        AT&T SIP Calling Plans - IPFlex
        AT&T Managed ATS Video Conferencing Service
        AT&T Managed POE Switch

Objectives:

The objective restoral time will be:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
Converged VoIP	≤ 30 Minutes	N/A	≤ 15 Minutes	P
Converged VoIP Voice Mail	≤ 30 Minutes	N/A	≤ 15 Minutes	P
AT&T CHCS UC Voice Service			≤ 15 Minutes	P
AT&T TAO Service			≤ 15 Minutes	P
AT&T Avaya Cloud Service			≤ 15 Minutes	P

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State of California   C4-DNCS-19-001-40, Am 26
Department of Technology   Category 29 - Technical Requirements

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
AT&T SIP Calling Plans - IPFlex			≤ 15 Minutes	P
AT&T Managed ATS Video Conferencing Service			≤ 15 Minutes	P
AT&T Managed POE Switch			≤ 15 Minutes	P

Rights and Remedies:

1. Per Occurrence:

   - 100% credit or refund of the TMRC and ten Business Days ADUC for each service (Circuit ID or Service ID) not meeting the committed objective for each Cat 3 fault.

2. Monthly Aggregated Measurements:

   - N/A

Bidder understands this requirement and shall meet or exceed it? Yes

29.4.8.5 Delay – Round Trip Transmission for Converged VoIP Services (M-S)

SLA Name: Delay – Round Trip Transmission for Converged VoIP Services

Definition:

Average one-way transfer delay measured from Customer Equipment (CE) to the remote CE.

Measurement Process:

End-User/Customer is responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the Customer suspects the VoIP delay is not meeting the committed level. The problem requires timely verification, consistent with industry Standards, by the Contractor. Tickets opened as VoIP Delay One-Way Transmission SLA shall

not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable.

Service(s):

> Converged VoIP
>
> AT&T CHCS UC Voice Service
>
> AT&T TAO Service
>
> AT&T Avaya Cloud Service
>
> AT&T SIP Calling Plans - IPFlex

Objective(s):

Based on a 1,000 byte ping:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
Converged VoIP	≤ 170ms	≤ 130ms	≤ 90ms	S
AT&T CHCS UC Voice Service		≤ 130ms		S
AT&T TAO Service		≤ 130ms		S
AT&T Avaya Cloud Service		≤ 130ms		S
AT&T SIP Calling Plans - IPFlex		≤ 130ms		S

Rights and Remedies:

1. Per Occurrence:

   - N/A

2. Monthly Aggregated Measurements:

   - 25% credit or refund of the TMRC per occurrence for the reported service.
   - The second consecutive month service fails to meet the committed SLA objectives shall result in a 35% credit or refund of TMRC.

- Each additional consecutive month service fails to meet the committed SLA objective shall result in a 50% credit or refund of the TMRC.

Bidder understands this requirement and shall meet or exceed it? Yes

29.4.8.6 Excessive Outage (M-S)

SLA Name: Excessive Outage

Definition:

Any failure that prevents full functionality of the service that remains unresolved for more than the committed objective level.

Measurement Process:

This SLA is based on trouble ticket Unavailable Time. The circuit or service is not fully functional during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If the Customer reports a partial or complete service that is not fully functional and remains unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time.

Services:

> Converged VoIP
> Converged VoIP Voice Mail
>
> AT&T CHCS UC Voice Service
>
> AT&T TAO Service
>
> AT&T Avaya Cloud Service
>
> AT&T SIP Calling Plans - IPFlex
>
> AT&T Managed ATS Video Conferencing Service
>
> AT&T Managed POE Switch

Objectives:

The Unavailable Time objective shall not exceed:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Converged VoIP	16 Hours	12 Hours	8 Hours	S
Converged VoIP Voice Mail	16 Hours	12 Hours	8 Hours	S
AT&T CHCS UC Voice Service		12 Hours		S
AT&T TAO Service		12 Hours		S
AT&T Avaya Cloud Service		12 Hours		S
AT&T SIP Calling Plans - IPFlex		12 Hours		S
AT&T Managed ATS Video Conferencing Service		12 Hours		S
AT&T Managed POE Switch		12 Hours		S

Rights and Remedies:

1. Per Occurrence:

   - 100% credit or refund of the TMRC and ten Business Days ADUC for each service (Circuit ID or Service ID) out of service for a period greater than the committed objective level.
   - Upon request from the Customer or the CALNET Program, the Contractor shall provide a briefing on the excessive outage restoration.

