

INTEGRA TELECOM

IFB STPD 12-001-A, C3-A-12-10-TS-09

Amendment #1, Rev. March 3, 2014

CALNET 3, Category 1: VOICE AND DATA SERVICES

Subcategory 1.2 – MPLS, VPN and Converged VoIP

Volume 2 – Response to Unique Subcategory Requirements

SOW Technical Requirements Response

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Volume 2: Instructions

Volume 2 – Response to Unique Subcategory Requirements

Volume 2 should contain all information that is unique to each Subcategory being bid, with each Subcategory separated into its own binder (or binders). Each Subcategory binder should contain the following items:

1. Required IFB Exhibits unique to each subcategory, in the following order:
 - a. Exhibit 8: Contractor's License Information
 - b. Exhibit 9: Service Taxes, Fees, Surcharges and Surcredits
2. Preference/Incentive Exhibits, (required only as indicated):
 - a. Exhibit 10: Bidding Preferences and Incentives
 - b. Exhibit 11: STD 843, DVBE Declarations (required if claiming a DVBE incentive per Section 2.3.12.)
 - c. Exhibit 12: GSPD 05-105, Bidder Declaration (required if claiming a SB preference using Subcontractors, if claiming a DVBE incentive, or if Subcontractors will receive 15% or more revenue per Section 2.3.5.)
 - d. Exhibit 13: STD 830, TACPA Preference Request (required if claiming TACPA preference per Section 2.3.14.)
 - e. Exhibit 14: STD 831, EZA Preference (required if claiming EZA preference per Section 2.3.15.)
 - f. Exhibit 15: STD 832, LAMBRA Preference Request (required if claiming LAMBRA preference per Section 2.3.16.)
3. Statement of Work (SOW) Submittals unique to each Subcategory:
 - a. Complete response to SOW Technical Requirements
 - b. SOW Catalog A (without costs)

Required IFB Exhibits

Exhibit 8: CONTRACTOR'S LICENSE INFORMATION

(Installation Services Only)

For Subcategory: 1.2 – MPLS/VPN/Converged VoIP

Name of Bidder: Integra Telecom Holdings, Inc.

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 1

Contractor Name: WC Sanderson Construction

Class: G.E.A

License No: 951831

Licensee: Wes Sanders

Expiration Date:

9/30/2014

Relationship of Licensee to Contractor: Prime Construction Contractor

SUBCONTRACTOR 1

Contractor Name: Advance Fiber Optic Inc.

Class: C7

License No: 75273

Licensee: Clay Arnell

Expiration Date: 12/31/2014

Relationship of Licensee to Subcontractor: Prime Splicing Contractor

CONTRACTOR 2:

Contractor Name: Irish Communications

Class A,B,C10,C7

License No: 484418

Licensee: Dan Mitchell

Expiration Date: 12/31/2013

Relationship of Licensee to Subcontractor: Prime Construction Contractor

(Use additional sheets if necessary.)

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 that a tax, fee, surcharge and/or surcredit applies. Attach additional pages as necessary.

Bidder/Contractor name: Integra Telecom Holdings, Inc.

a) The Contractor’s identification number for the service tax, fee, surcharge or surcredit: 808575

b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in “a” above (e.g., FCC, CPUC, BOE, IRS, etc.): _____

Federal Communications Commission

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 FCC Regulatory Fee

d) The citations in law, regulation or order: FCC telecommunications act of 1996

e) The URL identifying and providing citations in law or regulation.: http://www.fcc.gov/regfees

f) The date the law, resolution or order was released: 1996

g) The date the law, resolution or order becomes effective: 1996

h) Purpose of the service tax, fee, surcharge or surcredit: Revenue for the Federal Government

i) Identify the CALNET 3 Category/Subcategory that is affected: Subcategory 1.2 – MPLS/VPN Converged VoIP

j) Identify the CALNET 3 Service that is affected: Subcategory 1-2 - Hosted Voice Services

k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.38% of monthly charges as of April 1, 2013

l) Is the State exempt? (yes/no): The State and any other jurisdiction must certify they are exempt from this fee. The exempt certificates will remain on file with Integra as documentation for the Federal Government. See notes on attachment to Exhibit 9. Integra also understands that the CALNET 3 CMO will submit one exemption certificate for all State agencies for each exemption.

m) Additional comments as warranted: See additional notes on attachment to Exhibit 9

Name of Bidder/Contractor contact person for follow up: Haakon Austefjord

Phone number: 916-231-4170 Email address: haakon.austefjord@integratelecom.com

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 that a tax, fee, surcharge and/or surcredit applies. Attach additional pages as necessary.

Bidder/Contractor name: Integra Telecom Holdings, Inc.

a) The Contractor’s identification number for the service tax, fee, surcharge or surcredit: 02-0670399

b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in “a” above (e.g., FCC, CPUC, BOE, IRS, etc.): _____

Internal Revenue Service

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 in the United States under 26 U.S.C. § 4251 & 26 U.S.C. § 4291

e) The URL identifying and providing citations in law or regulation.: _____

http://www.irs.gov/publications/p510/ch04.html#en_US_201207_publink1000117133

f) The date the law, resolution or order was released: 1932/1990

g) The date the law, resolution or order becomes effective: 1991

h) Purpose of the service tax, fee, surcharge or surcredit: Revenue for the Federal Government

i) Identify the CALNET 3 Category/Subcategory that is affected: Subcategory 1.2 – MPLS/VPN Converged VoIP

j) Identify the CALNET 3 Service that is affected: Subcategory 1-2 - SIP Trunking Services and Hosted Voice Services

k) The amount or percentage of the service tax, fee, surcharge or surcredit: 3% of monthly charges as of April 1, 2013

l) Is the State exempt? (yes/no): Yes. However, the State and any other jurisdiction must certify they are exempt from this fee. The exempt certificates will remain on file with Integra as documentation for the Federal Government. Integra also understands that the CALNET 3 CMO will submit one exemption certificate for all State agencies for each exemption. See notes on attachment to Exhibit 9.

m) Additional comments as warranted: See additional notes on attachment to Exhibit

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Bidder/Contractor name: Integra Telecom Holdings, Inc.

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 808575
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.):
Federal Communications Commission
- 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 Universal Fund Surcharge
- d) The citations in law, regulation or order: FCC telecommunications act of 1996
- e) The URL identifying and providing citations in law or regulation.: http://www.fcc.gov/regfees
- f) The date the law, resolution or order was released: 1996
- g) The date the law, resolution or order becomes effective: 1996
- h) Purpose of the service tax, fee, surcharge or surcredit: The Act established principles for universal service that specifically focused on increasing access to evolving services for consumers living in rural and insular areas, and for consumers with low-incomes.
- i) Identify the CALNET 3 Category/Subcategory that is affected: Subcategory 1.2 – MPLS/VPN Converged VoIP
- j) Identify the CALNET 3 Service that is affected: Subcategory 1-2 - Hosted Voice Services
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 16.10% of monthly charges as of April 1, 2013
- l) Is the State exempt? (yes/no): The State and any other jurisdiction must certify they are exempt from this fee. The exempt certificates will remain on file with Integra as documentation for the Federal Government. Integra also understands that the CALNET 3 CMO will submit one exemption certificate for all State agencies for each exemption. See notes on attachment to Exhibit 9.
- m) Additional comments as warranted: See additional notes on attachment to Exhibit 9

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Bidder/Contractor name: Integra Telecom Holdings, Inc.

a) The Contractor’s identification number for the service tax, fee, surcharge or surcredit: 5377

b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in “a” above (e.g., FCC, CPUC, BOE, IRS, etc.): _____

California Public Utilities Commission

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): State Advanced Service Fund

d) The citations in law, regulation or order: California Public Utilities Commission Decision No 0712054 Implementing California Advanced Services Fund (CASF)

e) The URL identifying and providing citations in law or regulation.: _____

http://www.cpuc.ca.gov/PUC/Telco/Consumer+Information/surcharges.htm

f) The date the law, resolution or order was released: 2007/2013

g) The date the law, resolution or order becomes effective: 2007/2013

h) Purpose of the service tax, fee, surcharge or surcredit: Revenue for the State Government

i) Identify the CALNET 3 Category/Subcategory that is affected: Subcategory 1.2 – MPLS/VPN Converged VoIP

j) Identify the CALNET 3 Service that is affected: Subcategory 1-2 – SIP Trunking Services and Hosted Voice Services

k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.14 % of monthly charges as of April 1, 2013

l) Is the State exempt? (yes/no): The State and any other jurisdiction must certify they are exempt from this fee. The exempt certificates will remain on file with Integra as documentation for the Federal Government. See notes on attachment to Exhibit 9. Integra also understands that the CALNET 3 CMO will submit one exemption certificate for all State agencies for each exemption.

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Bidder/Contractor name: [Integra Telecom Holdings, Inc.](#)

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: [5377](#)
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.):
[California Public Utilities Commission](#)
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): [State California High Cost Fund A](#)
- d) The citations in law, regulation or order: [California High Cost Fund-A \(CHCF-A\) was implemented in accordance with Public Utilities Code § 739.3](#)
- e) The URL identifying and providing citations in law or regulation.:
<http://www.cpuc.ca.gov/PUC/Telco/Consumer+Information/surcharges.htm>
- f) The date the law, resolution or order was released: [2009](#)
- g) The date the law, resolution or order becomes effective: [2010](#)
- h) Purpose of the service tax, fee, surcharge or surcredit: [It provides a source of supplemental revenues to 14 small local exchange carriers \(LECs\) for the purpose of minimizing any rate disparity of basic telephone services between rural and metropolitan areas.](#)
- i) Identify the CALNET 3 Category/Subcategory that is affected: [Subcategory 1.2 – MPLS/VPN Converged VoIP](#)
- j) Identify the CALNET 3 Service that is affected: [Subcategory 1-2 – SIP Trunking Services and Hosted Voice Services](#)
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: [0.40 % of monthly charges as of April 1, 2013](#)
- l) Is the State exempt? (yes/no): [The State and any other jurisdiction must certify they are exempt from this fee. The exempt certificates will remain on file with Integra as documentation for the Federal Government. See notes on attachment to Exhibit 9. Integra also understands that the CALNET 3 CMO will submit one exemption certificate for all State agencies for each exemption.](#)
- m) Additional comments as warranted: [See additional notes on attachment to Exhibit 9](#)

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Bidder/Contractor name: Integra Telecom Holdings, Inc.

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 5377
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.):
California Public Utilities Commission
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): State California High Cost Fund Surcharge
- d) The citations in law, regulation or order: The California High Cost Fund-B (CHCF-B) was implemented in accordance with Public Utilities Code § 739.3.
- e) The URL identifying and providing citations in law or regulation.:
http://www.cpuc.ca.gov/PUC/Telco/Consumer+Information/surcharges.htm
- f) The date the law, resolution or order was released: 2009
- g) The date the law, resolution or order becomes effective: 2010
- h) Purpose of the service tax, fee, surcharge or surcredit: It provides subsidies to carriers of last resort (COLRs) for providing basic local telephone service to residential customers in high-cost areas that are currently served by Pacific Bell Telephone Company dba AT&T California, Verizon California Inc., Citizens Telecommunications Company of California dba Frontier Communications of California, and Cox Communications. The purpose of the subsidies is to keep basic telephone service affordable and to meet the Commission's universal service goal.
- i) Identify the CALNET 3 Category/Subcategory that is affected: Subcategory 1.2 – MPLS/VPN Converged VoIP
- j) Identify the CALNET 3 Service that is affected: Subcategory 1-2 – SIP Trunking Services and Hosted Voice Services
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.30 % of monthly charges as of April 1, 2013
- l) Is the State exempt? (yes/no): The State and any other jurisdiction must certify they are exempt from this fee. The exempt certificates will remain on file with Integra as documentation for the Federal Government. See notes on attachment to Exhibit 9. Integra also understands that the CALNET 3 CMO will submit one exemption certificate for all State agencies for each exemption.
- m) Additional comments as warranted: See additional notes on attachment to Exhibit 9

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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 that a tax, fee, surcharge and/or surcredit applies. Attach additional pages as necessary.

Bidder/Contractor name: Integra Telecom Holdings, Inc.

a) The Contractor’s identification number for the service tax, fee, surcharge or surcredit: 5377

b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in “a” above (e.g., FCC, CPUC, BOE, IRS, etc.): _____

California Public Utilities Commission

c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): State California Teleconnect Fund

d) The citations in law, regulation or order: The California Teleconnect Fund was established by the Public Utilities Commission Decision 96-10-066 on October 25, 1996

e) The URL identifying and providing citations in law or regulation.: _____

http://www.cpuc.ca.gov/PUC/Telco/Consumer+Information/surcharges.htm

f) The date the law, resolution or order was released: 1996

g) The date the law, resolution or order becomes effective: 1996

h) Purpose of the service tax, fee, surcharge or surcredit: The CTF program provides a 50% discount on select communications services to schools, libraries, hospitals and other non-profit organizations

i) Identify the CALNET 3 Category/Subcategory that is affected: Subcategory 1.2 – MPLS/VPN Converged VoIP

j) Identify the CALNET 3 Service that is affected: Subcategory 1-2 – SIP Trunking Services and Hosted Voice Services

k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.59 % of monthly charges as of April 1, 2013

l) Is the State exempt? (yes/no): The State and any other jurisdiction must certify they are exempt from this fee. The exempt certificates will remain on file with Integra as documentation for the Federal Government. See notes on attachment to Exhibit 9. Integra also understands that the CALNET 3 CMO will submit one exemption certificate for all State agencies for each exemption.

m) Additional comments as warranted: See additional notes on attachment to Exhibit 9

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Bidder/Contractor name: Integra Telecom Holdings, Inc.

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 5377
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.):
California Public Utilities Commission
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): State Universal Lifeline Telephone Charge
- d) The citations in law, regulation or order: California Public Utilities Commission General Order (GO) 153.
- e) The URL identifying and providing citations in law or regulation.:
<http://www.cpuc.ca.gov/PUC/Telco/Consumer+Information/surcharges.htm>
- f) The date the law, resolution or order was released: 1983/2011
- g) The date the law, resolution or order becomes effective: 1983/2011
- h) Purpose of the service tax, fee, surcharge or surcredit: California LifeLine provides discounted basic telephone (landline) services to eligible California households.
- i) Identify the CALNET 3 Category/Subcategory that is affected: Subcategory 1.2 – MPLS/VPN Converged VoIP
- j) Identify the CALNET 3 Service that is affected: Subcategory 1-2 – SIP Trunking Services and Hosted Voice Services
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 1.15% of monthly charges as of April 1, 2013
- l) Is the State exempt? (yes/no): The State and any other jurisdiction must certify they are exempt from this fee. The exempt certificates will remain on file with Integra as documentation for the Federal Government. See notes on attachment to Exhibit 9. Integra also understands that the CALNET 3 CMO will submit one exemption certificate for all State agencies for each exemption.
- m) Additional comments as warranted: See additional notes on attachment to Exhibit 9

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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 that a tax, fee, surcharge and/or surcredit applies. Attach additional pages as necessary.

Bidder/Contractor name: Integra Telecom Holdings, Inc.

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 5377
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.):
California Public Utilities Commission
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): State Telecom Relay Service
- d) The citations in law, regulation or order: California Public Utilities Commission Public Utilities Code Section 2881-2890.2.
- e) The URL identifying and providing citations in law or regulation.:
<http://www.cpuc.ca.gov/PUC/Telco/Consumer+Information/surcharges.htm>
- f) The date the law, resolution or order was released: 1979/1985
- g) The date the law, resolution or order becomes effective: 1979/1985
- h) Purpose of the service tax, fee, surcharge or surcredit: The CPUC, in compliance with Public Utilities Code § 2881, implemented a program to provide telecommunications devices to deaf or hearing impaired consumers. This program, now called the Deaf and Disabled Telecommunications Program (DDTP), has two components: a dual party relay systems known as California Relay Service (CRS) and a specialized equipment program known as California Telephone Access Program (CTAP). Subsequent legislation expanded DDTP to serve California individuals with hearing, vision, speech, cognitive and mobility disabilities.
- i) Identify the CALNET 3 Category/Subcategory that is affected: Subcategory 1.2 – MPLS/VPN Converged VoIP
- j) Identify the CALNET 3 Service that is affected: Subcategory 1-2 – SIP Trunking Services and Hosted Voice Services
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.20% of monthly charges as of April 1, 2013
- l) Is the State exempt? (yes/no): The State and any other jurisdiction must certify they are exempt from this fee. The exempt certificates will remain on file with Integra as documentation for the Federal Government. See notes on attachment to Exhibit 9. Integra also understands that the CALNET 3 CMO will submit one exemption certificate for all State agencies for each exemption.
- m) Additional comments as warranted: See additional notes on attachment to Exhibit 9

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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 that a tax, fee, surcharge and/or surcredit applies. Attach additional pages as necessary.

Bidder/Contractor name: Integra Telecom Holdings, Inc.

- a) The Contractor's identification number for the service tax, fee, surcharge or surcredit: 5377
- b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in "a" above (e.g., FCC, CPUC, BOE, IRS, etc.):
California State Board of Equalization
- c) The name of the service tax, fee, surcharge or surcredit (the name must match the name or abbreviation used by the issuing authority): State E911
- d) The citations in law, regulation or order: California State Board of Equalization (BOE) administers the Emergency Telephone Users Surcharge Law (Revenue and Taxation Code section 41001 et seq.)
- e) The URL identifying and providing citations in law or regulation.:
<http://www.boe.ca.gov/lawguides/business/current/btlg/vol4/etusl/emergency-telephone-users-surcharge-law.html>
- f) The date the law, resolution or order was released: 1977/2009
- g) The date the law, resolution or order becomes effective: 1977/2009
- h) Purpose of the service tax, fee, surcharge or surcredit: The sole purpose of this act is to ensure that all forms of telephonic quality communications that connect to the "911" emergency system contribute to the customer Emergency Telephone Number Account and that this act may not be used by a court or administrative body for any purpose other than to interpret and apply this part.
- i) Identify the CALNET 3 Category/Subcategory that is affected: Subcategory 1.2 – MPLS/VPN Converged VoIP
- j) Identify the CALNET 3 Service that is affected: Subcategory 1-2 – SIP Trunking Services and Hosted Voice Services
- k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.50% of monthly charges as of April 1, 2013
- l) Is the State exempt? (yes/no): The State and any other jurisdiction must certify they are exempt from this fee. The exempt certificates will remain on file with Integra as documentation for the Federal Government. See notes on attachment to Exhibit 9. Integra also understands that the CALNET 3 CMO will submit one exemption certificate for all State agencies for each exemption.
- m) Additional comments as warranted: See additional notes on attachment to Exhibit 9

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Bidder/Contractor name: Integra Telecom Holdings, Inc.

a) The Contractor’s identification number for the service tax, fee, surcharge or surcredit: SC OH 100-827678

b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in “a” above (e.g., FCC, CPUC, BOE, IRS, etc.): _____

California State Board of Equalization

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

d) The citations in law, regulation or order: California State Board of Equalization Order §§6001-7176

e) The URL identifying and providing citations in law or regulation. _____

http://www.boe.ca.gov/sutax/sutprograms.htm

f) The date the law, resolution or order was released: 1935/1955/1962

g) The date the law, resolution or order becomes effective: 1935/1955/1962

h) Purpose of the service tax, fee, surcharge or surcredit: Revenue for the State of California.

i) Identify the CALNET 3 Category/Subcategory that is affected: Subcategory 1.2 – MPLS/VPN Converged VoIP

j) Identify the CALNET 3 Service that is affected: Subcategory 1-2 –Hosted Voice Services Equipment

k) The amount or percentage of the service tax, fee, surcharge or surcredit: 6.50% of equipment charges as of April 1, 2013

l) Is the State exempt? (yes/no): The State and any other jurisdiction must certify they are exempt from this fee. The exempt certificates will remain on file with Integra as documentation for the Federal Government. See notes on attachment to Exhibit 9. Integra also understands that the CALNET 3 CMO will submit one exemption certificate for all State agencies for each exemption.

m) Additional comments as warranted: See additional notes on attachment to Exhibit 9

Name of Bidder/Contractor contact person for follow up: Haakon Austefjord

Phone number: 916-231-4170 Email address: haakon.austefjord@integratelecom.com

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 that a tax, fee, surcharge and/or surcredit applies. Attach additional pages as necessary.

Bidder/Contractor name: Integra Telecom Holdings, Inc.

a) The Contractor’s identification number for the service tax, fee, surcharge or surcredit: SH OH 100-827678

b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in “a” above (e.g., FCC, CPUC, BOE, IRS, etc.): _____

California State Board of Equalization

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

d) The citations in law, regulation or order: California State Board of Equalization Order §§6001-7176

e) The URL identifying and providing citations in law or regulation.: _____

http://www.boe.ca.gov/sutax/sutprograms.htm

f) The date the law, resolution or order was released: 1955/1962

g) The date the law, resolution or order becomes effective: 1955/1962

h) Purpose of the service tax, fee, surcharge or surcredit: Revenue for Sacramento County

i) Identify the CALNET 3 Category/Subcategory that is affected: Subcategory 1.2 – MPLS/VPN Converged VoIP

j) Identify the CALNET 3 Service that is affected: Subcategory 1-2 –Hosted Voice Services Equipment

k) The amount or percentage of the service tax, fee, surcharge or surcredit: 1.00% of equipment charges as of April 1, 2013

l) Is the State exempt? (yes/no): The State and any other jurisdiction must certify they are exempt from this fee. The exempt certificates will remain on file with Integra as documentation for the Federal Government. See notes on attachment to Exhibit 9. Integra also understands that the CALNET 3 CMO will submit one exemption certificate for all State agencies for each exemption.

m) Additional comments as warranted: See additional notes on attachment to Exhibit 9

Name of Bidder/Contractor contact person for follow up: Haakon Austefjord

Phone number: 916-231-4170 Email address: haakon.austefjord@integratelecom.com

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 that a tax, fee, surcharge and/or surcredit applies. Attach additional pages as necessary.

Bidder/Contractor name: Integra Telecom Holdings, Inc.

a) The Contractor’s identification number for the service tax, fee, surcharge or surcredit: SC OH 100-827678

b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in “a” above (e.g., FCC, CPUC, BOE, IRS, etc.): _____

California State Board of Equalization

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

d) The citations in law, regulation or order: California State Board of Equalization Order §§6001-7176

e) The URL identifying and providing citations in law or regulation.: _____

http://www.boe.ca.gov/sutax/sutprograms.htm

f) The date the law, resolution or order was released: 1955/1962

g) The date the law, resolution or order becomes effective: 1955/1962

h) Purpose of the service tax, fee, surcharge or surcredit: Revenue for Sacramento County

i) Identify the CALNET 3 Category/Subcategory that is affected: Subcategory 1.2 – MPLS/VPN Converged VoIP

j) Identify the CALNET 3 Service that is affected: Subcategory 1-2 –Hosted Voice Services Equipment

k) The amount or percentage of the service tax, fee, surcharge or surcredit: 0.50% of equipment charges as of April 1, 2013

l) Is the State exempt? (yes/no): The State and any other jurisdiction must certify they are exempt from this fee. The exempt certificates will remain on file with Integra as documentation for the Federal Government. See notes on attachment to Exhibit 9. Integra also understands that the CALNET 3 CMO will submit one exemption certificate for all State agencies for each exemption.

m) Additional comments as warranted: See additional notes on attachment to Exhibit 9

Name of Bidder/Contractor contact person for follow up: Haakon Austefjord

Phone number: 916-231-4170 Email address: haakon.austefjord@integratelecom.com

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 that a tax, fee, surcharge and/or surcredit applies. Attach additional pages as necessary.

Bidder/Contractor name: Integra Telecom Holdings, Inc.

a) The Contractor’s identification number for the service tax, fee, surcharge or surcredit: 02-0670399

b) The regulatory or jurisdictional entity that issued the law, resolution or order that authorizes the imposition the service, tax, fee, surcharge or surcredit identified in “a” above (e.g., FCC, CPUC, BOE, IRS, etc.): _____

City of Sacramento

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

d) The citations in law, regulation or order: City of Sacramento code 3.32.030 Communications user tax

e) The URL identifying and providing citations in law or regulation.: _____

http://www.qcode.us/codes/sacramento/

f) The date the law, resolution or order was released: 1969/1993/2008

g) The date the law, resolution or order becomes effective: 1969/1993/2008

h) Purpose of the service tax, fee, surcharge or surcredit: Revenue for City of Sacramento

i) Identify the CALNET 3 Category/Subcategory that is affected: Subcategory 1.2 – MPLS/VPN Converged VoIP

j) Identify the CALNET 3 Service that is affected: Subcategory 1-2 – SIP Trunking Services and Hosted Voice Services

k) The amount or percentage of the service tax, fee, surcharge or surcredit: 7.00% of monthly charges as of April 1, 2013

l) Is the State exempt? (yes/no): The State and any other jurisdiction must certify they are exempt from this fee. The exempt certificates will remain on file with Integra as documentation for the Federal Government. See notes on attachment to Exhibit 9. Integra also understands that the CALNET 3 CMO will submit one exemption certificate for all State agencies for each exemption.

m) Additional comments as warranted: See additional notes on attachment to Exhibit 9

Name of Bidder/Contractor contact person for follow up: Haakon Austefjord

Phone number: 916-231-4170 Email address: haakon.austefjord@integratelecom.com

Attachment to Exhibit 9

Additional Comments:

Various jurisdictions and agencies assess surcharges or fees for telephone-related services and programs, such as E911 and Telephone Relay Service (TRS), that telecommunications providers like Integra must collect from their end user customers and remit to these organizations. There are also surcharges that telecommunications providers are permitted, but not required, to pass through to customers, such as the Federal Universal Service Fund. These are costs that Integra must cover to stay in business. Integra separately itemizes these surcharges and fees on customer invoices rather than include these amounts in higher rates for services. Lastly, competitive telecommunications providers are permitted to structure rates in a manner that fits their business priorities. Integra has chosen to apply certain surcharges and fees depending on the types of services subscribed to by its end-user customers.

The applicable taxes, fees and surcharges assessed by the Federal Government, the State of California, and local government entities within the state (and passed through to Integra's end users) vary by location and services delivered. Below represents the current scope of assessments that may impact the end user agency or other government entity receiving telecommunications services under the CALNET 3 contract*:

By jurisdictions within the state of California:

- County District Tax
- County Utility Users Tax
- Local Sales Tax
- Local Utility Users Tax
- State California High Cost Fund A
- State California Teleconnect Fund
- State E911
- State High Cost Fund Surcharge
- State P.U.C. Fee
- State Telecom Relay Service
- State Universal Lifeline Telephone Charge

By federal agencies:

- FCC Regulatory Fee
- Federal Excise Tax
- Federal Universal Fund Surcharge

*Note -- if an end user agency or government entity is exempt from a specific tax or fee, then the associated tax or fee would not apply. These exemptions vary by government entity and are not universally applied. To be exempt, the end user government entity must submit the applicable tax exemption certifications for each exemption.

The local taxes referenced in Appendix 9 apply to the City of Sacramento and the Sacramento County. The local Sales, Utility Users, and other district tax rates may vary within the 58 counties, 482 municipalities, and other taxing jurisdictions.

Integra recognizes its obligation to administer its customer billing in accordance with the rules and guidelines set forth by tax authorities at all levels of government (i.e. federal, state, county and city). One of our operational/financial goals is to support this obligation to the fullest extent possible.

Integra conducts internal reviews of its customer billing to insure that the Company is in compliance with tax rules and/or guidelines, and changes thereto. Any billing issues identified are then reviewed by internal tax experts and/or external tax consultants.

As is true for most all service providers, customer billing at Integra is subject to review by various tax authorities, who also conduct formal audits on a periodic basis. These audits are specifically designed to assess the accuracy and comprehensiveness of our tax billing. If the audits identify any variances between the authority's rules and our practices Integra amends its practices to achieve full compliance.

Integra uses sophisticated operational support systems (OSS) including state-of-the-art billing and taxation software. The Company's significant financial investment in OSS bears witness to its commitment to deliver timely, accurate and comprehensive invoices to Integra's customers. Integra is confident that its systems generate tax billing that is compliant with industry standards and government regulations. Taxes collected from our customers are remitted to the appropriate tax authorities in a timely and comprehensive manner.

Federal Excise Tax

Exemptions

Federal, state, and local government. The tax does not apply to communication services provided to the government of the United States, the government of any state or its political subdivisions, the District of Columbia, or the United Nations. Treat an Indian tribal government as a state for the exemption from the communications tax only if the services involve the exercise of an essential tribal government function.

Source: http://www.irs.gov/publications/p510/ch04.html#en_US_201207_publink1000117133

Universal Service Charges

The Universal Service Fund (USF) provides support to promote access to telecommunications services at reasonable rates for those living in rural and high-cost areas, income-eligible consumers, rural health care facilities, and schools and libraries.

All telecommunications service providers and certain other providers of telecommunications must contribute to the federal USF based on a percentage of their interstate and international end-user telecommunications revenues. These companies include wireline phone companies, wireless phone companies, paging service companies, and certain Voice over Internet Protocol (VoIP) providers.

Some consumers may notice a "Universal Service" line item on their telephone bills. This line item appears when a company chooses to recover its USF contributions directly from its customers by billing them this charge. The FCC does not require this charge to be passed on to customers. Each company makes a business decision about whether and how to assess charges to recover its Universal Service costs. These charges usually appear as a percentage of the consumer's phone bill. Companies that choose to collect Universal Service fees from their customers cannot collect an amount that exceeds their contribution to the USF. They also cannot collect any fees from a Lifeline program participant.

Universal Service Fund General Management and Oversight

The Office of the Managing Director (OMD) provides direction to the Universal Service Administrative Company (USAC), which administers the federal Universal Service Fund (USF). In order to facilitate the efficient management and oversight of the USF program, the FCC entered into a Memorandum of Understanding (MOU) with USAC. This MOU is effective from September 9, 2008 through September 8, 2012. To the extent the FCC and USAC do not enter into a new MOU by the expiration date of the current MOU, per an amendment, the current MOU will extend to December 8, 2012 or the execution of a new MOU, whichever comes first.

Universal Service

Universal service is the principle that all Americans should have access to communications services. Universal service is also the name of a fund and the category of FCC programs and policies to implement this principle. Universal service is a cornerstone of the law that established the FCC, the Communications Act of 1934. Since that time, universal service policies have helped make telephone service ubiquitous, even in remote rural areas. Today, the FCC recognizes high-speed Internet as the 21st Century's essential communications technology, and is working to make broadband as ubiquitous as voice, while continuing to support voice service.

