



A Network of Possibilities

AT&T's Response to the State of California's Solicitation IFB STPD 12-001-B for Category 2 Network Based Web Conferencing Services

*Volume 2: Response to Unique Category or Subcategory Requirements
(BAFO)*

March 17, 2014

Mark Roese
Executive Sales Director
AT&T
2700 Watt Ave
Sacramento, CA 95821
916-972-3297 (phone)
916-468-8418 (cell)
mark.roese@att.com



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Exhibit 8: Contractor's License Information

Attached is Exhibit 8: Contractor's License Information.



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EXHIBIT 8: CONTRACTOR'S LICENSE INFORMATION

(Installation Services Only)

For Category/Subcategory: 2: Web Conferencing Services

Name of Bidder: AT&T Corp.

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

CONTRACTOR

Class C-7 and C-10 License No: 760249
Licensee: Pacific Bell Telephone Company Expiration Date: 03/31/2015
Relationship of Licensee to Contractor: Wholly Owned Subsidiary

SUBCONTRACTOR 1

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

SUBCONTRACTOR 2

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

(Use additional sheets if necessary.)

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Exhibit 10: Bidding Preferences and Incentives

Attached is the completed and signed Exhibit 10.



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Exhibit 10: BIDDING PREFERENCES AND INCENTIVES

For Category/Subcategory: 2: Web Conferencing Services

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

1. SMALL BUSINESS PREFERENCE

Bidder must check the appropriate box from the choices below.

- I am a DGS certified Small Business and claim the Small Business Preference.
My DGS Small Business certification number is: _____
- I have recently filed for DGS Small Business preference but have not yet received certification, but I am claiming the Small Business preference.
- I am not a DGS certified Small Business, but 25% or more of the revenue from the award will go to DGS certified Small Business Subcontractors performing a Commercially Useful Function and therefore I am claiming the preference.
Bidder must complete and submit Exhibit 12, GSPD-05-105 Bidder Declaration, indicating the percentage of the revenue that will be received by each DGS certified Small Business Subcontractor.
Bidder must complete and submit an Exhibit 14, Commercially Useful Function Statement, for each Small Business subcontractor
- I am not claiming the DGS Small Business preference.

2. DVBE INCENTIVE

Bidder must check the appropriate box from the choices below.

- I am a DGS certified DVBE. A copy of my STD. form 843 is attached.
- I have recently filed for DGS DVBE certification, but have not yet received certification.
- I am not a DGS certified DVBE, but a percentage of the revenue will be going to DGS certified DVBE Subcontractors performing a Commercially Useful Function, and therefore I am claiming the DVBE incentive.
Bidder must submit a complete Exhibit 12, 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 11, STD 843 DVBE Declarations, for each DVBE Subcontractor, signed by the DVBE owner/manager.
Bidder must complete and submit an Exhibit 14, Commercially Useful Function Statement, for each DVBE subcontractor or supplier.
- I am not claiming the DVBE incentive.

EXHIBIT 10, CONTINUED

3. ADDITIONAL BIDDING PREFERENCES

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

- I am not claiming the TACPA preference, the EZA preference.

- I am claiming the TACPA bidding preference.
Bidder must submit Exhibit 13, STD 830.

Name of Bidder: AT&T Corp.

Signature and Date:  February 18, 2014



Exhibit 11: STD 843, DVBE Declarations

AT&T is not claiming a DVBE incentive



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Exhibit 12: GSPD 05-105, Bidder Declaration

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



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Exhibit 13: STD 830, TACPA Preference Request

AT&T is not claiming TACPA preference.



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Exhibit 14: Commercially Useful Function Statement

Attached is a copy of AT&T's completed Exhibit 14.



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EXHIBIT 14: COMMERCIALLY USEFUL FUNCTION STATEMENT

All certified small business, micro business, and/or DVBE Contractors, subcontractors or suppliers must meet the commercially useful function requirements under Government Code (GC) Section 14837(d)(4)(A) (for SB) and Military and Veterans Code (MVC) Section 999(b)(5)(B) (for DVBE).