2. Monthly Aggregated Measurements:

   - N/A

Bidder understands this requirement and shall meet or exceed it? Yes

29.4.8.7 Excessive Usage of Site Survivability Network Failure Service (M-S)

SLA Name: Excessive Usage of Site Survivability Network Failure Service

Definition:

The usage of Site Survivability Network Failure Service shall not exceed the objective commitment identified below in a month, per site.

Measurement Process:

The monthly usage duration shall be based on the accumulated total of all service activation events during a given month. A service usage event shall begin from alarm or activation of service and ending when a Site Survivability Network Failure Service resumes to a standby state and no traffic traverses the PSTN on the back-up circuit.

Service(s):

> Converged VoIP Site Survivability Network Failure
>
> AT&T CHCS UC Voice Service
>
> AT&T TAO Service
>
> AT&T Avaya Cloud Service
>
> AT&T SIP Calling Plans - IPFlex

Objective(s):

The Unavailable Time objective shall not exceed:

Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Converged VoIP Site Survivability Network Failure	240 Hours	120 Hours	72 Hours	S
AT&T CHCS UC Voice Service		120 Hours		S
AT&T TAO Service		120 Hours		S
AT&T Avaya Cloud Service		120 Hours		S
AT&T SIP Calling Plans - IPFlex		120 Hours		S

Rights and Remedies:

1. Per Occurrence:
    - First month the service fails to meet the committed SLA objective shall result in a 15% credit or refund of the TMRC and two Business Days of the ADUC of all usage charges as a result of the activation of the Site Survivability Network Failure Service.
    - The second consecutive month the service fails to meet the committed SLA objective shall result in a 30% credit or refund of TMRC and five Business Days of ADUC of all usage charges as a result of the activation of Site Survivability Network Failure Service.
    - Each additional consecutive month the service fails to meet the Committed SLA objective shall result in a 50% credit or refund of the TMRC, and ten Business Days of the ADUC of all usage charges as a result of the activation of Site Survivability Network Failure Service.
2. Monthly Aggregated Measurements:
    - N/A

Bidder understands this requirement and shall meet or exceed it? Yes

29.4.8.8 Jitter (M-S)

SLA Name: Jitter

Definition:

Variations in transfer delay measured from the Customer Edge (CE) to the remote CE.

Measurement Process:

End-User/Customer is responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the Jitter exceeds the committed level. The problem requires timely verification, consistent with industry Standards, by the Contractor. Tickets identified as a jitter issue shall not count in availability or Time-to-Repair measurements unless and until the End-User reports service as unusable for its intended uses. This measurement applies to local loop transport (1) under the control of the Contractor or (2) not under the control of Contractor that do not exceed 70% peak utilization for three consecutive Business Days.

Service(s):

> Converged VoIP
>
> AT&T CHCS UC Voice Service
>
> AT&T TAO Service
>
> AT&T Avaya Cloud Service
>
> AT&T SIP Calling Plans - IPFlex

Objective(s):

Based on a 1,000 byte ping:

Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
Converged VoIP	≤ 30ms	N/A	≤ 15ms	**P**
AT&T CHCS UC Voice Service			≤ 15ms	**P**
AT&T TAO Service			≤ 15ms	**P**
AT&T Avaya Cloud Service			≤ 15ms	**P**
AT&T SIP Calling Plans - IPFlex			≤ 15ms	**P**

Rights and Remedies:

1. Per Occurrence:

   - First month the service fails to meet the committed SLA objective shall result in a 25% credit or refund of TMRC and two Business Days of the ADUC per occurrence for the reported service.
   - Second month service fails to meet the committed SLA objectives shall result in a 35% credit or refund of TMRC and two Business Days of ADUC.
   - Each additional consecutive month service fails to meet the committed SLA objective shall result in a 50% credit or refund of the TMRC and two Business Days of the ADUC.

