A Network of Possibilities

AT&T's Response to the State of California's Solicitation IFB STPD 12-001 for Subcategory 1.2 MPLS, VPN and Converged VoIP

Volume 2: Response to Unique Subcategory Requirement (BAFO)

October 29, 2013

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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: 1.2 MPLS, VPN & Converged VoIP

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 and C-10 License No: 760249
Licensee: Pacific Bell Telephone Company Expiration Date: 03/31/2015
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 Univeral 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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Bidder/Contractor name: AT&T Corp.

a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 12

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

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): California State E911 Tax or Emergency Telephone Users Surcharge

d) The citations in law, regulation or order: Revenue and Taxation Code § 41001-41049

e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): http://www.leginfo.ca.gov/.html/rtc_table_of_contents.html

f) The date the law, resolution or order was released: 1998

g) The date the law, resolution or order becomes effective: 1998

   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 surcharge provides funding for Emergency Telephone Service (911) in California

i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: 1.1.2.5.3, 1.6.2.3.2, 1.6.2.4, 1.6.2.5,1.6.2.6, 1.6.3.2.1, 1.6.3.2.2, 1.2.3.2.4: VOIP services, SIP trunking, Unified Communications, ISDN PRI, Business access services, Centrex services, Co trunk services,ISDN BRI service

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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Bidder/Contractor name: AT&T Corp.

a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 13

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

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

d) The citations in law, regulation or order: http://www.boe.ca.gov/sutax/pam71.htm

e) A copy of the law, resolution or order, including URL web addresses of the citations and the released document(s): http://www.boe.ca.gov/sutax/pam71.htm

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

g) The date the law, resolution or order becomes effective: Prior to 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: Tax on the sale or use of tangible personal property.

i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: 1.2, 1.6.2.4: All CPE that is sold outright to end suers

j) The amount of the service tax, fee, surcharge or surcredit: 7.25% plus an local sales taxes for that taxing area

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

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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: 15

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 E911 Local Flat Fee services to fund local emergency 911 service.

i) Identification of the CALNET 3 Category 1 Subcategory affected, and all CALNET 3 Services within that Subcategory which are affected: 1.1.2.5.3, 1.6.2.3.2, 1.6.2.4, 1.6.2.5,1.6.2.6, 1.6.3.2.1, 1.6.3.2.2, 1.2.3.2.4: VOIP services, SIP trunking, Unified Communications, ISDN PRI, Business access services, Centrex services, Co trunk services,ISDN BRI service

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): 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: 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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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, NBFW, 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: 1.2 MPLS, VPN & Converged VoIP

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 1.2 –MPLS, VPN, & Converged VoIP

1.2.1 Overview

This Subcategory 1.2 IFB provides the State's solicitation for best value solutions for MPLS, Converged VoIP, IP Audio, and Session Initiated Protocol Trunking 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).

1.2.1.1 Bidder Response Requirements

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

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

"Bidder understands the Requirement and shall meet or exceed it? Yes___ No___"

Or,

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

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

Description:"

1.2.1.2 Designation of Requirements

All Technical Requirements specified in this IFB Section are Mandatory and must be responded to as identified in IFB Section 3.4.2.5 by the Bidder. Additionally, some Mandatory requirements are "Mandatory-Scorable" and are designated as "(M-S)". The State will have the option of whether or not to

include each item in the Contract, based on the best interest of the State. Furthermore, Customers will have the option whether or not to order services or features included in the Contract. Service Requests for some CALNET 3 services or features may require CALNET 3 CMO approval.

Costs associated with services shall be included in the prices provided by the Bidder for the individual items included in the 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.

1.2.1.3 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* _____

1.2.2 Multi-Protocol Label Switching (MPLS) Services

Bidders shall confirm that the Contractor's Multi-Protocol Label Switching (MPLS) Wide Area Network (WAN) Virtual Private Network (VPN) service will meet all of the requirements described in Table 1.2.2.

Table 1.2.2. MPLS Service Functionality

	MPLS Service Functionality	Bidder Meets or Exceeds? Y	N
1	Contractors shall provide a private MPLS WAN (VPN) service for the networking of all voice, video and data applications.	Y	
	Bidder's Product Description: AT&T VPN service is an MPLS based service and provides wide area networking of all voice, video and data applications.		
2	The MPLS WAN VPN service shall support voice, video and data applications over a single access connection with individual Class of Service (CoS) to allow each set of applications to be transported within its service specifications.	Y	
	Bidder's Product Description: AT&T VPN service supports voice, video and data applications over a single access connection with individual Class of Service (CoS) to allow each set of applications to be transported within its service specifications.		
3	The MPLS WAN VPN service shall support the ability to assign specific application priority over other applications.	Y	
	Bidder's Product Description: AT&T VPN service supports the ability to assign specific application priority over other applications.		
4	The MPLS WAN VPN service shall provide any-to-any connectivity	Y	
	Bidder's Product Description: AT&T VPN service provides any-to-any connectivity.		

	MPLS Service Functionality	Bidder Meets or Exceeds? Y	N
5	The MPLS WAN VPN service shall not use the public Internet for transport. Remote access to this solution may use the public Internet.	Y	
	Bidder's Product Description: AT&T VPN service does not use the public Internet for transport. Secure remote access via the public Internet can be provided.		
6	The MPLS WAN VPN service shall be a fully Managed Service that includes the Customer Edge router as described in 7c below	Y	
	Bidder's Product Description: AT&T VPN service can be provided as a fully Managed Service up to and including the Customer Edge router.		
7	The MPLS WAN VPN service shall support the following configurations:		
7a	Port only configuration	Y	
	Bidder's Product Description: AT&T VPN service supports port only configurations.		
7b	Bundled port and access configuration	Y	
	Bidder's Product Description: AT&T VPN service supports bundled port and access configurations.		
7c	Bundled port, access and Customer Edge router configuration	Y	
	Bidder's Product Description: AT&T VPN service supports bundled port, access and Customer Edge router configurations.		

1.2.2.1 MPLS Industry Security Standards

1. Upon demand by the CALNET 3 CMO, Contractor will provide for viewing at Contractor's facility the security controls in force for both the MPLS WAN and converged VoIP infrastructure as well as independent audit results of those controls for authorized State personnel (under NDA). This will include the full scope of controls NIST SP 800-53, ISO/IEC 27001, or equivalent.
2. If Contractor determines that a breach of data has occurred within the Contractor's MPLS WAN that may involve CALNET 3 Customer data, the nature and scope of the breach (as it affects Customer data) must be reported to both the Customer and the CALNET 3 CMO within 24 hours of that determination.
3. If Contractor determines that a breach of infrastructure has occurred within the Contractor's MPLS WAN that may involve CALNET 3 Customer data, the nature and scope of the breach (as it affects Customer data) must be reported to both the Customer and the CALNET 3 CMO within 24 hours of that determination.
4. Contractor shall apply available patches and/or updates which remediate published vulnerabilities within the following timeframe requirements to the Contractor managed Customer Edge Devices:

Table 1.2.2.1, Security Patches

Vulnerability CVSS2 Base Score	Informal Category Name	Max Time to Apply Patch/Update
9.1 – 10.0	Critical	Within 14 days
8.0 – 9.0	High	Within 21 days
5.0 – 7.9	Moderate	Within 60 days
Below 5.0	Low	Within 90 days

5. Contractor shall provide to the CALNET 3 CMO an annual report of the 12 month prior patching/update activity including min/avg/max time from patch/update release to install categorized by the classifications found in table 1.2.2.1 for all Contractor managed Customer Edge Devices.
6. Contractor shall provide to the CALNET 3 CMO an annual report detailing all (if any) actual violations of security protections, policies, practices, and/or procedures involving Contractor managed Customer Edge Devices and what remediations were implemented.

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

1.2.2.1.1 MPLS Physical Security

Contractor shall physically secure all data and networking facilities through which data traverses Contractor's MPLS network complying wiht the physical security controls of NIST SP 800-53, ISO/IEC 27001, or equivalent standards.

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

1.2.2.1.2 Protection against Unauthorized Access

Contractor shall provide access controls for all equipment through which data traverses Contractor's MPLS WAN complying with the physical security controls of NIST SP 800-53, ISO/IEC 27001, or equivalent standards.

Bidders shall state the access security controls in force for this equipment.

Bidder understands the requirements in 1.2.2.1.2 and shall meet or exceed them? Yes __X__ No_____

Description:

Protection against Unauthorized Access

Network security measures fall into two categories:

1) Protect the network elements from attack/compromise that could be used to change the router VPN configuration, and
2) Protect the infrastructure from malicious or inadvertent transit traffic storms that could consume router resources and thus impact the service performance or availability for other customers on the shared infrastructure.

AT&T implements perimeter filters to protect the infrastructure from being reachable from the exterior; hardening and turning-off unnecessary router services; TACACS+ authentication, authorization and logging or all infrastructure access, including limiting commands that can be executed by role; physical router security; automated provisioning of customer specific router configuration, to preclude human error, coupled with discrepancy exception report; and protecting/including network operation center functionality inside the infrastructure perimeter. AT&T protects the stability of the routing control plane with rate limits on BGP routes learned or absolute limits on the number of routers learned; and implements extensive DoS monitoring and reactive mitigation controls, including black-hole routing and scrubber complexes.

AT&T's inherent, standards-based, MPLS VPN design assures that data cannot leak into or out of one VPN into another. Automated provisioning tools assure that the customer-specific portions of the router configuration are free from human error and minimize that possibility that an access link/interface will be 'bound' to the VRF of another customer.

The routes to the core network management systems are not advertised beyond the PE router elements. Thus, with the exception of limited number of people authorized to log onto a PE router and issue commands, it is not possible to use the network management systems to inject traffic into a customer VPN. (And even then it may not be possible to establish a two-way connection and the command activity would be logged).

The connectivity between the service management systems and the managed premises CE router is implemented as an RFC 2547/4364 extranet VPN (The service management complex has routes to all the customer CE routers, but the customer CE routers only see a route back to the management system and do not know how to route traffic the to other CE routers). Thus, this connectivity cannot be exploited to route traffic from one VPN to another unless the service management systems are compromised (These systems are DMZ hardened, support only authentication and authorized access, and are protected by intrusion detection systems). Theses routes are not advertised beyond the CE router into the CE LAN interfaces.

AT&T protects the core network against compromise by:

- Hardening the routers and turning off unnecessary services
- Implementing TACACS+ authentication, authorization and accounting for router access/commands.

- Automated provisioning of router configuration driven from ordering systems, to minimize human error, complimented by daily discord reports and investigation.
- 24/7 monitoring and DoS mitigation tools
- Route dampening and/or limiting total number of routers learned to protect routing stability.
- Firewalls, IDS, token based authentication, encrypted remote access for network and service management systems/work centers.

1.2.2.2 MPLS WAN VPN Standards

Bidders shall confirm that the Contractor's CALNET 3 MPLS WAN VPN services meet all of the standards described in Table 1.2.2.2.

Table 1.2.2.2 MPLS WAN VPN Standards

	Standard	Bidder Meets or Exceeds? Y	N
1	International Engineering Task Force (IETF) Standards Track Request for Comments (RFC's) for IPv6 when/where offered commercially by the Contractor.	Y	
2	All Standards Track IETF RFC's associated with MPLS constrained by Border Gateway Protocol (BGP) routing	Y	
3	All Standards Track IETF RFC's associated with Transport of Layer 2 frames over MPLS	Y	
4	IETF MPLS Working Group Standards Track RFCs	Y	
5	IETF Layer 3 VPN Working Group Standards Track RFCs	Y	
6	IETF Pseudo Wire Emulation Edge-to-Edge Working Group Standards Track RFCs	Y	
7	All IETF Standards Track RFC's associated with:		
7a	General IPSec	Y	

	Standard	Bidder Meets or Exceeds? Y	N
7b	Encapsulating Security Payload (ESP) and Authentication Header (AH)	Y	
7c	Key Exchange, Cryptographic Algorithms	Y	
7d	Internet Protocol Security (IPSec) Policy Handling	Y	
7e	IPSec Management Information Bases (MIBs)	Y	
7f	Remote Access, Certificate Authorities	Y	
7g	Secure Socket Layer (SSL) and Transport Layer Security (TLS)	Y	
8	Encryption, if offered, shall meet Triple Data Encryption Standard (3DES) and Advanced Encryption Standard (AES) in accordance with the appropriate Federal Information Processing standard (FIPS) publications and modules, including FIPS 140-2.	Y	

1.2.2.3 MPLS Performance Metrics

Bidders shall confirm that the Contractor's solution will meet all of the requirements described in Table 1.2.2.3.

Table 1.2.2.3, MPLS Performance Metrics

	Requirement	Bidder Agrees? Y	N
1	Service availability shall be 99.9% measured port to port	Y	
2	MPLS shall have a packet loss of <0.2% measured port to port	Y	
3	MPLS shall have jitter <10ms measured port to port	Y	

1.2.2.4 MPLS Required Geographic Service Areas

The Contractor shall provide MPLS services in all Incumbent Local Exchange Carrier (ILEC) territories open to competition as defined by the California Public Utilities Commission (CPUC) where facilities are available either through bidder owned facilities or through resale of Incumbent Local Exchange Carrier facilities.

For DS3 access and below, the Contractor shall provide MPLS services at the same monthly rate and same non-recurring charge in all ILEC territories open to competition as determined by the CPUC for all On-Net and Off-Net locations.

For Optical Carrier (OC) or Ethernet access, the Contractor shall provide MPLS services at the same monthly rate and same non-recurring charge in all ILEC territories open to competition as determined by the CPUC for all Contractor On-net locations. Monthly recurring and non-recurring charges for Off-net locations shall be handled on an Individual Case Basis (ICB).

Ethernet services shall only be used in conjunction with MPLS services and not as a standalone service.

Bidder shall identify the strategy for establishing agreements with ILECs in areas open to competition as defined by the CPUC necessary to provide end-to-end service in these areas. Agreements shall be in effect at Contract award.

Bidder shall describe how MPLS service will be provided in ILEC territories closed to competition as defined by the CPUC necessary to provide service in these areas. The description shall include billing arrangements (such as “pass-through”, “meet point”), invoicing and price structure. Contractor shall commit to establishing business relationships with these ILECs.

Bidder understands the requirements in Section 1.2.2.4 and shall meet or exceed them? Yes **X** *No*_____

Description:

MPLS Required Geographic Service Areas

AT&T will offer MPLS service and baseline pricing statewide to CALNET 3 customers located in our traditional franchise territory, and as well as outside our traditional franchise territory for DS3 and below access where allowed by CPUC D.95-12-

056 (facilities based CLECs) and CPUC D. 95-12-057 (resale CLECs) (for Pacific and Verizon) and CPUC D. 97-09-115 (Roseville and Citizens/Frontier).

OC and Ethernet access services and baseline pricing will be provided in the same fashion for in territory and out of territory areas open to competition for on-net locations. For other customers receiving service outside our traditional franchise territory, we will flow-through the rates, service levels and billing arrangements offered by the relevant ILEC. In ILEC territories not open to competition, the customer will be invoiced directly by the ILEC for services purchased in their territories. If in the future these ILECs are opened for competition or special contract rates, we will negotiate contract relationships to enhance the CALNET 3 contract where possible.

1.2.2.5 MPLS Network Designs and Diagrams

Bidders shall provide network designs and diagrams for the network and MPLS services listed under this Section 1.2.2 (MPLS Services).

Bidders shall provide two (2) hard copies and one (1) electronic copy with their proposal. Electronic drawings shall be in .dwg, .dfx, .vsd or any mutually agreed format. Hard copy drawings shall be provided in standard D size.

Drawings must include a thorough presentation of how the Contractor's network(s) deployed for each service type will address the following:

1. Redundancy – Having one (1) or more circuits/systems deployed in case of failure of the main circuits/systems; and
2. Diversity – Backbone network paths and infrastructure offered in such a way as to minimize the chance of a single point of failure.

The Contractor shall provide revisions upon CALNET 3 CMO request.

Drawings shall include both topology and logical representations of all critical network backbone elements to include but not be limited to the following:

1. Geographic location of equipment;
2. Type and capacity of equipment at each location including any backup systems;

3. Service type;
4. Unique identifier for each element;
5. Circuit type; and,
6. General circuit route

Bidder understands the requirements in Section 1.2.2.5 and shall meet or exceed them? Yes __X__ No_____

Embedded Soft Copy of Drawing (Optional):

1.2.2.6 Intentionally Deleted

1.2.2.7 MPLS Technical Requirements

Bidder shall confirm that its MPLS solution to be deployed for CALNET 3 will include the technical features and functionality described in Table 1.2.2.7

Table 1.2.2.7, MPLS Technical Requirements

	Requirement	Bidder Meets or Exceeds? Y	N
1	Contractors shall be able to scale the number of VPNs supported by the network.	Y	
	Bidders shall describe here the Contractor's ability to scale the number of VPNs: The AT&T VPN network has tens of thousands of customers. The AT&T VPN network is very robust and scalable with the ability to handle and increase capacity as demand requires with no theoretical upper limit to the number of VPNs across the network.		
2	Contractor shall support multiple VPNs per access loop	Y	
	Bidders shall describe here the number of VPN's that will be supported in any one (1) access loop: There are 12 VPNs that can be supported for any one (1) access loop via UNILINK		

	Requirement	Bidder Meets or Exceeds? Y N	
	feature.		
3	Contractor shall support multiple VPNs across the MPLS network	Y	
	Bidders shall describe here the number of VPN's that will be supported across the Bidder's MPLS network: The AT&T VPN network provides a “virtually unlimited” number of VPNs.		
4	Contractor shall provide the rapid service restoration practices for all MPLS deployments in accordance with the SLAs in Section 1.2.9.8 (Technical Service Level Agreements)	Y	
	Bidders shall describe here the Contractor’s specific processes that will be employed to operate or restore services in the face of unanticipated incidents, disasters or catastrophes: AT&T has deployed the world’s largest intelligent optical network constructed of Ciena intelligent optical switches; this infrastructure consists of 650 intelligent optical switches deployed within the U.S., EMEA and AP regions of the world. This physical layer network enables faster service restoration; faster in the event of a failure or disaster. AT&T’s MPLS traffic engineering across our global backbone network is based upon MPLS-Fast ReRoute (MPLS-FRR). Multiple, diversely routed backbone trunks interconnect all city pairs and the network has been designed and is capacity-managed to be single-link and single node survivable. Each backbone node is interconnected to at least two others with multiple-diversely routed physical facilities. Backbone trunk restoration is performed by layer 3 in addition to being protected by MPLS Fast ReRoute configured to utilize diverse physical paths from the primary route. Edge devices are connected to two backbone P core routers for additional reliability.		
5	Contractor shall provide redundant network circuits in the backbone network	Y	
	Bidders shall describe here the specific network configurations that will be utilized to provide redundancy to survive failures in the backbone network: In the U.S., the AT&T MPLS backbone consists of a core OC768/OC192 network constructed from the AT&T-owned physical infrastructure, using Cisco CRS1s as backbone core routers. All backbone routers (P/PE devices) are deployed in highly		

	Requirement	Bidder Meets or Exceeds? Y N	
	redundant configurations; each IP/MPLS core node contains a minimum of two backbone (P core) routers connected to a minimum of two different other core nodes.		
6	Contractor shall provide network diversity to eliminate single points of failure in the backbone network	Y	
	Bidders shall describe here the diversity that will be designed in the MPLS network to eliminate single points of failure in the backbone network: Multiple, diversely routed backbone trunks interconnect all city pairs and the network has been designed and is capacity-managed to be single-link and single node survivable. Each backbone node is interconnected to at least two others with multiple-diversely routed physical facilities. Backbone trunk restoration is performed by layer 3 in addition to being protected by MPLS Fast ReRoute configured to utilize diverse physical paths from the primary route. Edge devices are connected to two backbone P core routers for additional reliability.		
7	Contractor shall provide a remote access service that allows an off-net Customer location access to any on-net Customer site contained within the same VPN. The solution may utilize the public Internet.	Y	
	Bidders shall describe here the specific remote access Customers shall have to the MPLS: AT&T Network Based IP VPN Remote Access (ANIRA) is a solution which enables a customer to access MPLS networks by connecting through the Internet. There are multiple options as to the authentication. ANIRA uses dial-up, broadband (AT&T DSL or any third party), Wi-Fi, or cellular broadband to remotely access your data network without needing special VPN routers. (See unsolicited features.)		
8	The remote access service shall be secured.	Y	
	Bidders shall describe here how the MPLS remote access solution will be secured:		

	Requirement	Bidder Meets or Exceeds? Y N	
	ANIRA provides network security through Internet Protocol Security (IPSec) tunnels and Secure Socket Layer (SSL) transparent tunneling. ANIRA supports IPSec tunnels from the VPN device (either the AT&T Global Network Client or the NetGate or Cisco device) to the Virtual Interface Gateway (VIG) in the network. IPSec provides security at the network layer to protect data as it travels between devices. In addition, the remote access SSL transparent tunneling feature employs the SSL protocol with Triple Data Encryption Standard (3DES) encryption, where available, to send and receive information between the AT&T Global Network Client and the shared VIG. AT&T does provide Radius authentication service or customer could use their own.		
9	The MPLS WAN VPN service shall support controlled and monitored connections between the MPLS network and the public Internet via a hardened trusted managed firewall	Y	
	Bidders shall describe here the hardened trusted managed firewall that will be provided and how it will be used to control and monitor connections between the MPLS network and the public Internet: AT&T Managed Security Service – Network Based Firewall (MSS-NBFW) is designed to help enterprises implement and monitor Internet access for multiple sites. The Service will enable businesses to support and enforce sophisticated network Security Policies from one or more of the AT&T Internet Data Centers where the Network Based Security platform reside, also referred to as the Security Data Center (SDC). Customers are able to more efficiently implement a consistent Security Policy for multiple sites. Designating configuration complexity, there are three levels available as a part of AT&T's MSS-Network Based service. These levels are: • Low Complexity		

	Requirement	Bidder Meets or Exceeds? Y N
	• Medium Complexity • High Complexity All complexity levels support both inbound and outbound traffic through the MFS-NB platform. Complexity categorization is determined by examining the required traffic types that would be passing through the gateway. AT&T completes the policy administration on the equipment but also allows the Customer to make changes to certain configuration settings. Starting at Medium Complexity Level, advanced add-on features, such as Web Filtering, Advanced, Malware Scanning Advanced, Active IDS/IPS Advanced and User Authentication support are available. By picking the right feature sets, customers can obtain additional features, such as blocking access to specified web sites, and support for extranets via a monitored, private connection between the Customer and a business partner or monitor malicious activity by enabling Intrusion Detection/Intrusion Prevention. MSS-Network Based Firewall enforces traffic separation among Customers by enabling Virtual Local Area Network (VLAN) tagging. For Customers who wish to make use of the AT&T MFS-Network Based (MFS Firewall service, AT&T will establish a Private Virtual Circuit (PVC) from a Customer location to the service in order to filter the traffic coming in or going to the Internet. The type of PVC will vary based on the Customer's WAN architecture. Traffic separation is designed to occur without tunneling or encryption. This is enabled through a combination of Border Gateway Protocol (BGP), MPLS, and IP address resolution as described below. BGP is a routing information distribution protocol that is designed to define who can talk to whom using multi-protocol extensions and community attributes. VPN membership depends upon logical ports entering the VPN, where BGP assigns a unique route distinguisher. In an MPLS-enabled VPN, BGP distributes forwarding information base tables about VPNs to members of the same VPN. This is designed to permit users to participate on an Intranet and Extranet only if they reside on the correct physical or logical port and have the proper route distinguisher. A packet received by the network backbone is associated with a particular VPN. A	

	Requirement	Bidder Meets or Exceeds? Y N	
	forwarding table associated with the particular VPN is used, along the originating IP address, to determine a set of possible egress interfaces and the packet's IP destination address. (See unsolicited features.)		
10	Contractor shall list points-of-presence (PoP) where provider edge routers are located	Y	

Bidders shall list here the locations of all PoPs where provider edge routers are deployed for CALNET 3 and the associated common language location identifier (CLLI):

CLLI	City	State	LATA
albynyss	Albany	NY	134
ancrakza	Anchorage	AK	832
anhmca01	Anaheim	CA	730
atlnganw	Atlanta	GA	438
atlngatl	Atlanta	GA	438
austtxgr	Austin	TX	558
bltmmdch	Baltimore	MD	238
brhmalmt	Birmingham	AL	476
chcgilcl	Chicago	IL	358
chrlncca	Charlotte	NC	422
chshct02	Cheshire	CT	920
clevoh02	Cleveland	OH	320
clmasctl	Columbia	SC	434
clmboh11	Columbus	OH	324
cmbrma01	Cambridge	MA	128
dllstxtl	Dallas	TX	552
dnvrcoma	Denver	CO	656
dtrtmiba	Detroit	MI	340
ftldflov	Ft. Lauderdale	FL	460
ftwotxed	Ft. Worth	TX	552
gdrpmibl	Grand Rapids	MI	348

Requirement				Bidder Meets or Exceeds? Y N
grdnca02	Gardena	CA	730	
hstntx01	Houston	TX	560	
iplsinat	Indianapolis	IN	336	
kscymo09	Kansas City	MO	524	
lsanca02	Los Angeles	CA	730	
ltrkarfr	Little Rock	AR	528	
mdsnwi02	Madison	WI	354	
milwwihe	Milwaukee	WI	356	
mmphtnma	Memphis	TN	468	
mplsmndt	Minneapolis	MN	628	
nsvltnmt	Nashville	TN	470	
nworlama	New Orleans	LA	490	
nwrknj02	Newark	NJ	224	
nycmny54	New York City	NY	132	
okbriloa	Oakbrook	IL	358	
okcyokce	Oklahoma City	OK	536	
okldca03	Oakland	CA	722	
omahnenw	Omaha	NE	644	
orldflma	Orlando	FL	458	
phlapasl	Philadelphia	PA	228	
phnxazma	Phoenix	AZ	666	
pitbpadg	Pittsburgh	PA	234	
ptldor62	Portland	OR	672	
rcmdvagr	Richmond	VA	248	
rlghncmo	Raleigh	NC	426	
scrmca01	Sacramento	CA	726	
slkcutma	Salt Lake City	UT	660	
snantxca	San Antonio	TX	566	
sndgca02	San Diego	CA	732	
snfcca01	San Francisco	CA	722	

	Requirement	Bidder Meets or Exceeds? Y N

	snfcca21	San Francisco	CA	722
	snjsca02	San Jose	CA	722
	spfdmotl	Springfield	MO	522
	stlsmo09	St. Louis	MO	520
	sttlwa02	Seattle	WA	674
	sttlwa06	Seattle	WA	674
	tulsoktb	Tulsa	OK	538
	washdcdt	Washington	DC	236
	washdcsw	Washington	DC	236

11	The MPLS WAN VPN service shall be resilient	Y	

Bidders shall describe here the minimum level of service that will be maintained amid network failure:

AT&T operates one of the largest and most reliable and resilient IP/MPLS networks in the U.S. In the U.S., the AT&T MPLS backbone consists of a core OC768/OC192 network constructed from the AT&T-owned physical infrastructure, using Cisco CRS1s as backbone core routers. All backbone routers (P/PE devices) are deployed in highly redundant configurations; each IP/MPLS core node contains a minimum of two backbone (P core) routers connected to a several other P core nodes in a meshed fashion.

Multiple, diversely routed backbone trunks interconnect all city pairs and the network has been designed and is capacity-managed to be single-link and single node survivable. Each backbone node is interconnected to at least two others with multiple-diversely routed physical facilities. Backbone trunk restoration is performed by layer 3 in addition to being protected by MPLS Fast ReRoute configured to utilize diverse physical paths from the primary route. Edge devices (RPM blades or routers, depending upon size of customer connection) are connected to two backbone P core routers for additional reliability.

AT&T engineers and capacity-manages its network to be single-link, single-node "survivable." In a simple example, if a given POP is connected via two facilities,

	Requirement	Bidder Meets or Exceeds? Y N	
	utilization is monitored so that each link is not utilized more than 42%, so that there is sufficient capacity for the second link to carry all the traffic in the event of a failure. All U.S. nodes are deployed within AT&T owned and controlled POPs. These highly reliable secure facilities are guarded and manned 24x7 and are only accessible to authorized personnel. All nodes are protected by dual uninterruptible power sources, including both battery backup and emergency diesel generators. In addition, a robust disaster recovery scheme is tested regularly to ensure that all components work in the event of a power failure.		
12	Contractor shall provide support for multiple Layer 2 access protocols	Y	
	Bidders shall describe here the Layer 2 access protocols that will be utilized with the Contractor's solution: AT&T VPN service supports the following layer 2 protocols: • PPP for access to a single VPN • MLPPP for bonding multiple T1s for access to a single VPN • Frame relay encapsulation for access to multiple VPNs4 • Ethernet Access		
13	Contractor shall provide segregation of Customer traffic in a VPN environment	Y	
	Bidders shall describe here how the solution will segregate Customer traffic in a VPN and any additional features included by the Contractor at no cost that are available to Customers to protect access to Customer data: AT&T's inherent, standards-based, MPLS VPN design assures that data cannot leak into or out of one VPN into another. Automated provisioning tools assure that the customer-specific portions of the router configuration are free from human error and minimize that possibility that an access link/interface will be 'bound' to the VRF of another customer. The routes to the core network management systems are not advertised beyond the PE		

	Requirement	Bidder Meets or Exceeds? Y N	
	router elements. Thus, with the exception of limited number of people authorized to log onto a PE router and issue commands, it is not possible to use the network management systems to inject traffic into a customer VPN. And even then it may not be possible to establish a two-way connection and the command activity would be logged. The connectivity between the service management systems and the managed premises CE router is implemented as an RFC 2547/4364 extranet VPN (The service management complex has routes to all the customer CE routers, but the customer CE routers only see a route back to the management system and do not know how to route traffic the to other CE routers). Thus, this connectivity cannot be exploited to route traffic from one VPN to another unless the service management systems are compromised (These systems are DMZ hardened, support only authentication and authorized access, and are protected by intrusion detection systems). Theses routes are not advertised beyond the CE router into the CE LAN interfaces.		
14	The MPLS WAN VPN service shall support IPv4 Capability	Y	
	Bidder's Product Description: AT&T VPN service supports IPv4.		
15	The MPLS WAN VPN service shall support IPv6 Capability when/where offered commercially by the Contractor	Y	
	Bidder's Product Description: AT&T VPN service supports IPv6.		
16	The Contractor shall provide MPLS port diversity capability within the same MPLS POP	Y	
	Bidders shall describe here the MPLS port diversity capability to be included in the Contractor's solution: AT&T VPN service offers a port diversity option capability in the same MPLS POP. (See unsolicited features.)		

	Requirement	Bidder Meets or Exceeds? Y N	
17	The Contractor shall provide MPLS PoP diversity capability	Y	
	Bidders shall describe here the MPLS point-of-presence diversity capability to be included in the Contractor's solution: AT&T VPN service offers a POP diversity option capability. (See unsolicited features.)		
18	The Contractor shall provide dial backup capability to support routing of traffic outside of the MPLS network in case of MPLS network failure	Y	
	Bidders shall describe here the dial backup capability supported by the Contractor's solution: AT&T can provide a POTS or ISDN dial back up capability option on AT&T Managed routers. Requires customer to purchase POTS or ISDN lines.		
19	The MPLS WAN VPN service shall support IP Multicasting	Y	
	Bidders shall describe here the maximum number of multicast routes that will be supported by the Contractor's solution: AT&T VPN service Multicast Feature is subject to defined maximum Multicast route limitations (mroutes). An mroute is created whenever an active multicast flow exists in the VPN and the limit is currently 100 mroutes.		
20	The MPLS WAN VPN service shall provide Multiple CoS to support the prioritization of Entity applications and traffic flows	Y	
	Bidders shall describe here the CoS levels that will be supported for CALNET 3 and the ingress/egress profiles supported by the Contractor's solution. Bidders shall describe here the mechanisms that will be used for CALNET 3 that allow the Customer to mark packets for treatment that corresponds to the ingress/egress policy chosen: AT&T has established a set of standard Class of Service profiles and associated DSCP markings for treatment of the various traffic classes across the network. These are shown in the table below.		

	Requirement	Bidder Meets or Exceeds? Y N	
	The CE router is responsible for classifying the traffic and setting the DSCP bits to align with AT&T preferred values. CoS values will be transported end-to-end if they are in alignment with AT&T's conforming markings. Traffic that is marked incorrectly or has no marking will be given the default treatment of best effort across the network. In an unmanaged router scenario, it is the customer's responsibility to configure the CE router to classify the traffic by marking the MPLS packet header with an EXP value identifying treatment in the network.For incoming IPv4 packets the IP Precedence/DSCP bit values are used to map to network EXP values. In an AT&T managed router scenario, the client is interviewed to understand applications and how they should be treated by the network and the router is configured for the appropriate CoS profile.		

Class of Service	Traffic Priority	In-Contract Marking	Out-of-Contract Marking
COS1	URGENT (Real-Time)	DSCP EF	Dropped
COS2V	VIDEO	DSCP AF41	DSCP AF42
COS2	HIGH (Critical Data)	DSCP AF31	DSCP AF32
COS3	MEDIUM (Business Data)	DSCP AF21	DSCP AF22
COS4	NORMAL (Standard Data)	DSCP DEFAULT	DSCP DEFAULT
COS5	SCAVENGER	DSCP AF11	DSCP AF12

21	The MPLS WAN VPN service shall support the division of an MPLS port into multiple logical channels such that each logical channel can be used to support a VPN.	Y	
	Bidder's Product Description: AT&T VPN service supports the division of an MPLS port into multiple logical channels such that each logical channel can be used to support a VPN.		

	Requirement	Bidder Meets or Exceeds? Y N	
22	The MPLS WAN VPN service shall support access speeds from 128 Kbps to 10 Gbps	Y	
	Bidder's Product Description: AT&T VPN service supports access speeds from 128 Kbps to 10 Gbps.		
23	The MPLS WAN VPN service shall support multiple network interfaces	Y	
	Bidders shall list here the network interfaces that will be supported for CALNET 3, e.g., Dedicated Private Line, SONET, or Ethernet: AT&T VPN service supports the following network interfaces: • Dedicated Private Line DS1, NxT1, DS3 (PPP) • Sonet OCxx • Ethernet • DSL		
24	The MPLS WAN VPN service shall support multiple Layer 2 protocols	Y	
	Bidders shall list here the Layer 2 protocols that will be supported for CALNET 3: AT&T VPN service supports the following the layer 2 protocols: • PPP for access to a single VPN • MLPPP for bonding multiple T1s for access to a single VPN • Frame relay encapsulation for access to multiple VPNs4 • Ethernet Access		
25	The MPLS WAN VPN service shall support wireless Customer access capability to the MPLS network	Y	
	Bidder's Product Description: AT&T VPN service supports wireless customer access capability via our remote secure		

	Requirement	Bidder Meets or Exceeds? Y N	
	access product ANIRA described in requirements 7 and 8 above. It supports all AT&T WiFi as well as 3G and 4G (LTE) and third party wireless internet speeds. (See unsolicited features)		
26	The MPLS WAN VPN service shall support Digital Subscriber Line (DSL) with speeds from 128 Kbps to 1500 Kbps	Y	
	Bidder's Product Description: AT&T VPN service supports DSL Access speeds 128Kbps to 1500Kbps. Requires DSL access.		
27	The MPLS WAN VPN service shall support Customer access to the MPLS network via satellite communications	Y	
	Bidders shall list here all of the satellite communications speeds that will be supported for CALNET 3: AT&T VPN service supports customer access capability via satellite communications. 128Kbps – 1Gbps speeds can be supported. AT&T has satellite provider partnerships with the ability to supply satellite services. Requires satellite access.		
28	The MPLS service shall include inside wiring/demarcation extension up to 300 feet in Customer provided conduit.	Y	
	Bidder's Product Description: AT&T VPN service will include inside wiring/demarcation extension up to 300 feet in Customer provided conduit.		
29	The MPLS service shall include business line and modem for out-of-band emergency access to the managed router	Y	
	Bidder's Product Description: AT&T VPN service will include a business line and modem for out-of-band emergency access to the managed router.		

	Requirement	Bidder Meets or Exceeds? Y N	
30	Contractor shall identify managed router reports available at no additional charge. Bidder shall describe the method of accessing these reports.	Y	
	Bidder's Product Description: AT&T VPN will provide managed router reports at no additional charge via a web portal. These reports are available via the web. Operations management reports are provided on a scheduled periodic basis, with each report displaying information gathered during the previous period's activity. The standard network operations reports include basic router performance as well as WAN and LAN utilization information. The following is a list of available reports: • Inventory Report • IP/SLA Pair Inventory Report • Executive Summary Report – Volume • Executive Summary Report – IP/SLA Pair • Executive Summary Report – QoS • Top N Report • Device Report • Device Interface Report • QoS Report • Jitter Report • IP/SLA Latency Report • Multiple Element Report		

	Requirement	Bidder Meets or Exceeds? Y N	
	• Single Parameter Report		
Contractor shall provide fully Managed Router Solution bundles that include:			
31a	Router Maintenance. Proactively detect, isolate and resolve hardware, software and firmware faults associated with the managed router and modem used for access to the managed router. The Contractor shall also respond to Customer reported faults. Router maintenance shall be provided 24x365. If dispatch is required, a Field Service Repair Technician shall arrive within four (4) hours of isolating the fault to the managed router/modem. Customer shall be notified of router faults and be provided trouble status at (1) hour intervals.	Y	
	Bidder's Product Description: AT&T has read and understands the State's requirements for Router Maintenance and will meet or exceed these requirements.		
31b	Router Monitoring. Proactively detect, isolate and resolve logical faults associated with the managed router. Router monitoring shall be provided 24x365.	Y	
	Bidder's Product Description: AT&T has read and understands the State's requirements for Router Monitoring and will meet or exceed these requirements.		
31c	Router Management. Manage router configuration. This includes passwords, access lists and configuration changes due to moves, adds, changes and deletes.	Y	
	Bidder's Product Description: AT&T has read and understands the State's requirements for Router Management and will meet or exceed these requirements.		

	Requirement	Bidder Meets or Exceeds? Y N	
31d	Network Monitoring. Proactively detect, isolate and resolve network faults. Network monitoring shall be provided 24x365. Customer shall be notified of network faults and be provided trouble status at one (1) hour intervals.	Y	
	Bidder's Product Description: AT&T has read and understands the State's requirements for Network Monitoring and will meet or exceed these requirements.		

1.2.2.8 MPLS Transport Speeds

Contractor's CALNET 3 solution shall include transport options to one (1) endpoint for each of the speeds detailed in Tables 1.2.2.8. Pricing for each of these speeds will be provided by the Bidder in the response to the Subcategory Cost Worksheets.