The Telecommunications Act of 1996 expanded the traditional goal of universal service to include increased access to both telecommunications and advanced services – such as high-speed Internet – for all consumers at just, reasonable and affordable rates. The Act established principles for universal service that specifically focused on increasing access to evolving services for consumers living in rural and insular areas, and for consumers with low-incomes. Additional principles called for increased access to high-speed Internet in the nation's schools, libraries and rural health care facilities. The FCC established four programs within the Universal Service Fund to implement the statute. The four programs are:

[Connect America Fund \(formally known as High-Cost Support\) for rural areas](#)

[Lifeline \(for low-income consumers\), including initiatives to expand phone service for Native Americans](#)

[Schools and Libraries \(E-rate\)](#)

[Rural Health Care](#)

The Universal Service Fund is paid for by contributions from telecommunications carriers, including wireline and wireless companies, and interconnected Voice over Internet Protocol (VoIP) providers, including cable companies that provide voice service, based on an assessment on their interstate and international end-user revenues. The Universal Service Administrative Company, or USAC, administers the four programs and collects monies for the Universal Service Fund under the direction of the FCC. The FCC's annual monitoring report tracks contributions and disbursements.

The FCC is reforming, streamlining, and modernizing all of its universal service programs to drive further investment in and access to 21st century broadband and voice services. These efforts are focused on targeting support for broadband expansion and adoption as well as improving efficiency and eliminating waste in the programs.

HISTORY OF UNIVERSAL SERVICE AND THE UNIVERSAL SERVICE FUND

The Federal Communications Commission was created by the Communications Act of 1934. Universal service was one of the core mandates of that legislation whose purpose included making "available...to all the people of the United States...a rapid, efficient, Nation-wide, and world-wide wire and radio communication service with adequate facilities at reasonable charges.

In 1934, telephone service was considered to be a "natural monopoly," a service best delivered by one company rather than two or more competitors. The U.S. government allowed AT&T, then the monopoly provider, to operate in a non-competitive environment in most areas of the country in exchange for the federal and state government regulation of price and service quality. In areas that AT&T did not serve, small companies, including cooperatives owned by residents of the local community, provided phone service. The concept of universal service evolved over the decades to mean the development of an infrastructure that provides telephone service to all consumers at a reasonable price. Funding for universal service came from a series of access charges that long distance carriers paid as intercarrier compensation (ICC) to local exchange companies for originating and terminating the long distance calls. Even after the breakup of AT&T in 1982, only interstate long distance companies were required to contribute funds towards universal service.

The Telecommunications Act of 1996 was the first major re-write of the Communications Act of 1934. It opened up local markets to competition, which changed the dynamics of the existing system of funding universal service. The 1996 Act explicitly adopted principles to guide universal service policy. These include to:

- Promote the availability of quality services at just, reasonable and affordable rates for all consumers
- Increase nationwide access to advanced telecommunications services
- Advance the availability of such services to all consumers, including those in low income, rural, insular, and high cost areas, at rates that are reasonably comparable to those charged in urban areas
- Increase access to telecommunications and advanced services in schools, libraries and rural health care facilities
- Provide equitable and non-discriminatory contributions from all providers of telecommunications services to the fund supporting universal service programs

In addition, the Telecommunications Act of 1996 directed the FCC to formalize what services a company must provide in order to receive funds. For example, an eligible telecommunications company must be able to demonstrate its ability to remain functional in emergency situations. The Act also expanded the universe of companies required to pay into the fund from only interstate long-distance carriers to include all telecommunications carriers (regardless of whether they are wireline, wireless or satellite companies). The Telecommunications Act of 1996 led to the creation of the Universal Service Administrative Company, or USAC, an independent, not-for-profit corporation designated as the administrator of the federal Universal Service Fund by the FCC. The Act also called for the creation of a Federal-State Joint Board on Universal Service to make recommendations to implement the universal service provisions of the Act. This Joint Board is comprised of FCC Commissioners, State Utility Commissioners, and a consumer advocate representative.

The Universal Service Fund provides support through four programs:

High-Cost Support (now known as the Connect America Fund) provides support to certain qualifying telephone companies that serve high-cost areas, thereby ensuring that the residents of these regions have access to reasonably comparable service at rates reasonably comparable to urban areas

Low-Income Support, also called the Lifeline program, assists low-income customers by helping to pay for monthly telephone charges so that telephone service is more affordable

Schools and Libraries Support, also known as the "E-Rate," provides telecommunication services (e.g., local and long-distance calling, both fixed and mobile, high-speed data transmission lines), Internet access, and internal connections (the equipment that delivers these services to particular locations) to eligible schools and libraries

Rural Health Care Support allows rural health care providers to pay rates for telecommunications services similar to those of their urban counterparts, making telehealth services affordable, and also subsidizes Internet access

In early 2009, Congress directed the FCC to develop a National Broadband Plan to ensure every American has "access to broadband capability. The plan was released in March of 2010. The plan highlighted ways that the government could influence the broadband ecosystem including to "reform current universal service mechanisms to support the deployment of broadband and voice in high-cost areas; and ensure that low-income Americans can afford broadband; and in addition, support efforts to boost adoption and utilization."

Consistent with the National Broadband Plan, in February 2011, the FCC issued a Notice of Proposed Rulemaking to comprehensively reform and modernize the universal service High-Cost program and intercarrier compensation systems to ensure that robust affordable voice and broadband service, both fixed and mobile, are available to Americans throughout the nation. The rulemaking process was guided by four principles rooted in the Communications Act of 1934 and the Telecommunications Act of 1996:

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Modernize USF and ICC for Broadband. Modernize and refocus USF and ICC to make affordable broadband available to all Americans and accelerate the transition from circuit-switched to IP networks, with voice ultimately one of many applications running over fixed and mobile broadband networks

Fiscal Responsibility. Control the size of USF as it transitions to support broadband, including by reducing waste and inefficiency

Accountability. Require accountability from companies receiving support to ensure that public investments are used wisely to deliver intended results. Government must also be accountable for the administration of USF, including through clear goals and performance metrics for the program

Incentive-Based Policies. Transition to incentive-based policies that encourage technologies and services that maximize the value of scarce program resources and the benefits to all consumers

In October 2011, the Commission adopted its first rulemaking decision to implement these principles informally called the “USF/ICC Transformation Order.” The Commission established the following goals:

Preserve and advance voice service

Ensure universal availability of voice and broadband to homes, businesses and community anchor institutions

Ensure the availability of mobile voice, and broadband where Americans live, work or travel

Ensure reasonably comparable rates for broadband and voice service

Minimize universal contribution burden on consumers and businesses

One of the key elements of the Order was to expand the public interest obligations for eligible telecommunication carriers to deploy infrastructure that can provide broadband service in addition to voice service. In addition, the Order created the “Connect America Fund” to replace all existing high-cost support mechanisms. One of the goals of the Connect America Fund is to extend broadband to those Americans that lack service today, while preserving voice service. Another one of the goals of the Connect America Fund is to help make advanced mobile services – including mobile voice and broadband – available in areas that would not otherwise have those services. Implementation of this goal will be through incentive-based, market driven policies such as phase one of the Mobility Fund which uses a competitive bidding process to help expand 3G and 4 G mobile wireless networks in areas where it would be cost effective to develop with a one-time investment from the Connect America Fund.

911

This charge is imposed by local governments to help pay for emergency services such as fire and rescue.

GENERAL INFORMATION

The California State Board of Equalization (BOE) administers the Emergency Telephone Users Surcharge Law (Revenue and Taxation Code section 41001 et seq.). The surcharge is imposed on amounts paid by every person in the state for intrastate telephone communication services and Voice over Internet Protocol (VoIP) services. The service supplier (or billing aggregator authorized by a service supplier) shall collect the surcharge from each service user and remit to the customer the amount of the surcharge

Regulatory Fees

Annual regulatory fees are mandated by Congress, pursuant to Section 9 of the Communications Act of 1934, as amended. Section 9 requires the Commission to collect regulatory fees to recover the regulatory costs associated with the its enforcement, policy and rulemaking, user information, and international activities

City of Sacramento

Utility User Tax

Utility providers at the rate of 7.5% of utility charges, and communications services providers at the rate of 7.0% of communications charges

State PUC fee

1. A fee, annually established by the California Public Utilities Commission (CPUC or Commission), is levied on all telecommunications carriers (carriers) providing services directly to customers or subscribers within California
2. Revenues collected from this fee fund the annual budget of the Commission for regulating telecommunications utilities
3. The amount of fees paid by each telecommunications carrier is determined by revenues subject to fees multiplied by a fee factor. Revenues that are subject to fees include all intrastate customer billings for telecommunications services net of uncollectibles and excluding:
 - i. directory advertising and sales;
 - ii. one-way paging;
 - iii. terminal equipment sales; and
 - iv. inter-carrier sales.

The fee factors are:

July 1, 1996 to 2006 = 0.11%

July 1, 2007 to Present = 0.18% or .0018

Integra also understands that the CALNET 3 CMO will submit one exemption certificate for all State agencies for each exemption.

Preference/Incentive Exhibits

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.

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.

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**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: Integra Telecom Holdings, Inc.

October 23, 2013

Signature and
Date:

Mike Huebsch, Director of Bid Management

Exhibit 11: STD 843 DVBE DECLARATIONS

A copy of the *DVBE Declarations*, Form STD 843 is provided on the next page.

The form is also available as a fill and print PDF at:

<http://www.documents.dgs.ca.gov/pd/poliproc/STD-843FillPrintFields.pdf>

When completing this form, beneath the “Solicitation/Contract Number”, write in the Subcategory that the form pertains to.

Volume 2: Subcategory 1.2 – MPLS, VPN, and Converged VoIP Telephony

STATE OF CALIFORNIA – DEPARTMENT OF GENERAL SERVICES PROCUREMENT DIVISION
DISABLED VETERAN BUSINESS ENTERPRISE DECLARATIONS

STD. 843 (Rev. 5/2006)

Instructions: The disabled veteran (DV) owner(s) and DV manager(s) of the Disabled Veteran Business Enterprise (DVBE) must complete this declaration when a DVBE contractor or subcontractor will provide materials, supplies, services or equipment [Military and Veterans Code Section 999.2]. Violations are misdemeanors and punishable by imprisonment or fine and violators are liable for civil penalties. All signatures are made under penalty of perjury.

SECTION 1

Name of certified DVBE: CASTRO INTERNATIONAL CONSULTING, INC. DVBE Ref. Number: 1744407

Description (materials/supplies/services/equipment proposed): Prgrm.Mngmt., Professional Srvcs. & Material

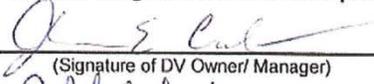
Solicitation/Contract Number: IFB CPT 12-001 A SCPRS Ref. Number: _____
SUBCATE 9024 1.2 MPLS/CONVERGED VOIP (FOR STATE USE ONLY)

SECTION 2

APPLIES TO ALL DVBEs. Check only one box in Section 2 and provide original signatures.

- I (we) declare that the DVBE is not a broker or agent, as defined in Military and Veterans Code Section 999.2 (b), of materials, supplies, services or equipment listed above. Also, complete Section 3 below if renting equipment.
- Pursuant to Military and Veterans Code Section 999.2 (f), I (we) declare that the DVBE is a broker or agent for the principal(s) listed below or on an attached sheet(s). (Pursuant to Military and Veterans Code 999.2 (e), State funds expended for equipment rented from equipment brokers pursuant to contracts awarded under this section shall not be credited toward the 3-percent DVBE participation goal.)

All DV owners and managers of the DVBE (attach additional pages with sufficient signature blocks for each person to sign):

<u>Joshua E Castro</u> (Printed Name of DV Owner/Manager)	 (Signature of DV Owner/ Manager)	<u>8/27/13</u> (Date Signed)
<u>Fidel E Castro</u> (Printed Name of DV Owner/Manager)	 (Signature of DV Owner/Manager)	<u>8-27-2013</u> (Date Signed)

Firm/Principal for whom the DVBE is acting as a broker or agent: _____
(If more than one firm, list on extra sheets.) (Print or Type Name)

Firm/Principal Phone: 530-350-2021 Address: 3568 Milford Circle, El Dorado Hills, CA 95762

SECTION 3

APPLIES TO ALL DVBEs THAT RENT EQUIPMENT AND DECLARE THE DVBE IS NOT A BROKER.

- Pursuant to Military and Veterans Code Section 999.2 (c), (d) and (g), I am (we are) the DV(s) with at least 51% ownership of the DVBE, or a DV manager(s) of the DVBE. The DVBE maintains certification requirements in accordance with Military and Veterans Code Section 999 et. seq.
- The undersigned owner(s) own(s) at least 51% of the quantity and value of each piece of equipment that will be rented for use in the contract identified above. I (we), the DV owners of the equipment, have submitted to the administering agency my (our) personal federal tax return(s) at time of certification and annually thereafter as defined in *Military and Veterans Code 999.2, subsections (c) and (g)*. Failure by the disabled veteran equipment owner(s) to submit their personal federal tax return(s) to the administering agency as defined in *Military and Veterans Code 999.2, subsections (c) and (g)*, will result in the DVBE being deemed an equipment broker.

Disabled Veteran Owner(s) of the DVBE (attach additional pages with signature blocks for each person to sign):

_____ (Printed Name)	_____ (Signature)	_____ (Date Signed)
_____ (Address of Owner)	_____ (Telephone)	_____ (Tax Identification Number of Owner)

Disabled Veteran Manager(s) of the DVBE (attach additional pages with sufficient signature blocks for each person to sign):

_____ (Printed Name of DV Manager)	_____ (Signature of DV Manager)	_____ (Date Signed)
---------------------------------------	------------------------------------	------------------------

Page ____ of ____

Exhibit 12: GSPD 05-105 BIDDER DECLARATION

A copy of the *GSPD-05-105 Bidder Declaration* and its instructions, are provided on the next two pages. The form with its instructions is also available as a fill and print PDF at:

<http://www.documents.dgs.ca.gov/pd/poliproc/Master-Biddeclar08-09.pdf>

When completing this form, Bidders must write in the Subcategory beneath the “Solicitation Number”.

State of California—Department of General Services, Procurement Division
 GSPD-05-105 (REV 08/09)

Solicitation Number IFB OPT 12-001 A
Subcategory 1.2

BIDDER DECLARATION

1. Prime bidder information (Review attached Bidder Declaration Instructions prior to completion of this form):

- a. Identify current California certification(s) (MB, SB, NVSA, DVBE): _____ or None (If "None," go to Item #2)
- b. Will subcontractors be used for this contract? Yes No (If yes, indicate the distinct element of work your firm will perform in this contract e.g, list the proposed products produced by your firm, state if your firm owns the transportation vehicles that will deliver the products to the State, identify which solicited services your firm will perform, etc.). Use additional sheets, as necessary.

- c. If you are a California certified DVBE: (1) Are you a broker or agent? Yes No
 (2) If the contract includes equipment rental, does your company own at least 51% of the equipment provided in this contract (quantity and value)? Yes No N/A

2. If no subcontractors will be used, skip to certification below. Otherwise, list all subcontractors for this contract. (Attach additional pages if necessary):

Subcontractor Name, Contact Person, Phone Number & Fax Number	Subcontractor Address & Email Address	CA Certification (MB, SB, NVSA, DVBE or None)	Work performed or goods provided for this contract	Corresponding % of bid price	Good Standing?	51% Rental?
Castro International Consulting, Inc. Fidel Castro 916-580-7214 (o) 916-404-4899 (f)	3568 Milford Circle El Dorado Hills, CA 95762 fidel@cic-inc.org	MB/DVBE # 1744407	Contract Program Management Office Support, Project Management, Professional & Technical Services & Material	5	<input checked="" type="checkbox"/>	<input type="checkbox"/> N/A
					<input type="checkbox"/>	<input type="checkbox"/>
					<input type="checkbox"/>	<input type="checkbox"/>

CERTIFICATION: By signing the bid response, I certify under penalty of perjury that the information provided is true and correct.

Page _____ of _____

Volume 2: Subcategory 1.2 – MPLS, VPN, and Converged VoIP Telephony

State of California—Department of General Services, Procurement Division
 GSPD-05-105 (REV 08/09) Instructions

BIDDER DECLARATION INSTRUCTIONS

2. (continued) Column Labels

All prime bidders (the firm submitting the bid) must complete the Bidder Declaration.

- 1.a.** Identify all current certifications issued by the State of California. If the prime bidder has no California certification(s), check the line labeled "None" and proceed to Item #2. If the prime bidder possesses one or more of the following certifications, enter the applicable certification(s) on the line:
- Microbusiness (MB)
 - Small Business (SB)
 - Nonprofit Veteran Service Agency (NWSA)
 - Disabled Veteran Business Enterprise (DVBE)

1.b. Mark either "Yes" or "No" to identify whether subcontractors will be used for the contract. If the response is "No," proceed to Item #1.c. If "Yes," enter on the line the distinct element of work contained in the contract to be performed or the goods to be provided by the prime bidder. Do not include goods or services to be provided by subcontractors.

Bidders certified as MB, SB, NWSA, and/or DVBE must provide a commercially useful function as defined in Military and Veterans Code Section 999 for DVBEs and Government Code Section 14837(d)(4)(A) for small/microbusinesses.

Bids must propose that certified bidders provide a commercially useful function for the resulting contract or the bid will be deemed non-responsive and rejected by the State. For questions regarding the solicitation, contact the procurement official identified in the solicitation.

Note: A subcontractor is any person, firm, corporation, or organization contracting to perform part of the prime's contract.

1.c. This item is only to be completed by businesses certified by California as a DVBE.

(1) Declare whether the prime bidder is a broker or agent by marking either "Yes" or "No." The Military and Veterans Code Section 999.2 (b) defines "broker" or "agent" as a certified DVBE contractor or subcontractor that does not have title, possession, control, and risk of loss of materials, supplies, services, or equipment provided to an awarding department, unless one or more of the disabled veteran owners has at least 51-percent ownership of the quantity and value of the materials, supplies, services, and of each piece of equipment provided under the contract.

(2) If bidding rental equipment, mark either "Yes" or "No" to identify if the prime bidder owns at least 51% of the equipment provided (quantity and value). If not bidding rental equipment, mark "N/A" for "not applicable."

2. If no subcontractors are proposed, do not complete the table. Read the certification at the bottom of the form and complete "Page ___ of ___" on the form.

If subcontractors will be used, complete the table listing all subcontractors. If necessary, attach additional pages and complete the "Page ___ of ___" accordingly.

Subcontractor Name, Contact Person, Phone Number & Fax Number—List each element for all subcontractors.

Subcontractor Address & Email Address—Enter the address and if available, an Email address.

CA Certification (MB, SB, NWSA, DVBE or None)—If the subcontractor possesses a current State of California certification(s), verify on this website (www.eprocure.pd.dgs.ca.gov).

Work performed or goods provided for this contract—Identify the distinct element of work contained in the contract to be performed or the goods to be provided by each subcontractor. Certified subcontractors must provide a commercially useful function for the contract. (See paragraph 1.b above for code citations regarding the definition of commercially useful function.) If a certified subcontractor is further subcontracting a greater portion of the work or goods provided for the resulting contract than would be expected by normal industry practices, attach a separate sheet of paper explaining the situation.

Corresponding % of bid price—Enter the corresponding percentage of the total bid price for the goods and/or services to be provided by each subcontractor. Do not enter a dollar amount.

Good Standing?—Provide a response for each subcontractor listed. Enter either "Yes" or "No" to indicate that the prime bidder has verified that the subcontractor(s) is in good standing for all of the following:

- Possesses valid license(s) for any license(s) or permits required by the solicitation or by law
- If a corporation, the company is qualified to do business in California and designated by the State of California Secretary of State to be in good standing
- Possesses valid State of California certification(s) if claiming MB, SB, NWSA, and/or DVBE status

51% Rental?—This pertains to the applicability of rental equipment. Based on the following parameters, enter either "N/A" (not applicable), "Yes" or "No" for each subcontractor listed.

Enter "N/A" if the:

- Subcontractor is NOT a DVBE (regardless of whether or not rental equipment is provided by the subcontractor) or
- Subcontractor is NOT providing rental equipment (regardless of whether or not subcontractor is a DVBE)

Enter "Yes" if the subcontractor is a California certified DVBE providing rental equipment and the subcontractor owns at least 51% of the rental equipment (quantity and value) it will be providing for the contract.

Enter "No" if the subcontractor is a California certified DVBE providing rental equipment but the subcontractor does NOT own at least 51% of the rental equipment (quantity and value) it will be providing.

Read the certification at the bottom of the page and complete the "Page ___ of ___" accordingly.

Exhibit 13: STD 830 TACPA PREFERENCE REQUEST

A copy of the *STD 830 TACPA Preference Request* and its instructions, are provided on the next two pages. The form with its instructions is also available as a fill and print PDF at:

<http://www.documents.dgs.ca.gov/osp/pdf/std830.pdf>

When completing this form, Bidders must write in the Subcategory above the “Solicitation Number”.

Integra Telecom is not requesting a TACPA preference request.

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STATE OF CALIFORNIA – DEPARTMENT OF GENERAL SERVICES
DISPUTE RESOLUTION AND PREFERENCE PROGRAMS

STD. 830 (REV. 1/2005) (FRONT)
**TARGET AREA CONTRACT PREFERENCE ACT
PREFERENCE REQUEST FOR GOODS AND SERVICES SOLICITATIONS**

SOLICITATION NUMBER	AGENCY/DEPT
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Complete this form to request TACPA preferences for this bid.

Target Area Contract Preference Act (TACPA) preferences are available only if the lowest responsible bid and resulting contract exceeds \$100,000. Your firm must be California based. You must certify, under penalty of perjury, to perform either 50% of the labor hours required to complete a contract for GOODS, or 90% of the labor hours required to complete a contract for SERVICES in the Target Area Contract Preference Act zone(s) you identify in Section I. The TACPA provides bid selection preferences of 5% for eligible worksites (Section I), and 1% to 4% for hiring eligible workforce employees (Section II). To identify Census Tract and Block Group numbers contact the city or county Planning and Development Commission for the intended worksite or visit the U.S. Census Bureau website (www.census.gov).

Section I. 5% WORKSITE(S) PREFERENCE ELIGIBILITY AND LABOR HOURS

To the Bidder: Preference may be denied for failure to provide the following required information:

- (1) Identify each firm in the supply chain, including yours, that will perform any of the contract labor hours required to complete this contract. Identify your role in the distribution process. Transportation hours performed by each carrier must be reported separately.
- (2) List complete addresses for each firm named below.
- (3) Report projected number of labor hours required to perform the contract for each firm.
- (4) Enter the CENSUS TRACT number.
- (5) Enter the BLOCK GROUP number.
- (6) Identify the California designated TACPA worksite(s) by entering the proper Criteria letter A, B, C, D, E, F (see reverse for instructions) in the Criteria column.

(1) FIRM NAME and CONTRACT FUNCTION: (Manufacturing, transportation, shipping, warehousing, admin., etc.) Use additional pages, as needed, to fully report worksite information.	(2) WORKSITE ADDRESS Street Address, City, County, State, Zip Code, Phone Number	(3) PROJECTED LABOR HOURS	COMPLETE FOR ALL SITES LOCATED WITHIN A TACPA PREFERENCE AREA(S)		
			(4) TRACT NUMBER	(5) BLOCK NUMBER	(6) CRITERIA (A – F)
TOTAL PROJECTED LABOR HOURS:		0.00			

Section II. 1% TO 4% WORKFORCE PREFERENCE

Bidders must qualify their firm's worksite eligibility to request an additional 1% to 4% workforce preference in Section II.

- I request a 1% preference for hiring eligible persons to perform 5 to 9.99% of the total contract labor hours.
- I request a 2% preference for hiring eligible persons to perform 10 to 14.99% of the total contract labor hours.
- I request a 3% preference for hiring eligible persons to perform 15 to 19.99% of the total contract labor hours.
- I request a 4% preference for hiring eligible persons to perform 20% or more of the total contract labor hours.

Section III. CERTIFICATION FOR WORKSITE AND WORKFORCE PREFERENCES

To receive TACPA preferences, the following certification must be completed and signed by the Bidder.

I hereby certify under penalty of perjury that the bidder (1) is a California based company as defined in the TACPA regulations; (2) shall ensure that at least 50% of the labor hours required to complete a contract for Goods, or 90% of the labor hours to complete a Services contract shall be performed at the designated TACPA worksite(s) claimed in Section I; (3) shall hire persons who are TACPA eligible employees to perform the specified percent of total contract labor hours as claimed in Section II; (4) has provided accurate information on this request. I understand that any person furnishing false certification, willfully providing false information or omitting information, or failing to comply with the TACPA requirements is subject to sanctions as set forth in the statutes.

BIDDER'S NAME & TITLE	BIDDER'S SIGNATURE	DATE
	PHONE NUMBER	FAX NUMBER

STATE OF CALIFORNIA – DEPARTMENT OF GENERAL SERVICES
DISPUTE RESOLUTION AND PREFERENCE PROGRAMS

If supplying goods, the bidder must also provide a completed and signed *Manufacturer's Summary Form* (included with this solicitation) that specifies the number of projected labor hours necessary to make the product(s).

**Section II
Workforce Preference**

Eligibility to request a workforce preference is based on the bidder first claiming and receiving approval of the 5% TACPA worksite preference. The workforce preferences are only awarded if the bidder hires and employs the TACPA qualified individuals. Workforce preferences will not be approved for another firm's employees. By claiming a workforce preference percentage, the bidder must have its eligible employees perform the specified percentage of the total contract workforce labor hours. See Section I, "Total Projected Labor Hours," STD. 830. To claim the workforce preferences select or check the appropriate box for percent of requested bid preferences in Section II.

**Section III
Certification for Worksite and Workforce Preferences**

Bidder must sign, under penalty of perjury, the certification contained in Section III to be eligible for any of the preferences requested pursuant to this form. The penalties associated with the TACPA statute are: GC §4535.1, a business which requests and is given the preference by reason of having furnished a false certification, and which by reason of that certification has been awarded a contract to which it would not otherwise have been entitled, shall be subject to all of the following:

- (a) Pay to the State any difference between the contract amount and what the State's cost would have been if the contract had been properly awarded.
- (b) In addition to the amount specified in subdivision (a), be assessed a penalty in an amount of not more than 10 percent of the amount of the contract involved.
- (c) Be ineligible to directly or indirectly transact any business with the State for a period of not less than six months and not more than 36 months.

Prior to the imposition of any sanction under this chapter, the contractor or vendor shall be entitled to a public hearing and to five days notice of the time and place thereof. The notice shall state the reasons for the hearing.

If you receive an award based on these preferences you will be required to report monthly on your contract performance, labor hours, and TACPA compliance.

For questions concerning preferences and calculations, or if a bid solicitation does not include preference request forms, please call the awarding Department's contract administrator. Only another California certified small business can use TACPA, EZA or LAMBRA preferences to displace a California certified small business bidder.

To identify TACPA distressed workites contact the local city or county Planning/Economic Development offices of the proposed worksite, or go to <http://factfinder.census.gov> and click on "Enter a street address" to find a Census Tract and Block Group. Verify the Census Tract and Block numbers for TACPA sites by calling the DGS, Procurement Division preference line at (916) 375-4609.

STD. 830 (REV. 1/2005) (REVERSE)
**TARGET AREA CONTRACT PREFERENCE ACT
PREFERENCE REQUEST FOR GOODS AND SERVICES SOLICITATIONS**

Target Area Contract Preference Act References and Instructions

The Target Area Contract preference Act (TACPA), GC §4530 et seq., and 2 CCR §1896.30 et seq., promotes employment and economic development at designated distressed areas by offering 5% worksite and 1% to 4% workforce bidding preferences in specified state contracts. The TACPA preferences do not apply to contracts where the worksite is fixed by the contract terms. These preferences only apply to bidders who are California based firms, and only when the lowest responsible bid and resulting contract exceed \$100,000. Bidders must certify, under penalty of perjury to perform either 50% (for GOODS contracts) or 90% (for SERVICES contracts) of the labor hours required to complete this contract in the eligible TACPA area workite(s) identified in Section I on the reverse side of this page. TACPA preferences are limited to 9%, or a maximum of \$50,000 per bid. In combination with any other preferences, the maximum limit is 15% of the lowest responsible bid; and, in no case more than \$100,000 per bid.

**Section I
Worksite Preference Eligibility and Labor Hours**

Bidders must identify at least one eligible TACPA workite by entering the criteria letter A, B, C, D, E or F in the "Criteria" column and enter the "Census Tract" and "Block Group" numbers to be eligible for the preference. You must name each and every firm or site where contract labor hours will be worked. Preference requests may be denied if an eligible California TACPA workite is not identified, or all firms performing contract labor hours are not identified. Enter one of the following "Criteria" letters to identify each TACPA workite on the reverse page:

- A. The firm is located in a California eligible distressed area(s).
- B. The firm will establish a workite(s) in a California eligible distressed area(s).
- C. The firm is in a census tract with a contiguous boundary adjacent to a California eligible distressed area.
- D. The firm will establish a workite(s) located directly adjoining a valid TACPA census tract/block group that when attached to the California eligible distressed area(s) forms a contiguous boundary.
- E. The bidder will purchase the contract goods from a manufacturer(s) in a California eligible distressed area(s). **This option applies to solicitations for GOODS only.**
- F. The bidder will purchase contract goods from a manufacturer(s) in directly adjoining census tract blocks that when attached to the California eligible distressed area(s) forms a contiguous boundary. **This option applies to solicitations for GOODS only.**

Enter labor hours for each listed firm and site. The hours shall be reasonable and shall only include the labor hours necessary and required to complete the contract activities. Artificially increasing hours at a claimed TACPA workite, or understating labor hours worked outside the eligible workite may result in a denied preference request. Do not include machine time and non-labor time when projecting contract labor hours. Report all bidder work hours and those of any subcontractor performing this contract. All transportation hours must be reported for each carrier separately and must not be combined or included with hours for manufacturing, processing, or administration or at any eligible TACPA site. Failure to list all the labor hours to be performed at the reportable sites will result in a denial of this preference request.

The bidder must explain, by activity, their firm's projected contract labor hours by completing and signing the *Bidder's Summary Form* (included with this solicitation).

Exhibit 14: STD 831 EZA PREFERENCE REQUEST

A copy of the *STD 831 EZA Preference Request* and its instructions, are provided on the next two pages. The form with its instructions is also available as a fill and print PDF at:

<http://www.documents.dgs.ca.gov/osp/pdf/std831.pdf>

When completing this form, Bidders must write in the Subcategory above the “Solicitation Number”.

Integra is not requesting an EZA preference request.

Print Clear

SOLICITATION NUMBER	AGENCY/DEPT
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Complete this form only to request EZA preferences for this bid.

