



AT&T

IFB STPD 12-001-A, C3-A-12-10-TS-01

CalNet 3, Category 1: Voice and Data Services
Subcategory 1.5 – Toll Free Calling

Volume 2: Response to Unique Subcategory Requirements
SOW Technical Requirements Response

Amendment #9, Rev. January 12, 2018

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Exhibit 8: Contractor's License Information

Attached is Exhibit 8: Contractor's License Information.



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EXHIBIT 8: CONTRACTOR’S LICENSE INFORMATION

(Installation Services Only)

For Subcategory: 1.5 Toll-Free Calling

Name of Bidder: AT&T Corp.

Bidder shall complete the applicable Contractor’s license information below in accordance with the Contractor’s State License Board, Department of Consumer Affairs. A Contractor’s license of appropriate Class C-7, *Low Voltage Systems Contractor*, is required before any Bidder can contract business (e.g. submit a bid) which includes the installation of cable and wiring, and minor electrical modification. In addition, if structural modifications are required, a Class B, *General Building Contractor*, license is required. Licensee must be in the name of the firm or a Responsible Managing Employee. See IFB Section 2.3.6, Contractor’s License.

CONTRACTOR

Class C-7, C-10, and Class B License No: 760249
 Licensee: Pacific Bell Telephone Company Expiration Date: 03/31/2019
 Relationship of Licensee to Contractor: Wholly Owned Subsidiary

SUBCONTRACTOR 1

Class _____ License No: _____
 Licensee: _____ Expiration Date: _____
 Relationship of Licensee to Subcontractor: _____

SUBCONTRACTOR 2

Class _____ License No: _____
 Licensee: _____ Expiration Date: _____
 Relationship of Licensee to Subcontractor: _____

(Use additional sheets if necessary.)





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Exhibit 9: Service Taxes, Fees, Surcharges and Surcredits

Please see the following pages for AT&T's response to Exhibit 9.



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EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

Bidders shall identify all service taxes, fees, surcharges and surcredits that they plan to include on their invoices. Bidders shall submit a copy of this form for each service tax, fee, surcharge and surcredits that they plan to include on their invoices for each Subcategory. Attach additional pages as necessary.

Bidder/Contractor name: AT&T Corp.

a) The Contractor’s identification number for the service tax, fee, surcharge or surcredit: 2

b) The jurisdiction and organization that issued the law, resolution or order: FCC

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): FUSF Federal Universal Service Fee (UCC Universal Connectivity Charge)

d) The citations in law, regulation or order: CFR 69.158

e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): http://www.gpo.gov/fdsys/pkg/CFR-2008-title47-vol3/pdf/CFR-2008-title47-vol3-sec69-155.pdf

f) The date the law, resolution or order was released: 1984

g) The date the law, resolution or order becomes effective: 1984

i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.

ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.

h) Purpose of the service tax, fee, surcharge or surcredit: Cost recovery for mandated contributions to the Universal Service fund.

i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: 1.1-1.6: all MPLS, Toll Free Domestic, Toll Free International, Toll Free Netwrk Access Transport, all VOIP products, DS0, DS1, DS3 Interlata, SIP calling plans, Audio conferencing, Anira, NBFW, ATS, MLAN, Unified Communications

j) The amount of the service tax, fee, surcharge or surcredit: 15.1000%

k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; No

l) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Julie Kibler

Phone number: 916-486-7726 Email address: jk2427@att.com





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EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

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Bidder/Contractor name: AT&T Corp.

a) The Contractor’s identification number for the service tax, fee, surcharge or surcredit: 14

b) The jurisdiction and organization that issued the law, resolution or order: local taxing authorities

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): varies by local ordinance

d) The citations in law, regulation or order: Local Tax Ordinances

e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): http://www.uutinfo.org/uutinfo_city_Menu.htm

f) The date the law, resolution or order was released: varies by local ordinance

g) The date the law, resolution or order becomes effective: varies by local ordinance

- i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.
- ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.

h) Purpose of the service tax, fee, surcharge or surcredit: Various localities impose a Utility Users’ Tax on utilities (such as telephone, electricity, gas, sewer, water, cable TV, etc.) to fund local services.

i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: varies by local ordinance: varies by local ordinance

j) The amount of the service tax, fee, surcharge or surcredit: varies by local ordinance

k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): Varies by local ordinance

l) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Julie Kibler

Phone number: 916-486-7726 Email address: jk2427@att.com





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Bidder/Contractor name: AT&T Corp.

a) The Contractor’s identification number for the service tax, fee, surcharge or surcredit: 16

b) The jurisdiction and organization that issued the law, resolution or order: IRS

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Federal Excise Tax

d) The citations in law, regulation or order: Internal Revenue Code § 4251-4253

e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): http://www.irs.gov/pub/irs-pdf/p510.pdf

f) The date the law, resolution or order was released: 1898

g) The date the law, resolution or order becomes effective: 1898

- i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.
- ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.

h) Purpose of the service tax, fee, surcharge or surcredit: Federal tax originally created in support of the Spanish-American War is currently used for the support of the Federal General Fund

i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: All services: All Services

j) The amount of the service tax, fee, surcharge or surcredit: 3.0000%

k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; Yes

l) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Julie Kibler

Phone number: 916-486-7726 Email address: jk2427@att.com





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Bidder/Contractor name: AT&T Corp.

- a) The Contractor’s identification number for the service tax, fee, surcharge or surcredit: 18
- b) The jurisdiction and organization that issued the law, resolution or order: FCC
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Federal access recovery fee (FARF)
- d) The citations in law, regulation or order: CFR 69.158
- e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): http://www.gpo.gov/fdsys/pkg/CFR-2008-title47-vol3/pdf/CFR-2008-title47-vol3-sec69-155.pdf
- f) The date the law, resolution or order was released: 2008
- g) The date the law, resolution or order becomes effective: 7/1/2008
 - i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.
 - ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.
- h) Purpose of the service tax, fee, surcharge or surcredit: The Federal Access Recovery Fee (FARF) is a charge designed to recover, in part, AT&T's costs of purchasing local access service from the Local Exchange Carriers (LECs), which include regulatory fees that LECs assess on AT&T
- i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: 1.1-1.6: Interstate/Interlata Data services, all MPLS, Toll Free Domestic, Toll Free International, Toll Free Netwrk Access Transport, all VOIP products, DS0, DS1, DS3 Interlata, SIP calling plans, Audio conferencing, Anira, NBFW, ATS, MLAN, Unified Communications
- j) The amount of the service tax, fee, surcharge or surcredit: 0.5000%
- k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; No
- l) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Julie Kibler

Phone number: 916-486-7726 Email address: jk2427@att.com





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EXHIBIT 9: SERVICE TAXES, FEES, SURCHARGES AND SURCREDITS

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Bidder/Contractor name: AT&T Corp.

a) The Contractor’s identification number for the service tax, fee, surcharge or surcredit: 21

b) The jurisdiction and organization that issued the law, resolution or order: FCC

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Propert Tax allotment

d) The citations in law, regulation or order: AT&T Tariffs – FCC No.11 and FCC No. 13

e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s):
http://serviceguidenew.att.com/sg_CustomPreviewer?attachmentId=00PC000000KD1WXMA1

f) The date the law, resolution or order was released: prior to 2006

g) The date the law, resolution or order becomes effective: prior to 2006

i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.

ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.

h) Purpose of the service tax, fee, surcharge or surcredit: The recovery of an expense that A&T is required to pay. This expense represents the interstate portion of state and local property taxes imposed on AT&T.

i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: 1.1-1.6: Interstate/Interlata Data services, all MPLS, Toll Free Domestic, Toll Free International, Toll Free Netwrk Access Transport, all VOIP products, DS0, DS1, DS3 Interlata, SIP calling plans, Audio conferencing, Anira, NFW, ATS, MLAN, Unified Communications

j) The amount of the service tax, fee, surcharge or surcredit: 4.0500%

k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; No

l) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Julie Kibler

Phone number: 916-486-7726 Email address: jk2427@att.com





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Bidder/Contractor name: AT&T Corp.

a) The Contractor’s identification number for the service tax, fee, surcharge or surcredit: 22

b) The jurisdiction and organization that issued the law, resolution or order: FCC

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): Administrative Expens Recovery fee

d) The citations in law, regulation or order: http://www.serviceguide.att.com/ABS/ext/GTCDetails.cfm

e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): http://www.serviceguide.att.com/ABS/ext/GTCDetails.cfm

f) The date the law, resolution or order was released: prior to 2006

g) The date the law, resolution or order becomes effective: prior to 2006

i. If the effective date is dependent upon another activity (such as 30 days from the publication of the order in the Federal Register), the Contractor shall so state.

ii. When the effective date is dependent upon another activity, the Contractor shall again notify the CALNET 3 CMO within 10 days after the dependent activity occurs. Such subsequent notification shall identify the contingent action, the date of the action, and the new effective date.

h) Purpose of the service tax, fee, surcharge or surcredit: This fee recovers a portion of AT&T’s internal costs associated with the FCC’s Universal Service Fund.

i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: 1.1-1.6: Interstate/Interlata Data services, all MPLS, Toll Free Domestic, Toll Free International, Toll Free Netwrk Access Transport, all VOIP products, DS0, DS1, DS3 Interlata, SIP calling plans, Audio conferencing, Anira, NBFW, ATS, MLAN, Unified Communications

j) The amount of the service tax, fee, surcharge or surcredit: 0.8800%

k) The Customer locations affected, (e.g., all Customers statewide, name of city or other jurisdiction); and is the State exempt? (yes/no): All customers statewide; No

l) Additional comments as warranted: _____

Name of Bidder/Contractor contact person for follow up: Julie Kibler

Phone number: 916-486-7726 Email address: jk2427@att.com





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Exhibit 10: Bidding Preferences and Incentives

Attached is the completed and signed Exhibit 10.



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Exhibit 10: BIDDING PREFERENCES AND INCENTIVES

For Subcategory: 1.5 Toll-Free Calling

ALL BIDDERS: COMPLETE ALL SECTIONS BELOW AND SUBMIT WITH YOUR PROPOSAL.

1. SMALL BUSINESS PREFERENCE

Bidder must check the appropriate box from the choices below.