1.2.2.8.1 MPLS Port Transport Speeds

Table 1.2.2.8.1.a, MPLS Port Transport Speeds

	Requirement	Bidder Agrees? Y N		Bidder's Product Identifier
1	MPLS Transport DS1 Port service at minimum line rate of 128 Kbps	Y		17974
	Bidder's Product Description: AT&T VPN DS1 port - 128 Kbps			

	Requirement	Bidder Agrees? Y N		Bidder's Product Identifier
2	MPLS Transport DS1 Port service at minimum line rate of 384 Kbps	Y		17978
	Bidder's Product Description: AT&T VPN DS1 port – 384 Kbps			
3	MPLS Transport DS1 Port service at minimum line rate of 512 Kbps	Y		17980
	Bidder's Product Description: AT&T VPN DS1 port – 512 Kbps			
4	MPLS Transport DS1 Port service at minimum line rate of 768 Kbps	Y		17984
	Bidder's Product Description: AT&T VPN DS1 port - 784 Kbps			
5	MPLS Transport DS1 Port service at minimum line rate of 1.024 Mbps	Y		17985
	Bidder's Product Description: AT&T VPN DS1 port – 1.024 Mbps			
6	MPLS Transport DS1 Port service at minimum line rate of 1.544 Mbps	Y		17986
	Bidder's Product Description: AT&T VPN DS1 port – 1.544 Mbps			
7	MPLS Transport NxDS1 Port service at minimum line rate of 3.088 Mbps	Y		17990
	Bidder's Product Description: AT&T VPN NxDS1 port – 3.088 Mbps			

	Requirement	Bidder Agrees? Y N		Bidder's Product Identifier
8	MPLS Transport NxDS1 Port service at minimum line rate of 4.632 Mbps	Y		17992
	Bidder's Product Description: AT&T VPN NxDS1 port – 4.632 Mbps			
9	MPLS Transport NxDS1 Port service at minimum line rate of 6.176 Mbps	Y		17994
	Bidder's Product Description: AT&T VPN NxDS1 port – 6.176 Mbps			
10	MPLS Transport NxDS1 Port service at minimum line rate of 7.720 Mbps	Y		17996
	Bidder's Product Description: AT&T VPN NxDS1 port – 7.720 Mbps			
11	MPLS Transport NxDS1 Port service at minimum line rate of 9.264 Mbps	Y		17998
	Bidder's Product Description: AT&T VPN NxDS1 port – 9.264 Mbps			
12	MPLS Transport DS3 Port service at minimum line rate of 10 Mbps	Y		17999
	Bidder's Product Description: AT&T VPN DS3 port - 10 Mbps			
13	MPLS Transport NxDS1 Port service at minimum line rate of 12.352 Mbps	Y		18003
	Bidder's Product Description: AT&T VPN NxDS1 port – 12.352 Mbps			

	Requirement	Bidder Agrees? Y N		Bidder's Product Identifier
14	MPLS Transport DS3 Port service at minimum line rate of 20 Mbps	Y		18007
	Bidder's Product Description: AT&T VPN DS3 port - 20 Mbps			
15	MPLS Transport DS3 Port service at minimum line rate of 45 Mbps	Y		18013
	Bidder's Product Description: AT&T VPN DS3 port - 45 Mbps			
16	MPLS Transport OC3 Port service at minimum line rate of 155 Mbps	Y		18015
	Bidder's Product Description: AT&T VPN OC3 port - 155 Mbps			
17	MPLS Transport OC12 Port service at minimum line rate of 622 Mbps	Y		18021
	Bidder's Product Description: AT&T VPN OC12 port - 622 Mbps			
18	MPLS Transport Ethernet Port service at minimum line rate of one (1) Mbps	Y		19616
	Bidder's Product Description: AT&T VPN Ethernet port - 1 Mbps			
19	MPLS Transport Ethernet Port service at minimum line rate of two (2) Mbps	Y		19617
	Bidder's Product Description: AT&T VPN Ethernet port - 2 Mbps			

	Requirement	Bidder Agrees? Y N		Bidder's Product Identifier
20	MPLS Transport Ethernet Port service at minimum line rate of three (3) Mbps	Y		19618
	Bidder's Product Description: AT&T VPN Ethernet port - 3 Mbps			
21	MPLS Transport Ethernet Port service at minimum line rate of four (4) Mbps	Y		19619
	Bidder's Product Description: AT&T VPN Ethernet port - 4 Mbps			
22	MPLS Transport Ethernet Port service at minimum line rate of five (5) Mbps	Y		17995
	Bidder's Product Description: AT&T VPN Ethernet port – 5 Mbps			
23	MPLS Transport Ethernet Port service at minimum line rate of six (6) Mbps	Y		19620
	Bidder's Product Description: AT&T VPN Ethernet port - 6 Mbps			
24	MPLS Transport Ethernet Port service at minimum line rate of seven (7) Mbps	Y		19621
	Bidder's Product Description: AT&T VPN Ethernet port - 7 Mbps			
25	MPLS Transport Ethernet Port service at minimum line rate of eight (8) Mbps	Y		19622
	Bidder's Product Description: AT&T VPN Ethernet port - 8 Mbps			

	Requirement	Bidder Agrees? Y N		Bidder's Product Identifier
26	MPLS Transport Ethernet Port service at minimum line rate of nine (9) Mbps	Y		19623
	Bidder's Product Description: AT&T VPN Ethernet port - 9 Mbps			
27	MPLS Transport Ethernet Port service at minimum line rate of 10 Mbps	Y		17999
	Bidder's Product Description: AT&T VPN Ethernet port - 10 Mbps			
28	MPLS Transport Ethernet Port service at minimum line rate of 20 Mbps	Y		18007
	Bidder's Product Description: AT&T VPN Ethernet port - 20 Mbps			
29	MPLS Transport Ethernet Port service at minimum line rate of 30 Mbps	Y		18009
	Bidder's Product Description: AT&T VPN Ethernet port - 30 Mbps			
30	MPLS Transport Ethernet Port service at minimum line rate of 40 Mbps	Y		19624
	Bidder's Product Description: AT&T VPN Ethernet port - 40 Mbps			
31	MPLS Transport Ethernet Port service at minimum line rate of 50 Mbps	Y		18010
	Bidder's Product Description: AT&T VPN Ethernet port - 50 Mbps			

	Requirement	Bidder Agrees? Y N		Bidder's Product Identifier
32	MPLS Transport Ethernet Port service at minimum line rate of 60 Mbps	Y		19625
	Bidder's Product Description: AT&T VPN Ethernet port - 60 Mbps			
33	MPLS Transport Ethernet Port service at minimum line rate of 70 Mbps	Y		19626
	Bidder's Product Description: AT&T VPN Ethernet port - 70 Mbps			
34	MPLS Transport Ethernet Port service at minimum line rate of 80 Mbps	Y		19627
	Bidder's Product Description: AT&T VPN Ethernet port - 80 Mbps			
35	MPLS Transport Ethernet Port service at minimum line rate of 90 Mbps	Y		19628
	Bidder's Product Description: AT&T VPN Ethernet port - 90 Mbps			
36	MPLS Transport Ethernet Port service at minimum line rate of 100 Mbps	Y		18014
	Bidder's Product Description: AT&T VPN Ethernet port - 100 Mbps			
37	MPLS Transport Ethernet Port service at minimum line rate of 200 Mbps	Y		18016
	Bidder's Product Description: AT&T VPN Ethernet port - 200 Mbps			

	Requirement	Bidder Agrees? Y N		Bidder's Product Identifier
38	MPLS Transport Ethernet Port service at minimum line rate of 300 Mbps	Y		18017
	Bidder's Product Description: AT&T VPN Ethernet port - 300 Mbps			
39	MPLS Transport Ethernet Port service at minimum line rate of 400 Mbps	Y		18018
	Bidder's Product Description: AT&T VPN Ethernet port - 400 Mbps			
40	MPLS Transport Ethernet Port service at minimum line rate of 500 Mbps	Y		18019
	Bidder's Product Description: AT&T VPN Ethernet port - 500 Mbps			
41	MPLS Transport Ethernet Port service at minimum line rate of 600 Mbps	Y		18020
	Bidder's Product Description: AT&T VPN Ethernet port - 600 Mbps			
42	MPLS Transport Ethernet Port service at minimum line rate of 700 Mbps	Y		18022
	Bidder's Product Description: AT&T VPN Ethernet port - 700 Mbps			
43	MPLS Transport Ethernet Port service at minimum line rate of 900 Mbps	Y		18024
	Bidder's Product Description: AT&T VPN Ethernet port - 900 Mbps			

	Requirement	Bidder Agrees? Y N		Bidder's Product Identifier
44	MPLS Transport Ethernet Port service at minimum line rate of one (1) Gbps	Y		18025
	Bidder's Product Description: AT&T VPN Ethernet port – 1 Gbps			

The Contractor may offer additional unsolicited MPLS Port Transport Speeds in Table 1.2.2.8.1.b.

Table 1.2.2.8.1.b Unsolicited MPLS Port Transport Speeds

	Feature Name	Feature Description	Bidder's Product Identifier
1	MPLS Transport DS3 Port service at minimum line rate of 15 Mbps	AT&T VPN DS3 port - 15 Mbps	18005
	Bidder's Product Description: AT&T VPN DS3 port - 15 Mbps		
2	MPLS Transport DS3 Port service at minimum line rate of 25 Mbps	AT&T VPN DS3 port - 25 Mbps	18008
	Bidder's Product Description: AT&T VPN DS3 port - 25 Mbps		
3	MPLS Transport DS3 Port service	AT&T VPN DS3 port - 30 Mbps	18009

	Feature Name	Feature Description	Bidder's Product Identifier
	at minimum line rate of 30 Mbps		
	Bidder's Product Description: AT&T VPN DS3 port – 30 Mbps		
4	MPLS Transport OC3 Port service at minimum line rate of 50 Mbps	AT&T VPN OC3 port - 50 Mbps	18010
	Bidder's Product Description: AT&T VPN OC3 port – 50 Mbps		
5	MPLS Transport OC3 Port service at minimum line rate of 75 Mbps	AT&T VPN OC3 port - 75 Mbps	18011
	Bidder's Product Description: AT&T VPN OC3 port – 75 Mbps		
6	MPLS Transport OC3 Port service at minimum line rate of 100 Mbps	AT&T VPN OC3 port - 100 Mbps	18014
	Bidder's Product Description: AT&T VPN OC3 port – 100 Mbps		
7	MPLS Transport OC12 Port	AT&T VPN OC12 port - 200 Mbps	18016

	Feature Name	Feature Description	Bidder's Product Identifier
	service at minimum line rate of 200 Mbps		
	Bidder's Product Description: AT&T VPN OC12 port - 200 Mbps		
8	MPLS Transport OC12 Port service at minimum line rate of 300 Mbps	AT&T VPN OC12 port - 300 Mbps	18017
	Bidder's Product Description: AT&T VPN OC12 port - 300 Mbps		
9	MPLS Transport OC12 Port service at minimum line rate of 400 Mbps	AT&T VPN OC12 port - 400 Mbps	18018
	Bidder's Product Description: AT&T VPN OC12 port – 400 Mbps		
10	MPLS Transport Ethernet Port service at minimum line rate of 150 Mbps	AT&T VPN Ethernet port – 150 Mbps	19629

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: AT&T VPN Ethernet port – 150 Mbps		
11	MPLS Transport Ethernet Port service at minimum line rate of 250 Mbps	AT&T VPN Ethernet port – 250 Mbps	20410
	Bidder's Product Description: AT&T VPN Ethernet port – 250 Mbps		
12	MPLS Transport Ethernet Port service at minimum line rate of 450 Mbps	AT&T VPN Ethernet port – 450 Mbps	20401
	Bidder's Product Description: AT&T VPN Ethernet port – 450 Mbps		
13	MPLS Transport Ethernet Port service at minimum line rate of 800 Mbps	AT&T VPN Ethernet port – 800 Mbps	18023
	Bidder's Product Description: AT&T VPN Ethernet port – 800 Mbps		
14	MPLS Transport Ethernet Port	AT&T VPN Ethernet port – 2 Gbps	21943

	Feature Name	Feature Description	Bidder's Product Identifier
	service at minimum line rate of 2 Gbps		
	Bidder's Product Description: AT&T VPN Ethernet port – 2 Gbps		
15	MPLS Transport Ethernet Port service at minimum line rate of 2.5 Gbps	AT&T VPN Ethernet port – 2.5 Gbps	21944
	Bidder's Product Description: AT&T VPN Ethernet port – 2.5 Gbps		
16	MPLS Transport Ethernet Port service at minimum line rate of 3 Gbps	AT&T VPN Ethernet port – 3 Gbps	21945
	Bidder's Product Description: AT&T VPN Ethernet port – 3 Gbps		
17	MPLS Transport Ethernet Port service at minimum line rate of 3.5 Gbps	AT&T VPN Ethernet port – 3.5 Gbps	21946

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: AT&T VPN Ethernet port – 3.5 Gbps		
18	MPLS Transport Ethernet Port service at minimum line rate of 4 Gbps	AT&T VPN Ethernet port – 4 Gbps	21947
	Bidder's Product Description: AT&T VPN Ethernet port – 4 Gbps		
19	MPLS Transport Ethernet Port service at minimum line rate of 4.5 Gbps	AT&T VPN Ethernet port – 4.5 Gbps	21948
	Bidder's Product Description: AT&T VPN Ethernet port – 4.5 Gbps		
20	MPLS Transport Ethernet Port service at minimum line rate of 5 Gbps	AT&T VPN Ethernet port – 5 Gbps	21949
	Bidder's Product Description: AT&T VPN Ethernet port – 5 Gbps		
21	MPLS Transport Ethernet Port	AT&T VPN Ethernet port – 5.5 Gbps	21950

	Feature Name	Feature Description	Bidder's Product Identifier
	service at minimum line rate of 5.5 Gbps		
	Bidder's Product Description: AT&T VPN Ethernet port – 5.5 Gbps		
22	MPLS Transport Ethernet Port service at minimum line rate of 6 Gbps	AT&T VPN Ethernet port – 6 Gbps	21951
	Bidder's Product Description: AT&T VPN Ethernet port – 6 Gbps		
23	MPLS Transport Ethernet Port service at minimum line rate of 6.5 Gbps	AT&T VPN Ethernet port – 6.5 Gbps	21952
	Bidder's Product Description: AT&T VPN Ethernet port – 6.5 Gbps		
24	MPLS Transport Ethernet Port service at minimum line rate of 7 Gbps	AT&T VPN Ethernet port – 7 Gbps	21953

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: AT&T VPN Ethernet port – 7 Gbps		
25	MPLS Transport Ethernet Port service at minimum line rate of 7.5 Gbps	AT&T VPN Ethernet port – 7.5 Gbps	21954
	Bidder's Product Description: AT&T VPN Ethernet port – 7.5 Gbps		
26	MPLS Transport Ethernet Port service at minimum line rate of 8 Gbps	AT&T VPN Ethernet port – 8 Gbps	21955
	Bidder's Product Description: AT&T VPN Ethernet port – 8 Gbps		
27	MPLS Transport Ethernet Port service at minimum line rate of 8.5 Gbps	AT&T VPN Ethernet port – 8.5 Gbps	21956
	Bidder's Product Description: AT&T VPN Ethernet port – 8.5 Gbps		
28	MPLS Transport Ethernet Port	AT&T VPN Ethernet port – 9 Gbps	21957

	Feature Name	Feature Description	Bidder's Product Identifier
	service at minimum line rate of 9 Gbps		
	Bidder's Product Description: AT&T VPN Ethernet port – 9 Gbps		
29	MPLS Transport Ethernet Port service at minimum line rate of 9.5 Gbps	AT&T VPN Ethernet port – 9.5 Gbps	21958
	Bidder's Product Description: AT&T VPN Ethernet port – 9.5 Gbps		
30	MPLS Transport Ethernet Port service at minimum line rate of 10 Gbps	AT&T VPN Ethernet port – 10 Gbps	21959
	Bidder's Product Description: AT&T VPN Ethernet port – 10 Gbps		
31	AT&T VPN Managed Router feature	AT&T-Owned/AT&T-Managed Router Option	Multiple – Feature IDs listed below

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: AT&T Managed Router Solution is a complimentary service to the the MPLS ports offered in 1.2.2.8.1.a MRS provides life cycle management features for the managed router. This allows customers to request and order physical and logical changes to an installed managed router, professional services, back up options and read only access to router configs and other paramenters. Under the AT&T VPN Managed Router feature, AT&T provides, configures, monitors, manages and maintains the AT&T-provided Equipment located at the Customer Site. The Equipment may consist of a router and other Equipment, as applicable, e.g. an asynchronous modem used to diagnose and manage the router. Under the AT&T-Owned/AT&T-Managed option, the Managed Router is owned by AT&T and made available to Customer for use as part of AT&T VPN Service.		
32	AVPN Managed Router (AT&T Owned) – Basic	AVPN Managed Router (AT&T Owned) – Basic	18495
	Bidder's Product Description: Installation of a Basic size router, including basic inside wiring. Includes configuration, life-cycle maintenance and diagnostic monitoring. Base router with 2 FE LAN ports and 1 WAN port. Supports 56kbps to 4xT1 WAN links.		
33	AVPN Managed Router (AT&T Owned) – Small	AVPN Managed Router (AT&T Owned) – Small	18496
	Bidder's Product Description: Installation of a Small size router, including basic inside wiring. Includes configuration, life-cycle maintenance and diagnostic monitoring. Base router with 2 FE LAN ports and 1 WAN port. Supports 56kbps to 6xT1 WAN links		

	Feature Name	Feature Description	Bidder's Product Identifier
34	AVPN Managed Router (AT&T Owned) – Medium	AVPN Managed Router (AT&T Owned) – Medium	18497
	Bidder's Product Description: Installation of a Medium size router, including basic inside wiring. Includes configuration, life-cycle maintenance and diagnostic monitoring. Base router with 2 GE LAN ports and 1 WAN port. Supports 56kbps to 8xT1 or WAN links		
35	AVPN Managed Router (AT&T Owned) – Large	AVPN Managed Router (AT&T Owned) – Large	18498
	Bidder's Product Description: Installation of a Large size router, including basic inside wiring. Includes configuration, life-cycle maintenance and diagnostic monitoring. Base router with 2 GE LAN ports and 1 WAN port. Supports 56kbps to 8xT1, T3 or Ethernet to 100 Mbps WAN Link.		
36	AVPN Managed Router (AT&T Owned) – XLarge	AVPN Managed Router (AT&T Owned) – XLarge	18499
	Bidder's Product Description: Installation of an XLarge size router, including basic inside wiring. Includes configuration, life-cycle maintenance and diagnostic monitoring. Base router with 2 GE LAN ports and 1 WAN port. Supports 56kbps to 8xT1, T3 or Ethernet to 100 Mbps WAN link		
37	AVPN Managed Router (AT&T Owned) –	AVPN Managed Router (AT&T Owned) – XLarge +	18500

	Feature Name	Feature Description	Bidder's Product Identifier
	XLarge +		
	Bidder's Product Description: Installation of an XLarge+ size router, including basic inside wiring. Includes configuration, life-cycle maintenance and diagnostic monitoring. Base router with 3 GE LAN ports and 1 WAN port. Supports 56kbps to 8xT1, T3, Ethernet to 200 Mbps, or OC3 WAN link.		
38	AVPN Managed Router (AT&T Owned) – XXLarge	AVPN Managed Router (AT&T Owned) – XXLarge	19205
	Bidder's Product Description: Installation of an XXLarge size router, including basic inside wiring. Includes configuration, life-cycle maintenance and diagnostic monitoring. Base router with 3 GE LAN ports and 1 WAN port. Supports 56 Kbps to 8xT1, T3, Ethernet to 1000 Mbps, OC3 or OC12 WAN link.		
40	AVPN Managed	Internal and External CSU Options	Multiple (See Feature IDs below)

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: The CSU options will be determined by the AVPN port speed and type selected above. • Internal CSUs may be AT&T Owned and Managed • AT&T Owned and Managed Probes (External CSU) – may be used with AT&T Owned and Managed Router. • External CSU is required for AVPN Managed Enhanced Reports		
42	AVPN Managed Internal CSU (AT&T Owned) – Internal T1	AVPN Managed Internal CSU (AT&T Owned) – Internal T1	18488
	Bidder's Product Description: Per serial port (<=T1 w/ CSU function) added & used on the router for either Frame Relay or Private Line connectivity.		
43	AVPN Managed Internal CSU (AT&T Owned) – T3/DS3	AVPN Managed Internal CSU (AT&T Owned) –T3/DS3	18489
	Bidder's Product Description: Per T3 port added & used on the router for Frame Relay connectivity		

	Feature Name	Feature Description	Bidder's Product Identifier
44	AVPN Managed Internal CSU (AT&T Owned) – IMA	AVPN Managed Internal CSU (AT&T Owned) – IMA	19925
	Bidder's Product Description: Per T1 port added & used on the router for IMA connectivity. One per IMA port.		
45	AVPN Managed Internal CSU(AT&T Owned) – MLPPP	AVPN Managed Internal CSU(AT&T Owned) – MLPPP	19926
	Bidder's Product Description: Per T1 port added & used on the router for MLPPP connectivity. One per MLPP port.		
46	AVPN Managed Internal CSU(AT&T Owned) – T3/DS3 ATM protocol	AVPN Managed Internal CSU(AT&T Owned) – T3/DS3 ATM protocol	19927
	Bidder's Product Description: Per T3 port added & used on the router for ATM connectivity.		
47	AVPN Managed Internal CSU (AT&T Owned) – Internal T3/DS3 PPP protocol	AVPN Managed Internal CSU (AT&T Owned) – Internal T3/DS3 PPP protocol	19928

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: Per T3 port added and used on the router for Private Line (PPP or Frame Encap) connectivity.		
48	AVPN Managed Internal CSU (AT&T Owned) – Gig Ethernet – Low End	AVPN Managed Internal CSU (AT&T Owned) – Gig Ethernet – Low End	21797
	Bidder's Product Description: Gigabit Ethernet port with SFP LC connector and SX or LX/LH transceiver. Per port added.		
49	AVPN Managed Internal CSU (AT&T Owned) – Gig Ethernet – High End	AVPN Managed Internal CSU (AT&T Owned) – Gig Ethernet – High End	21798
	Bidder's Product Description: Gigabit Ethernet port Network Module with 1000BASE-T GBIC, or 1000BASE-SX Short Wavelength GBIC (Multimode only), or 1000BASE-LX/LH long haul GBIC (singlemode or multimode). Per port added.		
50	AVPN Managed Internal CSU (AT&T Owned) – Gig Ethernet Combo	AVPN Managed Internal CSU (AT&T Owned) – Gig Ethernet Combo	21799

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: Gigabit Ethernet port Network Module with 1000Base-ZX extended reach GBIC (singlemode). Per port added.		
51	AVPN Managed Internal CSU (AT&T Owned) – OC3/STM1 ATM	AVPN Managed Internal CSU (AT&T Owned) – OC3/STM1 ATM	21903
	Bidder's Product Description: Per OC3 ATM ports added.		
52	AVPN Managed Internal CSU (AT&T Owned) – OC3/ STM1 PPP	AVPN Managed Internal CSU (AT&T Owned) – OC3/ STM1 PPP	21904
	Bidder's Product Description: Per OC3 PPP ports added.		
53	AVPN Managed Internal CSU (AT&T Owned) – OC12/STM4 PPP	AVPN Managed Internal CSU (AT&T Owned) – OC12/STM4 PPP	21905
	Bidder's Product Description: Per OC12 PPP ports added.		
54	AVPN Managed External	AVPN Managed External CSU/DSU T1/E1	19933

	Feature Name	Feature Description	Bidder's Product Identifier
	CSU/DSU T1/E1		
	Bidder's Product Description: External CSU/DSU per T1 port. V.35 connection to router. Required for Enhanced Reporting.		
55	AVPN Managed External In-line Probe NXT1/E1 PPP	AVPN Managed External In-line Probe NXT1/E1 PPP	19935
	Bidder's Product Description: External probed per NXT1 port for MLPPP connectivity. RJ45 connection to router. Required for Enhanced Reporting.		
56	AVPN Managed External Probe T3/E3 FR	AVPN Managed External Probe T3/E3 FR	19937
	Bidder's Product Description: External Probe per T3 FR port. Coax interface to router. Required for Enhanced Reporting		
57	AVPN Managed External Probe T3/E3 ATM	AVPN Managed External Probe T3/E3 ATM	19936
	Bidder's Product Description: External Probe per T3 ATM port. Coax interface to router. Required for Enhanced Reporting.		
58	AVPN Managed External Probe	AVPN Managed External Probe T3/E3 PPP	19938

	Feature Name	Feature Description	Bidder's Product Identifier
	T3/E3 PPP		
	Bidder's Product Description: External CSU per T3 PPP port. Coax interface to router. Required for Enhanced Reporting.		
59	AVPN Managed External Probe OC3 ATM/PPP	AVPN Managed External Probe OC3 ATM/PPP	19939
	Bidder's Product Description: External Probe per OC3 ATM port. Fiber interface to router. Required for Enhanced Reporting.		
60	AVPN Managed External Probe 10/100 Mbps Ethernet	AVPN Managed External Probe 10/100 Mbps Ethernet	22663
	Bidder's Product Description: External Probe per Ethernet 10/100 port. RJ-45 connection to router. Required for Enhanced Reporting.		
61	AVPN Managed External Probe 1 Gbps Ethernet	AVPN Managed External Probe 1 Gbps Ethernet	22664
	Bidder's Product Description: External Probe per Ethernet 1 Gbps port. Fiber connection to router. Required for Enhanced Reporting.		
62	AVPN Managed	AVPN Managed Enhanced Reports	19947

	Feature Name	Feature Description	Bidder's Product Identifier
	Enhanced Reports		
	Bidder's Product Description: Enhanced network performance reporting. Requires external CSU/DSU or probe. Per CSU/DSU or probe.		
63	AVPN Managed (AT&T Owned) Additional Router Features	AVPN Managed (AT&T Owned) Additional Router Features	Multiple (See feature IDs below)
	Bidder's Product Description: Options below may be added to the AT&T Owned Router or Customer Owned router depending on the selection of WAN port speed, COS, resiliency, protocol, and LAN port quantities.		
64	AVPN Managed (AT&T Owned) Router - Additional Protocol Support	AVPN Managed (AT&T Owned) Router - Additional Protocol Support	18502
	Bidder's Product Description: SNA or IPX - Includes cost for additional IOS feature set required. In some cases additional router memory may be required in order to hold the IOS and allow the router to function. These additional memory costs are NOT covered under this charge, but will be charged under the Additional Memory feature.		
65	AVPN Managed (AT&T Owned) Router -	AVPN Managed (AT&T Owned) Router - Additional Serial Port	18517

	Feature Name	Feature Description	Bidder's Product Identifier
	Additional Serial Port		
	Bidder's Product Description: Per serial port added & used on the router		
66	AVPN Managed (AT&T Owned) Router - Additional LAN Port	AVPN Managed (AT&T Owned) Router - Additional LAN Port	18518
	Bidder's Product Description: Per card added & used Token Ring, Ethernet or Fast Ethernet port in use on the router		
67	AVPN Managed (AT&T Owned) Router - Additional Memory up to XL	AVPN Managed (AT&T Owned) Router - Additional Memory up to XL	18516
	Bidder's Product Description: All available memory above the defaults are available at additional monthly recurring charge		
68	AVPN Managed (AT&T Owned) Router – Additional Memory XL+	AVPN Managed (AT&T Owned) Router – Additional Memory XL+	21906
	Bidder's Product Description: All available memory above the defaults are available at additional monthly recurring charge.		

	Feature Name	Feature Description	Bidder's Product Identifier
69	AT&T Managed (AT&T Owned) Router – Dual Power XL+	AT&T Managed (AT&T Owned) Router – Dual Power XL+	21908
	Bidder's Product Description: Added for routers equipped with dual power supplies.		
70	AT&T Managed (AT&T Owned) Router – Dual Power XXL	AT&T Managed (AT&T Owned) Router – Dual Power XXL	21909
	Bidder's Product Description: Added for routers equipped with dual power supplies.		
71	AVPN Managed (AT&T Owned) Router- ISDN Backup BRI	AVPN Managed (AT&T Owned) Router- ISDN Backup BRI	19728
	Bidder's Product Description: Per BRI port in use on the router		
72	AVPN Managed (AT&T Owned) Router-ISDN Backup PRI	AVPN Managed (AT&T Owned) Router-ISDN Backup PRI	19729
	Bidder's Product Description: Per PRI port in use on the router		

	Feature Name	Feature Description	Bidder's Product Identifier
73	AT&T Managed (AT&T Owned) Router – Multicast	AT&T Managed (AT&T Owned) Router – Multicast	22698
	Bidder's Product Description: Added for routers configured with multicast feature.		
74	ANIRA	AT&T Network Based IP VPN Remote Access	Multiple (See feature IDs below)
	Bidder's Product Description: The AT&T Network Based IP VPN Remote Access (ANIRA) introduces a standard set of capabilities to access AVPN. This service will provide remote access to AVPN. Customers using ANIRA can connect to a private VPN via wired or wireless internet service using the AT&T Global Network (AGN) Client. ANIRA provides the functionality to meet the technical requirement of 1.2.2.7 item 7. ANIRA uses dial-up, broadband (AT&T DSL or any third party), Wi-Fi, or cellular broadband to remotely access your data network without needing special VPN routers.		
75	ANIRA – VPN Management Fee	ANIRA – VPN Management Fee	16940
	Bidder's Product Description: Monthly management fee for remote access users using Internet access.		
76	ANIRA – Bandwidth Connection	ANIRA – Bandwidth Connection Charge (Type II	Multiple (See feature IDs below)

	Feature Name	Feature Description	Bidder's Product Identifier
	Charge (Type II		
	Bidder's Product Description: Connection to support aggregate bandwidth between gateway (VIG) and VPN. Monthly charge for redundant virtual connection from gateway to VPN. Sized for aggregate peak usage of connections per VPN.		
77	ANIRA – Bandwidth Connection Charge (Type II) 128Kbps	ANIRA – Bandwidth Connection Charge (Type II) 128Kbps	17606
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 128Kbps.		
78	ANIRA – Bandwidth Connection Charge (Type II) 192Kbps	ANIRA – Bandwidth Connection Charge (Type II) 192Kbps	17607
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 192Kbps.		
79	ANIRA – Bandwidth Connection Charge (Type II) 256Kbps	ANIRA – Bandwidth Connection Charge (Type II) 256Kbps	17608

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 256Kbps.		
80	ANIRA – Bandwidth Connection Charge(Type II) 320Kbps	ANIRA – Bandwidth Connection Charge(Type II) 320Kbps	17609
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge(Type II) 320Kbps.		
81	ANIRA – Bandwidth Connection Charge (Type II) 384Kbps	ANIRA – Bandwidth Connection Charge (Type II) 384Kbps	17610
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 384Kbps.		
82	ANIRA – Bandwidth Connection Charge (Type II) 448Kbps	ANIRA – Bandwidth Connection Charge (Type II) 448Kbps	17611
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 448Kbps.		
83	ANIRA –	ANIRA – Bandwidth Connection Charge (Type II)	17612

	Feature Name	Feature Description	Bidder's Product Identifier
	Bandwidth Connection Charge (Type II) 512Kbps	512Kbps	
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 512Kbps.		
84	ANIRA – Bandwidth Connection Charge (Type II) 576Kbps	ANIRA – Bandwidth Connection Charge (Type II) 576Kbps	17613
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 576Kbps.		
85	ANIRA – Bandwidth Connection Charge (Type II) 640Kbps	ANIRA – Bandwidth Connection Charge (Type II) 640Kbps	17614
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 640Kbps.		
86	ANIRA – Bandwidth Connection Charge (Type II) 704Kbps	ANIRA – Bandwidth Connection Charge (Type II) 704Kbps	17615

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 704Kbps.		
87	ANIRA – Bandwidth Connection Charge (Type II) 768Kbps	ANIRA – Bandwidth Connection Charge (Type II) 768Kbps	17616
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 768Kbps.		
88	ANIRA – Bandwidth Connection Charge (Type II) 832Kbps	ANIRA – Bandwidth Connection Charge (Type II) 832Kbps	17617
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 832Kbps.		
89	ANIRA – Bandwidth Connection Charge (Type II) 896Kbps	ANIRA – Bandwidth Connection Charge (Type II) 896Kbps	17618
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 896Kbps.		
90	ANIRA –	ANIRA – Bandwidth Connection Charge (Type II)	17619

	Feature Name	Feature Description	Bidder's Product Identifier
	Bandwidth Connection Charge (Type II) 960Kbps	960Kbps	
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 960Kbps.		
91	ANIRA – Bandwidth Connection Charge (Type II) 1024Kbps	ANIRA – Bandwidth Connection Charge (Type II) 1024Kbps	17620
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 1024Kbps.		
92	ANIRA – Bandwidth Connection Charge (Type II) 1536Kbps	ANIRA – Bandwidth Connection Charge (Type II) 1536Kbps	17621
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 1536Kbps.		
93	ANIRA – Bandwidth Connection Charge (Type II) 2Mbps	ANIRA – Bandwidth Connection Charge (Type II) 2Mbps	17622

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 2Mbps.		
94	ANIRA – Bandwidth Connection Charge (Type II) 3Mbps	ANIRA – Bandwidth Connection Charge (Type II) 3Mbps	17623
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 3Mbps.		
95	ANIRA – Bandwidth Connection Charge (Type II) 4Mbps	ANIRA – Bandwidth Connection Charge (Type II) 4Mbps	17624
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 4Mbps.		
96	ANIRA – Bandwidth Connection Charge (Type II) 5Mbps	ANIRA – Bandwidth Connection Charge (Type II) 5Mbps	17625
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 5Mbps.		
97	ANIRA –	ANIRA – Bandwidth Connection Charge (Type II) 6Mbps	17626

	Feature Name	Feature Description	Bidder's Product Identifier
	Bandwidth Connection Charge (Type II) 6Mbps		
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 6Mbps		
98	ANIRA – Bandwidth Connection Charge (Type II) 7Mbps	ANIRA – Bandwidth Connection Charge (Type II) 7Mbps	17627
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 7Mbps.		
99	ANIRA – Bandwidth Connection Charge (Type II) 8Mbps	ANIRA – Bandwidth Connection Charge (Type II) 8Mbps	17628
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 8Mbps.		
100	ANIRA – Bandwidth Connection Charge (Type II) 9Mbps	ANIRA – Bandwidth Connection Charge (Type II) 9Mbps	17629

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 9Mbps.		
101	ANIRA – Bandwidth Connection Charge (Type II) 10Mbps	ANIRA – Bandwidth Connection Charge (Type II) 10Mbps	17630
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 10Mbps.		
102	ANIRA – Bandwidth Connection Charge (Type II) 15Mbps	ANIRA – Bandwidth Connection Charge (Type II) 15Mbps	17631
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 15Mbps.		
103	ANIRA – Bandwidth Connection Charge (Type II) 20Mbps	ANIRA – Bandwidth Connection Charge (Type II) 20Mbps	17632
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 20Mbps.		

	Feature Name	Feature Description	Bidder's Product Identifier
104	ANIRA – Bandwidth Connection Charge (Type II) 25Mbps	ANIRA – Bandwidth Connection Charge (Type II) 25Mbps	17633
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 25Mbps.		
105	ANIRA – Bandwidth Connection Charge (Type II) 30Mbps	ANIRA – Bandwidth Connection Charge (Type II) 30Mbps	17634
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 30Mbps.		
106	ANIRA – Bandwidth Connection Charge (Type II) 35Mbps	ANIRA – Bandwidth Connection Charge (Type II) 35Mbps	17635
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 35Mbps.		
107	ANIRA – Bandwidth Connection Charge (Type II)	ANIRA – Bandwidth Connection Charge (Type II) 40Mbps	17636

	Feature Name	Feature Description	Bidder's Product Identifier
	40Mbps		
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 40Mbps.		
108	ANIRA – Bandwidth Connection Charge (Type II) 50Mbps	ANIRA – Bandwidth Connection Charge (Type II) 50Mbps	ANIR01
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 50Mbps.		
109	ANIRA – Bandwidth Connection Charge (Type II) 60Mbps	ANIRA – Bandwidth Connection Charge (Type II) 60Mbps	ANIR02
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 60Mbps.		
110	ANIRA – Bandwidth Connection Charge (Type II) 70Mbps	ANIRA – Bandwidth Connection Charge (Type II) 70Mbps	ANIR03

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 70Mbps.		
111	ANIRA – Bandwidth Connection Charge (Type II) 80Mbps	ANIRA – Bandwidth Connection Charge (Type II) 80Mbps	ANIR04
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 80Mbps.		
112	ANIRA – Bandwidth Connection Charge (Type II) 90Mbps	ANIRA – Bandwidth Connection Charge (Type II) 90Mbps	ANIR05
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 90Mbps.		
113	ANIRA – Bandwidth Connection Charge (Type II) 100Mbps	ANIRA – Bandwidth Connection Charge (Type II) 100Mbps	ANIR06
	Bidder's Product Description: ANIRA – Bandwidth Connection Charge (Type II) 100Mbps.		

	Feature Name	Feature Description	Bidder's Product Identifier
114	ANIRA SOHO Hi-end CPE (NG8100 / 8200)	ANIRA SOHO Hi-end CPE (NG8100 / 8200)	19239
	Bidder's Product Description: AT&T Owned and managed multi-user remote access device.		
115	AVPN-NBFW	AT&T VPN – Network Based Firewall	Multiple (See feature IDs below)
	Bidder's Product Description: MSS-NBFW Service will enable businesses to support and enforce sophisticated network Security Policies from one or more of the AT&T Internet Data Centers where the Network Based Security platform reside, also referred to as the Security Data Center (SDC). Customers are able to more efficiently implement a consistent Security Policy for multiple sites. MSS-Network Based Firewall enforces traffic separation among Customers by enabling Virtual Local Area Network (VLAN) tagging. For Customers who wish to make use of the AT&T MSS-Network Based Firewall service, AT&T will establish a Private Virtual Circuit (PVC) from a Customer location to the service in order to filter the traffic coming in or going to the Internet. The type of PVC will vary based on the Customer's WAN architecture. Traffic separation is designed to occur without tunneling or encryption. MSS-NBFW Service provides the functionality to meet the technical requirement of 1.2.2.7 item 9. Designating configuration complexity, there are three levels available as a part of AT&T's MSS-Network Based service. These levels are: • Low Complexity • Medium Complexity		

	Feature Name	Feature Description	Bidder's Product Identifier
	• High Complexity		
116	Low Complexity	Low Complexity	NF001
	Bidder's Product Description: Low Complexity: Common Customer Security Policy allowing both inbound and outbound traffic flow based on the configuration. The Low Complexity Level Includes basic set of reports and certain self administration capabilities via BusinessDirect®. With this service level, the customer is provided a PAT address as default, but since inbound services can be supported, up to 8 IP addresses could be assigned as part of the service given there's justification from the customer based on the design. A typical but not exhaustive list of protocols and ports is the following: • HTTP (80) • HTTPS (443) • HTTP ALT (8080) • SMTP (25) • HTTPS ALT (8443) • FTP_CTRL (21) • ICMP ECHO • DNS UDP/TCP (53) • TELNET (23) • SSH/SFTP (22)		
117	Medium	Medium Complexity	NF002

	Feature Name	Feature Description	Bidder's Product Identifier
	Complexity		
	Bidder's Product Description: Medium Complexity: this service level provides the option to upgrade to more add-on features in addition to the inbound and outbound traffic flow support. By default, a single PAT address is assigned, but up to 16 IP addresses including the PAT address can be supported on a standard basis with sufficient justification submitted by the customer during the design phase.		
118	High Complexity	High Complexity	NF003
	Bidder's Product Description: High Complexity: this service levels supports all the features listed under Low and Medium complexities as well as provides the capability to support more add-ons, such as Cross Connect and in-region failover. By default, a single PAT address is assigned but up to 32 IP addresses including the PAT address can be supported on a standard basis with sufficient justification submitted by the Customer during the design phase.		
119	Active IDS/IPS-Basic	Active IDS/IPS-Basic	NF004
	Bidder's Product Description: This feature is applied on a per Secnet basis. Service includes IDS/IPS initial technical consultation and applies AT&T's best practices policy. Also includes IDS policy customization and addition of a limited set of custom IDS signatures to the profile as well as proactive investigational analysis for critical events and enablement of a limited set of automated IPS capabilities.		
120	Active IDS/IPS-Advanced	Active IDS/IPS-Advanced	NF005

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: Provides a more customized service level and alert thresholds to meet more specific IDS requirements including a higher degree of profiling and tuning of IDS policy to strip out "noise" and provide notification on critical events. Additionally, AT&T Security Analyst provides live investigational analysis for all IDS events assisting with recommended mitigation actions, and making firewall policy changes to eliminate a threat if warranted.		
121	Firewall Connection Bandwidth Options	Firewall Connection Bandwidth Options	Multiple (See feature IDs below)
	Bidder's Product Description: Bandwith between the VPN and Network-Based Firewall.		
122	NBFW Bandwidth 512K	NBFW Bandwidth 512K	NF006
	Bidder's Product Description: NBFW Bandwidth 512K		
123	NBFW Bandwidth 768K	NBFW Bandwidth 768K	NF007
	Bidder's Product Description: NBFW Bandwidth 768K		
124	NBFW Bandwidth 1M	NBFW Bandwidth 1M	NF008

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: NBFW Bandwidth 1M		
125	NBFW Bandwidth 1.5M	NBFW Bandwidth 1.5M	NF009
	Bidder's Product Description: NBFW Bandwidth 1.5M		
126	NBFW Bandwidth 2M	NBFW Bandwidth 2M	NF010
	Bidder's Product Description: NBFW Bandwidth 2M		
127	NBFW Bandwidth 3M	NBFW Bandwidth 3M	NF011
	Bidder's Product Description: NBFW Bandwidth 3M		
128	NBFW Bandwidth 4M	NBFW Bandwidth 4M	NF012
	Bidder's Product Description: NBFW Bandwidth 4M		
129	NBFW Bandwidth 4.5M	NBFW Bandwidth 4.5M	NF013

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: NBFW Bandwidth 4.5M		
130	NBFW Bandwidth 5M	NBFW Bandwidth 5M	NF014
	Bidder's Product Description: NBFW Bandwidth 5M		
131	NBFW Bandwidth 6M	NBFW Bandwidth 6M	NF015
	Bidder's Product Description: NBFW Bandwidth 6M		
132	NBFW Bandwidth 7M	NBFW Bandwidth 7M	NF016
	Bidder's Product Description: NBFW Bandwidth 7M		
133	NBFW Bandwidth 7.5M	NBFW Bandwidth 7.5M	NF017
	Bidder's Product Description: NBFW Bandwidth 7.5M		
134	NBFW Bandwidth 8M	NBFW Bandwidth 8M	NF018

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: NBFW Bandwidth 8M		
135	NBFW Bandwidth 9M	NBFW Bandwidth 9M	NF019
	Bidder's Product Description: NBFW Bandwidth 9M		
136	NBFW Bandwidth 10M	NBFW Bandwidth 10M	NF020
	Bidder's Product Description: NBFW Bandwidth 10M		
137	NBFW Bandwidth 10.5M	NBFW Bandwidth 10.5M	NF021
	NBFW Bandwidth 10.5M		
138	NBFW Bandwidth 12M	NBFW Bandwidth 12M	NF022
	Bidder's Product Description: NBFW Bandwidth 12M		
139	NBFW Bandwidth 15M	NBFW Bandwidth 15M	NF023
	Bidder's Product Description: NBFW Bandwidth 15M		

	Feature Name	Feature Description	Bidder's Product Identifier
140	NBFW Bandwidth 20M	NBFW Bandwidth 20M	NF024
	Bidder's Product Description: NBFW Bandwidth 20M		
141	NBFW Bandwidth 25M	NBFW Bandwidth 25M	NF025
	Bidder's Product Description: NBFW Bandwidth 25M		
142	NBFW Bandwidth 30M	NBFW Bandwidth 30M	NF026
	Bidder's Product Description: NBFW Bandwidth 30M		
143	NBFW Bandwidth 35M	NBFW Bandwidth 35M	NF027
	Bidder's Product Description: NBFW Bandwidth 35M		
144	NBFW Bandwidth 40M	NBFW Bandwidth 40M	NF028
	Bidder's Product Description: NBFW Bandwidth 40M		
145	NBFW	NBFW Bandwidth 45M	NF029