Enterprise Zone Act (EZA) preferences are available only if the lowest responsible bid and resulting contract exceeds \$100,000. Your firm must be California based. You must certify under penalty of perjury to perform either 50% of the labor hours required to complete a contract for GOODS or 90% of the labor hours required to complete a contract for SERVICES in an eligible enterprise zone worksite(s). (Identify in Section I.) The EZA provides bid selection preferences of 5% for eligible worksites (Section I), and 1% to 4% for hiring eligible workforce employees (Section II). EZA addresses can be verified or confirmed with city-county Economic Development Offices or visit the Department of Housing and Community Development website (www.hcd.ca.gov).

Section I. 5% WORKSITE(S) PREFERENCE ELIGIBILITY AND LABOR HOURS

To the Bidder: Preference may be denied for failure to provide the following required information:

- Identify each firm in the supply chain, including yours, that will perform any of the contract labor hours required to complete this contract. Identify your role in the distribution process. Transportation hours performed by each carrier must be reported separately.
- List complete addresses for each firm named below.
- Report projected number of labor hours required to perform the contract for each firm.
- Enter the Enterprise Zone Name.
- Identify the California designated EZA worksite(s) by entering the proper Criteria letter A, B, or C (see reverse for instructions) in the Criteria column.

(1) FIRM NAME and CONTRACT FUNCTION: <small>(Manufacturing, transportation, shipping, warehousing, admin, etc.) Use additional pages, as needed, to fully report worksite information.</small>	(2) WORKSITE ADDRESS <small>Street Address, City, County, State, Zip Code, Phone Number</small>	(3) Projected Labor Hours	COMPLETE FOR ALL SITES LOCATED WITHIN THE EZA PREFERENCE AREA(S)	
			(4) Enterprise Zone Name	(5) Criteria (A, B, C)

TOTAL PROJECTED LABOR HOURS: 0.00

Section II. 1% TO 4% WORKFORCE PREFERENCE

Bidders must qualify their firm's worksite eligibility to request an additional 1% to 4% workforce preference in Section II.

- I request a 1% preference for hiring eligible persons to perform 5 to 9.99% of the total contract labor hours.
- I request a 2% preference for hiring eligible persons to perform 10 to 14.99% of the total contract labor hours.
- I request a 3% preference for hiring eligible persons to perform 15 to 19.99% of the total contract labor hours.
- I request a 4% preference for hiring eligible persons to perform 20% or more of the total contract labor hours.

Section III. CERTIFICATION FOR WORKSITE AND WORKFORCE PREFERENCES

To receive EZA preferences, the following certification must be completed and signed by the Bidder.

I hereby certify under penalty of perjury that the bidder (1) is a California based company as defined in the EZA regulations; (2) shall ensure that at least 50% of the labor hours required to complete a contract for Goods, or 90% of the labor hours to complete a Services contract shall be performed at the designated EZA worksite(s) claimed in Section I; (3) shall hire persons who are EZA eligible employees to perform the specified percent of total contract labor hours as claimed in Section II; (4) has provided accurate information on this request to receive EZA preferences. I understand that any person furnishing false certifications, willfully providing false information or omitting information, or failing to comply with the EZA requirements is subject to sanctions as set forth in the statutes.

BIDDERS NAME AND TITLE	BIDDERS SIGNATURE	PHONE NUMBER	DATE
		FAX NUMBER	

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DISPUTE RESOLUTION AND PREFERENCE PROGRAMS

Enterprise Zone Act References and Instructions

The Enterprise Zone Act (EZA), GC §7070 et seq., and 2CCR §1896.100 et seq. promotes employment and economic development at designated Enterprise Zones by offering 5% worksite, and 1% to 4% workforce bidding preferences in specified State contracts. The EZA preferences do not apply to contracts where the worksite is fixed by the contract terms. These preferences only apply to bidders who are California based firms, and only when the lowest responsible bid and resulting contract exceeds \$100,000. Bidders must certify, under penalty of perjury, to perform either 50% (for GOODS contracts) or 90% (for SERVICES contracts) of the contract labor hours required to complete this contract in the eligible EZA area work(s) identified in Section I on the reverse side of this page. EZA preferences are limited to 9%, or a maximum of \$50,000 per bid. In combination with any other preferences, the maximum limit is 15% of the lowest responsible bid; and, in no case more than \$100,000 per bid.

SECTION I

Worksite Preference Eligibility and Labor Hours

Bidders must identify at least one eligible EZA worksite by entering the EZA Zone Name and the "Criteria" letter A, B, or C in section 4 and 5, on the reverse of this form, to be eligible for the preference. You must name each and every firm or site where contract labor hours will be worked. Preference requests may be denied if an eligible California EZA worksite is not identified, or if all firms performing contract labor hours are not identified. Enter one of the following "Criteria" letters to identify each EZA worksite on the reverse page:

- A. The firm is located in a California designated Enterprise Zone(s).
- B. The firm will establish a worksite(s) in a California eligible distressed EZA area(s).
- C. The bidder will purchase the contract goods from a manufacturer(s) located in a California designated EZA area(s). **This option applies to solicitations for GOODS only.**

Enter labor hours for each listed firm and site. The hours shall be reasonable and shall only include the labor hours necessary and required to complete the contract activities. Artificially increasing hours at a claimed EZA worksite, or understating labor hours worked outside the eligible worksite may result in a denied preference request. Do not include machine time and non-labor time when projecting contract labor hours. Report all bidder work hours and those of any subcontractor performing this contract. All transportation hours must be reported for each carrier separately and must not be combined or included with hours for manufacturing, processing, or administration, or at any eligible EZA site. Failure to list all the labor hours to be performed at the reportable sites will result in a denial of this preference request.

The bidder must explain, by activity, their firm's projected contract labor hours by completing and signing the *Bidder's Summary* form (included with this solicitation).

If supplying goods, the bidder must also provide a completed and signed *Manufacturer's Summary* form (included with this solicitation) that specifies the number of projected labor hours necessary to make the product(s).

SECTION II

Workforce Preference

Eligibility to request a workforce preference is based on the bidder first claiming and receiving approval of the 5% EZA worksite preference. The workforce preferences are only awarded if the bidder hires and employs the EZA qualified individuals. Workforce preferences will not be approved for another firm's employees. By claiming a workforce preference percentage the bidder must have its eligible employees perform the specified percentage of the total contract workforce labor hours. See Section I, "Total Projected Labor Hours," form STD. 831. To claim the workforce preference select or check the appropriate box for percent of requested bid preferences in Section II.

SECTION III

Certification for Worksite and Workforce Preferences

Bidder must sign, under penalty of perjury, the certification contained in Section III to be eligible for any of the preferences requested. The penalties associated with the EZA statute are: GC §7084 (g)(1), a business that requests and is given the preference by reason of having furnished a false certification, and that by reason of this certification has been awarded a contract to which it would not otherwise have been entitled, shall be subject to all of the following:

- (A) Pay to the State any difference between the contract amount and what the State cost would have been if the contract had been properly awarded.
- (B) In addition to the amount specified in subparagraph (A), be assessed a penalty in an amount of not more than 10% of the amount of the contract involved.
- (C) Be ineligible to directly or indirectly transact any business with the State for period of not less than 6 months and not more than 36 months

Prior to the imposition of any sanction under this chapter, the contractor or vendor shall be entitled to a public hearing and to five days' notice of the time and place thereof. The notice shall state the reasons for the hearing.

If you receive an award based on these preferences, you will be required to report monthly on your contract performance, labor hours and EZA compliance.

For questions concerning preferences and calculations, or if bid solicitation does not include preference request forms, please call the awarding department's contract administrator. Only another California certified small business can use TACPA, EZA or LAMBRA preferences to displace a California certified small business bidder.

To locate California designated EZA sites visit the Department of Housing and Community Development website (www.hcd.ca.gov) and select "Community Affairs." Scroll down and select "Enterprise Zone Programs." Scroll down and select "Enterprise Zone Maps and Street Ranges." You may contact the city or county Planning/Economic Development offices for the proposed worksite location, or the Department of General Services, Procurement Division preference line at (916) 375-4609.

Exhibit 15: STD 832 LAMBRA PREFERENCE REQUEST

A copy of the *STD 832 LAMBRA Preference Request* and its instructions, are provided on the next two pages. The form with its instructions is also available as a fill and print PDF at:

<http://www.documents.dgs.ca.gov/osp/pdf/std832.pdf>

When completing this form, Bidders must write in the Subcategory above the “Solicitation Number”.

Integra Telecom is not requesting a LAMBRA preference request.

Statement of Work (SOW) Submittals

SOW Technical Requirements Response

SUBCATEGORY 1.2 - MULTIPLE PROTOCOL LABEL SWITCHING (MPLS), VIRTUAL PRIVATE NETWORKING (VPN), AND CONVERGED VOIP TELEPHONY

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.

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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: <i>VPN Solutions is a MPLS-based service offering Layer 3 fully or partially meshed multipoint-to-multipoint virtual private networking services. The service includes Quality of Service packet labeling which allows for application-specific priority queueing of traffic. Additionally, access to the public internet over the same transport circuits as the private network is available.</i>		

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MPLS Service Functionality		Bidder Meets or Exceeds?	
		Y	N
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	
<p>Bidder's Product Description:</p> <p><i>QoS is sometimes referred to as CoS. Integra does support CoS and provides the following detail of function:</i></p> <p><i>Integra's VPN product (VPN Solutions) supports all (QoS) Quality of Service settings that are possible, (20), as marked in the DSCP (Differential Services Code Point) field in all IP headers. Voice, video and data can be assigned different QoS settings and our network will honor them.</i></p>			
3	The MPLS WAN VPN service shall support the ability to assign specific application priority over other applications.	Y	
<p>Bidder's Product Description:</p> <p><i>Quality of Service packet labeling allows for application-specific priority queuing of traffic. For example, voice traffic (assuming it is an application on the data network) is recognized by the network devices and receives priority handling over lower priority traffic, such as web browsing. Each traffic type is allotted a portion of the total bandwidth the circuit is capable of carrying. Integra has created varying combinations of these allotments by application type. The customer chooses from these combinations - called bandwidth profiles - and configures the customer-owned router accordingly.</i></p>			
4	The MPLS WAN VPN service shall provide any-to-any connectivity	Y	
<p>Bidder's Product Description:</p> <p><i>Integra's IP/MPLS VPN solutions product is capable of supporting partial and full mesh of all locations included in the design.</i></p>			
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	
<p>Bidder's Product Description:</p> <p><i>Integra high performance network connects all your locations over a private IP/MPLS VPN Network with 99.999% network availability. Voice, data and Internet traffic converge over a single network, providing rapid, reliable and secure access to all of your employees regardless of their location.</i></p>			

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MPLS Service Functionality		Bidder Meets or Exceeds?	
		Y	N
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: <i>Integra will provide a managed access device to terminate the connection and provide the IP-VPN connectivity over the Integra network. Multiple configurations can be applied to this router to support the needs of the state – including the required configuration described in section 7c.</i>		
7	The MPLS WAN VPN service shall support the following configurations:		
7a	Port only configuration	Y	
	Bidder's Product Description: <i>Integra will provide a port only solution at any Integra "PE" router. Monitoring of the network is accomplished at the port level interface.</i>		
7b	Bundled port and access configuration	Y	
	Bidder's Product Description: <i>Integra will manage both the access and the port in this configuration.</i>		
7c	Bundled port, access and Customer Edge router configuration	Y	
	Bidder's Product Description: <i>All nodes on the proposed network will include a configured edge router provided by Integra.</i>		

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.

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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 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 with 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 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:

Integra applies security controls equivalent to NIST SP 800-53 to provide proper security controls.

All systems electronic access is controlled by RADIUS using TACACS+ servers and firewalls that limit individual permissions and access. All access sessions are archived via system (syslog) log generation. Serving systems configurations are archived and updated on an hourly basis as configurations change. Revision controls are in place.

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:		

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Standard		Bidder Meets or Exceeds?	
		Y	N
7a	General IPsec	Y	
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.

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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:

Integra will provide access in ILEC territories open to competition as determined by the CPUC over our fiber optic network where available or by leasing facilities from the ILEC as available.

For DS3 access and below Integra will 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 or Ethernet access, Integra will 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 Integra On-net locations. Monthly recurring and non-recurring charges for Off-net locations shall be handled on an Individual Case Basis (ICB).

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

Integra’s strategy for establishing interconnect agreements are to use those agreements that are already in place with most of the major ILEC’s and we are pursuing additional agreements with all of the remaining ILEC’s open to competition as determined by the CPUC. Based on Integra’s Product and Engineering guidelines we utilize our facilities to the “farthest point” reasonable then procure telecommunication services from the ILEC.

Integra will order the ILEC services and be responsible for their performance and service quality. If we need to order a loop from an ILEC in territories closed to competition as defined by the CPUC, this ILEC segment will be identified specifically on our billing invoice. The monthly recurring and non-recurring charges for such circuits in ILEC territories closed to competition locations shall be handled on an Individual Case Basis (ICB).

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, .dxf, .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.

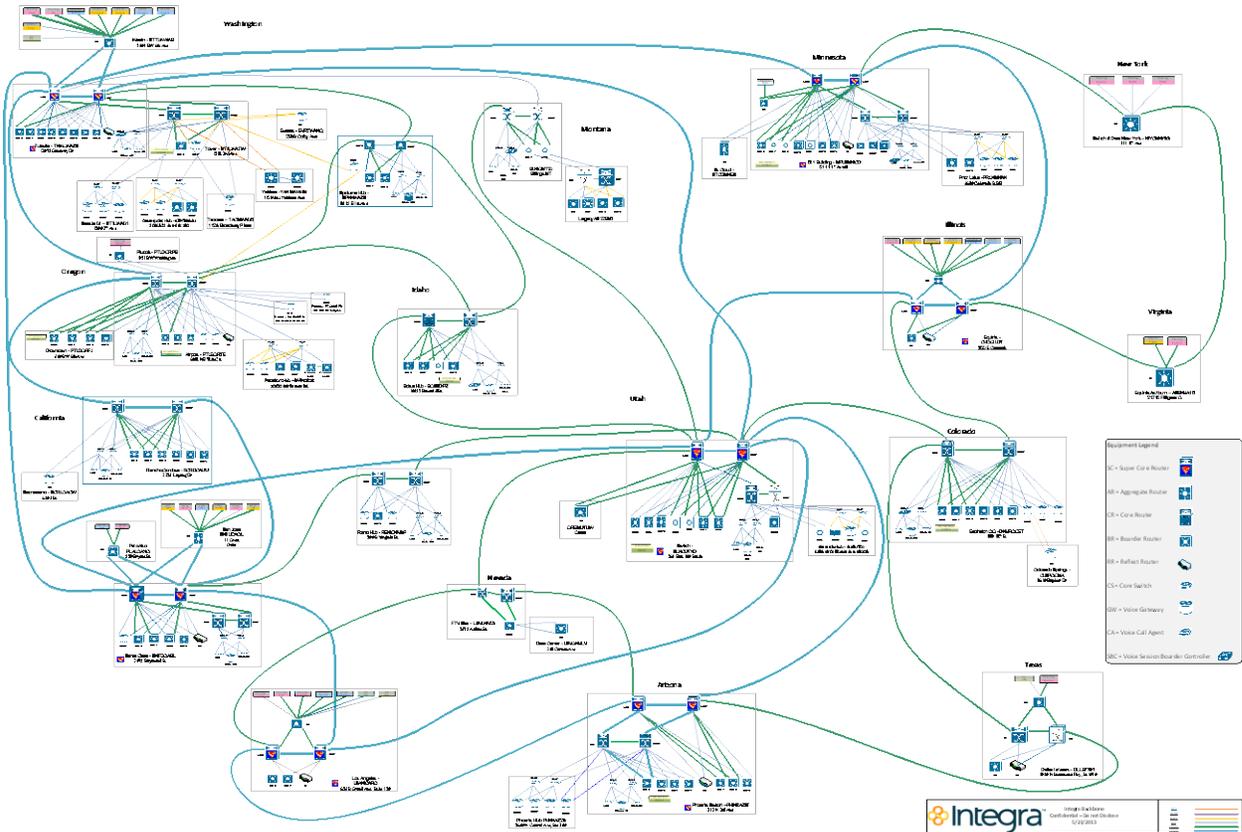
Drawings shall include both topology and logical representations of all critical network backbone elements to include but not be limited to the following:

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

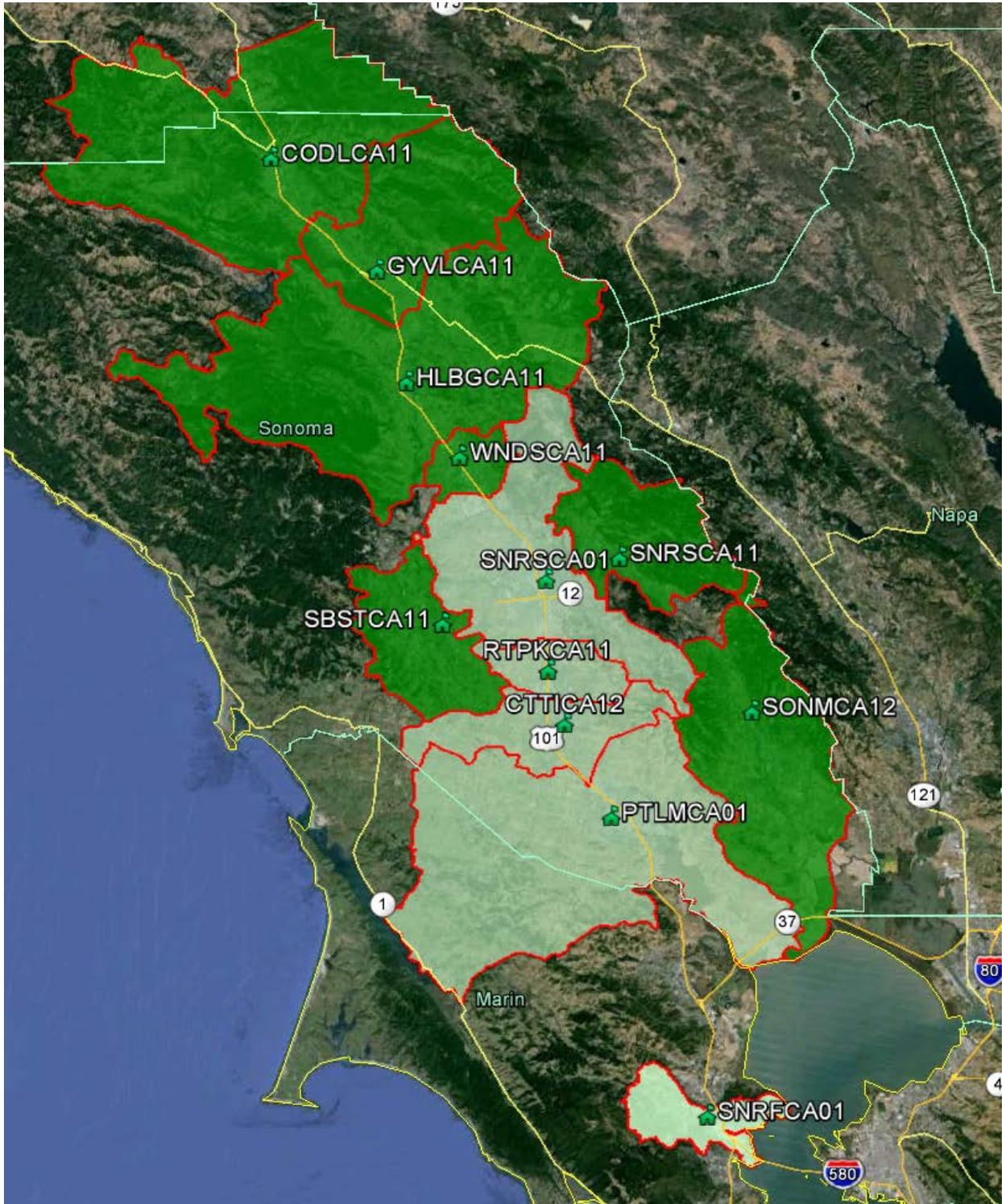
Bidder understands the requirements in Section 0 and shall meet or exceed them? Yes X No ___

Embedded Soft Copy of Drawing (Optional):

Drawings have been provided in two sets of D Size plots that are delivered with this document as attached and one DVD. The format of the drawings is VSD.

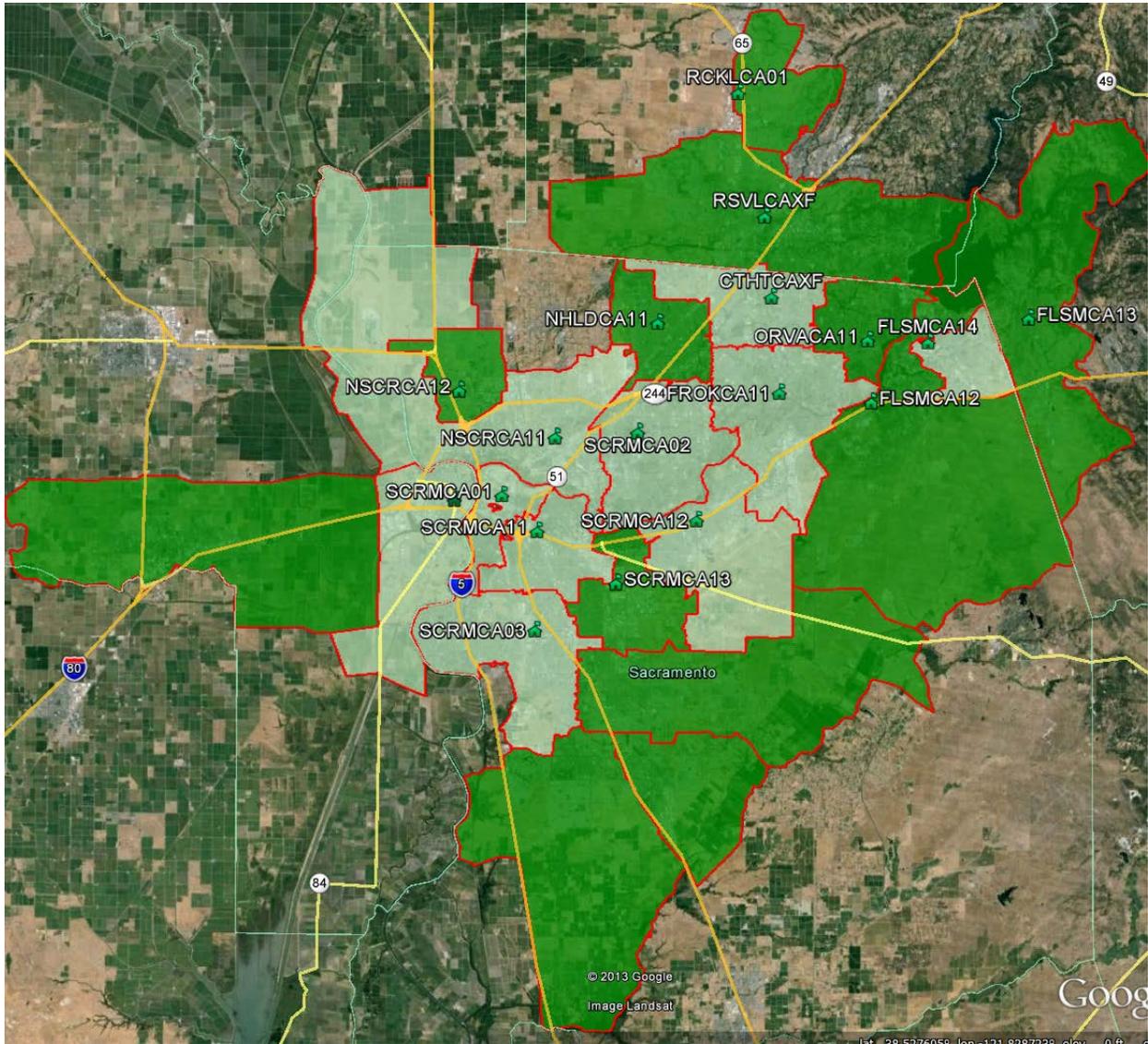


Overview of Integra’s IP Network Design Showing the Redundant Backbone



Rate Center Coverage Map A (Typical)

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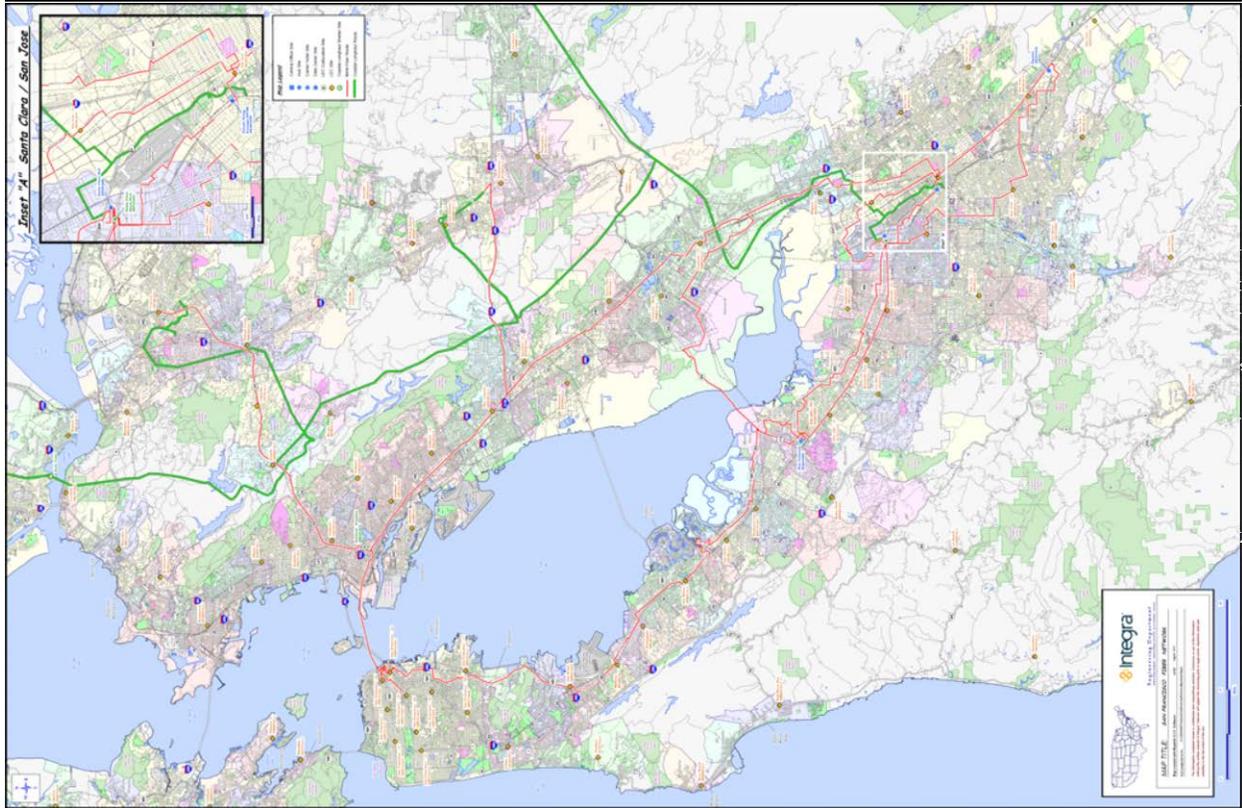
Rate Center Coverage Map B (Typical)

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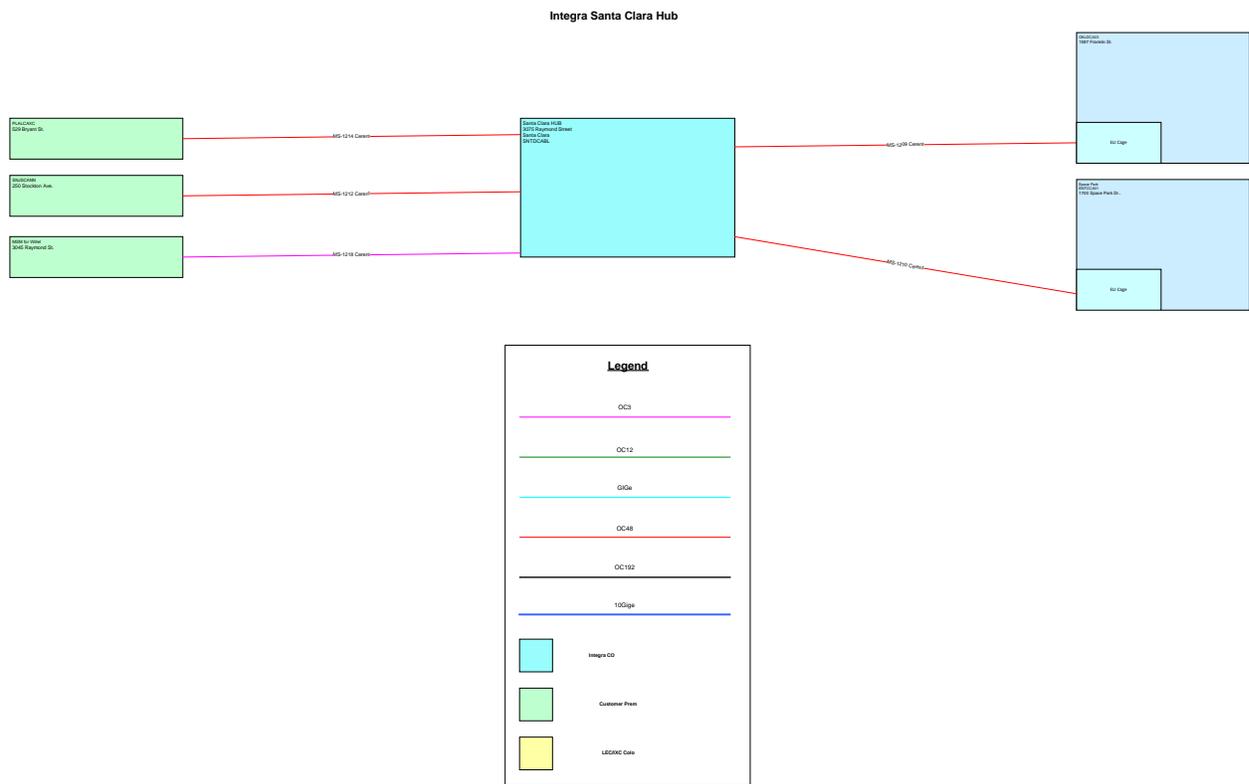


Integra Owned Fiber Optic Network (California Portion)