- I am a DGS certified Small Business and claim the Small Business Preference.
My DGS Small Business certification number is: _____
- I have recently filed for DGS Small Business preference but have not yet received certification, but I am claiming the Small Business preference.
- I am not a DGS certified Small Business, but 25% or more of the revenue from the award will go to DGS certified Small Business Subcontractors performing a Commercially Useful Function and therefore I am claiming the preference.
Bidder must complete and submit Exhibit 11, GSPD-05-105 Bidder Declaration, indicating the percentage of the revenue that will be received by each DGS certified Small Business Subcontractor.
- I am not claiming the DGS Small Business preference.

2. DVBE INCENTIVE

Bidder must check the appropriate box from the choices below.

- I am a DGS certified DVBE. A copy of my STD. form 843 is attached.
- I have recently filed for DGS DVBE certification, but have not yet received certification.
- I am not a DGS certified DVBE, but a percentage of the revenue will be going to DGS certified DVBE Subcontractors performing a Commercially Useful Function, and therefore I am claiming the DVBE incentive.
Bidder must submit a complete Exhibit 11, GSPD-05-105, Bidder Declaration, indicating the percentage of the revenue that will be received by each DGS certified DVBE Subcontractor. Bidder must also submit an Exhibit 10, STD 843 DVBE Declarations, for each DVBE Subcontractor, signed by the DVBE owner/manager.
- I am not claiming the DVBE incentive.





EXHIBIT 10, CONTINUED

3. ADDITIONAL BIDDING PREFERENCES

The Bidder shall check the appropriate box or boxes from the choices below.

- I am not claiming the TACPA preference, the EZA preference, or the LAMBRA preference.
- I am claiming the TACPA bidding preference.
Bidder must submit Exhibit 12, STD 830.
- I am claiming the EZA bidding preference.
Bidder must submit Exhibit 13, STD 831.
- I am claiming the LAMBRA bidding preference.
Bidder must submit Exhibit 14, STD 832.

Name of Bidder:

AT&T Corp.

Signature and Date:



Exhibit 11: STD 843, DVBE Declarations

AT&T is not claiming a DVBE incentive



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Exhibit 12: GSPD 05-105, Bidder

AT& is not claiming SB preference using Subcontractors, nor claiming a DVBE incentive, nor will have any Subcontractors that will receive 15% or more revenue.



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Exhibit 13: STD 830, TACPA Preference Request

AT&T is not claiming TACPA preference.



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Exhibit 14: STD 831, EZA Preference

AT&T is not claiming EZA preference.



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Exhibit 15: STD 832, LAMBRA Preference Request

AT&T is not claiming LAMBRA preference.



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Subcategory 1.5 – Toll Free Calling

1.5.1 Overview

This Subcategory 1.1 IFB provides the State's solicitation for best value solutions for toll-free domestic and international calling services. This IFB also 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).

1.5.1.1 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:"

1.5.1.2 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 Subcategory Cost Worksheets. Items not listed in the Subcategory Cost Worksheets will not be billable by the Contractor. If additional unsolicited items include the features described in the IFB and are not included as billable in the Subcategory Cost Worksheets, the cost associated with the features shall not be included in the unsolicited price.



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

1.5.1.3 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 X No

1.5.2 Toll-Free Services

The Contractor shall provide statewide Toll-Free incoming ('800', '877', and other FCC approved toll-free NPAs) calling services. Termination types shall include switched (business line), switched Wide Area Telephone Service Access Line (WATS WAL), and Dedicated Access Line (DAL), including analog and any other terminations that the Bidder's organization provides. The terminating Toll-Free Services shall provide routing based on the originating location (telephone number), day, and time of day.

1.5.2.1 Toll-Free Basic Features

The Contractor's Toll-Free Services shall include the basic routing features described below.

1.5.2.1.1 Point of Call Routing

Based on the calling party's ANI, this feature allows for calls made to a single '800' number to be routed to different terminating locations.

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

1.5.2.1.2 Day-of-Week Routing

Allows Customers to route calls to different locations based on the day of the week.

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

1.5.2.1.3 Holiday Routing

Allows the Customer to designate different routing for specific holidays and key events.

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



1.5.2.1.4 Time-of-Day (TOD) Routing

Based on the time of day, this feature allows the Customer to route calls made to a single '800' number to different answering locations.

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

1.5.2.1.5 Alternate Routing

Allows the Customer to pre-define alternate routing arrangements and activate via security code.

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

1.5.2.1.6 Percentage Distribution Routing

Routing based on a percentage of traffic to predefined locations.

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

1.5.2.1.7 Area Code Routing

Calls for a single toll-free number are routed based upon the caller's area code.

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

1.5.2.1.8 Area Code Selection

Calls for a single toll-free number can be blocked or received by originating area code for every area code in the U.S., Canada, Puerto Rico, and the U.S. Virgin Islands.

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

1.5.2.1.9 Area Code / Exchange Routing

Calls for a single toll-free number are routed based upon the caller's area code and local exchange.

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

1.5.2.1.10 Area Code / Exchange Selection

Calls for a single toll-free number can be blocked or received by originating area code for every area code in the U.S., Canada, Puerto Rico, and the U.S. Virgin Islands.



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

1.5.2.2 Direct Access Termination Features

The Contractor's Toll-Free Services shall include the direct access termination features described below.

1.5.2.2.1 Network Call Redirect (NCR)

Sends calls to an alternate terminating trunk group when the first choice is busy. (The alternate route must terminate on the Customer's own access facility).

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

1.5.2.2.2 Dialed Number Identification Service (DNIS)

A number, typically 4-10 digits in length, that is sent by the service provider to the client switch that allows a Customer to determine how to route an inbound call.

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

1.5.2.2.3 Real-Time Automatic Number Identification (ANI)

Provides the caller's full 10-digit originating telephone number sent by the service provider to the client switch or end-user device.

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

1.5.2.3 Toll-Free Network Access Transport

The Contractor shall provide dedicated DS1, DS3 and ISDN Private Rate Interface (PRI) access transport service for use with the Toll-Free service deployed for CALNET 3. This service shall only be utilized in conjunction with the Contractor's Toll-Free service.

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

1.5.2.3.1 Dedicated DS1 Access Transport

The Contractor shall provide dedicated DS1 access transport services in accordance with the North American standards, supporting up to 1.544 Mbps providing full duplex, four (4) wire, synchronous serial digital data transport. The DS1 services will be channelized (24 multiplexed DS0 channels each at 64Kbps) and will be B8ZS, which is the



line coding that allows use of the entire bandwidth of a 1.544 facility, and Extended Super Frame (ESF), which uses a framing bit for non-intrusive signaling and control.

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

1.5.2.3.2 Dedicated DS3 Access Transport

The Contractor shall provide DS3 access transport services for speeds up to 45 Mbps on a single circuit or channelized into 28 DS1 channels or 672 DS0 channels.

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

1.5.2.3.3 ISDN PRI on DS1 Access Transport

The Contractor shall provide DS1 access transport service in an ISDN Primary Rate Interface (PRI) configuration to support 23 B channels and one (1) D channel.

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

Contractors shall provide the Toll-Free Network Access Transport functionality described in Table 1.5.2.3.a.

Table 1.5.2.3.a, Toll-Free Network Access Transport

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	Dedicated Access Transport DS1	Dedicated Transport at DS1 speed or equivalent up to 1.544 Mbps or 24 channels, each at 64 Mbps	Y		1LNV9
	Bidders Product Description: Dedicated nodal access DS1 supports up to 1.544 Mbps or 24 channels at 64Kbps.				
2	Dedicated Access Transport DS3	Dedicated Transport at DS3 speed or equivalent up to 45Mbps on a single circuit or split the circuit into 28 DS1 channels or 672 DS0 channels.	Y		1LN44
	Bidders Product Description: Dedicated access up to 45Mbps on a single circuit that can be split into 28 DS1 or 672 channels, each at 64 Kbps.				





	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
3	Primary Rate Interface (PRI) Transport on DS1	DS1 access Transport in an ISDN Primary Rate Interface (PRI) configuration to support 23 B channels and one (1) D channel	Y		BHC
	Bidders Product Description: Conversion of DS1 to support 23 B channels and 1 D channel.				

The Contractor may offer additional unsolicited Toll-Free Network Access Transport features in Table 1.5.2.3.b.

Table 1.5.2.3.b Unsolicited Toll-Free Network Access Transport Features

	Feature Name	Feature Description	Bidder's Product Identifier
1	Split Access Flexible Egress Routing (SAFER) – Feature Charge	SAFER automatically routes incoming calls to dedicated access trunk(s) at an alternate terminating AT&T Point of Presence (POP) in the event of terminating network congestion affecting the AT&T POP where the primary dedicated access trunk(s) are located.	SMOE1
	Bidder's Product Description: Split Access Flexible Egress Routing (SAFER) is a 4E based diversified routing feature. It delivers incoming calls to an alternate egress path in the event of failure between the 4ESS and AT&T Service Node (POP). If failure in egress, the terminating 4ESS returns call to originating 4ESS, which complete the call through alternate terminating 4ESS. The re-routing occurs instantly and is not evident to the caller.		
2	Split Access Flexible Egress Routing (SAFER) – Mileage Charge	SAFER automatically routes incoming calls to dedicated access trunk(s) at an alternate terminating AT&T Point of Presence (POP) in the event of terminating network congestion affecting the AT&T POP where the primary dedicated access trunk(s) are located.	1LNGX
	Bidder's Product Description: SAFER automatically routes incoming calls to dedicated access trunk(s) at an alternate terminating AT&T Point of Presence (POP) in the event of terminating network congestion affecting the AT&T POP where the primary dedicated access trunk(s) are located.		





1.5.2.4 Toll-Free Domestic Services

The Contractor shall offer the Toll-Free Domestic Service detailed in Table 1.5.2.4.a.