Please answer the following questions, as they apply to your company for the goods and services being acquired in this solicitation.

CALNET 3 Category or Subcategory being bid: Category 2

Subcontractor Name:

Mark all that apply: DVBE: Small Business: Micro Business:

1.	Will the subcontractor be responsible for the execution of a distinct element of the resulting CALNET Contract?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2.	Will this subcontractor be actually performing, managing, or supervising an element of the resulting CALNET Contract?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
3.	Will this subcontractor be performing work on the resulting CALNET Contract that is normal for its business, services, and functions?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.	Will there be any further subcontracting that is greater than that expected to be subcontracted by normal industry practices for the resulting CALNET Contract?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
5.	Will this subcontractor be responsible, with respect to products, inventories, materials, and supplies required for the contract, for negotiating price, determining quality and quantity, ordering, installing, if applicable, and making payment?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

A response of “No” in questions 1 - 3 or a response of ”Yes” in question 4, may result in your claim for Small Business Preference or DVBE Incentive being deemed non-responsive and disqualified.

The bidder must provide a written statement below detailing the role, services and goods the subcontractor(s) will provide to meet the commercially useful function requirement.

AT&T is not using any DVBE, Small Business, and Micro Business Contractors, subcontractors or suppliers in the delivery of services related to this Category.

At the State’s option prior to award, bidders may be required to submit additional written clarifying information.

Per MVC Section 999.9(a)(6) and GC 14842.5 (a)(6) it is unlawful for a person to knowingly and with intent to defraud, fraudulently represent that a commercially useful function is being performed by a disabled veteran business enterprise in order to obtain or retain a bid preference or a state

contract, and that doing so shall subject the person to the penalties stated in MVC Section 999.9 and GC 14842.5.

By signing this form, the undersigned bidder certifies that the Certified Small Business or DVBE satisfies the Commercially Useful Function requirement, and will provide the role, services, and/or goods stated above.

Signature of Company
Representative:



Printed/Typed Name and Title of
Company Representative:

Mark Roese, Executive Sales Director



Category 2 – Network Based Web Conferencing Services

2.1 Overview

This Category 2 IFB provides the State's solicitation for best value solutions for network based web conferencing services. This IFB describes the CALNET 3 technical requirements necessary to support the CALNET 3 program requirements.

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

2.1.1 Bidder Response Requirements

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

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

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

Or,

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

"Bidder understands the requirements in Section xxx and shall meet or exceed them? Yes _____ No _____"

Description:"

2.1.2 Designation of Requirements

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



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

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

2.1.3 Pacific Time Zone

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

2.2 Web Conferencing Technical Requirements

2.1.1 Web Conferencing

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

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

2.2.1.1 Web Conferencing Classes of End-Users

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

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

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



2.2.1.2 Web Conference Types

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

1. Meeting – A conference type where all the participants can interact with each other as well as the host and presenter.
2. Webinar – A conference type where participants can only view materials shared by the presenter and listen to audio provided by the presenter. Participants cannot transmit audio or interact with each other.

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

2.2.1.3 Web Conferencing Features

The Web Conferencing solution shall offer the features detailed below.

2.2.1.3.1 Meeting Initiation

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

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

2.2.1.3.2 Content Sharing

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

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

2.2.1.3.3 Whiteboard

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

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

2.2.1.3.4 Polling

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

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



2.2.1.3.5 Chat

The ability of conference participants to communicate with each other via instant messaging within the conference window. The participant shall be able to send an IM to all the other participants, to one (1) other participant privately or to the host privately.

