

IFB STPD 12-001-B

Statement of Work

FOR CALNET 3, CATEGORY 2

NETWORK BASED WEB CONFERENCING SERVICES

TECHNICAL REQUIREMENTS

Addendum 4

11/26/13

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IFB STPD 12-001-B
PART 2
BIDDER RESPONSE

Statement of Work (SOW)

Category 2

**Network Based
Web Conferencing Services**

Technical Requirements

TECHNICAL REQUIREMENTS

CATEGORY 2—NETWORK BASED WEB CONFERENCING SERVICES

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TECHNICAL REQUIREMENTS

CATEGORY 2—NETWORK BASED WEB CONFERENCING SERVICES

2.1 OVERVIEW

This Category 5 IFB provides the State's solicitation for best value solutions for managed Internet services. This IFB describes the CALNET 3 technical requirements necessary to support the CALNET 3 program requirements.

This IFB will be awarded to Bidders that meet the award criteria as described in IFB Section 4. The CALNET 3 Contract(s) that result from the award of this IFB will be managed on a day-to-day basis by the CALNET 3 Contract Management and Oversight (CALNET 3 CMO).

2.1.1 BIDDER RESPONSE REQUIREMENTS

Throughout this IFB, Bidders are required to acknowledge acceptance of the requirements described herein by responding to one (1) of the following:

Example A (for requirements that require confirmation that the Bidder understands and accepts the requirement):

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

Or,

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

"Bidder understands the requirements in Section xxx and shall meet or exceed them? Yes_____ No_____"

Description:"

2.1.2 DESIGNATION OF REQUIREMENTS

All Technical Requirements specified in this IFB Section are Mandatory and must be responded to as identified in IFB Section 3.4.2.5 by the Bidder. Additionally, some Mandatory requirements are "Mandatory-Scorable" and are designated as "(M S)". The State will have the option of whether or not to include each item in the Contract, based on the best interest of the State. Furthermore, Customers will have the option whether or not to order services or features included in the Contract. Service Requests for some CALNET 3 services or features may require CALNET 3 CMO approval.

Costs associated with services shall be included in the prices provided by the Bidder for the individual items included in the Cost Worksheets. Items not listed in the Cost Worksheets will not be billable by the Contractor. If Bidder provided unsolicited items include features described in the IFB requirements and are not billable in the Cost Worksheets, the cost associated with the features shall not be included in the unsolicited service unless it represents an unbundling of the mandatory service.

Services and features included in the Cost Worksheets are those that the Bidder must provide. All Bidders must provide individual prices as indicated in the Cost Worksheets

in the Bidder's Final Proposal. Items submitted with no price will be considered as offered at no cost.

2.1.3 PACIFIC TIME ZONE

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

2.2 WEB CONFERENCING TECHNICAL REQUIREMENTS

2.2.1 Web Conferencing

The Contractor shall provide a web conferencing solution that includes the training and support necessary to allow users to fully utilize the solution. The solution shall be hosted in the Contractor's cloud using a Software-as-a-Service model. The solution shall not require the purchase of hardware, software or appliance. The solution shall allow users to use their desktop computer to collaborate in real time by using an Internet connection. Collaboration shall include the sharing of applications, desktops, files, web URL's, web browsers, remote computers and whiteboards. Other than in-band conferencing (if offered), the solution must allow Customers flexibility to use a separate contractor (3rd party) to provide the audio conferencing portion of the conference.

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

2.2.1.1 Web Conferencing Classes of End-Users

The Web Conferencing solution shall allow for three (3) classes of End-Users at a minimum:

1. Host—The user who initiates the web conference. The host can grant presenter rights to other conference participants. The host can also control the conference by inviting/expelling users to/from the conference, share content, conduct a poll, mute participant audio, etc.
2. Presenter—The user who controls the conference by inviting/expelling users to/from the conference, share content, conduct a poll, mute participant audio, etc. The presenter shall be able to grant/revoke presenter status to other participants.
3. Participant—A user who can engage in the audio portion of the conference, view shared resources such as applications, desktops, etc. In a Meeting, participants can also upload and distribute files, participate in polls, and participate in instant messaging (IM) conversations.