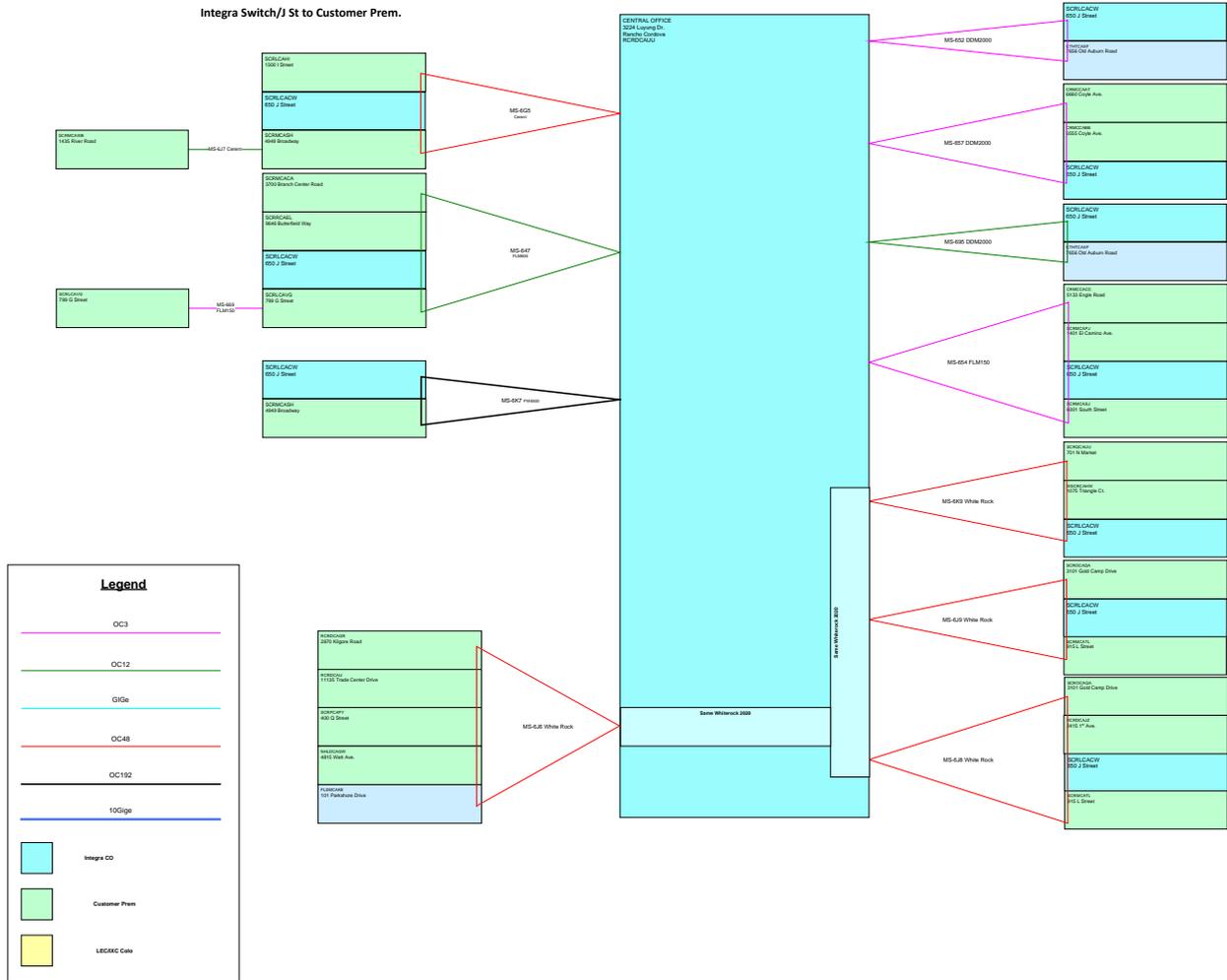
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Integra Owned Santa Clara/San Jose Metro Fiber Optic Network (as of Jan 2013)

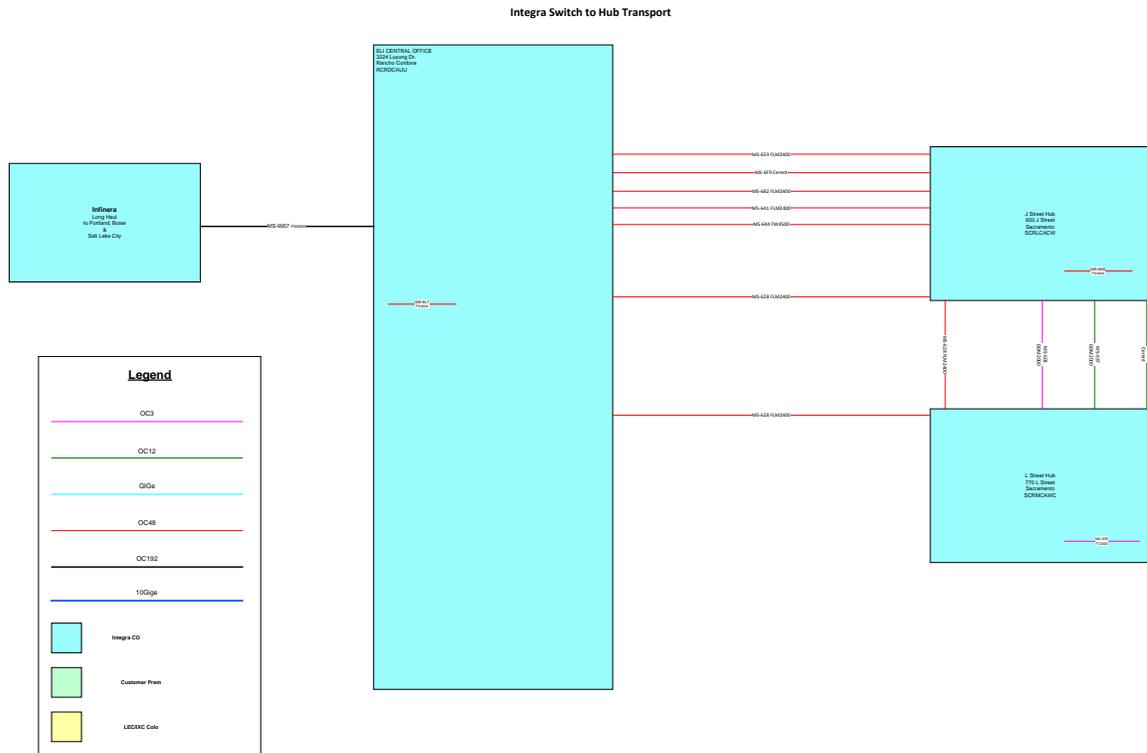


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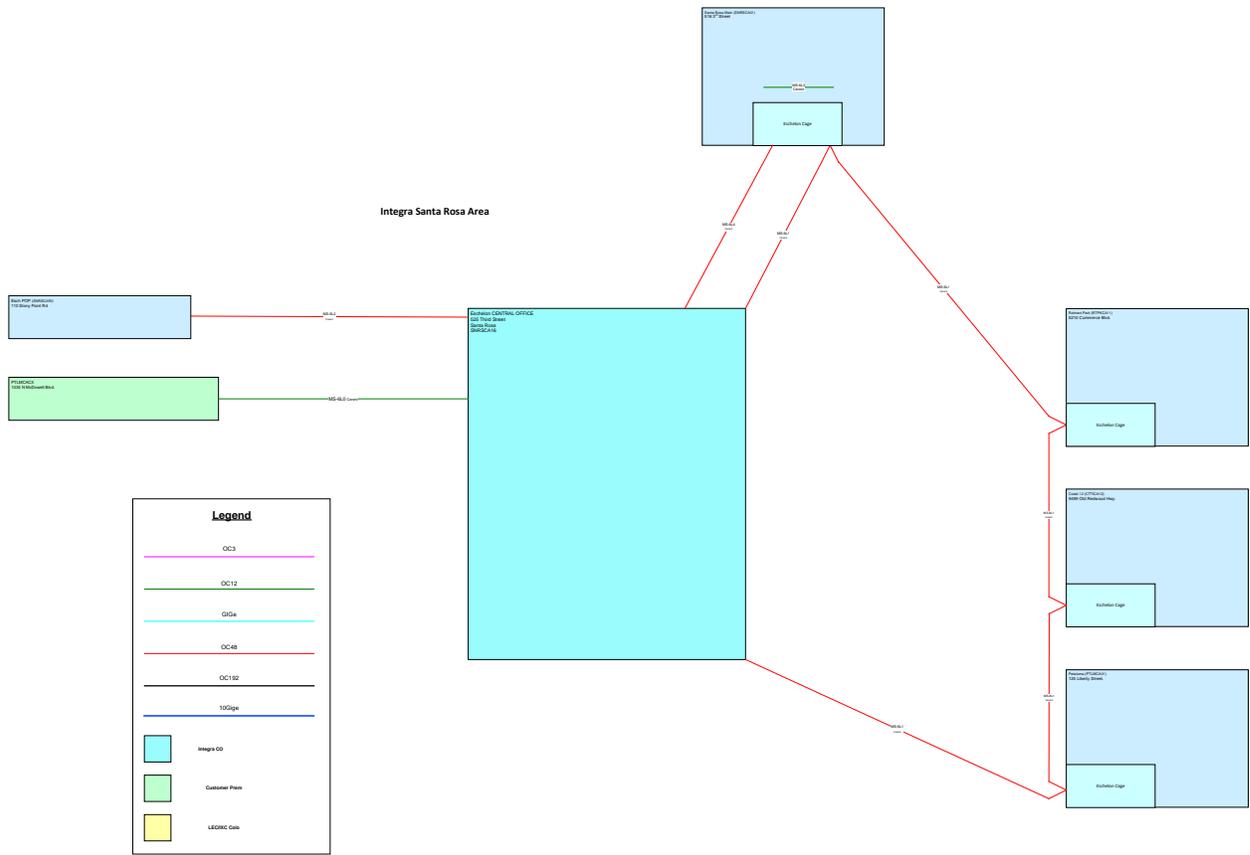
Sacramento Area Hub Major Inter-connection Diagram 3 (as of Jan 2013)

Sacramento Area Hub to Other Carriers Diagram (as of Jan 2013)



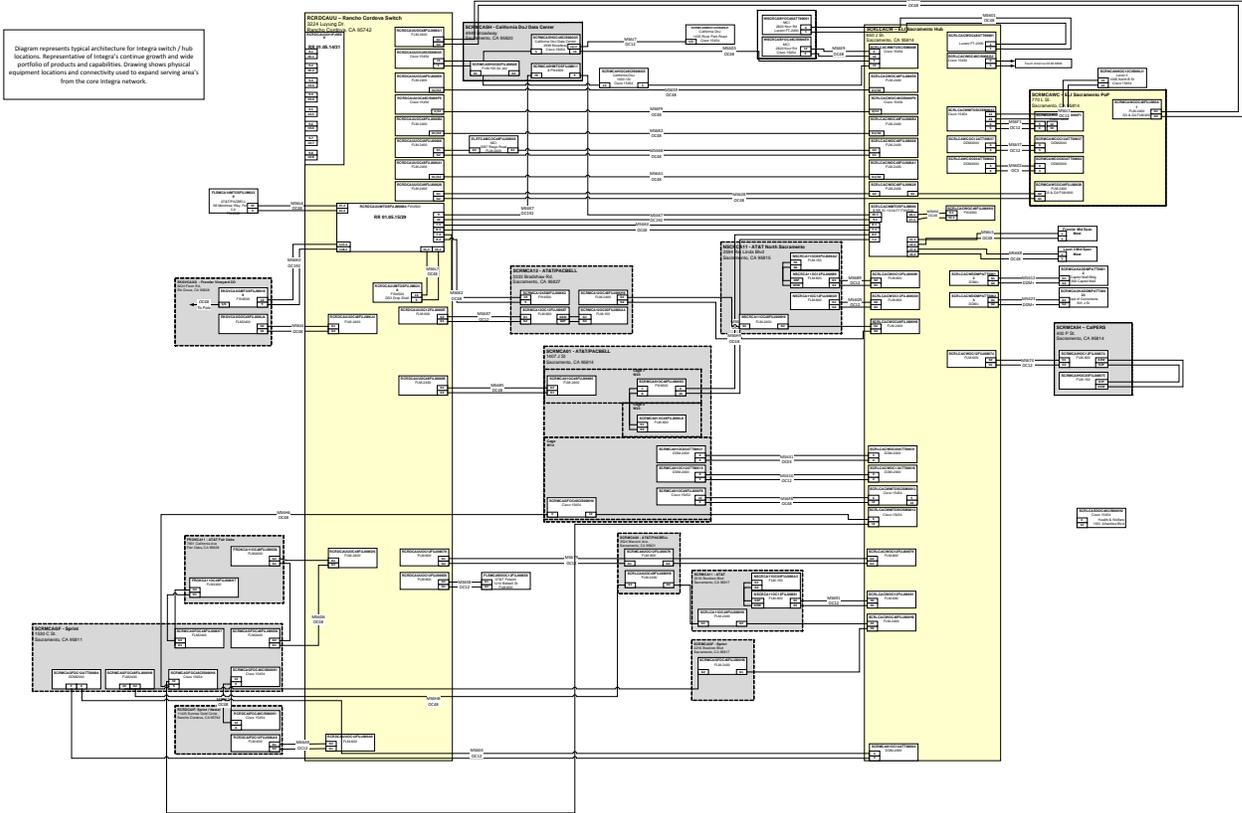
Sacramento Area Switch to Hub Diagram (as of Jan 2013)

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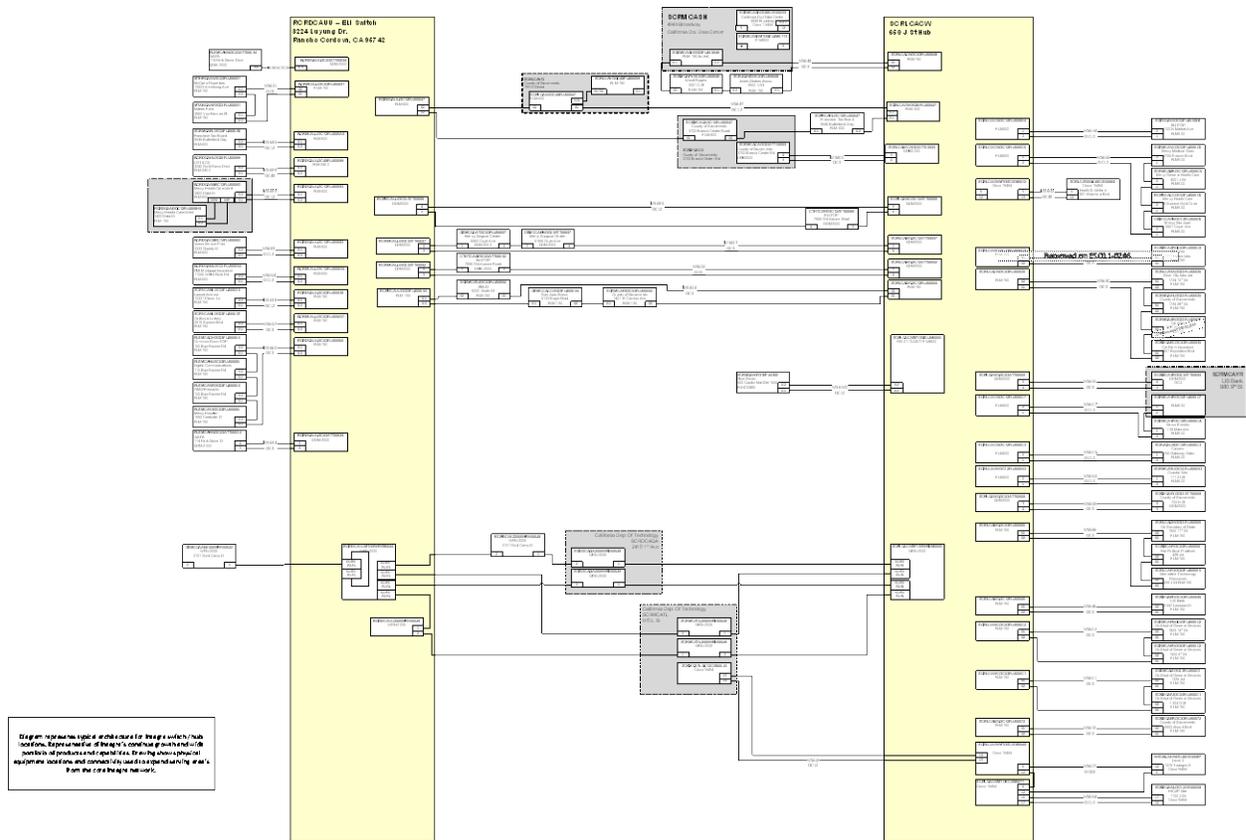
Santa Rosa Integra Network Diagram

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Integra Local Service Office TDM Interconnect (as of Jan 2013)

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Integra Local Service Office TDM to Customer Premise Diagram (as of Jan 2013)

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: <i>Integra offers a networking foundation for the state that allows you to grow, on-demand, with multiple service types: Internet, Voice and MPLS. This fully scalable platform supports your growing business and can be designed as a fully meshed network to support the needs of multi-location offices. Integra and the state will agree on the service interval, dependent upon access type and bandwidth, prior to adding / removing nodes from the network.</i>		
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: <i>Multiple VPN connections may be supported over the same medium given the appropriate edge router and customer premise equipment provided by Integra. Dependent upon the transport medium up to 4094 separate IP-VPN sessions are possible.</i>		
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: <i>No pre-defined limit to the number of IP-VPN's has been set by Integra. The physical equipment and network limitation adheres to the standards set forth by the Metro Ethernet Forum and any/all governing bodies required in the states and areas Integra offers services in. It's important to note that Integra's network is built to support hundreds of thousands of customers more than are currently loaded on the network. This is a function of network and capacity planning critical to the success of any competitive exchange carrier. A full qualification of the location and network in the area will be conducted by Integra and potential network build out's will be designed when and if necessary.</i>		

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Requirement		Bidder Meets or Exceeds? Y N	
	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	
4	<p>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:</p> <p><i>Process:</i></p> <p><i>If a problem is found by the customer, they are to call 800-360-4467 and open a trouble ticket. Circuit restoral priority will be assigned to the trouble ticket which generates the required rapid response.</i></p> <p><i>If a problem is found by our network monitoring system; a trouble ticket will be generated. The customer is notified of the problem and provided the trouble ticket number for tracking purposes. Circuit restoral priority will be assigned to the trouble ticket which generates the required rapid response.</i></p> <p><i>Escalation procedures are in place to allow the customer to raise the priority of any trouble ticket. These are activated by personal request but are subject to homeland security events that supersede.</i></p> <p><i>Should the failure be Catastrophic, Integra has arranged and has contracts with 3rd parties to provided additional resources on location and we also have service agreements in place with equipment vendors to assist in such an event.</i></p> <p><i>We have the ability to tap into our multi state workforce to re-direct trained resources to the work of restoral of service.</i></p>		

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Requirement		Bidder Meets or Exceeds? Y N	
5	Contractor shall provide redundant network circuits in the backbone network	Y	
	<p>Bidders shall describe here the specific network configurations that will be utilized to provide redundancy to survive failures in the backbone network:</p> <p><i>The backbone is comprised of company owned and operated fiber optic transport systems that exist between physical facilities located in and out of the State of California. The primary sites are in Los Angeles, San Jose and Sacramento. These sites are also physically connected to sites outside of the State in Nevada, Utah, Arizona, Oregon, Idaho, Washington, Montana, Minnesota and Colorado. There are at least 2 separate routes out of each major site with 3 being typical. The interconnection of these sites provides a fully meshed BGP based backbone network.</i></p> <p><i>In each major hub location we have installed dual core routers each being a separate device and each having dual electronics and power sources. These are fully meshed as “P” or core routers. The aggregation routers “PE” are also dual sets of identical devices each connected to the two core routers. This design duplicates all critical electronics which support customer circuits.</i></p>		
6	Contractor shall provide network diversity to eliminate single points of failure in the backbone network	Y	
	<p>Bidders shall describe here the diversity that will be designed in the MPLS network to eliminate single points of failure in the backbone network:</p> <p><i>There are no single points of failure in the backbone. The California backbone sites are also physically connected to multiple sites outside of the State of California in Nevada, Utah, Arizona and Oregon. There are at least 2 separate routes out of each major hub site with 3 routes being typical. The interconnection of these sites provides a fully meshed, diverse BGP based backbone network..</i></p>		
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	
	<p>Bidders shall describe here the specific remote access Customers shall have to the MPLS:</p> <p><i>Remote access to a State purchased VPN can be accomplished in several manners. The most common is to connect to the VPN via any public internet connection using our Cloud Firewall gateway and a Citrix IPsec client on the remote PC. The applications provide a secure socket layer tunnel through the public Internet to the VPN.</i></p>		

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Requirement		Bidder Meets or Exceeds? Y N		
8	The remote access service shall be secured.	Y		
	Bidders shall describe here how the MPLS remote access solution will be secured: <i>The VPN is private by its nature and all nodes that participate are only known to the VPN. Additional remote connections through the Internet to the VPN are secured through the use of an IPsec tunnel. All remote sessions to the VRF are managed by our firewalls that create and manage the IPsec tunnels. User authentication is also used to control and log access.</i>			
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: <i>The network based firewall that can be provided by Integra is placed between the VRF on the core MPLS routers and the public internet access. These are hardened devices deployed in redundant stacks.</i>			
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):			
	LOS ANGELES	ONE WILSHIRE BLDG, ELI HUB	Los Angeles, CA	LSANCARC
	PALO ALTO	PAIX COLO @ 529 BRYANT ST., PALO ALTO, CA 94301	San Jose, CA	PLALCA01
	RANCHO CORDOVA	RANCHO CORDOVA SWITCH SITE(LUYUNG CO)	Rancho Cordova, CA	RCRDCAUU
	Sacramento	1100 J street*	Sacramento, CA	SCRMCAAL
	SAN JOSE	EQUINIX	San Jose, CA	SNJUCACL
	San Jose	SILICON VALLEY EXCHANGE (SVTIX)	San Jose, CA	SNJSCANN
	SANTA CLARA	SANTA CLARA HUB & COLOCATE	San Clara, CA	SNTDCABL

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Requirement		Bidder Meets or Exceeds? Y N	
11	<p>The MPLS WAN VPN service shall be resilient</p> <p>Bidders shall describe here the minimum level of service that will be maintained amid network failure:</p> <p><i>To define a service level in a failure, an understanding of the topology and type of failure needs to be known. To answer this question the expectation is that that there is a main hub location and an alternate hub location (DR site) both connected to the same VPN along with remote nodes that are members of the user community that communicate with the main hub site.</i></p> <p><i>In a failure of the main hub site the VPN can automatically allow transit to the alternate site without human involvement based on established parameters, typically within seconds. This is typically accomplished by using BGP in the core of the VPN. Assuming the alternate site has similar bandwidth capabilities and is in the full mesh, all traffic will be redirected to it. Other routing protocols like EIGRP and OSPF can also be used.</i></p>	Y	
12	<p>Contractor shall provide support for multiple Layer 2 access protocols</p> <p>Bidders shall describe here the Layer 2 access protocols that will be utilized with the Contractor's solution:</p> <ul style="list-style-type: none"> • <i>Ethernet 802.x IEEE standard</i> • <i>CDP - Cisco Discovery Protocol</i> • <i>HDLC - High-Level Data Link Control</i> • <i>LACP - Link Aggregation Control Protocol</i> • <i>L2F - Layer 2 Forwarding Protocol</i> • <i>L2TP - Layer 2 Tunneling Protocol</i> • <i>LLDP - Link Layer Discovery Protocol</i> • <i>PPP - Point-to-Point Protocol</i> • <i>MLPP – Multi Link Point-to-Point Protocol</i> • <i>RPR - IEEE 802.17 Resilient Packet Ring (replaced by REP)</i> • <i>Cisco - REP Ring Technology</i> • <i>STP - Spanning Tree Protocol</i> • <i>RSTP - Rapid Spanning Tree Protocol</i> • <i>VTP - VLAN Trunking Protocol</i> • <i>And others as may be required</i> 	Y	

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Requirement		Bidder Meets or Exceeds? Y N	
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: <i>Customer traffic across the private Integra MPLS is segregated via Ethernet virtual connections as defined by the metro Ethernet forum. The traffic is further segregated by building a virtual routing and forwarding table for each individual customer in the core Integra MPLS routers.</i>		
14	The MPLS WAN VPN service shall support IPv4 Capability	Y	
	Bidder's Product Description: <i>The Integra network is fully capable of supporting IPv4 and IPv6.</i>		
15	The MPLS WAN VPN service shall support IPv6 Capability when/where offered commercially by the Contractor	Y	
	Bidder's Product Description: <i>IPv6 is supported on the Integra network but limited by the type of CPE deployed at each location. If / when IPv6 is required Integra asks that the state make Integra aware so that appropriate planning can take place. Integra will support the state's requests for IPv6 with customer provided edge routers, or with appropriate advanced notice so that Integra can validate what type of CPE will be used.</i>		
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: <i>Native to our design, when MPLS services are ordered via resultant Ethernet ring that originates in one of our POP's, the source port is redundant as it is supported by two aggregation routers that function as a pair.</i> <i>A secondary diverse port in the same POP can also be provided in two ways. (1) Separate port and card on the same chassis (2) additional port on a secondary chassis. The ports must be unique to themselves and represent an N+1 design and all be connected to the same VRF.</i>		

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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: <i>Every Integra Point-of-Presence (PoP) has at least two exit points. Each PoP is purpose built to be redundant in all its critical systems, including access, power, and HVAC. The backbone is not only redundant, but those redundancies are also replicated. The backbone is a fully-meshed, autonomous system managed under one authority. This allows total management of the network without 3rd party support.</i> <i>Integra has multiple physical (PoP's) in California that can provide diversity for each other as well as diverse POP's in adjacent States that provide backbone redundancy.</i>		
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: <i>Integra will provide dial backup capability via DS0 and a modem.</i>		
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: <i>Integra has the ability to offer multicast routes up to 100.</i>		
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: <i>CoS and QoS are frequently used as interchangeable terms. Integra QoS refers to the capability of reading the DSCP values from an IP packet header and properly managing the packet based on its marking. Integra monitors EF, AF41, CS2, CS1 and BE as standard markings. All other marking can be programed by request at no charge to the customer. The markings are read at the customer edge and the provider edge. The MPLS labels are created at the "PE" router. Label priority is matched to the DSCP markings.</i>		

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Requirement		Bidder Meets or Exceeds? Y N	
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: <i>Integra can support multiple IP-VPN connections over one physical connection. Please specify requirements for multiple connections ahead of time so that Integra can provision the correct CPE if not already installed / planned.</i>		
22	The MPLS WAN VPN service shall support access speeds from 128Kbps to 10 Gbps	Y	
	Bidder's Product Description: <i>There are different access methods dependent upon the access mediums available in a facility. Higher speed services are achieved via fiber optic cable in on-net Integra buildings. Access can also be supplied via E-NNI's with other carriers – Integra maintains private NNI agreements with many carriers..</i>		
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: <i>While access methods vary by location Integra has the ability to offer TDM private line services via DS1 loops, EoC over DS0 loops, EoTDM over DS1 loops, and Ethernet via traditional fiber optic connections.</i>		

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Requirement		Bidder Meets or Exceeds? Y N	
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: <ul style="list-style-type: none"> • <i>Ethernet 802.x IEEE standard</i> • <i>CDP - Cisco Discovery Protocol</i> • <i>HDLC - High-Level Data Link Control</i> • <i>LACP - Link Aggregation Control Protocol</i> • <i>L2F - Layer 2 Forwarding Protocol</i> • <i>L2TP - Layer 2 Tunneling Protocol</i> • <i>LLDP - Link Layer Discovery Protocol</i> • <i>PPP - Point-to-Point Protocol</i> • <i>MLPP – Multi Link Point-to-Point Protocol</i> • <i>RPR - IEEE 802.17 Resilient Packet Ring (replaced by REP)</i> • <i>Cisco - REP Ring Technology</i> • <i>STP - Spanning Tree Protocol</i> • <i>RSTP - Rapid Spanning Tree Protocol</i> • <i>VTP - VLAN Trunking Protocol</i> <p><i>And others as may be required.</i></p>		
25	The MPLS WAN VPN service shall support wireless Customer access capability to the MPLS network	Y	
	Bidders Product Description: <p><i>Integra supports wireless connections to its network by interconnect through ENNI's or other dedicated high bandwidth interfaces. At present we have connections with Verizon Wireless. Others are in process.</i></p>		
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: <p><i>Integra does offer a DSL product capable of speeds up to 25Mbps depending on loop condition, cable plant and location. This service can be provisioned as nodes on the IP-VPN network in Integra on-net territories. Integra does not currently have a DSL offering in extended areas outside of Integra's footprint.</i></p>		

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Requirement		Bidder Meets or Exceeds? Y N	
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: <i>Integra will support access to satellite systems via interconnect and or ENNI. Integra will also contract with 3rd party satellite providers for <u>all communications speeds supported by the satellite provider</u>. Currently Skynet offers speeds from 512 Kbps by 128 Kbps to 3 Mbps by 1 Mbps for their broadband product.</i>		
28	The MPLS service shall include inside wiring/demarcation extension up to 300 feet in Customer provided conduit.	Y	
	Bidder's Product Description: <i>Integra will provide up to 300 feet of Cat5 cable in the Customers provided conduit if the conduit is available.</i>		
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: <i>Each managed router will have a local DS0 dialup line made available and an attached modem to routers aux port or expansion slot for emergency access and/or fault management.</i>		
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: <i>Integra can access the premise provided routers through telnet sessions authenticated through RADIUS data bases maintained by Integra. Reports such as bandwidth / link utilization can be provided on demand to CTA. Such reports are useful in that they show amount of data passing up and down from the aggregate router ports assigned to the state in the Integra switch offices.</i>		
Contractor shall provide fully managed router service bundles that include:			

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Requirement		Bidder Meets or Exceeds? Y N	
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: <i>Integra proactively monitors its managed routers 24 hours a day 365 days a year. Integra utilizes a trouble ticket generation system that automatically creates trouble reports in the event of faults on the Integra equipment. Customer is notified when these faults occur. Integra adheres to the timeframes as dictated by the state – please note the mean time to repair goals set forth in section 1.2.2 MPLS Functionality.</i>		
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: <i>Integra proactively monitors its managed routers 24 hours a day 365 days a year. Integra utilizes a trouble ticket generation system that automatically creates trouble reports in the event of faults on the Integra equipment. Customer is notified when these faults occur. Integra adheres to the timeframes as dictated by the state – please note the mean time to repair goals set forth in section 1.2.2 MPLS Functionality.</i>		
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: <i>Integra requires that all Integra provided equipment be maintained, updated, and configured (including access / authentication) by Integra authorized personal.</i>		