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

2.2.1.3.6 Participant List

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

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

2.2.1.3.7 Video

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

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

2.2.1.3.8 Recording

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

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

2.2.1.3.9 Cross-Platform

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

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

2.2.1.3.10 Integrated Audio

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

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



2.2.1.3.11 Mobility

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

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

2.2.1.3.12 Secure Sockets Layer (SSL)

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

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

2.2.1.3.13 Microsoft Outlook Integration

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

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

2.2.1.3.14 PC to PC Calling

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

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

Table 2.2.1.a Web Conferencing Features

	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N		Bidder's Product Identifier
1	Web Conferencing Named Host – per seat	Web Conferencing with the features described in Section 2.2.1.3. Per seat rate for each named host up to a maximum of 15 participants with unlimited number of conferences. A Named Host is a user that purchases a license. Service shall be billed on a month-to-month basis with no term commitment.	Y		CBNUS
Bidder's Product Description: This model provides unlimited web conferencing for all named users. With this option,					



	Feature Name	Feature Description	Bidder Meets or Exceeds? Y N	Bidder's Product Identifier
	customers are charged a monthly subscription fee for the meeting initiators, those initiators then have unlimited web conferencing when attending meetings. This will be a monthly recurring charge. There are no overage charges. Customer can increase or decrease the number of licenses as required.			

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

Table 2.2.1.b Unsolicited Web Conferencing Features

	Feature Name	Feature Description	Bidder's Product Identifier
1	Web Conferencing Named Host – per Minute Plan	Web Conferencing with the features described in Section 2.2.1.3 utilizing a per minute versus per seat rate. Per minute rate for each participant up to a maximum of 15 participants. Service shall be billed on a call-by-call basis with no term commitment.	CBCPM
	Bidder's Product Description: This model provides web conferencing on a per minute of use basis. With this option, customers are charged a per minute, per attendee rate for each meeting. No monthly recurring charge applies.		
2	Web Event Services	AT&T Web Event Services is a conferencing service backed by integrated event management and full-scale professional services to produce successful webinars.	See Below
	Bidder's Product Description: AT&T Web Event Services will allow users to <ul style="list-style-type: none"> Reach and teach up to 1,500 attendees through first-class training sessions and other presentation-style events. Select from a full menu of professional planning, management and production services. Our web event specialists will help promote attendance and deliver an expert presentation. 		
3	AT&T Connect Large Event Host Account Provisioning	An AT&T Connect Large Event host account is provisioned for use.	intatx-010
	Bidder's Product Description: Fee covers the provisioning and administration of an AT&T Connect Large Events Host Account.		



	Feature Name	Feature Description	Bidder's Product Identifier
4	Provisioning AT&T EMS Standard (Core) Template	Conduct an event using the power and flexibility of the AT&T Event Management System (EMS). The event will utilize a customized EMS Core template. AT&T offers two levels of customization of templates creating the opportunity to have an event meet detailed specifications.	intehx-100
	Bidder's Product Description: Built from AT&T Core standard library elements with custom registration form.		
5	AT&T EMS Template Changes	Hourly Fee, for use with AT&T EMS only	intehx-175
	Bidder's Product Description: Hourly rate for changing/updating AT&T EMS template or customizations to an existing template or published event.		
6	AT&T EMS Per Event Usage - Small Event	Single event occurrence with Registration of 0 to 100	intehh-200
	Bidder's Product Description: AT&T EMS is provided on an event by event basis making it simple to schedule and use as needed. Event fees are charged based on the size of the event as determined by the number of registrations.		
7	AT&T EMS Per Event Usage - Medium Event	Single event occurrence with Registration of 101 to 500	intehh-210
	Bidder's Product Description: AT&T EMS is provided on an event by event basis making it simple to schedule and use as needed. Event fees are charged based on the size of the event as determined by the number of registrations.		
8	AT&T EMS Per Event Usage - Large Event	Single event occurrence with Registration of 501+	intehh-220
	Bidder's Product Description: AT&T EMS is provided on an event by event basis making it simple to schedule and use as needed. Event fees are charged based on the size of the event as determined by the number of registrations.		