	Feature Name	Feature Description	Bidder's Product Identifier
	Bandwidth 45M		
	Bidder's Product Description: NBFW Bandwidth 45M		
146	NBFW Bandwidth 50M	NBFW Bandwidth 50M	NF030
	Bidder's Product Description: NBFW Bandwidth 50M		
147	NBFW Bandwidth 60M	NBFW Bandwidth 60M	NF031
	Bidder's Product Description: NBFW Bandwidth 60M		
148	NBFW Bandwidth 70M	NBFW Bandwidth 70M	NF032
	Bidder's Product Description: NBFW Bandwidth 70M		
149	NBFW Bandwidth 75M	NBFW Bandwidth 75M	NF033
	Bidder's Product Description: NBFW Bandwidth 75M		
150	NBFW Bandwidth 80M	NBFW Bandwidth 80M	NF034

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: NBFW Bandwidth 80M		
151	NBFW Bandwidth 90M	NBFW Bandwidth 90M	NF035
	Bidder's Product Description: NBFW Bandwidth 90M		
152	NBFW Bandwidth 100M	NBFW Bandwidth 100M	NF036
	Bidder's Product Description: NBFW Bandwidth 100M		
153	NBFW Bandwidth 125M	NBFW Bandwidth 125M	NF037
	Bidder's Product Description: NBFW Bandwidth 125M		
154	NBFW Bandwidth 135M	NBFW Bandwidth 135M	NF038
	Bidder's Product Description: NBFW Bandwidth 135M		
155	NBFW Bandwidth 150M	NBFW Bandwidth 150M	NF039

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: NBFW Bandwidth 150M		
156	NBFW Bandwidth 155M	NBFW Bandwidth 155M	NF040
	Bidder's Product Description: NBFW Bandwidth 155M		
157	NBFW Bandwidth 200M	NBFW Bandwidth 200M	NF041
	Bidder's Product Description: NBFW Bandwidth 200M		
158	NBFW Bandwidth 250M	NBFW Bandwidth 250M	NF042
	Bidder's Product Description: NBFW Bandwidth 250M		
159	NBFW Bandwidth 300M	NBFW Bandwidth 300M	NF043
	Bidder's Product Description: NBFW Bandwidth 300M		
160	NBFW Bandwidth 350M	NBFW Bandwidth 350M	NF044

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: NBFW Bandwidth 350M		
161	NBFW Bandwidth 400M	NBFW Bandwidth 400M	NF045
	Bidder's Product Description: NBFW Bandwidth 400M		
162	NBFW Bandwidth 450M	NBFW Bandwidth 450M	NF046
	Bidder's Product Description: NBFW Bandwidth 450M		
163	NBFW Bandwidth 500M	NBFW Bandwidth 500M	NF047
	Bidder's Product Description: NBFW Bandwidth 500M		
164	NBFW Bandwidth 600M	NBFW Bandwidth 600M	NF048
	Bidder's Product Description: NBFW Bandwidth 600M		
165	NBFW Bandwidth 700M	NBFW Bandwidth 700M	NF049

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: NBFW Bandwidth 700M		
166	NBFW Bandwidth 800M	NBFW Bandwidth 800M	NF050
	Bidder's Product Description: NBFW Bandwidth 800M		
167	NBFW Bandwidth 900M	NBFW Bandwidth 900M	NF051
	Bidder's Product Description: NBFW Bandwidth 900M		
168	NBFW Bandwidth 1000M	NBFW Bandwidth 1000M	NF052
	Bidder's Product Description: NBFW Bandwidth 1000M		
169	Additional Public IPv4 Addresses (blocks of 2)	Additional Public IPv4 Addresses (blocks of 2)	NF056
	Bidder's Product Description: If more than the allocated number of IPv4 addresses for the chosen Service Level are needed, extra IP addresses can be requested. Additional charges for extra IP addresses will apply.		
170	AT&T Managed	AT&T Managed Router Solution (MRS)	Multiple –

	Feature Name	Feature Description	Bidder's Product Identifier
	Router Solution (MRS)		See Feature IDs below
	Bidder's Product Description: Under the AT&T Managed Router Solution, AT&T provides, configures, monitors, manages and maintains the AT&T Owned or Customer Owned Equipment located at the Customer Site. The Equipment may consist of a router and other Equipment, as applicable, e.g. an asynchronous modem used to diagnose and manage the router. MRS is a complementary service to AT&T VPN services. The management demarcation point for AT&T VPN is the LAN interface card on the router at the Customer Site. Note: The customer must provide a non-PBX dial up line for each managed router.		
171	AT&T MRS Implementation Service	AT&T MRS Implementation Service	Multiple – See Feature IDs below
	Bidder's Product Description: AT&T MRS Implementation per Site (for up to 25 Sites per week during Standard Business Hours) (Monday - Friday, 8 a.m. - 5 p.m., local time)*		
172	AT&T MRS Implementation Service 1-24 sites	AT&T MRS Implementation Service 1-24 sites	MRSIM1
	Bidder's Product Description: AT&T MRS Implementation Service 1-24 sites		
174	AT&T MRS	AT&T MRS Implementation Service 25-99 sites	MRSIM2

	Feature Name	Feature Description	Bidder's Product Identifier
	Implementation Service 25-99 sites		
	Bidder's Product Description: AT&T MRS Implementation Service 25-99 sites		
175	AT&T MRS Implementation Service 100-399 sites	AT&T MRS Implementation Service 100-399 sites	MRSIM3
	Bidder's Product Description: AT&T MRS Implementation Service 100-399 sites		
176	AT&T MRS Implementation Service 400-999 sites	AT&T MRS Implementation Service 400-999 sites	MRSIM4
	Bidder's Product Description: AT&T MRS Implementation Service 400-999 sites		
177	AT&T MRS Implementation Service 1000+ sites	AT&T MRS Implementation Service 1000+ sites	MRSIM5
	Bidder's Product Description: AT&T MRS Implementation Service 1000+ sites		

	Feature Name	Feature Description	Bidder's Product Identifier
178	AT&T MRS Equipment Installation	AT&T MRS Equipment Installation	Multiple – See Feature IDs below
	Bidder's Product Description: AT&T MRS Equipment Installation during Standard Business Hours) (Monday - Friday, 8:00 am - 5:00 p.m., local time)*		
179	AT&T MRS Equipment Installation -Low Complexity	AT&T MRS Equipment Installation -Low Complexity	MRSISLC
	Bidder's Product Description: AT&T MRS Equipment Installation -Low Complexity Cisco 19xx, 29xx series routers or equivalent Juniper series routers.		
180	AT&T MRS Equipment Installation - Medium Complexity	AT&T MRS Equipment Installation -Medium Complexity	MRSISMC
	Bidder's Product Description: AT&T MRS Equipment Installation -Medium Complexity Cisco 39xx series routers or equivalent Juniper series routers.		
181	AT&T MRS Equipment Installation -High Complexity	AT&T MRS Equipment Installation -High Complexity	MRSISHC

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: AT&T MRS Equipment Installation -High Complexity Cisco 72xx, 73xx, 76xx, ASR1002 series routers or equivalent Juniper series routers.		
182	AT&T MRS Complete Network Management	AT&T MRS Complete Network Management	Multiple – See Feature IDs below
	Bidder's Product Description: AT&T MRS Complete Network Management		
183	AT&T MRS Complete Network Management - Low Complexity Routers	AT&T MRS Complete Network Management - Low Complexity Routers	MRSNMLC
	Bidder's Product Description: AT&T MRS Complete Network Management - Low Complexity Cisco 19xx, 29xx series routers or equivalent Juniper series routers.		
184	AT&T MRS Complete Network Management - Medium Complexity Routers	AT&T MRS Complete Network Management - Medium Complexity Routers	MRSNMMC

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: AT&T MRS Complete Network Management - Medium Complexity Cisco 39xx series routers or equivalent Juniper series routers.		
185	AT&T MRS Complete Network Management - High Complexity Routers	AT&T MRS Complete Network Management - High Complexity Routers	MRSNMHC
	Bidder's Product Description: AT&T MRS Complete Network Management - High Complexity Cisco 72xx, 73xx, 76xx, ASR1002 series routers or equivalent Juniper series routers.		
186	Moves, Adds, Changes and Deletes	AT&T MRS Life Cycle Management Features and Services	Multiple – See Feature IDs below
	Bidder's Product Description: Moves, Adds, Changes and Deletes consist of: Addition, Deletion or Moves of hardware at a Customer site, modifying routing tables, adding, deleting or modifying protocols or protocol prioritization schemes, Software Additions/Modifications of Serial and/or LAN connections. The AT&T Work Center will perform such work. Moves, Adds and Changes are provided on a per network, per transaction and/or per event basis as set forth in the Pricing Schedule, in the table entitled "Life Cycle Management Features." Any movement that is not an Inside Move is billed as a Site de-install and new order.		
187	Move Router Site (Inside move same floor) –	Move Router Site (Inside move same floor) – Low Complexity	13092L

	Feature Name	Feature Description	Bidder's Product Identifier
	Low Complexity		
	Bidder's Product Description: Cisco 19xx, 29xx series routers or equivalent Juniper series routers		
188	Move Router Site (Inside move different floor) – Low Complexity	Move Router Site (Inside move different floor) – Low Complexity	13093L
	Bidder's Product Description: Cisco 19xx, 29xx series routers or equivalent Juniper series routers		
189	Move Router Site (Inside move same floor) – Medium Complexity	Move Router Site (Inside move same floor) – Medium Complexity	13092M
	Bidder's Product Description: Cisco 39xx series routers or equivalent Juniper series routers		
190	Move Router Site (Inside move different floor) – Medium Complexity	Move Router Site (Inside move different floor) – Medium Complexity	13093M
	Bidder's Product Description: Cisco 39xx series routers or equivalent Juniper series routers		
191	Move Router Site	Move Router Site (Inside move same floor) – High	13092H

	Feature Name	Feature Description	Bidder's Product Identifier
	(Inside move same floor) – High Complexity	Complexity	
	Bidder's Product Description: Cisco 72xx, 73xx, 76xx, ASR1002 series routers or equivalent Juniper series routers		
192	Move Router Site (Inside move different floor) – High Complexity	Move Router Site (Inside move different floor) – High Complexity	13093H
	Bidder's Product Description: Cisco 72xx, 73xx, 76xx, ASR1002 series routers or equivalent Juniper series routers		
193	Router Site Add – Low Complexity	Router Site Add - Low Complexity	13118L
	Bidder's Product Description: Router Site Add - Low Complexity Cisco19xx, 29xx series routers or equivalent Juniper series routers.		
194	Router Site Add - Medium Complexity	Router Site Add - Medium Complexity	13118M
	Bidder's Product Description: Router Site Add - Medium Complexity Cisco 39xx series routers or equivalent Juniper series routers.		
195	Router Site Add -	Router Site Add - High Complexity	13118H

	Feature Name	Feature Description	Bidder's Product Identifier
	High Complexity		
	Bidder's Product Description: Router Site Add - High Complexity Cisco 72xx, 73xx, 76xx, ASR1002 series routers or equivalent Juniper series routers.		
196	Add/Delete Router Boards – Low Complexity	Add/Delete Router Boards – Low Complexity	13127L
	Bidder's Product Description: Add/Delete Router Boards – Low Complexity Cisco19xx, 29xx series routers or equivalent Juniper series routers		
197	Add/Delete Router Boards – Medium Complexity	Add/Delete Router Boards – Medium Complexity	13127M
	Bidder's Product Description: Add/Delete Router Boards – Medium Complexity Cisco 39xx series routers or equivalent Juniper series routers.		
198	Add/Delete Router Boards – High Complexity	Add/Delete Router Boards – High Complexity	13127H
	Bidder's Product Description: Add/Delete Router Boards – High Complexity Cisco 72xx, 73xx, 76xx, ASR1002 series routers or equivalent Juniper series routers.		
199	AT&T Managed	AT&T Managed Router Solution Router Configuration	13054S

	Feature Name	Feature Description	Bidder's Product Identifier
	Router Solution Router Configuration Changes - Simple	Changes- Simple	
	Bidder's Product Description: Simple Configuration changes will be performed as requested by Customer.		
200	AT&T Managed Router Solution Router Configuration Changes - Complex	AT&T Managed Router Solution Router Configuration Changes - Comples	13054C
	Bidder's Product Description: Complex Configuration changes will be performed as requested by Customer.		
	Bidder's Product Description:		
201	Site Insufficiently Prepared to Receive On-Site Services / Vendor Turn-Away	Site Insufficiently Prepared to Receive On-Site Services / Vendor Turn-Away	14570

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: Site Insufficiently Prepared to Receive On-Site Services / Vendor Turn-Away		
202	Cancellation to Receive On-Site Services with Less than Five Business Days notice to AT&T	Cancellation to Receive On-Site Services with Less than Five Business Days notice to AT&T	13109A
	Bidder's Product Description: Cancellation to Receive On-Site Services with Less than Five Business Days notice to AT&T		
203	MRS Supplementary Professional, Engineering and Technical Services Standard Hours (8am – 5pm local time)	Supplementary Professional, Engineering and Technical Services Standard Hours (8am – 5pm local time)	13109B
	Bidder's Product Description: AT&T will provide supplementary engineering and technical activities, including but not limited to network re-design and re-configuration to support additional protocols, re-addressing of the network and other agreed upon changes These activities will be defined on a per Customer basis (detailed Scope of Work required) and will be priced according to the Professional services rates and charges as defined in the Pricing Schedule, in the section entitled "Supplementary Professional, Engineering and Technical Services."		
204	Supplementary	Supplementary Professional, Engineering and Technical	13109D

	Feature Name	Feature Description	Bidder's Product Identifier
	Professional, Engineering and Technical Services Non-Standard Hours	Services Non-Standard Hours	
	Bidder's Product Description: AT&T will provide supplementary engineering and technical activities, including but not limited to network re-design and re-configuration to support additional protocols, re-addressing of the network and other agreed upon changes. These activities will be defined on a per Customer basis (detailed Scope of Work required) and will be priced according to the Professional services rates and charges as defined in the Pricing Schedule, in the section entitled "Supplementary Professional, Engineering and Technical Services."		
206	AT&T Managed Router Solution Analog (POTS) Dial Backup Management	AT&T Managed Router Solution Analog (POTS) Dial Backup Management	13060A
	Bidder's Product Description: The Dial Backup feature offers Customers the ability to backup their primary Wide Area		

	Feature Name	Feature Description	Bidder's Product Identifier
	Network (WAN) circuits with secondary switched circuits in order to protect against network and/or access failures. The managed ISDN and Analog Dial back up features require Customer to obtain ISDN line (BRI or PRI) or Analog Dial line. Analog dial backup provides for individual telephone lines at remote sites to access a dial line at speeds up to 56k in case of primary transport failure. HUB sites may be configured with multiple, bonded analog lines to backup the primary transport in increments of 56k.		
207	AT&T Managed Router Solution ISDN Basic Rate Interface (BRI) Dial Backup Management	AT&T Managed Router Solution ISDN Basic Rate Interface (BRI) Dial Backup Management	13060B
	Bidder's Product Description: The Dial Backup feature offers Customers the ability to backup their primary Wide Area Network (WAN) circuits with secondary switched circuits in order to protect against network and/or access failures. The managed ISDN and Analog Dial back up features require Customer to obtain ISDN line (BRI or PRI) or Analog Dial line. BRI ports for ISDN may be added to a site router. Up to 4 BRI ports per site router are allowed, subject to capability constraints of the site router.		
208	AT&T Managed Router Solution ISDN Primary Rate Interface (PRI) Dial Backup Management	AT&T Managed Router Solution ISDN Primary Rate Interface (PRI) Dial Backup Management	13060C

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: The Dial Backup feature offers Customers the ability to backup their primary Wide Area Network (WAN) circuits with secondary switched circuits in order to protect against network and/or access failures. The managed ISDN and Analog Dial back up features require Customer to obtain ISDN line (BRI or PRI) or Analog Dial line. PRI port for ISDN may be added to a site router, subject to capability constraints of the site router.		
209	AT&T Managed Router Solution TACACS Read Only Access – Router Enablement	AT&T Managed Router Solution TACACS Read Only Access – Router Enablement	TACACSRE
	Bidder's Product Description: TACACS (Terminal Access Controller Access Control System) Read Only Access Provides secure remote access to AT&T Managed router using an authentication protocol that allows a remote (customer) access server to forward a customer user's logon password to an AT&T server to determine whether access can be allowed to a router.		
210	AT&T Managed Router Solution TACACS Read Only Access - Support	AT&T Managed Router Solution TACACS Read Only Access - Support	TACACSRS

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: TACACS (Terminal Access Controller Access Control System) Read Only Access Provides secure remote access to AT&T Managed router using an authentication protocol that allows a remote (customer) access server to forward a customer user's logon password to an AT&T server to determine whether access can be allowed to a router.		
211	AT&T Managed Router Solution TACACS Read Only Access – Enablement 1 to 6 Enabled Employees	AT&T Managed Router Solution TACACS Read Only Access – Enablement 1 to 6 Enabled Employees	TACACS1
	Bidder's Product Description: A user will be authorized to execute simple router commands, extended ping, extended trace route, show tech-support commands to view basic router features, interface status and router configuration information. *TACACS Read Only Access is not available for more than 25 Enabled Employees for a defined customer entity.		
212	AT&T Managed Router Solution TACACS Read Only Access – Enablement 7 to 12 Enabled Employees	AT&T Managed Router Solution TACACS Read Only Access – Enablement 7 to 12 Enabled Employees	TACACS2

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: A user will be authorized to execute simple router commands, extended ping, extended trace route, show tech-support commands to view basic router features, interface status and router configuration information. *TACACS Read Only Access is not available for more than 25 Enabled Employees for a defined customer entity.		
213	AT&T Managed Router Solution TACACS Read Only Access – Enablement 13 to 25 Enabled Employees	AT&T Managed Router Solution TACACS Read Only Access – Enablement 13 to 25 Enabled Employees	TACACS3
	Bidder's Product Description: A user will be authorized to execute simple router commands, extended ping, extended trace route, show tech-support commands to view basic router features, interface status and router configuration information. *TACACS Read Only Access is not available for more than 25 Enabled Employees for a defined customer entity.		
214	AVPN Managed Service Bundles Optional Up lift Features and Services	AVPN Managed Service Bundles Optional Up lift Features and Services for managed routers bundles offered in 1.2.2.8.3 – 1.2.2.8.7.	Multiple IDs (see below)

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: Router Protocol, Memory and Misc Managed Router Feature Upgrades for managed routers bundles offered in 1.2.2.8.3 – 1.2.2.8.7.		
215	Data IOS for Cisco 19XX Series managed router feature upgrade	Data IOS for Cisco 19XX Series managed router feature upgrade formerly offered in 1.2.2.8.3 – 1.2.2.8.7.	MRU01
	Bidder's Product Description: Data IOS for Cisco 19XX Series managed router feature upgrade		
216	Security IOS for Cisco 19XX Series managed router feature upgrade	Security IOS for Cisco 19XX Series managed router feature upgrade	MRU02
	Bidder's Product Description: Security IOS for Cisco 19XX Series managed router feature upgrade		
217	Data IOS for Cisco 29XX Series managed router feature upgrade	Data IOS for Cisco 29XX Series managed router feature upgrade	MRU03

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: Data IOS for Cisco 29XX Series managed router feature upgrade		
218	Security IOS for Cisco 29XX Series managed router feature upgrade	Security IOS for Cisco 29XX Series managed router feature upgrade	MRU04
	Bidder's Product Description: Security IOS for Cisco 29XX Series managed router feature upgrade		
219	Data IOS for Cisco 39XX Series managed router feature upgrade	Data IOS for Cisco 39XX Series managed router feature upgrade	MRU05
	Bidder's Product Description: Data IOS for Cisco 29XX Series managed router feature upgrade		
220	Security IOS for Cisco 39XX Series managed router feature upgrade	Security IOS for Cisco 39XX Series managed router feature upgrade	MRU06
	Bidder's Product Description: Security IOS for Cisco 39XX Series managed router feature upgrade		

	Feature Name	Feature Description	Bidder's Product Identifier
221	Adv Ent IOS for DLSw and IPSEC Cisco ASR 1000 Series RP1 managed router feature upgrade	Adv Ent IOS for DLSw and IPSEC Cisco ASR 1000 Series RP1 managed router feature upgrade	MRU07
	Bidder's Product Description: Adv Ent IOS for DLSw and IPSEC Cisco ASR 1000 Series RP1 managed router feature upgrade		
222	Copper SFP - SX Cisco 2-Port Gigabit Ethernet Shared Port Adapter for ASR1000 series managed router feature upgrade	Copper SFP - SX Cisco 2-Port Gigabit Ethernet Shared Port Adapter for ASR1000 series managed router feature upgrade	MRU10
	Bidder's Product Description: Copper SFP - SX Cisco 2-Port Gigabit Ethernet Shared Port Adapter for ASR1000 series managed router feature upgrade		

	Feature Name	Feature Description	Bidder's Product Identifier
223	2 port 100M Ethernet Cisco 4-Port Fast Ethernet (TX) Shared Port Adapter for ASR1000 series managed router feature upgrade	2 port 100M Ethernet Cisco 4-Port Fast Ethernet (TX) Shared Port Adapter for ASR1000 series managed router feature upgrade	MRU11
	Bidder's Product Description: 2 port 100M Ethernet Cisco 4-Port Fast Ethernet (TX) Shared Port Adapter for ASR1000 series managed router feature upgrade		
224	GE SFP, LC connector LX/LH transceiver managed router feature upgrade	GE SFP, LC connector LX/LH transceiver managed router feature upgrade	MRU12
	Bidder's Product Description: GE SFP, LC connector LX/LH transceiver managed router feature upgrade		
225	GE SFP, LC connector SX transceiver managed router feature upgrade	GE SFP, LC connector SX transceiver managed router feature upgrade	MRU13

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: GE SFP, LC connector SX transceiver managed router feature upgrade		
226	1000BASE-T SFP managed router feature upgrade	1000BASE-T SFP managed router feature upgrade	MRU14
	Bidder's Product Description: 1000BASE-T SFP managed router feature upgrade		
227	1-port 10/100 Routed Port HWIC managed router feature upgrade	1-port 10/100 Routed Port HWIC managed router feature upgrade	MRU15
	Bidder's Product Description: 1-port 10/100 Routed Port HWIC managed router feature upgrade		
228	GigE high speed WIC managed router feature upgrade	GigE high speed WIC managed router feature upgrade	MRU16
	Bidder's Product Description: GigE high speed WIC managed router feature upgrade		

	Feature Name	Feature Description	Bidder's Product Identifier
229	1-Port Serial WAN Interface Card managed router feature upgrade	1-Port Serial WAN Interface Card managed router feature upgrade	MRU17
	1-Port Serial WAN Interface Card managed router feature upgrade		
230	4-Port 10/100 Ethernet switch interface card managed router feature upgrade	4-Port 10/100 Ethernet switch interface card managed router feature upgrade	MRU18
	Bidder's Product Description: 4-Port 10/100 Ethernet switch interface card managed router feature upgrade		
231	1000BASE-SX SFP (DOM) managed router feature upgrade	1000BASE-SX SFP (DOM) managed router feature upgrade	MRU19
	Bidder's Product Description: 1000BASE-SX SFP (DOM) managed router feature upgrade		

	Feature Name	Feature Description	Bidder's Product Identifier
232	1-Port 2nd Gen Multiflex Trunk Voice/WAN Int. Card - T1/E1 managed router feature upgrade	1-Port 2nd Gen Multiflex Trunk Voice/WAN Int. Card - T1/E1 managed router feature upgrade	MRU20
	Bidder's Product Description: 1-Port 2nd Gen Multiflex Trunk Voice/WAN Int. Card - T1/E1 managed router feature upgrade		
233	2-Port 2nd Gen Multiflex Trunk Voice/WAN Int. Card - T1/E1 managed router feature upgrade	2-Port 2nd Gen Multiflex Trunk Voice/WAN Int. Card - T1/E1 managed router feature upgrade	MRU21
	Bidder's Product Description: 2-Port 2nd Gen Multiflex Trunk Voice/WAN Int. Card - T1/E1 managed router feature upgrade		
234	COS device 4 port COS switch managed router feature upgrade	COS device 4 port COS switch managed router feature upgrade	MRU22
	Bidder's Product Description: COS device 4 port COS switch managed router feature upgrade		

	Feature Name	Feature Description	Bidder's Product Identifier
235	Cable from: OOB modem to: COS/4 managed router feature upgrade	Cable from: OOB modem to: COS/4 managed router feature upgrade	MRU24
	Bidder's Product Description: Cable from: OOB modem to: COS/4 managed router feature upgrade		
236	Cable from: CO to: Router's Console Port (DB25M-RJ45, 10ft.) managed router feature upgrade	Cable from: CO to: Router's Console Port (DB25M-RJ45, 10ft.) managed router feature upgrade	MRU25
	Bidder's Product Description: Cable from: CO to: Router's Console Port (DB25M-RJ45, 10ft.) managed router feature upgrade		
237	SC type to SC type MMF 62.5 micron 15' for WS-G5484 modules managed router feature upgrade	SC type to SC type MMF 62.5 micron 15' for WS-G5484 modules managed router feature upgrade	MRU26

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: SC type to SC type MMF 62.5 micron 15' for WS-G5484 modules managed router feature upgrade		

	Feature Name	Feature Description	Bidder's Product Identifier

	Feature Name	Feature Description	Bidder's Product Identifier
	Pacific	Pacific	

	Feature Name	Feature Description	Bidder's Product Identifier
	Pacific		

	Feature Name	Feature Description	Bidder's Product Identifier
	Pacific	Pacific	
	Pacific		

	Feature Name	Feature Description	Bidder's Product Identifier
238	Applications	Applications Traffic Analyzer	Mulitple IDs

	Feature Name	Feature Description	Bidder's Product Identifier
	Traffic Analyzer		– See listed below

Bidder's Product Description:

The ATA service is an analysis tool used to measure the detailed characteristics of designated applications traffic flows. This tool is made available through a dynamic reports-based engine accessed by the customer via BusinessDirect®. AT&T will provide to Customer the instructions and User IDs necessary to access AT&T BusinessDirect®, or, if applicable, add the ATA reporting feature to existing User IDs.

AT&T's ATA Service consists of generating, collecting, sampling and reporting flow data at the router level. A flow is defined as a series of uni-directional packets with seven unique keys: the sampled IP protocol; the source and destination IP addresses; the source and destination ports (in the case of TCP and UDP traffic); the TOS byte; and the input logical Interface. ATA measures the detailed characteristics of each traffic flow and that information is then made available through dynamic reports based on combinations of these parameters, as well as Customer and network-specific parameters: e.g. breaking down traffic across all ATA-enabled ports of Customer's network facing AT&T, by application, the traffic for a given class of service and a given Source IP address. ATA provides an understanding of the traffic flows that traverse a network: it can be used for traffic engineering (e.g. CoS partitioning), traffic analysis, advanced troubleshooting, internal accounting, and security.

ATA is available for use only on Underlying Services; that is, only on AT&T network managed services approved by AT&T for use with the APM Service. Approved Underlying Services are:

- AT&T Enhanced Virtual Private Network Service ("Enhanced VPN");
- Managed AT&T VPN
- AT&T Managed Router Solution ("MRS"), Essential or Complete, using either IPeFR or AT&T VPN as transport.

Not all Services' features or capabilities are fully compatible with APM, including for example

	Feature Name	Feature Description	Bidder's Product Identifier
	but without limitation, VoIP, Multicast, IP v6, and CoS effectiveness. For instance, there may be service degradation risks to Customers using Voice over IP, including to VoEVPN Customers. All customers should carefully evaluate their network prior to ordering APM for use with potentially incompatible services.		
239	ATA Device Set Up	ATA Device Set Up	ATA001
	Bidder's Product Description: ATA Device Set Up		
240	ATA Device Move, ADD, Change	ATA Device Move, ADD, Change	ATA002
	Bidder's Product Description: ATA Device Move, ADD, Change		
241	ATA Device Management - Small	ATA Device Management - Small	ATA003
	Bidder's Product Description: Up to and including 4xT1/E1, or up to a maximum of 8 Megabits for an Ethernet connection.		
242	ATA Device Management - Medium	ATA Device Management - Medium	ATA004

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: Above 4xT1/E1, up to and including T3/E3/DS3, or up to a maximum of 50 Megabits for an Ethernet connection.		
243	ATA Device Management - Large	ATA Device Management - Large	ATA005
	Bidder's Product Description: Above T3/E3/DS3, up to and including OC3/STM-1, or up to a maximum of 200 Megabits for an Ethernet connection.		
244	WAN Acceleration Service	WAN Acceleration Service	Mulitple IDs – See listed below
	Bidder's Product Description: WAN Acceleration offers a hardware and software based solution to improve application performance by better utilization of WAN bandwidth. WAN Acceleration requires an approved Appliance at both ends of the network. Each customer must order a Central Manager device to configure and manage the WAN Acceleration service. AT&T will configure each designated WAN Acceleration Appliance using either inline or Web Cache Control Protocol ("WCCP") WAN acceleration, at AT&T's option. For inline WAN acceleration, the Appliance is directly in line or in the path of the network traffic; all traffic flows through the acceleration Appliance, and is accelerated based on the configurations of the Appliance. For WCCP WAN acceleration, AT&T configures the Underlying Service routers with IP Access Control lists or other traffic redirect instructions designed to redirect select traffic to the acceleration Appliance. WAN Acceleration Service is available for use only on Underlying Services; that is, only on AT&T network managed services approved by AT&T for use with the APM Service. Approved Underlying Services are:		

	Feature Name	Feature Description	Bidder's Product Identifier
	• AT&T Enhanced Virtual Private Network Service ("Enhanced VPN"); • Managed AT&T VPN • AT&T Managed Router Solution ("MRS"), Essential or Complete, using either IPeFR or AT&T VPN as transport. Not all Services' features or capabilities are fully compatible with APM, including for example but without limitation, VoIP, Multicast, IP v6, and CoS effectiveness. For instance, there may be service degradation risks to Customers using Voice over IP, including to VoEVPN Customers. All customers should carefully evaluate their network prior to ordering APM for use with potentially incompatible services.		
245	WAS AT&T Owned Cisco X74 Models	WAS AT&T Owned Cisco X74 Models	Mulitple IDs – See listed below.
	Bidder's Product Description: WAS AT&T Owned Cisco X74 Models		
246	WAS- Small Site Appliance – Set up	WAS- Small Site Appliance – Set up	WAS001
	Bidder's Product Description: AT&T Owned Cisco X74 Models		
247	WAS- Small Site Appliance – Management	WAS- Small Site Appliance – Management	WAS011
	Bidder's Product Description: AT&T Owned Cisco X74 Models		

	Feature Name	Feature Description	Bidder's Product Identifier
248	WAS - Small Site Network Module Card - Type 1 NM – Set up	WAS - Small Site Network Module Card - Type 1 NM – Set up	WAS002
	Bidder's Product Description: AT&T Owned Cisco X74 Models		
249	WAS - Small Site Network Module Card - Type 1 NM – Management	WAS - Small Site Network Module Card - Type 1 NM – Management	WAS012
	Bidder's Product Description: AT&T Owned Cisco X74 Models		
250	WAS - Small Site Network Module Card - Type 2 NM – Set Up	WAS - Small Site Network Module Card - Type 2 NM – Set Up	WAS003
	Bidder's Product Description: AT&T Owned Cisco X74 Models		
251	WAS - Small Site Network Module Card - Type 2 NM – Management	WAS - Small Site Network Module Card - Type 2 NM – Management	WAS013

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: AT&T Owned Cisco X74 Models		
252	WAS - Small Site Network Module Card - Type 3 SRE – Set UP	WAS - Small Site Network Module Card - Type 3 SRE – Set UP	WAS004
	Bidder's Product Description: AT&T Owned Cisco X74 Models		
253	WAS - Small Site Network Module Card - Type 3 SRE – Management	WAS - Small Site Network Module Card - Type 3 SRE – Management	WAS014
	Bidder's Product Description: AT&T Owned Cisco X74 Models		
254	WAS - Small Site Network Module Card - Type 4 SRE – Set up	WAS - Small Site Network Module Card - Type 4 SRE – Set up	WAS005
	Bidder's Product Description: AT&T Owned Cisco X74 Models		
255	WAS - Small	WAS - Small Site Network Module Card - Type 4 SRE –	WAS015

	Feature Name	Feature Description	Bidder's Product Identifier
	Site Network Module Card - Type 4 SRE – Management	Management	
	Bidder's Product Description: AT&T Owned Cisco X74 Models		
256	WAS- Medium Site – Set up	WAS- Medium Site – Set up	WAS006
	Bidder's Product Description: AT&T Owned Cisco X74 Models		
257	WAS- Medium Site – Management	WAS- Medium Site – Management	WAS016
	Bidder's Product Description: AT&T Owned Cisco X74 Models		
258	WAS- Large Site – Set Up	WAS- Large Site – Set Up	WAS007
	Bidder's Product Description: AT&T Owned Cisco X74 Models		
259	WAS- Large Site – Management	WAS- Large Site – Management	WAS017

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: AT&T Owned Cisco X74 Models		
260	WAS- XL Data Center Site – Set Up	WAS- XL Data Center Site – Set Up	WAS008
	Bidder's Product Description: AT&T Owned Cisco X74 Models		
261	WAS- XL Data Center Site – Management	WAS- XL Data Center Site – Management	WAS018
	Bidder's Product Description: AT&T Owned Cisco X74 Models		
262	WAS- Central Manager – Set Up	WAS- Central Manager – Set Up	WAS009
	Bidder's Product Description: AT&T Owned Cisco X74 Models		
263	WAS- Central Manager – Management	WAS- Central Manager – Management	WAS019
	Bidder's Product Description: AT&T Owned Cisco X74 Models		

	Feature Name	Feature Description	Bidder's Product Identifier
264	WAS- Move, Add, or Change	WAS- Move, Add, or Change	WAS010
	Bidder's Product Description: AT&T Owned Cisco X74 Models		
265	WAS AT&T Owned Cisco X94 Models	WAS AT&T Owned Cisco X94 Models	Mulitple IDs – See listed below.
	Bidder's Product Description: WAS AT&T Owned Cisco X94 Models		
266	WAS- Small Site Appliance – Set up	WAS- Small Site Appliance – Set up	WAS101
	Bidder's Product Description: WAS AT&T Owned Cisco X94 Models		
267	WAS- Small Site Appliance – Management	WAS- Small Site Appliance – Management	WAS111
	Bidder's Product Description: WAS AT&T Owned Cisco X94 Models		
268	WAS - Small Site Network Module Card - Type 5 (710) SRE – Set UP	WAS - Small Site Network Module Card - Type 5 (710) SRE – Set UP	WAS102

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: WAS AT&T Owned Cisco X94 Models		
269	WAS - Small Site Network Module Card - Type 5 (710) SRE – Management	WAS - Small Site Network Module Card - Type 5 (710) SRE – Management	WAS112
	Bidder's Product Description: WAS AT&T Owned Cisco X94 Models		
270	WAS - Small Site Network Module Card - Type 6 (910) SRE – Set up	WAS - Small Site Network Module Card - Type 6 (910) SRE – Set up	WAS103
	Bidder's Product Description: WAS AT&T Owned Cisco X94 Models		
271	WAS - Small Site Network Module Card - Type 6 (910) SRE – Management	WAS - Small Site Network Module Card - Type 6 (910) SRE – Management	WAS113
	Bidder's Product Description: WAS AT&T Owned Cisco X94 Models		

	Feature Name	Feature Description	Bidder's Product Identifier
272	WAS- Medium Site – Set up	WAS- Medium Site – Set up	WAS104
	Bidder's Product Description: WAS AT&T Owned Cisco X94 Models		
273	WAS- Medium Site – Management	WAS- Medium Site – Management	WAS114
	Bidder's Product Description: WAS AT&T Owned Cisco X94 Models		
274	WAS- Large Site – Set Up	WAS- Large Site – Set Up	WAS105
	Bidder's Product Description: WAS AT&T Owned Cisco X94 Models		
275	WAS- Large Site – Management		WAS115
	Bidder's Product Description: WAS AT&T Owned Cisco X94 Models		
276	WAS- XL Data Center Site – Set Up	WAS- XL Data Center Site – Set Up	WAS106
	Bidder's Product Description: WAS AT&T Owned Cisco X94 Models		

	Feature Name	Feature Description	Bidder's Product Identifier
277	WAS- XL Data Center Site – Management	WAS- XL Data Center Site – Management	WAS116
	Bidder's Product Description: WAS AT&T Owned Cisco X94 Models		
278	WAS- Central Manager – Set Up	WAS- Central Manager – Set Up	WAS107
	Bidder's Product Description: WAS AT&T Owned Cisco X94 Models		
279	WAS- Central Manager – Management	WAS- Central Manager – Management	WAS117
	Bidder's Product Description: WAS AT&T Owned Cisco X94 Models		
280	WAS- Move, Add or Change	WAS- Move, Add orChange	WAS108
	Bidder's Product Description: WAS AT&T Owned Cisco X94 Models		
281	WAS AT&T Owned Riverbed Devices	WAS AT&T Owned Riverbed Devices	Mulitple IDs – See listed below.

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: WAS AT&T Owned Riverbed Devices		
282	WAS - Small Site Appliance - Type 1 – Set up	WAS - Small Site Appliance - Type 1 – Set up	WAS201
	Bidder's Product Description: WAS AT&T Owned Riverbed Devices		
283	WAS - Small Site Appliance - Type 1 – Management	WAS - Small Site Appliance - Type 1 – Management	WAS211
	Bidder's Product Description: WAS AT&T Owned Riverbed Devices		
284	WAS - Small Site Appliance - Type 2 – Set up	WAS - Small Site Appliance - Type 2 – Set up	WAS202
	Bidder's Product Description: WAS AT&T Owned Riverbed Devices		
285	WAS - Small Site Appliance - Type 2 – Management	WAS - Small Site Appliance - Type 2 – Management	WAS212

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: WAS AT&T Owned Riverbed Devices		
286	WAS - Small Site Appliance - Type 3 – Set up	WAS - Small Site Appliance - Type 3 – Set up	WAS203
	Bidder's Product Description: WAS AT&T Owned Riverbed Devices		
287	WAS - Small Site Appliance - Type 3 – Management	WAS - Small Site Appliance - Type 3 – Management	WAS213
	Bidder's Product Description: WAS AT&T Owned Riverbed Devices		
288	WAS- Medium Site – Set up	WAS- Medium Site – Set up	WAS204
	Bidder's Product Description: WAS AT&T Owned Riverbed Devices		
289	WAS- Medium Site – Management	WAS- Medium Site – Management	WAS214
	Bidder's Product Description: WAS AT&T Owned Riverbed Devices		

	Feature Name	Feature Description	Bidder's Product Identifier
290	WAS- Large Site – Set Up	WAS- Large Site – Set Up	WAS205
	Bidder's Product Description: WAS AT&T Owned Riverbed Devices		
291	WAS- Large Site – Management	WAS- Large Site – Management	WAS215
	Bidder's Product Description: WAS AT&T Owned Riverbed Devices		
292	WAS- XL Data Center Site – Set Up	WAS- XL Data Center Site – Set Up	WAS206
	Bidder's Product Description: WAS AT&T Owned Riverbed Devices		
293	WAS- XL Data Center Site – Management	WAS- XL Data Center Site – Management	WAS216
	Bidder's Product Description: WAS AT&T Owned Riverbed Devices		
294	WAS- Central Manager – Set Up	WAS- Central Manager – Set Up	WAS207
	Bidder's Product Description: WAS AT&T Owned Riverbed Devices		

	Feature Name	Feature Description	Bidder's Product Identifier
295	WAS- Central Manager – Management	WAS- Central Manager – Management	WAS217
	Bidder's Product Description: WAS AT&T Owned Riverbed Devices		
296	WAS- Move, Add or Change	WAS- Move, Add or Change	WAS208
	Bidder's Product Description: WAS AT&T Owned Riverbed Devices		
297	AT&T Telepresence Solution	AT&T Telepresence Solution	Multiple (See feature IDs below)
	Bidder's Product Description: AT&T Telepresence Solution (ATS) is a managed and hosted video collaboration service that utilizes the AT&T VPN architecture. It provides a number of flexible options to meet a wide range of customer needs. The service offers two different standard ATS deployment options and two different ATS CPE options. The ATS deployment options include Hosted and Enterprise. The C or EX series CPE model is enterprise only (gatekeeper/ call signaling on the client premises). The Hosted deployment option provides a fully managed solution with full call control and scheduling support in a cloud based solution. The Enterprise deployment option provides a fully managed solution with dedicated customer premises based call control and integration with common customer groupware scheduling. A third option is available for existing Telepresence locations where a fully managed bundle is not required and is called Gateway Connect. The Gateway Connect deployment option provides business to business calling capabilities for customer managed Telepresence room environments.	