Table 1.5.2.4.a, Toll-Free Domestic Services

	Feature Name	Feature Description	Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	Basic Coverage - California Dedicated Access	Allows a Customer to receive toll-free calls from anywhere in the State of California on a dedicated line.	Y		TFCAD
	Bidder's Product Description: AT&T Toll Free MEGACOM service allows a Customer to receive toll free calls on Dedicated Access from anywhere in the State of California.				
2	Basic Coverage -California Switched Access	Allows a Customer to receive toll-free calls from anywhere in the State of California on a switched line.	Y		TFCAS
	Bidder's Product Description: AT&T Toll Free READYLINE Service allows a Customer to receive toll free calls on Switched Access from anywhere in the State of California.				
3	Extended Call Coverage – U.S. Dedicated Access	Allows a Customer to receive toll-free calls from the 50 United States, the District of Columbia, the Virgin Islands, and Puerto Rico on a dedicated line.	Y		TFUSD
	Bidder's Product Description: Allows a Customer to receive toll free calls on dedicated access from the 50 United States, the District of Columbia, the Virgin Islands, and Puerto Rico.				
4	Extended Call Coverage – U.S. Switched Access	Allows a Customer to receive toll-free calls from the 50 United States, the District Of Columbia, the Virgin Islands, and Puerto Rico on a switched line.	Y		TFUSS
	Bidder's Product Description: Allows a Customer to receive toll free calls on switched access from the 50 United States, the District Of Columbia, the Virgin Islands, and Puerto Rico.				
5	Call Transfer	Allows the called party to transfer a call to another location or to give control of the call back to the caller to make additional call routing selections.	Y		TFCALLT
	Bidder's Product Description: AT&T Transfer Connect allows the called party to transfer a call to another location or to give control of the call back to the caller to make additional call routing selections.				





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	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
6	Customized Agent Announcement	Provides a customized message to the called party before the caller is connected, alerting the called party with certain information about the caller (e.g. account number, ANI).	Y		TFENR
	Bidder's Product Description: AT&T Message Announcement provides a customized message to the called party before the caller is connected, alerting the called party with certain information about the caller (e.g. account number, ANI).				
7	Message Announcement	The caller hears a pre-recorded promotional or informational message prior to, during, or after the call is routed to the caller-selected destination.	Y		TFANN
	Bidder's Product Description: AT&T Message Announcement allows the caller to hear a pre-recorded promotional or informational message prior to, during, or after the call is routed to the caller-selected destination.				
8	Courtesy Response	Allows calls to be answered with a recorded message. Calls are answered in the toll-free network and do not terminate at a customer location.	Y		TFANN
	Bidder's Product Description: AT&T Message Announcement allows calls to be answered with a recorded message. Calls are answered in the toll-free network and do not terminate at a customer location.				
9	Courtesy Transfer	Allows the agent to transfer a caller to another toll-free number or POTS line without remaining on the call. The toll-free number or POTS line can be in the same building or another location.	Y		E8UC1
	Bidder's Product Description: Transfer Connect Courtesy Transfer allows the agent to transfer a caller to another AT&T toll free number, RRN or a Plain Old Telephone Service (POTS) line, in the same building or another location, without remaining on the line.				
10	Conference and Transfer	Allows an agent to consult with the target party prior to adding the caller to a three-way conference. Following the conference, the caller may remain connected to the agent or target party.	Y		E8YPC
	Bidder's Product Description: Transfer Connect Conference and Transfer allows the agent to consult with the target party prior to adding the caller to a three-way conference. Following the three-way conference, the caller may remain connected to the agent or the target party.				





	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
	Consult and Transfer	Allows the agent to transfer a caller to another toll-free number or POTS line while remaining on the call until ringing is heard or the call is answered at which point the transferring agent is dropped.	Y		E8YC2
11	Bidder's Product Description: Transfer Connect Consult and Transfer allows the agent to transfer the caller to the target party (the party who receives the redirected call) similarly to the Courtesy Transfer option; however, the transferring agent is able to remain on the call until ringing is heard or the call is answered. At that point, the transferring agent is dropped. If the transfer fails—for instance, if the target number is busy—the agent may return to the caller and try another transfer, take a message, etc.				

The Contractor may offer additional unsolicited Toll-Free Domestic Service features in Table 1.5.2.4.b.

Table 1.5.2.4.b Unsolicited Toll-Free Domestic Service Features





	Feature Name	Feature Description	Bidder's Product Identifier
1	Multi-Carrier Service	The ability to use both AT&T and another carrier for those applications that require multiple carriers.	TFMCS
	Bidder's Product Description: Toll free Multi-Carrier Service will allow a Customer's toll free calling service to split traffic on a toll free number between AT&T and another carrier, if needed.		
2	Intelligent Call Processing (ICP)	Intelligent Call Processing (ICP) collects important customer/constituent-related information and routes calls based upon specific intelligent routing rules. With ICP, a Customer will have a number of options for handling incoming calls.	SMO1C
	Bidder's Product Description: ICP options available are: <ul style="list-style-type: none"> • Create proprietary routing arrangements • Offer priority service based on call attributes • Route calls to geographically diverse locations • Handle toll free calls efficiently by routing to specific functional areas • Enable digit collection and aggregation. 		
3	Tailored Call Coverage	Allows a Customer to block incoming calls from specific origination areas. The blocked areas are defined by one of the following: <ul style="list-style-type: none"> • Country • State • NPA • NPA/NXX 	TFTCC
	Bidder's Product Description: Allows a Customer to block incoming calls from specific origination areas. The blocked areas are defined by one of the following: <ul style="list-style-type: none"> • Country • State • NPA • NPA/NXX 		
4	Area Code Routing/Exchange Routing/Country Code Routing/Area Code Routing-Canada Only	Allows calls to be routed by area code/area code and exchange code/country code and Canadian area codes	TFROUT
	Bidder's Product Description: Allows calls to be routed by area code/area code and exchange code/country code and Canadian area codes		





	Feature Name	Feature Description	Bidder's Product Identifier
5	Point of Call Routing	Allows calls to a single 8XX number to be routed based on the calling party's Automatic Number Identification (ANI) to different termination locations.	TFPOC
	Bidder's Product Description: Allows calls to a single 8XX number to be routed based on the calling party's Automatic Number Identification (ANI) to different termination locations		
6	Day of Week Routing	This feature allows to a single 8XX number to be automatically routed to a different location(s) or termination(s) based on the day of week.	TFDOW
	Bidder's Product Description: AT&T Service Guides This feature allows to a single 8XX number to be automatically routed to a different location(s) or termination(s) based on the day of week.		
7	Holiday Routing	This feature allows the State to have special routing plans activated automatically on prearranged days of the year. It can be scheduled up to 13 months in advance and is stored in the AT&T network.	TFHOL
	Bidder's Product Description: This feature allows the State to have special routing plans activated automatically on prearranged days of the year. It can be scheduled up to 13 months in advance and is stored in the AT&T network.		
8	Time of Day Routing	This feature automatically routes calls to different locations or to different terminations at prearranged times of day.	TFTOD
	Bidder's Product Description: This feature automatically routes calls to different locations or to different terminations at prearranged times of day.		
9	Alternate Routing/Select Routing	This owner of the Toll Free number will be able to establish pre-define alternate routing arrangements and then activate them in case of emergency. The owner can activate these plans or can have AT&T activate them via a security code.	TFALT
	Bidder's Product Description: This owner of the Toll Free number will be able to establish pre-define alternate routing arrangements and then activate them in case of emergency. The owner can activate these plans or can have AT&T activate them via a security code.		
10	Percentage Allocation Routing/Quick Call Allocator	This offering provides the owner of the each Toll Free number the ability to allocate calls to different locations or terminations on a percentage basis.	TFQCA





	Feature Name	Feature Description	Bidder's Product Identifier
	<p>Bidder's Product Description:</p> <p>This offering provides the owner of the each Toll Free number the ability to allocate calls to different locations or terminations on a percentage basis.</p>		
11	Network Call Redirect/Alternate Destination Routing (ADR)	<p>This feature will allow an incoming call to be redirected to a pre-defined alternative answering location(s) when there is a Ring No Answer (RNA), a busy condition, or a failure at the primary location. An RNA condition is detected after 20 seconds (about three to four rings).</p> <p>There are three ADR options:</p>	TFADR
	<p>Bidder's Product Description:</p> <p>This feature will allow an incoming call to be redirected to a pre-defined alternative answering location(s) when there is a Ring No Answer (RNA), a busy condition, or a failure at the primary location. An RNA condition is detected after 20 seconds (about three to four rings). There are three ADR options:</p>		
12	Call Overflow	<p>This feature diverts toll free calls, when all dedicated access trunks associated with a toll free number at a site are busy, to a pre-designated switched access routing arrangement serving the same site or to another trunk group or to a Courtesy Response announcement.</p>	TFOVF
	<p>Bidder's Product Description:</p> <p>This feature diverts toll free calls, when all dedicated access trunks associated with a toll free number at a site are busy, to a pre-designated switched access routing arrangement serving the same site or to another trunk group or to a Courtesy Response announcement.</p>		
13	Dialed Number Identification Services (DNIS)	<p>This feature will allow multiple 800 numbers on the same trunk group to identify each call by 800 number and to treat each accordingly. On each call, DNIS will out pulse unique digits to route the calls in a trunk group to their proper destination.</p>	TFDNIS
	<p>This feature will allow multiple 800 numbers on the same trunk group to identify each call by 800 number and to treat each accordingly. On each call, DNIS will out pulse unique digits to route the calls in a trunk group to their proper destination.</p>		
14	Real Time Automatic Number Identification (ANI)	<p>This feature provides the caller's full 10-digit originating telephone number. ANI, an Integrated Services Digital Network (ISDN) based service, allows the identification of a caller's billed telephone number via the D channel of an ISDN Primary Rate Interface (PRI) access T1.5.</p>	TFANI
	<p>Bidder's Product Description:</p> <p>This feature provides the caller's full 10-digit originating telephone number. ANI, an Integrated Services Digital Network (ISDN) based service, allows the identification of a caller's billed telephone number via the D channel of an ISDN Primary Rate Interface (PRI) access T1.5.</p>		