	Feature Name	Feature Description	Bidder's Product Identifier
9	AT&T Connect Large Event per Web Minute Usage	AT&T Connect Large Event per Web Minute Usage	intath-100
	Bidder's Product Description: AT&T Connect Large Event hosting is provided for events on a per-minute rate. All modes of AT&T Connect are supported.		
10	Gold Event Producer Package	The Gold Level Event Producer package provides a comprehensive set of event services for events that need a full service approach to managing the event from start to finish	intesx-002
	Bidder's Product Description: Includes: pre-event services with dry-run, on-the-air services, and post event services. Packages based on planned event duration of 60-minutes		
11	Silver Event Producer Package	The Silver Level Event Producer package provides a minimal set of event services for events where a full service approach is not needed.	intesx-003
	Bidder's Product Description: Includes: pre-event services (no dry-run), on-the-air services, post event services. Packages based on planned event duration of 60-minutes		
12	Event Producer – Hourly Services	Event producer for ad hoc services, for use only with AT&T EMS.	intesx-100
	Bidder's Product Description: Based on providing one hour of assistance - 0.5 hour minimum		
13	Event Dry-Run/Training Session	Schedule a session and have an AT&T Group Event Producer provide training on the webinar technology or practice the presentation. A webinar training/dry run service is included in the AT&T Gold and Platinum level event producer packages	intesx-120
	Bidder's Product Description: Additional or standalone 90-minute session for up to 8 speakers at once - hourly producer rates apply for exceeding time limitation		
14	Event Producer with dedicated Speaker Bridge	Provides speakers the freedom to speak and interject throughout the AT&T Connect event using speaker sub-conference service. A speaker sub-conference is	intesx-110



	Feature Name	Feature Description	Bidder's Product Identifier
		created and bridged to the main webinar and speakers can mute and unmute their own lines, advance slides and pass control as if a standard webinar. There are no two-line restrictions for critical events. Speaker sub-conference includes the ability for speakers to have a green room and speak among themselves prior to the start of the webinar or debrief after the webinar. Speaker sub-conferences are an add-on service to the level I, II, and III event producer packages.	
	Bidder's Product Description: Provides one hour of assistance inclusive of speaker bridge management - 0.5 hour minimum. Per minute telephone and web console charges are not included and charged separately		
15	Archive Production Package	Access a live webinar after it is over by having the webinar recording produced into a high quality archive. The native AT&T Connect format is converted to a streaming format enabling access from a wider audience. Viewers can use simple playback controls to start, pause, stop or skip to anywhere in the archive.	intesx-010
	Bidder's Product Description: Based on 60--min archive, up to 1-hr editing, conversion to one streaming format, standard HTML player		
16	Additional archive production services (for programs that exceed 60-minutes)	Access a live webinar after it is over by having the webinar recording produced into a high quality archive. The native AT&T Connect format is converted to a streaming format enabling access from a wider audience. Viewers can use simple playback controls to start, pause, stop or skip to anywhere in the archive.	intesx-011
	Bidder's Product Description: Per each additional 15-min over 60-min. Based on final archive length.		
17	Additional archive formats	Webinar archives can be produced into alternate formats for viewing via a variety of players and devices.	intesx-012
	Bidder's Product Description: For each additional format or same format with multiple encoding options.		
18	Archive template development - simple	Archive and on-demand programs can extend the value of the content well beyond the date of the live event. AT&T offers a variety of HTML players that can provide a professional image as well as options such as	intesx-015