	Feature Name	Feature Description	Bidder's Product Identifier
298	Cisco ATS Bundles	Cisco ATS Bundles	Multiple IDs (see below)
	Cisco ATS Bundles		
299	Managed ATS Service EX 60- Desktop	Managed ATS Service EX 60- Desktop	23124
	Bidder's Product Description: EX 60- Desktop monitor- full bundle includes PD, Equip, Mgt & 8x5 Maint bus exchange connectivity (Self Install)		
300	Managed ATS Service - EX90	Managed ATS Service - EX90	23125
	Bidder's Product Description: EX 90- Desktop monitor- full bundle includes PD, Equip, Mgt & 8x5 Maint bus exchange connectivity (Self Install		
301	Managed ATS service-SX 20	Managed ATS service-SX 20	23549
	Bidder's Product Description: Managed ATS service-SX 20 full bundle includes PD, Equip, Mgt & 8x5 Maint bus exchange connectivity		
302	Managed ATS service-MX 200	Managed ATS service-MX 200	23527

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: Managed ATS service-MX 200 full bundle includes PD, Equip, Mgt & 8x5 Maint bus exchange connectivity (self install)		
303	Managed ATS service-MX 300	Managed ATS service-MX 300	23537
	Bidder's Product Description: Managed ATS service-MX 300 full bundle includes PD, Equip, Mgt & 8x5 Maint bus exchange connectivity (self install)		
304	Managed ATS service C40/42	Managed ATS service C40/42	23121
	Bidder's Product Description: Managed ATS service C40/42 full bundle includes PD, Equip, Mgt & 8x5 Maint bus exchange connectivity		
305	Managed ATS service C40/55	Managed ATS service C40/55	23603
	Bidder's Product Description: Managed ATS service C40/55 full bundle includes PD, Equip, Mgt & 8x5 Maint bus exchange connectivity		
306	Managed ATS Service - C60/65"	Managed ATS Service - C60/65"	23119
	Bidder's Product Description: Managed ATS Service - C60/65" full bundle includes PD, Equip, Mgt & 8x5 Maint bus exchange connectivity		

	Feature Name	Feature Description	Bidder's Product Identifier
307	Managed ATS service - C60w55	Managed ATS service - C60w55	23583
	Bidder's Product Description: Managed ATS service - C60w55 full bundled-equipment, implementation, installation, management, maintenance-		
308	Managed ATS service - C60wDual55	Managed ATS service - C60wDual55	23593
	Bidder's Product Description: Managed ATS service - C60wDual55 full bundle-equipment, implementation, installation, management, maintenance		
309	Managed ATS Service - C90/Dual 65"	Managed ATS Service - C90/Dual 65"	23123
	Bidder's Product Description: Managed ATS Service - C90/Dual 65" full bundled-equipment, implementation, installation, management, maintenance-		
310	Managed ATS Service - TX1310-65	Managed ATS Service - TX1310-65	23559
	Bidder's Product Description: Managed ATS service - TX1310-65 full bundled-equipment, implementation, installation, management, maintenance- minus router and switch		
311	TX 9000	TX 9000	23569

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: Managed ATS service - TX9000- full bundled-full bundle-equipment, implementation, installation, management, maintenance- screens		
312	TX 9200	TX 9200	62357
	Bidder's Product Description: Managed ATS service - TX9200- full bundled-full bundle-equipment, implementation, installation, management, maintenance- screens		
313	ATS Managed Service - EX SM Router- 2821- full bundle-equipment, implementation, installation, management, maintenance-supports 1-3 screens	ATS Managed Service - EX SM Router- 2821- full bundle-equipment, implementation, installation, management, maintenance-supports 1-3 screens	23150
	Bidder's Product Description: ATS Managed Service - EX SM Router- 2821- full bundle-equipment, implementation, installation, management, maintenance-supports 1-3 screens		
314	ATS Managed Service - Small Router	ATS Managed Service - Small Router	23152

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: ATS Managed Service - SM Router- full bundle-equipment, implementation, installation, management, maintenance-supports 4-6 screens		
315	ATS Managed Service -Large Router	ATS Managed Service -Large Router	23154
	Bidder's Product Description: ATS Managed Service - MED Router- full bundle-equipment, implementation, installation, management, maintenance-supports 6-15 screens		
316	ATS Managed Service - Small Switch	ATS Managed Service - Small Switch	23728
	Bidder's Product Description: ATS Managed Service - Small Switch full bundle-equipment, implementation, installation, management, maintenance-supports 1-3 screens		
317	ATS Managed Service - Medium Switch	ATS Managed Service - Medium Switch	23723
	Bidder's Product Description: Switch-full bundle-equipment, implementation, installation, management, maintenance		
318	Switch/required for immersive	Switch/required for immersive	23158

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: Switch-full bundle-equipment, implementation, installation, management, maintenance		
319	ATS Managed Service - VCS-Controller w/10 non-traversal	ATS Managed Service - VCS-Controller w/10 non-traversal	23224
	Bidder's Product Description: Fully bundled and managed ATS Mgd VCS Controller w/10 non-traversal		
320	ATS Managed Service - TMS Medium Server	ATS Managed Service - TMS Medium Server	23261
	Bidder's Product Description: Fully bundled ATS Managed Service - TMS Medium Server		
321	ATS Mgd VCS Expressway w/5 traversal calls	ATS Mgd VCS Expressway w/5 traversal calls	23244
	Bidder's Product Description: fFully bundled ATS Managed Service- if customer requires a firewall- VCS-Expressway		
322	ATS Mgd Service - MSE 8000 - Chassis	ATS Mgd Service - MSE 8000 - Chassis	23164
	Bidder's Product Description: Full bundled ATS management service- Codian/ chassis		

	Feature Name	Feature Description	Bidder's Product Identifier
323	ATS Mgd Svc - MSE 8000 8710/16 ServerBlade	ATS Mgd Svc - MSE 8000 8710/16 ServerBlade	23171
	Bidder's Product Description: Full bundled ATS management service- Codian/ server blade		
324	ATS Mgd Svc - MSE 8000 8710 software management service	ATS Mgd Svc - MSE 8000 8710 Software management service	23174
	Bidder's Product Description: Full bundled ATS management service- Codian software management service		
325	ATS Mgd Service - ISDN 8321 Blade	ATS Mgd Service - ISDN 8321 Blade	23183
	Bidder's Product Description: Full bundled ATS management service- Codian ISDN blade		
326	ATS Mgd Service-ISDN 8321 software management service per PRI up to 8 PRI ports on Blade	ATS Mgd Service-ISDN 8321 software management service per PRI up to 8 PRI ports on Blade	23186

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: Full bundled ATS management service- Codian ISDN software management service		
327	Usage sensitive billing per endpoint TX1310 (1) screen TP on-net usage	Usage sensitive billing per endpoint TX1310 (1) screen TP on-net usage	22728
	Bidder's Product Description: Usage sensitive billing per endpoint TX1310 (1) screen TP on-net usage		
328	Usage sensitive billing per endpoint TX9000 (3) screen TP on-net usage	Usage sensitive billing per endpoint TX9000 (3) screen TP on-net usage	22729
	Bidder's Product Description: Usage sensitive billing per endpoint TX9000 (3) screen TP on-net usage		
329	Bus Exch TP On-Net Unlimited-US 1 Screen	Bus Exch TP On-Net Unlimited-US 1 Screen	22734
	Bidder's Product Description: Bus Exch TP On-Net Unlimited-US 1 Screen		
330	Bus Exch TP On-Net Unlimited-US 3 Screen	Bus Exch TP On-Net Unlimited-US 3 Screen	22735

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: Bus Exch TP On-Net Unlimited-US 3 Screen		
331	Polycom ATS Bundles	Polycom ATS Bundles	Mulitple IDs (see below)
	Bidder's Product Description: Polycom ATS Bundles		
332	Managed ATS service 4500 HDX	Managed ATS service 4500 HDX	23452
	Bidder's Product Description: Managed ATS service 4500 HDX full bundle includes PD, Equip, Mgt & 8x5 Maint bus exchange connectivity (Self Install)		
333	Managed ATS Service - HDX7000 Dual 50	Managed ATS Service - HDX7000 Dual 50	23664
	Bidder's Product Description: Managed ATS Service - HDX7000 Dual 50 full bundle includes PD, Equip, Mgt & 8x5 Maint bus exchange connectivity		
334	Managed ATS Service - HDX7000 M-W-Singl 50	Managed ATS Service - HDX7000 M-W-Singl 50	23458

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: Managed ATS Service - HDX8000 Executive D50 full bundle includes PD, Equip, Mgt & 8x5 Maint bus exchange connectivity		
335	Managed ATS Service - HDX8000 Executive D50	Managed ATS Service - HDX8000 Executive D50	23464
	Bidder's Product Description: Managed ATS Service - HDX8000 Executive D50 full bundle includes PD, Equip, Mgt & 8x5 Maint bus exchange connectivity		
336	Managed ATS Service - HDX8000 Exec Singl 65	Managed ATS Service - HDX8000 Exec Singl 65	23676
	Bidder's Product Description: Managed ATS Service - HDX8000 Exec Singl 65 full bundle includes PD, Equip, Mgt & 8x5 Maint bus exchange connectivity		
337	Managed ATS Service - HDX8000 MediaWall	Managed ATS Service - HDX8000 MediaWall	23470
	Bidder's Product Description: Managed ATS Service - HDX8000 MediaWall full bundle includes PD, Equip, Mgt & 8x5 Maint bus exchange connectivity		
338	Managed ATS Service -	Managed ATS Service - HDX8000 Media S 50 Ped	23670

	Feature Name	Feature Description	Bidder's Product Identifier
	HDX8000 Media S 50 Ped		
	Bidder's Product Description: Managed ATS Service - HDX8000 Media S 50 Ped full bundle includes PD, Equip, Mgt & 8x5 Maint bus exchange connectivity		
339	Managed ATS Service - HDX8000 Media Wall S50	Managed ATS Service - HDX8000 Media Wall S50	23682
	Bidder's Product Description: Managed ATS Service - HDX8000 Media Wall S50 full bundle includes PD, Equip, Mgt & 8x5 Maint bus exchange connectivity		
340	Managed ATS Service - OTX100 Compact	Managed ATS Service - OTX100 Compact	23476
	Bidder's Product Description: Managed ATS Service - OTX100 Compact full bundle includes PD, Equip, Mgt & 8x5 Maint bus exchange connectivity		
341	Managed ATS Service - OTX100 Standard	Managed ATS Service - OTX100 Standard	23482

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: Managed ATS Service - OTX100 Standard full bundle includes PD, Equip, Mgt & 8x5 Maint bus exchange connectivity		
342	Managed ATS Service OTX100 Complete Exp kit	Managed ATS Service OTX100 Complete Exp kit	23652
	Bidder's Product Description: Managed ATS Service OTX100 Complete Exp kit full bundle includes PD, Equip, Mgt & 8x5 Maint bus exchange connectivity		
343	Managed ATS Service - OTX300	Managed ATS Service - OTX300	23488
	Bidder's Product Description: Managed ATS Service - OTX300 full bundle includes PD, Equip, Mgt & 8x5 Maint bus exchange connectivity		
344	Managed ATS service OTX300 Complete Exp kit	Managed ATS service OTX300 Complete Exp kit	23655
	Bidder's Product Description: Managed ATS service OTX300 Wall Finish Kit full bundle includes PD, Equip, Mgt & 8x5 Maint bus exchange connectivity		
345	Managed ATS service OTX300 Wall Finish Kit	Managed ATS service OTX300 Wall Finish Kit	23658

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: Managed ATS service OTX300 Wall Finish Kit full bundle includes PD, Equip, Mgt & 8x5 Maint bus exchange connectivity		
346	MgdATSsvc OTX100-300 Executive Chair	MgdATSsvc OTX100-300 Executive Chair	23661
	Bidder's Product Description: MgdATSsvc OTX100-300 Executive Chair		
347	ATS Customer Owned Equipment Management Services	ATS Customer Owned Equipment Management Services	Multiple IDs (see below)
	Bidder's Product Description: ATS Customer Owned Equipment Management Services		
348	Managed ATS Service COE-GRP 1	Managed ATS Service COE-GRP 1	22956
	Bidder's Product Description: Managed ATS Service COE-GRP 1 (TX 9000/TX 9002)		
349	ATS COE Set Up Endpoint Group 1	ATS COE Set Up Endpoint Group 1	23501

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: ATS COE Set Up Endpoint Group 1		
350	Managed ATS Service COE-GRP 2	Managed ATS Service COE-GRP 2	22957
	Bidder's Product Description: Managed ATS Service COE-Grp 2 (TX 1310/65)		
3514	ATS COE Set Up Endpoint Group 2	ATS COE Set Up Endpoint Group 2	23503
	Bidder's Product Description: ATS COE Set Up Endpoint Group 2		
352	COE managed Group 3 endpoint (C60)	COE managed Group 3 endpoint (C60)	22958
	Bidder's Product Description: COE managed Group 3 endpoint (management wrapper for COE video endpoints like HDX/VSX/C-series)		
353	ATS COE Set Up Endpoint Group 3	ATS COE Set Up Endpoint Group 3	23504
	Bidder's Product Description: ATS COE Set Up Endpoint Group 3		

	Feature Name	Feature Description	Bidder's Product Identifier
354	EX 90 COE management wrapper- endpoint GRP 4	EX 90 COE management wrapper- endpoint GRP 4	22959
	Bidder's Product Description: EX 90/60/ desktop COE management wrapper- endpoint GRP 4		
355	EX 90 Grp 4set up end point	EX 90 Grp 4set up end point	23505
	Bidder's Product Description: EX 90 Grp 4set up end point		
356	Managed ATS Infrastructure COE - Grp 1	Managed ATS Infrastructure COE - Grp 1	22964
	Bidder's Product Description: Tandberg TP Server TS 7010, Tandberg MSE 8000, Polycom RMX, Tandberg VCS Control, Tandberg TMS w/server. Plus infrastructure sw upgrades for grp 1		
357	ATS COE Infrastructure Set Up- Grp 1	ATS COE Infrastructure Set Up- Grp 1	23506
	Bidder's Product Description: ATS COE Infrastructure Set Up- Grp 1		
358	Managed ATS Infrastructure COE - Grp 3	Managed ATS Infrastructure COE - Grp 3	22984

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: IP Gateway-3510, Codian ISDN GW, VCR 2210, VCS Expressway, Plus infrastructure sw upgrades for grp 3		
359	ATS COE Infrastructure Set Up- Grp 3	ATS COE Infrastructure Set Up- Grp 3	23508
	Bidder's Product Description: ATS COE Infrastructure Set Up- Grp 3		
360	Business Exchange Connections	Business Exchange Connections	Multiple ID's (see below)
	Bidder's Product Description: Business Exchange Connections		
361	Business Exchange VLAN Connection US - 10MB	Business Exchange VLAN Connection US - 10MB	22737
	Bidder's Product Description: Business Exchange VLAN Connection US - 10MB		
362	Business Exchange Connection US - 20MB	Business Exchange Connection US - 20MB	22738

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: Business Exchange Connection US - 20MB		
363	Business Exchange Connection US - 30MB	Business Exchange Connection US - 30MB	22739
	Bidder's Product Description: Business Exchange Connection US - 30MB		
364	Business Exchange Connection US - 40MB	Business Exchange Connection US - 40MB	22740
	Bidder's Product Description: Business Exchange Connection US - 40MB		
365	Business Exchange Connection US - 50MB	Business Exchange Connection US - 50MB	22741
	Bidder's Product Description: Business Exchange Connection US - 50MB		
366	Business Exchange Connection US - 60MB	Business Exchange Connection US - 60MB	22742

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: Business Exchange Connection US - 60MB		
367	Business Exchange Connection US - 70MB	Business Exchange Connection US - 70MB	22743
	Bidder's Product Description: Business Exchange Connection US - 70MB		
368	Business Exchange Connection US - 80MB	Business Exchange Connection US - 80MB	22744
	Bidder's Product Description: Business Exchange Connection US - 80MB		
369	Business Exchange Connection US - 90MB	Business Exchange Connection US - 90MB	22745
	Bidder's Product Description: Business Exchange Connection US - 90MB		
370	Business Exchange Connection US - 100MB	Business Exchange Connection US - 100MB	22746

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: Business Exchange Connection US - 100MB		
371	Business Exchange Connection US - 150MB	Business Exchange Connection US - 150MB	22747
	Bidder's Product Description: Business Exchange Connection US - 150MB		
372	Business Exchange Connection US - 200MB	Business Exchange Connection US - 200MB	22748
	Bidder's Product Description: Business Exchange Connection US - 200MB		
373	Business Exchange Connection US - 250MB	Business Exchange Connection US - 250MB	22749
	Bidder's Product Description: Business Exchange Connection US - 250MB		
374	Business Exchange Connection US - 300MB	Business Exchange Connection US - 300MB	22750

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: Business Exchange Connection US - 300MB		
375	Business Exchange Connection US - 400MB	Business Exchange Connection US - 400MB	22751
	Bidder's Product Description: Business Exchange Connection US - 400MB		
376	Business Exchange Connection US - 450MB	Business Exchange Connection US - 450MB	22752
	Bidder's Product Description: Business Exchange Connection US - 450MB		
377	Business Exchange Connection US - 500MB	Business Exchange Connection US - 500MB	22753
	Bidder's Product Description: Business Exchange Connection US - 500MB		
378	Business Exchange Connection US - 600MB	Business Exchange Connection US - 600MB	22754

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: Business Exchange Connection US - 600MB		
379	Business Exchange Connection US - 700MB	Business Exchange Connection US - 700MB	22755
	Bidder's Product Description: Business Exchange Connection US - 700MB		
380	Business Exchange Connection US - 800MB	Business Exchange Connection US - 800MB	22756
	Bidder's Product Description: Business Exchange Connection US - 800MB		
381	Business Exchange Connection US - 900MB	Business Exchange Connection US - 900MB	22757
	Bidder's Product Description: Business Exchange Connection US - 900MB		
382	Business Exchange Connection US - 1000MB	Business Exchange Connection US - 1000MB	22758

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: Business Exchange Connection US - 1000MB		

1.2.2.8.2. MPLS Port and Access Bundled Transport Speeds

Table 1.2.2.8.2.a, MPLS Port and Access Bundled Transport Speeds

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
1	MPLS Transport DS1 Port and Access service at minimum line rate of 128 Kbps	Y		A7974
	Bidder's Product Description: AT&T VPN DS1 port and access bundle - 128 Kbps			
2	MPLS Transport DS1 Port and Access service at minimum line rate of 256 Kbps	Y		A7976
	Bidder's Product Description: AT&T VPN DS1 port and access bundle - 256 Kbps			
3	MPLS Transport DS1 Port and Access service at minimum line rate of 384 Kbps	Y		A7978
	Bidder's Product Description: AT&T VPN DS1 port and access bundle - 384 Kbps			
4	MPLS Transport DS1 Port and Access service at minimum line rate of 512 Kbps	Y		A7980

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
	Bidder's Product Description: AT&T VPN DS1 port and access bundle - 512 Kbps			
5	MPLS Transport DS1 Port and Access service at minimum line rate of 768 Kbps	Y		A7984
	Bidder's Product Description: AT&T VPN DS1 port and access bundle - 768 Kbps			
6	MPLS Transport DS1 Port and Access service at minimum line rate of 1.024 Mbps	Y		A7985
	Bidder's Product Description: AT&T VPN DS1 port and access bundle - 1.024 Mbps			
7	MPLS Transport DS1 Port and Access service at minimum line rate of 1.544 Mbps	Y		A7986
	Bidder's Product Description: AT&T VPN DS1 port and access bundle - 1.544 Mbps			
8	MPLS Transport NxDS1 Port and Access service at minimum line rate of 3.088 Mbps	Y		A7990
	Bidder's Product Description: AT&T VPN NxDS1 port and access bundle – 3.088 Mbps			
9	MPLS Transport NxDS1 Port and Access service at minimum line rate of 4.632 Mbps	Y		A7992

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
	Bidder's Product Description: AT&T VPN NxDS1 port and access bundle – 4.632 Mbps			
10	MPLS Transport NxDS1 Port and Access service at minimum line rate of 6.176 Mbps	Y		A7994
	Bidder's Product Description: AT&T VPN NxDS1 port and access bundle – 6.176 Mbps			
11	MPLS Transport NxDS1 Port and Access service at minimum line rate of 7.720 Mbps	Y		A7996
	Bidder's Product Description: AT&T VPN NxDS1 port and access bundle – 7.720 Mbps			
12	MPLS Transport NxDS1 Port and Access service at minimum line rate of 9.264 Mbps	Y		A7998
	Bidder's Product Description: AT&T VPN NxDS1 port and access bundle – 9.264 Mbps			
13	MPLS Transport DS3 Port and Access service at minimum line rate of 10 Mbps	Y		A7999
	Bidder's Product Description: AT&T VPN DS3 port and access bundle – 10 Mbps			
14	MPLS Transport NxDS1 Port and Access service at minimum line rate of 12.352 Mbps	Y		A8003

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
	Bidder's Product Description: AT&T VPN NxDS1 port and access bundle – 12.352 Mbps			
15	MPLS Transport DS3 Port and Access service at minimum line rate of 15 Mbps	Y		A8005
	Bidder's Product Description: AT&T VPN DS3 port and access bundle – 15 Mbps			
16	MPLS Transport DS3 Port and Access service at minimum line rate of 20 Mbps	Y		A8007
	Bidder's Product Description: AT&T VPN DS3 port and access bundle – 20 Mbps			
17	MPLS Transport DS3 Port and Access service at minimum line rate of 25 Mbps	Y		A8008
	Bidder's Product Description: AT&T VPN DS3 port and access bundle – 25 Mbps			
18	MPLS Transport DS3 Port and Access service at minimum line rate of 30 Mbps	Y		A8009
	Bidder's Product Description: AT&T VPN DS3 port and access bundle – 30 Mbps			
19	MPLS Transport DS3 Port and Access service at minimum line rate of 45 Mbps	Y		A8013
	Bidder's Product Description: AT&T VPN DS3 port and access bundle – 45 Mbps			

The Contractor may offer additional unsolicited MPLS Port and Access Bundled Transport Speeds in Table 1.2.2.8.2.b.

Table 1.2.2.8.2.b Unsolicited MPLS Port and Access Bundled Transport Speeds

	Feature Name	Feature Description	Bidder's Product Identifier
1	MPLS ADSL Port and Access Bundles	MPLS ADSL Port and Access Bundles	Mulitple IDs (See below)
	Bidder's Product Description: MPLS ADSL Port and Access Bundles		
2	MPLS Transport ADSL Port and Access service at 384Kbps/384Kbps bandwidth	MPLS Transport ADSL Port and Access service at 384Kbps/384Kbps bandwidth	19837
	Bidder's Product Description: MPLS Transport ADSL Port and Access service at 384Kbps/384Kbps bandwidth		
3	MPLS Transport ADSL Port and Access service at 1.5Mbps/ 384Kbps bandwidth	MPLS Transport ADSL Port and Access service at 1.5Mbps/384Kbps bandwidth	18577
	Bidder's Product Description: MPLS Transport ADSL Port and Access service at 1.5Mbps/384Kbps bandwidth		

	Feature Name	Feature Description	Bidder's Product Identifier
4	MPLS Transport ADSL Port and Access service at 3.072Mbps/384Kbps bandwidth	MPLS Transport ADSL Port and Access service at 3.072Mbps/384Kbps bandwidth	19838
	Bidder's Product Description: MPLS Transport ADSL Port and Access service at 3.072Mbps/384Kbps bandwidth		
5	MPLS Transport ADSL Port and Access service at 3.072Mbps/768Kbps bandwidth	MPLS Transport ADSL Port and Access service at 3.072Mbps/768Kbps bandwidth	19839
	Bidder's Product Description: MPLS Transport ADSL Port and Access service at 3.072Mbps/768Kbps bandwidth		
6	MPLS Transport ADSL Port and Access service at 6.144Mbps/768Kbps bandwidth	MPLS Transport ADSL Port and Access service at 6.144Mbps/768Kbps bandwidth	19840
	Bidder's Product Description: MPLS Transport ADSL Port and Access service at 6.144Mbps/768Kbps bandwidth		

	Feature Name	Feature Description	Bidder's Product Identifier

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

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	Feature Name	Feature Description	Bidder's Product Identifier

	Feature Name	Feature Description	Bidder's Product Identifier

	Feature Name	Feature Description	Bidder's Product Identifier
	Pacific	Pacific	

	Feature Name	Feature Description	Bidder's Product Identifier

	Feature Name	Feature Description	Bidder's Product Identifier

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	Feature Name	Feature Description	Bidder's Product Identifier

	Feature Name	Feature Description	Bidder's Product Identifier

1.2.2.8.3 MPLS Port, Access and Router Bundled Transport Speeds

Table 1.2.2.8.3.a, MPLS Port, Access and Router Bundled Transport Speeds

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
1	MPLS Transport DS1 port, access and router bundled service at minimum line rate of 128 Kbps	Y		AM002
	Bidder's Product Description: AT&T VPN DS1 port, access and router bundle - 128 Kbps			
2	MPLS Transport DS1 port, access and router bundled service at minimum line rate of 384 Kbps	Y		AM003
	Bidder's Product Description: AT&T VPN DS1 port, access and router bundle - 384 Kbps			
3	MPLS Transport DS1 port, access and router bundled service at minimum line rate of 512 Kbps	Y		AM004
	Bidder's Product Description: AT&T VPN DS1 port, access and router bundle - 512 Kbps			
4	MPLS Transport DS1 port, access and router bundled service at minimum line rate of 768 Kbps	Y		AM005
	Bidder's Product Description: AT&T VPN DS1 port, access and router bundle - 768 Kbps			
5	MPLS Transport DS1 port, access and router bundled service at minimum line rate of 1.024 Mbps	Y		AM006
	Bidder's Product Description: AT&T VPN DS1 port, access and router bundle - 1.024 Mbps			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
6	MPLS Transport DS1 port, access and router bundled service at minimum line rate of 1.544 Mbps	Y		AM007
	Bidder's Product Description: AT&T VPN DS1 port, access and router bundle - 1.544 Mbps			
7	MPLS Transport NxDS1 port, access and router bundled service at minimum line rate of 3.088 Mbps	Y		AM008
	Bidder's Product Description: AT&T VPN NxDS1 port, access and router bundle – 3.088 Mbps			
8	MPLS Transport NxDS1port, access and router bundled service at minimum line rate of 4.362 Mbps	Y		AM009
	Bidder's Product Description: AT&T VPN NxDS1 port, access and router bundle – 4.362 Mbps			
9	MPLS Transport NxDS1port, access and router bundled service at minimum line rate of 5.000 Mbps	Y		AM010
	Bidder's Product Description: AT&T VPN DS3 port, access and router bundle - 5 Mbps			
10	MPLS Transport NxDS1port, access and router bundled service at minimum line rate of 6.176 Mbps	Y		AM013
	Bidder's Product Description: AT&T VPN NxDS1 port, access and router bundle – 6.176 Mbps			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
11	MPLS Transport NxDS1 port, access and router bundled service at minimum line rate of 7.720 Mbps	Y		AM011
	Bidder's Product Description: AT&T VPN NxDS1 port, access and router bundle – 7.720 Mbps			
12	MPLS Transport NxDS1 port, access and router bundled service at minimum line rate of 9.264 Mbps	Y		AM012
	Bidder's Product Description: AT&T VPN NxDS1 port, access and router bundle – 9.264 Mbps			
13	MPLS Transport NxDS1 port, access and router bundled service at minimum line rate of 12.352 Mbps	Y		AM014
	Bidder's Product Description: AT&T VPN NxDS1 port, access and router bundle – 12.352 Mbps			
14	MPLS Transport DS3 port, access and router bundled service at minimum line rate of 10 Mbps	Y		AM015
	Bidder's Product Description: AT&T VPN DS3 port, access and router bundle - 10 Mbps			
15	MPLS Transport DS3 port, access and router bundled service at minimum line rate of 15 Mbps	Y		AM016
	Bidder's Product Description: AT&T VPN DS3 port, access and router bundle - 15 Mbps			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
16	MPLS Transport DS3 port, access and router bundled service at minimum line rate of 20 Mbps	Y		AM017
	Bidder's Product Description: AT&T VPN DS3 port, access and router bundle - 20 Mbps			
17	MPLS Transport DS3 port, access and router bundled service at minimum line rate of 25 Mbps	Y		AM018
	Bidder's Product Description: AT&T VPN DS3 port, access and router bundle - 25 Mbps			
18	MPLS Transport DS3 port, access and router bundled service at minimum line rate of 30 Mbps	Y		AM019
	Bidder's Product Description: AT&T VPN DS3 port, access and router bundle - 30 Mbps			
19	MPLS Transport DS3 port, access and router bundled service at minimum line rate of 40 Mbps	Y		AM020
	Bidder's Product Description: AT&T VPN DS3 port, access and router bundle - 40 Mbps			
20	MPLS Transport DS3 port, access and router bundled service at minimum line rate of 45 Mbps	Y		AM021
	Bidder's Product Description: AT&T VPN DS3 port, access and router bundle - 45 Mbps			

The Contractor may offer additional unsolicited MPLS Port, Access and Router Bundled Transport Speeds in Table 1.2.2.8.3.b.

Table 1.2.2.8.3.b Unsolicited MPLS Port, Access and Router Bundled Transport Speeds

	Feature Name	Feature Description	Bidder's Product Identifier
1	None		

	Feature Name	Feature Description	Bidder's Product Identifier

	Feature Name	Feature Description	Bidder's Product Identifier

	Feature Name	Feature Description	Bidder's Product Identifier

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	Feature Name	Feature Description	Bidder's Product Identifier

1.2.2.8.4 MPLS Port, Access and Router Bundled On-Net Transport Speeds

Table 1.2.2.8.4.a, MPLS Port, Access and Router Bundled On-Net Transport Speeds

	Requirement	Bidder Agrees? Y N		Bidder's Product Identifier
1	MPLS port, access and router on-net Transport service at minimum line rate of 155 Mbps (OC3)	Y		AM101
	Bidder's Product Description: AT&T VPN OC3 port, access and router bundle - 155 Mbps			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
2	MPLS port, access and router on-net Transport service at minimum line rate of 625 Mbps (OC12)	Y		AM102
	Bidder's Product Description: AT&T VPN OC12 port, access and router bundle - 622 Mbps			
3	MPLS port, access and router on-net Transport service at minimum line rate of 2.5 Gbps (OC48)	Y		AM103
	Bidder's Product Description: AT&T VPN OC48 port, access and router bundle - 2.5 Gbps			
4	MPLS port, access and router on-net Transport service at minimum line rate of 10 Gbps (OC192)	Y		AM104
	Bidder's Product Description: AT&T VPN OC192 port, access and router bundle - 10 Gbps			

The Contractor may offer additional unsolicited MPLS Port, Access and Router Bundled On-Net Transport Speeds in Table 1.2.2.8.4.b.

Table 1.2.2.8.4.b Unsolicited MPLS Port, Access and Router Bundled On-Net Transport Speeds

	Feature Name	Feature Description	Bidder's Product Identifier
1	None		

	Feature Name	Feature Description	Bidder's Product Identifier

	Feature Name	Feature Description	Bidder's Product Identifier

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1.2.2.8.5 MPLS Port, Access and Router Bundled Off-Net Transport Speeds

Table 1.2.2.8.5.a, MPLS Port, Access and Router Bundled Off-Net Transport Speeds

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
1	MPLS port, access and router off-net Transport service at minimum line rate of 155 Mbps (OC3)	Y		AM201
	Bidder's Product Description: AT&T VPN OC3 port, access and router bundle - 155 Mbps			
2	MPLS port, access and router off-net Transport service at minimum line rate of 625 Mbps (OC12	Y		AM202
	Bidder's Product Description: AT&T VPN OC12 port, access and router bundle - 622 Mbps			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
3	MPLS port, access and router off-net Transport service at minimum line rate of 2.5 Gbps (OC48)	Y		AM203
	Bidder's Product Description: AT&T VPN OC48 port, access and router bundle - 2.5 Gbps			
4	MPLS port, access and router off-net Transport service at minimum line rate of 10 Gbps (OC192)	Y		AM204
	Bidder's Product Description: AT&T VPN OC192 port, access and router bundle - 10 Gbps			

The Contractor may offer additional unsolicited MPLS Port, Access and Router Bundled Off-Net Transport Speeds in Table 1.2.2.8.5.b.

Table 1.2.2.8.5.b Unsolicited MPLS Port, Access and Router Bundled Off-Net Transport Speeds

	Feature Name	Feature Description	Bidder's Product Identifier
1	None		

	Feature Name	Feature Description	Bidder's Product Identifier

	Feature Name	Feature Description	Bidder's Product Identifier

	Feature Name	Feature Description	Bidder's Product Identifier

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	Feature Name	Feature Description	Bidder's Product Identifier

1.2.2.8.6 MPLS Port, Access and Router Bundled Ethernet On-Net Transport Speeds

Table 1.2.2.8.6.a, MPLS Port, Access and Router Bundled Ethernet On-Net Transport Speeds

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
1	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of one (1) Mbps	Y		AE101
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 1 Mbps			
2	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of two (2) Mbps	Y		AE102
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 2 Mbps			
3	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of three (3) Mbps	Y		AE103
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 3 Mbps			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
4	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of four (4) Mbps	Y		AE104
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 4 Mbps			
5	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of five (5) Mbps	Y		AE105
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 5 Mbps			
6	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of six (6) Mbps	Y		AE106
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 6 Mbps			
7	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of seven (7) Mbps	Y		AE107
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 7 Mbps			
8	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of eight (8) Mbps	Y		AE108
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 8 Mbps			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
9	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of nine (9) Mbps	Y		AE109
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 9 Mbps			
10	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 10 Mbps	Y		AE110
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 10 Mbps			
11	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 20 Mbps	Y		AE111
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 20 Mbps			
12	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 30 Mbps	Y		AE112
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 30 Mbps			
13	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 40 Mbps	Y		AE113
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 40 Mbps			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
14	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 50 Mbps	Y		AE114
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 50 Mbps			
15	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 60 Mbps	Y		AE115
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 60 Mbps			
16	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 70 Mbps	Y		AE116
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 70 Mbps			
17	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 80 Mbps	Y		AE117
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 80 Mbps			
18	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 90 Mbps	Y		AE118
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 90 Mbps			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
19	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 100 Mbps	Y		AE119
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 100 Mbps			
20	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 150 Mbps	Y		AE120
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 150 Mbps			
21	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 200 Mbps	Y		AE121
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 200 Mbps			
22	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 250 Mbps	Y		AE122
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 250 Mbps			
23	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 300 Mbps	Y		AE123
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 300 Mbps			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
24	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 400 Mbps	Y		AE124
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 400 Mbps			
25	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 450 Mbps	Y		AE125
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 450 Mbps			
26	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 500 Mbps	Y		AE126
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 500 Mbps			
27	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 600 Mbps	Y		AE127
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 600 Mbps			
28	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 700 Mbps	Y		AE128
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 700 Mbps			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
29	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 800 Mbps	Y		AE129
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 800 Mbps			
30	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 900 Mbps	Y		AE130
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 900 Mbps			
31	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of one (1) Gbps	Y		AE131
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 1 Gbps			
32	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 2 Gbps	Y		AE132
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 2 Gbps			
33	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 2.5 Gbps	Y		AE133
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 2.5 Gbps			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
34	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 3 Gbps	Y		AE134
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 3 Gbps			
35	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 3.5 Gbps	Y		AE135
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 3.5 Gbps			
36	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 4 Gbps	Y		AE136
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 4 Gbps			
37	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 4.5 Gbps	Y		AE137
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 4.5 Gbps			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
38	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 5 Gbps	Y		AE138
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 5 Gbps			
39	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 5.5 Gbps	Y		AE139
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 5.5 Gbps			
40	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 6 Gbps	Y		AE140
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 6 Gbps			
41	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 6.5 Gbps	Y		AE141
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 6.5 Gbps			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
42	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 7 Gbps	Y		AE142
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 7 Gbps			
43	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 7.5 Gbps	Y		AE143
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 7.5 Gbps			
44	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 8 Gbps	Y		AE144
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 8 Gbps			
45	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 8.5 Gbps	Y		AE145
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 8.5 Gbps			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
46	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 9 Gbps	Y		AE146
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 9 Gbps			
47	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 9.5 Gbps	Y		AE147
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 9.5 Gbps			
48	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 10 Gbps	Y		AE148
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 10 Gbps			

The Contractor may offer additional unsolicited MPLS Port, Access and Router Bundled Ethernet On-Net Transport Speeds in Table 1.2.2.8.6.b.

Table 1.2.2.8.6.b Unsolicited MPLS Port, Access and Router Bundled Ethernet On-Net Transport Speeds

	Feature Name	Feature Description	Bidder's Product Identifier
1	None		

	Feature Name	Feature Description	Bidder's Product Identifier

	Feature Name	Feature Description	Bidder's Product Identifier

	Feature Name	Feature Description	Bidder's Product Identifier

	Feature Name	Feature Description	Bidder's Product Identifier

	Feature Name	Feature Description	Bidder's Product Identifier

	Feature Name	Feature Description	Bidder's Product Identifier

	Feature Name	Feature Description	Bidder's Product Identifier

	Feature Name	Feature Description	Bidder's Product Identifier

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	Feature Name	Feature Description	Bidder's Product Identifier

	Feature Name	Feature Description	Bidder's Product Identifier

	Feature Name	Feature Description	Bidder's Product Identifier

1.2.2.8.7 MPLS Port, Access and Router Bundled Ethernet Off-Net Transport Speeds

Table 1.2.2.8.7.a, MPLS Port, Access and Router Bundled Ethernet Off-Net Transport Speeds

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
1	MPLS port, access and router Ethernet off-neton-net Transport service at minimum line rate of one (1) Mbps	Y		AE201
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 1 Mbps			
2	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of two (2) Mbps	Y		AE202
	Bidder's Product Description:			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
	AT&T VPN Ethernet port, access and router bundle - 2 Mbps			
3	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of three (3) Mbps	Y		AE203
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 3 Mbps			
4	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of four (4) Mbps	Y		AE204
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 4 Mbps			
5	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of five (5) Mbps	Y		AE205
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 5 Mbps			
6	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of six (6) Mbps	Y		AE206
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 6 Mbps			
7	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of seven (7) Mbps	Y		AE207
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 7 Mbps			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
8	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of eight (8) Mbps	Y		AE208
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 8 Mbps			
9	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of nine (9) Mbps	Y		AE209
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 9 Mbps			
10	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 10 Mbps	Y		AE210
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 10 Mbps			
11	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 20 Mbps	Y		AE211
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 20 Mbps			
12	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 30 Mbps	Y		AE212
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 30 Mbps			
13	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 40 Mbps	Y		AE213

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 40 Mbps			
14	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 50 Mbps	Y		AE214
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 50 Mbps			
15	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 60 Mbps	Y		AE215
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 60 Mbps			
16	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 70 Mbps	Y		AE216
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 70 Mbps			
17	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 80 Mbps	Y		AE217
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 80 Mbps			
18	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 90 Mbps	Y		AE218
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 90 Mbps			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
19	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 100 Mbps	Y		AE219
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 100 Mbps			
20	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 150 Mbps	Y		AE220
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 150 Mbps			
21	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 200 Mbps	Y		AE221
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 200 Mbps			
22	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 300 Mbps	Y		AE223
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 300 Mbps			
23	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 400 Mbps	Y		AE224
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 400 Mbps			
24	MPLS port, access and router Ethernet off-net Transport service at minimum	Y		AE225

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
	line rate of 450 Mbps			
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 450 Mbps			
25	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 500 Mbps	Y		AE226
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 500 Mbps			
26	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 600 Mbps	Y		AE227
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 600 Mbps			
27	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 700 Mbps	Y		AE228
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 700 Mbps			
28	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 800 Mbps	Y		AE229
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 800 Mbps			
29	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 900 Mbps	Y		AE230

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 900 Mbps			
30	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one (1) Gbps	Y		AE231
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 1 Gbps			
31	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 2 Gbps	Y		AE232
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 2 Gbps			
32	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 2.5 Gbps	Y		AE233
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 2.5 Gbps			
33	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 3 Gbps	Y		AE234
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 3 Gbps			
34	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 3.5 Gbps	Y		AE235

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 3.5 Gbps			
35	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 4 Gbps	Y		AE236
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 4 Gbps			
36	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 4.5 Gbps	Y		AE237
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 4.5 Gbps			
37	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 5 Gbps	Y		AE238
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 5 Gbps			
38	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 5.5 Gbps	Y		AE239
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 5.5 Gbps			
39	MPLS port, access and router Ethernet off-net Transport service at minimum	Y		AE240

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
	line rate of one 6 Gbps			
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 6 Gbps			
40	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 6.5 Gbps	Y		AE241
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 6.5 Gbps			
41	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 7 Gbps	Y		AE242
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 7 Gbps			
42	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 7.5 Gbps	Y		AE243
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 7.5 Gbps			
43	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 8 Gbps	Y		AE244
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 8 Gbps			

	Requirement	Bidder Agrees? Y	N	Bidder's Product Identifier
44	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 8.5 Gbps	Y		AE245
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 8.5 Gbps			
45	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 9 Gbps	Y		AE246
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 9 Gbps			
46	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 9.5 Gbps	Y		AE247
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 9.5 Gbps			
47	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 10 Gbps	Y		AE248
	Bidder's Product Description: AT&T VPN Ethernet port, access and router bundle - 10 Gbps			

The Contractor may offer additional unsolicited MPLS Port, Access and Router Bundled Ethernet Off-Net Transport Speeds in Table 1.2.2.8.7.b.