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

2.2.1.2 Web Conference Types

The Web Conferencing Solution shall support two (2) types of conferences.

1. Meeting—A conference type where all the participants can interact with each other as well as the host and presenter.

2. Webinar—A conference type where participants can only view materials shared by the presenter and listen to audio provided by the presenter. Participants cannot transmit audio or interact with each other.

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

2.2.1.3 Web Conferencing Features

The Web Conferencing solution shall offer the features detailed below.

2.2.1.3.1 Meeting Initiation

Allows the host to initiate a meeting without scheduling in advance, typically known as an “instant meeting”. The host shall be able to invite participants to the instant meeting via email at the time of initiation. The host shall also be able to schedule a meeting in advance and invite participants via email. In both cases, the email shall contain all of the information needed by the participant to join the meeting. Typically such information would include meeting number, participant code, URL and information needed to join the audio conference.

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

2.2.1.3.2 Content Sharing

The ability to share applications, desktops, files, web URL's, web browsers, remote computers and whiteboards. The host shall have the ability to pass control of the content to conference participants.

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

2.2.1.3.3 Whiteboard

Allows the participant to utilize a drawing surface. The participant shall have access to drawing tools for lines, shapes, text and annotations. The participant shall be able to select from multiple font sizes and colors.

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

2.2.1.3.4 Polling

The ability of the host to conduct a poll during the conference and view the results.

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

2.2.1.3.5 Chat

The ability of conference participants to communicate with each other via instant messaging within the conference window. The participant shall be

able to send an IM to all the other participants, to one (1) other participant privately or to the host privately.

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

2.2.1.3.6 Participant List

The ability of the host to view, within the conference window, a list of conferencing participants. The list shall be updated in real time to reflect participants entering and exiting the conference.

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

2.2.1.3.7 Video

The ability to share video with other participants via a webcam.

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

2.2.1.3.8 Recording

The ability to record, edit and playback a web conference.

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

2.2.1.3.9 Cross-Platform

The ability of the solution to operate with different desktop operating systems. The solution shall support at a minimum Microsoft Windows and Apple Mac OS.

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

2.2.1.3.10 Integrated Audio

The ability of the host to control the audio conferencing portion of the conference from within the web conferencing window. There shall be an indicator that indicates who the active talker is. The host shall be able to mute the audio of selected participants. The host shall be able to add/drop audio participants. The solution shall be capable of giving a participant the option of being called back to join the audio conference upon entering the web conference.

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

2.2.1.3.11 Mobility

The ability of a participant to join the conference via an application running on a mobile device. Mobile devices include phones, laptops and tablets. The mobility feature shall support Android and iOS operating systems. The mobility client shall allow the participant to view shared materials as

described in content sharing above and participate in the audio conference portion of the conference.

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

2.2.1.3.12 Secure Sockets Layer (SSL)

The ability to secure the conference session using 128-bit SSL encryption.

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

2.2.1.3.13 Microsoft Outlook Integration

The ability to schedule, start and join web conferences from within Microsoft Outlook.

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

2.2.1.3.14 PC to PC Calling

The ability to initiate voice over IP (VoIP) calls over the internet utilizing a PC, microphones and speakers. This capability shall be available as an audio option to integrated audio or 3rd party audio conferencing services. This feature shall only be used in conjunction with Web Conferencing services.