	Feature Name	Feature Description	Bidder's Product Identifier
		downloads and navigation.	
	Bidder's Product Description: Add header change colors to AT&T standard template		
19	AT&T multimedia hosting 100 MB / 1 GB	Multi media files are hosted for access 24 x 7 anywhere around the globe. AT&T offers accounts based on overall storage and bandwidth usage. Accounts based on reserved capacity. The multi media account is created and prepared by AT&T for hosting of the webinar archives and multi media files.	intmmh-001
	Bidder's Product Description: One Month hosting, capacities: 100MB Storage or 1GB traffic.		
20	AT&T multimedia hosting 500 MB / 5GB	Multi media files are hosted for access 24 x 7 anywhere around the globe. AT&T offers accounts based on overall storage and bandwidth usage. Accounts based on reserved capacity. The multi media account is created and prepared by AT&T for hosting of the webinar archives and multi media files.	intmmh-005
	Bidder's Product Description: One Month hosting, capacities: 500MB Storage or 5GB traffic.		
21	AT&T multimedia hosting 1 GB / 10GB	Multi media files are hosted for access 24 x 7 anywhere around the globe. AT&T offers accounts based on overall storage and bandwidth usage. Accounts based on reserved capacity. The multi media account is created and prepared by AT&T for hosting of the webinar archives and multi media files.	intmmh-010
	Bidder's Product Description: One Month hosting, capacities: 1GB Storage or 10GB traffic.		
22	AT&T multimedia hosting 5 GB / 50GB	Multi media files are hosted for access 24 x 7 anywhere around the globe. AT&T offers accounts based on overall storage and bandwidth usage. Accounts based on reserved capacity. The multi media account is created and prepared by AT&T for hosting of the webinar archives and multi media files.	intmmh-050



	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description: One Month hosting, capacities: 5GB Storage or 50GB traffic.		
23	AT&T multimedia hosting 10 GB / 100GB	Multi media files are hosted for access 24 x 7 anywhere around the globe. AT&T offers accounts based on overall storage and bandwidth usage. Accounts based on reserved capacity. The multi media account is created and prepared by AT&T for hosting of the webinar archives and multi media files.	intmmh-100
	Bidder's Product Description: One Month hosting, capacities: 10GB Storage or 100GB traffic.		
24	AT&T multimedia hosting 25 GB / 250GB	Multi media files are hosted for access 24 x 7 anywhere around the globe. AT&T offers accounts based on overall storage and bandwidth usage. Accounts based on reserved capacity. The multi media account is created and prepared by AT&T for hosting of the webinar archives and multi media files.	intmmh-250
	Bidder's Product Description: One Month hosting, capacities: 25GB Storage or 250GB traffic.		

2.3 Service Level Agreements (SLA)

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

2.3.1 Service Level Agreement Format

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

1. SLA Name - Each SLA Name must be unique;
2. Definition - Describes what performance metric will be measured;
3. Measurements Process - Provides instructions how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how



and what will be measured. Details shall include source of data and define the points of measurement within the system, application, or network;

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

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

2.3.2 Technical Requirements Versus SLA Objectives

Section 2.2 (Web Conferencing Technical Requirements) defines the technical requirements for each service. These requirements are the minimum parameters each Bidder must meet in order to qualify for Contract award. Upon Contract award the committed technical requirements will be maintained throughout the remainder of the Contract.

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

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

2.3.3 Two Methods of Outage Reporting: Customer or Contractor

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

The first method of outage reporting results from a Customer reporting service trouble to the Contractor's Customer Service Center.

The second method of outage reporting occurs when the Contractor opens a trouble ticket as a result of network/system alarm or other method of service failure identification.

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

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



2.3.4 Bidder Response to Service Level Agreements

The Provisioning 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 the SLA description.