	Feature Name	Feature Description	Bidder's Product Identifier
15	Enhanced Fraud Protection – NetProtect® Plus	NetPROTECT® – Plus provides additional Toll Free fraud prevention and mitigation support, above the basic requirements, covering Customer Premise Equipment (CPE).	NETPR
	<p>Bidder's Product Description:</p> <p>NetPROTECT® – Plus is available to all AT&T customers who have their own premises equipment with dedicated LD access and provides a maximum liability threshold of \$2000 prior to AT&T notification, PLUS provides extra protection for AT&T Business Long Distance customers and detects possible remote toll fraud five to seven times faster than normal Fraud Prevention activities. To accomplish this, the customer must provide AT&T with all their billable telephone numbers, as well as three contacts, one of which must be available 24 hours a day, seven days a week. AT&T notification, for PLUS, is defined as a telephone call, by AT&T Security, to one of the three designated contacts to provide notice of suspected toll fraud.</p> <p>PLUS customers detecting remote toll fraud, prior to AT&T, can reduce their liability by 50%. The customer must notify AT&T Security and, within 90 days of the fraud incident, send written notification of the means of fraud detection and any changes made to the equipment to stop the remote toll fraud.</p>		
16	Fully Enhanced Fraud Protection – Net PROTECT® Premium	AT&T's NetPROTECT® - Premium is a further enhanced value-added Long Distance and Remote Toll Fraud protection, notification, and mitigation support plan, covering Customer Premise Equipment (CPE).	NPPREM
	<p>Bidder's Product Description:</p> <p>NetPROTECT® – Premium provides \$0 liability prior to AT&T notification and for two hours after notification. Premium provides maximum protection for AT&T Business Long Distance customers and is the fastest AT&T NetPROTECT service for detection and notification of possible remote toll fraud. The customer must provide AT&T with all the information required for Plus service. AT&T notification, for Premium, is defined as a telephone call, by AT&T Security, to one of the three designated contacts to provide notice of suspected toll fraud.</p>		
17	Call Prompter/Voice Prompter/Menu Routing	When a toll free number is dialed, the caller hears an announcement that asks them to make a selection by pressing digits, or if Voice Prompter is used, by pressing or speaking the digits. For example, For General Information, press or speak 1. Calls are automatically routed to the specific location. These can be designed for complex applications using a branched or layered sequence and or can be used as a security or screening device, prompting callers for account codes, ID codes etc. before connecting the call. Call Prompter can also be used to route calls by extension number, without using an attendant.	TFPRP





	Feature Name	Feature Description	Bidder's Product Identifier
	<p>Bidder's Product Description:</p> <p>When a toll free number is dialed, the caller hears an announcement that asks them to make a selection by pressing digits, or if Voice Prompter is used, by pressing or speaking the digits. For example, For General Information, press or speak 1. Calls are automatically routed to the specific location. These can be designed for complex applications using a branched or layered sequence and or can be used as a security or screening device, prompting callers for account codes, ID codes etc. before connecting the call. Call Prompter can also be used to route calls by extension number, without using an attendant.</p>		
18	Toll Free Multimedia Calling Service	This feature provides the ability to add, on a call by call basis, digital capabilities for the transmission of data, as well as voice transmission on dedicated access on a single toll free number.	TFMS
	<p>Bidder's Product Description:</p> <p>This feature provides the ability to add, on a call by call basis, digital capabilities for the transmission of data, as well as voice transmission on dedicated access on a single toll free number.</p>		
19	Agent Routing/Next Available Agent Routing (NAAR)	Next Available Agent Routing (NAAR) allows a Customer to specify a routing plan with a sequence of additional answering locations if the primary answering location is busy or otherwise unavailable.	E88DR
	<p>Bidder's Product Description:</p> <p>Next Available Agent Routing (NAAR) allows a Customer to specify a routing plan with a sequence of additional answering locations if the primary answering location is busy or otherwise unavailable.</p>		
20	Network Queuing	Network Queuing will allow a call to be held in queue in the AT&T network until the termination becomes available.	E8GNQ
	<p>Bidder's Product Description:</p> <p>Network Queuing will allow a call to be held in queue in the AT&T network until the termination becomes available.</p>		
21	Network Queue Announcements	Network Queuing Announcement will allow the Customer to place a call in a network queue and provide a	TFNQA





	Feature Name	Feature Description	Bidder's Product Identifier
		customized or generic delay announcement until a termination is available to receive the call.	
	Bidder's Product Description: Network Queuing Announcement will allow the Customer to place a call in a network queue and provide a customized or generic delay announcement until a termination is available to receive the call.		
22	Alternate Number Translation	Alternate Number Translation (ANT) is available on domestic calls to toll free numbers. ANT provides immediate alternate number translation whenever the normal translation process is unavailable to a dialed AT&T toll free number. The terminating number(s) must be provided to be used in alternate translation process from all originating calling areas.	E8MA1
	Bidder's Product Description: Alternate Number Translation (ANT) is available on domestic calls to toll free numbers. ANT provides immediate alternate number translation whenever the normal translation process is unavailable to a dialed AT&T toll free number. The terminating number(s) must be provided to be used in alternate translation process from all originating calling areas.		





1.5.2.5 International Toll-Free Service

Contractor shall provide an international toll-free service that allows for a Toll-Free call originating in another country to complete to a U.S. destination. It shall also allow outbound Toll-Free Services to overseas locations.

The Contractor's International Toll-Free service shall include the features detailed below.

1. **International Day-of-Week Routing** - Allows Customer to route calls to different locations based on the day of the week. Day-of-Week Routing automatically routes calls to a Customer defined location or termination on selected days of the week.
2. **International Holiday Routing** - Enables the Customer to designate different routing for prearranged days of the year. It can be scheduled up to 13 months in advance and is stored in the network.
3. **International Time-of-Day (TOD) Routing** - Enables the Customer to route calls made to a single '800' number to different answering locations based on the time of day.
4. **International Time-of-Day (TOD) Routing** - Enables the Customer to route calls made to a single '800' number to different answering locations based on the time of day.
5. **International Alternate Routing** - Enables Customer to pre-define alternate routing arrangements and then activate them when appropriate upon command by the Customer or by Contractor via a security code. Alternate Routing will enable the Customer to establish and change up to six (6) alternate routing plans for each toll-free number. One (1) routing plan will be actively processing the calls while others are held in reserve.
6. **International Percentage Distribution Routing** - Enables the Customer to allocate calls to predefined locations or terminations on a percentage basis. Customers can specify what percentage of traffic goes to each location, office, termination, or application. Customers shall have the ability to adjust the percentages in a matter of minutes either by calling Contractor or through a Contractor provided network management tool.
7. **International Dialed Number Identification Service (DNIS)** - Provides the 10-digit number dialed by the caller. Routes a call to a Customer specific termination, call center, or application based on the number dialed. Allows a Customer with multiple 800 numbers on the same trunk group to identify each call by the 800 number dialed and to treat each call accordingly. On each call, DNIS will out-pulse unique digits to route the calls in a trunk group to their proper destination.
8. **International Real-Time Automatic Number Identification (ANI)** - Provides the caller's full 10-digit originating telephone number.
9. **International Terminating Features** - Allows the Customer to terminate international toll-free calls on either dedicated or switched access.
10. **U.S. Based Services Waiver** - The provisions detailed in IFB-A Business Requirements Section A.2.4.4 (U.S. Based Services) will not apply to Contractor's International Long Distance Calling services.

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



1.5.2.5.1 International Toll-Free Geographic Requirements

The Contractor shall offer the International Toll-Free Services detailed above in the countries listed in Table 1.5.2.5.1.a.

Table 1.5.2.5.1 a. International Toll-Free Service Geographic Requirements

	Feature Name	Feature Description	Country	Bidder Meets or Exceeds?		Bidder's Product Identifier
				Y	N	
1	International Toll-Free Calling –all countries – Switched Access	International Toll-Free calls that originate on a switched network access circuit	Brazil:	Y		ITSBRA
			Canada:	Y		ITSCAN
			China:	Y		ITSCI
			France:	Y		ITSFRA
			Germany:	Y		ITSGER
			Israel:	Y		ITSISR
			Italy:	Y		ITSITA
			Japan:	Y		ITSJAP
			Korea:	Y		ITSKRS
			Mexico:	Y		ITSMEX
			Spain:	Y		ITSSPA
			Switzerland:	Y		ITSSWI
		United Kingdom:	Y		ITSUKM	
Bidder's Product Description: International Toll-Free calls that terminate on a switched Toll Free network access circuit within the United State.						
2	International Toll-Free Calling –all countries – Dedicated Access	International Toll-Free calls that originate on a switched network access circuit	Brazil:	Y		ITDBRA
			Canada:	Y		ITDCAN
			China:	Y		ITDCI
			France:	Y		ITDFRA
			Germany:	Y		ITDGER
			Israel:	Y		ITDISR
			Italy:	Y		ITDITA
			Japan:	Y		ITDJAP
			Korea:	Y		ITDKRS
			Mexico:	Y		ITDMEX
			Spain:	Y		ITDSPA





	Feature Name	Feature Description	Country	Bidder Meets or Exceeds?		Bidder's Product Identifier
				Y	N	
			Switzerland:	Y		ITDSWI
			United Kingdom:	Y		ITDUKM
			Bidder's Product Description: International Toll-Free calls that terminate on a dedicated Toll Free network access circuit within the United State.			

Bidders may offer International Toll-Free Services – Switched Access in unsolicited countries in Table 1.5.2.5.1.b.

Table 1.5.2.5.1.b Unsolicited International Toll-Free Service – Switched Access

	Country (International Toll Free - Switched Termination)	Bidder Meets or Exceeds?		Bidder's Product ID
		Y	N	
1	American Samoa	Y		ITSAMS
2	Anguilla	Y		ITSAGU
3	Antigua and Barbuda	Y		ITSANT
4	Argentina	Y		ITSARG
5	Aruba	Y		ITSARU
6	Australia	Y		ITSAST
7	Bahamas	Y		ITSBAH
8	Bahrain	Y		ITSBHR
9	Barbados	Y		ITSBAR
10	Belgium	Y		ITSBLG
11	Bermuda	Y		ITSBER
12	Bolivia	Y		ITSBOL
13	Brazil	Y		ITSBRA
14	British Virgin Islands	Y		ITSBRI
15	Canada	Y		ITSCAN
16	Cayman Islands	Y		ITSCAY
17	Chile	Y		ITSCHI
18	China	Y		ITSCI
19	Colombia	Y		ITSCOL





	Country (International Toll Free - Switched Termination)	Bidder Meets or Exceeds?		Bidder's Product ID
		Y	N	
20	Costa Rica	Y		ITSCOS
21	Cyprus	Y		ITSCYP
22	Czech Republic	Y		ITSCZE
23	Denmark	Y		ITSDEN
24	Dominica	Y		ITSDMC
25	Dominican Republic	Y		ITSDMR
26	Ecuador	Y		ITSECU
27	El Salvador	Y		ITSELS
28	Finland	Y		ITSFIN
29	France	Y		ITSFRA
30	Germany	Y		ITSGER
31	Greece	Y		ITSGRE
32	Grenada	Y		ITSGND
33	Guatemala	Y		ITSGTM
34	Hong Kong	Y		ITSHKG
35	Hungary	Y		ITSHUN
36	Iceland	Y		ITSICE
37	India	Y		ITSIND
38	Indonesia	Y		ITSIDN
39	Ireland	Y		ITSIRE
40	Israel	Y		ITSISR
41	Italy	Y		ITSITA
42	Jamaica	Y		ITSJAM
43	Japan	Y		ITSJAP
44	Korea, South	Y		ITSKRS
45	Latvia	Y		ITSLAT
46	Luxembourg	Y		ITSLUX
47	Malaysia	Y		ITSMLY
48	Mexico	Y		ITSMEX
49	Montserrat	Y		ITSMON