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

Table 2.2.1.a Web Conferencing Features

	Feature Name	Feature Description	Bidder Meet or Exceeds?		Bidder's Product Identifier
			Y	N	
1	Web Conferencing Named Host – per seat	Web Conferencing with the features described in Section 2.2.1.3. Per seat rate for each named host up to a maximum of 15 participants with unlimited number of conferences. A Named Host is a user that purchases a license. Service shall be billed on a month-to-month basis with no term commitment.	Y		QWC60001
<p>Bidder's Product Description: <i>CenturyLink Web®</i> <i>CenturyLink Web® is our all-in-one web conferencing solution. CenturyLink Web brings web and audio conferencing together and offers an easy-to-use and intuitive Web Conferencing Platform. CenturyLink Web provides customized web meetings where you can see other participants via your webcam, share files or your desktop, chat live with other participants, and record the meeting. As a truly web-based solution – requiring no special hardware or software downloads for meeting guests – CenturyLink Web allows you to join or host a meeting from anywhere and to connect without having to remember dial-in numbers or passcodes by using the Connect feature.</i></p> <p><i>CenturyLink Web Conferencing features</i></p> <ul style="list-style-type: none"> • <i>Up to 125 participants</i> • <i>Integrated audio and desktop video</i> • <i>Active speaker technology and high quality video.</i> • <i>No participant downloads (CenturyLink Web Conferencing is flash-based).</i> • <i>Intuitive, easy to use interface.</i> • <i>Personalized meeting space with personalized URL (Meeting Room) for each account holder.</i> • <i>Each account holder can have multiple Meeting Rooms to manage different types of meetings (example external vs. Internal meetings)</i> • <i>Volume controls for both the moderator and participants</i> • <i>Mute all or self-mute</i> • <i>Pre-load PowerPoint, PDF, jpg, gif, png, mp3, mp4, mov, flv, Excel and Word documents for full-screen view ability</i> • <i>Registered Guest allows participants to save up to four phone numbers making access to meetings quick and easy</i> • <i>Convenient mobile access via BlackBerry and iPhone.</i> • <i>Application sharing and screen sharing</i> 					

	Feature Name	Feature Description	Bidder Meet or Exceeds?		Bidder's Product Identifier
			Y	N	
		<ul style="list-style-type: none"> • <i>File transfer</i> • <i>Virtual and live help</i> • <i>Help managing collaboration features such as Q&A, chat, polling and virtual whiteboard</i> • <i>Conferencing Toolbar for Outlook to easily schedule and start meetings</i> • <i>Automatic audio connections (No phone dial-In required)</i> • <i>Personal file storage and transfer</i> • <i>Live support via phone and Web</i> • <i>Recording</i> • <i>Global availability to over 64 countries worldwide with Local and International Toll Free Numbers available in each country</i> <p>Command your Meeting with CenturyLink Web</p> <ul style="list-style-type: none"> • <i>Connect Me—CenturyLink Web allows you to connect to meetings with one click. No software downloads are required. No need to remember dial-in numbers or passcodes. And with the CenturyLink Web “Connect” feature, the meeting calls you wherever you are around the world.</i> • <i>Break down barriers—Customers’ meeting needs vary from web, to audio, to a combination of both. CenturyLink Web offers standalone audio control tools, the ability to escalate to a web meeting, and the web meeting itself.</i> • <i>Unified Meeting Experience – CenturyLink Web provides webcam video with an “active talker” feature that switches between speakers’ webcams so you can easily follow the action.</i> • <i>Scheduling—The Conferencing Toolbar for Outlook allows you to easily start, schedule, record, and manage meetings right from your desktop.</i> • <i>Content Library—Store all of your presentations, reports, and content in one place and access them from the meeting rather than from a separate portal, allowing quick access to your files and documents.</i> • <i>Custom Meeting Tracking—CenturyLink Web supports customized tracking of your meeting. You can set up custom fields to allow the host to specify tracking information for each meeting.</i> • <i>Audio Controls—CenturyLink’s online audio controls let you invite guests via email or dial out to your guests. Lock, mute or record your call with a single click. Adjust participant volumes and mute noisy lines. Get one click access to participant profile and contact information</i> • <i>Support—Connect globally with international, best-in-class support, at any time, 24/7. CenturyLink Web provides a live attendant via *0. Additionally, live online chat can help you or your attendees with any questions during a web meeting</i> 			

The Contractor may offer additional unsolicited web conferencing features in Table 2.2.1.b.