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

2.3.5 Technical SLA General Requirements

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

1. The Contractor shall proactively and continuously monitor and measure all Technical SLA objectives;
2. The Contractor shall proactively credit all rights and remedies to the Customer within 60 calendar days of the Due Date on the Service Request for the Provisioning SLA;
3. To the extent that Contractor offers additional SLAs, or SLAs with more advantageous rights and/or remedies for same or similar services offered through tariffs, online service guides, or other similarly situated government contracts (Federal, State, County, City), the State will be entitled to the same rights and/or remedies therein. The Contractor shall present the Technical SLAs to CALNET 3 CMO for possible inclusion via amendments;
4. The election by CALNET 3 CMO of any SLA remedy covered by this Contract shall not exclude or limit CALNET 3 CMO's or any Customer's rights and remedies otherwise available within the Contract or at law or equity;
5. The Contractor shall act as the single point of contact in coordinating all entities to meet the State's needs for provisioning, maintenance, restoration and resolution of service issues or that of their Subcontractors, Affiliates or resellers under this Contract;
6. The Customer Escalation Process (IFB-B SOW Business Requirements Section B.3.4.2) and/or the CALNET 3 CMO Escalation Process (IFB-B SOW Business Requirements Section B.3.4.1) shall be considered an additional right and remedy if the Contractor fails to resolve service issues within the SLA objective(s);
7. Trouble reporting and restoration shall be provided 24x365 for CALNET 3 services;
8. SLAs apply 24x365 unless SLA specifies an exception;
9. The Contractor shall apply CALNET 3 SLAs and remedies to services provided in geographic areas which the Contractor is required to provide service. Any SLAs and remedies negotiated between Contractor and Incumbent Local Exchange Carriers in territories closed to competition shall be passed through to the CALNET 3 Customer.
10. Contractor invoices shall clearly cross reference the SLA credit to the service Circuit ID in accordance with IFB-B SOW Business Requirements Section B.5.1 (Billing and Invoicing Requirements, #14);



11. The Contractor shall provide Customer and CALNET 3 CMO support for SLA inquiries and issue resolution; and,
12. Any SLAs and remedies negotiated between Contractor and third party service provider in territories closed to competition shall be passed through to the CALNET 3 Customer.

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



2.3.6 Technical Service Level Agreements

The Contractor shall provide and manage the following Technical SLAs:

2.3.6.1 Provisioning (M-S)

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 SOW in accordance with IFB-B SOW Section B.2.5.4 #7 (Provisioning and Implementation). The Contractor shall meet the committed interval dates or due date negotiated with the Customer. If the Customer agrees to a negotiated due date, the negotiated due date supersedes the committed interval. At the Customer's discretion, if the scope of the Service Request(s) meets the Coordinated or Managed Project criteria, negotiated due dates will be established and documented in the Project Schedule per IFB-B SOW Business Requirements Section B.6 (Contracted Service Project Work).</p> <p>Provisioning SLAs have two (2) objectives:</p> <p>Objective 1: Individual Service Request; and</p> <p>Objective 2: Successful Install Monthly Percentage by Service Type.</p> <p>Note: Provisioning timelines include extended demarcation wiring, when appropriate.</p>		
<p>Measurement Process:</p> <p>Objective 1: <u>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>Objective 2: <u>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
Web Conferencing Named Hosts – per seat 1 - 50 seats	5	Coordinated/Managed Project
Web Conferencing Named Hosts - per seat 51 - 200 seats	10	Coordinated/Managed Project
Web Conferencing Named Hosts – per seat over 200 seats	15	Coordinated/Managed Project



Objective (s):
 Objective 1: Individual Service Request: Service installed on or before the Committed Interval or negotiated due date.
 Objective 2: Successful Install Monthly Percentage per Service:

	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (S or P)
Web Conferencing Named Hosts – per seat 1-50 seats	N/A	≥ 90%	≥ 95%	P
Web Conferencing Named Hosts – per seat 51-200 seats	N/A	≥ 90%	≥ 95%	P
Web Conferencing Named Hosts – per seat over 200 seats	N/A	≥ 90%	≥ 95%	P

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 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 No



2.3.6.2 Unsolicited Service Enhancement SLAs

All unsolicited service enhancements shall be considered a feature of the service, and therefore shall be included as such under the SLAs as defined in this Section.

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

2.3.6.3 Proposed Unsolicited Offering

The Contractor shall provide SLAs as defined in SLA Section 2.3 for each unsolicited offering determined by the CALNET 3 CMO not to be a feature of a service or a component of an unbundled service identified in the technical requirements. SLA tables shall be amended after Contract award to include all new unsolicited services.

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

2.3.6.4 Contract Amendment Service Enhancement SLAs

All Contract amendment service enhancements shall be considered a feature of the service, therefore included as such under the SLAs as defined in this Section 2.3.6.

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