Table 1.2.2.8.7.b Unsolicited MPLS Port, Access and Router Bundled Ethernet Off-Net Transport Speeds

	Feature Name	Feature Description	Bidder's Product Identifier
1	None		

	Feature Name	Feature Description	Bidder's Product Identifier

	Feature Name	Feature Description	Bidder's Product Identifier

	Feature Name	Feature Description	Bidder's Product Identifier

	Feature Name	Feature Description	Bidder's Product Identifier

	Feature Name	Feature Description	Bidder's Product Identifier

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	Feature Name	Feature Description	Bidder's Product Identifier

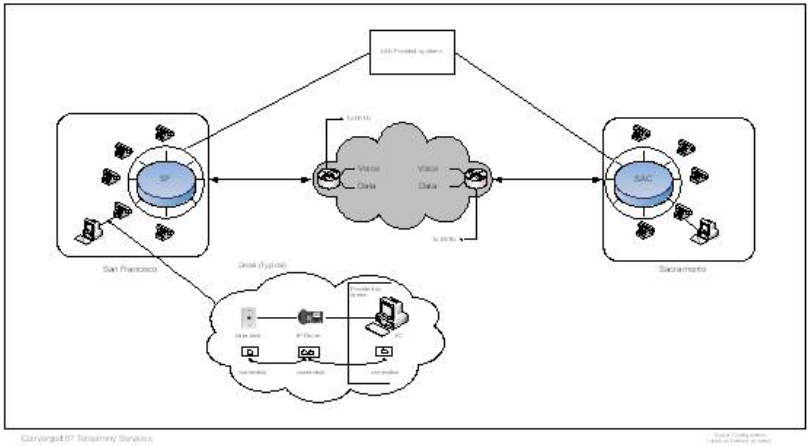
	Feature Name	Feature Description	Bidder's Product Identifier

1.2.3 Converged Voice over Internet Protocol (VoIP)

1.2.3.1 Converged VoIP Minimum Network Requirements

The Contractor shall provide a VoIP network in Converged configurations that is provisioned in conjunction with the Contractor's MPLS services identified in this Subcategory. The Converged VoIP service shall utilize the MPLS circuit to access Converged VoIP calling services.

Converged VoIP Topography Example:



The VoIP network shall deliver business-class features that support standard business lines, direct inward dial (DID) lines, gateway services to local Public Switched Telephone Networks (PSTNs), and least cost (monetary) routing.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ *No* _____

1.2.3.1.1 Converged VoIP Network Designs and Diagrams

Bidders shall provide network designs and diagrams for the network and Converged VoIP services.

Bidders shall provide two (2) hard copies and one (1) electronic copy with their proposal. Electronic drawings shall be in .dwg, .dfx, .vsd or any mutually agreed format. Hard copy drawings shall be provided in standard D size.

Drawings must include a thorough presentation of how the Contractor's network(s) deployed for each service type will address the following:

1. Redundancy – Having one (1) or more circuits/systems deployed in case of failure of the main circuits/systems, and;
2. Diversity – Backbone network paths and infrastructure offered in such a way as to minimize the chance of a single point of failure.

The Contractor shall provide revisions upon CALNET 3 CMO request. Drawings shall include both topology and logical representations of all critical network backbone elements to include but not be limited to the following:

1. Geographic location of equipment;
2. Type and capacity of equipment at each location including any backup systems;
3. Service type; and,
4. Unique identifier for each element.

Bidder understands the requirements in Section 1.2.3.1.1 and shall meet or exceed them? Yes__X__ No_____

Embedded Soft Copy of Drawing (Optional):

1.2.3.1.2 Intentionally Deleted

1.2.3.1.3 Public Switched Telephone Network Interoperability

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

Bidder understands the requirement and shall meet or exceed it? Yes __X__ No _____

1.2.3.1.4 Number Portability

The Contractor shall comply with the local number portability regulations.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ No _____

1.2.3.1.5 E9-1-1 Database Updates

The Contractor shall comply with FCC emergency service requirements including E9-1-1 services to identify the location of an originating station and route the call to the appropriate Public Safety Answering Point (PSAP).

The Contractor shall be responsible for updating the E9-1-1 database when End-User equipment is moved to a location with a different street address.

The Bidder shall describe the method(s) that will be deployed to accomplish this requirement and identify any conditions that the Customer must comply with.

Bidder understands the requirements in Section 1.2.3.1.5 and shall meet or exceed them? Yes **X** *No*_____

Description:

E9-1-1 Database Updates

Prior to the service activation the customer must provide to AT&T the correct location information (Registered Location information) for the customer VoIP Site and Users. This information will be built in the appropriate E9-1-1 data base. The customer must notify AT&T of any changes or updates to this information through the prescribed MACD process. AT&T will then update the appropriate E9-1-1 data base. When a 911 or E911 call is made, AT&T will provide the location information based on information given to AT&T by customer to the appropriate PSAP.

With regard to AT&T Voice DNA® Service, the AT&T network attempts to detect instances in which Customer or User has relocated the CPE used in connection with the AT&T Voice DNA® Service. The AT&T Network detects instances in which the CPE has had its power turned off, been disconnected from the Network, or otherwise appears that it may have been moved. In such cases, the AT&T Network applies service limitations to the User's telephone number until the User or Customer confirms that he or she remains at the present Registered Location for the equipment, or updates AT&T's records with a new Registered Location. Service limitations will be applied in some cases in which Customer's or User's CPE has not been relocated; for example, when power to the CPE is turned off for any period of time the Network will apply service

limitations even if the CPE has not been moved. Users placed in Restricted status when moving their IP phone to a non-registered location will hear a network management announcement:

- Informing users of their restricted status
- Providing reason for the restriction
- Prompting users for confirmation of their location in certain scenarios and
- Providing directions to remove the restriction

1.2.3.1.6 Network Based

The system shall be network based with all call control components residing in the Contractor's network including network gatekeepers and network gateways.

The Contractor shall not be permitted to use State property for the deployment, collocation or supplementation of the Contractors' network signaling and management equipment, call control and setup equipment, or access to other PSTN or VoIP network providers.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ *No* _____

1.2.3.1.7 Private VoIP Network

No voice traffic will be routed through the public Internet. All voice traffic will traverse the Contractor's private MPLS network.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ *No* _____

1.2.3.1.8 SIP Based Open Architecture

The VoIP network deployed for CALNET 3 shall be non-proprietary. The system shall use Session Initiation Protocol (SIP) standards based open architecture.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ *No* _____

1.2.3.1.9 Intentionally Deleted

This section intentionally deleted.

1.2.3.1.10 Directory Redundancy and Addressing

The VoIP network shall include redundant network-based directory or gatekeeper functionality to prevent call set up failure.

The VoIP network shall partition call addressing in such a manner that failure of gatekeepers will not result in a VoIP network failure for all State facilities. At its sole discretion, the CALNET 3 CMO may direct the partitioning and physical location of Customer or department directories to diverse gatekeepers within the VoIP network

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

1.2.3.1.11 Technical Measurement Metrics

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

Table 1.2.3.1.11 Technical Measurement Metrics

	Metric	Bidder Meets or Exceeds? Y	N
1	Mean Opinion Score ITU P.800 – 3.6 or above (or equivalent industry standard measurement)	Y	
2	Dial Tone Delay – Not to exceed 300 ms for any call	Y	
3	Call Setup Time – Not to exceed three (3) seconds for any call	Y	

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

1.2.3.1.12 Standards Conformance

The VoIP Network and associated services shall conform to the Standards described in Table 1.2.3.1.12 as applicable.

Table 1.2.3.1.12 VoIP Standards

	Standard	Bidder Meets or Exceeds? Y	N
1	IETF RFC 3261 SIP (Session Initiation Protocol) and all subsequent RFC's	Y	
2	IETF RFC 2132 for DHCP 4703, 6355	Y	
3	IETF RFC's 2916 ENUM, 2806, 6116, 6117	Y	
4	IPv4	Y	
5	IPv6 when and where offered commercially by the Contractor	Y	
6	IETF RFC 1349 ToS, 2474, 2475 DiffServ 3260	Y	
7	ITU-T E.164	Y	
8	ITU G.165/G.168 and subsequent standards for echo cancellation	Y	
9	ITU-T G.711, G.723.x, G.726, G.728, or G.729.x	Y	
10	ITU-T H.248.1 (MEGACO), H.323, H.350 when and where offered commercially by the Contractor	Y	
11	ITU-T P.800 series of Standards for telephone transmission quality. ITU-T P.910	Y	
12	ITU-T T.30, T.37 and T.38, Group III fax	Y	
13	Media Gateway Control Protocol (MGCP) IETF RFC 3435 when and where offered commercially by the Contractor	Y	

	Standard	Bidder Meets or Exceeds? Y	N
14	IETF RFC 3550 Real-Time Transport Protocol (RTP) 5506, 5761, 6015, 6222	Y	
15	IETF RFC 2205 Resource Reservation Protocol (RSVP) 2750, 4495, 5946, 6437	Y	
16	IETF RFC 768 User Datagram Protocol (UDP)	Y	

1.2.3.1.13 Class of Service

The network shall be configured with the appropriate Class of Service (CoS) required for the proper operation of the service. The CoS shall be included in the per seat price and shall not be charged separately.

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

1.2.3.1.14 Voice Compression

The VoIP network shall include Voice Compression that will:

1. Pass all applicable ITU test vectors;
2. Support configurable packetization for maximum flexibility; and,
3. Not degrade when all channels are active.

Bidder shall list the voice compression CODEC(s) that will be used with the VoIP network.

Bidder understands the requirements in Section 1.2.3.1.14 and shall meet or exceed them? Yes __X__ No_____

Description:

Voice Compression

AT&T VDNA supports G.711 and G.729 CODECs.

1.2.3.1.15 Network Operations Center

The Contractor shall maintain a Network Operations Center (NOC) that is staffed 24x365 that coordinates and manages all voice traffic.

The NOC shall perform network surveillance, traffic analysis, control of access and egress traffic, and fault management (trouble identification, isolation and notification).

The NOC shall monitor network performance in near real-time to identify capacity blockages and implement controls to optimize the VoIP network health and performance immediately.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ No _____

1.2.3.1.16 VoIP Security

The Contractor shall implement security measures that detect and prevent unauthorized access to the network for the following types of security breaches.

1. Denial of Service (DoS);
2. Invasion of Privacy;
3. Man-in-the-Middle (MITM) attacks; and,
4. Protocol specific security vulnerabilities

The Contractor shall ensure security practices and policies are updated and audited every six (6) months.

*Bidder understands the Requirement and shall meet or exceed it? Yes__**X**__ No____*

1.2.3.1.16.1 Physical Access

Contractor shall physically secure all data and networking facilities through which data traverses Contractor's VoIP network complying iwht the physical security controls of NIST SP 800-53, ISO/IEC 27001, or equivalent standards.

*Bidder understands the Requirement and shall meet or exceed it? Yes__**X**__ No____*

1.2.3.1.16.2 Network Security

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

1. The Contractor's VoIP Network equipment locations shall use carrier grade platforms;
2. All network equipment shall be in a hardened, secure facility;
3. All unnecessary services shall be disabled or removed;
4. Access control policies shall be used to deny suspicious traffic;
5. Core servers shall be accessed through an authentication server;
6. Administrators shall be required to log into a central server to access any other server on the network; and,
7. Proxy servers shall be protected by redundant firewalls which include features such as:
   a. Network attack detection;
   b. Denial of Service (DoS) and Distributed Denial of Service (DDOS) protections;
   c. Transmission Control Protocol (TCP) reassembly for fragmented packet protection;
   d. Malformed packet protections;

e. Deep inspection firewall;

f. Protocol anomaly; and,

g. Stateful protocol signatures.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ No _____

1.2.3.1.16.3 Client Authentication

The Contractor shall provide SIP Digest Authentication for Customer VoIP handsets

The Contractor shall set passwords on VoIP handsets before they are shipped.

Telnet shall be disabled to the VoIP handsets.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ No _____

1.2.3.2 Converged VoIP Services

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

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

The handsets shall be provided by the Contractor as part of the service package and per-seat price (Table 1.2.3.2.4) but will connect directly to the Customer's infrastructure/network.

In the event at Contractor is awarded a CALNET 3 Contract for Standalone VoIP services, this service shall be interoperable and the State shall not incur any charges to place calls between the two (2) services.

The Converged VoIP service shall be charged on a per-seat basis. The Contractor's per-seat price shall include all handsets, network gatekeepers, gateways, call control components, labor and materials to make the service fully operational on a Customer provided LAN.

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

No additional chargeable service or feature components required to comply with the requirements of this Section 1.2.3.2 shall be allowed and all costs shall be bundled into the service components identified.

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

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

The Converged VoIP service shall be provisioned in conjunction with MPLS Transport Services.

The Bidder shall describe its Converged VoIP network architecture, components and services that will be deployed for CALNET 3 to provide a VoIP solution for the application described.

Bidder understands the requirements in Section 1.2.3.2 and shall meet or exceed them? Yes **X** *No____*

Description:

Converged VoIP Services

AT&T Converged VoIP service is a complete network based communications solution, including handset, which utilizes existing customer managed LAN infrastructure. Network transport, services, and applications layers are implemented transparently, allowing transport infrastructure to be independent from the services and applications that run on top of it.

The AT&T Converged VoIP services architecture also enables easy evolution and incorporation of future applications as your business needs require. AT&T VoIP Services provides a seamless path to enhanced IP voice communications. You can utilize a phased migration approach to move your employees from legacy voice systems to complete unified communications at their own pace and as their requirements dictate. AT&T will provide support for the migration of existing voice clients, utilizing the AT&T Converged VoIP platform. The platform will allow for support of basic voice and voice mail communications. AT&T Converged VoIP Services provides for the scalability that you will likely require in the future, adding clients as needed to meet your expansion requirement.

Our network-based AT&T Converged VoIP services solution also provides for complete network monitoring, management and on-site support to maintain the solution 24x7. AT&T provides support for all aspects of the network solution including e-bonding with existing network support centers. AT&T network transport components provide a seamless one-stop support environment. AT&T can also offer implementation, training and project management support services as part of the overall solution.

The entire solution is delivered, managed and monitored by AT&T. We can provide all of the moves, adds and changes for you. Your administration staff will also have the ability to use an online portal to open and track troubles or to request moves, adds and changes to the voice messaging system. Connection to AT&T VoIP Nodes is brought to you through AT&T Integrated Data Centers (IDC). AT&T VoIP Nodes can be connected to customer data centers to support connectivity, security, and resiliency as required.

AT&T Voice DNA Service

AT&T Voice DNA is a network-based, fully hosted VoIP solution, including the handset, that offers businesses a full range of advanced calling features, applications, and management tools for employees and remote workers over a single network interface.

AT&T Voice DNA Offers:

- Multiple Access Options
- All-Distance Calling
- Telephone features and enhanced applications
  - Voice Mail
  - Locate Me (Find Me/Follow Me)
  - Conferencing on Demand
  - Auto Attendant
  - End User and Administrator Portals
  - Customized – Focus group tested
  - All applications integrated into a single front page via AT&T BusinessDirect[SM]
  - Highly Secure > Single Login; Exceeds Security standards
- Customer Premises Equipment
  - Interoperability Test Labe to ensure phones are compatible
  - Automated SIP Phone provisioning and plug & play registration/configuration
  - Automated firmware updates to ensure phones have latest upgrades/patches
  - CPE Design, Install, and Installation Support
- Benefits

- Support for Remote and Nomadic Workers
- Greater Business Productivity
- Reduced Complexity

The following diagram shows the basic AT&T Voice DNA hosted architecture with centralized call processing and off net PSTN access with optional site survivability capability.

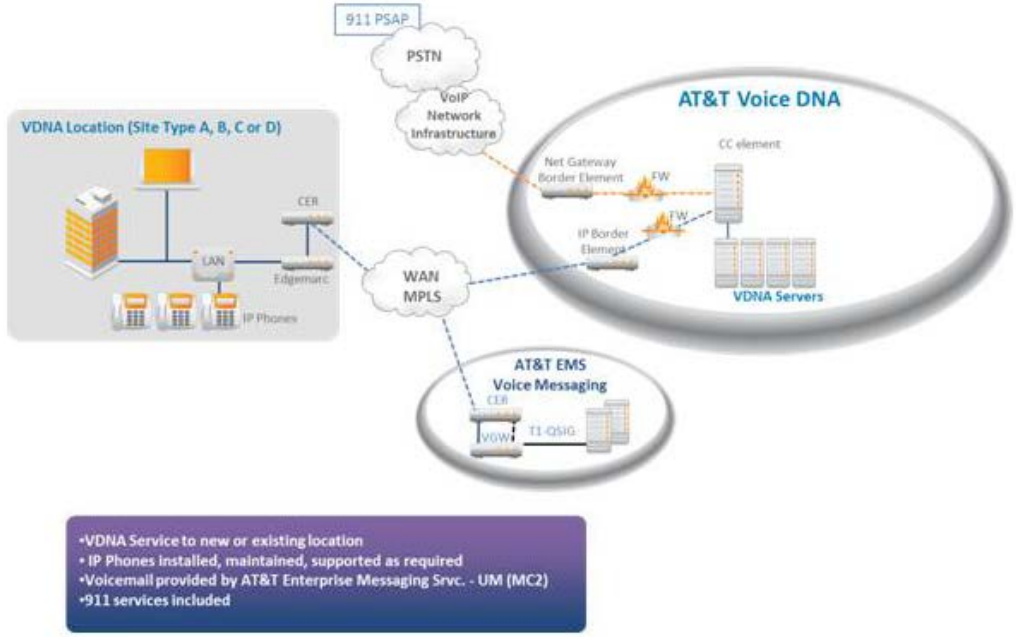


Figure 1.2-1. AT&T Voice DNA. *We provide enhanced Voice Application Services on our AVPN service.*

The following diagram depicts the AT&T Voice DNA hosted architecture with geo-redundancy.

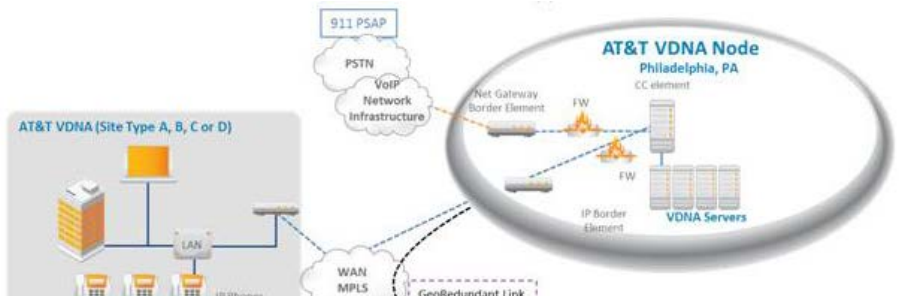


Figure 1.2-2. AT&T Voice DNA (Geo-Redundancy). *Our Voice DNA hosted architecture is built with geo-redundancy.*

The following diagram shows the integration capability of AT&T Voice DNA service with legacy Centrex and Voice Mail services.

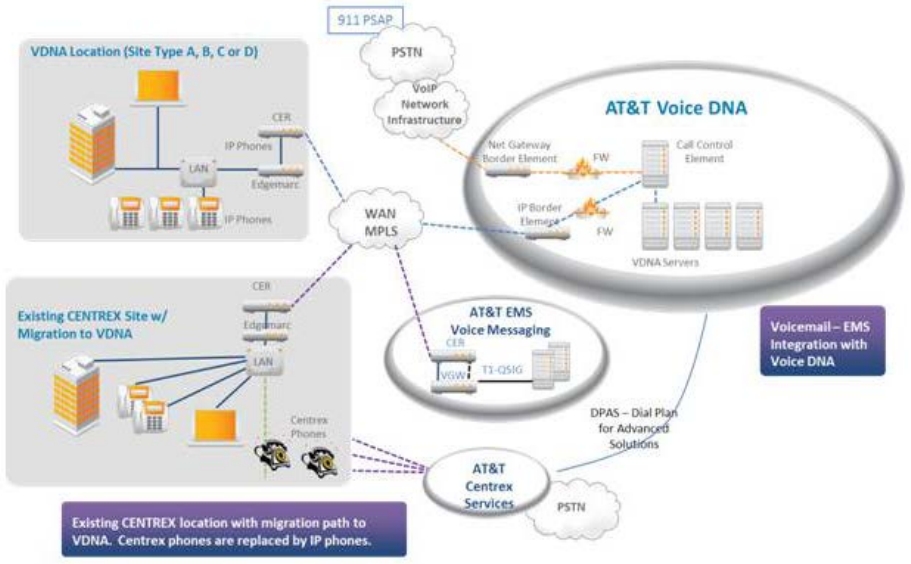


Figure 1.2-3. AT&T Voice DNA Integrated Capabilities. *Our Voice DNA service is capable of integrating with Centrex and Voice Mail service.*

The following diagram shows the off -net call flow of AT&T Voice DNA service.

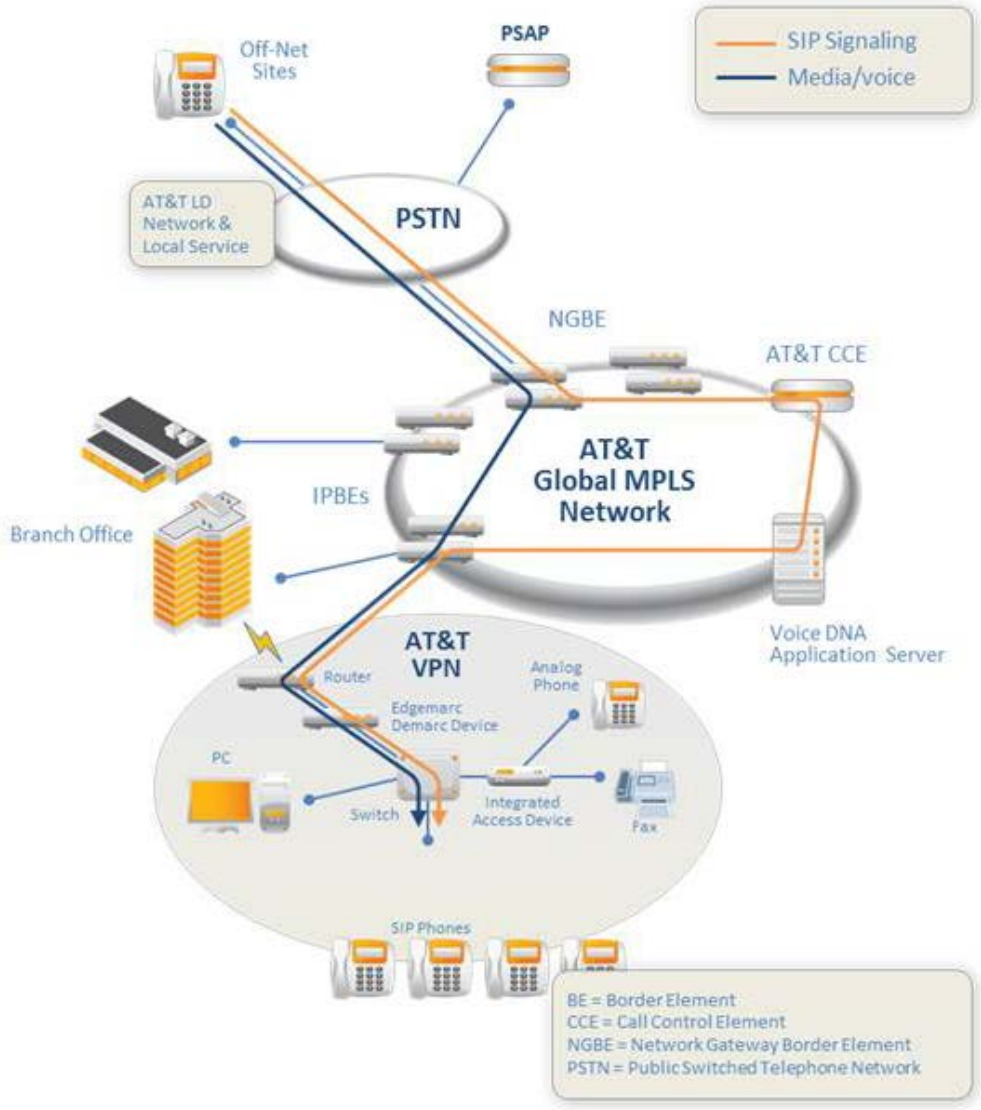


Figure 1.2-4. AT&T Voice DNA Off-net Call Flows. *The Off-net Call Flow for our Voice DNA ensures overall call quality.*

1.2.3.2.1 Converged VoIP Minimum Requirements

The Converged VoIP service shall include all equipment, hardware, software, training and ongoing administration, maintenance and upgrades in the "per-seat per-month" cost. These requirements are described in detail below.

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

1.2.3.2.1.1 Converged VoIP Equipment and Hardware

Unless otherwise noted in the detailed product listing below, the Contractor shall furnish and install all equipment and hardware required to deliver the service to the workstation handset including routers, wire management, cross-connects, patch and device cords, and the workstation handset.

Horizontal closet racks, raceway, environmental components and AC electrical power will be acquired through other procurement vehicles.

Horizontal station cabling will be the responsibility of the Customer and will be acquired through other procurement vehicles.

As stated in Section 1.2.3.2, all LAN functionality, components, cabling, and equipment shall be the responsibility of the Customer and shall be acquired elsewhere.

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

1.2.3.2.1.2 Converged VoIP Software

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

Contractor shall provide all configuration and programming.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ *No* _____

1.2.3.2.1.3 Converged VoIP Administration

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

The Contractor shall provide the Customer with the option to perform selected on-site administrative functions.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ *No* _____

1.2.3.2.1.4 Converged VoIP Maintenance

The Contractor shall provide all maintenance (including software upgrades and patches) required for continuous delivery of the Converged VoIP service to the workstation handset.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ *No* _____

1.2.3.2.1.5 Converged VoIP Handset Power Supplies

The Contractor shall provide ancillary handset power supplies with the handset.

The Customer will have the option of providing Power Over Ethernet (PoE) switches in lieu of ancillary handset power supplies.

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

Bidder understands the requirement and shall meet or exceed it? Yes __X__ No _____

1.2.3.2.1.6 Converged VoIP Class of Service (CoS)

The network shall be configured with the appropriate class of service (CoS) required for the proper operation of the Converged VoIP service.

The CoS shall be included in the per-seat price and shall not be charged separately.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ No _____

1.2.3.2.2 Interoperability of Converged VoIP with Other CALNET 3 Technologies

The Contractor's Converged VoIP services shall be interoperable with the Contractor's SIP Trunking services (Section 1.2.5) and the State shall not incur any charges for calls between these two (2) services.

In the event at Contractor is awarded a CALNET 3 Contract for Standalone VoIP services (Subcategory 1.3), this Converged VoIP service shall be interoperable with the Contractor's Standalone VoIP services and the State shall not incur any charges for calls between these two (2) services.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ No _____

1.2.3.2.3 Converged VoIP Basic Feature Package

The Contractor shall provide a basic feature package for all handset configurations listed in Section 1.2.3.2.4 (Converged VoIP Handsets). The basic feature package shall include the call features described in Table 1.2.3.2.3.

Table 1.2.3.2.3 Converged VoIP Basic Feature Package

	Converged VoIP Basic Call Package Features	Bidder Meets or Exceeds? Y	N
1	900 Blocking – No calls from 900-xxx-xxxx will be processed to any subscribers	Y	
2	Auto Attendant – A service that automatically answers incoming calls within a predefined number of rings without assistance from a live attendant. It prompts callers with a series of choices and actions to perform. Based on selected action, the caller may listen to a recorded announcement, leave a message, place a call, activate another voice service or be routed to a particular service. Customers with Administrative authority shall have the ability to perform Auto Attendant configuration and modifications through a web interface.	Y	
3	Call Forward – Busy Don't Answer – Allows a station End-User to choose to reroute incoming calls to another specified telephone number. This shall be available for all incoming calls on a busy or ring-no-answer condition. (Indicate the limitation of paths the call may take)	Y	
4	Call Forward – All Calls – Allows the station End-User to choose to reroute all incoming calls to another specified telephone number. The feature shall have the capability to restrict call forwarding to internal, local or long distance numbers	Y	
5	Call Hold – Allows the called party to put a caller on hold and retrieve them from the hold state	Y	
6	Call Notify - Enables a subscriber to define criteria that causes certain incoming calls to initiate an email notification.	Y	
7	Call Transfer – Allows a station End-User to transfer any call in progress to another telephone number without the assistance of an operator	Y	
8	Call Pickup – Allows a subscriber to answer any calls directed to another station line within his or her own predefined call pickup group	Y	

	Converged VoIP Basic Call Package Features	Bidder Meets or Exceeds? Y	N
9	Call Park – Allows a call to be parked at a subscriber's number for retrieval by another subscriber line. The capability shall be administered on an individual station basis according to the subscribing Agencies needs	Y	
10	Conference – Allows a voice station End-User to establish a multiparty conference connection of a minimum of three (3) conferees including themselves without attendant assistance.	Y	
11	Call Waiting - When a second call is received while a subscriber is engaged in a call, the subscriber is informed via an audible tone.	Y	
12	Caller ID – Phone number of the calling party is displayed on the terminal equipment	Y	
13	Class of Service - The CoS configured on the transport required for the proper operation of the service.	Y	
14	Conference Bridge – Allows callers from diverse locations/platforms to dial in to a specified telephone number to participate in a conference call	Y	
15	DID - Direct inward dial phone number including Single Line appearance.	Y	
16	Directory Phone Display – Directory of Customer's VoIP subscribers via the phone display	Y	
17	Four-digit Extension Dialing – All 'on-net' numbers can be reached by dialing the 4-digit extension from 'on-net' phones	Y	
18	Group Pickup – Allows an incoming call to be picked up from any one (1) of a predefined group of phones	Y	
19	Hunt Groups – Route inbound calls to a predetermined sequence of telephone numbers until it is answered	Y	

	Converged VoIP Basic Call Package Features	Bidder Meets or Exceeds? Y	N
20	Message Waiting Indicator – Visual indication on phone that a message is in queue for review	Y	
21	Multi-Line Appearance – Provide the ability for multiple line appearances on a subscriber's phone	Y	
22	Redial – Allow a station End-User to automatically originate a call to the last number dialed from the station End-User's phone	Y	
23	Speed Dial – Allows abbreviated digit dialing capability on a per station basis	Y	

Bidders shall identify any additional features available at no additional charge.

Bidder understands the requirements in Section 1.2.3.2.3 and shall meet or exceed them? Yes __X__ No_____

Description:

Converged VoIP Basic Feature Package

In addition, AT&T will offer the following features at no additional charge:

Additional VDNA Features:

- 911 move detection
- Authentication
- Anonymous Call Rejection
- Automatic Callback on Busy

- AVPN nomadic device flag
- Bridged Line Appearance – enhanced set up capabilities
- Call Forward – Not Reachable
- Call Forking (multiple devices per user)
- Call logs (enhanced call logs) – portal based
- Caller ID Block – always
- Caller ID Block – per call (cannot disable)
- Click to Call
- Codec Priority Setting
- Directed call pickup with barge-in/ barge-in exempt
- Diversion Inhibitor
- External Transfer
- Group Operator
- Hunt Groups, Member Number Hunting
- Intercom
- Last Call Return
- Location Dialing Prefix (per VDNA site)
- Location level caller id
- Three-way call – portal / phone
- N-way call (15 call legs) – portal only

- Music on Hold, enable/ disable
- Personal Portal for end users,
  - compatible with IE 7/8
  - Enhanced user control of features
- Priority Alert
- Privacy (mask number in directory)
- Reports
- Ring Choices (phone based)
- Sequential Ring (with selective criteria)
- Simultaneous Ring (with selective criteria)
- Virtual Office

1.2.3.2.4 Converged VoIP Handsets

The Contractor shall provide the Converged VoIP service in six (6) specific handset configurations as defined below.

1.2.3.2.4.1 Standard Converged VoIP Handset Features

1. Single line;
2. LCD Display;
3. Full Duplex Hands Free Speakerphone;
4. Shared call / bridged line appearance;
5. Visual message waiting indicator;

6. Ring volume control;
7. Minimum six (6) Programmable function keys or a soft key interface;
8. Single 10/100 Ethernet port;
9. Power over Ethernet; and,
10. ADA Compliant section 508.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ No _____

1.2.3.2.4.2 Midrange Converged VoIP Handset Features

Standard Converged VoIP handset features plus:

1. Minimum three (3) lines;
2. Intercom feature;
3. Two-Port 10/100 Ethernet Port 802.3af;
4. 3 Way conferencing; and,
5. User Configurable Contact Directory.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ No _____

1.2.3.2.4.3 Executive Converged VoIP Handset Features

Midrange Converged VoIP handset features plus:

1. Minimum four (4) lines; and,
2. Two-Port 10/100/1000 Mbps Port.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ No _____

1.2.3.2.4.4 Attendant Converged VoIP Handset Features

Executive Converged VoIP handset features Plus

1. Minimum Six (6) Lines;
2. Expansion Module(s) Capability;
3. USB port for call recording function; and,
4. XML API functionality.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ No _____

1.2.3.2.4.5 Standard Conference Room Converged VoIP Speakerphone Features and Functionality

1. IEEE 802.3af functionality;
2. IEEE 1329 full duplex standards;
3. RFC 3261 & companion RFCs (SIP);
4. IEEE 802.1 p/Q tagging;
5. Expansion microphone compatible;
6. Audio compression standards: G.711, G.729, G.722;
7. Ethernet 10/100Mbps connection;
8. Visual time & display;
9. Lightweight Directory Access Protocol (LDAP) corporate directory integration; and,

10. Layer 3 Type of Service (ToS) and Differentiated Services Code Point (DSCP).

Bidder understands the requirement and shall meet or exceed it? Yes __X__ No _____

1.2.3.2.4.6 Converged VoIP Executive Conference Room Speakerphone Features and Functionality

All Converged VoIP Standard Conference Room Speakerphone features and functionality, plus:

1. Integration with video conferencing systems;
2. High Definition Voice functionality;
3. Cell phone connection port;
4. 255x128 pixel display;
5. Multi-unit connectivity; and,
6. 2 expansion microphones included.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ No _____

Bidders shall provide the Converged VoIP Handset Service Packages described in Table 1.2.3.2.4.a

Table 1.2.3.2.4.a Converged VoIP Handset Service Packages

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
1	Standard Converged VoIP Handset Service Package	Service Package with Standard Converged VoIP Handset Service Package as described in 1.2.3.2.4.1 and the Basic Feature Package as described in 1.2.3.2.3	Y		CV001
	Bidder's Product Description: Service Package with Standard Converged VoIP Handset Service Package as described in 1.2.3.2.4.1 and the Basic Feature Package as described in 1.2.3.2.3.				
2	Midrange Converged VoIP Handset Service Package	Service Package with Midrange Converged VoIP Handset Service Package as described in 1.2.3.2.4.2 and the Basic Feature Package as described in 1.2.3.2.3	Y		CV002
	Bidder's Product Description: Service Package with Midrange Converged VoIP Handset Service Package as described in 1.2.3.2.4.2 and the Basic Feature Package as described in 1.2.3.2.3.				
3	Executive Converged VoIP Handset Service Package	Service Package with Executive Converged VoIP Handset as described in 1.2.3.2.4.3 and the Basic Feature Package as described in 1.2.3.2.3	Y		CV003
	Bidder's Product Description: Service Package with Executive Converged VoIP Handset as described in 1.2.3.2.4.3 and the Basic Feature Package as described in 1.2.3.2.3.				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
4	Attendant Converged VoIP Handset Service Package	Service Package with Attendant Converged VoIP Handset Service Package as described in 1.2.3.2.4.4 and the Basic Feature Package as described in 1.2.3.2.3	Y		CV004
	Bidder's Product Description: Service Package with Attendant Converged VoIP Handset Service Package as described in 1.2.3.2.4.4 and the Basic Feature Package as described in 1.2.3.2.3.				
5	Converged VoIP Standard Conference Room Speakerphone Service Package	Service Package with Converged VoIP conference phone Service Package with no external speakers as described in 1.2.3.2.4.5 and the Basic Feature Package as described in 1.2.3.2.3	Y		CV005
	Bidder's Product Description: Service Package with Converged VoIP conference phone Service Package with no external speakers as described in 1.2.3.2.4.5 and the Basic Feature Package as described in 1.2.3.2.3.				
6	Converged VoIP Executive Conference Room Speakerphone Service Package	Converged VoIP conference phone Service Package with two (2) external speakers as described in 1.2.3.2.4.6 and the Basic Feature Package as described in 1.2.3.2.3.	Y		CV006
	Bidder's Product Description: Converged VoIP conference phone Service Package with two (2) external speakers as described in 1.2.3.2.4.6 and the Basic Feature Package as described in 1.2.3.2.3.				

The Contractor may offer additional unsolicited Converged VoIP Handset Service Packages in Table 1.2.3.2.4.b.

Table 1.2.3.2.4.b Unsolicited Converged VoIP Handset Service Packages

	Feature Name	Feature Description	Bidder's Product Identifier
1	AT&T Unified Communication (UC) Service	AT&T Unified Communication (UC) Service	Multiple Ids (see below)
	Bidder's Product Description: AT&T's Unified Communications Service – UC Client combined with UC Voice provides real-time communication services including IP or PSTN telephony, chat (instant messaging), presence information. This service is designed for a converged IP environment and offers advance voice and client integration in an unbundled fashion and allows customer to pick and chose the features that meets their needs. AT&T UC Services are available in two primary service components: UC Central® and UC Voice. UC Central is the user interface that facilitates user transmission of content through wired and wireless devices. UC Voice enables single-number reach, voicemail and unified messaging using IP-based telephony through deskphones and compatible software-based clients. AT&T – UC Client is used in conjunction with UC – Voice, AT&T IP Flex Reach SIP Trunking service to connect to the PSTN and AVPN MPLS transport providing customers with a complete telephony system. UC requires MPLS transport, SIP Trunking service and AT&T owned and managed handsets and devices.		
2	AT&T UC Voice Essential	AT&T UC Voice Essential	UC001

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: Cloud-based IP Voice port providing basic call processing to support following customer requirements: • Basic call processing for common area phones; no SNR • Can be used for analog devices including FAX, Night Bell, Paging System Integration – please note the following: o Requires analog gateway for analog devices o Supports Cisco IP Phones 3905 and 6901 only		
3	AT&T UC Voice Fundamental	AT&T UC Voice Fundamental	UC002
	Bidder's Product Description: Cloud-based IP Voice service providing call processing and the following advanced features: • Basic Call Processing • Single Number Reach (SNR) • Used with Cisco IP Phones 6911 , 6921, 6901, 3905 onlly		
4	AT&T UC Voice Fundamental with Voicemail	AT&T UC Voice Fundamental with Voicemail	UC003
	Bidder's Product Description: Cloud-based IP Voice service providing call processing and the following advanced features: • Basic Call Processing		

	Feature Name	Feature Description	Bidder's Product Identifier
	• Single Number Reach (SNR) • Voice Mail • Supports Cisco IP Phones 6911 , 6921, 6901, 3905 only		
5	AT&T UC Central® for Mobile plus PC and Fundamental UC Voice with voicemail	AT&T UC Central® for Mobile plus PC and Fundamental UC Voice with voicemail	UC004
	Bidder's Product Description: Cloud-based Presence and IM for Mobile + PC and IP Telephony • Presence/IM via UC Central client for Mobile and PC • PC2PC calling • PC to PSTN Calling • Microsoft Outlook Collaboration • Integration with AT&T Connect for Voice, Video and Web Conferencing • Single Number Reach • Voicemail • Supports Cisco IP Phones 7937G, 7942G, 7962G. 6961,6945, 6941, 6911, 6921, 6901, 3905 only		
6	UC Mobile plus PC and Enhanced UC Voice (Single	UC Mobile plus PC and Enhanced UC Voice (Single Device)	UC005

	Feature Name	Feature Description	Bidder's Product Identifier
	Device)		
	Bidder's Product Description: Cloud-based Integrated PC/Mobile Unified Communication Client with Enhanced IP Voice add-on feature to AT&T's Unified Communications Voice service that include: • Mobile and PC clients • Integrated message dashboard • Presence and IM/Chat • Live conferencing: voice, web, and desktop video conf • Email ,calendar integration with MS Exchange, Lotus Notes • PC-to-PC voice calling • Session graduation from IM/Chat -> phone call -> web conf • Single number reach • IP Phone, Video Phone and Soft Phone Support • Voice Mail and Unified Messaging • Remote Call set up • Includes Telephony Service Connection – Integration with legacy TDM /IP PBX systems		
7	AT&T UC Voice Enhanced with Jabber™ (single device)	AT&T UC Voice Enhanced with Jabber™ (single device)	UC006

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: • Single Number Reach (SNR) • Voicemail/Unified Messaging included • Cisco Jabber™ • Cisco Jabber™ softclient		
8	AT&T UC Voice Enhanced with Jabber™ (Up to 10 devices)	AT&T UC Voice Enhanced with Jabber™ (Up to 10 devices)	UC007
	Bidder's Product Description: • Single Number Reach (SNR) • Voicemail/Unified Messaging included • Supports IP Phones 6900, 7900, 8900, 9900 series • Cisco Jabber • Cisco Jabber™ softclient		
9	Add-on single device for Jabber™ integration	Add-on single device for Jabber™	UC008
	Bidder's Product Description: • Add-on single device for Jabber™		
10	Add-on Mulitple	Add-on Mulitple devices for Jabber™	UC009

	Feature Name	Feature Description	Bidder's Product Identifier
	devices for Jabber™ integration		
	Bidder's Product Description: • Add-on Mulitple devices for Jabber™		
11	AT&T UC Voice Handsets and Devices	AT&T UC Voice Handsets and Devices	Multiple IDs see below
	Bidder's Product Description: **AT&T provides a variety of AT&T owned handsets and devices to complement and enhance UC voice service. Handset and device services can only be ordered and used as part of AT&T Unified Communicaton Service. Handsets and devices cannot be ordered and used as standalone or with another VoIP service.**		
12	UC Essential Basic Handset	UC Essential Basic Handset	CP-3901
	Bidder's Product Description: UC Essential Basic Handset – Single line (10/100) handset w Monochrome Backlit Display		
13	UC Essential Standard Handset	UC Essential Standard Handset	**CP-6901**
	Bidder's Product Description: UC Essential Standard Handset – Single line handset		
14	UC Fundamental	UC Fundamental Basic Handset	CP-6911-

	Feature Name	Feature Description	Bidder's Product Identifier
	Basic Handset		CL-K9=
	Bidder's Product Description: UC FundamentalBasic Handset – Single line (10/100) handset w speakerphone and paper label display		
15	UC Fundamental Standard Handset	UC Fundamental Standard Handset	CP-6921-W-K9=
	Bidder's Product Description: UC Fundamental Standard Handset – 2 Line (10/100) handset w speakerphone and 396 x 81 pixel-based, anti-glare graphical monochrome display with white backlight display.		
16	UC Fundmental Midrange Handset	UC Fundmental Midrange Handset	CP-6941-W-K9=
	Bidder's Product Description: UC Fundmental Midrange Handset – 4 Line (10/100) handset w speakerphone and 396 x 81 pixel-based, anti-glare graphical monochrome display with white backlight display.		
17	UC Fundamental Executive Handset	UC Fundamental Executive Handset	CP-6945-W-K9=
	Bidder's Product Description: UC Fundamental Executive Handset – 4 Line (10/100/1000) handset with speakerphone and 396 x 81 pixel-based, anti-glare graphical monochrome display with white backlight display.		
18	UC Fundamental	UC Fundamental Plus Midrange Handset	CP-

	Feature Name	Feature Description	Bidder's Product Identifier
	Plus Midrange Handset		7965G=
	Bidder's Product Description: UC Fundamental Plus Midrange Handset – 6 Line (10/100/1000) handset w speaker phone and Digital, 16-bit graphical backlit TFT Color, 5" display.		
19	UC Fundamental Plus Executive Handset	UC Fundamental Plus Executive Handset	CP-7975G
	Bidder's Product Description: UC Fundamental Plus Executive Handset – 8 Line (10/100/1000) handset w speakerphone and Digital, 16-bit graphical backlit TFT Color, 5.6" display		
20	UC Fundamental Plus Midrange Video Hanset	UC Fundamental Plus Midrange Video Hanset	CP-9951-C-K9=
	Bidder's Product Description: UC Fundamental Plus Midrange Video Hanset – 5 Line (10/100/1000) handset w speaker phone and Digital, 24-bit graphical backlit TFT Color, 5" display.		
21	UC Fundamental Plus Exectutive Video Hanset	UC Fundamental Plus Exectutive Video Hanset	CP-9971-C-K9=

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: UC Fundamental Plus Exectutive Video Hanset – 6 Line (10/100/1000) handset w speakerphone and Digital, 24-bit graphical backlit TFT Color, 5" display		
22	Standard UC Converged Conference Room Speakerphone	Standard UC Converged Conference Room Speakerphone	CP-8831-K9=
	Bidder's Product Description: Standard UC Converged Conference Room Speakerphone		
23	Cisco ATA 187 with configurable impedance	Cisco ATA 187 with configurable impedance	ATA187-I1-A=
	Bidder's Product Description: Cisco ATA 187 with configurable impedance		
24	Cisco VG202 Analog Voice Gateway	Cisco VG202 Analog Voice Gateway	VG202
	Bidder's Product Description: Cisco VG202 Analog Voice Gateway		

	Feature Name	Feature Description	Bidder's Product Identifier
25	Cisco VG204 Analog Voice Gateway	Cisco VG204 Analog Voice Gateway	VG204
	Bidder's Product Description: Cisco VG204 Analog Voice Gateway		
26	24 Port Voice over IP analog phone gateway	24 Port Voice over IP analog phone gateway	VG224
	Bidder's Product Description: 24 Port Voice over IP analog phone gateway		
27	AT&T Managed Local Area Network Service (MLAN)	AT&T Managed Local Area Network Service (MLAN	Multiple (See feature IDs below)
	Bidder's Product Description: AT&T Managed LAN Service - MLAN is a premises-based Ethernet switching infrastructure of an organization's computer network. The MLAN Service provides design, implementation and remote monitoring and management of a Customer's LAN infrastructure via select AT&T business data transport services supported by the IPT/LAN Services from one of AT&T's management centers. The LAN Service supports standard configurations of Cisco® Catalyst and Juniper EX series Switches. MLAN can only be order and used with AT&T Converged VoIP services, and cannot be ordered or used as a standalone service.		