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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: <i>Integra proactively monitors its network 24 hours a day 365 days a year. Integra provides a network notification service that informs the customer of network faults and trouble. One hour status updates will be made. Integra primarily utilizes Computer Associates Software to monitor its telemetry.</i>		

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		121001
	Bidder's Product Description: <i>All sub T1 services are accepted or delivered via a T1 or equivalent access methods and bandwidth limitation mechanisms are used to control sub T1 services. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
2	MPLS Transport DS1 Port service at minimum line rate of 384 Kbps	Y		121002
	Bidder's Product Description: <i>All sub T1 services are accepted or delivered via a T1 or equivalent access methods and bandwidth limitation mechanisms are used to control sub T1 services. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			
3	MPLS Transport DS1 Port service at minimum line rate of 512 Kbps	Y		121003
	Bidder's Product Description: <i>All sub T1 services are accepted or delivered via a T1 or equivalent access methods and bandwidth limitation mechanisms are used to control sub T1 services. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			
4	MPLS Transport DS1 Port service at minimum line rate of 768 Kbps	Y		121004
	Bidder's Product Description: <i>All sub T1 services are accepted or delivered via a T1 or equivalent access methods and bandwidth limitation mechanisms are used to control sub T1 services. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
5	MPLS Transport DS1 Port service at minimum line rate of 1.024 Mbps	Y		121005
	Bidder's Product Description: <i>All sub T1 services are accepted or delivered via a T1 or equivalent access methods and bandwidth limitation mechanisms are used to control sub T1 services. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			
6	MPLS Transport DS1 Port service at minimum line rate of 1.544 Mbps	Y		121006
	Bidder's Product Description: <i>Delivery of T1 via HDSL2 or special access or its equivalent is provided. T1 access to the dedicated domain (VRF) is very typical for this product. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			
7	MPLS Transport NxDS1 Port service at minimum line rate of 3.088 Mbps	Y		121007
	Bidder's Product Description: <i>Delivery of NxT1 via HDSL2 or special access or its equivalent is provided. NxT1 access to the dedicated domain (VRF) is very typical for this product. We can provide a device that is located on the customer premise that is capable is aggregating 2 to 8 - T1's together as an MLPPP group for a larger bandwidth. The delivery to the State is via a single Ethernet connection. All MPLS products delivered to the customers premise via a dedicated access includes a device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered. On port based services bonding of MLPPP groups, the terminating end is assumed by others.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
8	MPLS Transport NxDS1 Port service at minimum line rate of 4.632 Mbps	Y		121008
	Bidder's Product Description: <i>Delivery of NxT1 via HDSL2 or special access or its equivalent is provided. NxT1 access to the dedicated domain (VRF) is very typical for this product. We can provide a device that is located on the customer premise that is capable of aggregating 2 to 8 - T1's together as an MLPPP group for a larger bandwidth. The delivery to the State is via a single Ethernet connection. All MPLS products delivered to the customers premise via a dedicated access includes a device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered. On port based services bonding of MLPPP groups, the terminating end is assumed by others.</i>			
9	MPLS Transport NxDS1 Port service at minimum line rate of 6.176 Mbps	Y		121009
	Bidder's Product Description: <i>Delivery of NxT1 via HDSL2 or special access or its equivalent is provided. NxT1 access to the dedicated domain (VRF) is very typical for this product. We can provide a device that is located on the customer premise that is capable of aggregating 2 to 8 - T1's together as an MLPPP group for a larger bandwidth. The delivery to the State is via a single Ethernet connection. All MPLS products delivered to the customers premise via a dedicated access includes a device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered. On port based services bonding of MLPPP groups, the terminating end is assumed by others.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
10	MPLS Transport NxDS1 Port service at minimum line rate of 7.720 Mbps	Y		121010
	Bidder's Product Description: <i>Delivery of NxT1 via HDSL2 or special access or its equivalent is provided. NxT1 access to the dedicated domain (VRF) is very typical for this product. We can provide a device that is located on the customer premise that is capable of aggregating 2 to 8 - T1's together as an MLPPP group for a larger bandwidth. The delivery to the State is via a single Ethernet connection. All MPLS products delivered to the customers premise via a dedicated access includes a device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered. On port based services bonding of MLPPP groups, the terminating end is assumed by others.</i>			
11	MPLS Transport NxDS1 Port service at minimum line rate of 9.264 Mbps	Y		121011
	Bidder's Product Description: <i>Delivery of NxT1 via HDSL2 or special access or its equivalent is provided. NxT1 access to the dedicated domain (VRF) is very typical for this product. We can provide a device that is located on the customer premise that is capable of aggregating 2 to 8 - T1's together as an MLPPP group for a larger bandwidth. The delivery to the State is via a single Ethernet connection. All MPLS products delivered to the customers premise via a dedicated access includes a device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered. On port based services bonding of MLPPP groups, the terminating end is assumed by others.</i>			
12	MPLS Transport DS3 Port service at minimum line rate of 10 Mbps	Y		121012
	Bidder's Product Description: <i>Delivery of MPLS via DS-3 is part of the service offering. A concatenated DS-3 (TDM) can be delivered or excepted where such services are generally available. Bandwidth limitation mechanisms are used to control sub DS-3 services requirements. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
13	MPLS Transport NxDS1 Port service at minimum line rate of 12.352 Mbps	Y		121013
	Bidder's Product Description: <i>Delivery of NxT1 via HDSL2 or special access or its equivalent is provided. NxT1 access to the dedicated domain (VRF) is very typical for this product. We can provide a device that is located on the customer premise that is capable of aggregating 2 to 8 - T1's together as an MLPPP group for a larger bandwidth. The delivery to the State is via a single Ethernet connection. All MPLS products delivered to the customers premise via a dedicated access includes a device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered. On port based services bonding of MLPPP groups, the terminating end is assumed by others.</i>			
14	MPLS Transport DS3 Port service at minimum line rate of 20 Mbps	Y		121014
	Bidder's Product Description: <i>Delivery of MPLS via DS-3 is part of the service offering. A concatenated DS-3 (TDM) can be delivered or excepted where such services are generally available. Bandwidth limitation mechanisms are used to control sub DS-3 services requirements. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			
15	MPLS Transport DS3 Port service at minimum line rate of 45 Mbps	Y		121015
	Bidder's Product Description: <i>Delivery or termination of MPLS via DS-3 is part of the service offering. A DS-3 (TDM) can be delivered where such services are generally available. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
16	MPLS Transport OC3 Port service at minimum line rate of 155 Mbps	Y		121016
	Bidder's Product Description: <i>Delivery or termination of MPLS via OC3 is part of the service offering. Access to fiber optic cable is required and can be delivered or excepted where such services are generally available. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			
17	MPLS Transport OC12 Port service at minimum line rate of 622 Mbps	Y		121017
	Bidder's Product Description: <i>Delivery or termination of MPLS via OC-12 is part of the service offering. Access to fiber optic cable is required and can be delivered or excepted where such services are generally available. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			
18	MPLS Transport Ethernet Port service at minimum line rate of one (1) Mbps	Y		121018
	Bidder's Product Description: <i>All sub T1 services are accepted or delivered or accepted via a T1 or equivalent access methods and bandwidth limitation mechanisms are used to control sub T1 services. The handoff from the onsite device is Ethernet and the bandwidth can be limited as required. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
19	MPLS Transport Ethernet Port service at minimum line rate of two (2) Mbps	Y		121019
	Bidder's Product Description: <i>Delivery or acceptance of multiple bonded T1's via HDSL2 or special access or its equivalent is provided. T1 access to the dedicated domain (VRF) is very typical for this product. We provide a device that is located on the customer premise that is capable is aggregating 2 to 8 - T1's together as an MLPPP group for a larger bandwidth. The handoff from the onsite device is Ethernet and the bandwidth can be limited as required. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			
20	MPLS Transport Ethernet Port service at minimum line rate of three (3) Mbps	Y		121020
	Bidder's Product Description: <i>Delivery or acceptance of multiple bonded T1's via HDSL2 or special access or its equivalent is provided. T1 access to the dedicated domain (VRF) is very typical for this product. We provide a device that is located on the customer premise that is capable is aggregating 2 to 8 - T1's together as an MLPPP group for a larger bandwidth. The handoff from the onsite device is Ethernet and the bandwidth can be limited as required. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			
21	MPLS Transport Ethernet Port service at minimum line rate of four (4) Mbps	Y		121021
	Bidder's Product Description: <i>Delivery or acceptance of multiple bonded T1's via HDSL2 or special access or its equivalent is provided. T1 access to the dedicated domain (VRF) is very typical for this product. We provide a device that is located on the customer premise that is capable is aggregating 2 to 8 - T1's together as an MLPPP group for a larger bandwidth. The handoff from the onsite device is Ethernet and the bandwidth can be limited as required. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
22	MPLS Transport Ethernet Port service at minimum line rate of five (5) Mbps	Y		121022
	Bidder's Product Description: <i>Delivery or acceptance of multiple bonded T1's via HDSL2 or special access or its equivalent is provided. T1 access to the dedicated domain (VRF) is very typical for this product. We provide a device that is located on the customer premise that is capable is aggregating 2 to 8 - T1's together as an MLPPP group for a larger bandwidth. The handoff from the onsite device is Ethernet and the bandwidth can be limited as required. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			
23	MPLS Transport Ethernet Port service at minimum line rate of six (6) Mbps	Y		121023
	Bidder's Product Description: <i>Delivery or acceptance of multiple bonded T1's via HDSL2 or special access or its equivalent is provided. T1 access to the dedicated domain (VRF) is very typical for this product. We provide a device that is located on the customer premise that is capable is aggregating 2 to 8 - T1's together as an MLPPP group for a larger bandwidth. The handoff from the onsite device is Ethernet and the bandwidth can be limited as required. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			
24	MPLS Transport Ethernet Port service at minimum line rate of seven (7) Mbps	Y		121024
	Bidder's Product Description: <i>Delivery or acceptance of multiple bonded T1's via HDSL2 or special access or its equivalent is provided. T1 access to the dedicated domain (VRF) is very typical for this product. We provide a device that is located on the customer premise that is capable is aggregating 2 to 8 - T1's together as an MLPPP group for a larger bandwidth. The handoff from the onsite device is Ethernet and the bandwidth can be limited as required. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
25	MPLS Transport Ethernet Port service at minimum line rate of eight (8) Mbps	Y		121025
	Bidder's Product Description: <i>Delivery or acceptance of multiple bonded T1's via HDSL2 or special access or its equivalent is provided. T1 access to the dedicated domain (VRF) is very typical for this product. We provide a device that is located on the customer premise that is capable is aggregating 2 to 8 - T1's together as an MLPPP group for a larger bandwidth. The handoff from the onsite device is Ethernet and the bandwidth can be limited as required. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			
26	MPLS Transport Ethernet Port service at minimum line rate of nine (9) Mbps	Y		121026
	Bidder's Product Description: <i>Delivery or acceptance of multiple bonded T1's via HDSL2 or special access or its equivalent is provided. T1 access to the dedicated domain (VRF) is very typical for this product. We provide a device that is located on the customer premise that is capable is aggregating 2 to 8 - T1's together as an MLPPP group for a larger bandwidth. The handoff from the onsite device is Ethernet and the bandwidth can be limited as required. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
27	MPLS Transport Ethernet Port service at minimum line rate of 10 Mbps	Y		121027
	Bidder's Product Description: <i>Delivery or acceptance of multiple bonded T1's via HDSL2 or special access or its equivalent is provided. T1 access to the dedicated domain (VRF) is very typical for this product. We provide a device that is located on the customer premise that is capable of aggregating 2 to 8 - T1's together as an MLPPP group for a larger bandwidth. The handoff from the onsite device is Ethernet and the bandwidth can be limited as required. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> Integra can provide 20 Mbps Ethernet service and accept Ethernet connections as a port directly in our hub locations as a native Ethernet port on a layer 2 switches via RJ48 jack from 10 Mbps to 1000 Mbps. All MPLS products are measured and monitored at the point of delivery. The electronics may change based on the specific access method on which the circuit is delivered.			
28	MPLS Transport Ethernet Port service at minimum line rate of 20 Mbps	Y		121028
	Bidder's Product Description: Integra can provide 20 Mbps Ethernet service and accept Ethernet connections as a port directly in our hub locations as a native Ethernet port on a layer 2 switches via RJ48 jack from 10 Mbps to 1000 Mbps. All MPLS products are measured and monitored at the point of delivery. The electronics may change based on the specific access method on which the circuit is delivered.			
29	MPLS Transport Ethernet Port service at minimum line rate of 30 Mbps	Y		121029
	Bidder's Product Description: Integra can provide 30 Mbps Ethernet service and accept Ethernet connections as a port directly in our hub locations as a native Ethernet port on a layer 2 switches via RJ48 jack from 10 Mbps to 1000 Mbps. All MPLS products are measured and monitored at the point of delivery. The electronics may change based on the specific access method on which the circuit is delivered.			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
30	MPLS Transport Ethernet Port service at minimum line rate of 40 Mbps	Y		121030
	Bidder's Product Description: Integra can provide 40 Mbps Ethernet service and accept Ethernet connections as a port directly in our hub locations as a native Ethernet port on a layer 2 switches via RJ48 jack from 10 Mbps to 1000 Mbps. All MPLS products are measured and monitored at the point of delivery. The electronics may change based on the specific access method on which the circuit is delivered.			
31	MPLS Transport Ethernet Port service at minimum line rate of 50 Mbps	Y		121031
	Bidder's Product Description: Integra can provide 50 Mbps Ethernet service and accept Ethernet connections as a port directly in our hub locations as a native Ethernet port on a layer 2 switches via RJ48 jack from 10 Mbps to 1000 Mbps. All MPLS products are measured and monitored at the point of delivery. The electronics may change based on the specific access method on which the circuit is delivered.			
32	MPLS Transport Ethernet Port service at minimum line rate of 60 Mbps	Y		121032
	Bidder's Product Description: Integra can provide 60 Mbps Ethernet service and accept Ethernet connections as a port directly in our hub locations as a native Ethernet port on a layer 2 switches via RJ48 jack from 10 Mbps to 1000 Mbps. All MPLS products are measured and monitored at the point of delivery. The electronics may change based on the specific access method on which the circuit is delivered.			
33	MPLS Transport Ethernet Port service at minimum line rate of 70 Mbps	Y		121033
	Bidder's Product Description: Integra can provide 70 Mbps Ethernet service and accept Ethernet connections as a port directly in our hub locations as a native Ethernet port on a layer 2 switches via RJ48 jack from 10 Mbps to 1000 Mbps. All MPLS products are measured and monitored at the point of delivery. The electronics may change based on the specific access method on which the circuit is delivered.			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
34	MPLS Transport Ethernet Port service at minimum line rate of 80 Mbps	Y		121034
	Bidder's Product Description: Integra can provide 80 Mbps Ethernet service and accept Ethernet connections as a port directly in our hub locations as a native Ethernet port on a layer 2 switches via RJ48 jack from 10 Mbps to 1000 Mbps. All MPLS products are measured and monitored at the point of delivery. The electronics may change based on the specific access method on which the circuit is delivered.			
35	MPLS Transport Ethernet Port service at minimum line rate of 90 Mbps	Y		121035
	Bidder's Product Description: Integra can provide 90 Mbps Ethernet service and accept Ethernet connections as a port directly in our hub locations as a native Ethernet port on a layer 2 switches via RJ48 jack from 10 Mbps to 1000 Mbps. All MPLS products are measured and monitored at the point of delivery. The electronics may change based on the specific access method on which the circuit is delivered.			
36	MPLS Transport Ethernet Port service at minimum line rate of 100 Mbps	Y		121036
	Bidder's Product Description: Integra can provide 100 Mbps Ethernet service and accept Ethernet connections as a port directly in our hub locations as a native Ethernet port on a layer 2 switches via RJ48 jack from 10 Mbps to 1000 Mbps. All MPLS products are measured and monitored at the point of delivery. The electronics may change based on the specific access method on which the circuit is delivered.			
37	MPLS Transport Ethernet Port service at minimum line rate of 200 Mbps	Y		121037
	Bidder's Product Description: Integra can provide 200 Mbps Ethernet service and accept Ethernet connections as a port directly in our hub locations as a native Ethernet port on a layer 2 switches via RJ48 jack from 10 Mbps to 1000 Mbps or via fiber SFP connection. All MPLS products are measured and monitored at the point of delivery. The electronics may change based on the specific access method on which the circuit is delivered.			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
38	MPLS Transport Ethernet Port service at minimum line rate of 300 Mbps	Y		121038
	Bidder's Product Description: Integra can provide 300 Mbps Ethernet service and accept Ethernet connections as a port directly in our hub locations as a native Ethernet port on a layer 2 switches via RJ48 jack from 10 Mbps to 1000 Mbps or via fiber SFP connection. All MPLS products are measured and monitored at the point of delivery. The electronics may change based on the specific access method on which the circuit is delivered.			
39	MPLS Transport Ethernet Port service at minimum line rate of 400 Mbps	Y		121039
	Bidder's Product Description: Integra can provide 400 Mbps Ethernet service and accept Ethernet connections as a port directly in our hub locations as a native Ethernet port on a layer 2 switches via RJ48 jack from 10 Mbps to 1000 Mbps. All MPLS products are measured and monitored at the point of delivery. The electronics may change based on the specific access method on which the circuit is delivered.			
40	MPLS Transport Ethernet Port service at minimum line rate of 500 Mbps	Y		121040
	Bidder's Product Description: Integra can provide 500 Mbps Ethernet service and accept Ethernet connections as a port directly in our hub locations as a native Ethernet port on a layer 2 switches via RJ48 jack from 10 Mbps to 1000 Mbps or via fiber SFP connection. All MPLS products are measured and monitored at the point of delivery. The electronics may change based on the specific access method on which the circuit is delivered.			
41	MPLS Transport Ethernet Port service at minimum line rate of 600 Mbps	Y		121041
	Bidder's Product Description: Integra can provide 600 Mbps Ethernet service and accept Ethernet connections as a port directly in our hub locations as a native Ethernet port on a layer 2 switches via RJ48 jack from 10 Mbps to 1000 Mbps or via fiber SFP connection. All MPLS products are measured and monitored at the point of delivery. The electronics may change based on the specific access method on which the circuit is delivered.			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
42	MPLS Transport Ethernet Port service at minimum line rate of 700 Mbps	Y		121042
	Bidder's Product Description: Integra can provide 700 Mbps Ethernet service and accept Ethernet connections as a port directly in our hub locations as a native Ethernet port on a layer 2 switches via RJ48 jack from 10 Mbps to 1000 Mbps. All MPLS products are measured and monitored at the point of delivery. The electronics may change based on the specific access method on which the circuit is delivered.			
43	MPLS Transport Ethernet Port service at minimum line rate of 900 Mbps	Y		121043
	Bidder's Product Description: Integra can provide 900 Mbps Ethernet service and accept Ethernet connections as a port directly in our hub locations as a native Ethernet port on a layer 2 switches via RJ48 jack from 10 Mbps to 1000 Mbps. All MPLS products are measured and monitored at the point of delivery. The electronics may change based on the specific access method on which the circuit is delivered.			
44	MPLS Transport Ethernet Port service at minimum line rate of one (1) Gbps	Y		121044
	Bidder's Product Description: Integra can provide 1000 Mbps Ethernet service and accept Ethernet connections as a port directly in our hub locations as a native Ethernet port on a layer 2 switches via RJ48 jack from 10 Mbps to 1000 Mbps. All MPLS products are measured and monitored at the point of delivery. The electronics may change based on the specific access method on which the circuit is delivered.			

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			
	Bidder's Product Description:		
2			
	Bidder's Product Description:		
3			
	Bidder's Product Description:		

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		122001
	Bidder's Product Description: <i>All sub T1 services are delivered via a T1 or equivalent access methods and bandwidth limitation mechanisms are used to control sub T1 services. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			
2	MPLS Transport DS1 Port and Access service at minimum line rate of 256 Kbps	Y		122002
	Bidder's Product Description: <i>All sub T1 services are delivered via a T1 or equivalent access methods and bandwidth limitation mechanisms are used to control sub T1 services. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
3	MPLS Transport DS1 Port and Access service at minimum line rate of 384 Kbps	Y		122003
	Bidder's Product Description: <i>All sub T1 services are delivered via a T1 or equivalent access methods and bandwidth limitation mechanisms are used to control sub T1 services. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			
4	MPLS Transport DS1 Port and Access service at minimum line rate of 512 Kbps	Y		122004
	Bidder's Product Description: <i>All sub T1 services are delivered via a T1 or equivalent access methods and bandwidth limitation mechanisms are used to control sub T1 services. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			
5	MPLS Transport DS1 Port and Access service at minimum line rate of 768 Kbps	Y		122005
	Bidder's Product Description: <i>All sub T1 services are delivered via a T1 or equivalent access methods and bandwidth limitation mechanisms are used to control sub T1 services. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			
6	MPLS Transport DS1 Port and Access service at minimum line rate of 1.024 Mbps	Y		122006
	Bidder's Product Description: <i>All sub T1 services are delivered via a T1 or equivalent access methods and bandwidth limitation mechanisms are used to control sub T1 services. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
7	MPLS Transport DS1 Port and Access service at minimum line rate of 1.544 Mbps	Y		122007
	Bidder's Product Description: <i>Delivery of a T1 via HDSL2 or special access or its equivalent is provided. T1 access to the dedicated domain (VRF) is very typical for this product. All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			
8	MPLS Transport NxDS1 Port and Access service at minimum line rate of 3.088 Mbps	Y		122008
	Bidder's Product Description: <i>Delivery of NxT1 via HDSL2 or special access or its equivalent is provided. T1 access to the dedicated domain (VRF) is very typical for this product. Bonding of T1 access for larger bandwidths up to 12.352 is a standard service for this product. All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			
9	MPLS Transport NxDS1 Port and Access service at minimum line rate of 4.632 Mbps	Y		122009
	Bidder's Product Description: <i>Delivery of NxT1 via HDSL2 or special access or its equivalent is provided. T1 access to the dedicated domain (VRF) is very typical for this product. Bonding of T1 access for larger bandwidths up to 12.352 is a standard service for this product. All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
10	MPLS Transport NxDS1 Port and Access service at minimum line rate of 6.176 Mbps	Y		122010
	Bidder's Product Description: <i>Delivery of NxT1 via HDSL2 or special access or its equivalent is provided. T1 access to the dedicated domain (VRF) is very typical for this product. Bonding of T1 access for larger bandwidths up to 12.352 is a standard service for this product. All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			
11	MPLS Transport NxDS1 Port and Access service at minimum line rate of 7.720 Mbps	Y		122011
	Bidder's Product Description: <i>Delivery of NxT1 via HDSL2 or special access or its equivalent is provided. T1 access to the dedicated domain (VRF) is very typical for this product. Bonding of T1 access for larger bandwidths up to 12.352 is a standard service for this product. All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			
12	MPLS Transport NxDS1 Port and Access service at minimum line rate of 9.264 Mbps	Y		122012
	Bidder's Product Description: <i>Delivery of NxT1 via HDSL2 or special access or its equivalent is provided. T1 access to the dedicated domain (VRF) is very typical for this product. Bonding of T1 access for larger bandwidths up to 12.352 is a standard service for this product. All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
13	MPLS Transport DS3 Port and Access service at minimum line rate of 10 Mbps	Y		122013
	Bidder's Product Description: <i>Delivery of 10 Mbps MPLS via DS-3 is part of the service offering. A concatenated DS-3 (TDM) can be delivered where such services are generally available. Bandwidth limitation mechanisms are used to control sub DS-3 services requirements. Bonding is not required when the bandwidth is 45 Mbps or less. All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			
14	MPLS Transport NxDS1 Port and Access service at minimum line rate of 12.352 Mbps	Y		122014
	Bidder's Product Description: <i>Delivery of NxT1 via HDSL2 or special access or its equivalent is provided. T1 access to the dedicated domain (VRF) is very typical for this product. Bonding of T1 access for larger bandwidths up to 12.352 is a standard service for this product. All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			
15	MPLS Transport DS3 Port and Access service at minimum line rate of 15 Mbps	Y		122015
	Bidder's Product Description: <i>Delivery of 15 Mbps MPLS via DS-3 is part of the service offering. A concatenated DS-3 (TDM) can be delivered where such services are generally available. Bandwidth limitation mechanisms are used to control sub DS-3 services requirements. Bonding is not required when the bandwidth is 45 Mbps or less. All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
16	MPLS Transport DS3 Port and Access service at minimum line rate of 20 Mbps	Y		122016
	Bidder's Product Description: <i>Delivery of 20 Mbps MPLS via DS-3 is part of the service offering. A concatenated DS-3 (TDM) can be delivered where such services are generally available. Bandwidth limitation mechanisms are used to control sub DS-3 services requirements. Bonding is not required when the bandwidth is 45 Mbps or less. All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			
17	MPLS Transport DS3 Port and Access service at minimum line rate of 25 Mbps	Y		122017
	Bidder's Product Description: <i>Delivery of 25 Mbps MPLS via DS-3 is part of the service offering. A concatenated DS-3 (TDM) can be delivered where such services are generally available. Bandwidth limitation mechanisms are used to control sub DS-3 services requirements. Bonding is not required when the bandwidth is 45 Mbps or less. All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			
18	MPLS Transport DS3 Port and Access service at minimum line rate of 30 Mbps	Y		122018
	Bidder's Product Description: <i>Delivery of 30 Mbps MPLS via DS-3 is part of the service offering. A concatenated DS-3 (TDM) can be delivered where such services are generally available. Bandwidth limitation mechanisms are used to control sub DS-3 services requirements. Bonding is not required when the bandwidth is 45 Mbps or less. All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			

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Requirement		Bidder Agrees? Y N		Bidder's Product Identifier
	MPLS Transport DS3 Port and Access service at minimum line rate of 45 Mbps	Y		122019
19	Bidder's Product Description: <i>Delivery of MPLS via DS-3 is part of the service offering. A DS-3 (TDM) can be delivered where such services are generally available. All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i>			

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			
	Bidder's Product Description:		
2			
	Bidder's Product Description:		
3			
	Bidder's Product Description:		

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?		Bidder's Product Identifier
		Y	N	
1	MPLS Transport DS1 port, access and router bundled service at minimum line rate of 128 Kbps	Y		123001
	Bidder's Product Description: <i>All sub T1 services are delivered via a T1 or equivalent access methods and bandwidth limitation mechanisms are used to control sub T1 services. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with interface sized to the service request will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
2	MPLS Transport DS1 port, access and router bundled service at minimum line rate of 384 Kbps	Y		123002
	Bidder's Product Description: <i>All sub T1 services are delivered via a T1 or equivalent access methods and bandwidth limitation mechanisms are used to control sub T1 services. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with interface sized to the service request will be included.</i>			
3	MPLS Transport DS1 port, access and router bundled service at minimum line rate of 512 Kbps	Y		123003
	Bidder's Product Description: <i>All sub T1 services are delivered via a T1 or equivalent access methods and bandwidth limitation mechanisms are used to control sub T1 services. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with interface sized to the service request will be included.</i>			
4	MPLS Transport DS1 port, access and router bundled service at minimum line rate of 768 Kbps	Y		123004
	Bidder's Product Description: <i>All sub T1 services are delivered via a T1 or equivalent access methods and bandwidth limitation mechanisms are used to control sub T1 services. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with interface sized to the service request will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
5	MPLS Transport DS1 port, access and router bundled service at minimum line rate of 1.024 Mbps	Y		123005
	Bidder's Product Description: <i>All sub T1 services are delivered via a T1 or equivalent access methods and bandwidth limitation mechanisms are used to control sub T1 services. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with interface sized to the service request will be included.</i>			
6	MPLS Transport DS1 port, access and router bundled service at minimum line rate of 1.544 Mbps	Y		123006
	Bidder's Product Description: <i>Delivery of a T1 via HDSL2 or special access or its equivalent is provided. T1 access to the dedicated domain (VRF) is very typical for this product. All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with interface sized to the service request will be included.</i>			
7	MPLS Transport NxDS1 port, access and router bundled service at minimum line rate of 3.088 Mbps	Y		123007
	Bidder's Product Description: <i>Delivery of NxT1 via HDSL2 or special access or its equivalent is provided. T1 access to the dedicated domain (VRF) is very typical for this product. Bonding of T1 access for larger bandwidths up to 12.352 is a standard service for this product. All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with interface sized to the service request will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
8	MPLS Transport NxDS1 port, access and router bundled service at minimum line rate of 4.362 Mbps	Y		123008
	Bidder's Product Description: <i>Delivery of NxT1 via HDSL2 or special access or its equivalent is provided. T1 access to the dedicated domain (VRF) is very typical for this product. Bonding of T1 access for larger bandwidths up to 12.352 is a standard service for this product. All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with interface sized to the service request will be included.</i>			
9	MPLS Transport NxDS1 port, access and router bundled service at minimum line rate of 5.000 Mbps	Y		123009
	Bidder's Product Description: <i>Delivery of NxT1 via HDSL2 or special access or its equivalent is provided. T1 access to the dedicated domain (VRF) is very typical for this product. Bonding of T1 access for larger bandwidths up to 12.352 is a standard service for this product. To manage this product to 5 Mbps, bandwidth limiting will be used. All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with interface sized to the service request will be included.</i>			
10	MPLS Transport NxDS1 port, access and router bundled service at minimum line rate of 6.176 Mbps	Y		123010
	Bidder's Product Description: <i>Delivery of NxT1 via HDSL2 or special access or its equivalent is provided. T1 access to the dedicated domain (VRF) is very typical for this product. Bonding of T1 access for larger bandwidths up to 12.352 is a standard service for this product. All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with interface sized to the service request will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
11	MPLS Transport NxDS1 port, access and router bundled service at minimum line rate of 7.720 Mbps	Y		123011
	Bidder's Product Description: <i>Delivery of NxT1 via HDSL2 or special access or its equivalent is provided. T1 access to the dedicated domain (VRF) is very typical for this product. Bonding of T1 access for larger bandwidths up to 12.352 is a standard service for this product. All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with interface sized to the service request will be included.</i>			
12	MPLS Transport NxDS1 port, access and router bundled service at minimum line rate of 9.264 Mbps	Y		123012
	Bidder's Product Description: <i>Delivery of NxT1 via HDSL2 or special access or its equivalent is provided. T1 access to the dedicated domain (VRF) is very typical for this product. Bonding of T1 access for larger bandwidths up to 12.352 is a standard service for this product. All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with interface sized to the service request will be included.</i>			
13	MPLS Transport NxDS1 port, access and router bundled service at minimum line rate of 12.352 Mbps	Y		123013
	Bidder's Product Description: <i>Delivery of NxT1 via HDSL2 or special access or its equivalent is provided. T1 access to the dedicated domain (VRF) is very typical for this product. Bonding of T1 access for larger bandwidths up to 12.352 is a standard service for this product. All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with interface sized to the service request will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
14	MPLS Transport DS3 port, access and router bundled service at minimum line rate of 10 Mbps	Y		123014
	Bidder's Product Description: <i>Delivery of 10 Mbps MPLS via DS-3 is part of the service offering. A concatenated DS-3 (TDM) can be delivered where such services are generally available. Bandwidth limitation mechanisms are used to control sub DS-3 services requirements. Bonding is not required when the bandwidth is 45 Mbps or less. All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with interface sized to the service request will be included.</i>			
15	MPLS Transport DS3 port, access and router bundled service at minimum line rate of 15 Mbps	Y		123015
	Bidder's Product Description: <i>Delivery of 15 Mbps MPLS via DS-3 is part of the service offering. A concatenated DS-3 (TDM) can be delivered where such services are generally available. Bandwidth limitation mechanisms are used to control sub DS-3 services requirements. Bonding is not required when the bandwidth is 45 Mbps or less. All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with interface sized to the service request will be included.</i>			
16	MPLS Transport DS3 port, access and router bundled service at minimum line rate of 20 Mbps	Y		123016
	Bidder's Product Description: <i>Delivery of 20 Mbps MPLS via DS-3 is part of the service offering. A concatenated DS-3 (TDM) can be delivered where such services are generally available. Bandwidth limitation mechanisms are used to control sub DS-3 services requirements. Bonding is not required when the bandwidth is 45 Mbps or less. All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with interface sized to the service request will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
17	MPLS Transport DS3 port, access and router bundled service at minimum line rate of 25 Mbps	Y		123017
	Bidder's Product Description: <i>Delivery of 25 Mbps MPLS via DS-3 is part of the service offering. A concatenated DS-3 (TDM) can be delivered where such services are generally available. Bandwidth limitation mechanisms are used to control sub DS-3 services requirements. Bonding is not required when the bandwidth is 45 Mbps or less. All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with interface sized to the service request will be included.</i>			
18	MPLS Transport DS3 port, access and router bundled service at minimum line rate of 30 Mbps	Y		123018
	Bidder's Product Description: <i>Delivery of 30 Mbps MPLS via DS-3 is part of the service offering. A concatenated DS-3 (TDM) can be delivered where such services are generally available. Bandwidth limitation mechanisms are used to control sub DS-3 services requirements. Bonding is not required when the bandwidth is 45 Mbps or less. All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with interface sized to the service request will be included.</i>			
19	MPLS Transport DS3 port, access and router bundled service at minimum line rate of 40 Mbps	Y		123019
	Bidder's Product Description: <i>Delivery of 40 Mbps MPLS via DS-3 is part of the service offering. A concatenated DS-3 (TDM) can be delivered where such services are generally available. Bandwidth limitation mechanisms are used to control sub DS-3 services requirements. Bonding is not required when the bandwidth is 45 Mbps or less. All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with interface sized to the service request will be included.</i>			