2. Monthly Aggregated Measurements:

   - N/A

Bidder understands this requirement and shall meet or exceed it? Yes

29.4.8.9 Notification

SLA Name: Notification

Definition:

The Contractor notification to the CALNET Program and designated stakeholders in the event of a CAT 2 or CAT 3 failure, terrorist activity, threat of natural disaster, or actual natural disaster which results in a significant loss of telecommunication services to CALNET DNCS End-Users or has the potential to impact services in a general or statewide area. The State understands initial information requiring the nature of the outage may be limited.

Measurement Process:

The Contractor shall adhere to the Network Outage Response requirements (SOW Business Requirements Section G.3.3, Network Outage Response) and notify the CALNET Program and designated stakeholders for all CAT 2 and CAT 3 Outages or for network outages resulting in a significant loss of service. Notification objectives will be based on the start time of the outage failure determined by the opening of a trouble ticket or network alarm, whichever occurs first. For events based on information such as terrorist activity or threat of natural disaster, the Contractor shall notify the CALNET Program and designated stakeholder when information is available for dissemination to the Customers.

Services:

All services

Objectives:

Within 60 minutes of the above mentioned failures' start time, the Contractor shall notify the CALNET Program and designated stakeholders using a method defined in SOW Business Requirements, Network Outage Response.

At 60-minute intervals, updates shall be given on the above-mentioned failures via the method defined in SOW Business Requirements, Network Outage Response.

This objective is the same for Basic, Standard and Premier Commitments.

Rights and Remedies:

1. Per Occurrence:
   - Senior Management Escalation
2. Monthly Aggregated Measurements:
   - N/A

Bidder understands this requirement and shall meet or exceed it? Yes

29.4.8.10 Provisioning (M-S)

SLA Name: Provisioning

Definition:

Provisioning shall include new services, moves, adds and changes, completed by the Contractor on or before the due dates. The Provisioning SLA shall be based on committed installation intervals established in this SLA or due dates negotiated between the Customer and the Contractor documented on the Contractor's order confirmation notification or Contracted Project Work SOW in accordance with SOW Business Requirements Section G.2.5.4, Provisioning and Implementation. The Contractor shall meet the committed interval dates or due date negotiated with the Customer. If the Customer agrees to a negotiated due date, the negotiated due date supersedes the committed interval. At the Customer's discretion, if the scope of the Service Request(s) meets the Coordinated or Managed Project criteria, negotiated due dates will be established and documented in the Project Timeline per SOW Business Requirements Section G.8, Contracted Service Project Work.

Provisioning SLAs have two objectives:

> Objective 1: Individual service installation; and,
> Objective 2: Successful Install Monthly Percentage by service type.
> Note: Provisioning timelines include extended demarcation wiring when appropriate.

Measurement Process:

Objective 1: Individual Service Installations: Install intervals are based on the committed installation intervals established in this SLA or due dates negotiated between the Customer and the Contractor. This objective requires the Contractor to meet the due date for each individual service installation. This includes individual circuit/service/seat level installations for Coordinated and Managed Projects.

Objective 2: Successful Install Monthly Percentage per Service Type: The Contractor shall sum all individual installations per service, as listed below, meeting the objective in the measurement period and divide by the sum of all individual service installations due per service in the measurement period and multiply by 100 to equal the percentage of service installations completed on time. The Contractor must meet or exceed the objective below in order to avoid the rights and remedies.