Table 2.2.1.b Unsolicited Web Conferencing Features

	Feature Name	Feature Description	Bidder's Product Identifier
Section: Reservationless Conferencing			
	<i>Caller Paid Dial-in Reservation-less Service</i>	<i>Also known as "Meet-Me" service, participants dial a pre-established number and access code to join the conference call.</i>	QWC50249
1	<p>Bidder's Product Description:</p> <p><i>Integrated with the Web Conferencing platform, CenturyLink's Audio Conferencing solutions include a full-suite of traditional and VoIP-services to accommodate small- to-large events and less formal meetings. Audio Conferencing includes Reservationless (automated) conferencing and Reserved calls with global connectivity from approximately 90 local access points.</i></p> <p><i>Dial-in Reservationless features include:</i></p> <ul style="list-style-type: none"> <i>• No advanced scheduling necessary</i> <i>• Toll and Toll-Free access</i> <i>• One to 300 participants</i> <i>• Easy, intuitive interface – no training required</i> <i>• Integration with Microsoft Office Outlook</i> <i>• Lock or unlock conference by moderator via touch tone commands</i> <i>• Online participant list</i> <i>• Quick dial-out capabilities to add attendees</i> <i>• Keypad or web interface that controls the volume and muting of individual lines</i> <i>• Helpdesk available 24x7x365</i> <i>• Account code tracking on a per call basis</i> <i>• Unique passcodes for moderators and attendees</i> <i>• Customized introduction can be recorded by the moderator for each conference</i> <i>• Moderators can customize their passcodes</i> <i>• One-touch recording and playback capabilities</i> <i>• Moderators can start, stop, pause and restart a conference recording using their touch-tone keypad</i> <i>• Advanced security features – additional security codes, attendee roll calls, entry/exit announcements</i> <i>• Integration with Web Conferencing</i> <i>• Online access to meeting reports, recordings and preferences</i> <i>• Mobile application automates dial-in for Blackberry, iPhone, and other devices</i> <i>• Participants may reach the "Meet-Me" service by dialing a pre-established number and participant access code.</i> 		

	Feature Name	Feature Description	Bidder's Product Identifier
	<i>Toll-Free Dial-in Reservation-less Service</i>	<i>Also known as "Meet-Me" service, participants dial a pre-established toll-free number and access code to join the conference call.</i>	<i>QWC50250</i>
2	<p>Bidder's Product Description:</p> <p><i>Integrated with the Web Conferencing platform, CenturyLink's Audio Conferencing solutions include a full-suite of traditional and VoIP-services to accommodate small- to large events and less formal meetings. Audio Conferencing includes Reservationless (automated) conferencing and Reserved calls with global connectivity from approximately 90 local access points.</i></p> <p><i>Dial-in Reservationless features include:</i></p> <ul style="list-style-type: none"> <i>• No advanced scheduling necessary</i> <i>• Toll and Toll-Free access</i> <i>• One to 300 participants</i> <i>• Easy, intuitive interface – no training required</i> <i>• Integration with Microsoft Office Outlook</i> <i>• Lock or unlock conference by moderator via touch tone commands</i> <i>• Online participant list</i> <i>• Quick dial-out capabilities to add attendees</i> <i>• Keypad or web interface that controls the volume and muting of individual lines</i> <i>• Helpdesk available 24x7x365</i> <i>• Account code tracking on a per call basis</i> <i>• Unique passcodes for moderators and attendees</i> <i>• Customized introduction can be recorded by the moderator for each conference</i> <i>• Moderators can customize their passcodes</i> <i>• One-touch recording and playback capabilities</i> <i>• Moderators can start, stop, pause and restart a conference recording using their touch-tone keypad</i> <i>• Advanced security features – additional security codes, attendee roll calls, entry/exit announcements</i> <i>• Integration with Web Conferencing</i> <i>• Online access to meeting reports, recordings and preferences</i> <i>• Mobile application automates dial-in for Blackberry, iPhone, and other devices</i> <i>• Participants may reach the "Meet-Me" service by dialing a pre-established number and participant access code.</i> 		
3	<i>Reservationless Audio Conferencing Dial Out/Dial me International</i>	<i>Reservationless Audio Conferencing Dial Out /Dial me International</i>	<i>QWC50504</i>