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Requirement		Bidder Agrees? Y N		Bidder's Product Identifier
20	<p>MPLS Transport DS3 port, access and router bundled service at minimum line rate of 45 Mbps</p> <p>Bidder's Product Description:</p> <p><i>Delivery of MPLS via DS-3 is part of the service offering. A DS-3 (TDM) can be delivered where such services are generally available. All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i></p> <p><i>A customer edge router with interface sized to the service request will be included.</i></p>	Y		123020

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			
	Bidder's Product Description:		
2			
	Bidder's Product Description:		
3			
	Bidder's Product Description:		

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?		Bidder's Product Identifier
		Y	N	
1	MPLS port, access and router on-net Transport service at minimum line rate of 155 Mbps (OC3)	Y		124001
	Bidder's Product Description: <i>OC3 MPLS service is delivered over on-net fiber optic facilities with a total bandwidth of 155.000 Mbps and is terminated on a SONET interface.</i> <i>An attached customer edge router with interface sized to the service request will be included.</i>			
2	MPLS port, access and router on-net Transport service at minimum line rate of 625 Mbps (OC12)	Y		124002
	Bidder's Product Description: <i>OC12 MPLS service is delivered over on-net fiber optic facilities with a total bandwidth of 625.000 Mbps and is terminated on a SONET interface.</i> <i>An attached customer edge router with interface sized to the service request will be included.</i>			

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Requirement		Bidder Agrees? Y N		Bidder's Product Identifier
3	MPLS port, access and router on-net Transport service at minimum line rate of 2.5 Gbps (OC48)	Y		124003
	Bidder's Product Description: <i>OC48 MPLS service is delivered over on-net fiber optic facilities with a total bandwidth of 2.500 Gbps and is terminated on a SONET interface.</i> <i>An attached customer edge router with interface sized to the service request will be included.</i>			
4	MPLS port, access and router on-net Transport service at minimum line rate of 10 Gbps (OC192)	Y		124004
	Bidder's Product Description: <i>OC192 MPLS service is delivered over on-net fiber optic facilities with a total bandwidth of 10.000 Gbps and is terminated on a SONET interface.</i> <i>An attached customer edge router with interface sized to the service request will be included.</i>			

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			
	Bidder's Product Description:		
2			
	Bidder's Product Description:		
3			
	Bidder's Product Description:		

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?		Bidder's Product Identifier
		Y	N	
1	MPLS port, access and router off-net Transport service at minimum line rate of 155 Mbps (OC3)	Y		125001
	Bidder's Product Description: <i>OC3 MPLS service is delivered over off-net fiber optic facilities via an interconnect with an Integra contracted third party provider. The total bandwidth of 155.000 Mbps and is terminated on a SONET interface.</i> <i>An attached customer edge router with interface sized to the service request will be included.</i>			
2	MPLS port, access and router off-net Transport service at minimum line rate of 625 Mbps (OC12)	Y		125002
	Bidder's Product Description: <i>OC12 MPLS service is delivered over off-net fiber optic facilities via an interconnect with an Integra contracted third party provider. The total bandwidth of 625.000 Mbps and is terminated on a SONET interface.</i> <i>An attached customer edge router with interface sized to the service request will be included.</i>			

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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		125003
	Bidder's Product Description: <i>OC48 MPLS service is delivered over off-net fiber optic facilities via an interconnect with an Integra contracted third party provider. The total bandwidth of 2.500 Gbps and is terminated on a SONET interface.</i> <i>An attached customer edge router with interface sized to the service request will be included.</i>			
4	MPLS port, access and router off-net Transport service at minimum line rate of 10 Gbps (OC192)	Y		125004
	Bidder's Product Description: <i>OC192 MPLS service is delivered over off-net fiber optic facilities via an interconnect with an Integra contracted third party provider. The total bandwidth of 10.000 Gbps and is terminated on a SONET interface.</i> <i>An attached customer edge router with interface sized to the service request will be included.</i>			

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			
	Bidder's Product Description:		
2			
	Bidder's Product Description:		
3			
	Bidder's Product Description:		

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

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Transport Speeds

Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
1	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of one (1) Mbps	Y		126001
	Bidder's Product Description: <i>DS1 services delivered via HDSL2 or a special access T1 or an equivalent method are used for Ethernet delivery up to 10 Mbps. Bandwidth management is used to manage a line rate of 1 Mbps. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 1 Mbps will be included.</i>			
2	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of two (2) Mbps	Y		126002
	Bidder's Product Description: <i>DS1 services delivered via HDSL2 or a special access T1 or an equivalent method are used for Ethernet delivery up to 10 Mbps. Bandwidth management is used to manage a line rate of 2 Mbps. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 2 Mbps will be included.</i>			
3	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of three (3) Mbps	Y		126003
	Bidder's Product Description: <i>DS1 services delivered via HDSL2 or a special access T1 or an equivalent method are used for Ethernet delivery up to 10 Mbps. Bandwidth management is used to manage a line rate of 3 Mbps. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 3 Mbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
4	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of four (4) Mbps	Y		126004
	Bidder's Product Description: <i>DS1 services delivered via HDSL2 or a special access T1 or an equivalent method are used for Ethernet delivery up to 10 Mbps. Bandwidth management is used to manage a line rate of 4 Mbps. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 4 Mbps will be included.</i>			
5	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of five (5) Mbps	Y		126005
	Bidder's Product Description: <i>DS1 services delivered via HDSL2 or a special access T1 or an equivalent method are used for Ethernet delivery up to 10 Mbps. Bandwidth management is used to manage a line rate of 5 Mbps. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 5 Mbps will be included.</i>			
6	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of six (6) Mbps	Y		126006
	Bidder's Product Description: <i>DS1 services delivered via HDSL2 or a special access T1 or an equivalent method are used for Ethernet delivery up to 10 Mbps. Bandwidth management is used to manage a line rate of 6 Mbps. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 6 Mbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
7	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of seven (7) Mbps	Y		126007
	Bidder's Product Description: <i>DS1 services delivered via HDSL2 or a special access T1 or an equivalent method are used for Ethernet delivery up to 10 Mbps. Bandwidth management is used to manage a line rate of 7 Mbps. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 7 Mbps will be included.</i>			
8	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of eight (8) Mbps	Y		126008
	Bidder's Product Description: <i>DS1 services delivered via HDSL2 or a special access T1 or an equivalent method are used for Ethernet delivery up to 10 Mbps. Bandwidth management is used to manage a line rate of 8 Mbps. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 8 Mbps will be included.</i>			
9	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of nine (9) Mbps	Y		126009
	Bidder's Product Description: <i>DS1 services delivered via HDSL2 or a special access T1 or an equivalent method are used for Ethernet delivery up to 10 Mbps. Bandwidth management is used to manage a line rate of 9 Mbps. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 9 Mbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
10	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 10 Mbps	Y		126010
	Bidder's Product Description: <i>DS1 services delivered via HDSL2 or a special access T1 or an equivalent method are used for Ethernet delivery up to 10 Mbps. Bandwidth management is used to manage a line rate of 10 Mbps. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 10 Mbps will be included.</i>			
11	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 20 Mbps	Y		126011
	Bidder's Product Description: <i>DS3 or Resilient Ethernet Protocol fiber rings are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 20 Mbps. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 20 Mbps will be included.</i>			
12	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 30 Mbps	Y		126012
	Bidder's Product Description: <i>DS3 or Resilient Ethernet Protocol fiber rings are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 30 Mbps. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 30 Mbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
13	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 40 Mbps	Y		126013
	Bidder's Product Description: <i>DS3 or Resilient Ethernet Protocol fiber rings are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 40 Mbps. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 40 Mbps will be included.</i>			
14	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 50 Mbps	Y		126014
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 50 Mbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 50 Mbps will be included.</i>			
15	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 60 Mbps	Y		126015
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 60 Mbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 60 Mbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
16	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 70 Mbps	Y		126016
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 70 Mbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 70 Mbps will be included.</i>			
17	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 80 Mbps	Y		126017
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 80 Mbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 80 Mbps will be included.</i>			
18	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 90 Mbps	Y		126018
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 90 Mbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 90 Mbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
19	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 100 Mbps	Y		126019
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 100 Mbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 100 Mbps will be included.</i>			
20	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 150 Mbps	Y		126020
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 150 Mbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 150 Mbps will be included.</i>			
21	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 200 Mbps	Y		126021
	Bidder's Product Description: Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 200 Mbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 200 Mbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
22	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 250 Mbps	Y		126022
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 250 Mbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet or 1 Gbps UNI with SFP interface managed to a line rate of 250 Mbps will be included.</i>			
23	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 300 Mbps	Y		126023
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 300 Mbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet or 1 Gbps UNI with SFP interface managed to a line rate of 300 Mbps will be included.</i>			
24	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 400 Mbps	Y		126024
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 400 Mbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet or 1 Gbps UNI with SFP interface managed to a line rate of 400 Mbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
25	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 450 Mbps	Y		126025
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 450 Mbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet or 1 Gbps UNI with SFP interface managed to a line rate of 450 Mbps will be included.</i>			
26	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 500 Mbps	Y		126026
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 500 Mbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet or 1 Gbps UNI with SFP interface managed to a line rate of 500 Mbps will be included.</i>			
27	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 600 Mbps	Y		126027
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 600 Mbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet or 1 Gbps UNI with SFP interface managed to a line rate of 600 Mbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
28	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 700 Mbps	Y		126028
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 700 Mbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet or 1 Gbps UNI with SFP interface managed to a line rate of 700 Mbps will be included.</i>			
29	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 800 Mbps	Y		126029
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 800 Mbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet or 1 Gbps UNI with SFP interface managed to a line rate of 800 Mbps will be included.</i>			
30	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 900 Mbps	Y		126030
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 900 Mbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet or 1 Gbps UNI with SFP interface managed to a line rate of 900 Mbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
31	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 1 Gbps	Y		126031
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 1 Gbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet or 1 Gbps UNI with SFP interface managed to a line rate of 1 Gbps will be included.</i>			
32	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 2 Gbps	Y		126032
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 2 Gbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 2 Gbps will be included.</i>			
33	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 2.5 Gbps	Y		126033
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 2.5 Gbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 2.5 Gbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
34	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 3 Gbps	Y		126034
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 3 Gbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 3 Gbps will be included.</i>			
35	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 3.5 Gbps	Y		126035
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 3.5 Gbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 3.5 Gbps will be included.</i>			
36	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 4 Gbps	Y		126036
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 4 Gbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 4 Gbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
37	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 4.5 Gbps	Y		126037
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 4.5 Gbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 4.5 Gbps will be included.</i>			
38	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 5 Gbps	Y		126038
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 5 Gbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 5 Gbps will be included.</i>			
39	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 5.5 Gbps	Y		126039
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 5.5 Gbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 5.5 Gbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
40	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 6 Gbps	Y		126040
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 6 Gbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 6 Gbps will be included.</i>			
41	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 6.5 Gbps	Y		126041
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 6.5 Gbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 6.5 Gbps will be included.</i>			
42	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 7 Gbps	Y		126042
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 7 Gbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 7 Gbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
43	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 7.5 Gbps	Y		126043
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 7.5 Gbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 7.5 Gbps will be included.</i>			
44	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 8 Gbps	Y		126044
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 8 Gbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 8 Gbps will be included.</i>			
45	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 8.5 Gbps	Y		126045
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 8.5 Gbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 8.5 Gbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
46	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 9 Gbps	Y		126046
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 9 Gbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 9 Gbps will be included.</i>			
47	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 9.5 Gbps	Y		126047
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 9.5 Gbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 9.5 Gbps will be included.</i>			
48	MPLS port, access and router Ethernet on-net Transport service at minimum line rate of 10 Gbps	Y		126048
	Bidder's Product Description: <i>Resilient Ethernet Protocol fiber rings or dedicated fiber are used to deliver Ethernet services to the customer premise. Bandwidth management is used to manage a line rate of 10 Gbps. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 10 Gbps will be included.</i>			

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			
	Bidder's Product Description:		
2			
	Bidder's Product Description:		
3			
	Bidder's Product Description:		

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?		Bidder's Product Identifier
		Y	N	
1	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one (1) Mbps	Y		127001
	Bidder's Product Description: <i>DS1 services delivered via HDSL2 or a special access T1 or an equivalent method are used over 3rd party interconnects for Ethernet delivery. Bandwidth management is used to manage a line rate of 1 Mbps.</i> <i>Integra maintains private ENNI's with many providers that may also be used to extend network reach. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 1 Mbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
2	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of two (2) Mbps	Y		127002
	Bidder's Product Description: <i>DS1 services delivered via HDSL2 or a special access T1 or an equivalent method are used over 3rd party interconnects for Ethernet delivery. Bandwidth management is used to manage a line rate of 2 Mbps.</i> <i>Integra maintains private ENNI's with many providers that may also be used to extend network reach. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 2 Mbps will be included.</i>			
3	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of three (3) Mbps	Y		127003
	Bidder's Product Description: <i>DS1 services delivered via HDSL2 or a special access T1 or an equivalent method are used over 3rd party interconnects for Ethernet delivery. Bandwidth management is used to manage a line rate of 3 Mbps.</i> <i>Integra maintains private ENNI's with many providers that may also be used to extend network reach. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 3 Mbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
4	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of four (4) Mbps	Y		127004
	Bidder's Product Description: <i>DS1 services delivered via HDSL2 or a special access T1 or an equivalent method are used over 3rd party interconnects for Ethernet delivery. Bandwidth management is used to manage a line rate of 4 Mbps.</i> <i>Integra maintains private ENNI's with many providers that may also be used to extend network reach. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 4 Mbps will be included.</i>			
5	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of five (5) Mbps	Y		127005
	Bidder's Product Description: <i>DS1 services delivered via HDSL2 or a special access T1 or an equivalent method are used over 3rd party interconnects for Ethernet delivery. Bandwidth management is used to manage a line rate of 5 Mbps.</i> <i>Integra maintains private ENNI's with many providers that may also be used to extend network reach. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 5 Mbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
6	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of six (6) Mbps	Y		127006
	Bidder's Product Description: <i>DS1 services delivered via HDSL2 or a special access T1 or an equivalent method are used over 3rd party interconnects for Ethernet delivery. Bandwidth management is used to manage a line rate of 6 Mbps.</i> <i>Integra maintains private ENNI's with many providers that may also be used to extend network reach. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 6 Mbps will be included.</i>			
7	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of seven (7) Mbps	Y		127007
	Bidder's Product Description: <i>DS1 services delivered via HDSL2 or a special access T1 or an equivalent method are used over 3rd party interconnects for Ethernet delivery. Bandwidth management is used to manage a line rate of 7 Mbps.</i> <i>Integra maintains private ENNI's with many providers that may also be used to extend network reach. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 7 Mbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
8	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of eight (8) Mbps	Y		127008
	Bidder's Product Description: <i>DS1 services delivered via HDSL2 or a special access T1 or an equivalent method are used over 3rd party interconnects for Ethernet delivery. Bandwidth management is used to manage a line rate of 8 Mbps.</i> <i>Integra maintains private ENNI's with many providers that may also be used to extend network reach. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 8 Mbps will be included.</i>			
9	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of nine (9) Mbps	Y		127009
	Bidder's Product Description: <i>DS1 services delivered via HDSL2 or a special access T1 or an equivalent method are used over 3rd party interconnects for Ethernet delivery. Bandwidth management is used to manage a line rate of 9 Mbps.</i> <i>Integra maintains private ENNI's with many providers that may also be used to extend network reach. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 9 Mbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
10	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 10 Mbps	Y		127010
	Bidder's Product Description: <i>DS1 services delivered via HDSL2 or a special access T1 or an equivalent method are used over 3rd party interconnects for Ethernet delivery. Bandwidth management is used to manage a line rate of 10 Mbps.</i> <i>Integra maintains private ENNI's with many providers that may also be used to extend network reach. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. All MPLS products that are delivered to the customers premise via a dedicated access device are measured and monitored from the point of delivery across the entire network for end to end service measurement. The terminating electronics may change based on the specific access method on which the service is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 10 Mbps will be included.</i>			
11	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 20 Mbps	Y		127011
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 20 Mbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 20 Mbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
12	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 30 Mbps	Y		127012
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 30 Mbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 30 Mbps will be included.</i>			
13	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 40 Mbps	Y		127013
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 40 Mbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 40 Mbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
14	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 50 Mbps	Y		127014
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 50 Mbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 50 Mbps will be included.</i>			
15	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 60 Mbps	Y		127015
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 60 Mbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 60 Mbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
16	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 70 Mbps	Y		127016
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 70 Mbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 70 Mbps will be included.</i>			
17	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 80 Mbps	Y		127017
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 80 Mbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 80 Mbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
18	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 90 Mbps	Y		127018
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 90 Mbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 90 Mbps will be included.</i>			
19	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 100 Mbps	Y		127019
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 100 Mbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 100 Mbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
20	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 150 Mbps	Y		127020
	<p>Bidder's Product Description:</p> <p><i>Integra will provide the appropriate access method to satisfy the 150 Mbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i></p> <p><i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i></p> <p><i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 150 Mbps will be included.</i></p>			
21	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 200 Mbps	Y		127021
	<p>Bidder's Product Description:</p> <p><i>Integra will provide the appropriate access method to satisfy the 200 Mbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i></p> <p><i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i></p> <p><i>A customer edge router with a customer facing 10/100/1000base-T Ethernet interface managed to a line rate of 200 Mbps will be included.</i></p>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
22	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 300 Mbps	Y		127022
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 300 Mbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet or 1 Gbps UNI with SFP interface managed to a line rate of 300 Mbps will be included.</i>			
23	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 400 Mbps	Y		127023
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 400 Mbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet or 1 Gbps UNI with SFP interface managed to a line rate of 400 Mbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
24	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 450 Mbps	Y		127024
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 450 Mbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet or 1 Gbps UNI with SFP interface managed to a line rate of 450 Mbps will be included.</i>			
25	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 500 Mbps	Y		127025
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 500 Mbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet or 1 Gbps UNI with SFP interface managed to a line rate of 500 Mbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
26	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 600 Mbps	Y		127026
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 600 Mbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet or 1 Gbps UNI with SFP interface managed to a line rate of 600 Mbps will be included.</i>			
27	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 700 Mbps	Y		127027
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 700 Mbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet or 1 Gbps UNI with SFP interface managed to a line rate of 700 Mbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
28	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 800 Mbps	Y		127028
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 800 Mbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet or 1 Gbps UNI with SFP interface managed to a line rate of 800 Mbps will be included.</i>			
29	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of 900 Mbps	Y		127029
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 900 Mbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet or 1 Gbps UNI with SFP interface managed to a line rate of 900 Mbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
30	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 1 Gbps	Y		127030
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 1 Gbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10/100/1000base-T Ethernet or 1 Gbps UNI with SFP interface managed to a line rate of 1 Gbps will be included.</i>			
31	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 2 Gbps	Y		127031
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 2 Gbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 2 Gbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
32	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 2.5 Gbps	Y		127032
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 2.5 Gbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 2.5 Gbps will be included.</i>			
33	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 3 Gbps	Y		127033
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 3 Gbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 3 Gbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
34	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 3.5 Gbps	Y		127034
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 3.5 Gbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 3.5 Gbps will be included.</i>			
35	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 4 Gbps	Y		127035
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 4 Gbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 4 Gbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
36	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 4.5 Gbps	Y		127036
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 4.5 Gbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 4.5 Gbps will be included.</i>			
37	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 5 Gbps	Y		127037
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 5 Gbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 5 Gbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
38	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 5.5 Gbps	Y		127038
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 5.5 Gbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 5.5 Gbps will be included.</i>			
39	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 6 Gbps	Y		127039
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 6 Gbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 6 Gbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
40	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 6.5 Gbps	Y		127040
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 6.5 Gbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 6.5 Gbps will be included.</i>			
41	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 7 Gbps	Y		127041
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 7 Gbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 7 Gbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
42	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 7.5 Gbps	Y		127042
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 7.5 Gbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 7.5 Gbps will be included.</i>			
43	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 8 Gbps	Y		127043
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 8 Gbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 8 Gbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
44	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 8.5 Gbps	Y		127044
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 8.5 Gbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 8.5 Gbps will be included.</i>			
45	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 9 Gbps	Y		127045
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 9 Gbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 9Gbps will be included.</i>			

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Requirement		Bidder Agrees?		Bidder's Product Identifier
		Y	N	
46	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 9.5 Gbps	Y		127046
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 9.5 Gbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 9.5 Gbps will be included.</i>			
47	MPLS port, access and router Ethernet off-net Transport service at minimum line rate of one 10 Gbps	Y		127047
	Bidder's Product Description: <i>Integra will provide the appropriate access method to satisfy the 10 Gbps requirement. All off-net services can be provided via multiple access methods which do vary based on location and third party capabilities. These range from bonded TDM to direct fiber optic direct connections. Integra maintains private ENNI's with many providers and may also be used to extend network reach.</i> <i>All MPLS products are delivered to the customers premise via a dedicated access device which measures and monitors the circuit from the point of delivery across the entire network for end to end service measurement. The electronics may change based on the specific access method on which the product is offered.</i> <i>A customer edge router with a customer facing 10 Gbps UNI with SFP interface managed to a line rate of 10 Gbps will be included.</i>			

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

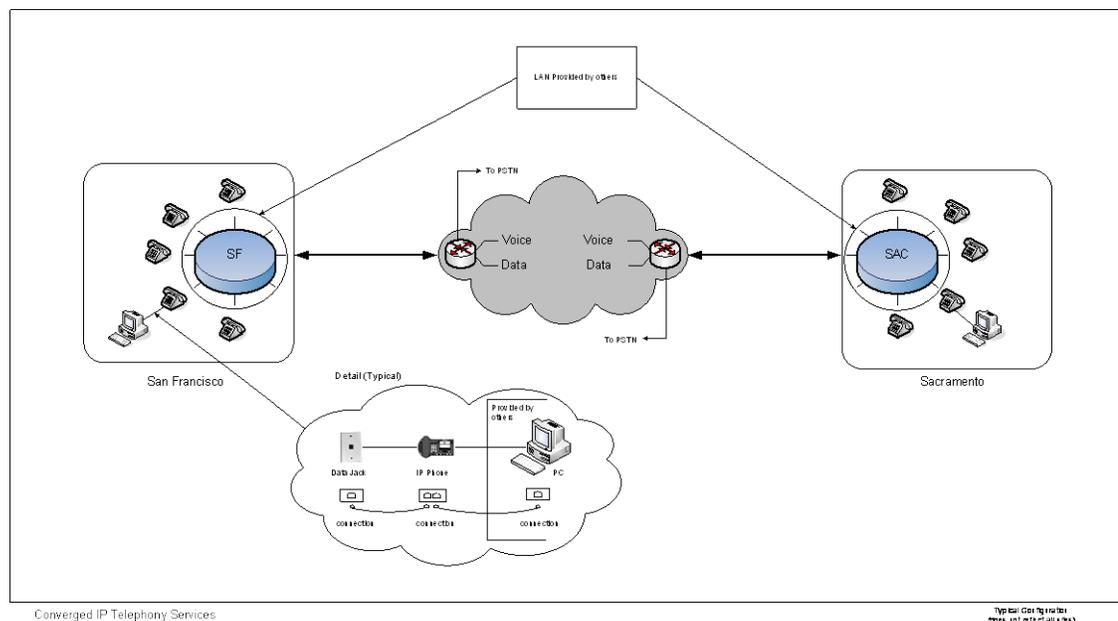
	Feature Name	Feature Description	Bidder's Product Identifier
1			
	Bidder's Product Description:		
2			
	Bidder's Product Description:		
3			
	Bidder's Product Description:		

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:



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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 *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, .dxf, .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:

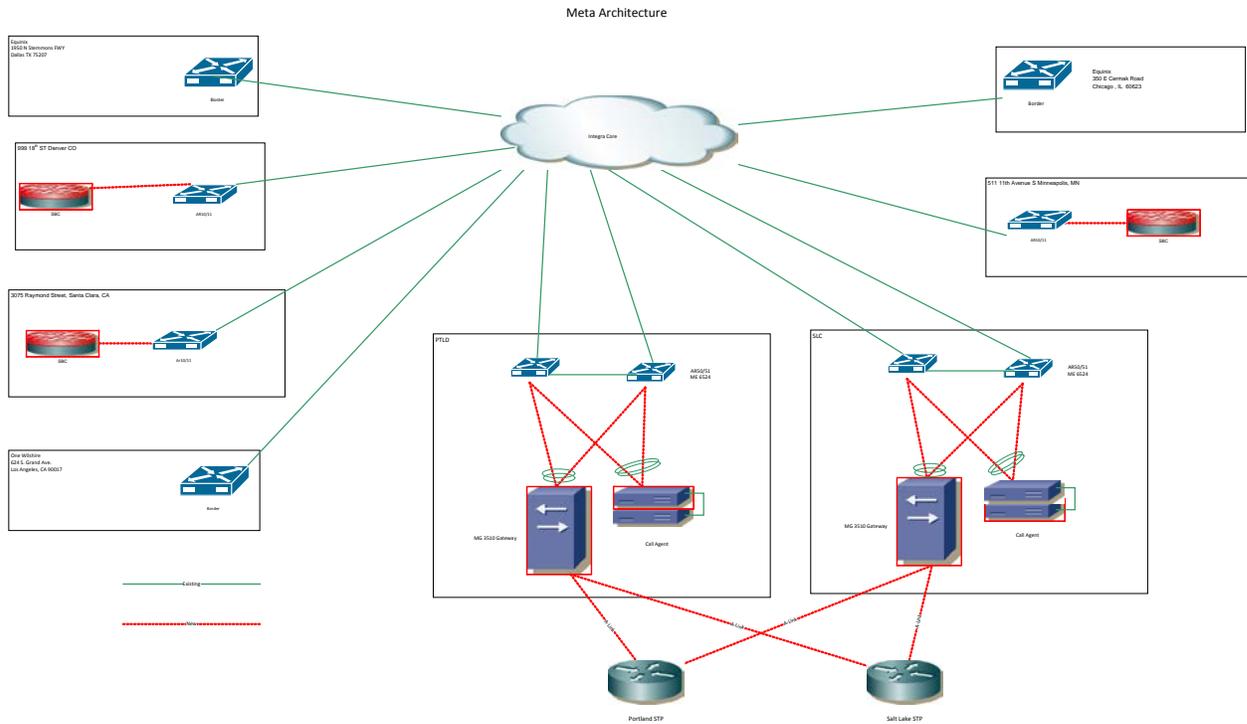
1. **Redundancy** – Having one (1) or more circuits/systems deployed in case of failure of the main circuits/systems, and;
2. **Diversity** – Backbone network paths and infrastructure offered in such a way as to minimize the chance of a single point of failure.

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 No

Embedded Soft Copy of Drawing (Optional):



Typical Converged VoIP Network Design for Integra’s Soft Switching Systems

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 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 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:

Integra Telecom provides 911 and E911 (Enhanced 911) call services that route end-users' emergency calls to the regional Selective Router, which acts as a tandem serving multiple answering points, and/or directly to the designated PSAP (Public Safety Answering Point) by dialing 911. Integra's 911/E911 trunks interconnect its central office switches with the 911/E911 network, and on to the selective routers and/or serving PSAPs. Integra provides access to emergency services for all line-side and trunk-side services for 911 call routing and maintains associated E911 database information. The E911 functionality allows emergency calls from different telephone numbers to be routed to the serving PSAP on the basis of the specific ANI (Automatic Number Identification) of the telephone used to place the call.

The E911 database provides the PSAP with the name and street address of the calling party. In turn, by way of ALI (Automatic Line identification) functionality, the subsequent E911 data exchange identifies and forwards the originating caller address and related information to a designated PSAP. Integra implements E911 data exchange standards with the serving E911 database administrators and the 911/E911 network as established by NENA (National Emergency Number Association).