Services:

Features must be installed in conjunction with the service except when listed below:

Service (Features must be installed with service except when listed below.	Committed Interval Days	Coordinated/Managed Project
Converged VoIP	45	Coordinated/Managed Project
Converged VoIP Voice Mail	30	Coordinated/Managed Project
AT&T CHCS UC Voice Service	45	Coordinated/Managed Project
AT&T TAO Service	45	Coordinated/Managed Project
AT&T Avaya Cloud Service	45	Coordinated/Managed Project
AT&T SIP Calling Plans - IPFlex	45	Coordinated/Managed Project
AT&T Managed ATS Video Conferencing Service	45	Coordinated/Managed Project
AT&T Managed POE Switch	45	Coordinated/Managed Project

Objectives:

Objective 1: Individual service installation: Service provisioned on or before the due date per installation Service Request.
Objective 2: Monthly Average percent by service type:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
Converged VoIP	≥ 90%	N/A	≥ 95%	B
Converged VoIP Voice Mail	≥ 90%	N/A	≥ 95%	B
AT&T CHCS UC Voice Service	≥ 90%			B
AT&T TAO Service	≥ 90%			B
AT&T Avaya Cloud Service	≥ 90%			B
AT&T SIP Calling Plans - IPFlex	≥ 90%			B
AT&T Managed ATS Video Conferencing Service	≥ 90%			B
AT&T Managed POE Switch	≥ 90%			B

Rights and Remedies:

1. Per Occurrence:

   - Objective 1: Individual service installations: 50% of installation fee credited to the Customer for any missed committed objective.

2. Monthly Aggregated Measurements:

   - Objective 2: 100% of the installation fee credited to the Customer for all service installations (per service type) that did not complete within the committed objective during the month if the Successful Install Monthly Percentage is below the committed objective.

Bidder understands this requirement and shall meet or exceed it? Yes

29.4.8.11 Time to Repair (TTR) (M-S)

SLA Name: Time to Repair (TTR)

Definition:

Any failure that prevents full functionality of the service that remains unresolved for more than the committed objective level.

Measurement Process:

This SLA is based on trouble ticket Unavailable Time. The circuit or service is not fully functional during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If the Customer reports a partial or complete service that is not fully functional and remains unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time.

Services:

> Converged VoIP
> Converged VoIP Voice Mail
> AT&T CHCS UC Voice Service
> AT&T TAO Service
> AT&T Avaya Cloud Service
> AT&T SIP Calling Plans - IPFlex
> AT&T Managed ATS Video Conferencing Service
> AT&T Managed POE Switch

Objectives:

The Unavailable Time objective shall not exceed:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Converged VoIP	6 Hours	5 Hours	4 Hours	B
Converged VoIP Voice Mail	6 Hours	5 Hours	4 Hours	P
AT&T CHCS UC Voice Service	6 Hours			B
AT&T TAO Service	6 Hours			B
AT&T Avaya Cloud Service	6 Hours			B
AT&T SIP Calling Plans - IPFlex	6 Hours			B

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
AT&T Managed ATS Video Conferencing Service	6 Hours			B
AT&T Managed POE Switch	6 Hours			B

Rights and Remedies:

1. Per Occurrence:

   - First month the service fails to meet the committed SLA objective shall result in a 25% credit or refund of TMRC for each service (Circuit ID or Service ID) out of service for a period greater than the committed objective level.

2. Monthly Aggregated Measurements:

   - N/A

Bidder understands this requirement and shall meet or exceed it? Yes

29.4.8.12 Unsolicited Service Enhancement SLAs

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.

Bidder understands this requirement and shall meet or exceed it? Yes

29.4.8.13 Proposed Unsolicited Offerings

The Contractor shall provide SLAs as defined in SLA Section 29.4.8 for each unsolicited offering determined by the CALNET Program not to be a feature of a service or a component of an unbundled service identified in the technical requirements. SLA tables shall be amended after Contract award to include all new unsolicited services.

Bidder understands this requirement and shall meet or exceed it? Yes

29.4.8.14 Contract Amendment Service Enhancement SLAs

All Contract amendment service enhancements shall be considered a feature of the service, therefore included as such under the SLAs as defined in Section 29.4.8.

Bidder understands this requirement and shall meet or exceed it? Yes