	Country (International Toll Free - Switched Termination)	Bidder Meets or Exceeds?		Bidder's Product ID
		Y	N	
50	Netherlands	Y		ITSNET
51	Netherlands Antilles	Y		ITSNTA
52	New Zealand	Y		ITSNZD
53	Norway	Y		ITSNOR
54	Panama	Y		ITSPAN
55	Peru	Y		ITSPER
56	Philippines	Y		ITSPHI
57	Poland	Y		ITSPOL
58	Portugal	Y		ITSPOR
59	Saint Kitts and Nevis	Y		ITSSKN
60	Saint Lucia	Y		ITSSTL
61	Saint Vincent and The Grenadines	Y		ITSSVG
62	Singapore	Y		ITSSIN
63	South Africa	Y		ITSSOU
64	Spain	Y		ITSSPA
65	Sweden	Y		ITSSWE
66	Switzerland	Y		ITSSWI
67	Taiwan	Y		ITSTAI
68	Thailand	Y		ITSTHA
69	Trinidad and Tobago	Y		ITSTRI
70	Turkey	Y		ITSTRK
71	Turks and Caicos Islands	Y		ITSTKC
72	United Kingdom	Y		ITSUKM
73	Uruguay	Y		ITSURU
74	Venezuela	Y		ITSVEN

Bidders may offer International Toll-Free Services – Dedicated Access in unsolicited countries in Table 1.5.2.5.1.c.

Table 1.5.2.5.1.c Unsolicited International Toll-Free Service – Dedicated Access





	Country (International Toll Free –Dedicated Termination)	Bidder Meets or Exceeds?		Bidder's Product ID
		Y	N	
1	American Samoa	Y		ITDAMS
2	Anguilla	Y		ITDAGU
3	Antigua and Barbuda	Y		ITDANT
4	Argentina	Y		ITDARG
5	Aruba	Y		ITDARU
6	Australia	Y		ITDAST
7	Bahamas	Y		ITDBAH
8	Bahrain	Y		ITDBHR
9	Barbados	Y		ITDBAR
10	Belgium	Y		ITDBLG
11	Bermuda	Y		ITDBER
12	Bolivia	Y		ITDBOL
13	Brazil	Y		ITDBRA
14	British Virgin Islands	Y		ITDBRI
15	Canada	Y		ITDCAN
16	Cayman Islands	Y		ITDCAY
17	Chile	Y		ITDCHI
18	China	Y		ITDCI
19	Colombia	Y		ITDCOL
20	Costa Rica	Y		ITDCOS
21	Cyprus	Y		ITDCYP
22	Czech Republic	Y		ITDCZE
23	Denmark	Y		ITDDEN
24	Dominica	Y		ITDDMC
25	Dominican Republic	Y		ITDDMR
26	Ecuador	Y		ITDECU
27	El Salvador	Y		ITDELS
28	Finland	Y		ITDFIN
29	France	Y		ITDFRA
30	Germany	Y		ITDGER





	Country (International Toll Free –Dedicated Termination)	Bidder Meets or Exceeds?		Bidder's Product ID
		Y	N	
31	Greece	Y		ITDGRE
32	Grenada	Y		ITDGND
33	Guatemala	Y		ITDGTM
34	Hong Kong	Y		ITDHKG
35	Hungary	Y		ITDHUN
36	Iceland	Y		ITDICE
37	India	Y		ITDIND
38	Indonesia	Y		ITDIDN
39	Ireland	Y		ITDIRE
40	Israel	Y		ITDISR
41	Italy	Y		ITDITA
42	Jamaica	Y		ITDJAM
43	Japan	Y		ITDJAP
44	Korea, South	Y		ITDKRS
45	Latvia	Y		ITDLAT
46	Luxembourg	Y		ITDLUX
47	Malaysia	Y		ITDMLY
48	Mexico	Y		ITDMEX
49	Montserrat	Y		ITDMON
50	Netherlands	Y		ITDNET
51	Netherlands Antilles	Y		ITDNTA
52	New Zealand	Y		ITDNZD
53	Norway	Y		ITDNOR
54	Panama	Y		ITDPAN
55	Peru	Y		ITDPER
56	Philippines	Y		ITDPHI
57	Poland	Y		ITDPOL
58	Portugal	Y		ITDPOR
59	Saint Kitts and Nevis	Y		ITDSKN
60	Saint Lucia	Y		ITDSTL



	Country (International Toll Free –Dedicated Termination)	Bidder Meets or Exceeds?		Bidder's Product ID
		Y	N	
61	Saint Vincent and The Grenadines	Y		ITDSVG
62	Singapore	Y		ITDSIN
63	South Africa	Y		ITDSOU
64	Spain	Y		ITDSPA
65	Sweden	Y		ITDSWE
66	Switzerland	Y		ITDSWI
67	Taiwan	Y		ITDTAI
68	Thailand	Y		ITDTHA
69	Trinidad and Tobago	Y		ITDTRI
70	Turkey	Y		ITDTRK
71	Turks and Caicos Islands	Y		ITDTKC
72	United Kingdom	Y		ITDUKM
73	Uruguay	Y		ITDURU
74	Venezuela	Y		ITDVEN

Bidders may offer International Toll-Free features in Table 1.5.2.5.1.d.

Table 1.5.2.5.1.d Unsolicited International Toll-Free Features

	Country (AT&T Direct Toll Free®)	Bidder Meets or Exceeds?		Bidder's Product ID
		Y	N	
1	Afghanistan	Y		ADTAFG
2	Albania	Y		ADTALB
3	American Samoa	Y		ADTAMS
4	Angola	Y		ADTAGL
5	Anguilla	Y		ADTAGU
6	Antigua and Barbuda	Y		ADTANT
7	Argentina	Y		ADTARG
8	Armenia	Y		ADTARM
9	Aruba	Y		ADTARU
10	Australia	Y		ADTAST





	Country (AT&T Direct Toll Free®)	Bidder Meets or Exceeds?		Bidder's Product ID
		Y	N	
11	Austria	Y		ADTAUS
12	Bahamas	Y		ADTBAH
13	Bahrain	Y		ADTBHR
14	Bangladesh	Y		ADTBAN
15	Barbados	Y		ADTBAR
16	Belarus	Y		ADTBLR
17	Belgium	Y		ADTBLG
18	Belize	Y		ADTBLZ
19	Benin	Y		ADTBEN
20	Bermuda	Y		ADTBER
21	Bolivia	Y		ADTBOL
22	Bosnia-Herzegovina	Y		ADTBNH
23	Brazil	Y		ADTBRA
24	British Virgin Islands	Y		ADTBRI
25	Brunei	Y		ADTBRU
26	Bulgaria	Y		ADTBUL
27	Cambodia	Y		ADTCAM
28	Cape Verde Islands	Y		ADTCVI
29	Cayman Islands	Y		ADTCAY
30	Chile	Y		ADTCHI
31	China	Y		ADTCAN
32	Colombia	Y		ADTCOL
33	Cook Islands	Y		ADTCOO
34	Costa Rica	Y		ADTCOS
35	Croatia	Y		ADTCRO
36	Cyprus	Y		ADTCYP
37	Czech Republic	Y		ADTCZE
38	Denmark	Y		ADTDEN
39	Diego Garcia	Y		ADTDIE





	Country (AT&T Direct Toll Free®)	Bidder Meets or Exceeds?		Bidder's Product ID
		Y	N	
40	Dominica	Y		ADTDMC
41	Dominican Republic	Y		ADTDMR
42	Ecuador	Y		ADTECU
43	Egypt	Y		ADTEGY
44	El Salvador	Y		ADTELS
45	Eritrea	Y		ADTERI
46	Estonia	Y		ADTEST
47	Ethiopia	Y		ADTETH
48	Fiji Islands	Y		ADTFIJ
49	Finland	Y		ADTFIN
50	France	Y		ADTFRA
51	French Antilles	Y		ADTFRE
52	French Guiana	Y		ADTFRG
53	Gabon Republic	Y		ADTGAB
54	Gambia	Y		ADTGAM
55	Georgia	Y		ADTGEO
56	Germany	Y		ADTGER
57	Ghana	Y		ADTGHA
58	Gibraltar	Y		ADTGIB
59	Greece	Y		ADTGRE
60	Grenada	Y		ADTGND
61	Guadeloupe	Y		ADTGDL
62	Guantanamo	Y		ADTGNT
63	Guatemala	Y		ADTGTM
64	Guyana	Y		ADTGUY
65	Haiti	Y		ADTHAI
66	Honduras	Y		ADTHND
67	Hong Kong	Y		ADTHKG
68	Hungary	Y		ADTHUN





	Country (AT&T Direct Toll Free®)	Bidder Meets or Exceeds?		Bidder's Product ID
		Y	N	
69	Iceland	Y		ADTICE
70	India	Y		ADTIND
71	Indonesia	Y		ADTIDN
72	Iraq	Y		ADTIRQ
73	Ireland	Y		ADTIRE
74	Israel	Y		ADTISR
75	Italy (Including Vatican City)	Y		ADTITA
76	Ivory Coast	Y		ADTIVO
77	Jamaica	Y		ADTJAM
78	Japan	Y		ADTJAP
79	Jordan	Y		ADTJOR
80	Kazakhstan	Y		ADTKAZ
81	Kenya	Y		ADTKEN
82	Korea, South	Y		ADTKRS
83	Kuwait	Y		ADTKUW
84	Latvia	Y		ADTLAT
85	Lebanon	Y		ADTLEB
86	Liberia	Y		ADTLBR
87	Liechtenstein	Y		ADTLIE
88	Lithuania	Y		ADTLIT
89	Luxembourg	Y		ADTLUX
90	Macao	Y		ADTMAC
91	Macedonia	Y		ADTMCD
92	Malawi	Y		ADTMLW
93	Malaysia	Y		ADTMLY
94	Malta	Y		ADTMLT
95	Marshall Islands	Y		ADTMAR
96	Mauritius	Y		ADTMAU
97	Mexico	Y		ADTMEX