Integra maintains one emergency response location in the E911 database per trunk group (i.e., a billing or main telephone number) for trunking services (i.e., ISDN/PRI or SIP) and one telephone number per line-side service, and maintains this information within the E911 database. If more than one emergency response location, per trunk group is required, such as for a PBX (Private Branch Exchange) station number, a PS/ALI (Private Switch Automatic/Location Identifier) solution must be implemented. Integra refers PS/ALI requests to 3rd party providers.

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

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	

Standard		Bidder Meets or Exceeds?	
		Y	N
13	Media Gateway Control Protocol (MGCP) IETF RFC 3435 when and where offered commercially by the Contractor	Y	
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:

Integra deploys VoIP systems with G.729 voice codecs enabled for standard deployments. G.711 can be enabled in special circumstances but it does not enjoy the network bandwidth efficiency that G.729 provides while still maintaining a high Mean Opinion Score.

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 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 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 with 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 No

1.2.3.1.16.2 Network Security

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

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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:

Integra hosted voice services (HVS) is configured to work across the MPLS data network as a converged VoIP service. All systems that make up the MPLS network are structured to seamlessly support converged voice and VoIP services as priority traffic with full interoperability.

Hosted Voice Service is a central office based service with media gateways and border controllers located in our California PoP's and connected to the IP backbone via link aggregation groups. There are multiple connections from the SBC's to the core of the backbone.

Integra has chosen Metaswitch (a division of Data Connection Ltd.) as the provider of our digital VoIP switches, media gateways and call agents. All Metaswitch's are connected to the network by dual Acme Packet 4500 SBC's which also act as SIP Proxies. The Metaswitch is composed of a Class-5 (switch) Call Feature Server (CFS) and an Extended Application Server (EAS). The EAS runs VMware which services all extended services offerings including web based portals. The EAS provides self-management portals including the station feature controls as well as administration management.

The Metaswitch has GR-303 trunks to traditional class-5 TDM switches for seamless connections to the legacy PSTN. A-links also connect to the SBC's for SIP to SS7 conversion. Integra owns and operates two STP's (Switch Transfer Points) and a complete SS7 network.

In the LAN Integra will provide a site gateway capable of providing both voice and data as described in the States request. This gateway will properly prioritize IP packets marked as voice (EF) by the individual telephone instruments. Integra provides a full catalog of VoIP handsets as part of the service.

There is total transparency between the hosted voice network and all other VoIP and traditional TDM voice services. No additional charges will apply as described in the SIP calling plans.

All systems and hardware necessary to support the handsets are included in the per seat price and includes a local power supply if required.

Hosted voice service has a full set of user and system features available as detailed in other sections of this document.

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	

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Converged VoIP Basic Call Package Features		Bidder Meets or Exceeds?	
		Y	N
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	
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	
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	

Converged VoIP Basic Call Package Features		Bidder Meets or Exceeds?	
		Y	N
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:

Integra's Hosted Voice Service (HVS) offers customers a cloud-based phone service that provides Private Branch Exchange (PBX) and Centrex-like voice and messaging features. For the question in item 3 above the maximum of paths is 8 targets.

Additional features included at no charge are:

- Call Waiting ID; if the phone has a display, the called party can see the calling ID of a second call while the telephone is in use.*
- Paging through the telephones; if a phone has a speaker, the system can be programed to allow general paging over the internal speakers*
- Overhead paging; if an overhead paging system exists the system allows selection of that method of paging through a paging trunk interface*
- Music and/or message on hold; assuming the Customer has a source for a paging trunk*
- SMDR record; the system can generate an immediate SMDR record for any call.*
- Twining; simultaneous ringing of 2 phones including a cell phone which allows the called party to pick up the call at either phone. Once answered the call can switched between the two phones with a single button without interrupting the caller.*
- Key system emulation*
- Bridged Line Appearance or Common Button; A feature button or line button can be placed on all phones at the same time for common use.*
- Single number Faxing*
- Do Not Disturb*

Customers have the flexibility to manage voice features from any location through a simple and secure web portal that is supplied at no additional charge.

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 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 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 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 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 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?		Bidder's Product Identifier
			Y	N	
	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		128001
1	Bidder's Product Description: <i>Integra offers the Polycom Sound Point 650 and/or the VVX 500 to meet the specifications and features noted in 1.2.3.2.4.1 and 1.2.3.2.3. Included is an 8 conductor Ethernet mounting cable with 8C8P RJ 45 plugs on both ends wired to TAI/EIA-568-B specifications.</i> <i>The Sound Point 650 has 4 programmable soft keys and 6 programmable hard keys as a single line handset. The VVX 500 has 12 soft keys that can be programed as features or line appearances. Both handsets meet all requirements of 1.2.1.2.4.1</i>				

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	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
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		128002
	Bidder's Product Description: <i>I Integra offers the Polycom VVX 500 to meet the specifications and features notes in 1.2.3.2.4.2 and 1.2.3.2.3. Included is an 8 conductor Ethernet mounting cable with 8C8P RJ 45 plugs on both ends wired to TAI/EIA-568-B specifications.</i> <i>The VVX 500 has 12 soft keys that can be programed as features or line appearances. The handset meets all requirements of 1.2.1.2.4.2</i>				
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		128003
	Bidder's Product Description: <i>Integra offers the Polycom VV X500 to fit the specifications and features notes in 1.2.3.2.4.3 and 1.2.3.2.3. Included is an 8 conductor Ethernet mounting cable with 8C8P RJ 45 plugs on both ends wired to TAI/EIA-568-B specifications.</i> <i>The VVX 500 has 12 soft keys that can be programed as features or line appearances. It has two 10/100/1000base-T Ethernet network interfaces and meets all requirements of 1.2.1.2.4.3.</i>				

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	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
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		128004
	Bidder's Product Description: <i>Integra will provide the Polycom VVX 500 with up to 3 VVX expansion Modules (monochrome) or alternately, Sound Point 650 or 670 with a maximum of 3 expansion modules (monochrome) display per handset. The handset meets all specifications of 1.2.1.2.4.4. Included is an 8 conductor Ethernet mounting cable with 8C8P RJ 45 plugs on both ends wired to TAI/EIA-568-B specifications.</i>				
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		128005
	Bidder's Product Description: <i>Integra offers a Polycom Sound Station IP 7000 converged VOIP SIP-Based IP Conference Phone that meets all specifications of 1.2.1.2.4.5. Included is an 8 conductor Ethernet mounting cable with 8C8P RJ 45 plugs on both ends wired to TAI/EIA-568-B specifications.</i>				
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		128006
	Bidder's Product Description: <i>Integra offers a Polycom Sound Station IP 7000 converged VOIP SIP-Based IP Conference Phone and two external expansion microphones that meets all specifications of 1.2.1.2.4.6. Included is an 8 conductor Ethernet mounting cable with 8C8P RJ 45 plugs on both ends wired to TAI/EIA-568-B specifications.</i>				

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	<i>Polycom VVX Expansion Module Upgrade</i>	<i>Advanced call handling capabilities and help boost telephone attendant productivity</i>	128008
	<p>Bidder's Product Description:</p> <p><i>Side car expansion module to the VVX 600 that adds 40 programmable buttons as lines, busy lamp fields or feature buttons. A maximum of 3 sidecars can be added to a VVX 500 or VVX 600 IP handset. Each sidecar includes:</i></p> <ul style="list-style-type: none"> <i>• 4.3" TFT (480 x 272) LCD screen (monochrome)</i> <i>• 40 illuminated bi-color programmable line keys</i> <i>• 3 Page View soft keys to access additional contacts</i> <p><i>This is an optional slide-in module for the VVX 500 or 600 handsets. There is a monthly upcharge for this option. This is an upcharge to the standard converged VoIP service package.</i></p>		
2	<i>Polycom VVX Color Expansion Module Upgrade</i>	<i>Expansion Module with advanced call handling capabilities and help boost telephone attendant productivity</i>	128009
	<p>Bidder's Product Description:</p> <p><i>Side car expansion module to the VVX 600 that adds 40 programmable buttons as lines, busy lamp fields or feature buttons. A maximum of 3 sidecars can be added to a VVX 500 or VVX 600 IP handset. Each sidecar includes:</i></p> <ul style="list-style-type: none"> <i>• 4.3" TFT (480 x 272) LCD screen (color)</i> <i>• 40 illuminated bi-color programmable line keys</i> <i>• 3 Page View soft keys to access additional contacts</i> <p><i>This is an optional slide-in module for the VVX 600 handsets. There is a monthly upcharge for this option. This is an upcharge to the standard converged VoIP handset service package.</i></p>		
3	<i>Polycom VVX Camera Upgrade</i>	<i>Color camera adds a video conferencing capability to any VVX 500 or VVX 600 IP handset.</i>	128010

	Feature Name	Feature Description	Bidder's Product Identifier
		<p>Bidder's Product Description:</p> <p><i>Add on camera that plugs into the existing port on the top of any VVX 500 or VVX 600 IP handset.</i></p> <p><i>This is an optional slide-in module for the VVX 500 or 600 handsets. There is a monthly upcharge for this option. This is an upcharge to the standard converged VoIP handset service package.</i></p>	

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:

As part of the project management and implementation service included with the Integra voice product, site surveys will be conducted. Integra will inspect the existing cable plant to determine its capability to support HVS. Integra will provide the Customer a written report indicating any corrections required to bring the LAN cabling and infrastructure into compliance with the (HVS) design. This includes the ability of the existing network to carry VoIP traffic, wiring compatibility, bandwidth recommendations, power requirements including power over Ethernet requirements should the Customer wish to upgrade their switches, firewall and or gateway requirements, and E911 management.

Cabling requirements for VoIP services are to identify where Cat5 twister pair cable is capable of carrying VoIP traffic and does not exceed 100 meters in length from any switch port that services the cable or is otherwise impeded. The survey will also identify required upgrades needed to support HVS. RJ48 plugs and jacks will be checked for 568B wiring unless otherwise required. Test probes will be connected to the LAN cables at both ends to validate the cables capability and will noted in the site survey report as to whether it needs upgrading or is sufficient for installation.

Once the Customer as met the design requirements, installation can proceed.

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.

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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 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 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:

For Integra's hosted voice service, as an option, an additional premise-based PSTN Gateway will be installed to provide an alternative path for calls to take should there be a network failure. The gateway can except 2 wire PSTN loops and provide a survivable path for callers to use in the event of network failure.

Network telemetry provides alarms and reports network anomalies to the Network Control Center. The alarm will be acted upon by our Network Control Center. If the alarm indicates a circuit failure, an alarm notification will be sent to the customer as detailed below.

Integra Automatic Alarm Notification:

Integra will provide Network Notification Service (NNS) which is a proactive customer-specific circuit monitoring and notification service. Notification will be provided by electronics means to one or all of the following:

CALNET 3 CMO / Customer of record Email address (es) as stored in our customer contact database.

CALNET 3 CMO / Customer of record SMS text message to the SMS portal as stored in our customer contact database.

Upon detection of a network failure, Integra's Network Operations Center generates a proactive ticket after validating the event and determining it to be service affecting within 15 minutes of alarm notification.

Once the ticket is created, status updates are sent to the customer notification list (above) via the NNS response profile on a timed basis (hourly, ½ hour, ¼ hour as customer requests) as well as when a change-of-state occurs and new information is available.

Trouble ticket status is also available via the Integra Customer Care website (IntegraCare). At the conclusion of the event, a final all-clear message is sent.

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 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 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 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 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 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?		Bidder's Product Identifier
			Y	N	
1	Converged VoIP Site Survivability Network Failure	Site survivability option	Y		129001
	Bidder's Product Description: <i>Integra will provide an option to replace the premise based router (Site gateway) with a more sophisticated unit that is capable of monitoring the access link and should it fail, this enhanced router will terminate up to 10 concurrent outgoing calls to the PSTN. Upon failure detection of the access link, our hub based gateway will sense the access link failure and re-direct all incoming calls to the customer specified targets. The hub based media call agent will signal our fault management system and report the failure of the access link to our network control center for restoral action.</i>				
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		129002
	Bidder's Product Description: <i>These assessments includes validation of the inside wiremap, as well as inside wire testing that certifies cable grading, attenuation, electrical loop resistance and impedance. In a re-test, a fully comprehensive physical plant assessment is performed to validate all aspects of service delivery from the point of outside facility demarcation, to the end VoIP telephony device supported and maintained by Integra. These assessments includes validation of the inside wiremap relevant to the Integra supported VoIP telephony services design, as well as inside wire testing that certifies cable grading, attenuation, electrical loop resistance, and impedance.</i>				
3	Converged VoIP Block of 20 Additional Direct Inward Dialing (DID) Number Reservation	Block of 20 DID numbers held in reservation.	Y		129003
	Bidder's Product Description: <i>Integra's Hosted Voice Service supports reserved telephone number blocks in increments of 20. Total percent of reserved vs. active telephone numbers are managed and supported by Integra in conformance with FCC Code of Federal Regulations (CFR) for reserved and aging number requirements.</i>				
4	Converged VoIP Web-Based Attendant Console	Enables a subscriber (e.g., receptionist) to monitor a configurable set of subscribers	Y		129004

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	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
	Bidder's Product Description: <i>The Converged VoIP Web-Based Attendant Console (called PhoneEasy IP Console) incorporates a reliable and telephony grade PC-based attendant console, including LED's for simulated Busy Lamps. The IP Console supports user defined workgroups, multiple internal, external, or emergency directories, and full line state monitoring of active calls within a defined workgroup. Full call parking, call forwarding, and traditional transfer and release functions are supported from within the IP Console user interface.</i>				
	Converged VoIP Additional Line Appearance	Additional line appearances for multi-line handsets.	Y		129005
5	Bidder's Product Description: <i>Additional line appearances can be configured to the maximum supported by a given IP handsets as described in section 1.2.3.2.4 at no additional charge. These lines can be configured to support more than one call at a time for one or more telephone numbers assigned to that telephone handset. Line appearances can be shared to allow a phone to view the current status of a line between multiple phones (to provide Key System Emulation). This feature is sometimes called Shared Call Appearance, Bridged Line Appearance or Bridged Call Appearance.</i>				
	Converged VoIP Analog and Facsimile Support	Analog device or facsimile support	Y		129006
6	Bidder's Product Description: <i>Integra's Hosted Voice manages fax transmission via native SIP. Fax calls will be negotiated using T.38 when available otherwise, negotiated at G.711 (default) when T.38 is not available. There is no limit to the number of simultaneous T.38 fax calls as long as customer has adequate bandwidth.</i>				

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	Bidder's Product Description:		
2	Bidder's Product Description:		
3	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 No

1.2.3.4.2 Converged VoIP Off-Net Calling

The Contractor 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 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 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?		Bidder’s Product Identifier
			Y	N	
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		130001
Bidder’s Product Description: <i>This functionality is part of Integra’s standard service offering.</i>					

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			
	Bidder's Product Description:		
2			
	Bidder's Product Description:		
3			
	Bidder's Product Description:		

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 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.

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Bidder understands the requirement and shall meet or exceed it? Yes *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 *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?		Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
		Y	N			
1	Brazil:	Y		131001	131301	131601
2	Canada:	Y		131002	131302	131602
3	China:	Y		131003	131303	131603
4	France:	Y		131004	131304	131604
5	Germany:	Y		131005	131305	131605
6	Israel:	Y		131006	131306	131606
7	Italy:	Y		131007	131307	131607
8	Japan:	Y		131008	131308	131608
9	Korea:	Y		131009	131309	131609
10	Mexico:	Y		131010	131310	131610
11	Spain:	Y		131011	131311	131611
12	Switzerland:	Y		131012	131312	131612
13	United Kingdom:	Y		131013	131313	131613

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	Tier 1: International Long Distance - Landline - Belgium, Netherlands, , Hong Kong, Ireland, , Norway, , Sweden, , Australia, Denmark, Liechtenstein, , Monaco, Austria, Poland, Chile, Dominican Republic, Finland, Luxembourg, , Georgia, Malawi, New Zealand, Portugal, Slovenia, Croatia, Iceland, Malta, Taiwan, Bermuda, Czech Republic, Malaysia, Brunei, Cyprus, Estonia, Hungary, Singapore, Bulgaria, San Marino, Slovakia, South Africa, American Samoa, Bahamas, Gibraltar, Lesotho, Moldova, Beijing, Indonesia, , Venezuela, Zimbabwe	131014	131014	N/A

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	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
2	Tier 1: International Long Distance - Mobile - Belgium, Netherlands, Hong Kong, Ireland, Norway, Sweden, Australia, Denmark, Liechtenstein, Monaco, Austria, Poland, Chile, Dominican Republic, Finland, Luxembourg, Georgia, Malawi, New Zealand, Portugal, Slovenia, Croatia, Iceland, Malta, Taiwan, Bermuda, Czech Republic, Malaysia, Brunei, Cyprus, Estonia, Hungary, Singapore, Bulgaria, San Marino, Slovakia, South Africa, American Samoa, Bahamas, Gibraltar, Lesotho, Moldova, Indonesia, Venezuela, Zimbabwe	N/A	N/A	131614

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	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
3	Tier 2: International Long Distance - Landline - Botswana, El Salvador, French Antilles, Guadeloupe, Thailand, Andorra, Cali, Cayman Islands, Colombia, Romania, Russia, Ukraine, Union Island, Yugoslavia/Serbia, Argentina, , Faroe Islands, Macao, Namibia, St Pierre, Turkey, Costa Rica, Peru, Uganda, Albania, Morocco, Sudan, Uzbekistan, Belarus, British Virgin Islands, Ghana, Guatemala, Gabon, Trinidad & Tobago, Liberia, Uruguay, Benin, French Guiana, Guinea, Lithuania, Netherlands Antilles, Bosnia & Herzegovina, Burkina Faso, Jordan, Kazakhstan, Suriname, Tunisia, Aruba, Bhutan, Dominica, Libya, Manila, Mozambique, Philippines, Swaziland, Belize, Nicaragua, St Kitts, Bolivia, Ecuador, Kuwait, Kyrgyzstan, Macedonia, Paraguay, St Lucia, Tajikistan, Turkmenistan, Turks/Caicos Islands, Congo, Panama, Zambia, Haiti, Jamaica, Lebanon, Reunion Island, Tanzania, Zanzibar, Grenada, Latvia, St Vincent, Maldives, Rwanda, Senegal, Algeria, Antigua, , India, Togo	131015	131015	N/A

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	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
4	Tier 2: International Long Distance - Mobile - Botswana, El Salvador, French Antilles, Guadeloupe, Thailand, Andorra, Bogota, Cali, Cayman Islands, Colombia, Romania, Russia, Ukraine, Union Island, Yugoslavia/Serbia, Argentina, Faroe Islands, Macao, Namibia, St Pierre, Turkey, Costa Rica, Peru, Uganda, Albania, Morocco, Sudan, Uzbekistan, Belarus, British Virgin Islands, Ghana, Guatemala, Gabon, Trinidad & Tobago, Liberia, Uruguay, Benin, French Guiana, Guinea, Lithuania, Netherlands Antilles, Bosnia & Herzegovina, Burkina Faso, Jordan, Kazakhstan, Suriname, Tunisia, Aruba, Bhutan, Dominica, Libya, Manila, Mozambique, Philippines, Swaziland, Belize, Nicaragua, St Kitts, Bolivia, Ecuador, Kuwait, Kyrgyzstan, Macedonia, Paraguay, St Lucia, Tajikistan, Turkmenistan, Turks/Caicos Islands, Congo, Panama, Zambia, Haiti, Jamaica, Lebanon, Reunion Island, Tanzania, Zanzibar, Grenada, Latvia, St Vincent, Maldives, Rwanda, Senegal, Algeria, Antigua, , India, Togo	N/A	N/A	131615
5				
6				

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	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
7				
8				
9				
10				

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	

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Converged VoIP Basic Call Package Features		Bidder Meets or Exceeds?	
		Y	N
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	
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?		Bidder's Unique Identifier
			Y	N	
1	Converged VoIP Voice Mail	Minimum feature requirements as listed in Table 1.2.3.5.a	Y		132001
<p>Bidder's Product Description:</p> <p><i>Integra's voice mail platform provides the following features:</i></p> <ul style="list-style-type: none"> • <i>Message limit greater than 2 minutes</i> • <i>Message review, including skip back or ahead</i> • <i>Message saving and erasing</i> • <i>Erased message retrieval before call is ended</i> • <i>Messaging forwarding to another voice mailbox in the system with the ability to append additional comments</i> • <i>Message sending</i> • <i>Password protection</i> • <i>Personalized greetings (both permanent and temporary)</i> • <i>Message waiting indicator signal received at workstation within one (1) minute</i> • <i>Remote access capability from any telephone location on or off net</i> • <i>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</i> • <i>Web based End-User administration software</i> • <i>Ability to integrate with Unified Messaging applications with no hardware modification</i> <p><i>Our Platform is capable of all features described above.</i></p>					

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
1			
	Bidder's Product Description:		
2			
	Bidder's Product Description:		
3			
	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 No

1.2.3.6.2 Additional Commercially Available Areas

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 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

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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

	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
1	Adelanto		N		N
2	Agoura Hills		N		N
3	Alameda		N		N
4	Albany		N		N
5	Alhambra		N		N
6	Aliso Viejo		N		N
7	Alturas		N		N
8	Amador		N		N
9	American Canyon		N		N
10	Anaheim		N		N
11	Anderson		N		N
12	Angels Camp		N		N
13	Antioch		N		N
14	Apple Valley		N		N
15	Arcadia		N		N
16	Arcata		N		N
17	Arroyo Grande		N		N
18	Artesia		N		N
19	Arvin		N		N
20	Atascadero		N		N
21	Atherton		N		N
22	Atwater		N		N
23	Auburn		N		N
24	Avalon		N		N
25	Avenal		N		N
26	Azusa		N		N
27	Bakersfield		N		N
28	Baldwin Park		N		N

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	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
29	Banning		N		N
30	Barstow		N		N
31	Beaumont		N		N
32	Bell		N		N
33	Bell Gardens		N		N
34	Bellflower		N		N
35	Belmont		N		N
36	Belvedere		N		N
37	Benicia		N		N
38	Berkeley		N		N
39	Beverly Hills		N		N
40	Big Bear Lake		N		N
41	Biggs		N		N
42	Bishop		N		N
43	Blue Lake		N		N
44	Blythe		N		N
45	Bradbury		N		N
46	Brawley		N		N
47	Brea		N		N
48	Brentwood		N		N
49	Brisbane		N		N
50	Buellton		N		N
51	Buena Park		N		N
52	Burbank		N		N
53	Burlingame		N		N
54	Calabasas		N		N
55	Calexico		N		N
56	California City		N		N
57	Calimesa		N		N
58	Calipatria		N		N
59	Calistoga		N		N
60	Camarillo		N		N
61	Campbell		N		N
62	Canyon Lake		N		N
63	Capitola		N		N

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	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
64	Carlsbad		N		N
65	Carmel-By-The-Sea		N		N
66	Carpinteria		N		N
67	Carson		N		N
68	Cathedral City		N		N
69	Ceres		N		N
70	Cerritos		N		N
71	Chico		N		N
72	Chino		N		N
73	Chino Hills		N		N
74	Chowchilla		N		N
75	Chula Vista		N		N
76	Citrus Heights	Y		Y	
77	Claremont		N		N
78	Clayton		N		N
79	Clearlake		N		N
80	Cloverdale		N		N
81	Coachella		N		N
82	Coalinga		N		N
83	Colfax		N		N
84	Colma		N		N
85	Colton		N		N
86	Colusa		N		N
87	Commerce		N		N
88	Compton		N		N
89	Concord		N		N
90	Corcoran		N		N
91	Corning		N		N
92	Corona		N		N
93	Coronado		N		N
94	Corte Madera		N		N
95	Costa Mesa		N		N
96	Cotati	Y		Y	
97	Covina		N		N

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	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
98	Crescent City		N		N
99	Cudahy		N		N
100	Culver City		N		N
101	Cupertino		N		N
102	Cypress		N		N
103	Daly City		N		N
104	Dana Point		N		N
105	Danville		N		N
106	Davis		N		N
107	Del Mar		N		N
108	Del Rey Oaks		N		N
109	Delano		N		N
110	Desert Hot Springs		N		N
111	Diamond Bar		N		N
112	Dinuba		N		N
113	Dixon		N		N
114	Dorris		N		N
115	Dos Palos		N		N
116	Downey		N		N
117	Duarte		N		N
118	Dublin		N		N
119	Dunsmuir		N		N
120	East Palo Alto		N		N
121	El Cajon		N		N
122	El Centro		N		N
123	El Cerrito		N		N
124	El Monte		N		N
125	El Paso De Robles		N		N
126	El Segundo		N		N
127	Elk Grove	Y		Y	
128	Emeryville		N		N
129	Encinitas		N		N
130	Escalon		N		N
131	Escondido		N		N
132	Etna		N		N

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	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
133	Eureka		N		N
134	Exeter		N		N
135	Fairfax		N		N
136	Fairfield		N		N
137	Farmersville		N		N
138	Ferndale		N		N
139	Fillmore		N		N
140	Firebaugh		N		N
141	Folsom	Y		Y	
142	Fontana		N		N
143	Fort Bragg		N		N
144	Fort Jones		N		N
145	Fortuna		N		N
146	Foster City		N		N
147	Fountain Valley		N		N
148	Fowler		N		N
149	Fremont		N		N
150	Fresno		N		N
151	Fullerton		N		N
152	Galt		N		N
153	Garden Grove		N		N
154	Gardena		N		N
155	Gilroy		N		N
156	Glendale		N		N
157	Glendora		N		N
158	Goleta		N		N
159	Gonzales		N		N
160	Grand Terrace		N		N
161	Grass Valley		N		N
162	Greenfield		N		N
163	Gridley		N		N
164	Grover Beach		N		N
165	Guadalupe		N		N
166	Gustine		N		N
167	Half Moon Bay		N		N

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	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
168	Hanford		N		N
169	Hawaiian Gardens		N		N
170	Hawthorne		N		N
171	Hayward		N		N
172	Healdsburg		N		N
173	Hemet		N		N
174	Hercules		N		N
175	Hermosa Beach		N		N
176	Hesperia		N		N
177	Hidden Hills		N		N
178	Highland		N		N
179	Hillsborough		N		N
180	Hollister		N		N
181	Holtville		N		N
182	Hughson		N		N
183	Humboldt		N		N
184	Huntington Beach		N		N
185	Huntington Park		N		N
186	Huron		N		N
187	Imperial		N		N
188	Imperial Beach		N		N
189	Indian Wells		N		N
190	Indio		N		N
191	Industry		N		N
192	Inglewood		N		N
193	Inyo		N		N
194	lone		N		N
195	Irvine		N		N
196	Irwindale		N		N
197	Isleton		N		N
198	Jackson		N		N
199	Kerman		N		N
200	Kern		N		N
201	King City		N		N
202	Kings		N		N

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	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
203	Kingsburg		N		N
204	La Canada Flintridge		N		N
205	La Habra		N		N
206	La Habra Heights		N		N
207	La Mesa		N		N
208	La Mirada		N		N
209	La Palma		N		N
210	La Puente		N		N
211	La Quinta		N		N
212	La Verne		N		N
213	Lafayette		N		N
214	Laguna Beach		N		N
215	Laguna Hills		N		N
216	Laguna Niguel		N		N
217	Laguna Woods		N		N
218	Lake		N		N
219	Lake Elsinore		N		N
220	Lake Forest		N		N
221	Lakeport		N		N
222	Lakewood		N		N
223	Lancaster		N		N
224	Larkspur		N		N
225	Lassen		N		N
226	Lathrop		N		N
227	Lawndale		N		N
228	Lemon Grove		N		N
229	Lemoore		N		N
230	Lincoln		N		N
231	Lindsay		N		N
232	Live Oak		N		N
233	Livermore		N		N
234	Livingston		N		N
235	Lodi		N		N
236	Loma Linda		N		N

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	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
237	Lomita		N		N
238	Lompoc		N		N
239	Long Beach		N		N
240	Loomis		N		N
241	Los Alamitos		N		N
242	Los Altos		N		N
243	Los Altos Hills		N		N
244	Los Angeles	Y		Y	
245	Los Banos		N		N
246	Los Gatos		N		N
247	Loyalton		N		N
248	Lynwood		N		N
249	Madera		N		N
250	Malibu		N		N
251	Mammoth Lakes		N		N
252	Manhattan Beach		N		N
253	Manteca		N		N
254	Maricopa		N		N
255	Marina		N		N
256	Martinez		N		N
257	Marysville		N		N
258	Maywood		N		N
259	Mcfarland		N		N
260	Mendota		N		N
261	Menlo Park		N		N
262	Merced		N		N
263	Mill Valley		N		N
264	Millbrae		N		N
265	Milpitas	Y		Y	
266	Mission Viejo		N		N
267	Modesto		N		N
268	Monrovia		N		N
269	Montague		N		N
270	Montclair		N		N
271	Monte Sereno		N		N

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	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
272	Montebello		N		N
273	Monterey		N		N
274	Monterey Park		N		N
275	Moorpark		N		N
276	Moraga		N		N
277	Moreno Valley		N		N
278	Morgan Hill		N		N
279	Morro Bay		N		N
280	Mount Shasta		N		N
281	Mountain View		N		N
282	Murrieta		N		N
283	Napa		N		N
284	National City		N		N
285	Needles		N		N
286	Nevada City		N		N
287	Newark		N		N
288	Newman		N		N
289	Newport Beach		N		N
290	Norco		N		N
291	Norwalk		N		N
292	Novato		N		N
293	Oakdale		N		N
294	Oakland	Y		Y	
295	Oakley		N		N
296	Oceanside		N		N
297	Ojai		N		N
298	Ontario		N		N
299	Orange		N		N
300	Orange Cove		N		N
301	Orinda		N		N
302	Orland		N		N
303	Oroville		N		N
304	Oxnard		N		N
305	Pacific Grove		N		N
306	Pacifica		N		N

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	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
307	Palm Desert		N		N
308	Palm Springs		N		N
309	Palmdale		N		N
310	Palo Alto	Y		Y	
311	Palos Verdes Estates		N		N
312	Paradise		N		N
313	Paramount		N		N
314	Parlier		N		N
315	Pasadena		N		N
316	Patterson		N		N
317	Perris		N		N
318	Petaluma	Y		Y	
319	Pico Rivera		N		N
320	Piedmont		N		N
321	Pinole		N		N
322	Pismo Beach		N		N
323	Pittsburg		N		N
324	Placentia		N		N
325	Placerville		N		N
326	Pleasant Hill		N		N
327	Pleasanton	Y		Y	
328	Plymouth		N		N
329	Point Arena		N		N
330	Pomona		N		N
331	Port Hueneme		N		N
332	Porterville		N		N
333	Portola		N		N
334	Portola Valley		N		N
335	Poway		N		N
336	Rancho Cordova	Y		Y	
337	Rancho Cucamonga		N		N
338	Rancho Mirage		N		N
339	Rancho Palos Verdes		N		N