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: <i>Reservationless Dial Out /Dial me International Integrated with the Web Conferencing platform</i>		
Section: CenturyLink Web Additional Services			
4	<i>Hosting Renewal – additional 30 days</i>	<i>Hosting Renewal – additional 30 days</i>	<i>QWC60061</i>
	Bidder's Product Description: <i>Web Conferencing Recording Storage, Additional 30 Days, Unlimited Playbacks</i>		
5	<i>Hosting Renewal – additional 60 days</i>	<i>Hosting Renewal – additional 60 days</i>	<i>QWC60062</i>
	Bidder's Product Description: <i>Web Conferencing Recording Storage, Additional 60 Days, Unlimited Playbacks</i>		
6	<i>Hosting Renewal – additional 90 days</i>	<i>Hosting Renewal – additional 90 days</i>	<i>QWC60063</i>
	Bidder's Product Description: <i>Web Conferencing Recording Storage, Additional 90 Days, Unlimited Playbacks</i>		
7	<i>Hosting Renewal – additional 180 days</i>	<i>Hosting Renewal – additional 180 days</i>	<i>QWC60064</i>
	Bidder's Product Description: <i>Web Conferencing Recording Storage, Additional 180 Days, Unlimited Playbacks</i>		
8	<i>Hosting Renewal – additional 360 days</i>	<i>Hosting Renewal – additional 360 days</i>	<i>QWC60065</i>
	Bidder's Product Description: <i>Web Conferencing Recording Storage, Additional 360 Days, Unlimited Playbacks</i>		
9	<i>Moderator Call Detail Report</i>	<i>Moderator Call Detail Report</i>	<i>QWC60067</i>
	Bidder's Product Description: <i>Web Conference Moderator Call Detail Report - Included with all Web Conferences</i>		
Section: WebEx Additional Features			

	Feature Name	Feature Description	Bidder's Product Identifier
10	<i>CenturyLink WebEx Meeting Center Pay-As-You-Go Service</i>	<i>CenturyLink WebEx Meeting Center Pay-As-You-Go Service</i>	<i>QWC60047</i>
	Bidder's Product Description: <i>CenturyLink WebEx Meeting Center Pay-As-You-Go Service - UnCommitted Minutes.</i>		
11	<i>CenturyLink WebEx Meeting Center Service / Conference Recording</i>	<i>CenturyLink WebEx Meeting Center Service / Conference Recording per file</i>	<i>QWC60059</i>
	Bidder's Product Description: <i>CenturyLink WebEx Meeting Center Service / Conference Recording / 12 months of replay</i>		
12	<i>CenturyLink WebEx Meeting Center Service / Recording Replay</i>	<i>CenturyLink WebEx Meeting Center Service / Recording Replay</i>	<i>QWC60060</i>
	Bidder's Product Description: <i>CenturyLink WebEx Meeting Center Service / Recording Replay per Download/per hit</i>		
13	<i>CenturyLink WebEx VoIP Audio</i>	<i>CenturyLink WebEx VoIP Audio</i>	<i>QWC60074</i>
	Bidder's Product Description: <i>CenturyLink WebEx VoIP Audio</i>		

2.3 SERVICE LEVEL AGREEMENT (SLA)

The Contractor shall provide Provisioning Service Level Agreements (SLAs) as defined below. The intent of this section is to provide Customers, CALNET 3 CMO and the Contractor with requirements that define and assist in the management of the SLAs. This section includes the SLA format, general requirements, and the Technical SLAs for the services identified in this solicitation.

2.3.1 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 shall include source of data and define the points of measurement within the system, application, or network;
4. Service(s) - All applicable Categories or Subcategories will be listed in each SLA;
5. Objective(s) – Defines the SLA performance goal/parameters; and,
6. Rights and Remedies
 - a. Per Occurrence: Rights and remedies are paid on a per event basis during the bill cycle; and,
 - b. Monthly Aggregated Measurements: Rights and remedies are paid once during the bill cycle based on an aggregate of events over a defined period of time.