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	Country (AT&T Direct Toll Free®)	Bidder Meets or Exceeds?		Bidder's Product ID
		Y	N	
98	Micronesia	Y		ADTMIC
99	Monaco	Y		ADTMNC
100	Mongolia	Y		ADTMNG
101	Montserrat	Y		ADTMON
102	Morocco	Y		ADTMOR
103	Nepal	Y		ADTNEP
104	Netherlands	Y		ADTNET
105	Netherlands Antilles	Y		ADTNTA
106	New Zealand	Y		ADTNZD
107	Nicaragua	Y		ADTNIC
108	Nigeria	Y		ADTNIG
109	Norway	Y		ADTNOR
110	Pakistan	Y		ADTPAK
111	Palau	Y		ADTPAL
112	Panama	Y		ADTPAN
113	Papua New Guinea	Y		ADTPAP
114	Paraguay	Y		ADTPAR
115	Peru	Y		ADTPER
116	Philippines	Y		ADTPHI
117	Poland	Y		ADTPOL
118	Portugal	Y		ADTPOR
119	Qatar	Y		ADTQAT
120	Reunion Island	Y		ADTRNI
121	Romania	Y		ADTROM
122	Russia	Y		ADTRUS
123	Saint Kitts and Nevis	Y		ADTSKN
124	Saint Lucia	Y		ADTSTL
125	Saint Pierre & Miquelon	Y		ADTSPM
126	Saint Vincent and The Grenadines	Y		ADTSVG





	Country (AT&T Direct Toll Free®)	Bidder Meets or Exceeds?		Bidder's Product ID
		Y	N	
127	San Marino	Y		ADTSAN
128	Saudi Arabia	Y		ADTSAU
129	Senegal	Y		ADTSNG
130	Serbia & Montenegro	Y		ADTSBM
131	Seychelles Islands	Y		ADTSEY
132	Sierra Leone	Y		ADTSIE
133	Singapore	Y		ADTSIN
134	Slovakia	Y		ADTSVK
135	Solomon Islands	Y		ADTSOL
136	South Africa	Y		ADTSOU
137	Spain	Y		ADTSPA
138	Sri Lanka	Y		ADTSRI
139	Sudan	Y		ADTSUD
140	Suriname	Y		ADTSUR
141	Sweden	Y		ADTSWE
142	Switzerland	Y		ADTSWI
143	Syria	Y		ADTSYR
144	Taiwan	Y		ADTTAI
145	Thailand	Y		ADTTHA
146	Trinidad and Tobago	Y		ADTTRI
147	Tunisia	Y		ADTTUN
148	Turkey	Y		ADTTRK
149	Turks and Caicos Islands	Y		ADTTKC
150	Uganda	Y		ADTUGA
151	Ukraine	Y		ADTUKR
152	United Arab Emirates	Y		ADTUAE
153	United Kingdom	Y		ADTUKM
154	Uruguay	Y		ADTURU
155	Uzbekistan	Y		ADTUZB





	Country (AT&T Direct Toll Free®)	Bidder Meets or Exceeds?		Bidder's Product ID
		Y	N	
156	Venezuela	Y		ADTVEN
157	Vietnam	Y		ADTVTN
158	Yemen	Y		ADTYEM
159	Zambia	Y		ADTZAM
160	Zimbabwe	Y		ADTZIM

	International Toll Free Service Feature	Bidder Meets or Exceeds?		Bidder's Product ID
		Y	N	
1	Country of Origin Routing	Y		ITFCOR
2	Area Code Routing—Canada Only	Y		ITFCAN
3	Universal International Freephone Numbering (UIFN) – Dedicated Access	Y		UIFND
4	Universal International Freephone Numbering (UIFN) – Switched Access	Y		UIFNS





1.5.3 Other Services

1.5.3.1 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.

1.5.3.2 Extended Demarcation Wiring Services

The Contractor shall provide Extended Demarcation (Extended Demarc) wiring to support the services covered by this IFB for all Customer occupied buildings where services under this Contract are being offered. Extended Demarc wiring includes wiring and cable related activities required to extend the service demarcation point to the Customer defined termination location or cross-connect point from the Contractor's Minimum Point of Entry (MPOE).

Extended Demarc wiring shall include all necessary hardware including wire and/or cable, connectors, jumpers, patch panels, minor materials and jacks. Extended Demarc wiring shall also include all necessary labor required to complete the provisioning of service including installation, testing, trouble shooting, labeling and documentation.

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; or,
4. Testing, trouble shooting, labeling and completing documentation.

The Contractor shall provide installations in accordance with the timeframes identified for the services that this cabling will support, and shall be subject to the SLAs detailed in Section 1.5.4.7.7 (Provisioning SLAs) associated with that service.

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 in less than 20 minutes or if the Contractor would cause damage to the Customer site or existing cabling in clearing the pathway;
2. The wire/cable pathway is in an asbestos environment 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. Written release of the responsibility to provide the Extended Demarc is provided by either the Customer or by CALNET 3 CMO.



Bidder shall provide a price in the Subcategory Cost Worksheets for all labor and materials required for Extended Demarc wiring necessary to complete the provisioning of one (1) Demarc extension as described above. Bidder shall provide one (1) price for each media identified.

The Contractor shall install wiring according to industry standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, Uniform Building Cabling/Wiring current at the time of this IFB and as periodically updated by CALNET 3 CMO. Additionally, the Contractor shall install and maintain all wiring in accordance with all applicable EIA/TIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

The Contractor shall provide extended Demarcation Services limited to one (1) occurrence or installation for the specific telecommunications service the cabling is meant to support and must be ordered in conjunction with the service being provisioned. All other cabling will be the responsibility of the Customer and will be acquired through other procurement vehicles.

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

The Contractor shall offer the wiring services for extended demarcation detailed in Table 1.5.3.2.a.

Table 1.5.3.2.a, Extended Demarcation Wiring Services

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	Extended Demarcation – Copper four-Pair- 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 as described above. Includes up to 300 feet of four-pair cable and an RJ48 or equivalent jack.	Y		EDCR
	Bidder's Product Description: The copper demarcation point extension is up to 300 feet. Extended termination wiring will include the necessary four-pair cable and an RJ48 smart jack. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during normal business hours.				
2	Extended Demarcation – Copper four-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 as described above. Includes up to 300 feet of four-pair cable and an RJ48 or equivalent jack.	Y		EDCO
	Bidder's Product Description: The copper demarcation point extension is up to 300 feet. Extended termination wiring will include the necessary four-pair cable and an RJ48 smart jack. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during overtime hours				





	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
3	Extended Demarcation – Copper four-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 as described above. Includes up to 300 feet of four-pair cable and an RJ48 or equivalent jack.	Y		EDCH
	Bidder's Product Description: The copper demarcation point extension is up to 300 feet. Extended termination wiring will include the necessary four-pair cable and an RJ48 smart jack. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during Sunday and holiday hours.				
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 from a copper trunk or trunking equipment as described above. Includes up to 300 feet or less of Category 5e 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	Y		EDC25R
	Bidder's Product Description: 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 5 patch panels. Category 5e ten, three-meter jumpers, one 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 normal business 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 as described above. Includes up to 300 feet or less of Category 5e 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	Y		EDC25O
	Bidder's Product Description: The copper demarcation point extension is limited to 300 feet or less of one Category 5 25-pair CMP UTP cable with new 24-port Category 5e panels. Category 5e ten, three-meter jumpers, one 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				





	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
	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 as described above. Includes up to 300 feet or less of Category 5e 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24 patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	Y		EDC25H
	Bidder's Product Description: The copper demarcation point extension is limited to 300 feet or less of one Category 5 25-pair CMP UTP cable with new 24-port Category 5e patch panels. Category 5e ten, three-meter jumpers, one 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 Sunday and holiday hours.				
7	Extended Demarcation – Optical Fiber Link – Regular Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment as described above with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand OFNP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	Y		EDOR
	Bidder's Product Description: The pricing of this item includes up to 1,000 feet of 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 is included. AT&T assumes customer has adequate pathways. The labor rate is for work performed during normal business hours.				





	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
8	Extended Demarcation – Optical Fiber Link – Overtime Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment as described above with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand OFNP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	Y		EDOO
	Bidder's Product Description: The pricing of this item includes up to 1,000 feet of 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 is included. To provide this service, AT&T assumes customer has adequate pathways. The labor rate is for work performed during overtime hours.				
9	Extended Demarcation – Optical Fiber Link – Sunday and Holiday Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customers point of utilization from a fiber trunk or trunking equipment as described above with strand count required to provision one (1) each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand OFNP fiber drop cable with adapters, enclosures, connectors, and two (2) SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	Y		EDOH
	Bidder's Product Description: The pricing of this item includes up to 1,000 feet of 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 is included. AT&T assumes customer has adequate pathways. The labor rate is for work performed during Sunday and holiday hours.				

The Contractor may offer additional unsolicited Extended Demarcation Wiring Services in Table 1.5.3.2.b.

Table 1.5.3.2.b Unsolicited Extended Demarcation Wiring Services

	Feature Name	Feature Description	Bidder's Product Identifier
1			





	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description:		
2			
	Bidder's Product Description:		





1.5.3.3 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 Contractor's responsibilities. Work performed under this Section 1.5.3.3 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.

In Subcategory Cost Worksheet 1.5.3.3, 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 (10) hours per dispatch/occurrence.

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

The Contractor shall offer services related hourly support as detailed in Table 1.5.3.3.a

Table 1.5.3.3.a Services Related Hourly Support

	Labor Classification Name	Classification Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	Field Svc Repair Technician Regular Hrs	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET 3 service problem that turns out to be caused by factors outside the responsibility of the Contractor.	Y		MVV
Bidder's Product Description: Field Service Technician – Regular Hours.					
2	Field Svc Repair Technician Overtime Hrs	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET 3 service problem that turns out to be caused by factors outside the responsibility of the Contractor.	Y		MVVO
Bidder's Product Description: Field Service Technician – Overtime Hours					
3	Field Svc Repair Technician Sunday and Holiday Hrs	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET 3 service problem that turns out to be caused by factors outside the responsibility of the Contractor.	Y		MVVH
Bidder's Product Description: Field Service Technician – Sunday and Holiday Hours					





1.5.4 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 3 CMO 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 Category solicitation.