	Feature Name	Feature Description	Bidder's Product Identifier
28	MLAN Standard Management	MLAN Standard Management	Multiple (See feature IDs below)
	Bidder's Product Description: MLAN Standard Management - Standard Management provides a low reactive monitoring and management service with automatic Customer notification of events. Standard Management does not support proactive management of IP Hard, Soft and Wireless Phones (e.g. automatic alarming and ticket generation).		
29	Low Complexity	Low Complexity	MLS001
	Bidder's Product Description: Cisco 29xx series Juniper EX 22xx series		
30	Medium Complexity	Medium Complexity	MLS002
	Bidder's Product Description: Cisco 3550 Series Cisco 3560 Series Cisco 3750 Series (standalone) Cisco Nexus 2K Juniper EX 3200 Series		
31	High Complexity	High Complexity	MLS003

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: Cisco 4500 Series Cisco 4900 Series Cisco 6500 Series Cisco 7600 Series Cisco Nexus 5K Cisco Nexus 7K Juniper EX4200 Series Juniper EX4500 Series Juniper EX8200 Series		
32	2960S,3750, EX4200 Used in Stacks, Layer 2	2960S,3750, EX4200 Used in Stacks, Layer 2	MLS004
	Bidder's Product Description: 2960S,3750, EX4200 Used in Stacks, Layer 2		
33	2960S, 3750, EX4200 Used in Stacks, Layer 3	2960S, 3750, EX4200 Used in Stacks, Layer 3	MLS005
	Bidder's Product Description: 2960S, 3750, EX4200 Used in Stacks, Layer 3		
34	MLAN Advanced	MLAN Advanced Management	Multiple

	Feature Name	Feature Description	Bidder's Product Identifier
	Management		(See feature IDs below)
	Bidder's Product Description: MLAN Advanced Management - Advanced Management Service includes all services provided with the Standard Management Service. In addition, the Advanced Management Service includes advanced configuration management and performance management.		
35	Low Complexity	Low Complexity	MLA001
	Bidder's Product Description: Cisco 29xx series Juniper EX 22xx series		
36	Medium Complexity	Medium Complexity	MLA002
	Bidder's Product Description: Cisco 3550 Series Cisco 3560 Series Cisco 3750 Series (standalone) Cisco Nexus 2K Juniper EX 3200 Series		
37	High Complexity	High Complexity	MLA003

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: Cisco 4500 Series Cisco 4900 Series Cisco 6500 Series Cisco 7600 Series Cisco Nexus 5K Cisco Nexus 7K Juniper EX4200 Series Juniper EX4500 Series Juniper EX8200 Series		
38	2960S,3750, EX4200 Used in Stacks, Layer 2	2960S,3750, EX4200 Used in Stacks, Layer 2	MLA004
	Bidder's Product Description: 2960S,3750, EX4200 Used in Stacks, Layer 2		
39	2960S, 3750, EX4200 Used in Stacks, Layer 3	2960S, 3750, EX4200 Used in Stacks, Layer 3	MLA005
	Bidder's Product Description: 2960S, 3750, EX4200 Used in Stacks, Layer 3		
40	MLAN Professional	MLAN Professional Services hourly Rates for Non-Standard services and Standard services performed	Multiple (See

	Feature Name	Feature Description	Bidder's Product Identifier
	Services hourly Rates for Non-Standard services and Standard services performed during Non-Standard Business hours	during Non-Standard Business hours	feature IDs below)
	Bidder's Product Description: MLAN Professional Services hourly Rates for Non- Standard services and Standard services performed during Non-Standard Business hours.		
41	Non- Standard Business Hours (Monday Thru Friday)	Non- Standard Business Hours (Monday Thru Friday)	MLPS01
	Bidder's Product Description: Non- Standard Business Hours (Monday Thru Friday)		
42	Non Standard Hours (Weekend and Holidays)	Non Standard Hours (Weekend and Holidays)	MLPS02
	Bidder's Product Description: Non Standard Hours (Weekend and Holidays)		
43	MLAN Life Cycle Management Charges Per Site / Per Occurrence	MLAN Life Cycle Management Charges Per Site / Per Occurrence during Standard Business Hours (Monday – Friday, 8:00 am – 5:00 pm, Pacific Standard Time in the United States)	Multiple (See feature IDs below)

	Feature Name	Feature Description	Bidder's Product Identifier
	during Standard Business Hours (Monday – Friday, 8:00 am – 5:00 pm, Pacific Standard Time in the United States)		
	Bidder's Product Description: MLAN Life Cycle Management Charges Per Site / Per Occurrence during Standard Business Hours (Monday – Friday, 8:00 am – 5:00 pm, Pacific Standard Time in the United States)		
44	LAN/WLAN - Soft MACD Level 1*	LAN/WLAN - Soft MACD Level 1*	MC01R
	Bidder's Product Description: LAN/WLAN - Soft MACD Level 1* *Level 1 Soft MACDs for LAN/WLAN are included in the Advanced Management rate.		
45	LAN/WLAN - Soft MACD Level 2	LAN/WLAN - Soft MACD Level 2	MC02R
	Bidder's Product Description: LAN/WLAN - Soft MACD Level 2		
46	LAN/WLAN - Hard MACD Level 1*	LAN/WLAN - Hard MACD Level 1*	MC03R

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: LAN/WLAN - Hard MACD Level 1* *Level 1 Soft MACDs for LAN/WLAN are included in the Advanced Management rate.		
47	LAN/WLAN– Hard MACD Expedite	LAN/WLAN– Hard MACD Expedite	MC03RE
	Bidder's Product Description: LAN/WLAN– Hard MACD Expedite – Less than 75 calendar days		
48	LAN/WLAN– Soft MACD Level 1 Expedite	LAN/WLAN– Soft MACD Level 1 Expedite	MC01RE
	Bidder's Product Description: LAN/WLAN– Soft MACD Level 1 Expedite – Less than 5 calendar days		
49	LAN/WLAN Soft MACD Level 2 Expedite	LAN/WLAN Soft MACD Level 2 Expedite	MC02RE
	Bidder's Product Description: LAN/WLAN Soft MACD Level 2 Expedite – Less than 9 calendar days.		
50	MLAN Life Cycle Management Charges Per Site / Per Occurrence Out of Hours (Monday – Friday, Pacific Standard	MLAN Life Cycle Management Charges Per Site / Per Occurrence Out of Hours (Monday – Friday, Pacific Standard Time in the United States)	Multiple (See feature IDs below)

	Feature Name	Feature Description	Bidder's Product Identifier
	Time in the United States)		
	Bidder's Product Description: MLAN Life Cycle Management Charges Per Site / Per Occurrence Out of Hours (Monday – Friday, Pacific Standard Time in the United States)		
51	LAN/WLAN- Soft MACD Level 1*	LAN/WLAN- Soft MACD Level 1*	MC01O
	Bidder's Product Description: LAN/WLAN- Soft MACD Level 1* *Level 1 Soft MACDs for LAN/WLAN are included in the Advanced Management rate.		
52	LAN/WLAN- Soft MACD Level 2	LAN/WLAN- Soft MACD Level 2	MC02O
	Bidder's Product Description: LAN/WLAN- Soft MACD Level 2		
53	LAN/WLAN- Hard MACD	LAN/WLAN- Hard MACD	MC03O
	Bidder's Product Description: LAN/WLAN- Hard MACD		
54	MLAN Life Cycle Management Charges Per Site / Per Occurrence during	MLAN Life Cycle Management Charges Per Site / Per Occurrence during Weekends/Holidays	Multiple (See feature IDs below)

	Feature Name	Feature Description	Bidder's Product Identifier
	Weekends/Holidays		
	Bidder's Product Description: MLAN Life Cycle Management Charges Per Site / Per Occurrence during Weekends/Holidays		
55	LAN/WLAN- Soft MACD Level 1*	LAN/WLAN- Soft MACD Level 1*	MC01H
	Bidder's Product Description: LAN/WLAN- Soft MACD Level 1* *Level 1 Soft MACDs for LAN/WLAN are included in the Advanced Management rate.		
56	LAN/WLAN- Soft MACD Level 2	LAN/WLAN- Soft MACD Level 2	MC02H
	Bidder's Product Description: LAN/WLAN- Soft MACD Level 2		
57	LAN/WLAN- Hard MACD	LAN/WLAN- Hard MACD	MC03H
	Bidder's Product Description: LAN/WLAN- Hard MACD		
	•		

1.2.3.2.5 Converged VoIP Site Survey

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

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

The Site Survey will include the completion of the Contractor's Site Survey Assessment form that will identify the steps required to facilitate a successful implementation of the Converged VoIP services. Upon completion of the survey, the Contractor shall provide the Customer a copy of the completed Site Survey Assessment form. The Site Survey Assessment form will identify potential deficiencies found at the location and the necessary steps that will be required to correct them so that the Customer can order and implement Converged VoIP services.

The Contractor shall certify existing cabling. The Bidder shall describe in detail and list all cabling requirements that must be met by the Customer to certify existing horizontal cabling for Converged VoIP services.

Bidder understands the requirements in Section 1.2.3.2.5 and shall meet or exceed them? Yes __X__ No_____

Description:

Converged VoIP Site Survey

AT&T will provide site survey, design, and implementation of Converged VoIP services which shall be included in the nonrecurring per seat price.

AT&T will perform an assessment of the environment to identify all required components and tasks needed for implementation of this service.

The Site Survey will include the completion of a Site Survey Assessment form that will identify the steps required to facilitate a successful implementation of the Converged VoIP services. Upon completion of the survey, AT&T shall provide the Customer a copy of the completed Site Survey Assessment form. The Site Survey Assessment form will identify potential

deficiencies found at the location and the necessary steps that will be required to correct them so that the Customer can order and implement Converged VoIP services.

AT&T shall review the Customer's existing network (Legacy Network), including its LAN and existing facilities, to verify, among other things, that it is capable of supporting the AT&T VoIP Services, including, but not limited to, ensuring the necessary configurations and equipment and deployment requirements can be satisfied. AT&T will then provide the appropriate recommendations in the VoIP Solution document.

AT&T will conduct a Site Survey, during which the AT&T technician(s) or assigned engineer(s) will perform the following activities at the Customer Site:

- Visually verify the existence, quantity, and condition of voice and data cabling with regards to the Service requirements.
- Verify electrical power is available at each proposed handset location by visually checking electrical outlet or Legacy Equipment Power over Ethernet (POE) availability.
- Document the existence of a Legacy Equipment Switch (Legacy Switch) along with its make and model and number of available ports. Verify that Legacy Switches are not chained together more than five deep.
- Verify the existence of a suitable DHCP server.
- Review AT&T VoIP Services features to be ordered for the Customer.

As part of the Site survey, AT&T will certify existing cabling. The following is a description of the requirements that must be met to certify existing horizontal cabling for Converged VoIP services:

Horizontal Cable Certification Requirements and Recommendations

Cable Determination

Based on the IEEE 802.3at standard, it is required to meet a Category 5 transmission performance for 100-meter channel in support of VoIP. Although minimum cable compliance for VoIP begins at Category 5, bandwidth requirements and the capability of the new network gear will dictate ultimate cable connectivity requirements. If any site contains cable less than Category 5, it will be recommended to replace the existing cable with a current category 6A cable solution, capable of supporting 10G technology.

VoIP technology now employees PoE (Power over Ethernet), which places further stress on the lower grade Cat5e channel network. Rather than the use of local power, most VoIP devices can now be powered remotely from the TC through the use of a PoE layer-3 switch. The migration of legacy voice communications systems to VoIP solutions increases the importance of having a standards compliant structured cabling system.

However, while Category 5, 5e, and 6 cabling will support the convergence of voice and data, we believe that it will take Category 6a – 10 Gigabit Ethernet – to ensure the bandwidth necessary to support a totally converged, “smart building” environment. The 10Gb/s cabling today supports the bandwidth needs of today’s enterprises as well as the needs of more demanding applications such as high resolution streaming video, grid computing, switch-to-server connectivity and Storage Area Network/Network Attached Storage. And with 10Gb/s UTP standard being delivered this summer, it could bring on the reality of convergence even sooner than anyone ever expected.

Consideration must also be given to the continuous current handling capability of the connecting hardware and outlet connector. The maximum continuous output current from the PSE under normal mode is 600 mAdc (over 1-pair or 300 mAdc per conductor). The connecting hardware and telecommunications outlet connector should be able to handle this current.

Testing & Certification

Testing and certification of a number of random horizontal cables should be performed to confirm they pass testing without any marginal notations for respective category and type of cable and follow the guidelines set forth in the following standard:

ANSI/TIA-1152–2009, Requirements for Field Test Instruments and Measurements for Balanced Twisted-Pair Cabling. This standard includes requirements for field test instruments that are used to test balanced twisted-pair cabling as specified in the ANSI/TIA-568-C series of structured cabling standards. This standard specifies the reporting and accuracy performance requirements of field testers for balanced twisted-pair cabling measurements. Level IIe, III, and IIIe field tester requirements are specified in this standard. This standard contains methods to compare the field instrument measurements against laboratory equipment measurement specified in ANSI/TIA-568-C.2. Measurement accuracy based upon the assumptions for key performance parameters is addressed.

All workstation faceplate and patch panel termination points should be marked with the cable/drop number. Any existing cabling installation should meet the following administration standards:

ANSI/TIA-606-B-2012, Administration Standard for Commercial Telecommunications Infrastructure. This standard specifies administration systems for commercial telecommunications infrastructure with choices of classes of administration for maintaining telecommunications infrastructure. This infrastructure may range in size from a building requiring a single telecommunications space (TS) and associated elements to many TSs and associated elements in multiple campus locations. This standard applies to administration of telecommunications infrastructure in existing, renovated, and new buildings.

Pathways

All existing support infrastructure should comply with the following pathway standard:

ANSI/TIA-569-C–2012, *Telecommunications Pathways and Spaces.* This standard is limited to the telecommunications aspect of commercial building design and construction, encompassing telecommunications pathways and spaces. Telecommunications pathways are designed for installation of telecommunications media, and telecommunications spaces are

the rooms and areas where media is terminated and telecommunications equipment is installed. Both single- and multi-tenant buildings are recognized by this standard.

It is important to note that a transition to a converged VoIP system with existing cabling infrastructure and the pathway support system may have an impact on the long term performance of the cable. Maintaining minimum bend radius, stress from weight between supports may often not show up in the initial installation test results. However, over time and changing environmental conditions, these items can impact the top end performance of the channel.

1.2.3.2.6 Converged VoIP Network LAN Assessment

The Contractor shall perform a network LAN Assessment to address the following at no charge:

1. Health of the network;
2. Bandwidth requirements;
3. Power requirements;
4. Firewall requirements; and,
5. E9-1-1 requirements.

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

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

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

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

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

The Contractor shall develop a Scope of Work (SOW) for each location as described in IFB Section A.6 (Contracted Service Project Work).

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

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

1.2.3.2.7 Converged Site Design

The Contractor shall perform design services for each VoIP deployment. The design services shall include engineering and Documentation of all components required for proper implementation of the VoIP service. The site design service will be provided after a Customer has placed an order for Converged VoIP services and before implementation.

The Contractor shall complete a network design for implementation of Converged VoIP service for each Customer location.

The Contractor shall provide Visio Diagram(s) that details the Converged VoIP design for each location including the Customer Premise Equipment (CPE) and VoIP Transport bandwidth that will be installed.

During the network design, the proper grade of service will be engineered and bandwidth allocated to allow all simultaneous channels to be active with no degraded service.

The network design will indicate the Voice Compression CODEC that will be used, the number of simultaneous calls that the network will be able to handle for the P.01 grade of service and the total VoIP transport bandwidth that will be available at the location.

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

1.2.3.2.8 Converged VoIP Site Implementation

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

The Contractor shall install all appropriate components detailed in Section 1.2.3.2.1 (Converged VoIP Minimum Requirements). This includes, but is not limited to, software, a router, firewall, VoIP handsets and required analog phone adapters. The Customer shall be responsible for the required LAN components.

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

Bidder understands the requirement and shall meet or exceed it? Yes __X__ *No* _____

1.2.3.2.9 Converged VoIP Account Codes

The Contractor's system shall allow the Customer to utilize account codes which enable the tracking of calls made outside of the location by prompting subscribers for an account code.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ *No* _____

1.2.3.2.10 Converged VoIP Authorization Codes

The Contractor's system shall allow the Customer to utilize Authorization Codes. This feature allows Customers to enable a prompt for an Authorization Code when making calls outside of the location. Calls will not be connected unless a valid code is entered.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ *No* _____

1.2.3.3 Additional Converged VoIP Services and Features

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

1.2.3.3.1 Converged VoIP Site Survivability Network Failure

The Contractor shall provide an option for Converged VoIP site survivability in the event of a network failure. Site Survivability Network Failure is an option where, in the event of a network failure, calling functionality is maintained for all handsets on premise. The installation of an on premise gateway to connect to the PSTN is an acceptable solution.

Failure of a Customer to select this option does not release the Contractor from its SLA obligations as described in Section 1.2.9.8.1 (Availability SLAs).

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

The Contractor shall only route traffic originating from the locally served Customer of record. No other traffic is permitted.

The Converged VoIP Site Survivability Network Failure solution shall provide automatic alarm notification by electronic means to the CALNET 3 CMO whenever traffic is routed through the gateway to the PSTN via locally connected circuits.

This service is exempt from the provisions of Section 1.2.3.1.6 (Network Based).

Bidder shall describe their CALNET 3 Network Failure Site Survivability solution.

Any Bidder proposed additional unsolicited local gateway site survivability solutions must conform to these requirements and will fall under the SLA's established in Section 1.2.9 (Service Level Agreements).

Bidder understands the requirements in Section 1.2.3.3.1 and shall meet or exceed them? Yes __X__ No_____

Description:

Voice DNA Site Survivability

VoIP Demarc/Site Survivability is provided by deploying an EdgeMarc device, also called the AT&T Managed Integration Device (MID), at the customer's premises. The MID functions as the service demarcation point for Voice DNA on AVPN. The MID is managed by AT&T. The MID's role as a demarcation device is to allow AT&T to manage the customer's Voice DNA network based service. Management includes:

- Maintenance of EdgeMarc MID.
- 911 move detection & restriction
- Performance reporting
- Site Survivability (optional) via POTS or PRI access to the MID

VoIP Demarc/Site Survivability Option provides continuity of AT&T VDNA® service in the event of a failure of a customer's connectivity to the AT&T network by routing calls over the Public Switched Telephone Network (PSTN).

This option provides call routing under three scenarios:

- On-LAN calls (off-site)
- Off-LAN calls over POTS or PRI lines to PSTN network
- Incoming calls on POTS or PRI lines routed to the location's Default Calling Number (DCN)

This functionality is provided by an AT&T-managed EdgeMarc device installed on the customer site between the managed router and the LAN switch.

FXO ports are used for failover to the PSTN and FXS ports are for analog phone adapters (phone or fax). All FXO ports on a device must be enabled with a POTS or PRI connection.

In normal operational mode with, the device will operate in a pass-through mode and will be transparent to the rest of the architecture. This is equivalent to approximately 120-150 users per site. The number of concurrent calls supported in survivability mode is limited by the EdgeMarc model.

1.2.3.3.2 Converged VoIP Network LAN Assessment Retest

If required, Contractor shall perform a network LAN Assessment retest in accordance with the provisions of Section 1.2.3.2.6 (Converged VoIP Network LAN Assessment) to validate corrective actions have been completed that allow for proper operation of the service.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ No _____

1.2.3.3.3 Converged VoIP Block of 20 Additional Direct Inward Dialing (DID) Number Reservation

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

Bidder understands the Requirement and shall meet or exceed it? Yes __X__ No____

1.2.3.3.4 Converged VoIP Web Based Attendant Console

The Contractor shall provide a Converged VoIP web-based Attendant Console that enables a subscriber (e.g., receptionist) to monitor a configurable set of subscribers at the same location as the Attendant. The Attendant Console shall graphically display subscribers' status (busy, idle, do not disturb), as well as detailed call information. The Attendant Console window shall allow the attendant to perform click-to-transfer or click-to-dial.

Bidder understands the Requirement and shall meet or exceed it? Yes __X__ No____

1.2.3.3.5 Converged VoIP Additional Line Appearance

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

Bidder understands the requirement and shall meet or exceed it? Yes __X__ No _____

1.2.3.3.6 Converged VoIP Analog and Facsimile Support

The Contractor shall provide analog device or facsimile support services that will:

1. Provide Auto Detection of voice or fax;
2. Provide Facsimile over TCP/IP; and,
3. Provide Fax Messaging.

The network will automatically detect a voice or fax call and use the correct compression code.

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

Bidder understands the requirement and shall meet or exceed it? Yes __X__ No _____

Contractor shall offer the Converged VoIP service features detailed in Table 1.2.3.3.a.

Table 1.2.3.3.a Converged VoIP Service Features

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N	Bidder's Product Identifier

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
1	Converged VoIP Site Survivability Network Failure	Site survivability option	Y		UCSS
	Bidder's Product Description: UC Voice Site Survivability				
2	Converged VoIP Network LAN Assessment Retest	Additional test beyond the initial LAN Assessment test as identified in Section (1.2.3.2.6) Converged VoIP Network LAN Assessment. [per seat]	Y		LANAST
	Bidder's Product Description: Additional LAN Assessment Test (Per Seat)				
3	Converged VoIP Block of 20 Additional Direct Inward Dialing (DID) Number Reservation	Block of 20 DID numbers held in reservation.	Y		DID20
	Bidder's Product Description: 20 DID number reservation				
4	Converged VoIP Web-Based Attendant Console	Enables a subscriber (e.g., receptionist) to monitor a configurable set of subscribers	Y		CWAC
	Bidder's Product Description: Web Based Attendant Console				
5	Converged VoIP Additional Line Appearance	Additional line appearances for multi-line handsets.	Y		ALA

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
	Bidder's Product Description: Multiple Line Appearance				
6	Converged VoIP Analog and Facsimile Support	Analog device or facsimile support	Y		ADFS
	Bidder's Product Description: Analog device or facsimile support				

The Contractor may offer additional unsolicited Converged VoIP service features in Table 1.2.3.3.b.

Table 1.2.3.3.b Unsolicited Converged VoIP service features

	Feature Name	Feature Description	Bidder's Product Identifier
1	None		
	Bidder's Product Description:		

1.2.3.4 Converged VoIP Calling Requirements

The Contractor shall provide the Converged VoIP calling solutions described below.

1.2.3.4.1 Converged VoIP On-Net Calling

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

Bidder understands the requirement and shall meet or exceed it? Yes __X__ *No* _____

1.2.3.4.2 Converged VoIP Off-Net Calling

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

Bidder understands the requirement and shall meet or exceed it? Yes __X__ *No* _____

1.2.3.4.3 On-Net Enterprise Calling

The Contractor shall treat the State of California as a single enterprise for the purpose of on-net calling. On-net calling from one (1) State of California Agency/Department to another shall be treated the same as on-net calling within a State of California Agency or Department.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ *No* _____

1.2.3.4.4 Converged Off-Net Toll-Free

The Contractor shall provide Converged off-net toll-free services that shall only be provided by the Converged VoIP Contractor and shall not be provided by a third party. This service shall only be utilized in conjunction with the awarded Contractor's VoIP service. The Converged VoIP service allows Customers to

receive off-net toll-free calls from the 50 United States, the District of Columbia, the U.S. Virgin Islands, and Puerto Rico. The Contractor's CALNET 3 approved applicable rates shall apply.

Table 1.2.3.4.4.a, Converged VoIP Off-Net Toll-Free

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
1	Converged VoIP Off-Net Toll-Free	Allows a Customer to receive off-net toll-free calls from the 50 United States, the District Of Columbia, the Virgin Islands, and Puerto Rico.	Y		IPTFCA,IPTFUS
	Bidder's Product Description: Customers will be able to make and receive Off-Net Toll Free calls from all 50 states in the U.S., the District of Columbia, the Virgin Islands, and Puerto Rico.				

The Contractor may offer additional Converged VoIP Off-Net Toll-Free features in Table 1.2.3.4.4.b.

Table 1.2.3.4.4.b Unsolicited Converged VoIP Off-Net Toll-Free Features

	Feature Name	Feature Description	Bidder's Product Identifier
1	IP Toll Free Advanced Features	IP Toll Free Advanced Features	Multiple
	Bidder's Product Description: IP Toll free advanced announcement, routing and control features.		
2	Call Transfer/Transfer Connect – Courtesy Transfer	Call Transfer/Transfer Connect – Courtesy Transfer	E8UC1
	Bidder's Product Description: 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.		
3	Call Transfer/Transfer Connect – Consult and Transfer	Call Transfer/Transfer Connect – Consult and Transfer	E8YC2
	Bidder's Product Description: Consult and Transfer allow the agent to transfer a 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.		

	Feature Name	Feature Description	Bidder's Product Identifier
4	Call Transfer/Transfer Connect – Conference and Transfer	Call Transfer/Transfer Connect – Conference and Transfer	E8YPC
	Bidder's Product Description: Conference & Transfer allows an 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.		
5	Message Announcement	Message Announcement	E8U
	Bidder's Product Description: The caller hears a pre-recorded promotional or informational message prior to, during, or after the call is routed to the caller-selected destination.		
6	Network Queuing	Network Queuing	E8GNQ
	Bidder's Product Description: Network Queuing will allow a call to be held in queue in the AT&T network until the termination becomes available.		
7	Percentage Allocation Routing/Quick Call Allocator	Percentage Allocation Routing/Quick Call Allocator	TFQCA
	Bidder's Product Description: 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.		

1.2.3.4.5 Converged International Off-Net Calling

The Contractor shall provide Converged VoIP international off-net calling to the countries listed in Table 1.2.3.3.5. Bidder's rates as provided in the Subcategory Cost Worksheets shall be based on time of day ("Peak Time" or "Off–Peak Time"). Peak Time is between 8:00 a.m. and 4:59 p.m., Monday through Friday based on the time at the CALNET caller's location. Off-Peak time is for all calls where Peak Time rates do not apply.

All usage shall be billed in accordance with the Business Requirements Section A.5.1 (Billing and Invoicing Requirements #11) except Mexico which shall be billed in 60 second increments with a 60 second minimum.

Note: If the Bidder charges the same rate for both Peak Time and Off-Peak time, Bidder may use the same Product Identifier for both products.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ *No* _____

1.2.3.4.5.1 International Mobile Termination Charges (IMTC)

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

Bidder understands the requirement and shall meet or exceed it? Yes __X__ *No* _____

1.2.3.4.5.2 U.S. Based Services Waiver

The provisions detailed in IFB-A 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 __X__ *No* _____

The Contractor shall offer the Converged VoIP International Off-Net Calling configurations detailed in Table 1.2.3.4.5.a.

Table 1.2.3.4.5.a Converged VoIP International Off-Net Calling

	Country	Bidders Meets or Exceeds? Y N		Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
1	Brazil:	Y		IPINBZ	IPINBZ	IPIMBZ
2	Canada:	Y		IPINCAN	IPINCAN	IPIMCAN
3	China:	Y		IPINCH	IPINCH	IPIMCH
4	France:	Y		IPINFR	IPINFR	IPIMFR
5	Germany:	Y		IPINGER	IPINGER	IPIMGER
6	Israel:	Y		IPINIS	IPINIS	IPIMIS
7	Italy:	Y		IPINIT	IPINIT	IPIMIT
8	Japan:	Y		IPINJP	IPINJP	IPIMJP
9	Korea:	Y		IPINSK	IPINSK	IPIMSK
10	Mexico:	Y		IPINMX	IPINMX	IPIMMX
11	Spain:	Y		IPINSP	IPINSP	IPIMSP
12	Switzerland:	Y		IPINSW	IPINSW	IPIMSW
13	United Kingdom:	Y		IPINUK	IPINUK	IPIMUK

Bidder's may offer the Converged VoIP International Off-Net Calling to unsolicited countries listed in Table 1.2.3.4.5.b.

Table 1.2.3.4.5.b Unsolicited Converged VoIP International Off-Net Calling

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
1	Afghanistan	IPINAFG	IPINAFG	IPINAFG
2	Albania	IPINALB	IPINALB	IPINALB
3	Algeria	IPINALG	IPINALG	IPINALG
4	American Samoa	IPINAMS	IPINAMS	IPINAMS
5	Andorra	IPINAND	IPINAND	IPINAND
6	Angola	IPINAGL	IPINAGL	IPINAGL
7	Anguilla	IPINAGU	IPINAGU	IPINAGU
8	Antarctica (Casey)	IPINANC	IPINANC	IPINANC
9	Antarctica (Scott)	IPINANS	IPINANS	IPINANS
10	Antigua and Barbuda	IPINANT	IPINANT	IPINANT
11	Argentina	IPINARG	IPINARG	IPINARG
12	Armenia	IPINARM	IPINARM	IPINARM
13	Aruba	IPINARU	IPINARU	IPINARU
14	Ascension Island	IPINASC	IPINASC	IPINASC
15	Australia	IPINAST	IPINAST	IPINAST
16	Austria	IPINAUS	IPINAUS	IPINAUS
17	Azerbaijan	IPINAZE	IPINAZE	IPINAZE
18	Bahamas	IPINBAH	IPINBAH	IPINBAH
19	Bahrain	IPINBHR	IPINBHR	IPINBHR

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
20	Bangladesh	IPINBAN	IPINBAN	IPINBAN
21	Barbados	IPINBAR	IPINBAR	IPINBAR
22	Belarus	IPINBLR	IPINBLR	IPINBLR
23	Belgium	IPINBLG	IPINBLG	IPINBLG
24	Belize	IPINBLZ	IPINBLZ	IPINBLZ
25	Benin	IPINBEN	IPINBEN	IPINBEN
26	Bermuda	IPINBER	IPINBER	IPINBER
27	Bhutan	IPINBHU	IPINBHU	IPINBHU
28	Bosnia and Herzegovina	IPINBOL	IPINBOL	IPINBOL
29	Botswana	IPINBOS	IPINBOS	IPINBOS
30	British Virgin Islands	IPINBVI	IPINBVI	IPINBVI
31	Brunei	IPINBRU	IPINBRU	IPINBRU
32	Bulgaria	IPINBUL	IPINBUL	IPINBUL
33	Burkina Faso	IPINBKF	IPINBKF	IPINBKF
34	Burundi	IPINBUR	IPINBUR	IPINBUR
35	Cambodia	IPINCAM	IPINCAM	IPINCAM
36	Cameroon	IPINCMR	IPINCMR	IPINCMR
37	Cape Verde	IPINCAP	IPINCAP	IPINCAP

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
38	Cayman Islands	IPINCAY	IPINCAY	IPINCAY
39	Central African Republic	IPINCEN	IPINCEN	IPINCEN
40	Chad	IPINCHA	IPINCHA	IPINCHA
41	Chile	IPINCHI	IPINCHI	IPINCHI
42	Christmas Island	IPINCHR	IPINCHR	IPINCHR
43	Cocos Island	IPINCOC	IPINCOC	IPINCOC
44	Colombia	IPINCOL	IPINCOL	IPINCOL
45	Comoros	IPINCOM	IPINCOM	IPINCOM
46	Congo Republic	IPINCOZ	IPINCOZ	IPINCOZ
47	Congo (Zaire), Democratic Rep.	IPINCON	IPINCON	IPINCON
48	Cook Islands	IPINCOO	IPINCOO	IPINCOO
49	Costa Rica	IPINCOS	IPINCOS	IPINCOS
50	Croatia	IPINCRO	IPINCRO	IPINCRO
51	Cuba	IPINCUB	IPINCUB	IPINCUB
52	Cyprus	IPINCYP	IPINCYP	IPINCYP
53	Czech Republic	IPINCZE	IPINCZE	IPINCZE
54	Denmark	IPINDEN	IPINDEN	IPINDEN
55	Diego Garcia	IPINDIE	IPINDIE	IPINDIE

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
56	Djibouti	IPINDJI	IPINDJI	IPINDJI
57	Dominica	IPINDMC	IPINDMC	IPINDMC
58	Dominican Republic	IPINDMR	IPINDMR	IPINDMR
59	East Timor	IPINEAS	IPINEAS	IPINEAS
60	Ecuador	IPINECU	IPINECU	IPINECU
61	Egypt	IPINEGY	IPINEGY	IPINEGY
62	El Salvador	IPINELS	IPINELS	IPINELS
63	Equatorial Guinea	IPINEQU	IPINEQU	IPINEQU
64	Eritrea	IPINERI	IPINERI	IPINERI
65	Estonia	IPINEST	IPINEST	IPINEST
66	Ethiopia	IPINETH	IPINETH	IPINETH
67	Falkland Islands	IPINFAE	IPINFAE	IPINFAE
68	Faroe Islands	IPINFAL	IPINFAL	IPINFAL
69	Federated States of Micronesia	IPINMIC	IPINMIC	IPINMIC
70	Fiji	IPINFIJ	IPINFIJ	IPINFIJ
71	Finland	IPINFIN	IPINFIN	IPINFIN
72	French Antilles	IPINFRE	IPINFRE	IPINFRE
73	French Guiana	IPINFRG	IPINFRG	IPINFRG

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
74	French Polynesia	IPINFP	IPINFP	IPINFP
75	Gabon	IPINGAB	IPINGAB	IPINGAB
76	Gambia	IPINGAM	IPINGAM	IPINGAM
77	Georgia	IPINGEO	IPINGEO	IPINGEO
78	Ghana	IPINGHA	IPINGHA	IPINGHA
79	Gibraltar	IPINGIB	IPINGIB	IPINGIB
80	Greece	IPINGRE	IPINGRE	IPINGRE
81	Greenland	IPINGRL	IPINGRL	IPINGRL
82	Grenada	IPINGND	IPINGND	IPINGND
83	Guadeloupe	IPINGDL	IPINGDL	IPINGDL
84	Guantanamo	IPINGNT	IPINGNT	IPINGNT
85	Guatemala	IPINGTM	IPINGTM	IPINGTM
86	Guinea	IPINGPR	IPINGPR	IPINGPR
87	Guinea-Bissau	IPINGNB	IPINGNB	IPINGNB
88	Guyana	IPINGUY	IPINGUY	IPINGUY
89	Haiti	IPINHAI	IPINHAI	IPINHAI
90	Honduras	IPINHND	IPINHND	IPINHND
91	Hong Kong	IPINHKG	IPINHKG	IPINHKG
92	Hungary	IPINHUN	IPINHUN	IPINHUN

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
93	Iceland	IPINICE	IPINICE	IPINICE
94	India	IPINIPIN	IPINIPIN	IPINIPIN
95	Indonesia	IPINIDN	IPINIDN	IPINIDN
96	Iran	IPINIRN	IPINIRN	IPINIRN
97	Iraq	IPINIRQ	IPINIRQ	IPINIRQ
98	Ireland	IPINIRE	IPINIRE	IPINIRE
99	Ivory Coast	IPINIVO	IPINIVO	IPINIVO
100	Jamaica	IPINJAM	IPINJAM	IPINJAM
101	Jordan	IPINJOR	IPINJOR	IPINJOR
102	Kazakhstan	IPINKAZ	IPINKAZ	IPINKAZ
103	Kenya	IPINKEN	IPINKEN	IPINKEN
104	Kiribati	IPINKIR	IPINKIR	IPINKIR
105	Korea, Democratic Peoples Rep.	IPINKRN	IPINKRN	IPINKRN
106	Kuwait	IPINKUW	IPINKUW	IPINKUW
107	Kyrgyzstan	IPINKYR	IPINKYR	IPINKYR
108	Laos	IPINLAO	IPINLAO	IPINLAO
109	Latvia	IPINLAT	IPINLAT	IPINLAT
110	Lebanon	IPINLEB	IPINLEB	IPINLEB

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
111	Lesotho	IPINLES	IPINLES	IPINLES
112	Liberia	IPINLBR	IPINLBR	IPINLBR
113	Libya	IPINLBY	IPINLBY	IPINLBY
114	Liechtenstein	IPINLIE	IPINLIE	IPINLIE
115	Lithuania	IPINLIT	IPINLIT	IPINLIT
116	Luxembourg	IPINLUX	IPINLUX	IPINLUX
117	Macao	IPINMAC	IPINMAC	IPINMAC
118	Macedonia	IPINMCD	IPINMCD	IPINMCD
119	Madagascar	IPINMAD	IPINMAD	IPINMAD
120	Malawi	IPINMLW	IPINMLW	IPINMLW
121	Malaysia	IPINMLY	IPINMLY	IPINMLY
122	Maldives	IPINMLD	IPINMLD	IPINMLD
123	Mali	IPINMAL	IPINMAL	IPINMAL
124	Malta	IPINMLT	IPINMLT	IPINMLT
125	Marshall Islands	IPINMAR	IPINMAR	IPINMAR
126	Mauritania	IPINMRT	IPINMRT	IPINMRT
127	Mauritius	IPINMAU	IPINMAU	IPINMAU
128	Mayotte	IPINMAY	IPINMAY	IPINMAY
129	Moldova	IPINMOL	IPINMOL	IPINMOL

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
130	Monaco	IPINMNC	IPINMNC	IPINMNC
131	Mongolia	IPINMGP	IPINMGP	IPINMGP
132	Montenegro	IPINMON	IPINMON	IPINMON
133	Montserrat	IPINMST	IPINMST	IPINMST
134	Morocco	IPINMOR	IPINMOR	IPINMOR
135	Mozambique	IPINMOZ	IPINMOZ	IPINMOZ
136	Myanmar	IPINMYA	IPINMYA	IPINMYA
137	Namibia	IPINNAM	IPINNAM	IPINNAM
138	Nauru	IPINNAU	IPINNAU	IPINNAU
139	Nepal	IPINNEP	IPINNEP	IPINNEP
140	Netherlands	IPINNTA	IPINNTA	IPINNTA
141	Netherlands Antilles	IPINNET	IPINNET	IPINNET
142	Nevis	IPINNEV	IPINNEV	IPINNEV
143	New Caledonia	IPINNCD	IPINNCD	IPINNCD
144	New Zealand	IPINNZD	IPINNZD	IPINNZD
145	Nicaragua	IPINNIC	IPINNIC	IPINNIC
146	Niger	IPINNGR	IPINNGR	IPINNGR
147	Nigeria	IPINNIG	IPINNIG	IPINNIG
148	Niue	IPINNIU	IPINNIU	IPINNIU

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
149	Norfolk Island	IPINNFK	IPINNFK	IPINNFK
150	Norway	IPINNOR	IPINNOR	IPINNOR
151	Oman	IPINOMA	IPINOMA	IPINOMA
152	Pakistan	IPINPAK	IPINPAK	IPINPAK
153	Palau	IPINPAL	IPINPAL	IPINPAL
154	Panama	IPINPAN	IPINPAN	IPINPAN
155	Papua New Guinea	IPINPAP	IPINPAP	IPINPAP
156	Paraguay	IPINPAR	IPINPAR	IPINPAR
157	Peru	IPINPER	IPINPER	IPINPER
158	Philippines	IPINPHI	IPINPHI	IPINPHI
159	Poland	IPINPOL	IPINPOL	IPINPOL
160	Portugal	IPINPOR	IPINPOR	IPINPOR
161	Qatar	IPINQAT	IPINQAT	IPINQAT
162	Reunion	IPINREU	IPINREU	IPINREU
163	Romania	IPINROM	IPINROM	IPINROM
164	Russia	IPINRUS	IPINRUS	IPINRUS
165	Rwanda	IPINRWA	IPINRWA	IPINRWA
166	Saint Helena	IPINSTH	IPINSTH	IPINSTH
167	Saint Kitts	IPINSTK	IPINSTK	IPINSTK

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
168	Saint Lucia	IPINSTL	IPINSTL	IPINSTL
169	Saint Pierre and Miquelon	IPINSTP	IPINSTP	IPINSTP
170	Saint Vincent and The Grenadines	IPINSTV	IPINSTV	IPINSTV
171	San Marino	IPINSAN	IPINSAN	IPINSAN
172	Sao Tome and Principe	IPINSAO	IPINSAO	IPINSAO
173	Saudi Arabia	IPINSAU	IPINSAU	IPINSAU
174	Senegal	IPINSEN	IPINSEN	IPINSEN
175	Serbia	IPINSBA	IPINSBA	IPINSBA
176	Seychelles	IPINSEY	IPINSEY	IPINSEY
177	Sierra Leone	IPINSIE	IPINSIE	IPINSIE
178	Singapore	IPINSIN	IPINSIN	IPINSIN
179	Slovakia	IPINSVK	IPINSVK	IPINSVK
180	Slovenia	IPINSVN	IPINSVN	IPINSVN
181	Solomon Islands	IPINSOL	IPINSOL	IPINSOL
182	Somalia	IPINSOM	IPINSOM	IPINSOM
183	South Africa	IPINSOU	IPINSOU	IPINSOU
184	Sri Lanka	IPINSRI	IPINSRI	IPINSRI
185	Sudan	IPINSUD	IPINSUD	IPINSUD

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
186	Suriname	IPINSUR	IPINSUR	IPINSUR
187	Swaziland	IPINSWA	IPINSWA	IPINSWA
188	Sweden	IPINSWE	IPINSWE	IPINSWE
189	Syria	IPINSYR	IPINSYR	IPINSYR
190	Taiwan	IPINTAI	IPINTAI	IPINTAI
191	Tajikistan	IPINTAJ	IPINTAJ	IPINTAJ
192	Tanzania	IPINTAN	IPINTAN	IPINTAN
193	Thailand	IPINTHA	IPINTHA	IPINTHA
194	Togo	IPINTOG	IPINTOG	IPINTOG
195	Tonga	IPINTON	IPINTON	IPINTON
196	Trinidad and Tobago	IPINTRI	IPINTRI	IPINTRI
197	Tunisia	IPINTUN	IPINTUN	IPINTUN
198	Turkey	IPINTRK	IPINTRK	IPINTRK
199	Turkmenistan	IPINTKM	IPINTKM	IPINTKM
200	Turks and Caicos Islands	IPINTKC	IPINTKC	IPINTKC
201	Tuvalu	IPINTUV	IPINTUV	IPINTUV
202	Uganda	IPINUGA	IPINUGA	IPINUGA
203	Ukraine	IPINUKR	IPINUKR	IPINUKR

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
204	United Arab Emirates	IPINUAE	IPINUAE	IPINUAE
205	Uruguay	IPINURU	IPINURU	IPINURU
206	Uzbekistan	IPINUZB	IPINUZB	IPINUZB
207	Vanuatu	IPINVAN	IPINVAN	IPINVAN
208	Vatican City	IPINVAT	IPINVAT	IPINVAT
209	Venezuela	IPINVEN	IPINVEN	IPINVEN
210	Viet Nam	IPINVIE	IPINVIE	IPINVIE
211	Wallis and Fortuna Islands	IPINWAL	IPINWAL	IPINWAL
212	Western Samoa	IPINWSM	IPINWSM	IPINWSM
213	Yemen	IPINYEM	IPINYEM	IPINYEM
214	Zambia	IPINZAM	IPINZAM	IPINZAM
215	Zimbabwe	IPINZIM	IPINZIM	IPINZIM
216				
217				

1.2.3.5 Converged VoIP Voice Mail Services

The Contractor shall provide Converged VoIP Voice Mail services that are interoperable and work with Converged VoIP service. The Converged Voice Mail services will include the capability for End-Users to have callers leave a message to be retrieved at a later time.