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	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
340	Rancho Santa Margarita		N		N
341	Red Bluff		N		N
342	Redding		N		N
343	Redlands		N		N
344	Redondo Beach		N		N
345	Redwood City		N		N
346	Reedley		N		N
347	Rialto		N		N
348	Richmond		N		N
349	Ridgecrest		N		N
350	Rio Dell		N		N
351	Rio Vista		N		N
352	Ripon		N		N
353	Riverbank		N		N
354	Riverside		N		N
355	Rocklin		N		N
356	Rohnert Park	Y		Y	
357	Rolling Hills		N		N
358	Rolling Hills Estates		N		N
359	Rosemead		N		N
360	Roseville		N		N
361	Ross		N		N
362	Sacramento	Y		Y	
363	Salinas		N		N
364	San Anselmo		N		N
365	San Bernardino		N		N
366	San Bruno		N		N
367	San Buenaventura		N		N
368	San Carlos		N		N
369	San Clemente		N		N
370	San Diego	Y		Y	
371	San Dimas		N		N
372	San Fernando		N		N
373	San Francisco	Y		Y	

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	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
374	San Gabriel		N		N
375	San Jacinto		N		N
376	San Joaquin		N		N
377	San Jose	Y		Y	
378	San Juan Bautista		N		N
379	San Juan Capistrano		N		N
380	San Leandro		N		N
381	San Luis Obispo		N		N
382	San Marcos		N		N
383	San Marino		N		N
384	San Mateo		N		N
385	San Pablo		N		N
386	San Rafael	Y		Y	
387	San Ramon		N		N
388	Sand City		N		N
389	Sanger		N		N
390	Santa Ana		N		N
391	Santa Barbara		N		N
392	Santa Clara	Y		Y	
393	Santa Clarita		N		N
394	Santa Cruz		N		N
395	Santa Fe Springs		N		N
396	Santa Maria		N		N
397	Santa Monica		N		N
398	Santa Paula		N		N
399	Santa Rosa	Y		Y	
400	Santee		N		N
401	Saratoga		N		N
402	Sausalito		N		N
403	Scotts Valley		N		N
404	Seal Beach		N		N
405	Seaside		N		N
406	Sebastopol		N		N
407	Selma		N		N

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	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
408	Shafter		N		N
409	Shasta Lake		N		N
410	Sierra Madre		N		N
411	Signal Hill		N		N
412	Simi Valley		N		N
413	Solana Beach		N		N
414	Soledad		N		N
415	Solvang		N		N
416	Sonoma		N		N
417	Sonora		N		N
418	South El Monte		N		N
419	South Gate		N		N
420	South Lake Tahoe		N		N
421	South Pasadena		N		N
422	South San Francisco		N		N
423	St Helena		N		N
424	Stanton		N		N
425	Stockton		N		N
426	Suisun City		N		N
427	Sunnyvale	Y		Y	
428	Susanville		N		N
429	Sutter Creek		N		N
430	Taft		N		N
431	Tehachapi		N		N
432	Tehama		N		N
433	Temecula		N		N
434	Temple City		N		N
435	Thousand Oaks		N		N
436	Tiburon		N		N
437	Torrance		N		N
438	Tracy		N		N
439	Trinidad		N		N
440	Truckee		N		N
441	Tulare		N		N

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	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
442	Tulelake		N		N
443	Turlock		N		N
444	Tustin		N		N
445	Twentynine Palms		N		N
446	Ukiah		N		N
447	Union City		N		N
448	Upland		N		N
449	Vacaville		N		N
450	Vallejo		N		N
451	Vernon		N		N
452	Victorville		N		N
453	Villa Park		N		N
454	Visalia		N		N
455	Vista		N		N
456	Walnut		N		N
457	Walnut Creek		N		N
458	Wasco		N		N
459	Waterford		N		N
460	Watsonville		N		N
461	Weed		N		N
462	West Covina		N		N
463	West Hollywood		N		N
464	West Los Angeles		N		N
465	West Sacramento	Y		Y	
466	Westlake Village		N		N
467	Westminster		N		N
468	Westmorland		N		N
469	Wheatland		N		N
470	Whittier		N		N
471	Williams		N		N
472	Willits		N		N
473	Willows		N		N
474	Windsor		N		N
475	Winters		N		N
476	Woodlake		N		N

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	Service Location	Converged IP		VoIP Voice Mail	
		Yes	No	Yes	No
477	Woodland		N		N
478	Woodside		N		N
479	Yorba Linda		N		N
480	Yountville		N		N
481	Yreka		N		N
482	Yuba City		N		N
483	Yucaipa		N		N
484	Yucca Valley		N		N

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					
2					
3					

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 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?		Bidder's Product Identifier
			Y	N	
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		133001
	Bidder's Product Description: <i>Integra's ConferenceNow product features a meet me service where subscribers have their own pre-established number and access code (both moderator and participant code) to join a conference call. This access is available whenever the subscriber requires them.</i>				
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		133002
	Bidder's Product Description: <i>Integra's ConferenceNow product features a meet me service where subscribers have their own pre-established toll free number and access code (both moderator and participant code) to join a conference call. This access is available whenever the subscriber requires them.</i>				

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	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
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		133003
	Bidder's Product Description: <i>Integra's Conferencing service includes the ability to have standing reservations and the ability to reserve a temporary dial- in number and access code. Participants dial the number and enter the access code to join the call.</i>				
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		133004
	Bidder's Product Description: <i>Integra's Conferencing service includes the ability to have standing reservations and the ability to reserve a temporary toll-free dial- in number and access code. Participants dial the number and enter the access code to join the call.</i>				
5	Operator-Dialed Service	An operator sets up the conference call by placing calls to each of the participants.	Y		133005
	Bidder's Product Description: <i>Integra's Conferencing product includes full operator support. It has a dial-out feature where operators can place calls to each of the participants on a predetermined list.</i>				
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		133006
	Bidder's Product Description: <i>Integra's Conferencing product includes full operator support which includes the ability for the operator to screen all callers/participants and accept the caller's information, including name, password, or location before joining the call.</i>				

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	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
7	Recording Service	The capability to record to various media including CD, audiocassette or the Digitized Replay option below.	Y		133007
	Bidder's Product Description: <i>Integra's Conferencing product includes the ability to obtain a recorded copy of the conference on the media of choice, including CD, audiocassette or Digitized replay.</i>				
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		133008
	Bidder's Product Description: <i>Integra's Conferencing product includes the ability to obtain a recorded copy of the conference as a digitized replay. Digitized replay is available within one hour of the completed call and can be accessed via telephone or web based interface.</i>				
9	Transcription	Contractor provided transcribing a conference call	Y		133009
	Bidder's Product Description: <i>Integra Conferencing includes a full transcription service. Transcription has a processing time based on the length of the call to be transcribed.</i>				

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	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
10	Language Interpretation/ Translation	Real-time interpretation and translation services	Y		133010
	Bidder's Product Description: <i>Integra Conferencing includes real-time, live interpretation and/or translation services. This service is set up in advance by schedule and includes the following languages.</i> <ul style="list-style-type: none"> • English • Japanese • Spanish • German • French • Italian • Russian • Portuguese • Korean • Arabic • Chinese 				
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		133011
	Bidder's Product Description: <i>Participant list is an available feature of Integra Conferencing as part of our Event Conferencing offer, our conference operators utilize the supplied list to screen callers against the list and validate authorized attendance.</i>				
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		133012
	Bidder's Product Description: <i>Integra Conferencing's Event Conferencing includes the ability for the operator to provide a complete report of the conference at the conclusion of the call, reporting on the attributes of choice such as name, location, calling number, entry time, exit time and distributes the list of participants to the host.</i>				

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			
	Bidder's Product Description:		
2			
	Bidder's Product Description:		
3			
	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 SUPPORTED CALLING

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 Contractor's 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 1.2.5.7.a.

Table 1.2.5.7.a, SIP Calling Plans

	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
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		134001
	Bidder's Product Description: <i>Integra's SIP Solutions product includes unlimited local and on-net calling, both inbound and outbound and also includes no charges for on-net calling, and no charge for unlimited off-net long distance calling within the United States. The plan includes a rate plan for off-net international calling.</i>				

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	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
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		134002
	Bidder's Product Description: <i>Integra's SIP Solutions product includes unlimited local calling, both inbound and outbound and also includes no charges for on-net calling, and a rate plan for off-net long distance calling within the United States. This has a separate rate plan for off-net international calls.</i>				
3	U.S. Off-Net Calling for Calling Plan B	Domestic Off-Net calling for Calling Plan B Customers	Y		134003
	Bidder's Product Description: <i>Integra offers US domestic off-net rate plans for those Customers who prefer per minute charges.</i>				
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		134004
	Bidder's Product Description: <i>I Integra SIP Plan C provides for unlimited off-net long distance calling (United States) with no local calling. There are no rates associated with this plan. There shall be no charges for on-net calling.</i>				

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	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
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		134005
	Bidder's Product Description: <i>Integra will provide calling plan that consists of inbound toll-free calling from the United States for per concurrent call.</i>				
6	Inbound Toll-Free Calling for Calling Plan D	Inbound Toll-Free calling for SIP Calling Plan D Customers.	Y		134006
	Bidder's Product Description: <i>Integra will provide calling plan that consists of inbound toll-free calling from the United States on a per line basis.</i>				

The Contractor may offer additional unsolicited SIP Calling Plans in Table 1.2.5.7.b.

Table 1.2.5.7.b Unsolicited SIP Trunking Features

	Feature Name	Feature Description	Bidder's Product Identifier
1			
	Bidder's Product Description:		
2			
	Bidder's Product Description:		
3			
	Bidder's Product Description:		

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.

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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 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 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 No

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

Table 1.2.5.9a SIP Trunk Off-Net International Long Distance Calling

	Country	Bidders Meets or Exceeds?		Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
		Y	N			
1	Brazil:	Y		135001	135301	135601
2	Canada:	Y		135002	135302	135602
3	China:	Y		135003	135303	135603
4	France:	Y		135004	135304	135604
5	Germany:	Y		135005	135305	135605
6	Israel:	Y		135006	135306	135606
7	Italy:	Y		135007	135307	135607
8	Japan:	Y		135008	135308	135608

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	Country	Bidders Meets or Exceeds?		Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
		Y	N			
9	Korea:	Y		135009	135309	135609
10	Mexico:	Y		135010	135310	135610
11	Spain:	Y		135011	135311	135611
12	Switzerland:	Y		135012	135312	135612
13	United Kingdom	Y		135013	135313	135613

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	Tier 1: International Long Distance - Landline - Belgium, Netherlands, Hong Kong, Ireland, Norway, Sweden, Australia, Denmark, Liechtenstein, Madrid, Monaco, Austria, Poland, Chile, Dominican Republic, Finland, Luxembourg, Georgia, Malawi, New Zealand, Portugal, Slovenia, Croatia, Iceland, Malta, Taiwan, Bermuda, Czech Republic, Malaysia, Brunei, Cyprus, Estonia, Hungary, Singapore, Bulgaria, San Marino, Slovakia, South Africa, American Samoa, Bahamas, Gibraltar, Lesotho, Moldova, Indonesia, , Venezuela, Zimbabwe	135014	135014	N/A

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	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
2	Tier 1: International Long Distance - Mobile - Belgium, Netherlands, Paris, Hong Kong, Ireland, Norway, Sweden, Australia, Denmark, Liechtenstein, Monaco, Austria, Poland, Chile, Dominican Republic, Finland, Luxembourg, Georgia, Malawi, New Zealand, Portugal, Slovenia, Croatia, Iceland, Malta, Taiwan, Bermuda, Czech Republic, Malaysia, Brunei, Cyprus, Estonia, Hungary, Singapore, Bulgaria, San Marino, Slovakia, South Africa, American Samoa, Bahamas, Gibraltar, Lesotho, Moldova, Indonesia, Venezuela, Zimbabwe	N/A	N/A	135614

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	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
3	Tier 2: International Long Distance - Landline - Botswana, El Salvador, French Antilles, Guadeloupe, Thailand, Andorra, Cali, Cayman Islands, Colombia, Romania, Russia, Ukraine, Union Island, Yugoslavia/Serbia, Argentina, Faroe Islands, Macao, Namibia, St Pierre, Turkey, Costa Rica, Peru, Uganda, Albania, Morocco, Sudan, Uzbekistan, Belarus, British Virgin Islands, Ghana, Guatemala, Gabon, Trinidad & Tobago, Liberia, Uruguay, Benin, French Guiana, Guinea, Lithuania, Netherlands Antilles, Bosnia & Herzegovina, Burkina Faso, Jordan, Kazakhstan, Suriname, Tunisia, Aruba, Bhutan, Dominica, Libya, Manila, Mozambique, Philippines, Swaziland, Belize, Nicaragua, St Kitts, Bolivia, Ecuador, Kuwait, Kyrgyzstan, Macedonia, Paraguay, St Lucia, Tajikistan, Turkmenistan, Turks/Caicos Islands, Congo, Panama, Zambia, Haiti, Jamaica, Lebanon, Reunion Island, Tanzania, Zanzibar, Grenada, Latvia, St Vincent, Maldives, Rwanda, Senegal, Algeria, Antigua, India, Togo	135015	135015	N/A

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	Country	Peak Time Product Identifier	Off-Peak Product Identifier	IMTC Product Identifier
4	Tier 2: International Long Distance - Mobile - Botswana, El Salvador, French Antilles, Guadeloupe, Thailand, Andorra, Cali, Cayman Islands, Colombia, Romania, Russia, Ukraine, Union Island, Yugoslavia/Serbia, Argentina, Faroe Islands, Macao, Namibia, St Pierre, Turkey, Costa Rica, Peru, Uganda, Albania, Morocco, Sudan, Uzbekistan, Belarus, British Virgin Islands, Ghana, Guatemala, Gabon, Trinidad & Tobago, Liberia, Uruguay, Benin, French Guiana, Guinea, Lithuania, Netherlands Antilles, Bosnia & Herzegovina, Burkina Faso, Jordan, Kazakhstan, Suriname, Tunisia, Aruba, Bhutan, Dominica, Libya, Manila, Mozambique, Philippines, Swaziland, Belize, Nicaragua, St Kitts, Bolivia, Ecuador, Kuwait, Kyrgyzstan, Macedonia, Paraguay, St Lucia, Tajikistan, Turkmenistan, Turks/Caicos Islands, Congo, Panama, Zambia, Haiti, Jamaica, Lebanon, Reunion Island, Tanzania, Zanzibar, Grenada, Latvia, St Vincent, Maldives, Rwanda, Senegal, Algeria, Antigua, India, Togo	N/A	N/A	135615
5				
6				

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 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 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).

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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.

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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?		Bidder's Product Identifier
			Y	N	
	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 RJ48 or equivalent jack.	Y		136001
1	Bidder's Product Description: <i>The extension of any copper 4 pair category 5 or 5E facility from the Customers MPOE to any point horizontally up to 300 feet in the customers provided conduit or wiring space as defined in 1.2.8.2. The service will include cable, attachments, jumpers and connectors including the proper RJ 48 or RJ 45 jack necessary to terminate Ethernet. The jack will be wired in accordance with TIA/EIA-568 standards necessary to service the VoIP handsets. All work shall conform to the State Telecommunications Management Manual Facilities Management Chapter, Uniform Building Cabling/Wiring standards.</i> <i>This element is for such services performed Monday through Friday from 8:00AM to 4:59PM (PST or PDT), excepting Holidays.</i>				

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	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
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		136002
	Bidder's Product Description: <i>The extension of any copper 4 pair category 5 or 5E facility from the Customers MPOE to any point horizontally up to 300 feet in the customers provided conduit or wiring space as defined in 1.2.8.2. The service will include cable, attachments, jumpers and connectors including the proper RJ 48 or RJ 45 jack necessary to terminate Ethernet. The jack will be wired in accordance with TIA/EIA-568 standards necessary to service the VoIP handsets. All work shall conform to the State Telecommunications Management Manual Facilities Management Chapter, Uniform Building Cabling/Wiring standards.</i> <i>This element is for such services performed Monday through Friday from 8:00AM to 4:59PM (PST or PDT), excepting Holidays.</i>				
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		136003
	Bidder's Product Description: <i>The extension of any copper 4 pair category 5 or 5E facility from the Customers MPOE to any point horizontally up to 300 feet in the customers provided conduit or wiring space as defined in 1.2.8.2. The service will include cable, attachments, jumpers and connectors including the proper RJ 48 or RJ 45 jack necessary to terminate Ethernet. The jack will be wired in accordance with TIA/EIA-568 standards necessary to service the VoIP handsets. All work shall conform to the State Telecommunications Management Manual Facilities Management Chapter, Uniform Building Cabling/Wiring standards.</i> <i>This element is for such services performed anytime on Sunday or State of California holidays.</i>				

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	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
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 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		136004
	<p>Bidder's Product Description:</p> <p><i>The extension of any copper 25 pair category 5 or 5E facility from the Customers MPOE to the point of utilization, horizontally up to 300 feet in the customers provided conduit or wiring space as defined in 1.2.8.2. The service will include cable, attachments, Ten (10) 3 meter jumpers and connectors including one (1) patch panel and mounting hardware at the (IDF) and one(1) 24-port patch panel at the MPOE. The panel jacks shall be RJ 48 or RJ 45 jack necessary to terminate Ethernet. The jack will be wired in accordance with TIA/EIA-568 standards necessary to service the VoIP handsets. The installation will be tested, labeled and documented. All work shall conform to the State Telecommunications Management Manual Facilities Management Chapter, Uniform Building Cabling/Wiring standards.</i></p> <p><i>This element is for such services performed Monday through Friday from 8:00AM to 4:59PM (PST or PDT), excepting Holidays.</i></p>				

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	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
	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		136005
5	<p>Bidder's Product Description:</p> <p><i>The extension of any copper 25 pair category 5 or 5E facility from the Customers MPOE to the point of utilization, horizontally up to 300 feet in the customers provided conduit or wiring space as defined in 1.2.8.2. The service will include cable, attachments, Ten (10) 3 meter jumpers and connectors including one (1) patch panel and mounting hardware at the (IDF) and one(1) 24-port patch panel at the MPOE. The panel jacks shall be RJ 48 or RJ 45 jack necessary to terminate Ethernet. The jack will be wired in accordance with TIA/EIA-568 standards necessary to service the VoIP handsets. The installation will be tested, labeled and documented. All work shall conform to the State Telecommunications Management Manual Facilities Management Chapter, Uniform Building Cabling/Wiring standards.</i></p> <p><i>This element is for such services performed Monday through Friday from 5:00PM to 7:59AM (PST or PDT) and all day Saturday, excepting Holidays.</i></p>				

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	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
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		136006
	<p>Bidder's Product Description:</p> <p><i>The extension of any copper 25 pair category 5 or 5E facility from the Customers MPOE to the point of utilization, horizontally up to 300 feet in the customers provided conduit or wiring space as defined in 1.2.8.2. The service will include cable, attachments, Ten (10) 3 meter jumpers and connectors including one (1) patch panel and mounting hardware at the (IDF) and one(1) 24-port patch panel at the MPOE. The panel jacks shall be RJ 48 or RJ 45 jack necessary to terminate Ethernet. The jack will be wired in accordance with TIA/EIA-568 standards necessary to service the VoIP handsets. The installation will be tested, labeled and documented. All work shall conform to the State Telecommunications Management Manual Facilities Management Chapter, Uniform Building Cabling/Wiring standards.</i></p> <p><i>This element is for such services performed anytime on Sunday or State of California holidays.</i></p>				
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		136007

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	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
	<p>Bidder's Product Description:</p> <p><i>The extension of one (1) each 62.5/125 – or 50/125 – micron, <u>two-strand</u> 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. This facility is from the Customers MPOE to the point of utilization, horizontally up to 1000 feet in the customers provided conduit or wiring space as defined in 1.2.8.2. Work shall conform to the State Telecommunications Management Manual Facilities Management Chapter, Uniform Building Cabling/Wiring standards.</i></p> <p><i>This element is for such services performed Monday through Friday from 8:00AM to 4:59PM (PST or PDT), excepting Holidays.</i></p>				
	<p>Extended Demarcation – Optical Fiber Link – Overtime Hours</p>	<p>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.</p>	<p>Y</p>		<p>136008</p>
<p>8</p>	<p>Bidder's Product Description:</p> <p><i>The extension of one (1) each 62.5/125 – or 50/125 – micron, <u>two-strand</u> 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. This facility is from the Customers MPOE to the point of utilization, horizontally up to 1000 feet in the customers provided conduit or wiring space as defined in 1.2.8.2. Work shall conform to the State Telecommunications Management Manual Facilities Management Chapter, Uniform Building Cabling/Wiring standards.</i></p> <p><i>This element is for such services performed Monday through Friday from 5:00PM to 7:59AM (PST or PDT) and all day Saturday, excepting Holidays.</i></p>				

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	Feature Name	Feature Description	Bidder Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
	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		136009
9	<p>Bidder's Product Description:</p> <p><i>The extension of one (1) each 62.5/125 – or 50/125 – micron, <u>two-strand</u> 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. This facility is from the Customers MPOE to the point of utilization, horizontally up to 1000 feet in the customers provided conduit or wiring space as defined in 1.2.8.2. Work shall conform to the State Telecommunications Management Manual Facilities Management Chapter, Uniform Building Cabling/Wiring standards.</i></p> <p><i>This element is for such services performed anytime on Sunday or State of California holidays.</i></p>				

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

1.2.8.3 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?		Bidder's Product Identifier
			Y	N	
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		137001
	Bidder's Product Description: <i>Hourly service rate as labor performed by a properly trained field service technician familiar with the suppliers network service components, cabling and systems. This element is for such services performed Monday through Friday from 8:00AM to 4:59PM (PST or PDT), excepting Holidays.</i>				
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		137002
	Bidder's Product Description: <i>One hour of service as labor performed by a properly trained field service technician familiar with the suppliers network service components, cabling and systems. This element is for such services performed Monday through Friday from 5:00PM to 7:59AM (PST or PDT) and all day Saturday, excepting Holidays.</i>				
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		137003
	Bidder's Product Description: <i>One hour of service as labor performed by a properly trained field service technician familiar with the suppliers network service components, cabling and systems. This element is for such services performed anytime on Sunday or State of California holidays.</i>				

1.2.8.4 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 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 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 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 Section A.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.9.5.1), SLA Provisioning Report (IFB-A Business Requirements Section A.9.5.2), and SLA Catastrophic Outage Reports (IFB-A Business Requirements Section A.9.5.3). The Contractor shall commit to a monthly due date 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 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;

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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;
- 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.9.4) 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.

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#	Stop Clock Condition (SCC)	SCC Definition
3	END-USER NOT AVAILABLE	Time after a service has been restored but End-User is not available to verify that the Service is working. If the service is later determined by the End-User to not have been restored, the Stop Clock shall apply only for the time period between Contractor's reasonable attempt to notify the End-User that Contractor believes the service has been restored and the time the End-User notifies the Contractor that the Service has not been restored.
4	WIRING	Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor or any of its Subcontractors or Affiliates. If it is later determined the wiring is not the cause of failure, the SCC shall not apply.
5	POWER	Trouble caused by a power problem outside of the responsibility of the Contractor. 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	<p>Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following:</p> <ul style="list-style-type: none"> a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative; b. Site contact refuses access to technician who displays proper identification; c. Customer provides incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify End-User of the improper contact information and takes reasonable steps to obtain the correct information; and, d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem. <p>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.</p>
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.

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#	Stop Clock Condition (SCC)	SCC Definition
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.
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: <ul style="list-style-type: none"> • 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)	Bidder's Objective Commitment (B, S or P)
	Converged VoIP Service	≥ 98.7%	≥ 99.2%	≥ 99.5%	P
	Converged VoIP Voice Mail Service	≥ 98.9%	≥ 99.2%	≥ 99.5%	P
SIP Trunk	≥ 98.9%	≥ 99.2%	≥ 99.5%	P	
Objective(s) B applies to the following Service(s): <ul style="list-style-type: none"> • 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)	Bidder's Objective Commitment (B, S or P)
	DS1	≥ 99.2%	≥ 99.5%	≥ 99.8%	P
	DS3	≥ 99.7%	≥ 99.8%	≥ 99.9%	P
OCx	≥ 99.7%	≥ 99.8%	≥ 99.9%	P	
Ethernet	≥ 99.2%	≥ 99.5%	≥ 99.8%	P	

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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)																								
<p>Definition: The total loss of service at a single address based on a common cause resulting in one (1) or more of the following:</p> <ul style="list-style-type: none"> • 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 																								
<p>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.</p>																								
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)																						
<p>Objective (s): The objective restoral time shall be:</p> <table border="1"> <thead> <tr> <th>Service</th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidder's Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td>MPLS</td> <td>≤ 3 hours</td> <td>≤2 hours</td> <td>≤1 hour</td> <td>S</td> </tr> <tr> <td>VoIP Voice Mail</td> <td>≤ 3 hours</td> <td>≤2 hours</td> <td>≤1 hour</td> <td>S</td> </tr> <tr> <td>Converged VoIP Service</td> <td>≤ 8 hours</td> <td>≤2 hours</td> <td>≤1 hour</td> <td>S</td> </tr> </tbody> </table>					Service	Basic (B)	Standard (S)	Premier (P)	Bidder's 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
Service	Basic (B)	Standard (S)	Premier (P)	Bidder's 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

1.2.9.8.4 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)	Bidder's Objective Commitment (B or P)
	MPLS	≤ 30 minutes	N/A	≤ 15 minutes	B
	Converged VoIP Service	≤ 30 minutes	N/A	≤ 15 minutes	B
	VoIP Voice Mail Service	≤ 30 minutes	N/A	≤ 15 minutes	B
	Audio Conferencing	≤ 30 minutes	N/A	≤ 15 minutes	B
	SIP Trunking	≤ 30 minutes	N/A	≤ 15 minutes	B
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

1.2.9.8.7 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):																															
	<table border="1"> <thead> <tr> <th>Service</th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidder's Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td>MPLS</td> <td>16 hours</td> <td>12 hours</td> <td>8 hours</td> <td>P</td> </tr> <tr> <td>Converged VoIP Service</td> <td>16 hours</td> <td>12 hours</td> <td>8 hours</td> <td>P</td> </tr> <tr> <td>VoIP Voice Mail Service</td> <td>16 hours</td> <td>12 hours</td> <td>8 hours</td> <td>P</td> </tr> <tr> <td>Audio Conferencing</td> <td>16 hours</td> <td>12 hours</td> <td>8 hours</td> <td>P</td> </tr> <tr> <td>SIP Trunking</td> <td>16 hours</td> <td>12 hours</td> <td>8 hours</td> <td>P</td> </tr> </tbody> </table>	Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)	MPLS	16 hours	12 hours	8 hours	P	Converged VoIP Service	16 hours	12 hours	8 hours	P	VoIP Voice Mail Service	16 hours	12 hours	8 hours	P	Audio Conferencing	16 hours	12 hours	8 hours	P	SIP Trunking	16 hours	12 hours	8 hours	P
Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)																											
MPLS	16 hours	12 hours	8 hours	P																											
Converged VoIP Service	16 hours	12 hours	8 hours	P																											
VoIP Voice Mail Service	16 hours	12 hours	8 hours	P																											
Audio Conferencing	16 hours	12 hours	8 hours	P																											
SIP Trunking	16 hours	12 hours	8 hours	P																											
Rights and Remedies	<p>Per Occurrence: 100 percent of the TMRC and ten (10) Business Days of the ADUC (when applicable) per occurrence for each service (Circuit ID) out of service for a period greater than the committed objective level.</p> <p>Upon request from the Customer or the CALNET 3 CMO, the Contractor shall provide a briefing on the excessive outage restoration.</p> <p>Monthly Aggregated Measurements: N/A</p>																														

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)	Bidder’s 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 based 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)	Bidder's Objective Commitment (B, S or P)
	MPLS	≤ .75% packet loss	≤ .5% packet loss	≤ .25% packet loss	P
	Converged VoIP Service	≤ .75% packet loss	≤ .5% packet loss	≤ .25% packet loss	P
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		
<p>Definition: Provisioning shall include new services, moves, adds and changes, completed by the Contractor on or before the due dates. The Provisioning SLA shall be based on committed installation intervals established in this SLA or due dates negotiated between Customer and Contractor documented on the Contractor's order confirmation notification or Contracted Service Project Work Scope of Work in accordance with Section A.2.5.4 #7 (Provisioning and Implementation). The Contractor shall meet the committed interval dates or due date negotiated with the Customer. If the Customer agrees to a negotiated due date, the negotiated due date supersedes the committed interval. At the Customer's discretion, if the scope of the Service 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).</p> <p>Provisioning SLAs have two (2) objectives:</p> <p>Objective 1: Individual Service Request</p> <p>Objective 2: Successful Install Monthly Percentage by Service Type</p> <p>Note: Provisioning timelines include extended demarcation wiring, when appropriate.</p>		
Measurement Process:		
<p><u>Objective 1: Individual Service Request:</u> Install intervals are based on the committed installation intervals established in this SLA or due dates negotiated between Customer and Contractor. This objective requires the Contractor to meet the due date for each individual Service Request.</p> <p><u>Objective 2: Successful Install Monthly Percentage per Service Type:</u> The Contractor shall sum all individual Service Requests per service, as listed below, meeting the objective in the measurement period (per month) and divide by the sum of all individual Service Requests due per service in the measurement period and multiply by 100 to equal the percentage of Service Requests installed on time. The Contractor must meet or exceed the objective below in order to avoid the rights and remedies.</p>		
Service (Features must be installed in conjunction with the service except when listed below)	Committed Interval 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

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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)	Bidder's 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 (1.2.5)			
Objective (s): The Unavailable Time objective shall not exceed:					
	Service	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or S)
	MPLS:	6 hours	4 hours	N/A	S
	Converged VoIP Service:	8 hours	4 hours	N/A	S
	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

SLA Name: Managed Service Proactive Notification	
<p>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.</p> <p>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.</p>	
<p>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.</p>	
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
 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: <ul style="list-style-type: none"> Converged VoIP Site Survivability Network Failure 	Objective(s):												
	<table border="1"> <thead> <tr> <th>Service</th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidder's Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td>Converged VoIP Site Survivability Network Failure</td> <td>240 hours</td> <td>120 hours</td> <td>72 hours</td> <td>S</td> </tr> </tbody> </table>	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		
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 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 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
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
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
No