1.5.4.1 Service Level Agreement Format

The Contractor shall adhere to the following format and include the content as describe 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 services 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
 - 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 the 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 X No _____

1.5.4.2 Technical Requirements Versus SLA Objectives

Section 1.5.2 (Toll-Free Services) 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 X No _____





1.5.4.3 Two (2) 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 via phone call or opening of a trouble ticket using the on-line Trouble Ticket Reporting Tool (IFB-A Business Requirements Section A.9.4).

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 (IFB-A Business Requirements Section A.9.4) and monitor and report to Customer until service is restored.

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

1.5.4.4 Contractor SLA Management Plan

Within 90 calendar days of Contract award, the Contractor shall provide CALNET 3 CMO with an SLA Management Plan that describes how the Contractor will manage the SLAs defined 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 (IFB-A Business Requirements Section A.9.5). The Contractor shall include a sample report in accordance to Service Level Agreement Reports (IFB-A Business Requirements Section A.9.5) for the following: SLA Service Performance Report (IFB-A Business Requirements Section A.9.5.1), SLA Provisioning Report (IFB-A Business Requirements Section A.9.5.2), and SLA Catastrophic Outage Reports (IFB-A Business Requirements Section A.9.5.3). The Contractor shall commit to a monthly due date. The reports shall be provided to the CALNET 3 CMO via the Private Oversight Website (Section A.9.2);
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 3 CMO; 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 3 CMO.

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



1.5.4.5 Technical SLA General Requirements

The Contractor shall adhere to the following general requirements which apply to all CALNET 3 Technical SLAs (Section 1.5.4.7):

1. With the exception of Provisioning SLA (Section 1.5.4.7.7), the total SLA rights and remedies for any given month shall not exceed the sum of 100 percent 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 (1) or more of the performance objectives, only the SLA with the largest monthly Rights and Remedies will be credited to the Customer, per event;
3. The Contractor shall apply CALNET 3 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. Exceptions must be otherwise stated in the SLA;
5. TMRC rights and remedies shall include the service, option(s), and feature(s) charges;
6. The Contractor shall proactively and continuously monitor and measure all SLAs objectives;
7. The Contractor shall proactively credit all rights and remedies to the Customer within 60 days of the trouble resolution date on the trouble ticket or within 60 days of the Due Date on the Service Request for the Provisioning SLA (Section 1.5.4.7.7);
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 SLAs to the CALNET 3 CMO for possible inclusion via amendments;
9. The Contractor shall apply CALNET 3 SLAs and remedies to services provided in geographic areas which the Contractor is required to provide service;
10. 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;
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 and/or Affiliates under this Contract;
13. The Customer Escalation Process (IFB-A Business Requirements Section A.3.4.2) and/or the CALNET 3 CMO Escalation Process (IFB-A Business Requirements Section A.3.4.1) 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 24x365 for CALNET 3 services.
15. SLAs apply 24x365 unless SLA specifies an exception;
16. Contractor invoices shall clearly cross reference the SLA credit to the service Circuit ID in accordance with IFB-A Business Requirements Section A.5.1 (Billing and Invoicing Requirements #14);
17. The Contractor shall provide a CALNET 3 SLA Manager responsible for CALNET 3 SLA compliance. The SLA Manager shall attend regular meetings and be available upon request to address CALNET 3 CMO SLA oversight, report issues, and problem resolution concerns. The CALNET 3 SLA Manager shall also coordinate SLA support for Customer SLA inquiries and issue resolution;
18. The Contractor shall provide Customer and CALNET 3 CMO 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 3 Customer.

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

1.5.4.6 Trouble Ticket Stop Clock Conditions

Only the following conditions will be allowed to stop the trouble ticket Outage Duration for CALNET 3 Contractor trouble tickets. The Contractor shall document the trouble ticket Outage Duration using the Stop Clock Condition (SCC) listed in Table 1.5.4.6 and include start and stop time stamps in the Contractor’s Trouble Ticket Reporting Tool (IFB-A Business Requirements Section A.9.4) for each application of an SCC.

Note: The Glossary (SOW Appendix A) defines term “End-User” as the “individual within an Entity that is utilizing the feature or service provided under the Contract.”

Table 1.5.4.6 – Stop Clock Conditions (SCC)

#	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 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.





IFB STPD 12-001-A, C3-A-12-10-TS-01
Vol. 2, SOW Technical Requirements Response, Subcategory 1.5 – Toll Free Calling
Amendment #9, Rev. January 12, 2018

#	Stop Clock Condition (SCC)	SCC Definition
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	FACILITIES	Lack of building entrance Facilities or conduit structure that are the End-User's responsibility to provide.
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: <ul style="list-style-type: none">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 reasonable steps to obtain the correct information; ord. 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 Provided 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-out of trouble tickets after the Service has been restored as long as Contractor can provide documentation in the trouble ticket substantiating the communication from Contractor's technician.





#	Stop Clock Condition (SCC)	SCC Definition
12	MAINTENANCE	An outage directly related to any properly performed scheduled maintenance or upgrade scheduled for CALNET 3 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 or 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 PMAC General Provisions - Telecommunications, Section 28 (Force Majeure).

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



1.5.4.7 Technical Service Level Agreements

1.5.4.7.1 Availability (M-S)

SLA Name: Availability																					
Definition: The percentage of time a CALNET 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 affected Circuit ID (as defined in the Data Dictionary), 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 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.																					
Service(s): <ul style="list-style-type: none"> Toll-Free Network Access Transport (Section 1.5.2.3) 	Objective(s): <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #e0f2f1;"> <th></th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidders Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td>DS1</td> <td>≥ 99.2%</td> <td>≥ 99.5%</td> <td>≥ 99.8%</td> <td>P</td> </tr> <tr> <td>DS3</td> <td>≥ 99.7%</td> <td>≥ 99.8%</td> <td>≥ 99.9%</td> <td>P</td> </tr> <tr> <td>ISDN PRI</td> <td>≥ 99.2%</td> <td>≥ 99.5%</td> <td>≥ 99.8%</td> <td>P</td> </tr> </tbody> </table>		Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)	DS1	≥ 99.2%	≥ 99.5%	≥ 99.8%	P	DS3	≥ 99.7%	≥ 99.8%	≥ 99.9%	P	ISDN PRI	≥ 99.2%	≥ 99.5%	≥ 99.8%	P
	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)																	
DS1	≥ 99.2%	≥ 99.5%	≥ 99.8%	P																	
DS3	≥ 99.7%	≥ 99.8%	≥ 99.9%	P																	
ISDN PRI	≥ 99.2%	≥ 99.5%	≥ 99.8%	P																	
Rights and Remedies	Per Occurrence: N/A Monthly Aggregated Measurements: First month the service fails to meet the committed SLA objective shall result in a 15 percent rebate of the TMRC. The second consecutive month the service fails to meet the committed SLA objective shall result in a 30 percent rebate of TMRC. Each additional consecutive month the service fails to meet the committed SLA objective shall result in a 50 percent rebate of the TMRC.																				

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





1.5.4.7.2 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 the failure of three (3) or more DS1/PRI network access circuits or one (1) DS3 network access circuit.				
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) 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) is restored, minus SCC. Any service reported by Customer as not having been restored shall have the outage time adjusted to the actual restoration time.				
Service(s):				
Toll-Free Network Access Transport (1.5.2.3)				
Objective (s): The objective restoral time shall be:				
	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)
Toll-Free Network Access Transport	≤ 3 hours	≤ 2 hours	≤ 1 hour	B
Rights and Remedies	Per Occurrence: 100 percent of the TMRC for each End-User service not meeting the committed objective for each CAT 1 fault			
	Monthly Aggregated Measurements: N/A			

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





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

SLA Name: Catastrophic Outage 2 (CAT 2)																
Definition: <ul style="list-style-type: none"> Service affecting failure of any part of the equipment in the toll-free providers point of presence, other than access, that results in a CALNET 3 service failure. 																
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) basis from information recorded from the network equipment/system or Customer reported trouble ticket. Each End-User service (Circuit 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.																
Service(s):																
Toll-Free Network Access Transport (1.5.2.3)	Toll-Free Domestic Services (1.5.2.4)															
Objective (s): The objective restoral time shall be: <table border="1" style="margin-left: auto; margin-right: auto; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #e0f2f7;"> <th style="width: 25%;"></th> <th style="width: 15%;">Basic (B)</th> <th style="width: 15%;">Standard (S)</th> <th style="width: 15%;">Premier (P)</th> <th style="width: 20%;">Bidders Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td style="text-align: left;">Toll-Free Network Access Transport</td> <td>≤ 1 hour</td> <td>≤ 30 minutes</td> <td>≤ 15 minutes</td> <td>P</td> </tr> <tr> <td style="text-align: left;">Toll-Free Domestic Services</td> <td>≤ 1 hour</td> <td>≤ 30 minutes</td> <td>≤ 15 minutes</td> <td>P</td> </tr> </tbody> </table>			Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)	Toll-Free Network Access Transport	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P	Toll-Free Domestic Services	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P
	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)												
Toll-Free Network Access Transport	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P												
Toll-Free Domestic Services	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P												
Rights and Remedies	Per Occurrence: 100 percent of the TMRC and ten (10) Business Days of the ADUC (when applicable) for each End-User service not meeting the committed objective for each CAT 2 fault. Monthly Aggregated Measurements: N/A															