The service shall allow VoIP Voice Mail End-Users to forward messages to other End-Users in the same VoIP Voice Mail network.

The service shall offer a variety of message length capabilities, greeting and delivery options, broadcast messaging and the ability to transfer to an attendant.

Contractors shall provide the Converged VoIP Voice Mail services feature requirements are listed in Table 1.2.3.5.a.

Table 1.2.3.5.a Converged VoIP Voice Mail Service Features

	Converged VoIP Basic Call Package Features	Bidder Meets or Exceeds? Y	N
1	Minimum message length will be at least two (2) minutes each	Y	
2	Message review, including skip back or ahead	Y	
3	Message saving and erasing	Y	
4	Erased message retrieval before call is ended	Y	
5	Messaging forwarding to another voice mailbox in the system with the ability to append additional comments	Y	
6	Message sending	Y	
7	Password protection	Y	
8	Personalized greetings (both permanent and temporary)	Y	
9	Message waiting indicator signal received at workstation within one (1) minute	Y	
10	Remote access capability from any telephone location on or off net	Y	
11	Creation of Group Distribution Lists - Allow an administrator to define voice mail distribution lists to forward and reply to an individual or to a group of predefined recipients	Y	

	Converged VoIP Basic Call Package Features	Bidder Meets or Exceeds? Y	N
12	Web based End-User administration software	Y	
13	Ability to integrate with Unified Messaging applications with no hardware modification	Y	

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

Contractor shall offer the VoIP Voice Mail services and features detailed in Table 1.2.3.5.b.

Table 1.2.3.5.b – VoIP Voice Mail Services and Features

	Feature	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Unique Identifier
1	Converged VoIP Voice Mail	Minimum feature requirements as listed in Table 1.2.3.5.a	Y		SO2BA
	Bidder's Product Description: VoIP Voice Mail Service				

The Contractor may offer additional unsolicited VoIP Voice Mail features in Table 1.2.3.5.c.

Table 1.2.3.5.c Unsolicited VoIP Voice Mail Features

	Feature Name	Feature Description	Bidder's Product Identifier

	Feature Name	Feature Description	Bidder's Product Identifier
1	None		
	Bidder's Product Description:		

1.2.3.6 Converged VoIP and Voice Mail Geographic Requirements

1.2.3.6.1 Converged VoIP and Voice Mail Specific Service Areas

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

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

Bidder understands the requirement and shall meet or exceed it? Yes __X__ *No* _____

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

Bidder understands the requirement and shall meet or exceed it? Yes __X__ *No* _____

Bidder shall identify the locations where their Converged VoIP and VoIP Voice Mail Services are currently commercially available in Table 1.2.3.6.2.a. Bidders shall indicate the locations where the Contractor provides Converged VoIP and VoIP Voice Mail service. By answering "Yes", the Bidder commits to provide service in that specific location. Bidders shall answer "No" for all locations where service will not be available.

Table 1,2,3,6,2.a Bidder's Converged VoIP and VoIP Voice Mail Services are Commercially Available Areas

		Converged IP		VoIP Voice Mail	
	Service Location	Yes	No	Yes	No
1	Adelanto	Y		Y	
2	Agoura Hills	Y		Y	
3	Alameda	Y		Y	
4	Albany	Y		Y	
5	Alhambra	Y		Y	
6	Aliso Viejo	Y		Y	
7	Alturas	Y		Y	
8	Amador	Y		Y	
9	American Canyon	Y		Y	
10	Anaheim	Y		Y	
11	Anderson	Y		Y	
12	Angels Camp	Y		Y	
13	Antioch	Y		Y	
14	Apple Valley	Y		Y	
15	Arcadia	Y		Y	
16	Arcata	Y		Y	
17	Arroyo Grande	Y		Y	
18	Artesia	Y		Y	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
19	Arvin	Y		Y	
20	Atascadero	Y		Y	
21	Atherton	Y		Y	
22	Atwater	Y		Y	
23	Auburn	Y		Y	
24	Avalon	Y		Y	
25	Avenal	Y		Y	
26	Azusa	Y		Y	
27	Bakersfield	Y		Y	
28	Baldwin Park	Y		Y	
29	Banning	Y		Y	
30	Barstow	Y		Y	
31	Beaumont	Y		Y	
32	Bell	Y		Y	
33	Bell Gardens	Y		Y	
34	Bellflower	Y		Y	
35	Belmont	Y		Y	
36	Belvedere	Y		Y	
37	Benicia	Y		Y	
38	Berkeley	Y		Y	
39	Beverly Hills	Y		Y	
40	Big Bear Lake	Y		Y	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
41	Biggs	Y		Y	
42	Bishop	Y		Y	
43	Blue Lake	Y		Y	
44	Blythe	Y		Y	
45	Bradbury	Y		Y	
46	Brawley	Y		Y	
47	Brea	Y		Y	
48	Brentwood	Y		Y	
49	Brisbane	Y		Y	
50	Buellton	Y		Y	
51	Buena Park	Y		Y	
52	Burbank	Y		Y	
53	Burlingame	Y		Y	
54	Calabasas	Y		Y	
55	Calexico	Y		Y	
56	California City	Y		Y	
57	Calimesa	Y		Y	
58	Calipatria	Y		Y	
59	Calistoga	Y		Y	
60	Camarillo	Y		Y	
61	Campbell	Y		Y	
62	Canyon Lake	Y		Y	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
63	Capitola	Y		Y	
64	Carlsbad	Y		Y	
65	Carmel-By-The-Sea	Y		Y	
66	Carpinteria	Y		Y	
67	Carson	Y		Y	
68	Cathedral City	Y		Y	
69	Ceres	Y		Y	
70	Cerritos	Y		Y	
71	Chico	Y		Y	
72	Chino	Y		Y	
73	Chino Hills	Y		Y	
74	Chowchilla	Y		Y	
75	Chula Vista	Y		Y	
76	Citrus Heights	Y		Y	
77	Claremont	Y		Y	
78	Clayton	Y		Y	
79	Clearlake	Y		Y	
80	Cloverdale	Y		Y	
81	Coachella	Y		Y	
82	Coalinga	Y		Y	
83	Colfax	Y		Y	
84	Colma	Y		Y	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
85	Colton	Y		Y	
86	Colusa	Y		Y	
87	Commerce	Y		Y	
88	Compton	Y		Y	
89	Concord	Y		Y	
90	Corcoran	Y		Y	
91	Corning	Y		Y	
92	Corona	Y		Y	
93	Coronado	Y		Y	
94	Corte Madera	Y		Y	
95	Costa Mesa	Y		Y	
96	Cotati	Y		Y	
97	Covina	Y		Y	
98	Crescent City	Y		Y	
99	Cudahy	Y		Y	
100	Culver City	Y		Y	
101	Cupertino	Y		Y	
102	Cypress	Y		Y	
103	Daly City	Y		Y	
104	Dana Point	Y		Y	
105	Danville	Y		Y	
106	Davis	Y		Y	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
107	Del Mar	Y		Y	
108	Del Rey Oaks	Y		Y	
109	Delano	Y		Y	
110	Desert Hot Springs	Y		Y	
111	Diamond Bar	Y		Y	
112	Dinuba	Y		Y	
113	Dixon	Y		Y	
114	Dorris	Y		Y	
115	Dos Palos	Y		Y	
116	Downey	Y		Y	
117	Duarte	Y		Y	
118	Dublin	Y		Y	
119	Dunsmuir	Y		Y	
120	East Palo Alto	Y		Y	
121	El Cajon	Y		Y	
122	El Centro	Y		Y	
123	El Cerrito	Y		Y	
124	El Monte	Y		Y	
125	El Paso De Robles	Y		Y	
126	El Segundo	Y		Y	
127	Elk Grove	Y		Y	
128	Emeryville	Y		Y	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
129	Encinitas	Y		Y	
130	Escalon	Y		Y	
131	Escondido	Y		Y	
132	Etna	Y		Y	
133	Eureka	Y		Y	
134	Exeter	Y		Y	
135	Fairfax	Y		Y	
136	Fairfield	Y		Y	
137	Farmersville	Y		Y	
138	Ferndale	Y		Y	
139	Fillmore	Y		Y	
140	Firebaugh	Y		Y	
141	Folsom	Y		Y	
142	Fontana	Y		Y	
143	Fort Bragg	Y		Y	
144	Fort Jones	Y		Y	
145	Fortuna	Y		Y	
146	Foster City	Y		Y	
147	Fountain Valley	Y		Y	
148	Fowler	Y		Y	
149	Fremont	Y		Y	
150	Fresno	Y		Y	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
151	Fullerton	Y		Y	
152	Galt	Y		Y	
153	Garden Grove	Y		Y	
154	Gardena	Y		Y	
155	Gilroy	Y		Y	
156	Glendale	Y		Y	
157	Glendora	Y		Y	
158	Goleta	Y		Y	
159	Gonzales	Y		Y	
160	Grand Terrace	Y		Y	
161	Grass Valley	Y		Y	
162	Greenfield	Y		Y	
163	Gridley	Y		Y	
164	Grover Beach	Y		Y	
165	Guadalupe	Y		Y	
166	Gustine	Y		Y	
167	Half Moon Bay	Y		Y	
168	Hanford	Y		Y	
169	Hawaiian Gardens	Y		Y	
170	Hawthorne	Y		Y	
171	Hayward	Y		Y	
172	Healdsburg	Y		Y	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
173	Hemet	Y		Y	
174	Hercules	Y		Y	
175	Hermosa Beach	Y		Y	
176	Hesperia	Y		Y	
177	Hidden Hills	Y		Y	
178	Highland	Y		Y	
179	Hillsborough	Y		Y	
180	Hollister	Y		Y	
181	Holtville	Y		Y	
182	Hughson	Y		Y	
183	Humboldt	Y		Y	
184	Huntington Beach	Y		Y	
185	Huntington Park	Y		Y	
186	Huron	Y		Y	
187	Imperial	Y		Y	
188	Imperial Beach	Y		Y	
189	Indian Wells	Y		Y	
190	Indio	Y		Y	
191	Industry	Y		Y	
192	Inglewood	Y		Y	
193	Inyo	Y		Y	
194	Ione	Y		Y	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
195	Irvine	Y		Y	
196	Irwindale	Y		Y	
197	Isleton	Y		Y	
198	Jackson	Y		Y	
199	Kerman	Y		Y	
200	Kern	Y		Y	
201	King City	Y		Y	
202	Kings	Y		Y	
203	Kingsburg	Y		Y	
204	La Canada Flintridge	Y		Y	
205	La Habra	Y		Y	
206	La Habra Heights	Y		Y	
207	La Mesa	Y		Y	
208	La Mirada	Y		Y	
209	La Palma	Y		Y	
210	La Puente	Y		Y	
211	La Quinta	Y		Y	
212	La Verne	Y		Y	
213	Lafayette	Y		Y	
214	Laguna Beach	Y		Y	
215	Laguna Hills	Y		Y	
216	Laguna Niguel	Y		Y	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
217	Laguna Woods	Y		Y	
218	Lake	Y		Y	
219	Lake Elsinore	Y		Y	
220	Lake Forest	Y		Y	
221	Lakeport	Y		Y	
222	Lakewood	Y		Y	
223	Lancaster	Y		Y	
224	Larkspur	Y		Y	
225	Lassen	Y		Y	
226	Lathrop	Y		Y	
227	Lawndale	Y		Y	
228	Lemon Grove	Y		Y	
229	Lemoore	Y		Y	
230	Lincoln	Y		Y	
231	Lindsay	Y		Y	
232	Live Oak	Y		Y	
233	Livermore	Y		Y	
234	Livingston	Y		Y	
235	Lodi	Y		Y	
236	Loma Linda	Y		Y	
237	Lomita	Y		Y	
238	Lompoc	Y		Y	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
239	Long Beach	Y		Y	
240	Loomis	Y		Y	
241	Los Alamitos	Y		Y	
242	Los Altos	Y		Y	
243	Los Altos Hills	Y		Y	
244	Los Angeles	Y		Y	
245	Los Banos	Y		Y	
246	Los Gatos	Y		Y	
247	Loyalton	Y		Y	
248	Lynwood	Y		Y	
249	Madera	Y		Y	
250	Malibu	Y		Y	
251	Mammoth Lakes	Y		Y	
252	Manhattan Beach	Y		Y	
253	Manteca	Y		Y	
254	Maricopa	Y		Y	
255	Marina	Y		Y	
256	Martinez	Y		Y	
257	Marysville	Y		Y	
258	Maywood	Y		Y	
259	Mcfarland	Y		Y	
260	Mendota	Y		Y	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
261	Menlo Park	Y		Y	
262	Merced	Y		Y	
263	Mill Valley	Y		Y	
264	Millbrae	Y		Y	
265	Milpitas	Y		Y	
266	Mission Viejo	Y		Y	
267	Modesto	Y		Y	
268	Monrovia	Y		Y	
269	Montague	Y		Y	
270	Montclair	Y		Y	
271	Monte Sereno	Y		Y	
272	Montebello	Y		Y	
273	Monterey	Y		Y	
274	Monterey Park	Y		Y	
275	Moorpark	Y		Y	
276	Moraga	Y		Y	
277	Moreno Valley	Y		Y	
278	Morgan Hill	Y		Y	
279	Morro Bay	Y		Y	
280	Mount Shasta	Y		Y	
281	Mountain View	Y		Y	
282	Murrieta	Y		Y	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
283	Napa	Y		Y	
284	National City	Y		Y	
285	Needles	Y		Y	
286	Nevada City	Y		Y	
287	Newark	Y		Y	
288	Newman	Y		Y	
289	Newport Beach	Y		Y	
290	Norco	Y		Y	
291	Norwalk	Y		Y	
292	Novato	Y		Y	
293	Oakdale	Y		Y	
294	Oakland	Y		Y	
295	Oakley	Y		Y	
296	Oceanside	Y		Y	
297	Ojai	Y		Y	
298	Ontario	Y		Y	
299	Orange	Y		Y	
300	Orange Cove	Y		Y	
301	Orinda	Y		Y	
302	Orland	Y		Y	
303	Oroville	Y		Y	
304	Oxnard	Y		Y	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
305	Pacific Grove	Y		Y	
306	Pacifica	Y		Y	
307	Palm Desert	Y		Y	
308	Palm Springs	Y		Y	
309	Palmdale	Y		Y	
310	Palo Alto	Y		Y	
311	Palos Verdes Estates	Y		Y	
312	Paradise	Y		Y	
313	Paramount	Y		Y	
314	Parlier	Y		Y	
315	Pasadena	Y		Y	
316	Patterson	Y		Y	
317	Perris	Y		Y	
318	Petaluma	Y		Y	
319	Pico Rivera	Y		Y	
320	Piedmont	Y		Y	
321	Pinole	Y		Y	
322	Pismo Beach	Y		Y	
323	Pittsburg	Y		Y	
324	Placentia	Y		Y	
325	Placerville	Y		Y	
326	Pleasant Hill	Y		Y	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
327	Pleasanton	Y		Y	
328	Plymouth	Y		Y	
329	Point Arena	Y		Y	
330	Pomona	Y		Y	
331	Port Hueneme	Y		Y	
332	Porterville	Y		Y	
333	Portola	Y		Y	
334	Portola Valley	Y		Y	
335	Poway	Y		Y	
336	Rancho Cordova	Y		Y	
337	Rancho Cucamonga	Y		Y	
338	Rancho Mirage	Y		Y	
339	Rancho Palos Verdes	Y		Y	
340	Rancho Santa Margarita	Y		Y	
341	Red Bluff	Y		Y	
342	Redding	Y		Y	
343	Redlands	Y		Y	
344	Redondo Beach	Y		Y	
345	Redwood City	Y		Y	
346	Reedley	Y		Y	
347	Rialto	Y		Y	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
348	Richmond	Y		Y	
349	Ridgecrest	Y		Y	
350	Rio Dell	Y		Y	
351	Rio Vista	Y		Y	
352	Ripon	Y		Y	
353	Riverbank	Y		Y	
354	Riverside	Y		Y	
355	Rocklin	Y		Y	
356	Rohnert Park	Y		Y	
357	Rolling Hills	Y		Y	
358	Rolling Hills Estates	Y		Y	
359	Rosemead	Y		Y	
360	Roseville	Y		Y	
361	Ross	Y		Y	
362	Sacramento	Y		Y	
363	Salinas	Y		Y	
364	San Anselmo	Y		Y	
365	San Bernardino	Y		Y	
366	San Bruno	Y		Y	
367	San Buenaventura	Y		Y	
368	San Carlos	Y		Y	
369	San Clemente	Y		Y	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
370	San Diego	Y		Y	
371	San Dimas	Y		Y	
372	San Fernando	Y		Y	
373	San Francisco	Y		Y	
374	San Gabriel	Y		Y	
375	San Jacinto	Y		Y	
376	San Joaquin	Y		Y	
377	San Jose	Y		Y	
378	San Juan Bautista	Y		Y	
379	San Juan Capistrano	Y		Y	
380	San Leandro	Y		Y	
381	San Luis Obispo	Y		Y	
382	San Marcos	Y		Y	
383	San Marino	Y		Y	
384	San Mateo	Y		Y	
385	San Pablo	Y		Y	
386	San Rafael	Y		Y	
387	San Ramon	Y		Y	
388	Sand City	Y		Y	
389	Sanger	Y		Y	
390	Santa Ana	Y		Y	
391	Santa Barbara	Y		Y	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
392	Santa Clara	Y		Y	
393	Santa Clarita	Y		Y	
394	Santa Cruz	Y		Y	
395	Santa Fe Springs	Y		Y	
396	Santa Maria	Y		Y	
397	Santa Monica	Y		Y	
398	Santa Paula	Y		Y	
399	Santa Rosa	Y		Y	
400	Santee	Y		Y	
401	Saratoga	Y		Y	
402	Sausalito	Y		Y	
403	Scotts Valley	Y		Y	
404	Seal Beach	Y		Y	
405	Seaside	Y		Y	
406	Sebastopol	Y		Y	
407	Selma	Y		Y	
408	Shafter	Y		Y	
409	Shasta Lake	Y		Y	
410	Sierra Madre	Y		Y	
411	Signal Hill	Y		Y	
412	Simi Valley	Y		Y	
413	Solana Beach	Y		Y	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
414	Soledad	Y		Y	
415	Solvang	Y		Y	
416	Sonoma	Y		Y	
417	Sonora	Y		Y	
418	South El Monte	Y		Y	
419	South Gate	Y		Y	
420	South Lake Tahoe	Y		Y	
421	South Pasadena	Y		Y	
422	South San Francisco	Y		Y	
423	St Helena	Y		Y	
424	Stanton	Y		Y	
425	Stockton	Y		Y	
426	Suisun City	Y		Y	
427	Sunnyvale	Y		Y	
428	Susanville	Y		Y	
429	Sutter Creek	Y		Y	
430	Taft	Y		Y	
431	Tehachapi	Y		Y	
432	Tehama	Y		Y	
433	Temecula	Y		Y	
434	Temple City	Y		Y	
435	Thousand Oaks	Y		Y	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
436	Tiburon	Y		Y	
437	Torrance	Y		Y	
438	Tracy	Y		Y	
439	Trinidad	Y		Y	
440	Truckee	Y		Y	
441	Tulare	Y		Y	
442	Tulelake	Y		Y	
443	Turlock	Y		Y	
444	Tustin	Y		Y	
445	Twentynine Palms	Y		Y	
446	Ukiah	Y		Y	
447	Union City	Y		Y	
448	Upland	Y		Y	
449	Vacaville	Y		Y	
450	Vallejo	Y		Y	
451	Vernon	Y		Y	
452	Victorville	Y		Y	
453	Villa Park	Y		Y	
454	Visalia	Y		Y	
455	Vista	Y		Y	
456	Walnut	Y		Y	
457	Walnut Creek	Y		Y	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
458	Wasco	Y		Y	
459	Waterford	Y		Y	
460	Watsonville	Y		Y	
461	Weed	Y		Y	
462	West Covina	Y		Y	
463	West Hollywood	Y		Y	
464	West Los Angeles	Y		Y	
465	West Sacramento	Y		Y	
466	Westlake Village	Y		Y	
467	Westminster	Y		Y	
468	Westmorland	Y		Y	
469	Wheatland	Y		Y	
470	Whittier	Y		Y	
471	Williams	Y		Y	
472	Willits	Y		Y	
473	Willows	Y		Y	
474	Windsor	Y		Y	
475	Winters	Y		Y	
476	Woodlake	Y		Y	
477	Woodland	Y		Y	
478	Woodside	Y		Y	
479	Yorba Linda	Y		Y	

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
480	Yountville	Y		Y	
481	Yreka	Y		Y	
482	Yuba City	Y		Y	
483	Yucaipa	Y		Y	
484	Yucca Valley	Y		Y	

Bidder may identify additional locations where their Converged VoIP and VoIP Voice Mail Services are currently commercially available in Table 1.2.3.6.2.b.

If Bidder is unable to identify all service areas within Table 1.2.3.6.2.a, Bidder shall provide additional information in the form of a coverage map that includes unincorporated areas.

Table 1.2.3.6.2.b Additional Bidder's Converged VoIP and VoIP Voice Mail Services Commercially Available Areas

	Service Location	Standalone IP		VoIP Voice Mail	
		Yes	No	Yes	No
1	None				

1.2.4 Audio Conferencing

The Contractor shall provide Audio Conferencing which shall consist of a multiple port, reserved and reservationless, conferencing bridge.

Basic Audio Conferencing shall include the following:

1. International Access - Callers have the ability to participate in a conference from an international location;
2. Host Controlled Question and Answer Service - The host of a conference can control a question and answer session on a conference call; and,

3. Voting and Polling Service - The capability for participants to vote via touchtone keys and for the host to poll votes.

All Audio Conferencing services shall be available and functional to all subscribers.

Contractor shall support Toll-Free Dial-in and Caller Paid Dial-in conferencing services.

Audio Conferencing services shall support users who are connected via IP and the Public Switched Telephone Network (PSTN).

Contractor shall provide gateway services to support calls through the PSTN.

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

1.2.4.1 Audio Conferencing Features

Contractor shall offer the Audio Conferencing features detailed in Table 1.2.4.1.a.

Table 1.2.4.1.a Audio Conferencing Service and Features

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
1	Caller Paid Dial-in Reservation-less Service	Also known as "Meet-Me" service, participants dial a pre-established number and access code to join the conference call.	Y		CONF
	Bidder's Product Description: Caller Paid Dial-in Reservation-less Service.				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
2	Toll-Free Dial-in Reservation-less Service	Also known as "Meet-Me" service, participants dial a pre-established toll-free number and access code to join the conference call.	Y		CONTF
	Bidder's Product Description: Toll-Free Dial-in Reservation-less Service.				
3	Caller Paid Dial-in Reserved Service	Host reserves a conference session in advance and receives a temporary dial-in number and access code. Participants dial the number and enter the access code to join the call.	Y		TFCPRV
	Bidder's Product Description: Caller Paid Dial-in Reserved Service.				
4	Toll-Free Dial-in Reserved Service	Host reserves a conference session in advance and receives a temporary toll-free dial-in number and access code. Participants dial the toll-free number and enter the access code to join the call.	Y		TFDIRV
	Bidder's Product Description: Toll-Free Dial-in Reserved Service.				
5	Operator-Dialed Service	An operator sets up the conference call by placing calls to each of the participants.	Y		COPD
	Bidder's Product Description: Operator-Dialed Service.				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
6	Operator-Assisted Dial-in Service	Participants dial in to the conference number and the operator screens the callers for information such as password, name or location.	Y		COPADI
	Bidder's Product Description: Operator-Assisted Dial-in Service.				
7	Recording Service	The capability to record to various media including CD, audiocassette or the Digitized Replay option below.	Y		CONREC
	Bidder's Product Description: Recording Service.				
8	Digitized Replay	A user can listen to a conference call at their convenience by dialing an access number/code. During replay the caller can control the session utilizing telephone keypad entries.	Y		CDIGCP
	Bidder's Product Description: Digitized Replay.				
9	Transcription	Contractor provided transcribing a conference call	Y		CONTRANS
	Bidder's Product Description: Transcription Service				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
10	Language Interpretation/ Translation	Real-time interpretation and translation services	Y		CONLANG
	Bidder's Product Description: Language Interpretation/ Translation.				
11	Security List Screening	Host specifies a list of participants who may dial into the conference call. Conference Attendant screens callers against the list.	Y		CONSEC
	Bidder's Product Description: Security List Screening.				
12	Participant List	Conference Attendant captures up to three (3) caller attributes and distributes a list of conference participants to the host immediately following the call.	Y		CONLST
	Bidder's Product Description: Participant List.				

The Contractor may offer additional unsolicited Audio Conferencing features in Table 1.2.4.1.b.

Table 1.2.4.1.b Unsolicited Audio Conferencing Features

	Feature Name	Feature Description	Bidder's Product Identifier
1	None		
	Bidder's Product Description:		

1.2.5 Session Initiated Protocol (SIP) Trunking

The Contractor shall provide a network based trunk service using Session Initiated Protocol (SIP) that includes the functionality described below. The SIP trunk service shall allow a Customer to utilize a connection to the contractors MPLS network provided under this section to access the Public Switched Telephone Network from an end-user device such as an IP PBX, Call Manager or Unified Communications and Collaboration device.

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

1.2.5.1 SIP Supporting Calls

Contractor shall provide access to the PSTN via SIP trunking that supports local, long distance and inbound toll-free calling.

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

1.2.5.2 Concurrent SIP Calls

The Contractor shall engineer the SIP trunk service to support the number of concurrent calls requested by the End-User. The SIP trunk service shall support G.711 and G.729a voice compression.

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

1.2.5.3 On-Net SIP Calling

The Contractor shall provide SIP Trunk service that provides unlimited on-net calling. On-net calling is defined as calling from a SIP Trunk site that uses the contractors MPLS network and terminates at a SIP Trunk site or a Converged VoIP site. The Converged VoIP service is that offered by the contractor under this section. If the contractor offers Standalone VoIP under another CALNET contract, a SIP Trunk call terminating at such a site shall be considered on-net. Off-net calling is any call that is not on-net. Off-net calling consists of local, long distance (United States) and international.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ *No* _____

1.2.5.4 On-Net Enterprise Calling

The Contractor shall treat the State of California as a single enterprise for the purpose of on-net calling. On-net calling from one (1) State of California Agency/Department to another shall be treated the same as on-net calling within a State of California Agency or Department.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ *No* _____

1.2.5.5 Interoperability of SIP Trunk with Other CALNET 3 Technologies

The Contractor's SIP Trunk services shall be interoperable with the Contractor's Converged VoIP services (Section 1.2.3.2) and the State shall not incur any charges to call between these two (2) services.

In the event at Contractor is awarded a CALNET 3 Contract for Standalone VoIP services (Subcategory 1.3), this IP Trunking service shall be interoperable with the Contractor's Standalone VoIP services and the State shall not incur any charges to call between these two (2) services.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ *No* _____

1.2.5.6 SIP Calling Features

The SIP trunk service shall support the following calling features:

1. Direct Inward Dialing (DID);
2. Direct Outward Dialing (DOD);
3. Local Number Portability;
4. 4-1-1 Directory Assistance;
5. 7-1-1 Telecommunications Relay Service;
6. 9-1-1 and E9-1-1 Emergency Calling;
7. Operator Services; and,
8. ITU T.38 Standard for transmission over IP networks between Group 3 fax terminals.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ No _____

1.2.5.7 SIP Trunking Geographic Availability

The Contractor shall provide SIP Trunking at all locations where Contractor is required to provide MPLS service.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ No _____

1.2.5.8 SIP Calling Plans

The Contractor shall provide the SIP calling plans identified in Table 1.2.5.8.a

Table 1.2.5.8.a, SIP Calling Plans

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N	Bidder's Product Identifier

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
1	SIP Calling Plan A	Unlimited Local Calling (inbound/outbound) with unlimited off-net long distance calling (United States). The plan shall include a rate for off-net international and shall not include any other rates. There shall be no charges for on-net calling.	Y		FLXCPC
	Bidder's Product Description: AT&T IP Flex Reach Calling Plan C.				
2	SIP Calling Plan B	Unlimited local calling with off-net long distance (Unites State) usage. The plan shall include a rate for off-net long distance (United State) and a rate for off-net international and shall not include any other rates. There shall be no charges for on-net calling.	Y		FLXCPB
	Bidder's Product Description: AT&T IP Flex Reach Calling Plan B.				
3	U.S. Off-Net Calling for Calling Plan B	Domestic Off-Net calling for Calling Plan B Customers	Y		IPONDOM
	Bidder's Product Description: AT&T IP Flex Reach Calling Plan B US Off-Net Usage.				
4	SIP Calling Plan C	Unlimited off-net long distance calling (United States) with no local calling. There shall be no rates associated with this plan. There shall be no charges for on-net calling.	Y		FLXCPA

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
	Bidder's Product Description: AT&T IP Flex Reach Calling Plan A US Off-Net Usage.				
5	SIP Calling Plan D	United States Inbound toll-free calling. The plan shall contain a rate for United States inbound toll-free calling and shall not include any other rates.	Y		CLPLNG
	Bidder's Product Description: AT&T IP Flex Reach Calling Plan G.				
6	Inbound Toll-Free Calling for Calling Plan D	Inbound Toll-Free calling for SIP Calling Plan D Customers.	Y		IPTFCA, IPTFUS
	Bidder's Product Description: AT&T IP Flex Reach Calling Plan G Inbound Toll Free Usage.				

The Contractor may offer additional unsolicited SIP Calling Plans in Table 1.2.5.8.b.

Table 1.2.5.8.b Unsolicited SIP Trunking Features

	Feature Name	Feature Description	Bidder's Product Identifier
1	AT&T IP Flexible Reach Enhanced Features Package	AT&T IP Flexible Reach Enhanced Features Package	IPTFEF

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: AT&T IP Flexible Reach Enhanced Features Package-includes: Telephone Number User features • Anonymous Call Rejection • Call Transfer • Call Forwarding • Sequential Ringing • Simultaneous Ringing • Selective Call Acceptance • Selective Call Rejection • Max DID Policing Trunk Call Routing Features • Percent Allocation • Linear • Round Robin • Most Idle Customer Portal		

1.2.5.9 SIP Trunk International Off-Net Calling

The Contractor shall provide SIP Trunk international off-net calling to the countries listed in Table 1.2.5.9. Bidder's rates as provided in the Subcategory Cost Worksheets shall be based on time of day ("Peak Time" or "Off–Peak Time"). Peak Time is between 8:00 a.m. and 4:59 p.m., Monday through Friday based on the time at the CALNET caller's location. Off-Peak time is for all calls where Peak Time rates do not apply.

Note: If the Bidder charges the same rate for both Peak Time and Off-Peak time, Bidder may use the same Product Identifier for both products.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ No _____

1.2.5.9.1 International Mobile Termination Charges (IMTC)

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

Bidder understands the requirement and shall meet or exceed it? Yes __X__ No _____

1.2.5.9.2 U.S. Based Services Waiver

The provisions detailed in IFB 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 __X__ No _____

The Contractor shall offer the SIP Trunk Off-Net International Long Distance Calling configurations detailed in Table 1.2.5.9.a.

Table 1.2.5.9.a SIP Trunking Off-Net International Long Distance Calling

	Country	Bidders Meets or Exceeds? Y N		Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
1	Brazil:	Y		IPINBZ	IPINBZ	IPIMBZ
2	Canada:	Y		IPINCAN	IPINCAN	IPIMCAN

	Country	Bidders Meets or Exceeds? Y N		Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
3	China:	Y		IPINCH	IPINCH	IPIMCH
4	France:	Y		IPINFR	IPINFR	IPIMFR
5	Germany:	Y		IPINGER	IPINGER	IPIMGER
6	Israel:	Y		IPINIS	IPINIS	IPIMIS
7	Italy:	Y		IPINIT	IPINIT	IPIMIT
8	Japan:	Y		IPINJP	IPINJP	IPIMJP
9	Korea:	Y		IPINSK	IPINSK	IPIMSK
10	Mexico:	Y		IPINMX	IPINMX	IPIMMX
11	Spain:	Y		IPINSP	IPINSP	IPIMSP
12	Switzerland:	Y		IPINSW	IPINSW	IPIMSW
13	United Kingdom:	Y		IPINUK	IPINUK	IPIMUK

Bidder's may offer the SIP Trunk International Off-Net Calling to unsolicited countries listed in Table 1.2.5.9.b.