The Contractor shall proactively apply an invoice credit or refund when an SLA objective is not met. CALNET SLA Rights and Remedies do not require the Customer to submit a request for credit or refund.

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

2.3.2 TECHNICAL REQUIREMENTS VERSUS SLA OBJECTIVES

Section 2.2 (Web Conferencing Technical Requirements) defines 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 the Requirement and shall meet or exceed it? Yes Y No _____

2.3.3 TWO METHODS OF OUTAGE REPORTING: CUSTOMER OR CONTRACTOR

There are two (2) methods in which CALNET 3 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.

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 of both methods the Contractor shall open a trouble ticket and monitor and report to Customer until service is restored.

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

2.3.4 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 (1) specific objective level they are committing to for each service in space provided in the “Objective” section of each SLA description.

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

2.3.5 TECHNICAL SLA GENERAL REQUIREMENTS

The Contractor shall adhere to the following general requirements which apply to the Provisioning SLA and all other CALNET 3 Technical SLAs (Section 2.3.6) presented by the Bidder:

1. The Contractor shall proactively and continuously monitor and measure all Technical SLA objectives;
2. The Contractor shall proactively credit all rights and remedies to the Customer within 60 calendar days of the Due Date on the Service Request for the Provisioning SLA;
3. 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 Technical SLAs to CALNET 3 CMO for possible inclusion via amendments;
4. The election by CALNET 3 CMO of any SLA remedy covered by this Contract shall not exclude or limit CALNET 3 CMO's or any Customer's rights and remedies otherwise available within the Contract or at law or equity;
5. 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;
6. The Customer Escalation Process (IFB-B SOW Business Requirements Section B.3.4.2) and/or the CALNET 3 CMO Escalation Process (IFB-B SOW Business Requirements Section B.3.4.1) shall be considered an additional right and remedy if the Contractor fails to resolve service issues within the SLA objective(s);
 7. Trouble reporting and restoration shall be provided 24x365 for CALNET 3 services;
 8. SLAs apply 24x365 unless SLA specifies an exception;
 9. The Contractor shall apply CALNET 3 SLAs and remedies to services provided in geographic areas which the Contractor is required to provide service. Any SLAs and remedies negotiated between Contractor and Incumbent Local Exchange Carriers in territories closed to competition shall be passed through to the CALNET 3 Customer.
 10. Contractor invoices shall clearly cross reference the SLA credit to the service Circuit ID in accordance with IFB-B SOW Business Requirements Section B.5.1 (Billing and Invoicing Requirements, #14);
 11. The Contractor shall provide Customer and CALNET 3 CMO support for SLA inquiries and issue resolution; and,
 12. Any SLAs and remedies negotiated between Contractor and third party service provider in territories closed to competition shall be passed through to the CALNET 3 Customer.

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

2.3.6 TECHNICAL SERVICE LEVEL AGREEMENTS

The Contractor shall provide and manage the following Technical SLAs.

2.3.6.1 Provisioning (M-S)

<p>SLA Name: Provisioning</p>
<p>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 Customer and Contractor documented on the Contractor’s order confirmation notification or Contracted Service Project Work SOW in accordance with IFB-B SOW Section B.2.5.4 #7 (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 Schedule per IFB-B SOW Business Requirements Section B.6 (Contracted Service Project Work).</p> <p>Provisioning SLAs have two (2) objectives: Objective 1: Individual Service Request; and Objective 2: Successful Install Monthly Percentage by Service Type.</p>

2.3.6.2 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 the Requirement and shall meet or exceed it? Yes Y No

2.3.6.3 Proposed Unsolicited Offerings

The Contractor shall provide SLAs as defined in SLA Section 2.3 for each unsolicited offering determined by the CALNET 3 CMO 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 the Requirement and shall meet or exceed it? Yes Y No

2.3.6.4 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 this Section 2.3.6.

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