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





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

SLA Name: Catastrophic Outage 3 (CAT 3)																
Definition: The total loss of all CALNET 3 Toll-Free Network Access Transport and all Toll-Free Domestic Service in a toll-free service provider's point of presence, 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 Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall open a trouble ticket and compile a list of each End-User service (Circuit 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) basis from information recorded from the network switches or trouble ticket. Each End-User service (Circuit ID) is deemed out of service from the first notification until the Contractor determines End-User service is restored. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.																
Service(s):																
Toll-Free Network Access Transport (1.5.2.3)	Toll-Free Domestic Services (1.5.2.4)															
Objective (s): The objective restoral time shall be:																
<table border="1" style="margin: auto; border-collapse: collapse;"> <thead> <tr style="background-color: #e0f2f1;"> <th style="width: 20%;"></th> <th style="width: 15%;">Basic (B)</th> <th style="width: 15%;">Standard (S)</th> <th style="width: 15%;">Premier (P)</th> <th style="width: 35%;">Bidders Objective Commitment (B or P)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Toll-Free Network Access Transport</td> <td style="text-align: center;">≤ 30 minutes</td> <td style="text-align: center;">N/A</td> <td style="text-align: center;">≤ 15 minutes</td> <td style="text-align: center;">P</td> </tr> <tr> <td style="text-align: center;">Toll-Free Domestic Services</td> <td style="text-align: center;">≤ 30 minutes</td> <td style="text-align: center;">N/A</td> <td style="text-align: center;">≤ 15 minutes</td> <td style="text-align: center;">P</td> </tr> </tbody> </table>			Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B or P)	Toll-Free Network Access Transport	≤ 30 minutes	N/A	≤ 15 minutes	P	Toll-Free Domestic Services	≤ 30 minutes	N/A	≤ 15 minutes	P
	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B or P)												
Toll-Free Network Access Transport	≤ 30 minutes	N/A	≤ 15 minutes	P												
Toll-Free Domestic Services	≤ 30 minutes	N/A	≤ 15 minutes	P												
Rights and Remedies	<p>Per Occurrence: 100 percent of the TMRC and ten (10) Business Days of the ADUC (when applicable) for each End-User service not meeting the committed objective for each Cat 3 fault.</p> <p>Monthly Aggregated Measurements: N/A</p>															

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





1.5.4.7.5 Excessive Outage (M-S)

SLA Name: Excessive Outage				
Definition: A service failure 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 unusable during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If Customer reports a service failure as unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time.				
Service(s):				
Toll-Free Network Access Transport (1.5.2.3)			Toll-Free Domestic Services (1.5.2.4)	
Objective (s): The Unavailable Time objective shall not exceed:				
	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)
Toll-Free Network Access Transport	16 hours	12 hours	8 hours	P
Toll-Free Domestic Services	16 hours	12 hours	8 hours	P
Rights and Remedies	<p>Per Occurrence: 100 percent of the TMRC and ten (10) Business Days of the ADUC per occurrence for each service (Circuit ID) out of service greater than the committed objective level.</p> <p>Upon request from the Customer or the CALNET 3 CMO, the Contractor shall provide a briefing on the excessive outage restoration.</p>			
	Monthly Aggregated Measurements: N/A			

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





1.5.4.7.6 Notification

SLA Name: Notification	
<p>Definition: The Contractor notification to CALNET 3 CMO and designated stakeholders in the event of a CAT 2 or CAT 3 failure, Contractor, Subcontractor or Affiliate network event, terrorist activity, threat of natural disaster, or actual natural disaster which results in a significant loss of telecommunication services to CALNET 3 End-Users or has the potential to impact services in a general or statewide area. The State understands initial information regarding the nature of the outage may be limited.</p>	
<p>Measurement Process: The Contractor shall adhere to the network Outage Response (IFB-A Business Requirements Section A.3.3, Network Outage Response) and notify the CALNET 3 CMO 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 natural disaster, the Contractor shall notify CALNET 3 CMO and designated stakeholder when information is available.</p>	
Service(s): All Services	
<p>Objective (s): Within 60 minutes of the above mentioned failures' start time, the Contractor shall notify CALNET 3 CMO and designated stakeholders using a method defined in IFB-A Business Requirements Section A.3.3 (Network Outage Response). At 60 minute intervals, updates shall be given on the above mentioned failures via the method defined in IFB-A Business Requirements Section A.3.3 (Network Outage Response). The objective is the same for Basic, Standard and Premier commitments.</p>	
Rights and Remedies	Per Occurrence: Senior Management Escalation
	Monthly Aggregated Measurements: N/A

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





1.5.4.7.7 Provisioning (M-S)

SLA Name: Provisioning		
<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 Scope of Work in accordance with Section A.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 meets the Coordinated or Managed Project criteria, negotiated due dates will be established and documented in the Project Timeline per IFB-A Business Requirements Section A.6 (Contracted Service Project Work).</p> <p>Provisioning SLAs have two (2) objectives:</p> <ol style="list-style-type: none"> 1. Individual Service Request; and 2. Successful Install Monthly Percentage by Service Type 		
<p>Measurement Process:</p> <p><u>Objective 1: Individual Service Request:</u> Install intervals are based on the committed installation intervals established in this SLA or due dates negotiated between Customer and Contractor. This objective requires the Contractor to meet the due date for each individual Service Request.</p> <p><u>Objective 2: Successful Install Monthly Percentage per Service Type:</u> The Contractor shall sum all individual Service Requests per service, as listed below, meeting the objective in the measurement period (per month) and divide by the sum of all individual Service Requests due per service in the measurement period and multiply by 100 to equal the percentage of Service Requests installed on time. The Contractor must exceed the objective below in order to avoid the rights and remedies.</p>		
Service (Features must be installed in conjunction with the service except when listed below)	Committed Interval Days	Coordinated/Managed Project Option
Dedicated DS1 Access Transport (1.5.2.3.1)	30	Coordinated/Managed Project
Dedicated DS3 Access Transport (1.5.2.3.2)	45	Coordinated/Managed Project
ISDN PRI on DS1 Access Transport (1.5.2.3.3)	30	Coordinated/Managed Project
Toll-Free Domestic Services (1.5.2.4)	10	Coordinated/Managed Project





Objective (s):																										
1. Objective 1: Individual Service Request: Service installed on or before the committed interval or negotiated due date.																										
2. Objective 2: Successful Install Monthly Percentage per Service:																										
	<table border="1"> <thead> <tr> <th></th> <th>Basic (B) (Calendar Days)</th> <th>Standard (S) (Calendar Days)</th> <th>Premier (P) (Calendar Days)</th> <th>Bidders Objective Commitment (S or P)</th> </tr> </thead> <tbody> <tr> <td>Toll-Free Domestic Services</td> <td>N/A</td> <td>≥ 90%</td> <td>≥ 95%</td> <td>P</td> </tr> <tr> <td>Dedicated DS1 Access Transport</td> <td>N/A</td> <td>≥ 90%</td> <td>≥ 95%</td> <td>P</td> </tr> <tr> <td>Dedicated DS3 Access Transport</td> <td>N/A</td> <td>≥ 90%</td> <td>≥ 95%</td> <td>P</td> </tr> <tr> <td>ISDN PRI on DS1 Access Transport</td> <td>N/A</td> <td>≥ 90%</td> <td>≥ 95%</td> <td>P</td> </tr> </tbody> </table>		Basic (B) (Calendar Days)	Standard (S) (Calendar Days)	Premier (P) (Calendar Days)	Bidders Objective Commitment (S or P)	Toll-Free Domestic Services	N/A	≥ 90%	≥ 95%	P	Dedicated DS1 Access Transport	N/A	≥ 90%	≥ 95%	P	Dedicated DS3 Access Transport	N/A	≥ 90%	≥ 95%	P	ISDN PRI on DS1 Access Transport	N/A	≥ 90%	≥ 95%	P
	Basic (B) (Calendar Days)	Standard (S) (Calendar Days)	Premier (P) (Calendar Days)	Bidders Objective Commitment (S or P)																						
Toll-Free Domestic Services	N/A	≥ 90%	≥ 95%	P																						
Dedicated DS1 Access Transport	N/A	≥ 90%	≥ 95%	P																						
Dedicated DS3 Access Transport	N/A	≥ 90%	≥ 95%	P																						
ISDN PRI on DS1 Access Transport	N/A	≥ 90%	≥ 95%	P																						
Rights and Remedies	<p>Per Occurrence: Objective 1: Individual Service Request: 50 percent of installation fee credited to Customer for any missed committed objective.</p>																									
	<p>Monthly Aggregated Measurements: Objective 2: 100 percent of the installation fee credited to Customer for all Service Requests (per same invoice type) that did not complete within the committed objective during the month if the Successful Install Monthly Percentage is below the committed objective.</p>																									

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





1.5.4.7.8 Time-To-Repair (TTR) – Toll-Free Domestic (M-S)

SLA Name: Time to Repair (TTR) – Toll-Free Domestic					
Definition: A service outage that remains unresolved for more than the committed objective level.					
Measurement Process: This SLA is based on trouble ticket Unavailable Time per service (Circuit ID). The service shall be considered unavailable during the time the trouble ticket is recorded as open until restoration of the service, minus SCC. If customer reports a service failure is unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time. This SLA is applied per occurrence.					
Service(s):					
Toll-Free Domestic Services (1.5.2.4)					
Objective (s): The Unavailable Time objective shall not exceed:					
		Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B or S)
	Toll-Free Domestic Services	10 hours	6 hours	N/A	S
Rights and Remedies	Per Occurrence: Four (4) Business Days of any applicable ADUC				
	Monthly Aggregated Measurements: N/A				

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





1.5.4.7.9 Time to Repair (TTR) – Toll-Free Network Access Transport (M-S)

SLA Name: Time to Repair (TTR) - Toll-Free Network Access Transport														
Definition: A service outage 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 unusable during the time the trouble ticket is recorded as open until restoration of the service, minus SCC. If Customer reports a service failure is unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time. This SLA is applied per occurrence.														
Service(s):														
Toll-Free Network Access Transport (1.5.2.3)														
Objective (s): The Unavailable Time objective shall not exceed:														
<table border="1" style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <thead> <tr style="background-color: #e0f2f1;"> <th style="width: 25%;"></th> <th style="width: 15%;">Basic (B)</th> <th style="width: 15%;">Standard (S)</th> <th style="width: 15%;">Premier (P)</th> <th style="width: 30%;">Bidders Objective Commitment (B or S)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Toll-Free Network Access Transport</td> <td style="text-align: center;">6 hours</td> <td style="text-align: center;">4 hours</td> <td style="text-align: center;">N/A</td> <td style="text-align: center;">S</td> </tr> </tbody> </table>						Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B or S)	Toll-Free Network Access Transport	6 hours	4 hours	N/A	S
	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B or S)										
Toll-Free Network Access Transport	6 hours	4 hours	N/A	S										
Rights and Remedies	Per Occurrence: 25 percent of the TMRC, per occurrence, for each service (Circuit ID) out of service for a period greater than the committed objective level.													
	Monthly Aggregated Measurements: N/A													

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





1.5.4.7.10 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 X No _____

1.5.4.7.11 Proposed Unsolicited Offerings

The Contractor shall provide SLAs as defined in SLA Section 1.5.4 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 X No _____

1.5.4.7.12 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 1.5.4.7.

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



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