Table 1.2.5.9.b Unsolicited SIP Trunk International Off-Net Calling

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
1	Afghanistan	IPINAFG	IPINAFG	IPINAFG
2	Albania	IPINALB	IPINALB	IPINALB
3	Algeria	IPINALG	IPINALG	IPINALG

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
4	American Samoa	IPINAMS	IPINAMS	IPINAMS
5	Andorra	IPINAND	IPINAND	IPINAND
6	Angola	IPINAGL	IPINAGL	IPINAGL
7	Anguilla	IPINAGU	IPINAGU	IPINAGU
8	Antarctica (Casey)	IPINANC	IPINANC	IPINANC
9	Antarctica (Scott)	IPINANS	IPINANS	IPINANS
10	Antigua and Barbuda	IPINANT	IPINANT	IPINANT
11	Argentina	IPINARG	IPINARG	IPINARG
12	Armenia	IPINARM	IPINARM	IPINARM
13	Aruba	IPINARU	IPINARU	IPINARU
14	Ascension Island	IPINASC	IPINASC	IPINASC
15	Australia	IPINAST	IPINAST	IPINAST
16	Austria	IPINAUS	IPINAUS	IPINAUS
17	Azerbaijan	IPINAZE	IPINAZE	IPINAZE
18	Bahamas	IPINBAH	IPINBAH	IPINBAH
19	Bahrain	IPINBHR	IPINBHR	IPINBHR
20	Bangladesh	IPINBAN	IPINBAN	IPINBAN
21	Barbados	IPINBAR	IPINBAR	IPINBAR
22	Belarus	IPINBLR	IPINBLR	IPINBLR

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
23	Belgium	IPINBLG	IPINBLG	IPINBLG
24	Belize	IPINBLZ	IPINBLZ	IPINBLZ
25	Benin	IPINBEN	IPINBEN	IPINBEN
26	Bermuda	IPINBER	IPINBER	IPINBER
27	Bhutan	IPINBHU	IPINBHU	IPINBHU
28	Bosnia and Herzegovina	IPINBOL	IPINBOL	IPINBOL
29	Botswana	IPINBOS	IPINBOS	IPINBOS
30	British Virgin Islands	IPINBVI	IPINBVI	IPINBVI
31	Brunei	IPINBRU	IPINBRU	IPINBRU
32	Bulgaria	IPINBUL	IPINBUL	IPINBUL
33	Burkina Faso	IPINBKF	IPINBKF	IPINBKF
34	Burundi	IPINBUR	IPINBUR	IPINBUR
35	Cambodia	IPINCAM	IPINCAM	IPINCAM
36	Cameroon	IPINCMR	IPINCMR	IPINCMR
37	Cape Verde	IPINCAP	IPINCAP	IPINCAP
38	Cayman Islands	IPINCAY	IPINCAY	IPINCAY
39	Central African Republic	IPINCEN	IPINCEN	IPINCEN
40	Chad	IPINCHA	IPINCHA	IPINCHA

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
41	Chile	IPINCHI	IPINCHI	IPINCHI
42	Christmas Island	IPINCHR	IPINCHR	IPINCHR
43	Cocos Island	IPINCOC	IPINCOC	IPINCOC
44	Colombia	IPINCOL	IPINCOL	IPINCOL
45	Comoros	IPINCOM	IPINCOM	IPINCOM
46	Congo Republic	IPINCOZ	IPINCOZ	IPINCOZ
47	Congo (Zaire), Democratic Rep.	IPINCON	IPINCON	IPINCON
48	Cook Islands	IPINCOO	IPINCOO	IPINCOO
49	Costa Rica	IPINCOS	IPINCOS	IPINCOS
50	Croatia	IPINCRO	IPINCRO	IPINCRO
51	Cuba	IPINCUB	IPINCUB	IPINCUB
52	Cyprus	IPINCYP	IPINCYP	IPINCYP
53	Czech Republic	IPINCZE	IPINCZE	IPINCZE
54	Denmark	IPINDEN	IPINDEN	IPINDEN
55	Diego Garcia	IPINDIE	IPINDIE	IPINDIE
56	Djibouti	IPINDJI	IPINDJI	IPINDJI
57	Dominica	IPINDMC	IPINDMC	IPINDMC
58	Dominican Republic	IPINDMR	IPINDMR	IPINDMR

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
59	East Timor	IPINEAS	IPINEAS	IPINEAS
60	Ecuador	IPINECU	IPINECU	IPINECU
61	Egypt	IPINEGY	IPINEGY	IPINEGY
62	El Salvador	IPINELS	IPINELS	IPINELS
63	Equatorial Guinea	IPINEQU	IPINEQU	IPINEQU
64	Eritrea	IPINERI	IPINERI	IPINERI
65	Estonia	IPINEST	IPINEST	IPINEST
66	Ethiopia	IPINETH	IPINETH	IPINETH
67	Falkland Islands	IPINFAE	IPINFAE	IPINFAE
68	Faroe Islands	IPINFAL	IPINFAL	IPINFAL
69	Federated States of Micronesia	IPINMIC	IPINMIC	IPINMIC
70	Fiji	IPINFIJ	IPINFIJ	IPINFIJ
71	Finland	IPINFIN	IPINFIN	IPINFIN
72	French Antilles	IPINFRE	IPINFRE	IPINFRE
73	French Guiana	IPINFRG	IPINFRG	IPINFRG
74	French Polynesia	IPINFP	IPINFP	IPINFP
75	Gabon	IPINGAB	IPINGAB	IPINGAB
76	Gambia	IPINGAM	IPINGAM	IPINGAM
77	Georgia	IPINGEO	IPINGEO	IPINGEO

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
78	Ghana	IPINGHA	IPINGHA	IPINGHA
79	Gibraltar	IPINGIB	IPINGIB	IPINGIB
80	Greece	IPINGRE	IPINGRE	IPINGRE
81	Greenland	IPINGRL	IPINGRL	IPINGRL
82	Grenada	IPINGND	IPINGND	IPINGND
83	Guadeloupe	IPINGDL	IPINGDL	IPINGDL
84	Guantanamo	IPINGNT	IPINGNT	IPINGNT
85	Guatemala	IPINGTM	IPINGTM	IPINGTM
86	Guinea	IPINGPR	IPINGPR	IPINGPR
87	Guinea-Bissau	IPINGNB	IPINGNB	IPINGNB
88	Guyana	IPINGUY	IPINGUY	IPINGUY
89	Haiti	IPINHAI	IPINHAI	IPINHAI
90	Honduras	IPINHND	IPINHND	IPINHND
91	Hong Kong	IPINHKG	IPINHKG	IPINHKG
92	Hungary	IPINHUN	IPINHUN	IPINHUN
93	Iceland	IPINICE	IPINICE	IPINICE
94	India	IPINIPIN	IPINIPIN	IPINIPIN
95	Indonesia	IPINIDN	IPINIDN	IPINIDN
96	Iran	IPINIRN	IPINIRN	IPINIRN

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
97	Iraq	IPINIRQ	IPINIRQ	IPINIRQ
98	Ireland	IPINIRE	IPINIRE	IPINIRE
99	Ivory Coast	IPINIVO	IPINIVO	IPINIVO
100	Jamaica	IPINJAM	IPINJAM	IPINJAM
101	Jordan	IPINJOR	IPINJOR	IPINJOR
102	Kazakhstan	IPINKAZ	IPINKAZ	IPINKAZ
103	Kenya	IPINKEN	IPINKEN	IPINKEN
104	Kiribati	IPINKIR	IPINKIR	IPINKIR
105	Korea, Democratic Peoples Rep.	IPINKRN	IPINKRN	IPINKRN
106	Kuwait	IPINKUW	IPINKUW	IPINKUW
107	Kyrgyzstan	IPINKYR	IPINKYR	IPINKYR
108	Laos	IPINLAO	IPINLAO	IPINLAO
109	Latvia	IPINLAT	IPINLAT	IPINLAT
110	Lebanon	IPINLEB	IPINLEB	IPINLEB
111	Lesotho	IPINLES	IPINLES	IPINLES
112	Liberia	IPINLBR	IPINLBR	IPINLBR
113	Libya	IPINLBY	IPINLBY	IPINLBY
114	Liechtenstein	IPINLIE	IPINLIE	IPINLIE

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
115	Lithuania	IPINLIT	IPINLIT	IPINLIT
116	Luxembourg	IPINLUX	IPINLUX	IPINLUX
117	Macao	IPINMAC	IPINMAC	IPINMAC
118	Macedonia	IPINMCD	IPINMCD	IPINMCD
119	Madagascar	IPINMAD	IPINMAD	IPINMAD
120	Malawi	IPINMLW	IPINMLW	IPINMLW
121	Malaysia	IPINMLY	IPINMLY	IPINMLY
122	Maldives	IPINMLD	IPINMLD	IPINMLD
123	Mali	IPINMAL	IPINMAL	IPINMAL
124	Malta	IPINMLT	IPINMLT	IPINMLT
125	Marshall Islands	IPINMAR	IPINMAR	IPINMAR
126	Mauritania	IPINMRT	IPINMRT	IPINMRT
127	Mauritius	IPINMAU	IPINMAU	IPINMAU
128	Mayotte	IPINMAY	IPINMAY	IPINMAY
129	Moldova	IPINMOL	IPINMOL	IPINMOL
130	Monaco	IPINMNC	IPINMNC	IPINMNC
131	Mongolia	IPINMGP	IPINMGP	IPINMGP
132	Montenegro	IPINMON	IPINMON	IPINMON
133	Montserrat	IPINMST	IPINMST	IPINMST

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
134	Morocco	IPINMOR	IPINMOR	IPINMOR
135	Mozambique	IPINMOZ	IPINMOZ	IPINMOZ
136	Myanmar	IPINMYA	IPINMYA	IPINMYA
137	Namibia	IPINNAM	IPINNAM	IPINNAM
138	Nauru	IPINNAU	IPINNAU	IPINNAU
139	Nepal	IPINNEP	IPINNEP	IPINNEP
140	Netherlands	IPINNTA	IPINNTA	IPINNTA
141	Netherlands Antilles	IPINNET	IPINNET	IPINNET
142	Nevis	IPINNEV	IPINNEV	IPINNEV
143	New Caledonia	IPINNCD	IPINNCD	IPINNCD
144	New Zealand	IPINNZD	IPINNZD	IPINNZD
145	Nicaragua	IPINNIC	IPINNIC	IPINNIC
146	Niger	IPINNGR	IPINNGR	IPINNGR
147	Nigeria	IPINNIG	IPINNIG	IPINNIG
148	Niue	IPINNIU	IPINNIU	IPINNIU
149	Norfolk Island	IPINNFK	IPINNFK	IPINNFK
150	Norway	IPINNOR	IPINNOR	IPINNOR
151	Oman	IPINOMA	IPINOMA	IPINOMA
152	Pakistan	IPINPAK	IPINPAK	IPINPAK

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
153	Palau	IPINPAL	IPINPAL	IPINPAL
154	Panama	IPINPAN	IPINPAN	IPINPAN
155	Papua New Guinea	IPINPAP	IPINPAP	IPINPAP
156	Paraguay	IPINPAR	IPINPAR	IPINPAR
157	Peru	IPINPER	IPINPER	IPINPER
158	Philippines	IPINPHI	IPINPHI	IPINPHI
159	Poland	IPINPOL	IPINPOL	IPINPOL
160	Portugal	IPINPOR	IPINPOR	IPINPOR
161	Qatar	IPINQAT	IPINQAT	IPINQAT
162	Reunion	IPINREU	IPINREU	IPINREU
163	Romania	IPINROM	IPINROM	IPINROM
164	Russia	IPINRUS	IPINRUS	IPINRUS
165	Rwanda	IPINRWA	IPINRWA	IPINRWA
166	Saint Helena	IPINSTH	IPINSTH	IPINSTH
167	Saint Kitts	IPINSTK	IPINSTK	IPINSTK
168	Saint Lucia	IPINSTL	IPINSTL	IPINSTL
169	Saint Pierre and Miquelon	IPINSTP	IPINSTP	IPINSTP
170	Saint Vincent and The Grenadines	IPINSTV	IPINSTV	IPINSTV

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
171	San Marino	IPINSAN	IPINSAN	IPINSAN
172	Sao Tome and Principe	IPINSAO	IPINSAO	IPINSAO
173	Saudi Arabia	IPINSAU	IPINSAU	IPINSAU
174	Senegal	IPINSEN	IPINSEN	IPINSEN
175	Serbia	IPINSBA	IPINSBA	IPINSBA
176	Seychelles	IPINSEY	IPINSEY	IPINSEY
177	Sierra Leone	IPINSIE	IPINSIE	IPINSIE
178	Singapore	IPINSIN	IPINSIN	IPINSIN
179	Slovakia	IPINSVK	IPINSVK	IPINSVK
180	Slovenia	IPINSVN	IPINSVN	IPINSVN
181	Solomon Islands	IPINSOL	IPINSOL	IPINSOL
182	Somalia	IPINSOM	IPINSOM	IPINSOM
183	South Africa	IPINSOU	IPINSOU	IPINSOU
184	Sri Lanka	IPINSRI	IPINSRI	IPINSRI
185	Sudan	IPINSUD	IPINSUD	IPINSUD
186	Suriname	IPINSUR	IPINSUR	IPINSUR
187	Swaziland	IPINSWA	IPINSWA	IPINSWA
188	Sweden	IPINSWE	IPINSWE	IPINSWE
189	Syria	IPINSYR	IPINSYR	IPINSYR

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
190	Taiwan	IPINTAI	IPINTAI	IPINTAI
191	Tajikistan	IPINTAJ	IPINTAJ	IPINTAJ
192	Tanzania	IPINTAN	IPINTAN	IPINTAN
193	Thailand	IPINTHA	IPINTHA	IPINTHA
194	Togo	IPINTOG	IPINTOG	IPINTOG
195	Tonga	IPINTON	IPINTON	IPINTON
196	Trinidad and Tobago	IPINTRI	IPINTRI	IPINTRI
197	Tunisia	IPINTUN	IPINTUN	IPINTUN
198	Turkey	IPINTRK	IPINTRK	IPINTRK
199	Turkmenistan	IPINTKM	IPINTKM	IPINTKM
200	Turks and Caicos Islands	IPINTKC	IPINTKC	IPINTKC
201	Tuvalu	IPINTUV	IPINTUV	IPINTUV
202	Uganda	IPINUGA	IPINUGA	IPINUGA
203	Ukraine	IPINUKR	IPINUKR	IPINUKR
204	United Arab Emirates	IPINUAE	IPINUAE	IPINUAE
205	Uruguay	IPINURU	IPINURU	IPINURU
206	Uzbekistan	IPINUZB	IPINUZB	IPINUZB
207	Vanuatu	IPINVAN	IPINVAN	IPINVAN

	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
208	Vatican City	IPINVAT	IPINVAT	IPINVAT
209	Venezuela	IPINVEN	IPINVEN	IPINVEN
210	Viet Nam	IPINVIE	IPINVIE	IPINVIE
211	Wallis and Fortuna Islands	IPINWAL	IPINWAL	IPINWAL
212	Western Samoa	IPINWSM	IPINWSM	IPINWSM
213	Yemen	IPINYEM	IPINYEM	IPINYEM
214	Zambia	IPINZAM	IPINZAM	IPINZAM
215	Zimbabwe	IPINZIM	IPINZIM	IPINZIM
216				
217				

1.2.6 Service Restoration

1.2.6.1 Telecommunications Service Priority (TSP) Program

The Contractor shall comply with the Telecommunications Service Priority (TSP) Program, a Federal Communications Commission (FCC) mandate for prioritizing Service Requests by identifying those services critical to National Security and Emergency Preparedness (NS/EP) and be in compliance with all CPUC and FCC Requirements.

Bidder understands the requirement and shall meet or exceed it? Yes __**X**__ *No* _____

1.2.6.2 Network Disaster/Operational Recovery

Public safety agencies, major data centers, agencies with supporting roles during disaster or emergency operations, and agencies with significant roles in post-disaster recovery have mission-critical needs to maintain network availability during disasters or emergencies.

It is essential that service be restored as soon as possible, and the services most critical to State operations remain operational during efforts to achieve full service recovery.

The Contractor shall implement processes that will assure the continuity of services for critical operations, producing the greatest benefit from remaining limited resources and achieving a systematic and orderly resumption of all contracted services.

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

1.2.7 Data Network Monitoring Application (DNMA)

The Contractor shall provide a web based Data Network Monitoring Application (DNMA) to provide near real-time and historical network performance and fault detection information to Customers. The DNMA shall identify the availability and performance of contracted MPLS services. Only CALNET 3 services will appear in the DNMA. The Contractor's DNMA shall provide the following features:

1. Dynamic GUI views that show the relationship between devices providing data network services;
2. Alarm indicators for adversely effected network components;
3. Immediate real-time network availability, throughput, congestion, utilization, and error statistics through inquiry responses;
4. Historical network availability, throughput, congestion, error statistics shall be available for a rolling six (6) month period;
5. Notification or indicators when components are in an administrative/ maintenance status;
6. Real-time event log showing network activity;
7. Views shall be partitioned by Customer and Customers will have access only to their department's network components and information. The level of access shall be determined by the Customer department management or Customer administrators;

8. The Contractor shall provide CALNET 3 CMO with an authorization level that provides access to all CALNET Customer network components and information. The Contractor shall provide single sign-on access to view any Customer network;
9. This tool shall provide the capability to run customized reports for the six (6) months of stored data;
10. The statistical information shall be in a data extractable format; and,
11. Contractor shall provide standard and customized reports as determined by CALNET 3 CMO.

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

1.2.8 Other Services

1.2.8.1 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.

1.2.8.2 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 1.2.9.8.11 (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 1.2.8.2.a.

Table 1.2.8.2.a Extended Demarcation Wiring Services

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
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 300 feet of four-pair cable and an RH48s 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 RJ48s or equivalent smart jack. To provide this service, AT&T assumes customer has adequate pathways. Regular 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 300 feet of four-pair cable and an RJ48 or equivalent jack.	Y		EDCO

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
	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 RJ48s or equivalent smart jack. To provide this service, AT&T assumes customer has adequate pathways. Overtime hours.				
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 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 RJ48s or equivalent smart jack. To provide this service, AT&T assumes customer has adequate pathways. 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 300 feet or less of one (1) Category 5 25-pair CMP patch panels and mounting hardware. Ten Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	Y		EDC25R

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
	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 5 patch panels. Category 5e ten, three-meter jumpers, one 24-port patch 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. Regular hours.				
5	Extended Demarcation – Copper 25 Pair – Overtime Hours	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above. Includes 300 feet or less of Category 5 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	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 5 patch panels. Category 5e ten, three-meter jumpers, one 24-port patch 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. Overtime hours.				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
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 300 feet or less of Category 5 25-pair CMP cable, one (1) patch panel and mounting hardware. Ten (10) Category 5e, three (3) meter jumpers; one (1) 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	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 5 patch panels. Category 5e ten, three-meter jumpers, one 24-port patch 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. 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 CMP 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

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
	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 CMP fiber drop cable with adapters, connectors, and two SC-SC duplex patch cords for each single circuit extension. Associated troubleshooting, testing, and labeling are included. To provide this service, AT&T assumes customer has adequate pathways. Enclosures are not included. Regular hours.				
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 CMP 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 CMP fiber drop cable with adapters, connectors, and two SC-SC duplex patch cords for each single circuit extension. Associated troubleshooting, testing, and labeling are included. To provide this service, AT&T assumes customer has adequate pathways. Enclosures are not included. Overtime hours				

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
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 CMP 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 CMP fiber drop cable with adapters, connectors, and two SC-SC duplex patch cords for each single circuit extension. Associated troubleshooting, testing, and labeling are included. To provide this service, AT&T assumes customer has adequate pathways. Enclosures are not included. Holiday hours				

The Contractor may offer additional unsolicited Extended Demarcation Wiring Services in Table 1.2.8.2.b.

Table 1.2.8.2.b Unsolicited Extended Demarcation Wiring Services

	Feature Name	Feature Description	Bidder's Product Identifier
1	None		
	Bidder's Product Description:		

1.2.8.3 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 1.2.8.3 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 1.2.8.3, 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 1.2.8.3.

Table 1.2.8.3 Services Related Hourly Support

	Labor Classification Name	Classification Description	Bidder Meets or Exceeds? Y N	Bidder's Product Identifier

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

1.2.8.3 Intentionally Deleted

1.2.9 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.

1.2.9.1 Service Level Agreement Format

The Contractor shall adhere to the following format and include the content as described below for each Technical SLA added by the Contractor throughout the Term of the Contract:

1. SLA Name – Each SLA Name must be unique;
2. Definition - Describes what performance metric will be measured;
3. Measurements Process - Provides instructions how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include source of data and define the points of measurement within the system, application, or network;
4. Service(s) - All applicable services will be listed in each SLA;
5. Objective(s) – Defines the SLA performance goal/parameters; and,
6. Rights and Remedies
   a. Per Occurrence: Rights and remedies are paid on a per event basis during the bill cycle; and,
   b. Monthly Aggregated Measurements: Rights and remedies are paid once during the bill cycle based on an aggregate of events over a defined period of time.

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

Bidder understands the requirement and shall meet or exceed it? Yes __X__ No _____

1.2.9.2 Technical Requirements Versus SLA Objectives

Sections 1.2.2 through 1.2.7 define the technical requirements for each service. These requirements are the minimum parameters each Bidder must meet in order to qualify for Contract award. Upon Contract award the committed technical requirements will be maintained throughout the remainder of the Contract.

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

Bidder understands the requirement and shall meet or exceed it? Yes __X__ No _____

1.2.9.3 Two Methods of Outage Reporting: Customer or Contractor

There are two (2) methods in which CALNET 3 service failures or quality of service issues may be reported and Contractor trouble tickets opened: Customer reported or Contractor reported.

The first method of outage reporting results from a Customer reporting service trouble to the Contractor's Customer Service Center 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, Trouble Ticket Reporting Tool (TTRT)).

The second method of outage reporting occurs when the Contractor opens a trouble ticket as a result of network/system alarm or other method of service failure identification. In each instance the Contractor shall open a trouble ticket using the Trouble Ticket Reporting Tool (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 _____

1.2.9.4 Bidder Response to Service Level Agreements

Many of the Service Level Agreements described below include multiple objective levels – Basic, Standard and Premier. Bidders shall indicate one (1) specific objective level they are committing to for each service in space provided in the "Objective" section of each SLA description.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ *No* _____

1.2.9.5 Contractor SLA Management Plan

Within 90 calendar days of Contract award, the Contractor shall provide CALNET 3 CMO with one (1) SLA Management Plan that describes how the Contractor will monitor and manage the Technical SLAs for services in this IFB. The SLA Management plan shall provide processes and procedures to be implemented by the Contractor. The SLA Management Plan shall define the following:

1. Contractor SLA Manager and supporting staff responsibilities;
2. Contractor 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. Process may differ per service type;
3. Creation and delivery of SLA Reports (IFB-A Business Requirements SectionA.9.5). The Contractor shall include a sample report in accordance with the SLA Reports (IFB-A Business Requirements Section A.9.5) for the following: SLA Service Performance Report (IFB-A Business Requirements Section A.9.5.1Error! Reference source not found.), 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 that reports shall be provided to the CALNET 3 CMO via the Private Oversight Website (IFB-A Business Requirements Section A.9.2);
4. SLA invoicing credit and refund process;
5. Contractor SLA problem resolution process for Customer SLA and SLA reporting issues. 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 the SLA Manager contact information for SLA inquiries and issues resolution for Customer and CALNET 3 CMO.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ No _____

1.2.9.6 Technical SLA General Requirements

The Contractor shall adhere to the following general requirements which apply to all CALNET 3 Technical SLAs (Section 1.2.9.8):

1. With the exception of Provisioning SLA (Section 1.2.9.8.11), 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);
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 Affiliates and/or Subcontractors under this Contract;
4. The Definition, Measurement Process, Objectives, and Rights and Remedies shall apply to all services identified in each SLA. If a Category or Subcategory is listed in the SLA, then all services under that Category or Subcategory are covered under the SLA. Exceptions must be otherwise stated in the SLA;
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 SLA objectives;
7. The Contractor shall proactively credit all rights and remedies to the Customer within 60 calendar days of the trouble resolution date on the trouble ticket or within 60 calendar days of the Due Date on the Service Request form for the Provisioning SLA (Section 1.2.9.8.11);
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 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 Affiliates, Subcontractors or resellers 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; and,
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* _____

1.2.9.7 Trouble Ticket Stop Clock Conditions

The following conditions shall 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 1.2.9.7 and include start and stop time stamps in the Contractor's Trouble Ticket Reporting Tool (IFB-A Business Requirements Section A.9.4Error! Reference source not found.) for each application of a SCC. The Contractor shall

not consider “cleared while testing” or “no trouble found” as a SCC unless cause is ultimately determined to have been the fault of a third party outside the control of the Contractor.

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.”

Stop Clock Conditions are limited to the conditions listed in Table 1.2.9.7.

Table 1.2.9.7 – 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 order 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.
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.

#	Stop Clock Condition (SCC)	SCC Definition
5	POWER	Trouble caused by a power problem outside of the responsibility of the Contractor. Power is a stop clock condition for a Customer owned LAN switch and router, but not a stop clock condition for a Contractor owned router when used for Converged VoIP.
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: 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; and, d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem. If it is determined later that the cause of the problem was not at the site in question, then the Access SCC shall not apply.
8	STAFF	Any problem or delay to the extent caused by End-User's staff that prevents or delays Contractor's resolution of the problem. In such event, Contractor shall make a timely request to End-User staff to correct the problem or delay and document in trouble ticket.
9	APPLICATION	End-User software applications that interfere with repair of the trouble.
10	CPE	Repair/replacement of 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 Affiliates, and Subcontractors 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 terms and conditions of the PMAC General Provisions - Telecommunications, Section 28 (Force Majeure).

Bidder understands the requirement and shall meet or exceed it? Yes __X__ *No* _____

1.2.9.8 Technical Service Level Agreements

The Contractor shall provide and manage the following Technical SLAs.

1.2.9.8.1 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.

Objective(s) A applies to the following Services:

- Converged VoIP Service (1.2.3.2)
- Converged VoIP Voice Mail Service (1.2.3.5)
- Audio Conferencing (1.2.4)
- SIP Trunk

Objective(s) A:

	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)
Converged VoIP Service	≥ 98.7%	≥ 99.2%	≥ 99.5%	S
Converged VoIP Voice Mail Service	≥ 98.9%	≥ 99.2%	≥ 99.5%	S
SIP Trunk	≥ 98.9%	≥ 99.2%	≥ 99.5%	S

Objective(s) B applies to the following Service(s):

- MPLS (1.2.2) (Includes 1.2.2.8.1 through 1.2.2.8.7)

Objective(s) B:

The objectives will be based on the transport type. The speeds appear in ranges.

Service	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)
DS1	≥ 99.2%	≥ 99.5%	≥ 99.8%	S
DS3	≥ 99.7%	≥ 99.8%	≥ 99.9%	S
OCx	≥ 99.7%	≥ 99.8%	≥ 99.9%	S
Ethernet	≥ 99.2%	≥ 99.5%	≥ 99.8%	S

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 and two (2) Business Days of the ADUC, when usage applies. The second consecutive month the service fails to meet the committed SLA objective shall result in a 30 percent rebate of TMRC and two (2) Business Days of the ADUC, when usage applies. Each additional consecutive month the service fails to meet the Committed SLA objective shall result in a 50 percent rebate of the TMRC, and two (2) Business Days of the ADUC, when usage applies.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ No _____

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

SLA Name: Catastrophic Outage 1 (CAT 1)

Definition: The total loss of service at a single address based on a common cause resulting in one (1) or more of the following:

- Failure of two (2) or more service types, or
- Failure of ten (10) access circuits, or
- Failure of 50 or more End-User VoIP service package or VoIP voice mail service (seat)
- Failure of a single MPLS port or access circuit with a transport speed greater than or equal to 200 Mbps

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 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 End-User the 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):

Converged VoIP Service (1.2.3.2)	
VoIP Voice Mail Service (1.2.3.5)	MPLS (1.2.2) (includes 1.2.2.8.1 through 1.2.2.8.7)

Objective (s):
The objective restoral time shall be:

Service	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)
MPLS	≤ 3 hours	≤2 hours	≤1 hour	S
VoIP Voice Mail	≤ 3 hours	≤2 hours	≤1 hour	S
Converged VoIP Service	≤ 8 hours	≤2 hours	≤1 hour	S

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 _____

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

SLA Name: Catastrophic Outage 2 (CAT 2)	
Definition: • Any service affecting failure in the Contractor's (or subcontractor's or Affiliate's) network up to and including the Provider Edge (PE) equipment.	
Measurement Process: The Outage Duration begins when a network alarm is received by the Contractor from 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 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):	
MPLS (1.2.2) (includes (1.2.2.8.1 through 1.2.2.8.7)	
Converged VoIP Service (1.2.3.2)	Audio Conferencing (1.2.4)
VoIP Voice Mail Service (1.2.3.5)	SIP Trunking (1.2.5)

Objective (s):
The objective restoral time shall be:

Service	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)
MPLS:	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P
Converged VoIP Service:	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P
VoIP Voice Mail Service:	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P
Audio Conferencing:	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P
SIP Trunking	≤ 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* _____

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

SLA Name: Catastrophic Outage 3 (CAT 3)
Definition: The total loss of more than one (1) CALNET 3 service type in a central office, or the loss of any service type on a system wide basis

Measurement Process: The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the Customer, 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 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):

MPLS (1.2.2) (includes 1.2.2.8.1 through 1.2.2.8.7)	
Converged VoIP Service (1.2.3.2)	Audio Conferencing (1.2.4)
VoIP Voice Mail Service (1.2.3.5)	SIP Trunking (1.2.5)

Objective (s):
The objective restoral time shall be:

Service	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B or P)
MPLS	≤ 30 minutes	N/A	≤ 15 minutes	P
Converged VoIP Service	≤ 30 minutes	N/A	≤ 15 minutes	P
VoIP Voice Mail Service	≤ 30 minutes	N/A	≤ 15 minutes	P
Audio Conferencing	≤ 30 minutes	N/A	≤ 15 minutes	P
SIP Trunking	≤ 30 minutes	N/A	≤ 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 occurrence objective for each Cat 3 fault.
	Monthly Aggregated Measurements: N/A

Bidder understands the requirement and shall meet or exceed it? Yes __X__ No _____

1.2.9.8.5 Delay - Round Trip Transmission for MPLS Services (M-S)

SLA Name: Delay – Round Trip Transmission for MPLS Services

Definition: the average round trip transfer delay measured from the Customer Edge (CE) to the remote CE back to CE (Site A to Site Z to Site A) within the geographic confines of the state of California.

Measurement Process: The End-User/Customer is responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the Customer suspects the delay is not meeting the committed level. CALNET 3 CMO shall determine the sample interval, provided that a minimum of 100 pings or more shall constitute test. The Contractor shall provide timely verification, consistent with industry standards. Trouble tickets opened as Delay – Round Trip Transmission for MPLS Services shall not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable.

Service(s):

MPLS (1.2.2) (includes 1.2.2.8.1 through 1.2.2.8.7)	

Objective (s): based on a 1,000 byte ping:

Service	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (S or P)
MPLS ≥ 128 Kbps to < 1.536 Mbps	N/A	<400ms	<340ms	S
MPLS ≥ 1.536 Mbps to < 40 Mbps	N/A	<120ms	<95ms	S
MPLS ≥ 40 Mbps	N/A	<110ms	<90ms	S

Rights and	Per Occurrence: N/A

Remedies	Monthly Aggregated Measurements: 25 percent of TMRC per occurrence for the reported service. The second consecutive month service fails to meet the committed SLA objectives shall result in a 35 percent rebate of TMRC. Each additional consecutive month 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* _____

1.2.9.8.6 VoIP Delay, One-Way Transmission (M-S)

SLA Name: VoIP Delay – One-Way Transmission

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

Measurement Process: End-User/Customer is responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the Customer suspects the VoIP delay is not meeting the committed level. The problem requires timely verification, consistent with industry Standards, by the Contractor. Tickets opened as VoIP Delay One-Way Transmission SLA shall not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable.

Service(s):

Converged VoIP Service (1.2.3.2)	

Objective (s):

Service	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)
Converged VoIP Service	≤ 170 ms	≤ 130 ms	≤ 90 ms	S

Rights and Remedies

Per Occurrence: N/A

Monthly Aggregated Measurements:
25 percent of TMRC per occurrence for the reported service.

The second month service fails to meet the committed SLA objectives shall result in a 35 percent rebate of TMRC.

Each additional consecutive month 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* _____

1.2.9.8.7 Excessive Outage (M-S)

SLA Name: Excessive Outage	
Definition: A Service failure that remains unresolved for more than the committed objective.	
Measurement Process: This SLA is based on the 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):	
MPLS (1.2.2) (includes 1.2.2.8.1 through 1.2.2.8.7)	Audio Conferencing (1.2.4)
Converged VoIP Service (1.2.3.2)	SIP Trunking (1.2.5)
VoIP Voice Mail Service (1.2.3.5)	

Objective (s):

Service	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)
MPLS	16 hours	12 hours	8 hours	S
Converged VoIP Service	16 hours	12 hours	8 hours	S
VoIP Voice Mail Service	16 hours	12 hours	8 hours	S
Audio Conferencing	16 hours	12 hours	8 hours	S
SIP Trunking	16 hours	12 hours	8 hours	S

Rights and Remedies	Per Occurrence: 100 percent of the TMRC and ten (10) Business Days of the ADUC (when applicable) per occurrence for each service (Circuit ID) out of service for a period greater than the committed objective level. Upon request from the Customer or the CALNET 3 CMO, the Contractor shall provide a briefing on the excessive outage restoration.
	Monthly Aggregated Measurements: N/A

Bidder understands the requirement and shall meet or exceed it? Yes __X__ No _____

1.2.9.8.8 Jitter (M-S)

SLA Name: Jitter	
Definition: Variations in transfer delay measured from the Customer Edge (CE) to the remote CE	
Measurement Process: End-User/Customer is responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the Jitter exceeds the committed level. The problem requires timely verification, consistent with industry Standards, by the Contractor. Tickets identified as a jitter issue shall not count in availability or Time-to-Repair measurements unless and until the End-User reports service as unusable for its intended uses. This measurement applies to local loop transport (1) under the control of the Contractor or (2) not under the control of Contractor that do not exceed 70% peak utilization for three (3) consecutive Business Days.	
Service(s):	
Converged VoIP Service (1.2.3.2)	

Objective (s):

Service	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B or S)
Converged VoIP Service	≤ 30ms	≤ 15ms	N/A	S

Rights and Remedies	Per Occurrence: 25 percent of TMRC and two (2) Business Days of the ADUC per occurrence for the reported service. Second month service fails to meet the committed SLA objectives shall result in a 35 percent rebate of TMRC and two (2) Business Days of ADUC. Each additional consecutive month service fails to meet the committed SLA objective shall result in a 50 percent rebate of the TMRC and two (2) Business Days of the ADUC.
	Monthly Aggregated Measurements: N/A

*Bidder understands the requirement and shall meet or exceed it? Yes __**X**__ No _____*

1.2.9.8.9 Notification

SLA Name: Notification	
Definition: The Contractor notification to CALNET 3 CMO and designated stakeholders in the event of a CAT 2 or CAT 3 failure, terrorist activity, threat of natural disaster, or actual natural disaster which results in a significant loss of telecommunication services to CALNET 3 End-Users or has the potential to impact services in a general or statewide area. The State understands initial information requiring the nature of the outage may be limited.	
Measurement Process: The Contractor shall adhere to the Network Outage Response requirements (IFB-A Business Requirements Section A.3.3) 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 base on information such as terrorist activity or threat of natural disaster, the Contractor shall notify CALNET 3 CMO and designated stakeholder when information is available for dissemination to Customers.	
Service(s): All services	
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). This objective is the same for Basic, Standard and Premium commitments	
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 _____

1.2.9.8.10 Packet Loss (M-S)

SLA Name: Packet Loss

Definition: A measurement of lost or dropped packet traveling across the Contractor's Affiliate's or Subcontractor's) network. Packet loss is measured from Contractor's handoff to the Customer at each end of the data channel measured port to port.

Measurement Process: End-User/Customer is responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the data loss exceeds the committed level. The problem requires timely verification, consistent with industry standards, by the Contractor. Tickets identified as a packet loss issue shall not count in availability or Time-to-Repair measurements unless and until the End-User reports service as unusable for its intended uses.

This measurement includes the local loop transport under the control of the Contractor and any local loops acquired from a third party by the Contractor.

Service(s):

MPLS (1.2.2) (includes 1.2.2.8.1 through 1.2.2.8.7)	
Converged VoIP Service (1.2.3.2)	

Objective (s):

Service	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)
MPLS	≤ .75% packet loss	≤ .5% packet loss	≤ .25% packet loss	S
Converged VoIP Service	≤ .75% packet loss	≤ .5% packet loss	≤ .25% packet loss	S

Rights and Remedies	Per Occurrence: 25 percent of TMRC per occurrence for the reported service. Next consecutive month to fail to meet the committed SLA objectives shall result in a 35 percent rebate of TMRC. Each additional consecutive month to fail to meet the committed SLA objective shall result in a 50 percent rebate of the TMRC.
	Monthly Aggregated Measurements: N/A

Bidder understands the requirement and shall meet or exceed it? Yes __X__ No _____

1.2.9.8.11 Provisioning (M-S)

SLA Name: Provisioning

Definition: Provisioning shall include new services, moves, adds and changes, completed by the Contractor on or before the due dates. The Provisioning SLA shall be based on committed installation intervals established in this SLA or due dates negotiated between 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 Requests(s) 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).

Provisioning SLAs have two (2) objectives:

Objective 1: Individual Service Request

Objective 2: Successful Install Monthly Percentage by Service Type

Note: Provisioning timelines include extended demarcation wiring, when appropriate.

Measurement Process:

Objective 1: Individual Service Request: 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.

Objective 2: Successful Install Monthly Percentage per Service Type: 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 meet or exceed the objective below in order to avoid the rights and remedies.

Service (Features must be installed in conjunction with the service except when listed below)	Committed Interval Calendar Days	Coordinated/Managed Project
MPLS Port Transport (1.2.2.8.1)	35	Coordinated/Managed Project
MPLS Port and Access Bundle Transport (1.2.2.8.2)	35	Coordinated/Managed Project

MPLS Port, Access and Router Transport (1.2.2.8.3)	45	Coordinated/Managed Project
MPLS Port, Access and Router Bundled On-Net Transport Speeds (1.2.2.8.4)	45	Coordinated/Managed Project
MPLS Port, Access and Router Bundled Off-Net Transport Speeds (1.2.2.8.5)	45	Coordinated/Managed Project
MPLS Port, Access and Router Bundled Ethernet On-Net Transport (1.2.2.8.6)	45	Coordinated/Managed Project
MPLS Port, Access and Router Bundled Ethernet Off-Net Transport (1.2.2.8.7)	45	Coordinated/Managed Project
Converged VoIP Service (1.2.3.2)	45	Coordinated/Managed Project
VoIP Voice Mail Services (1.2.3.5)	30	Coordinated/Managed Project
Audio Conferencing (1.2.4)	30	Coordinated/Managed Project
SIP Trunking (1.2.5)	35	Coordinated/Managed Project

Objective (s):
Individual Service Requests: Service installed on or before the committed or negotiated due date.
Successful Install Monthly Percentage per Service:

Service	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B, S or P)
MPLS Port Transport:	N/A	≥ 90%	≥ 95%	S
MPLS Port and Access Bundle Transport:	N/A	≥ 90%	≥ 95%	S
MPLS Port, Access and Router Transport:	N/A	≥ 90%	≥ 95%	S
Converged VoIP Service:	N/A	≥ 90%	≥ 95%	S
VoIP Voice Mail Service:	N/A	≥ 90%	≥ 95%	S
Audio Conferencing:	N/A	≥ 90%	≥ 95%	S
SIP Trunking	N/A	≥ 90%	≥ 95%	S
MPLS Port, Access and Router Bundled On-Net Transport Speeds	N/A	≥ 90%	≥ 95%	S
MPLS Port, Access and Router Bundled Off-Net Transport Speeds	N/A	≥ 90%	≥ 95%	S
MPLS Port, Access and Router Bundled Ethernet On-Net Transport	N/A	≥ 90%	≥ 95%	S
MPLS Port, Access and Router Bundled Ethernet Off-Net Transport	N/A	≥ 90%	≥ 95%	S

Rights and Remedies	Per Occurrence: Objective 1: Individual Service Requests: 50 percent of installation fee credited to Customer for any missed committed objective.
	Monthly Aggregated Measurements: Objective 2: 100 percent of the installation fee credited to Customer for all Service Requests (per same service type) that did not complete on time during the month if the successful install monthly percentage is below the committed objective.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ No _____

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

SLA Name: Time to Repair (TTR)

Definition: A service outage that remains unresolved for more than the 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. This SLA is applied per occurrence.

Service(s):

MPLS (1.2.2) (includes 1.2.2.8.1 through 1.2.2.8.7)	
Converged VoIP Service (1.2.3.2)	Audio Conferencing (1.2.4)
VoIP Voice Mail Service (1.2.3.5)	SIP Trunking (1.3.5)

Objective (s):
The Unavailable Time objective shall not exceed:

Service	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (B or S)
MPLS:	6 hours	4 hours	N/A	S
Converged VoIP Service:	8 hours	4 hours	N/A	B
VoIP Voice Mail Service:	6 hours	4 hours	N/A	S
Audio Conferencing:	6 hours	4 hours	N/A	S
SIP Trunking	6 hours	4 hours	N/A	S

Rights and Remedies	Per Occurrence: 25 percent of the TMRC three (3) Business Days ADUC, when applicable 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 _____

1.2.9.8.13 Managed Service Proactive Notification (M-S)

SLA Name: Managed Service Proactive Notification	
Definition: The proactive outage notification SLA provides credits if the Contractor fails to open a trouble ticket and notify Customer of an Outage for a managed service. Notification to the Customer shall occur through means agreed to by Contractor and CALNET 3 CMO. An Outage is defined as an unscheduled period in which the managed service interrupted and unavailable for use by Customer for 60 continuous seconds or more than 60 cumulative seconds within a 15-minute period measured by the Contractor.	
Measurement Process: The Outage Duration start shall be determined by the first Contractor network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. The Contractor has fifteen (15) minutes (Notification Period) to open a trouble ticket and notify the Customer from the start point of the first network alarm. The Contractor is in compliance with the proactive outage notification SLA if the Customer opened the trouble ticket prior to the network alarm or Customer is notified by the Contractor within the Notification Period..	
Service(s):	
MPLS Port, Access and Router Bundled Transport Speeds (Section 1.2.2.8.3)	
MPLS Port, Access and Router Bundled On-Net Transport Speeds (Section 1.2.2.8.4)	
MPLS Port, Access and Router Bundled Off-Net Transport Speeds (Section 1.2.2.8.5)	
MPLS Port, Access and Router Bundled Ethernet On-Net Transport Speeds (Section 1.2.2.8.6)	
MPLS Port, Access and Router Bundled Ethernet Off-Net Transport Speeds (Section 1.2.2.8.6)	
Objective (s): 15 Minutes	
Rights and Remedies	Per Occurrence: Customer will receive a credit equal to ten percent (10%) of the TMRC for each Contractor Managed Service (Circuit ID) that was impacted during an outage if the Customer was not proactively notified within the notification period.
	Monthly Aggregated Measurements: N/A

Bidder understands the requirement and shall meet or exceed it? Yes __X__ *No* _____

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

SLA Name: Excessive Usage of Site Survivability Network Failure Service

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

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

Objective (s) applied to the following Services:

- Converged VoIP Site Survivability Network Failure

Objective(s):

Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Converged VoIP Site Survivability Network Failure	240 hours	120 hours	72 hours	S

Rights and

Per Occurrence: N/A

Remedies	Monthly Aggregated Measurements: First month the service fails to meet the committed SLA objective shall result in a 15 percent rebate of the TMRC and two (2) Business Days of the ADUC of all usage charges as a result of the activation of the Site Survivability Network Failure Service. The second consecutive month the service fails to meet the committed SLA objective shall result in a 30 percent rebate of TMRC and five (5) Business Days of ADUC of all usage charges as a result of the activation of Site Survivability Network Failure Service. Each additional consecutive month the service fails to meet the Committed SLA objective shall result in a 50 percent rebate of the TMRC, and ten (10) Business Days of the ADUC of all usage charges as a result of the activation of Site Survivability Network Failure Service.

Bidder understands the requirement and shall meet or exceed it? Yes __X__ No _____

1.2.9.8.15 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 _____

1.2.9.8.16 Proposed Unsolicited Offerings

The Contractor shall provide SLAs as defined throughout SLA Section 1.2.9 (Availability, Catastrophic Outage, Provisioning etc.) 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 _____

1.2.9.8.17 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 1.2.9.8.

Bidder understands the requirement and shall meet or exceed it? Yes __*X*__ No _